# **APP USER GUIDE**

Sugar.IQ<sup>™</sup> with Watson<sup>™</sup>



#### Introduction

Thank you for choosing Medtronic as your diabetes management partner. The Sugar.IQ™ app is a diabetes personal assistant application (app) developed in association with IBM™\* Watson Health™\*. The app receives continuous glucose monitoring (CGM) data from your Guardian™ Connect system.

The Sugar.IQ™ app (MMT-8100) helps you manage your diabetes by:

- · displaying meal log entries and sensor glucose (SG) data
- tracking meal log entries
- reporting insights of how your meals affect glucose levels
- supporting good choices and trends with motivational messages

The app serves as an additional display for real-time CGM data from the Guardian™ Connect system through the CareLink™ Personal software. The Guardian™ Connect app will also need to be running in the background on your mobile device with the "Sync to CareLink" option enabled.

In addition to the intended use, the user guide is designed to help you understand the setup and operation of the Sugar.IQ<sup>™</sup> app. For setup and operation of the Guardian<sup>™</sup> Connect system, see the Guardian<sup>™</sup> Connect system user guide.

#### Intended use

The Food and My Food Diary screens are intended for logging meals and counting carbs to promote a healthy diet.

The My Data and Glycemic Assist screens and the insights on the Home screen are intended for use as data reporting tools to help you identify historical trends and the effects of daily activities on glucose levels.

The SG History screen, including the current sensor glucose reading, is intended for use as an additional display of CGM data for passive monitoring.

#### Contraindications

None known.

### Safety warnings

The Sugar.IQ™ app is not intended to provide medical advice and should not be relied upon for such purpose. Do not make any changes to treatment without talking to a healthcare professional (HCP) first.

The app is not intended to replace the real-time display of the CGM data on the Guardian™ Connect app. The app is not intended to control any functions of the connecting device. The app is not intended for calculating insulin or other drug doses. The app will not modify data or control functions of the Guardian™ Connect system. All therapy decisions should be made by the app user based on blood glucose (BG) measurements obtained from a BG meter.

#### **Precautions**

The Sugar.IQ<sup>™</sup> app cannot tell you about potential problems. The app does not provide SG alarms or notifications. The app is intended only to display information. Proper operation of this app relies upon a compatible mobile device with proper settings.

#### **Assistance**

Please contact our 24 Hour HelpLine at 800-646-4633 for assistance.

# How to use this guide

**Note:** This user guide shows sample screens only. The screens on your device may be slightly different.

The following table describes terms and conventions used in this guide.

Convention	Description
Bold	Indicates an item on the screen that you select with your finger or tap to open.
>	A shorthand symbol indicates a series of selections you make on the screen. For example, <b>edit</b> > <b>serving</b> means that you need to tap <b>edit</b> and then tap <b>serving</b> .
Тар	Tap the area on the screen with your finger to select or activate an option.
Swipe	Starting at or near one edge of the screen, slide your finger quickly across the screen without lifting your finger.
Note	Provides additional helpful information.

#### Downloading the app

You must have:

- an Internet connection
- a CareLink™ Personal account

**Note:** The Sugar.IQ<sup>™</sup> app requires an Apple<sup>™</sup>\* mobile device running iOS 11 or a later version and is designed to display best on the iPhone 7/7s. iPad and iPod devices are not officially supported. The screens may appear stretched or overlapped if viewed on an iPad or iPod device.

#### To download the app:

- 1 Search for "Sugar.IQ™" in the app store on your mobile device.
- 2 Download the app.
- 3 Tap Go To Login, or tap Start Tour to view the app tutorial.
- 4 Enter your CareLink™ Personal account information (username and password).

**Note:** Log in with the same CareLink<sup>™</sup> Personal account information you use with your Guardian<sup>™</sup> Connect system. If you do not have a CareLink<sup>™</sup> Personal account, you can create one at www.carelink.minimed.com.

- 5 Tap Login.
- 6 Follow the prompts on the screen to allow the Sugar.IQ™ app to send you notifications and access your Motion & Fitness and Health app data. New insights appear, even if the app is not open, if you choose to allow notifications.
- 7 Review the End User License Agreement. Tap **Accept**. A notification appears to confirm.
- 8 Tap **OK**. The Home screen opens. Tap the **menu** button > **Profile** to open the Profile screen. For details, see *Setting up your profile*, *on page 3*.

#### Setting up your profile

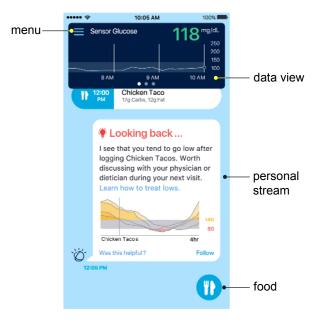
Enter the following information to set up your profile:

- 1 Enter your weight and height.
- 2 Select your diabetes type, therapy type, and gender.
- 3 Enter your date of birth.
- 4 Select your app user profile, for example, **Patient**.
- 5 Tap the x button to close the Profile screen and open the Home screen.

### Using the app

The following sections walk you through the different functions of the app, including the Home screen, viewing your insights, logging your meals, viewing your SG data, and more. The app displays updated data once you open it. The mobile device must have an Internet connection for the app to display data.

#### Home screen



The Home screen appears when you open the app on your mobile device.

This screen allows you to:

- Tap the **menu** button to open the Menu screen. You can set up your profile and customize your personal stream. You can also view the app tutorial, user guide, frequently asked questions, and the app software information.
- Navigate to different data screens from the data view. Swipe the data view to see a
  compact view of the data on the SG History, My Data, and Glycemic Assist screens.
  Tap the data to extend the screen. For details, see Viewing your SG data, on
  page 7.

- View the personal stream to see messages that include insights, meal log entries, and tutorials. Swipe to view previous insights and meal log entries. For details, see Viewing your insights, on page 5. You can customize the information displayed on your personal stream seven days after you receive your first insight. Tap the menu button > Personalization on the Home screen to customize your personal stream.
- Tap the food putton to open the Food screen. You can log meals for a specific period of the day. For details, see Logging your meals, on page 6.

# Viewing your insights



Insights report glucose trends, provide helpful information, and allow you to follow therapy events.

Use the following tips to understand your insights:

- The **insight title** indicates the type of insight. The colors indicate the following:
  - red = low glucose
  - green = positive outcome
  - orange = high glucose

- The insight message provides information on the insight topic. Tap the education link to view more information on the insight topic. An education link appears based on the insight.
- The chart shows data related to the insight. A chart appears based on the insight.
- Tap the feedback link to display the thumbs up and thumbs down icons. Tap an icon
  to rate the insight. Watson customizes the type of insights you receive based on your
  feedback. A feedback link appears based on the insight.
- Tap follow to add a food item to the Glycemic Assist screen. For details, see Glycemic Assist screen, on page 13. The follow feature appears based on the insight.
- The **time stamp** indicates the time the insight appeared on the personal stream.

### Logging your meals

Use the Food and My Food Diary screens to log food items, count carbs, and view other nutritional data. You can view the SG History and Glycemic Assist screens to see the impact a food item has on your glucose levels. For details, see *Viewing your SG data, on page 7*.

To create a meal log entry:

- 1 On the Home screen, tap the **food** 11 button to open the Food screen.
- 2 You can select a food item from the My Frequent Foods list, or enter the desired food item in the search bar.
- 3 Tap on the picture of the food item to view the amount of carbs, fat, and calories in the item.
- 4 Tap **serving** to set the number of servings, and then tap **Select**. The amount of carbs, fat, and calories changes when you set the number of servings for the food item.
- You can set meal times for the current day until midnight. You can also set meal times for the past seven days. Tap the date to set the date and time, and then tap **Select**.
- 6 Tap log.
- 7 Tap the dutton to return to the Home screen.

8 The meal log entry appears on the personal stream if View Meal Log Entries is enabled in your personalization settings. Tap the **menu** button > **Personalization** on the Home screen to customize your personal stream.

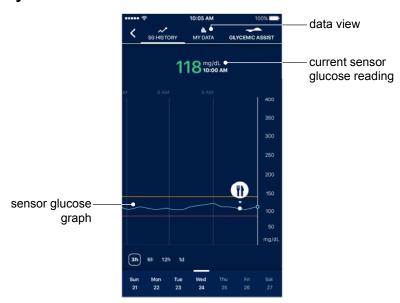
#### To edit a meal log entry:

- 1 On the Food screen, tap the <a> button</a> to open the My Food Diary screen.
- 2 Tap < or > to find the date of the meal log entry.
- 3 Tap the time interval (**Morning**, **Afternoon**, **Evening**, or **Night**). The time intervals indicate the following:
  - Morning = 6 a.m. to 11 a.m.
  - Afternoon = 11 a.m. to 5 p.m.
  - Evening = 5 p.m. to 10 p.m.
  - Night = 10 p.m. to 6 a.m.
- 4 Find the meal log entry in the selected time interval.
- 5 Tap edit > serving to edit the number of servings, and then tap Select.
- You can edit meal times for the current day until midnight. You can also edit meal times for the past seven days. Tap the date to change the date and time, and then tap **Select**.
- 7 Tap save.
- 8 Tap the button to return to the Food screen.

# Viewing your SG data

This section walks you through the SG History, My Data, and Glycemic Assist screens. On the Home screen, tap the compact **data view** to extend the data screen. Tap **SG History**, **My Data**, or **Glycemic Assist** to navigate through the data screens. Tap the button to return the extended data screen to the compact data view on the Home screen.

### **SG History screen**



Note: Sensor information may not display immediately on the screen. A delay of up to 10 minutes may occur between the Guardian™ Connect app and the Sugar.IQ™ app. The Sugar.IQ™ app receives data from the Guardian™ Connect system through the CareLink™ Personal website.

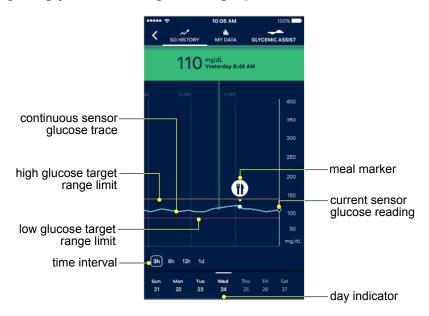
The SG History screen displays a history of SG values and logged meals on a graph. This screen allows you to:

- View the time and value of your current sensor glucose reading. Trend arrows
  appear next to the value if your glucose level has been rising or falling faster than a
  certain rate per minute.
  - The value changes color based your glucose target range limits. The colors indicate the following:
  - orange = above range
  - red = below range
  - green = in range

The sensor will only read SG values between 40 and 400 mg/dL. The value appears orange and displays as "Above 400" when the reading is above 400 mg/dL. The value appears red and displays as "Below 40" when the reading is below 40 mg/dL.

• The **sensor glucose graph** displays SG data for the selected time. For details, see *Navigating your sensor glucose graph, on page 9*.

# Navigating your sensor glucose graph



Use the following tips to navigate the sensor glucose graph:

- Tap on a meal marker to view food items of the meal log entry. You can choose
  to follow food items from meal markers on the SG History screen. For details,
  see Glycemic Assist screen, on page 13.
  - The orange line indicates your **high glucose target range limit**. The red line indicates your **low glucose target range limit**.
- The dot on the continuous sensor glucose trace indicates your current sensor glucose reading. An information box appears when you tap on the trace. The information box displays the SG value, date, and time. Drag your finger along the trace to view a history of your data.
  - The information box changes color based on the SG value and your glucose target range limits. The colors indicate the following:
  - orange = above range
  - red = below range
  - green = in range

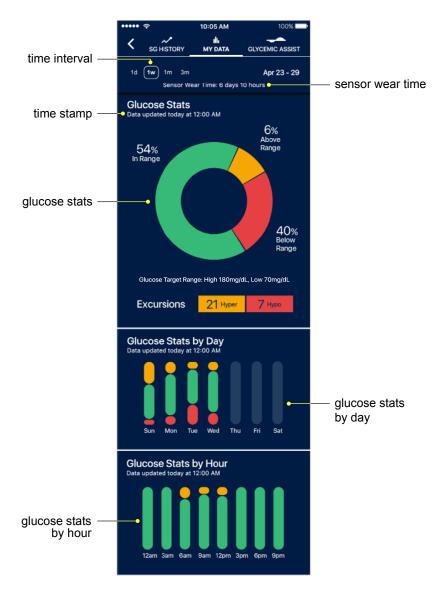
 Tap a time interval (3h, 6h, 12h, 1d, or Now) to view data for the selected time. The Now time interval only appears when you drag your finger along the trace to view a history of your SG data.

The time intervals indicate the following:

- 3h = 3 hours
- 6h = 6 hours
- 12h = 12 hours
- 1d = 1 day
- Now = current time
- Swipe the **day indicator** to access previous dates. Tap a date to view data for the selected day.

**Note:** Your last selected view of the data appears if you navigate away from the SG History screen or place the app in the background on your mobile device.

## My Data screen



The My Data screen displays your glucose trends based on the selected **time interval** (1d, 1w, 1m, or 3m).

The time intervals indicate the following:

- 1d = 1 day
- 1w = 1 week
- 1m = 1 month
- 3m = 3 months

The **sensor wear time** displays the number of days and hours of available sensor data for the selected time interval. The **time stamp** indicates the time data was last updated.

#### Viewing your glucose data

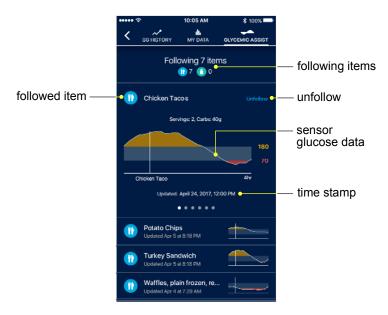
View your glucose target range results on the following charts, depending on the selected time interval. If the **1d**, **1w**, or **1m** time interval is selected, you can swipe the chart to see a history of your data.

- The **Glucose Stats** chart displays data for the selected time. You can also view how many high and low glucose readings were recorded.
- The **Glucose Stats by Day** chart displays data for the days of the week if the 1w, 1m, or 3m time interval is selected.
- The Glucose Stats by Hour chart displays data in three-hour increments over a 24-hour period of time.

The chart colors indicate the following:

- orange = above range
- red = below range
- green = in range

#### Glycemic Assist screen



The Glycemic Assist screen records SG data for up to ten food items you choose to follow.

This screen allows you to:

- View the number of food items under **following items**.
- View the sensor glucose data and the time stamp for the followed item.
   Swipe to view the data history of the followed item.

You can add a food item from a meal marker on the SG History screen or from the My Frequent Foods list on the Food screen.

To add a food item:

- 1 Tap Follow.
- 2 Select the item.
- 3 Tap **OK**.

To remove a food item:

- 1 Swipe the item.
- 2 Tap **Unfollow**.

# **Notifications**

The following table lists the main notifications you may receive from the app.

Notification	Description	
Airplane Mode is Turned On. Cellular data or WiFi is needed.	Your mobile device is in Airplane Mode. Tap <b>Settings</b> . Find the Airplane Mode setting. Toggle the switch to turn off Airplane Mode. The switch appears gray when Airplane Mode is turned off.	
App is loading your historical data. Please check back later.	This notification appears when you log in to the Sugar.IQ™ app for the first time. The app is updating data from the CareLink™ server. Tap <b>OK</b> to return to the app.	
Application Disabled. A new version of the Sugar.IQ™ app is available. Please update your app to continue using it.	This notification appears when an app update is available and required for continued use of the Sugar.IQ™ app. Tap <b>UPGRADE</b> to open the app store and download the update.	
CareLink™ ID and/or Password is incorrect. Please try again.	You have entered an incorrect CareLink™ Personal username or password, or you have not set up your Guardian™ Connect system.	
	Enter the correct CareLink™ Personal username and password. If you do not have a CareLink™ Personal account, you can create one at www.carelink.minimed.com. You can also reset your password on the CareLink™ Personal website.	
	If you have not set up your Guardian™ Connect system, go to www.medtronicdiabetes.com/products/Guardian-Connect-Continuous-Glucose-Monitoring-System.	
Your current device has not been tested. As a result information may display differently than intended. We will update the app as soon as possible.	The app is designed to display best on the iPhone 7/7s. iPad and iPod devices are not officially supported. The screens may appear stretched or overlapped if viewed on an iPad or iPod device. Tap <b>OK</b> to continue using the app.	
No Cloud connectivity right now, please try again later. If the issue persists, please contact Customer Care at 800.646.4633.	The app is unable to communicate with the server. Resubmit your request. If the problem continues, please contact our 24 Hour HelpLine at 800-646-4633 for assistance.	

Notification	Description	
The current iOS software version on your device has not been tested. As a result information may display differently than intended. We will update the app as soon as possible.	The iOS software version on your mobile device has not been tested with the Sugar.IQ™ app. Tap <b>OK</b> to close the notification and continue using the app.	
Warning Your user data will be erased from this device after logout. Your acceptance of the End User License Agreement (EULA) will be saved.	This notification appears when you tap <b>Logout</b> on the Menu screen. When you log out, the app will only upload the last 90 days of SG data, seven days of meal log entries, and the items you are currently following.	

# Help

Tap the **menu** button > **Help & Contact** to access the frequently asked questions (FAQ), user guide, and 24 Hour HelpLine contact number.

# **Troubleshooting**

The following table lists causes and solutions to possible errors you may experience with the app. If you experience an error that cannot be corrected using the table, please contact our 24 Hour HelpLine for assistance. For troubleshooting tips on the Guardian™ Connect system, see the Guardian™ Connect system user guide.

Problem	What could be wrong	What to do
The app will not open.	The app is frozen or has crashed.     Your mobile device is not working properly.	1 Check if the app is open and running in the background. Double-press the <b>Home</b> button on the mobile device to view a list of open apps. Find the Sugar.IQ™ app. Swipe upward to close it. Reopen the Sugar.IQ™ app.
		2 Turn off and restart your mobile device. Delete and reinstall the app if restarting your mobile device does not solve the problem. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
You cannot log in to the app.	You have entered the incorrect CareLink™ Personal username and password.      The app is frozen or has crashed.      The app is not using cellular data, or there is no Internet connection.	1 You have entered an incorrect CareLink™ Personal username or password, or you have not set up your Guardian™ Connect system. Enter the correct CareLink™ Personal username and password. If you do not have a CareLink™ Personal account, you can create one at www.carelink.minimed.com. You can also reset your password on the CareLink™ Personal website. If you have not set up your Guardian™ Connect
4 The system is not www.medtr working properly. Guardian-C	www.medtronicdiabetes.com/products/ Guardian-Connect-Continuous-Glucose- Monitoring-System.	
		2 Check if the app is open and running in the background. Double-press the <b>Home</b> button on the mobile device to view a list of open apps. Find the Sugar.IQ™ app. Swipe upward to close it. Reopen the Sugar.IQ™ app.
		3 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular.  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		4 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
You cannot download the app.	The iOS software version is not supported.     Your mobile device is not supported.	The app is designed to run on iOS 11 or a later version. Go to the settings on your mobile device. Tap <b>General</b> > <b>Software Update</b> to check for iOS software updates. If needed, update the iOS software version.
	3 There is not enough storage space available on your mobile device.	2 Download the app on an Apple™* mobile device. The app is designed to display on the iPhone 7/7s.
	<ul> <li>The app is not using cellular data, or there is no Internet connection.</li> <li>The system is not working properly.</li> </ul>	3 Free up the space on your mobile device. 4 Go to the settings on your mobile device. Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular. Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		5 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
Food data is delayed, missing, or incorrectly displayed.	The food item was logged incorrectly.     The app is not using cellular data, or there is no Internet connection.	1 Verify the food item is present in the meal log entry on the My Food Diary screen. If the food item cannot be found, create a meal log entry. If the food item was logged incorrectly, edit the meal log entry. For details, see Logging your meals, on page 6.
	3 The system is not working properly.	2 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular.  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		3 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.
Insights on the Home screen, or data on the	The most current sensor glucose	Data appears based on SG history recorded for the followed item.
Glycemic Assist and My Data screens, are delayed, missing, or incorrectly displayed.	graph does not have enough data available for the followed item on the Glycemic Assist screen.  The app is not using cellular data, or there is no Internet	2 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular.  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
	connection.  3 The system is not working properly.	3 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
Missing search results on the Food screen.	The specific food item is not available in the food detabage.	Verify the spelling of the food item is correct. Remove specific brand names, and retry the search.
2 T c t t c c 3 T	cellular data, or there is no Internet connection.	2 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular.  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		3 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
SG data is delayed, missing, or incorrectly displayed.	<ol> <li>The         Guardian™ Connect         app has not sent         data yet.</li> <li>Data is not being         captured in the         Guardian™ Connect         app.</li> <li>The app is frozen or         has crashed.</li> </ol>	1 Verify the Guardian™ Connect app is running in the background with the "Sync to CareLink" option enabled. Sensor information may not display immediately on the screen. A delay of up to 10 minutes may occur between the Guardian™ Connect app and the Sugar.IQ™ app. The Sugar.IQ™ app receives data from the Guardian™ Connect system through the CareLink™ Personal website.
	<ul> <li>The app is not using cellular data, or there is no Internet connection.</li> <li>The system is not working properly.</li> </ul>	2 Verify the Guardian™ Connect app displays SG data. If the Guardian™ Connect app does not display SG data, refer to the Guardian™ Connect system user guide for troubleshooting information.
	working property.	3 Check if the app is open and running in the background. Double-press the <b>Home</b> button on the mobile device to view a list of open apps. Find the Sugar.IQ™ app. Swipe upward to close it. Reopen the Sugar.IQ™ app.
		4 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap Cellular.  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		5 Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

Problem	What could be wrong	What to do
The app is unresponsive.	The app is frozen or has crashed.	Check if the app is open and running in the background. Double-press the <b>Home</b>
	2 The app is not using cellular data, or there is no Internet connection.	button on the mobile device to view a list of open apps. Find the Sugar.IQ™ app. Swipe upward to close it. Reopen the Sugar.IQ™ app.
	3 The system is not working properly.	2 Go to the settings on your mobile device.  Verify there is an Internet connection and Airplane Mode is turned off. Tap <b>Cellular</b> .  Find the Sugar.IQ™ app in the "Use Cellular Data For:" section. If the switch next to the app appears gray, toggle the switch to turn on cellular data. The switch appears green when cellular data is turned on.
		Turn off and restart your mobile device. If restarting your mobile device does not solve the issue, delete and reinstall the app. If you delete the app, only the last 90 days of SG data, seven days of meal log entries, and the items you are currently following will be uploaded.

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Watson Health™\*

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# **Medtronic**



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