APP USER GUIDE
Sugar.IQ™ with Watson™
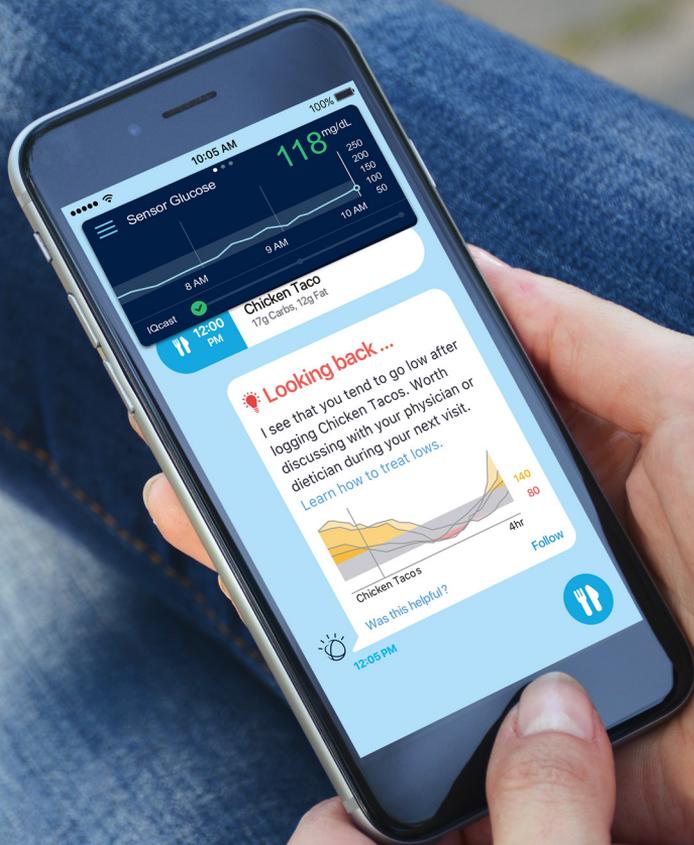
Medtronic

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
• forecasting low glucose events

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™ app. For setup and operation of the Guardian™ Connect system, see the Guardian™ 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.

The Hypo Predictive Notifications are intended to raise awareness of the effect from medication, diet, and other activities on a patient's glucose levels.

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™ 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, **edit** > **serving** means that you need to tap **edit** and then tap **serving**.
Tap	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™ app requires an Apple™* mobile device running iOS 11 or later versions, excluding the iPhone SE. 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™ Personal account information you use with your Guardian™ Connect system. If you do not have a CareLink™ 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 ☒ 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
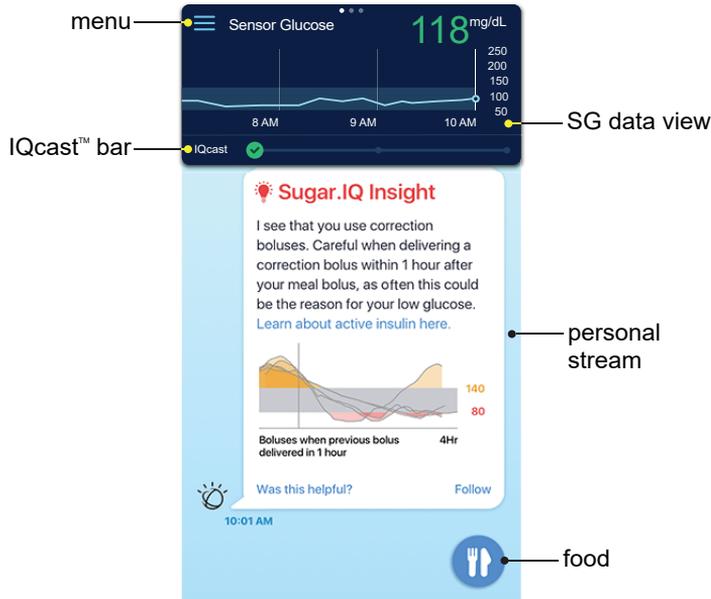
The Home screen appears when you open the app on your mobile device.

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 SG data view. Swipe the **SG 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 9*.

- 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 7*. 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** 🍴 button to open the Food screen. You can log meals for a specific period of the day. For details, see *Logging your meals, on page 8*.
- Tap the **IQcast™** section to see your low glucose forecast. For details, see *Viewing and Reading your IQcast™, on page 5*

Viewing and Reading your IQcast™

SG Data View

IQcast™ **Level 1 (✓)**

IQcast™ **Level 2 (⚠)**

IQcast™ **Level 3 (❗)**

IQcast™ **is learning**

Note: *The IQcast™ bar gives you predicted information for a future glucose event and may not reflect your current sensor glucose reading. The above graphs display your data from Guardian™ Connect.*

Based on your SG History, IQcast™ is able to forecast if a low glucose event will occur in the next 4 hours. By tapping on the IQcast™ bar, you can view additional details.

IQcast™ is designed to help you better plan ahead. For near-term prediction, please refer to your Guardian™ Connect system to setup alerts.

Status levels:

- (IQcast™ Level 1)- You are unlikely to go below 70 mg/dL within the next 4 hours.

- (IQcast™ Level 2)- You are trending towards going below 70 mg/dL within the next 4 hours.

- (IQcast™ Level 3)- You are expected to go below 70 mg/dL within the next 4 hours.

- **IQcast™ is learning**- This message displays when more data is needed to make a forecast. This can occur for several days when you are a new user or when IQcast™ notices significant changes in behavior. Once enough data is available your IQcast™ bar will display at the appropriate level.

When you reach IQcast™ level 3, Sugar.IQ™ will send a notification to your phone and display a message within the app. If you do not want to receive notifications, you can change this within the app settings.

Sugar.IQ™ will also ask for feedback if you do not go low after the IQcast™ level 3 state is reached. You can provide information on what, if any, action you took to avoid the low event. The link to provide feedback will only stay available for a 12 hour window after the message is received.

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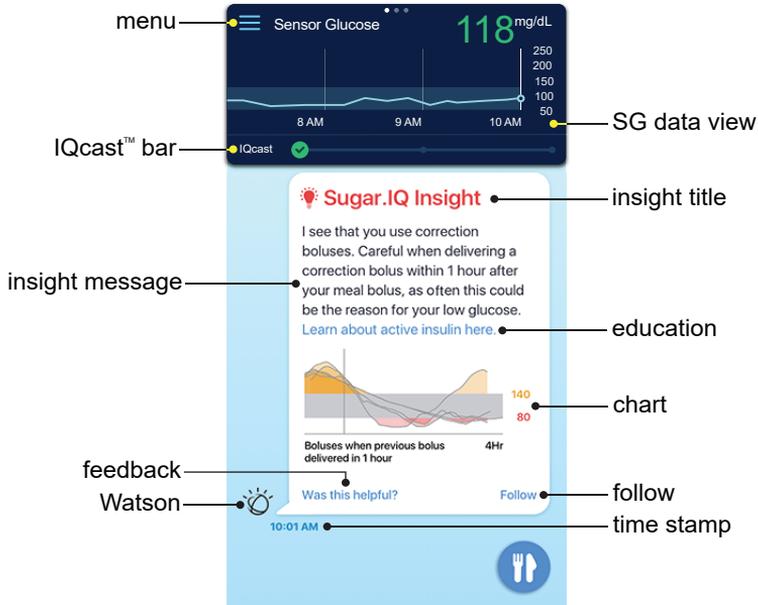
Insights report glucose trends, provide helpful information, and allow you to follow therapy events.

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 9*.

To create a meal log entry:

1   On the Home screen, tap the **food** 🔵 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.
5   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 🔵 button 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 🔵 button 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**.

6   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 **SG 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 SG data view on the Home screen.

SG History screen

current sensor glucose reading

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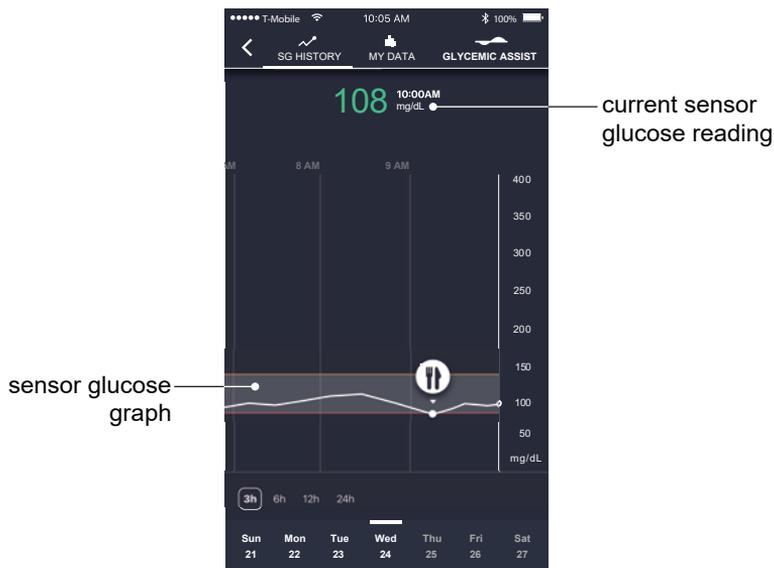
Note: *Sensor information may not display immediately on the screen. A delay of up to 10 minutes may occur between the Guardian™ Connect app and the Sugar.IQ™ app. The Sugar.IQ™ app receives data from the Guardian™ Connect system through the CareLink™ Personal website.*

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 on 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 11*.

Navigating your sensor glucose graph

continuous sensor glucose trace

high glucose target range limit

low glucose target range limit

time interval

meal marker

current sensor glucose reading

day indicator
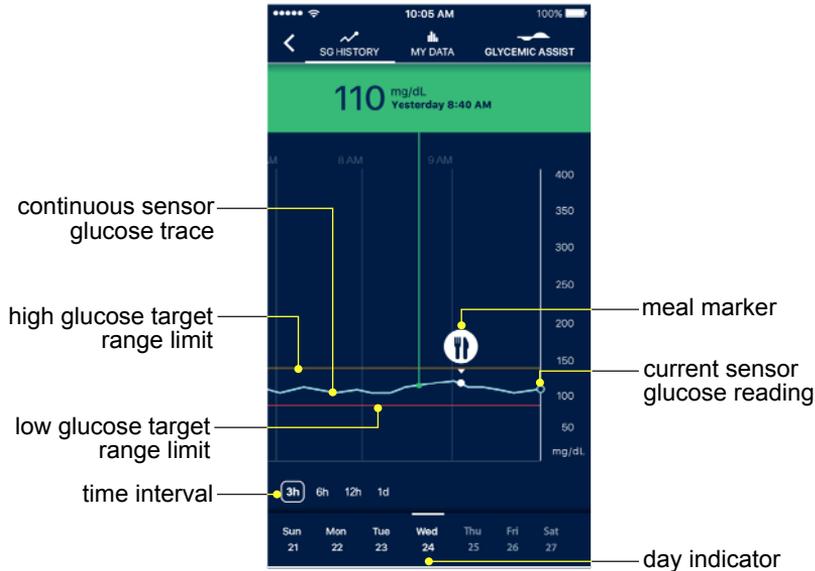
Use the following tips to navigate the sensor glucose graph:

- 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.

-11-

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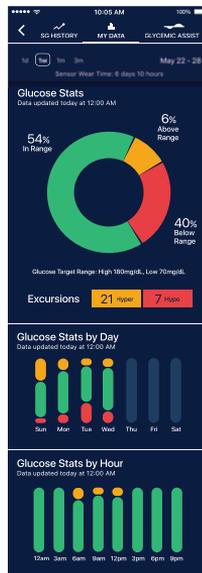
The My Data screen displays your glucose trends based on the selected **time interval** (**1d**, **1w**, **1m**, or **3m**).

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

-13-
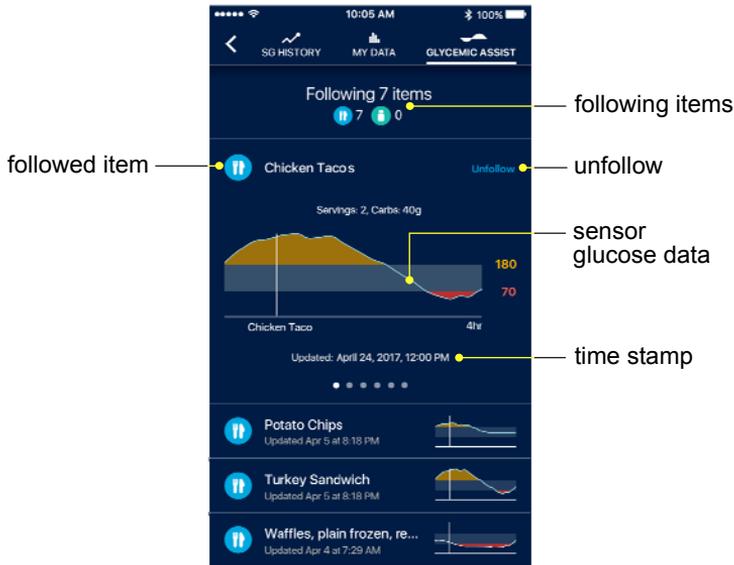
The Glycemic Assist screen records SG data for up to ten food items you choose to follow.

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. The **time stamp** reflects the time the food item being followed was logged.

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**.

Error 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 **Settings**. 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 **OK** to return to the app.
App update required. 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 **UPDATE** 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.
	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.

Notification	Description
Cannot Sign In. You must have the Guardian™ Connect system setup to access Sugar.IQ	You have not setup your Guardian™ Connect system. Tap **Learn More** for more information on the Guardian™ Connect system, or 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 **OK** 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.
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 **OK** 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 **Logout** 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.	1 The app is frozen or has crashed. 2 Your mobile device is not working properly.	1 Check if the app is open and running in the background. Double-press the **Home** 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.	1　You have entered the incorrect CareLink™ Personal username and password. 2　The app is frozen or has crashed. 3　The app is not using cellular data, or there is no Internet connection. 4　The system is not working properly.	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 system, go to 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 **Home** 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.	1 The iOS software version is not supported. 2 Your mobile device is not supported. 3 There is not enough storage space available on your mobile device. 4 The app is not using cellular data, or there is no Internet connection. 5 The system is not working properly.	1 The app is designed to run on iOS 11 or a later version. Go to the settings on your mobile device. Tap **General** > **Software Update** to check for iOS software updates. If needed, update the iOS software version. 2 Download the app on an Apple™* mobile device. 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.	1 The food item was logged incorrectly. 2 The app is not using cellular data, or there is no Internet connection. 3 The system is not working properly.	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 8*. 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 Glycemic Assist and My Data screens, are delayed, missing, or incorrectly displayed.	1 The most current sensor glucose graph does not have enough data available for the followed item on the Glycemic Assist screen. 2 The app is not using cellular data, or there is no Internet connection. 3 The system is not working properly.	1 Data appears based on SG history recorded for the followed item. 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
Missing search results on the Food screen.	1 The specific food item is not available in the food database. 2 The app is not using cellular data, or there is no Internet connection. 3 The system is not working properly.	1 Verify the spelling of the food item is correct. Remove specific brand names, and retry the search. 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.	1 The Guardian™ Connect app has not sent data yet. 2 Data is not being captured in the Guardian™ Connect app. 3 The app is frozen or has crashed. 4 The app is not using cellular data, or there is no Internet connection. 5 The system is not working properly.	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. 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. 3 Check if the app is open and running in the background. Double-press the **Home** 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.	1 The app is frozen or has crashed. 2 The app is not using cellular data, or there is no Internet connection. 3 The system is not working properly.	1 Check if the app is open and running in the background. Double-press the **Home** 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 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.

Medtronic

M10575821-014_A