

Tandem Source & Mobile Bolus Setup Guide

Read about the updates at [The Glucose Never Lies®](#) and get empowered with cutting-edge the Tandem Mobile Bolus technology whilst being able to access real-time data. This guide provides comprehensive setup support.

Device Compatibility Assessment

[Smartphone compatibility](#)



iOS Devices

iPhone 11–16, SE, XR, XS/Max all provide full Mobile Bolus functionality with reliable connectivity and user experience.



Android Compatibility

Samsung S20–S25 series, Z Flip/Fold 4–6, and Google Pixel 4–9 (Android 13–16) offer complete feature access.



Limited Functionality

Unlisted devices function as secondary displays only, restricting bolusing capabilities and overall system integration.

Go to [Apple store](#) or [Google Play](#) and install the **Tandem t:slim® mobile app**:

Setup Steps

1

[Account Creation](#)

Assist patients in creating their Tandem Source account needed for the phone app. Get your clinics code for data sharing and remote monitoring capabilities.

2

[Software Updates](#)

t:slim X2 Pump Software v7.8.1 (or higher) → Tandem Mobile Bolus.

- Earlier versions (v6.4 to v7.7) allow uploads to Tandem Source **do not enable mobile bolus**.
- Updates via **Tandem Device Updater**, using an **update code** via Air Liquide
- Upload pump data to Tandem Source Account using the data upload cable prior to pairing pump with mobile app.

3

[Device Pairing](#)

Pair the pump with your Tandem t:slim mobile app. Connect your pump with the Tandem t:slim mobile app by entering the 6-digit pairing code displayed.

Data Review and Monitoring

Tandem Source provides comprehensive data analytics once the systems are paired and functioning. This automated upload system enables continuous monitoring without additional burden, allowing for proactive clinical interventions and treatment optimisation.



Automatic Data Upload

Uploads data seamlessly to Tandem Source and is instantly available to view and share.



Comprehensive Reports

Easy to understand reports to monitor insulin usage patterns, bolus delivery trends, and CGM data.

Using Mobile Bolus Daily



Open App & Select Bolus

Launch the **t:slim® mobile app** and tap the Bolus button on your home screen.



Enter Your Data

Input your carbohydrate count and blood glucose reading for insulin calculation.



Confirm & Authorise

Review the insulin dose, then authorise using two-factor safety verification.



Delivery Confirmation

Both your pump and app will display "Bolus Confirmed".

Support & Emergency Contacts

Air Liquide Support

- **UK:** 0800 012 1560
- **Ireland:** 1800 12 4912

Tandem Diabetes Care (24/7)

- **UK:** 0800 012 1560 (option 2)
- **Ireland:** 1800 12 4912 (option 2)

Online Resources

Visit [Tandem](#) for comprehensive documentation, troubleshooting guides, and additional clinical resources.



Disclaimer: This guide was prepared by **The Glucose Never Lies®** —always follow your diabetes team's specific advice.