

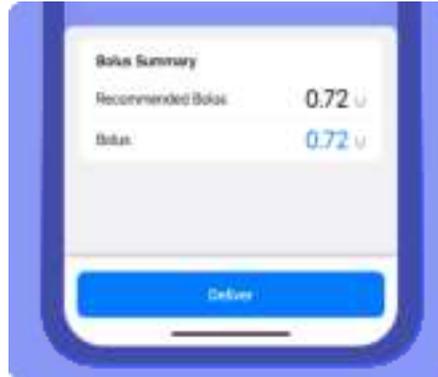
Correction Bolus



When Loop is on:

1. Tap the **Bolus Entry**  button to receive a recommendation for a correction bolus to bring down high glucose.

To deliver the recommended bolus:



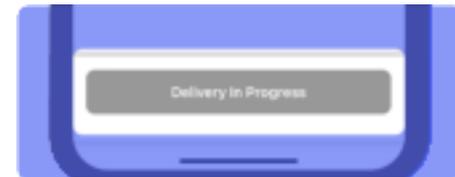
2. Tap **Deliver**.
3. Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound, and the *Temporary Status Banner* shows the bolus delivery in progress.

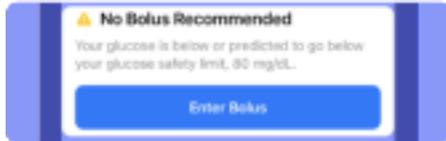
 The *Delivering* sound will not be played when *Quiet Mode* is enabled.



If *Delivery in Progress* is displayed instead of *Deliver*, you will need to wait until the current bolus delivery is complete before delivering another bolus.



If a bolus is not recommended, a *No Bolus Recommended* caution is displayed.



When *Loop* is on, you should not modify the bolus to be greater than the recommended value.

The twist automated insulin delivery system is making adjustments to your basal delivery to keep you near your correction range.

Modifying a bolus to be greater than the recommended value can lead to glucose falling below your *Glucose Safety Limit* and may increase your risk of low blood glucose.

To enter a bolus when a bolus is not recommended:

1. Tap **Enter Bolus** or tap into the *Bolus* field.
2. Using the keypad, **enter the bolus amount** you would like to deliver.
3. Tap **Done** to dismiss the keypad.
4. Tap **Deliver**.
5. Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound, and the *Temporary Status Banner* shows the bolus delivery in progress.

 The *Delivering* sound will not be played when *Quiet Mode* is enabled.

When *Loop* is off:

1. Tap the **Bolus Entry**  button on the *Toolbar*.

2. Tap **Fingerstick Glucose** and enter a fingerstick blood glucose reading.
3. Tap **Done** to hide the keypad.

If a bolus is recommended, you will see the amount in the *Recommended Bolus* and *Bolus* fields. You can accept it, or you can enter your own *Bolus* value using the keypad that appears when you tap into the *Bolus* field.



If the recommended bolus does not match the way you feel, go back to the *Home Screen* and check both your *Active Carbohydrates* and *Active Insulin*.

4. Tap **Next**.

- Review the recommended bolus and tap **Deliver Bolus**.
- Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound, and the *Temporary Status Banner* shows the bolus delivery in progress.

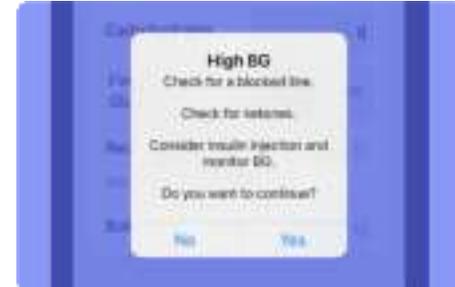
 The *Delivering* sound will not be played when *Quiet Mode* is enabled.



The *Bolus* icon  will be displayed on the *Insulin Delivery Chart* indicating that a bolus has been delivered.

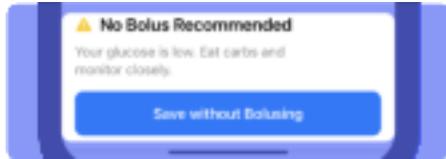


When entering fingerstick glucose, if you enter a value that is greater than 250 mg/dL, a *High BG notification* will be displayed asking if you want to continue.



- Before selecting *Yes* or *No*:
 - Check for a blocked line
 - Check for ketones
 - Consider insulin injection and monitor BG

If your glucose is below 70 mg/dL, a *No Bolus Recommended* caution will be displayed and you will be given the option to **Save without Bolusing**.



Manually Enter a Bolus

Using either the *Carb Entry* or *Bolus* buttons, a manual bolus can be entered.

1. Tap the **Carb Entry**  or **Bolus**  buttons on the *Toolbar*.

In order to enter a bolus manually, glucose and carbohydrate values are not required.

2. Tap **Bolus** to display the keypad.
3. Enter the desired bolus value using the keypad.
4. Tap **Done** to hide the keypad.

5. Tap **Next**.
6. Confirm the bolus amount and tap **Deliver Bolus**.
7. Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound, and the *Temporary Status Banner* shows the bolus delivery in progress.

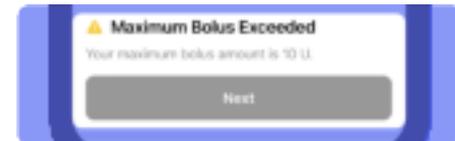
 The *Delivering* sound will not be played when *Quiet Mode* is enabled.

The *Bolus* icon  will be displayed on the *Insulin Delivery Chart* indicating that a bolus has been delivered.

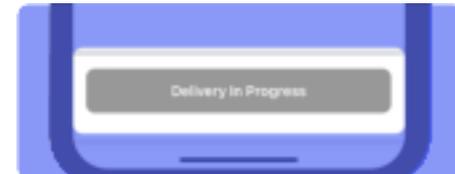


If your desired bolus value exceeds the *Maximum Bolus Limit*, a caution will be displayed and you will NOT be able to proceed.

The manual bolus needs to be reduced below the *Maximum Bolus Limit*.



If *Delivery in Progress* is displayed instead of *Deliver Bolus*, you will need to wait until the current bolus delivery is complete before delivering another bolus.



Deliver Extended Bolus

An *Extended Bolus* can only be delivered when *Loop* is off and *Extended Bolus* has been enabled in *Therapy Settings*.

 The *Extended Bolus* feature should only be used with direction from your healthcare provider.

An *Extended Bolus* can only be delivered for a meal. If a glucose correction is required, this option will not be available.

1. Tap on the **Carb Entry**  button on the *Toolbar*.
2. Tap **Carbohydrates** and enter the amount of carbs you are planning to eat.
3. Tap **Fingerstick Glucose** and enter a fingerstick BG reading.
4. Tap **Done** to hide the keypad.

5. Tap **Next**.
6. Review the *Bolus Details* and tap **Set Extended Bolus**.
7. Use the picker to adjust the *Duration* between 30 minutes and 8 hours.



8. Tap **Done** to hide the picker.
9. Tap **Next**.
10. Confirm the bolus amount and tap **Deliver Bolus**.
11. Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound, and the *Temporary Status Banner* shows the extended bolus delivery in progress.

 The *Delivering* sound will not be played when *Quiet Mode* is enabled.



The *Bolus* icon  will be displayed on the *Insulin Delivery Chart* indicating that a bolus has been delivered.



If *Delivery in Progress* is displayed instead of *Deliver Bolus*, you will need to wait until the current bolus delivery is complete before delivering another bolus.



Deliver Dual Bolus

A *Dual Bolus* can only be delivered when *Loop* is off and *Dual Bolus* has been enabled in *Therapy Settings*.

 The *Dual Bolus* feature should only be used with direction from your healthcare provider.

A *Dual Bolus* can only be delivered for a meal and should be used when you want to deliver some of your meal bolus now and some over an extended time.

1. Tap on the **Carb Entry**  button on the *Toolbar*.

2. Tap **Carbohydrates** and enter the amount of carbs you are planning to eat.
3. Tap **Fingerstick Glucose** and enter a fingerstick BG reading.
4. Tap **Done** to hide the keypad.
5. Tap **Next**.
6. Review the *Bolus Details* and tap **Set Dual Bolus**.
7. Divide the *Meal Bolus* between *Normal* and *Extended* bolus types.

Any bolus required to lower your blood glucose (correction bolus) is always delivered as a *Normal Bolus* and cannot be allocated to the extended portion of a dual bolus.



8. Tap on the **Normal Percent** and use the picker to adjust the *percent* between 5 and 95 percent.
9. Tap on **Extended Duration** and use the picker to adjust the between 30 minutes and 8 hours.
10. Tap **Done** to hide the picker.

11. Tap **Next**.
12. Confirm the normal and extended bolus amounts and tap **Deliver Bolus**.
13. Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound.

 The pump sound will not be played when *Quiet Mode* is enabled.

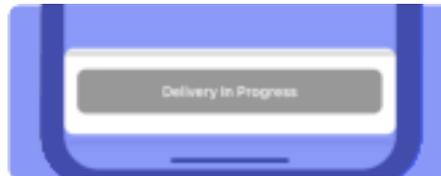
The *Temporary Status Banner* shows both the normal and extended portions of the dual bolus delivery in progress.



Two *Bolus* icons  will be displayed on the *Insulin Delivery Chart* at the same time that a dual bolus has been delivered.



If *Delivery in Progress* is displayed instead of *Deliver Bolus*, you will need to wait until the current bolus delivery is complete before delivering another bolus.



Stop Bolus Delivery

A bolus can only be stopped while the *Temporary Status Banner* is displayed. The *Temporary Status Banner* will be displayed on the *Home Screen* for the entire duration of the bolus delivery.

To stop a bolus delivery:

1. Tap the **Temporary Status Banner**.
2. Tap **Yes** to stop the bolus.

The pump plays the *Delivering* sound.

 The pump sound will not be played when *Quiet Mode* is enabled.

If you tap **No** the bolus will continue to deliver.

If you need to stop a bolus and your pump and twist app are not in communication, you will need to suspend insulin delivery. See "How do I stop insulin delivery without my twist app?" on page 189.

Workout Preset



When you would like to exercise, use the *Workout Preset* to temporarily raise your *Correction Range*. The twist AID system will use your *Workout Range* before, during, or after exercise to reduce the risk of low glucose events.

Failing to inform the twist AID system that you would like your *Correction Range* to be modified through the use of the *Workout Preset* may cause unexpected changes to your glucose to occur.

1. Tap the **Workout Preset** button.
2. Select how long you would like to use the workout preset for. You can keep the workout preset active for:
 - 1 hour
 - 2 hours
 - Until you choose to turn it off

Work with your healthcare provider to find the optimal timing and settings for your individual exercise routine.

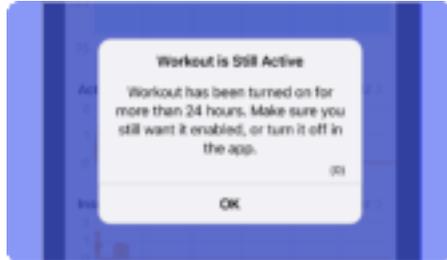
When your *Workout Range* is active, you will see a darker blue shaded correction range on your *Glucose Chart*.



You can also see that your changes are active by the reversed *Workout Preset* button colors in the *Toolbar*.



If you selected *Until I turn off*, and your *Workout Preset* is still active 24 hours later, the twist app will display a *Workout is Still Active* after 24 hours.



1. Tap **OK** to dismiss the notice.

If you would like your *Workout Range* to remain active, no further action is required.

If you would like to turn off the *Workout Preset*, tap the **Workout Preset**  button on the *Toolbar*.

This feature is only available when *Loop* is on. When *Loop* is off the twist system will not adjust your correction range or automate your basal insulin to bring you to your *Workout Range*.

 When *Loop* is off, the  button on the toolbar is used to set a *Temporary Basal*, see "*Temporary Basal*" below.

Temporary Basal



When *Loop* is off, the  button on the *Toolbar* allows you to set a *Temporary Basal*.

Temporary Basal is a temporary adjustment to your basal rate and is typically set for activities such as exercise.

Setting a *Temporary Basal* should be performed with direction from your healthcare provider.

By default, a *Temporary Basal* adjusts your basal rate by allowing you to select a percentage of your basal rate for a specified duration. You can also choose to set a *Temporary Basal* by overriding your programmed rate or rates within *Therapy Settings*.

 When *Loop* is on, the heart icon on the toolbar is used to enable a *Workout Preset*, see "*Workout Preset*" on the previous page.

Set Temporary Basal

1. Tap the  button on the twist app *Toolbar*.

- Use the picker to enter the **Duration** between 30 minutes and 24 hours.
- Tap **Done**.
- Tap **Rate Change** to open the picker and select the value.

Rate adjustment will appear as percent or U/hr depending on your *Temporary Basal* adjustment setting within *Therapy Settings*.

When programming a *Temporary Basal* as a percent adjustment, 100% is the same basal rate as programmed. 120% means 20% more and 80% means 20% less than the programmed basal rate.



- Tap **Done** to hide the picker after *Duration and Rate* selection.

If the *Temporary Basal* percentage will cause the basal rate to exceed the maximum basal rate, you will need to lower your percentage or modify your duration.



If the *Temporary Basal* percentage will cause the basal rate to fall below the minimum deliverable basal rate, you will need to increase your percentage, or set the *Rate Change* to **0 percent**.

- Review the *Temporary Basal* and tap **Start Temporary Basal**.



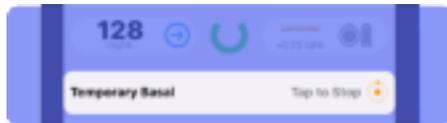
- Enter your iPhone passcode (or Face ID, or Touch ID) to authenticate.

The pump plays the *Delivering* sound.

 The pump sound will not be played when *Quiet Mode* is enabled.

When a *Temporary Basal* is in progress, the *Home Screen* displays a *Temporary Status Banner* which allows you to:

- Track the progress of the *Temporary Basal*
- Stop the *Temporary Basal*



The *Insulin Delivery Status* icon will show reduced  or increased  basal.

The *Insulin Delivery Chart* will show reduced or increased basal and will show the rate at which basal insulin is currently being delivered.



The  button on the *Toolbar* will be displayed with the color reversed.



Stop Temporary Basal

1. Tap **Temporary Basal** in the *Temporary Status Banner* or tap the  button on the toolbar.

A message is displayed asking if you are sure you want to cancel the temporary basal.

2. Tap **Yes** to cancel the temporary basal or **No** to continue with the temporary basal.

The pump plays the *Delivering* sound.

 The pump sound will not be played when *Quiet Mode* is enabled.

Delivery with Pump Button

The *Pump Button* can be used to:

- Verify insulin is being delivered
- Resume basal insulin delivery
- Deliver a *One-Button Bolus*

Verify Insulin Delivery

The pump button can be used to verify that insulin delivery is in progress.

Press and hold the **pump button** for approximately 3 seconds.

If the pump plays the *Delivering* sound, delivery is in progress.

If the pump plays a *Ready* beep, insulin is not being delivered and additional action is required to resume insulin delivery.

Resume Basal Insulin Delivery

The following steps provide instruction on how to resume basal delivery.

If delivery had been previously suspended:

1. Press and hold the **pump button** for approximately 3 seconds until the pump plays the *Delivering* sounds.

If an alarm occurred while the *twist app* and pump were not in communication:

1. Make sure the infusion set tubing is disconnected from the infusion site.
2. Remove the cassette from the pump.
3. Remove and reinsert the pump battery.

The pump will play a quick beep followed by a *Ready* beep.

4. Attach the existing cassette.
5. Wait for self-test to complete.
6. Connect the infusion set tubing to your infusion site.
7. Press and hold the **pump button** for approximately 3 seconds, until the pump plays the *Delivering* sounds.

When the *twist pump* and app are back in communication, the *Home Screen* will display basal delivery in progress, along with other status information.

One-Button Bolus

Verify you have enabled the *One-Button Bolus* feature in *Therapy Settings*.

1. Press the **pump button** for each unit of insulin you would like to deliver as a bolus.

Each time you press the pump button, the *Bolus* volume increases 1 unit and the *One-Button Bolus* sounds are played.

One-Button Bolus can be observed on the *twiist* app *Home Screen*.



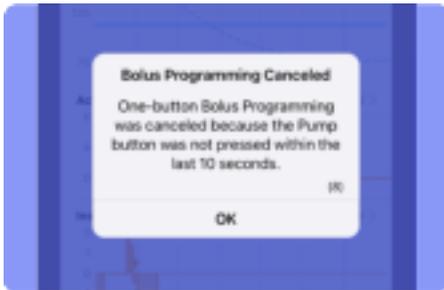
The maximum bolus that can be delivered through the use of *One-Button Bolus* is 10 Units. This would be less if your *Maximum Bolus Delivery Limit* therapy setting is set to a lower value.

2. When you have reached the number of units you would like to bolus, press and hold the **pump button** until you hear the playback start, then release the pump button.
3. Listen and confirm the pump plays back the number of units you entered.
4. If the playback is correct, press and hold the **pump button** until you hear the *Delivering* sound.
5. The *twiist* app displays the *Bolus* progress with the number of units delivered out of the total units programmed.

If you need to stop the bolus delivery, [see "Stop Bolus Delivery" on page 125](#).

One-Button Bolus Programming Canceled

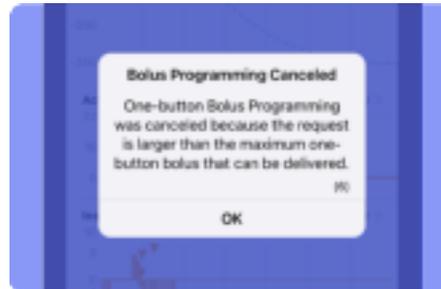
If you stop interacting with the pump during the programming of the *One-Button Bolus* and the pump plays one long beep, the pump has timed out and canceled the *One-Button Bolus* programming. A *Bolus Programming Canceled* notice is displayed.



Tap **OK** to dismiss the notice.

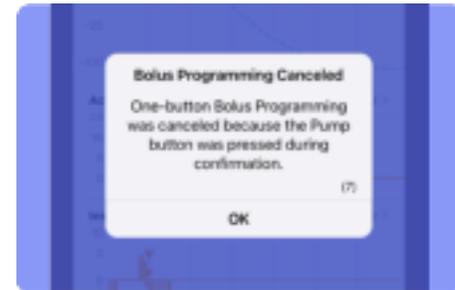
You will need to restart the *One-Button Bolus* programming and delivery again.

If you tried to request more than the maximum allowed bolus, the pump will play one long beep. A *Bolus Programming Canceled* notice is displayed.



Tap **OK** to dismiss the notice.

If you press the pump button while the pump is confirming the bolus volume that you have requested, the pump will play one long beep and the bolus will be canceled. A *Bolus Programming Canceled* notice is displayed.



Tap **OK** to dismiss the notice.

Alerts, Urgent Alerts, and Alarms

The twiist automated insulin delivery system provides alerts, urgent alerts, and alarms for your safety.

Check your iPhone for alerts, urgent alerts, and alarms anytime you are in an environment where you cannot hear or feel vibration from your iPhone, or hear the pump.

 iPhone sounds are controlled within your iPhone *Settings*.

The twiist app displays alarms above urgent alerts, urgent alerts above alerts, and alerts above other status notifications.

Alarm, urgent alert, and alert settings are saved in a manner that is unaffected by power loss.

Alarms can always be resolved by performing a cassette change.

 The twiist automated insulin delivery system does not provide CGM high or low glucose alerts with the exception of the *Urgent Low Glucose* alert that occurs when your CGM reading has fallen below 55 mg/dL. Make sure to check your CGM app and respond to CGM alerts in order to make sure your CGM is working properly.

For more information about Alert, Urgent Alert, or Alarm sounds, [see "System Sounds" on page 35](#).

Alerts

Alerts do not interrupt insulin delivery but should be addressed as soon as possible.

When an *Alert* is occurring, a message is displayed with a single, red, exclamation point **!** icon followed by the name of the alert.

Your iPhone will play the *Alert* sound.

When two or more alerts occur, the alerts will be displayed within the *twiist* app with the most recent alert first and progressing to earlier alerts as they are addressed.

Basal Delivery Not Started

Alert Display



Sounds

Pump:

None (when in communication with twiist app)

Alert (when not in communication with the twiist app)

iPhone: Alert

Description:

Basal delivery could not be started. This may occur if you attempt to start basal using the pump button but the pump has insufficient information to start delivery.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Use the twiist app to *Resume Insulin Delivery*.

[See "Resume Insulin Delivery" on page 80.](#)

Bluetooth Off

Alert Display



Sounds

Pump: None

iPhone: Alert

Description:

If Bluetooth is disabled on your iPhone, the *twiist* app will display a *Bluetooth Off* alert.

 If Bluetooth is disabled on your iPhone, the *twiist* app cannot communicate with your pump, but your CGM and pump will still be in communication, and the *twiist* automated insulin delivery system will be able to continue adjusting your basal insulin delivery.

What To Do:

1. Tap **OK** to dismiss the *Bluetooth Off* alert.

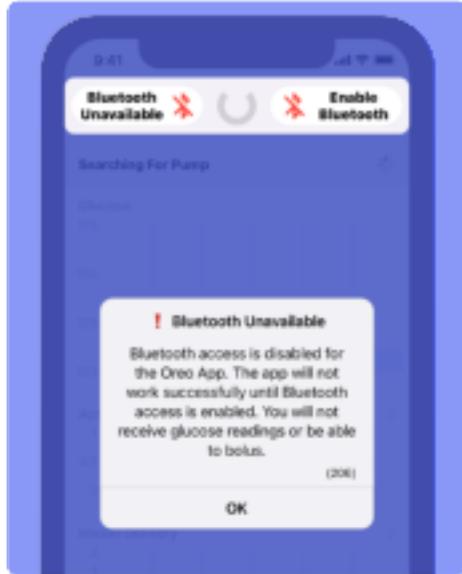
The *Home Screen* will display *Bluetooth Off* in the *CGM Status* and *Enable Bluetooth* in the *Pump Status*.

2. Enable **Bluetooth** in your iPhone settings to receive alerts, urgent alerts, alarms, and CGM readings.
3. Navigate back to the *twiist* app.

The *Home Screen* will no longer display *Bluetooth Off* and *Enable Bluetooth* and the *CGM* and *Pump Status* icons will resume displaying current status.

Bluetooth Unavailable

Alert Display



Sounds

Pump: None
iPhone: Alert

Description:

Bluetooth unavailable occurs when Bluetooth has been disabled for the twist app within your iPhone settings.

🔌 If Bluetooth is disabled for the twist app, the app cannot communicate with your pump, but your CGM and pump will still be in communication, and the twist automated insulin delivery system will continue adjusting your basal insulin delivery.

What To Do:

1. Tap **OK** to dismiss the *Bluetooth Unavailable Alert* message.

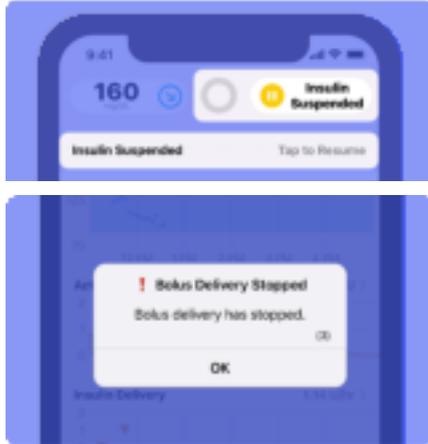
The *Home Screen* will display *Bluetooth Unavailable* in the *CGM Status* and *Enable Bluetooth* in the *Pump Status*.

2. Enable **Bluetooth** for the twist app within your iPhone settings to receive alerts, alarms, and CGM readings.
3. Navigate back to the twist app.

The *Home Screen* will no longer display *Bluetooth Unavailable* and *Enable Bluetooth* and the *CGM* and *Pump Status* icons will resume displaying current status.

Bolus Delivery Stopped

Alert Display



Sounds

Pump: None

iPhone: Alert

Description:

Insulin delivery was suspended while the delivery of a bolus was in progress.

This alert is to remind you that you have stopped a bolus in progress in addition to suspending your basal insulin.

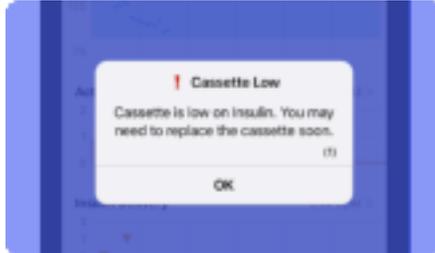
What To Do:

1. Tap **OK** to dismiss the alert.
2. From the *Home Screen* tap on the **Insulin Delivery Chart** to determine how much of your bolus was delivered prior to the alert.
3. Check to see if an additional correction or meal bolus is required and take the appropriate action.

 Insulin delivered as a result of the stopped bolus will be accounted for in a new recommendation.

Cassette Low

Alert Display



Sounds

Pump:

None (when in communication with twiist app)

Alert (when not in communication with the twiist app)

iPhone: Alert

Description:

The cassette has less than 10 Units of insulin remaining, or less than the number of units entered in the *Low Insulin Alert #2* setting.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Take the necessary steps to be prepared to perform a *Cassette Change*.

See "Cassette Change" on page 82.

CGM Pairing Failed

Alert Display



Sounds

Pump:

None (when in communication with twiist app)

Alert (when not in communication with the twiist app)

iPhone: Alert

Description:

After attempting to pair a new CGM, the twiist automated insulin delivery system was not able to pair to your CGM for 30 minutes.

The *CGM Status* icon will show *Connecting with CGM* and the *Loop Status* will progress through various states. See "*Loop Status*" on [page 52](#).

What To Do:

1. Tap **Retry** to attempt to pair with your CGM again.
2. If the issue persists, Tap **Pair New CGM** and follow the steps to "[Add CGM](#)" on [page 105](#).

CGM Transmitter Not Found

Alert Display



Sounds

Pump:

None (when in communication with *twiist* app)

Alert (when not in communication with the *twiist* app)

iPhone: Alert

Description:

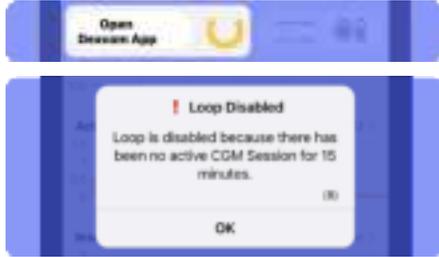
If the *twiist* automated insulin delivery system cannot reconnect to your CGM transmitter after a cassette or battery change, the *CGM Not Found* message is displayed and your *CGM Status* icon will display *Connecting with CGM*.

What To Do:

1. Tap **Retry** to attempt to pair with your CGM transmitter again.
2. If the issue persists, Tap **Pair New CGM** and follow the steps to "[Add CGM](#)" on page 105.

Loop Disabled

Alert Display



Sounds

Pump:

None (when in communication with twist app)

Alert (when not in communication with the twist app)

iPhone: Alert

Description:

Loop has been disabled because there has been no active CGM session for 15 minutes.

The twist system is no longer automatically adjusting your basal insulin. Basal insulin is delivered at your scheduled basal rate. Check your glucose frequently, and treat your highs and lows as advised by your healthcare provider.

What To Do:

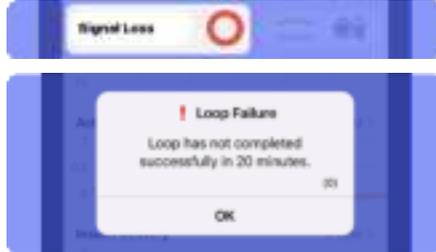
1. Tap **OK** to dismiss the alert.
2. Pair a new CGM. [See "Add CGM" on page 105.](#)

When a new CGM is paired, Loop will be automatically turned on.

A *Loop is On* notice will be displayed ([see "Loop is On" on page 168](#)), informing you that Loop has been re-enabled since a CGM is now connected, and the Loop *Status* icon will display a closed green circle icon. Tap **OK**.

Loop Failure

Alert Display



Sounds

Pump:

None (when in communication with twiist app)

Alert (when not in communication with the twiist app)

iPhone: Alert

Description:

A Loop has not been successfully completed in over 20 minutes or 40 minutes.

The twiist automated insulin delivery system will deliver your basal insulin at the scheduled rate when a *Loop* has not been completed for 30 minutes.

What To Do:

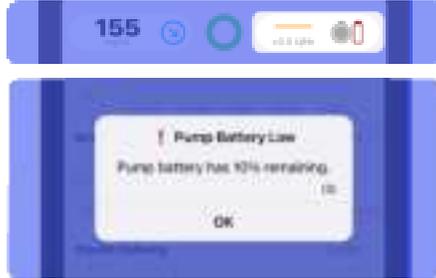
1. Tap **OK** to dismiss the alert.
2. Check your blood glucose and take the appropriate action to treat high or low glucose.
3. Attempt to adjust the position of your pump in order to reestablish communication with your CGM.

Phone Out of Range

<p>Alert Display</p> 	<p>Description:</p> <p>The <i>Phone Out of Range</i> alert, if enabled in <i>Therapy Settings</i>, will play an alert sound on the pump when the iPhone and pump are outside of their communication range for longer than the programmed duration (1-120 minutes). When communication between the twist app and pump is restored, the <i>Communication Restored</i> alert is displayed.</p> <p>Typically, if this alert has occurred, you have walked away from your iPhone while insulin delivery is in progress.</p>
<p>Sounds</p> <p>Pump: Alert</p> <p>iPhone: Alert when communication is restored</p>	<p>What To Do:</p> <ol style="list-style-type: none">1. Tap OK to dismiss the alert. No further action is required. <p>If you do not receive the message that the communication has been restored, and the pump and twist app are within communication range, there may be another type of communication error occurring.</p> <ol style="list-style-type: none">1. Quit and restart the twist app.2. If the issue persists, conduct a <i>Battery Change</i>. See "<i>Battery Change</i>" on page 95.3. Move away from other wireless devices and try to establish communication between your pump and iPhone.

Pump Battery Low

Alert Display



Sounds

Pump:

None (when in communication with twist app)

Alert (when not in communication with the twist app)

iPhone: Alert

Description:

When the pump battery has less than 10% remaining, the pump battery portion of the *Pump Status* icon will be displayed in red and a *Pump Battery Low* alert is displayed.

What To Do:

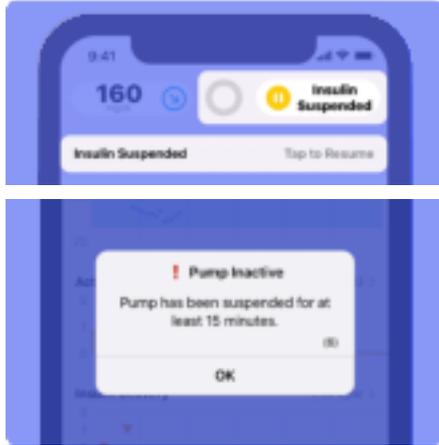
1. Tap **OK** to dismiss the alert.
2. Take the necessary steps to prepare for a *Cassette* or *Battery Change*.

[See "Cassette Change" on page 82.](#)

[See "Battery Change" on page 95.](#)

Pump Inactive

Alert Display



Sounds

Pump:

None (when in communication with twiist app)

Alert (when not in communication with the twiist app)

iPhone: Alert

Description:

Insulin delivery has been suspended for at least 15 minutes.

This alert is displayed to remind you there is no insulin delivery in progress.

What To Do:

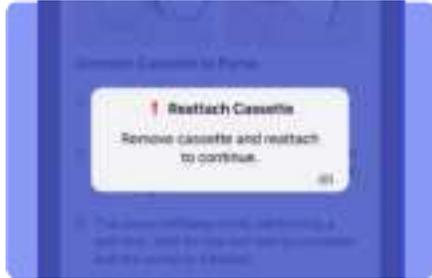
1. Tap **OK** to dismiss the alert.

Upon tapping **OK**, this alert will occur again every 15 minutes until insulin delivery is resumed. [See "Resume Insulin Delivery" on page 80.](#)

If you are in the middle of *Cassette Change* or *Battery Change*, you will need to complete that process before you can resume insulin delivery.

Reattach Cassette

Alert Display



Sounds

Pump: Alert

iPhone: Alert

Description:

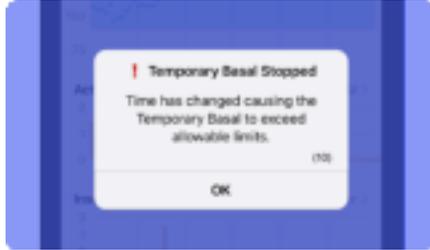
The cassette was not properly attached to the pump and self-test cannot begin.

What To Do:

1. Remove the cassette from the pump and reattach.
Self-test will begin.

Temporary Basal Stopped

Alert Display



Sounds

Pump: None
iPhone: Alert

Description:

The *Temporary Basal Stopped* alert can only occur when *Loop is off*. The *Temporary Basal Stopped* alert will occur if a *Temporary Basal* (adjustment by percentage only) is in progress and the time on your iPhone is automatically adjusted, resulting in the temporary basal exceeding the maximum basal rate.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Review your glucose and active insulin.

Automatic time updates may require you to adjust your insulin delivery. Talk to your healthcare provider before you travel and check your blood glucose if your insulin delivery does not match your symptoms.

To set a new temporary basal, [see "Set Temporary Basal" on page 127.](#)

Urgent Alerts

Urgent Alerts do not interrupt insulin delivery, but should be addressed as soon as possible.

When an *Urgent Alert* is occurring, a message is displayed with two red exclamation point **!!** icons followed by the name of the urgent alert.

Your iPhone will play the urgent alert sound. The urgent alert sound will also play on the pump if you have not silenced the urgent alert within 5 minutes.

When two or more urgent alerts occur, they will be displayed within the *twiist* app with the most recent urgent alert first and progressing to earlier urgent alerts as they are addressed.

Loop Failure

Urgent Alert Display



Sounds

Pump: no sound for five minutes;
Urgent Alert upon escalation
iPhone: Urgent Alert

Description:

A *Loop* has not been successfully completed in 1 or 2 hours. The twist automated insulin delivery system will deliver your basal insulin at the scheduled rate when a *Loop* has not been completed for 30 minutes.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Check your blood glucose and take the appropriate action to treat high or low glucose.
3. Attempt to adjust the position of your pump in order to restore communication with your CGM.

No Communication

Urgent Alert Display



Sounds

Pump: None

iPhone: Urgent Alert

Description:

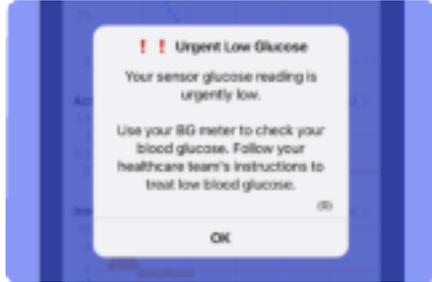
The twist app has not communicated with the pump in 7 hours. This alert will repeat every 30 minutes for up to 12 hours until acknowledged.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Move your iPhone closer to your pump so that communication can be restored.

Urgent Low Glucose

Urgent Alert Display



Sounds

Pump: no sound for 5 minutes - *Urgent Alert* upon escalation.

iPhone: Urgent Alert

Description:

Your CGM Sensor reading is at or below 55 mg/dL.

What To Do:

1. Tap **OK** to dismiss the alert.
2. Check your blood glucose with a BG meter and follow instructions from your healthcare provider to treat low blood glucose.

If *Loop* is on, the *twiist* automated insulin delivery system has already reduced your basal delivery because of your glucose safety limit. Eat a small snack and enter the details in *Carb Entry*.

Carbs entered to recover from low glucose should be entered with a 30 minute absorption time, using the 🍷 emoji.

If *Loop* is off, suspend your basal delivery. Eat a small snack and enter the details in *Carb Entry*. Do not resume your basal delivery until your glucose is in your desired range.

Alarms

Alarms result in the suspension of insulin delivery and require immediate attention. Check your blood glucose and take the appropriate action to treat high or low glucose.

If you do not respond to an alarm within 5 minutes, the alarm will escalate by playing alarm sounds on the pump and will be delivered as a *Critical Alert* at maximum volume and will vibrate on your iPhone.

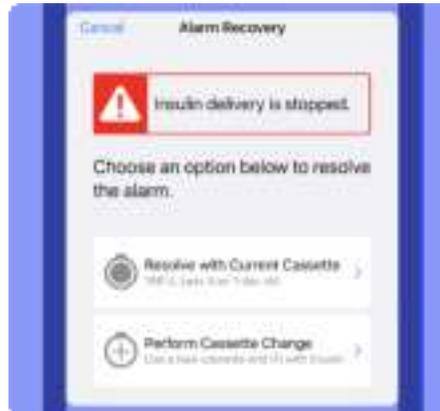
 iPhone sounds are controlled within your iPhone *Settings*.

Alarm audio will repeat 15 minutes after it has been silenced unless the alarm condition is resolved.

When an *Alarm* is occurring, an alarm dialog will be displayed, which includes three red exclamation point **!!!** icons followed by the name of the alarm.

Depending on the alarm, there may be different ways to resume insulin delivery.

Some alarms allow you to *Resolve with Current Cassette*, while others require you to *Perform Cassette Change*.



The *twiist* app provides information about the amount of insulin remaining and the age of the cassette to help you decide.

Choose the alarm recovery that is right for you at the time the alarm occurs.

 Do not connect infusion set tubing to your infusion site before the pump completes self-test. Connecting infusion set tubing to your infusion site during self-test may lead to unintended delivery of insulin, which may lead to low blood glucose.

 Do not fill or prime the cassette and infusion set tubing while connected to your infusion site. Connecting the infusion set tubing during filling and priming may lead to the unintended over delivery of insulin which may result in low blood glucose.

Cassette Empty

Alarm Display



Sounds

Pump: No sound for 5 minutes.
Alarm upon escalation.
iPhone: Alarm

Description:

There is no insulin remaining in your cassette.

What To Do:

1. Tap **Audio OFF** to silence the alarm.

After tapping *Audio OFF*, this alarm will repeat every 5 minutes until delivery is restarted.

2. Disconnect the infusion set tubing from your infusion site.
3. Tap **OK** to dismiss the alarm.

When a *Cassette Empty* alarm occurs, a *Cassette Change* is required.

4. Tap **Perform Cassette Change**.
5. Follow the steps to complete a cassette change, starting with "*Gather your Supplies*" on page 82.

Cassette Error

Alarm Display



Sounds

Pump: No sound for 5 minutes.
Alarm upon escalation.

iPhone: Alarm

Description:

The cassette is not operating correctly and cannot continue to deliver insulin.

The amount of insulin delivered may have been affected.

What To Do:

1. Tap **Audio OFF** to silence the alarm.

On the *Home Screen*, the *twiist Pump Status* displays *Pump Alarm* and the alarm icon has been updated to show the alarm has been silenced.

After tapping *Audio OFF*, this alarm will repeat every 5 minutes until delivery is restarted.

2. Disconnect tubing from your infusion site.
3. Check your glucose. Follow instructions from your healthcare provider to treat your glucose.
4. Tap **OK** to dismiss the alarm.

The *Cassette Error* alarm can be resolved with your current cassette or by performing a cassette change.

To resolve the alarm with your current cassette:

1. Tap **Resolve with Current Cassette**.
2. Make sure tubing is disconnected from your infusion site.
3. Tap **Next**.

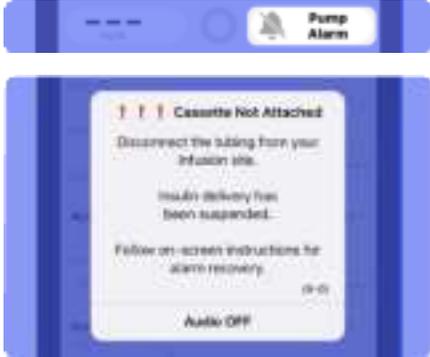
The *twiist* app displays *Communicating with Pump* and will perform a self-test.

4. Wait for pump self-test to complete.
5. Reattach tubing to your infusion site.
6. Tap **Start Basal**.

To resolve the alarm by performing a cassette change:

1. Tap **Perform Cassette Change**.
2. Follow the steps to complete a cassette change, starting with "*Gather your Supplies*" on [page 82](#).

Cassette Not Attached

<p>Alarm Display</p>  <p>Sounds</p> <p>Pump: Alarm</p> <p>iPhone: Alarm</p>	<p>Description:</p> <p>The pump is not properly attached to the cassette.</p> <p>What To Do:</p> <ol style="list-style-type: none">1. Tap Audio OFF to silence the alarm. <p>After tapping <i>Audio OFF</i>, this alarm will repeat every 15 minutes until delivery is restarted.</p> <ol style="list-style-type: none">2. Disconnect tubing from your infusion site.3. Check your glucose. Follow instructions from your healthcare provider to treat your glucose.4. Tap OK to dismiss the alarm. <p>On the <i>Home Screen</i>, the <i>twiist Pump Status</i> displays <i>Pump Alarm</i> and the alarm icon has been updated to show the alarm has been silenced.</p>
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The *Cassette Not Attached* alarm can be resolved with your current cassette or by performing a cassette change.

To resolve the alarm with your current cassette:

1. Tap **Resolve with Current Cassette**.
2. Make sure tubing is disconnected from your infusion site.
3. Tap **Next**.
4. Connect the cassette to the pump.
5. Wait for pump self-test to complete.
6. Reattach tubing to your infusion site.
7. Tap **Start Basal**.

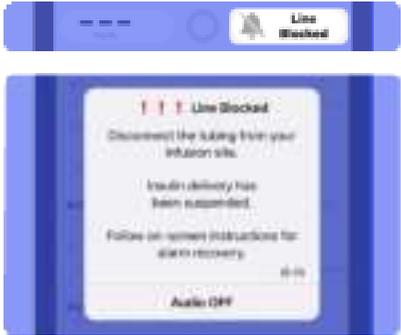
 Avoid strong magnetic fields. Strong magnetic fields can trigger the latch detect sensor within the pump causing a false *Cassette Not Attached* alarm.

To resolve the alarm by performing a cassette change:

1. Tap **Perform Cassette Change**.
2. Follow the steps to complete a cassette change, starting with "*Gather your Supplies*" on page 82.

Line Blocked

⚠ Do not leave the cassette and infusion set tubing connected to your infusion site when investigating or resolving a *Line Blocked* alarm. Leaving the infusion set tubing connected during a *Line Blocked* alarm may lead to unintended delivery of insulin, causing low blood glucose.

<p>Alarm Display</p>  <p>Sounds</p> <p>Pump: No sound for 5 minutes. Alarm upon escalation.</p> <p>iPhone: Alarm</p>	<p>Description:</p> <p>Insulin is blocked from being delivered due to a kink in your infusion set tubing or cannula.</p> <p>What To Do:</p> <ol style="list-style-type: none">1. Tap Audio OFF to silence the alarm. <p>On the <i>Home Screen</i>, the <i>Pump Status</i> displays <i>Line Blocked</i> and the alarm icon has been updated to show the alarm has been silenced.</p> <p>After tapping <i>Audio OFF</i>, this alarm will repeat every 5 minutes until delivery is restarted.</p> <ol style="list-style-type: none">2. Disconnect tubing from your infusion site.3. Check your glucose and test for ketones. Follow instructions from your healthcare provider to treat your glucose.4. Tap OK to dismiss the alarm.
---	---

Resolve with the current cassette if you are able to correct the blockage in your infusion set tubing.

1. Tap **Resolve with Current Cassette**.
2. Make sure tubing is disconnected from your infusion site. Tap **Next**.
3. Check the cassette and infusion set tubing for kinks.
4. Tap **Next**.

The *twiist* app displays *Communicating with Pump* and will perform a self-test.

5. Wait for the self-test to complete.
6. Route your infusion set tubing to avoid any sources of kinks that may have caused the *Line Blocked* alarm.
7. Reattach tubing to your infusion site.

If you changed your infusion site and need to fill cannula, toggle **Fill Cannula** on and verify your cannula fill volume is accurate.

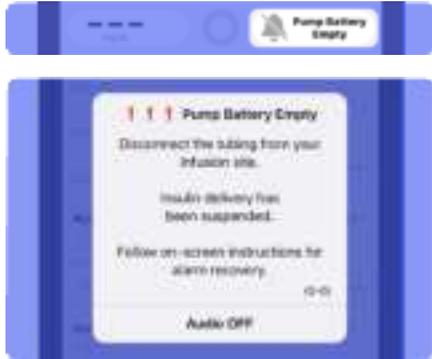
8. Tap **Start Basal**.

Conduct a Cassette Change if:

- You cannot correct the blockage in your infusion set tubing.
 - Infusion set tubing is damaged.
 - You have already attempted to resolve a *Line Blocked* alarm with the current cassette and infusion set.
1. Tap **Perform Cassette Change**.
 2. Follow the steps to complete a cassette change, starting with "*Gather your Supplies*" on page 82.

Pump Battery Empty

Alarm Display



Sounds

Pump: Alarm

iPhone: Alarm

Description:

Your pump battery does not have enough charge to continue delivery. A charged battery must be inserted into the pump to continue delivery.

What To Do:

1. Tap **Audio OFF** to silence the alarm.

After tapping *Audio OFF*, this alarm will repeat every 5 minutes until delivery is restarted.

2. Tap **OK** to dismiss the alarm.

On the *Home Screen*, the *Pump Status* displays *Pump Battery Empty* and the alarm icon has been updated to show the alarm has been silenced.

To resolve a *Pump Battery Empty* alarm with your current cassette:

1. Tap **Resolve with Current Cassette**.
2. Gather the supplies you need to complete a *Battery Change*.
3. Follow the steps to *complete a Battery Change*, starting with "*Wash your Hands*" on page 98.

To resolve a *Pump Battery Empty* alarm by performing a cassette change:

1. Tap **Perform Cassette Change**.
2. Gather the supplies you need to complete a *Cassette Change*.
3. Tap **Start Cassette Change**.
4. Follow the steps to complete a *Cassette Change*, starting with "*Wash your Hands*" on page 86.

Pump Error

Alarm Display



Sounds

Pump: No sound for 5 minutes.
Alarm upon escalation.
iPhone: Alarm

Description:

Your pump has experienced a problem and cannot deliver insulin. Insulin delivery may have been affected.

What To Do:

1. Tap **Audio OFF** to silence the alarm.

On the *Home Screen*, the *Pump Status* displays *Pump Alarm* and the alarm icon has been updated to show the alarm has been silenced.

After tapping *Audio OFF*, this alarm will repeat every 5 minutes until delivery is restarted.

2. Disconnect tubing from your infusion site.
3. Tap **OK** to dismiss the alarm.

The *Pump Error* alarm can be resolved with your current cassette or by performing a cassette change.

To resolve the alarm with your current cassette:

1. Tap **Resolve with Current Cassette**.
2. Make sure tubing is disconnected from your infusion site.
3. Tap **Next**.

The *twiist* app displays *Communicating with Pump* and will perform a self-test.

4. Wait for pump self-test to complete.
5. Reattach tubing to your infusion site.
6. Tap **Start Basal**.

To resolve the alarm by performing a cassette change:

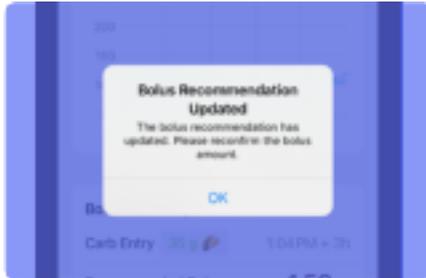
1. Tap **Perform Cassette Change**.
2. Follow the steps to complete a cassette change, starting with "*Gather your Supplies*" on page 82.

Notices

Notices are displayed on the twiist app to make you aware of a situation or to continue through a process.

Bolus Recommendation Updated

Notice Display



Sounds

Pump: None

iPhone: iPhone default notification sound on lock screen or while using a different app.

No sound is played while the twiist app is displayed.

Description:

When Loop is on, the bolus recommendation has updated because a new CGM value has been received while you are on the recommended bolus screen.

What To Do:

1. Tap **OK** to dismiss the notice.
2. Reconfirm the bolus amount.
3. Tap **Deliver Bolus**.

Critical Alerts Disabled

Notice Display



Sounds

Pump: None

iPhone: iPhone default notification sound.

Description:

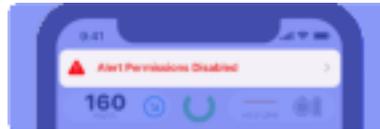
Keep *Critical Alerts* turned on in your iPhone settings to ensure that you can receive urgent alerts and alarms in your iPhone *Notification Center* even when your iPhone is silenced, or features like *Do Not Disturb* are in use.

If *Critical Alerts* are disabled, the twist app will display a *Critical Alerts Disabled* message and the *Home Screen* will display an *Alert Permissions Disabled* warning.

What To Do:

1. Tap **OK** to dismiss the *Critical Alerts Disabled* message.

The *Home Screen* will display an *Alert Permissions Disabled* warning.



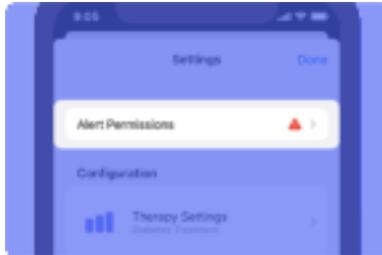
The *Alert Permissions Disabled* warning will remain on the screen until *Critical Alerts* have been enabled.

To enable Critical Alerts:

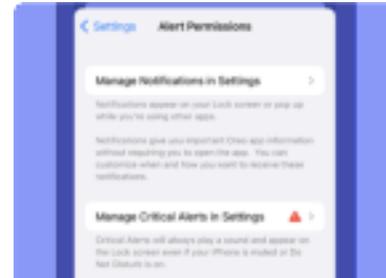
1. Tap the **Alert Permissions Disabled** warning to open *Settings*.

 *Alert Permissions* within the *twiist* app *Settings* only appears when *Critical Alerts* or *Notifications* have been disabled.

2. Tap **Alert Permissions**.



3. Tap **Manage Critical Alerts in Settings** to navigate to the iPhone settings for the *twiist* app.



4. Tap **Notifications**.
5. Tap the toggle for **Critical Alerts** to enable *Critical Alerts* for the *twiist* app.
6. Navigate back to the *twiist* app.

Alert Permissions is no longer displayed within *Settings*.

7. Tap **Done** to close *Settings* and return to the *Home Screen*.

Loop is On

Notice Display



Sounds

Pump: None

iPhone: iPhone default notification sound on lock screen or while using a different app.

No sound is played while the twiist app is displayed.

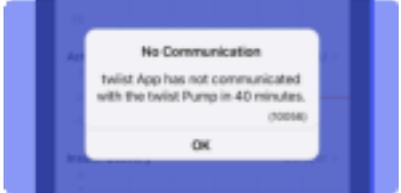
Description:

Your previous CGM sensor session expired resulting in a *Loop Disabled* alert. After starting a new CGM sensor session, *Loop* will automatically turn back on, and a *Loop On* notice is displayed.

What To Do:

1. Tap **OK** to dismiss.

No Communication

<p>Notice Display</p> 	<p>Description:</p> <p>If your iPhone and pump have been out of communication, the twiist app will notify you. When your twiist app has not communicated with the pump in 20 minutes, 40 minutes, 1 hour, or 2 hours, a <i>No Communication</i> notice will be displayed.</p>
<p>Sounds</p> <p>Pump: None</p> <p>iPhone: iPhone default notification sound on lock screen or while using a different app.</p> <p>No sound is played while the twiist app is displayed.</p>	<p>What To Do:</p> <ol style="list-style-type: none">1. Tap OK to dismiss.2. Place the iPhone and pump close to each other to allow communication to resume.3. Communication problems may be resolved by turning off or moving away from other RF transmitting devices or by restarting the twiist app.4. Press and hold the pump button for at least 3 seconds to verify delivery is in progress.5. If the pump does not play the <i>Delivering</i> sound, replace the pump battery.

Notifications Disabled

Notice Display



Description:

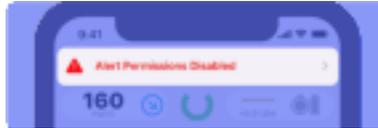
Keep *Notifications* turned on in your iPhone settings to ensure that you can receive twist app notifications in your iPhone notification center.

If *Notifications* are disabled on your iPhone, the twist app will display a *Notifications Disabled* message and the *Home Screen* will display an *Alert Permissions Disabled* warning.

What To Do:

1. Tap **OK** to dismiss the *Notifications Disabled* message.

The *Home Screen* will display an *Alert Permissions Disabled* warning.



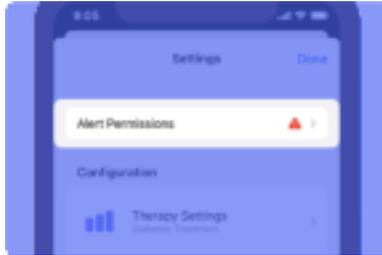
The *Alert Permissions Disabled* warning will remain on the screen until *Notifications* have been enabled.

To enable Notifications:

1. Tap the **Alert Permissions Disabled** warning to open *Settings*.

 *Alert Permissions* within the twist app *Settings* only appears when *Notifications* have been disabled.

2. Tap on **Alert Permissions**.



3. Tap **Manage Notifications in Settings** to navigate to the iPhone settings for the twist app.



4. Tap **Notifications**.
5. Tap the toggle for **Allow Notifications** to enable *Notifications* for the twist app.
6. Navigate back to the twist app.

Alert Permissions is no longer displayed within *Settings*.

7. Tap **Done** to close *Settings* and return to the *Home Screen*.

Prime Stopped

Notice Display



Sounds

Pump: None

iPhone: None

Description:

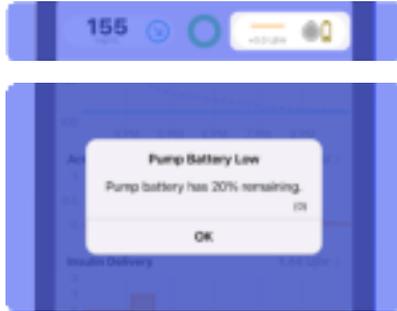
If you have not stopped priming, the pump will automatically stop priming when drops of insulin should be visible at the end of the infusion set tubing and a *Prime Stopped* notice is displayed.

What To Do:

- If you see drops at the end of your infusion set tubing, tap **Yes** to continue.
- If you do not see drops, tap **No** to continue priming your cassette and infusion set tubing.

Pump Battery Low

Notice Display



Sounds

Pump: None

iPhone: iPhone default notification sound on lock screen or while using a different app.

No sound is played while the twiist app is displayed.

Description:

A *Pump Battery Low* notice will be displayed when 20% of the pump battery charge is remaining.

What To Do:

1. Tap **OK** to dismiss the notice.
2. Prepare for a *Cassette* or *Battery Change*.

See "Cassette Change" on page 82.

See "Battery Change" on page 95.