



A Delivery must be stopped before changing the cassette message displays.

3. Press  to confirm. Or  to cancel.

After confirmation, a Sending request to the pump message displays.



A Delivery Stopped Attention Alarm displays.

4. Press  to silence the attention alarm.
5. Press  to acknowledge the *Pump delivery has stopped* Attention Alarm.



*A **Reset the Pump to defaults? Pump will be disconnected!** message displays.*

6. Press  to confirm. Or  to cancel.

*After confirmation, a **Sending request to the pump** message displays.*



7. Press  to silence the attention alarm.
8. Press .



The remote will display *Searching* and the last connected pump's serial number until the pump is paired to the remote. See "*Pair to a Spare Pump*" on page 118.

System Information

The *System Information* displays the *Remote*, *Radio*, *Command*, *Supervisor*, and *Pump Radio* software versions.

1. **Press the Side Button** to wake up the remote.
2. Unlock   the screen by pressing each front button from left to right.
3. Use the down arrow  to scroll to **Setup**.
4. Press .
5. Press the down arrow  to **System Information**.
6. Press .
7. Press  to view the software versions.

8. Use the up and down arrows   to scroll through the software versions and press  to view more information about the selected software.
9. Press  to return back to the *Software Versions* list.

Return

The *Return* selection is used to go back to the previous menu. You can also press the **side button** on the remote to return to the previous menu.

This page intentionally left blank.

Alarms and Attention Alarms

About Alarms and Attention Alarms	148
Battery Depleted Alarm	149
Cassette Depleted Alarm	150
Cassette Removed Alarm	151
Cassette Problem Alarm	153
Occlusion Alarm	154
Pump Error Alarm	158
Pump Failure Alarm	159
Basal Not Started Attention Alarm	160
Adjust Pump Attention Alarm	160
Delivery Stopped Attention Alarm	161
Depletes Soon Attention Alarm	162
Excessive Noise Attention Alarm	162
Message Timeout Attention Alarm	163
No Communication Attention Alarm	164

Pairing Failed Attention Alarm	166
Pairing Lost Attention Alarm	167
Pump Idle Attention Alarm	168
Pump Battery Low Attention Alarm	169
Remote Battery Low Attention Alarm	170
Request Refused Attention Alarm	171
Software Version Error Attention Alarm	172
Tech Attention Alarm	173
Walkaway Attention Alarm	174

About Alarms and Attention Alarms

Alarms and *Attention Alarms* appear on your remote to inform you of problems you need to address.

Alarms have a flashing red and white header, stop delivery, are urgent and should be addressed right away.

Attention Alarms have a flashing yellow header, do not interrupt delivery, and should be addressed as soon as possible.

If an alarm or attention alarm is not silenced within 5 minutes the system will maximize the alarm audio volume on the pump and remote. The remote will vibrate regardless of the *Remote Audio* setting.

The pump audio may be delayed for up to 10 minutes at the beginning of delivery and occasionally during therapy.



Always check the system for alarms and attention alarms when you are in an environment where you cannot hear or feel the remote or hear the pump.



If the Remote is not in communication with the Pump, alarms and attention alarms may not appear on the Remote. The Pump will still sound alarm and attention alarm tones. In order to ensure alarms and attention alarms are displayed on the Remote, the Remote and Pump should be kept as close together as possible.

Battery Depleted Alarm

When the pump battery is too low for the pump to deliver medication, a *Battery Depleted Alarm* displays.

The top banner of the screen will flash and the remote will beep.

1. Press  to silence the alarm.
2. Disconnect the infusion set tubing from your catheter.
3. Press  to acknowledge the alarm.
4. Press  to acknowledge the *Delivery Stopped* Attention Alarm.
5. Change the cassette and pump battery. [See "Cassette Change" on page 59.](#)



Cassette Depleted Alarm

When your cassette needs to be changed, a *Cassette Depleted Alarm* displays.

The top banner of the screen will flash and the remote will beep.



1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter.
3. Press  to acknowledge the alarm.
4. Press  to acknowledge the *Delivery Stopped Attention Alarm*.
5. Change the cassette and pump battery. [See "Cassette Change" on page 59.](#)

Cassette Removed Alarm



When the pump detects that the cassette is removed without being commanded to stop delivery, a *Cassette Removed* Alarm displays.

The top banner of the screen will flash and the remote will beep.



Do not remove the pump from the used cassette until after you have disconnected the infusion set tubing from your body. Disconnecting the pump before you disconnect the infusion set tubing from your body could lead to unintended medication delivery.

1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter.
3. Press  to acknowledge the alarm.
4. Press  to acknowledge the *Delivery Stopped* Attention Alarm.
5. Disconnect the cassette from the pump.
6. Remove and reinsert the pump battery into the pump.
7. Listen for the confirmation beep on the pump.
8. Disregard the *Fill new cassette with X.X mL, prime, and install* message if you want to use your existing cassette.
 - a. Reconnect the pump to the used cassette.

- b. Wait for the *Self Test* to complete.
- c. Reattach the infusion set tubing to the catheter and **press and hold the blue pump button** or the ☒ on the remote to restart delivery.



- 9. Select **No** to the *New Cassette?* question, then press ☒ to start delivery.

Cassette Problem Alarm

When your cassette is broken, a *Cassette Problem Alarm* displays.

The top banner of the screen will flash and the remote will beep.



1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter.
3. Press  to acknowledge the alarm.
4. Press  to acknowledge the *Delivery Stopped Attention Alarm*.

5. Change the cassette and pump battery starting from the Cassette Change with Remote step "*Disconnect Cassette from Pump and Dispose*" on page 66.

Occlusion Alarm

When your pump has detected that it has under delivered by 10 μ L or that the pumping chamber hasn't fully emptied for 10 successive attempts, whichever occurs first, an *Occlusion Alarm* displays.



An occlusion occurs when the tubing or catheter is blocked or partially blocked from delivering your medication.

It is very important to fix an occlusion so that you do not suffer the effects of an under-dose.

The top banner of the screen will flash and the remote will beep.



When there is an Occlusion Alarm, disconnect from the pump using the quick disconnect feature of the infusion set before investigating the cause of the Occlusion Alarm. Failure to do so may lead to an unintended Bolus and lead to harm.



Do not leave the cassette and infusion set connected to an installed catheter when responding to an Occlusion Alarm. Leaving the infusion set connected during alarm resolution can lead to the unintended delivery of medication, which can lead to harm.

1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter and check the infusion set tubing for kinks.
3. Press  to acknowledge the alarm.



4. Press  to acknowledge the *Delivery Stopped* Attention Alarm.
5. Disconnect the cassette from the pump.
6. Remove and reinsert the pump battery into the pump.
7. Listen for the confirmation beep on the pump.
8. If you found a kink in the infusion set tubing and corrected it you can reuse the infusion set tubing and cassette. Follow [Step a](#) through [Step f](#), otherwise skip to [Step 9](#):



- a. Disregard the message on the remote telling you to fill a new cassette with medication, prime and install. You will not need to do that since the *Occlusion* was a kink.
- b. Reconnect the pump to the used cassette.
- c. Wait for the *Self Test* to complete.
- d. Reattach the infusion set tubing to the catheter and **press and hold the blue pump button** or the ☒ on the remote to restart delivery.



- e. Select **No** when the *New Cassette?* question appears.
 - f. Route the infusion set tubing to avoid any sources of kinks that might have introduced the occlusion that triggered the alarm.
9. If you did not find a kink in the infusion set tubing you will need to replace the infusion set tubing as well as the cassette.
 10. Dispose of the used cassette and infusion set tubing.
 11. Obtain a new disposable kit and perform all the *Cassette Change* steps starting from "*Replace Pump Battery*" on page 87.



12. Use the down arrow to highlight **Yes** and press  to start delivery.

Alarms and Attention Alarms

Pump Error Alarm

When the pump encounters an error, a *Pump Error* Alarm displays.

The top banner of the screen will flash and the remote will beep.



1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter.
3. Press  to acknowledge the alarm.
4. Press  to acknowledge the *Delivery Stopped* Attention Alarm.
5. Disconnect the cassette from the pump.
6. Remove and reinsert the pump battery into the pump.

7. Listen for the confirmation beep on the pump.
8. Disregard the *Fill new cassette with X.X mL, prime, and install* message if you want to use your existing cassette.
 - a. Reconnect the pump to the used cassette.
 - b. Wait for the *Self Test* to complete.
9. Reattach the infusion set tubing to the catheter and **press and hold the blue pump button** or the  on the remote to restart delivery.

10. Press  to select **No** to the *New Cassette?* question.

11. Press  to start delivery.



Pump Failure Alarm

When the pump is broken, a *Pump Failure Alarm* displays. You will need to switch to your spare pump and may need to request a replacement from your specialty pharmacy.



The top banner of the screen will flash and the remote will beep.

1. Press  to silence the alarm.
2. Disconnect infusion set tubing from catheter.
3. Press  to acknowledge the alarm.

4. Press  to acknowledge the *Delivery Stopped Attention Alarm*.
5. Disconnect the pump from cassette.
6. Remove the battery from the pump.
7. Gather your spare pump and insert the pump battery.
8. Listen for the confirmation beep on the pump.
9. Follow steps to *Pair* your spare pump with the remote, reconnect to the cassette, and start delivery. [See "Pair to a Spare Pump" on page 118.](#)
10. If the spare pump resolves the alarm, contact your specialty pharmacy to obtain a replacement pump for the one that failed.

Basal Not Started Attention Alarm

When an idle pump and remote interface have not communicated for some time, the pump needs to check with the remote interface before delivery can be started. If you try to start delivery in this case, the pump makes the attention alarm sound and the remote interface will display a *Basal Not Started* Attention Alarm.



1. Press  to silence the attention alarm.
2. Press  to acknowledge the attention alarm.

Adjust Pump Attention Alarm

When the pump is having difficulty delivering your dose an *Adjust Pump* Attention Alarm displays.



1. Press  to silence the attention alarm.
2. Press  to acknowledge the attention alarm.
3. Move the pump closer to your infusion site.

Delivery Stopped Attention Alarm

The *Delivery Stopped Attention Alarm* displays to ensure you are aware and reminded that delivery has been stopped.

This attention alarm occurs after every alarm and in response to the patient stopping the pump, such as during the *Cassette Change* process.

Make sure to refer to the appropriate alarm, attention alarm, or cassette change steps to resolve the delivery stopped attention alarm.



If a delivery stopped attention alarm appears outside of an alarm, attention alarm, or cassette change condition follow these steps to restart delivery.

1. Press  to silence the attention alarm.
2. Press  to acknowledge the attention alarm.
3. **Press and hold the blue pump button** until you hear the *four-tone* sound to restart delivery.
4. If the pump sounds the *three-beeps* attention alarm sound, [see "The self test passes, but the pump sounds an attention alarm tone when the pump button is pressed." on page 192](#)

Depletes Soon Attention Alarm

When the cassette will be depleted within 2 hours, a *Depletes Soon* Attention Alarm displays.

1. Press  to silence the attention alarm.
2. Press  to acknowledge the attention alarm.
3. When the cassette is depleted, change the cassette and pump battery. See "[Cassette Change](#)" on page 59.



Excessive Noise Attention Alarm

When your surrounding environment is excessively noisy, an *Excessive Noise* Attention Alarm displays to alert you that delivery may be impacted.

1. Press  to silence the attention alarm.
2. Press  to acknowledge the attention alarm.
3. To avoid the attention alarm from reappearing, move to a quieter area.



Message Timeout Attention Alarm

When your remote did not receive a response to the last setting change command it sent to the pump, a *Message Timeout Attention Alarm* displays. This may be caused by wireless communication interference.



1. Press  to silence the attention alarm.



For more information on resolving the attention alarm, press .

2. Press  to acknowledge the attention alarm.
3. Place the pump and remote within 12 inches of each other until communication is restored. This is indicated when the home screen's top banner is green or blue.
4. Reconfirm the last setting change to instruct the remote to send the setting change command to the pump again.
5. If this attention alarm is displayed again, move 0.8 m (3 ft) away from cell phones, Bluetooth devices, RFID readers, and Wi-Fi equipment and repeat [Step 1](#) through [Step 4](#).

No Communication Attention Alarm

When the pump and remote have not communicated with each other for 2 hours, a *No Communication Attention Alarm* displays with a *Verify pump is delivering* message. This may be caused by wireless communication interference.



1. Press  to silence the attention alarm.



For more information on resolving the attention alarm, press .

2. Press  to acknowledge the attention alarm.
3. **Press and hold the blue pump button** until you hear the *four-tone* delivering sound:
 - a. If the pump makes the *four-tone* delivering sound, place the pump and remote within 12 inches of each other until communication is restored. The top of the remote home screen should change to green.
 - b. If communication cannot be restored, move at least 0.8 m (3 ft) from cell phones, Bluetooth devices, RFID readers, and Wi-Fi equipment to restore communication.
 - c. If the pump does not make the *four-tone* delivering sound, change the cassette and pump battery. [See "Cassette Change" on page 59.](#)

4. If communication cannot be restored between the pump and remote, gather your spare pump and:
 - a. Pair spare pump with remote and start delivery. *See "Pair to a Spare Pump" on page 118.*
 - b. Contact your specialty pharmacy to obtain a replacement pump.