Automated insulin delivery

Automated insulin delivery changes as your CGM value and trend change. The table below describes how CGM trend affects your automated insulin delivery in Automated Mode:

	Automated insulin delivery depends on your baseline adaptive basal rate. This rate is based on your past insulin usage and adapts with each Pod change.
	The System works to keep CGM values at your specified Target BG (110-150 mg/dL).
	Your automated insulin deliveries increase when you are predicted to be above your Target BG.
	Your automated insulin deliveries decrease or pause if you are predicted to be below your target BG.
	The System always pauses insulin delivery when CGM values are under 60 mg/dL.

The main information that informs Automated Mode insulin delivery is your past insulin history or average total daily insulin, together with your Target BG. If you are very insulin sensitive, the system knows to give you less insulin than if you have higher insulin needs. While you are using Automated Mode, the main adjustable setting affecting automated insulin delivery is Target BG. Bolus Calculator settings can also be adjusted including Insulin to Carbohydrate ratio, Correction Factor, Correct Above, Reverse Correction and Duration of Insulin Action. These all affect the bolus amounts you deliver during both Manual Mode and Automated Mode. It is important to understand that changing your Basal Programs, Max Basal, Correction Factor or Duration of Insulin Action setting will not make a difference for automated insulin delivery during Automated Mode.

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15.2. About the Dexcom G6 in Automated Mode

While in Automated Mode, the Omnipod 5 System relies on your CGM values to deliver the correct automated insulin delivery. CGM values and trends are also used by the Bolus Calculator.

It is important that your Dexcom G6 is functioning properly. To ensure CGM accuracy, be aware of your CGM values. If you are experiencing symptoms that do not align with your CGM values, use a separate BG meter to test. Refer to your compatible CGM *User Guide* for details on inaccurate CGM values.

If you are receiving inaccurate CGM values, you may decide to switch to Manual Mode until you are confident that CGM values are accurate.

15.3. Bolus Settings and Importance of a Bolus

In Automated Mode, the Omnipod 5 System will automatically deliver insulin every 5 minutes. However, you will still need to deliver a Bolus dose for meals. For information on how to deliver a bolus, see "Chapter 8: Delivering a Bolus with the Bolus Calculator" on page 89.

When delivering a bolus, it is recommended to:

- Use your CGM value in the Bolus Calculator. This will ensure that your CGM trend is included in the calculations and necessary adjustments are made to account for the trend.
- Review the Bolus Calculator calculations for accuracy. If the calculations show an amount you are not expecting, cancel the bolus and begin again.
- Always look for the progress bar to confirm that delivery has begun before exiting the Omnipod 5 app.

Note: If you leave the Omnipod 5 app for an extended period of time while making changes to your insulin delivery programs, you may lose the information you have entered.

15.4. Pod Adaptivity

In Manual Mode, your basal rate is determined by your Basal Program. In Automated Mode, your automated insulin delivery is recalculated as new information is received. The insulin that is delivered is calculated using your recent insulin delivery history and your current CGM value and trend.

A Pod can use your insulin delivery history in its calculations only if it has data from a previous Pod with at least 48 hours of continuous use. When history is not

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available, for example, when using your first Pod or your first Pod after a pump break of more than a few weeks, the Pod uses your Basal Program as a base for calculations.

All of your insulin delivery history is stored in your Omnipod 5 app and is available to your new Pod when you change your Pod. If you reset or replace the Omnipod 5 app, your adaptive basal rate will be based on your Basal Program until 48 hours of data from your new Pod is passed to the next Pod at Pod change.

15.5. About Automated Mode: Limited

Warning: If you notice that your CGM value does not match your symptoms, check your blood glucose using a BG meter and consider treatment and/or CGM sensor calibration if necessary. Follow the guidance of your healthcare provider for proper blood glucose monitoring to avoid hyperglycemia or hypoglycemia.

At times, your Pod and CGM may lose connection while you are in Automated Mode. There are several reasons this could happen, including the Pod and CGM not being within line of sight on your body, temporary loss of communication due to environmental interference, sensor warm-up, or required calibration. When this occurs, the Omnipod 5 algorithm can no longer fully adjust your automated insulin delivery because the Pod is not receiving updated glucose values from the CGM. After 20 minutes of the Pod not receiving CGM values, the Omnipod 5 app will display 'Limited' on the Home screen.

The System also enters Limited state after receiving the Automated Delivery Restriction Advisory alarm. For more information on Automated Delivery Restriction, see page 200.

Once 1 hour has passed without CGM values, the Missing CGM Values advisory alarm will be presented. You can switch to Manual Mode at any time to receive your scheduled Basal Program, to start a temp basal, or to manually pause insulin.

When the System enters Limited state, the Omnipod 5 algorithm will never give more than your Basal Program that would be active during Manual Mode. After an hour of missed CGM values, you will receive a steady rate of insulin that will not vary until CGM connection is restored.

You may also choose to switch to Manual Mode to start your Basal Program. See "14.2. Switching from Automated Mode to Manual Mode" on page 137.

Note: Check your Dexcom G6 app to see if there are any CGM actions that you need to take to re-establish communication. See your *Dexcom G6 User Guide*.

Note: Automated Mode: Limited state can occur due to a loss of communication between the CGM and Pod. It is possible that your Dexcom G6 app is still receiving CGM values. Open your Dexcom G6 app to check.

Chapter 16: HypoProtect™

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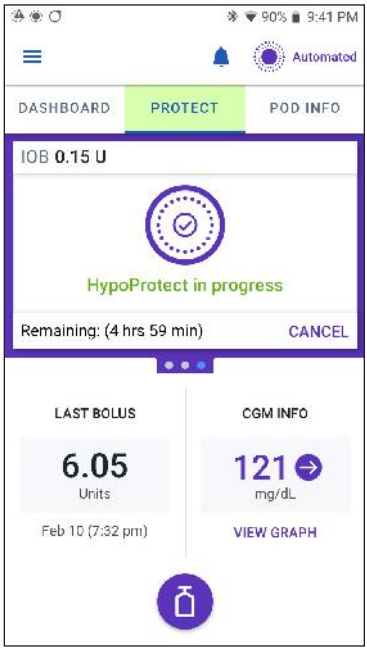
16.1. About HypoProtect™



Caution: Closely monitor your glucose levels while using HypoProtect™ to avoid possible hypoglycemia and/or hyperglycemia.

While in Automated Mode, you cannot start a temp basal or manually pause insulin delivery. The Omnipod 5 System provides an option for modified automated insulin delivery through HypoProtect™. HypoProtect™ can be useful in times when you need less insulin, for example, when you are exercising.

While in HypoProtect™, the Omnipod 5 app does the following:

- Reduces automated insulin delivery, and
- Sets your Target BG to 150 mg/dL, regardless of your target settings.

With HypoProtect™ active, you can still deliver a bolus as you normally would.

HypoProtect™ can be set for a duration of 1-72 hours, in increments of 1 hour. You can cancel HypoProtect™ at any time. Upon cancellation or expiration of the defined time period, full automated insulin delivery starts on its own and the Omnipod 5 algorithm returns to using the Target BG defined in your settings.

HypoProtect™ will end if the Pod is deactivated. You will need to re-enter Automated Mode and then start HypoProtect™ with your new Pod.

Talk to your healthcare provider about the timing of starting HypoProtect to address your anticipated period of decreased insulin needs.

Note: In the event of a loss of Pod and CGM communication and the Omnipod 5 System enters Limited state, HypoProtect™ will remain active.

Note: You may see an instant increase in your displayed IOB when HypoProtect™ starts and an instant decrease in your IOB when HypoProtect™ ends.

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16.2. Starting HypoProtect™

Before you begin

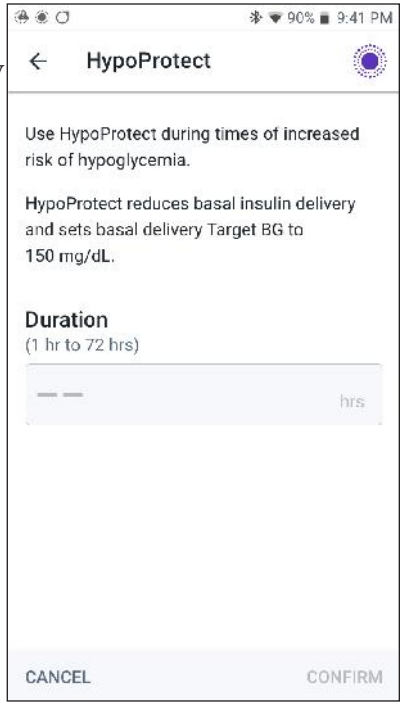
➢ Switch to Automated Mode, if currently using Manual Mode. See "14.1. Switching from Manual Mode to Automated Mode" on page 136.

To start HypoProtect™:

1. Navigate to:

   Menu icon ( ) > HypoProtect™
2. Tap the Duration field and select the HypoProtect™ duration.
3. Tap CONFIRM.
4. From the Confirmation screen, tap START.

   The INSULIN tab changes to a green PROTECT tab when HypoProtect™ is started.



16.3. Canceling HypoProtect™

HypoProtect™ automatically stops at the end of the selected duration and full automated insulin delivery starts, using the Target BG defined in your user settings. The Pod beeps when HypoProtect™ completes or when you cancel it.

Note: HypoProtect™ is automatically canceled when the Omnipod 5 app restarts or "discards" the Pod.

To cancel HypoProtect™ before the end of its time period:

1. Navigate to the Home screen PROTECT tab.
2. Tap CANCEL.
3. Tap YES to confirm cancellation.
   The Omnipod 5 app cancels HypoProtect™ and full automated insulin delivery starts.

Note: You may see an increase or decrease in insulin on board (IOB) when canceling HypoProtect™.

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SETTINGS, HISTORY, AND UPDATES

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Chapter 17: Changing Settings

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17.1. General Settings

Some settings will differ between the Insulet-provided controller with the Omnipod 5 app and the Omnipod 5 app on your smartphone.

If you are using the controller, settings allow you to change your network connectivity, screen display settings, lock screen settings, time zones, and also check alarms, and reset the controller.

If you are using your smartphone, settings allow you to change app security and insulin delivery time zone, and also check alarms and reset the app.

Network connectivity

Airplane Mode is a device setting that will turn off cellular and Wi-Fi network connectivity. This setting turns airplane mode ON or OFF.

Note: On the controller, Bluetooth® will not be affected. If you are using your smartphone, be sure to check that Bluetooth® is enabled after you turn ON Airplane mode

Airplane mode

To turn airplane mode ON or OFF on the controller:

1. Navigate to: Menu icon (☰) > Settings > PDM Device.
2. Tap the Airplane Mode toggle to turn airplane mode ON or OFF.

Screen display

Use the screen display settings to control the screen time-out and brightness.

Screen time-out

To preserve battery power, the screen of the controller turns black if you have not used it for the specified amount of time. To change the amount of time:

1. Navigate to:
   Menu icon (☰) > Settings > PDM Device > Screen Time-Out
2. Tap a desired amount of time to select it.

   Tip: *A shorter screen time-out extends the battery charge.*
3. Tap SAVE.

Screen brightness

To adjust brightness of the screen on the controller:

1. Navigate to: Menu icon (☰) > Settings > PDM Device > Brightness.
2. Place your finger on the blue dot of the slider. Slide your finger to the right to increase the screen brightness. Slide your finger to the left to decrease the screen brightness.

   Tip: *Lower screen brightness extends the battery charge.*

Lock screen

You can edit your controller's Lock screen message, background image, and your PIN which help ensure that you are using the correct controller.

Lock screen message

To change your Lock screen message:

1. Navigate to: Menu icon (☰) > Settings > PDM Device > Message.
2. Tap the Lock screen message field and enter the message you want the controller to display when you turn it ON.
3. Tap SAVE.

Lock screen background

To change the background image on the Lock screen:

1. Navigate to: Menu icon (☰) > Settings > PDM Device > Background.
2. Tap the background image you want to use.
3. Tap SAVE.

PIN

To change your personal identification number or PIN:

1. Navigate to: Menu icon (☰) > Settings > PDM Device > PIN.
2. Enter your current PIN.
3. Enter the new four-digit PIN.

   Tip: *Tap the eye icon to display or hide the PIN numbers.*
4. Tap Done to accept the PIN.
5. Re-enter the new PIN, and then tap Done.

Time zone

The Omnipod 5 app automatically acquires and sets the time, date, and time zone every time it is turned ON. You can manually change the time zone. If you are traveling to a different time zone, see "Plan for changing time zones" on page 275.

If you change the time zone, the change is noted on the Home and History screens. The Pod expiration time on the POD INFO tab is adjusted to reflect the new date and time.

Device time zone

Ensure the time is correct on your Omnipod 5 app so that insulin is delivered at the designated time. Your Omnipod 5 app automatically detects when you travel to a different time zone and will prompt you to update the time on your controller whenever a time change is detected. It is important to note that the Omnipod 5 app will never automatically change the time zone without asking you first if you'd like to update. You can turn the automatic time zone detection feature OFF on your Omnipod 5 app however, it is generally recommended that you keep this feature ON.

Turning OFF the automatic time zone setting prevents you from receiving messages informing you when you move to a different time zone. It is recommended to keep automatic time zone ON so your controller displays your local time.

To turn automatic time zone ON or OFF:

1. Navigate to: Menu > Settings > PDM Device > Time Zone.
2. If you have an active Pod, tap PAUSE INSULIN and tap YES.
3. Tap Device Automatic Time Zone.
4. Tap the toggle to turn automatic time zone detection ON or OFF

   Tip: *Blue color means the setting is ON. Gray means the setting is OFF.*
5. When device automatic time zone is OFF, you will have access to the controller time zone.
6. To change the time zone of the controller, tap SELECT TIME ZONE and select the desired time zone from the list.

Diagnostics

Check alarms

Before you begin, switch to Manual Mode, if currently using Automated Mode. See "14.2. Switching from Automated Mode to Manual Mode" on page 137.

Note: Your controller or smartphone sound settings must be ON in order to hear a tone on the Omnipod 5 app.

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To verify that your Omnipod 5 app and Pod's alarms and vibration functions are working properly, you can test them as follows:

1. Navigate to: Menu icon (☰) > Settings > PDM Device > Check Alarms.
2. If you have an active Pod, tap PAUSE INSULIN and tap YES.
3. Tap CHECK ALARMS to initiate the alarm check.
4. Listen and feel: The Omnipod 5 app beeps and vibrates three times. Then, if you are wearing a Pod, the Pod beeps several times and sounds the alarm tone for several seconds.
5. If the Pod alarms did not work properly, tap NO. Then either tap CHECK AGAIN to retry testing the alarms, or tap DONE and change your Pod.
6. If the Omnipod 5 app alarms did not work properly, tap NO. Then either tap CHECK AGAIN to retry testing the alarms or call Customer Care.
7. If the beeps and vibrations worked properly, tap YES. If you paused insulin to check the alarms, tap YES to start insulin delivery.

Warning: If the Omnipod 5 app fails to beep, call Customer Care immediately. If an activated Pod fails to beep, change the Pod immediately. Continuing to use the Omnipod 5 System in these situations may put your health and safety at risk.

17.2. Pod Sites Settings

The Pod Sites setting controls whether a diagram of the body is available when you activate a new Pod. You can use this body diagram during Pod activation to review where you placed your recent Pods and to mark where you place the new Pod.

To turn the Pod Sites setting ON or OFF:

1. Navigate to: Menu icon (☰) > Settings > Pod Sites.
2. Tap the toggle to turn the Pod Sites setting ON or OFF. If you want the ability to record your Pod site on the diagram, turn Pod Sites ON. If you do not want to use this diagram, turn it OFF.
3. Tap SAVE.

17.3. Reminder Settings

Reminder notifications bring attention to various actions you may want to perform (see "20.12. Reminder Notifications List" on page 219 and "20.5. Understanding Regular Tones and Vibrations" on page 192).

Note: If you have turned sound/vibration OFF on your controller or smartphone, the Omnipod 5 app will not beep/vibrate at the time of the reminder notification.

Pod expiration

The Pod Expiration reminder tells you when the Pod is nearing its expiration so you can plan to change your Pod at a convenient time. You can set this notification to appear from 1 to 24 hours before the Pod expires. At the selected time, the Pod beeps. The Omnipod 5 app displays a message and beeps/vibrates.

To set the timing of the Pod Expiration reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Pod Expiration.
2. Tap the Pod Expiration field and select how long before your Pod expires that you would like to be notified.
3. Tap SAVE.

Low Pod insulin

The Pod and Omnipod 5 app sound an advisory alarm when the insulin level in your Pod reaches the low Pod insulin setting. This setting can range from 10 to 50 units.

To set the insulin level for the Low Pod Insulin advisory alarm:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Low Pod Insulin.
2. Tap the Low Pod Insulin field and select the level of Pod insulin at which you would like to be notified.
3. Tap SAVE.

Pod Shut-Off

> **Warning:** You must use the Omnipod 5 app within 15 minutes of the onset of the Pod Shut-Off advisory alarm. If you do not, the Omnipod 5 app and Pod sound a hazard alarm and your Pod stops delivering insulin.

If the Pod Shut-Off feature is ON, the Pod will automatically deactivate if you do not use the Omnipod 5 app within the defined time. Consult your healthcare

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provider prior to changing the Pod Shut-Off setting. This feature requires active participation on your part.

To enable or disable Pod Shut-Off:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Pod Shut-Off.
2. Tap the Pod Shut-Off toggle to enable or disable the Pod Shut-Off feature.
3. If Pod Shut-Off is enabled, tap the Inactivity Timer field and select the length of time for the countdown timer. This setting can range from 1 to 24 hours.

   Example: If you choose 10 hours, you must wake up your Omnipod 5 app and unlock it at least once every 10 hours, day and night, to prevent the Pod Shut-Off alarm.
4. Tap SAVE.

Check BG after bolus

Turn ON the Check BG after Bolus reminder if you want a reminder to check your blood glucose after you deliver a bolus. If BG reminders are ON, you can define the timing of the BG reminder at the time that you give a bolus.

To enable BG reminders:

1. Navigate to: Menu icon (☰) > Settings > Reminders.
2. Tap the Check BG after Bolus toggle to enable or disable the Check BG after Bolus reminder.

Missed bolus

If a meal bolus or a manual bolus are not delivered during the Missed Bolus time period, the Omnipod 5 app vibrates or beeps and displays a reminder. You can set time intervals from 30 minutes to 4 hours. You can set up to six Missed Bolus reminders per day.

Note: To add, edit, or delete Missed Bolus reminders, the Missed Bolus reminder toggle must be set to ON.

Enable or disable all Missed Bolus reminders

To enable or disable the ability to use Missed Bolus reminders:

1. Navigate to: Menu icon (☰) > Settings > Reminders.
2. Tap the Missed Bolus toggle to enable or disable all Missed Bolus reminders.

If you disable these reminders, the Omnipod 5 app saves any previously set reminders for later use.

Enable or disable a single Missed Bolus reminder

To turn an individual Missed Bolus reminder ON or OFF:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Missed Bolus.
2. Tap the toggle next to an individual Missed Bolus reminder to turn it ON or OFF.

Add a new Missed Bolus reminder

To add a new Missed Bolus reminder:

1. Navigate to: Menu icon (☰) > Settings >Reminders > Missed Bolus.
2. Tap Add Reminder.

   The Add Reminder button does not appear if Missed Bolus reminders are disabled.
3. Tap the toggle to select Single Reminder or Recurring Reminder.
   - For single reminders, tap the Reminder date field and select the date for the reminder.
   - For recurring reminders, specify the days of the week for the reminder by tapping the boxes next to the desired days. A selected box has a checkmark in it.
4. Tap the No bolus between field and select the start of the Missed Bolus time interval.
5. Tap the next field and select the end of the time interval.
6. Tap SAVE.

Edit a Missed Bolus reminder

To edit a Missed Bolus reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Missed Bolus.
2. Tap the name of the reminder you would like to edit.
3. Make the desired changes to the frequency, day(s), or interval start or end time.
4. Tap SAVE.

Delete a Missed Bolus reminder

To delete a Missed Bolus reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Missed Bolus.
2. Tap the name of the reminder you would like to delete.
3. Tap DELETE.
4. Tap YES to confirm deletion.

Confidence reminders

When confidence reminders are ON, you will hear a tone at the start and end of a bolus, extended bolus, or temp basal:

- The Omnipod 5 app beeps at the start.
- The Pod beeps at the end.

Confidence reminders are especially useful when you are getting familiar with your Omnipod 5 app and Pod. To turn confidence reminders ON or OFF:

1. Navigate to: Menu icon (☰) > Settings > Reminders.
2. Tap the Confidence Reminders toggle to turn confidence reminders ON or OFF.

Note: You cannot turn OFF beeps that occur at the start of a temp basal set to deliver no (zero) insulin.

Program reminders

When program reminders are ON, the Pod beeps every 60 minutes while a temp basal or extended bolus is in progress. To turn program reminders ON or OFF:

1. Navigate to: Menu icon (☰) > Settings > Reminders.
2. Scroll as needed and tap the Program Reminders toggle to turn program reminders ON or OFF.

Note: You cannot turn OFF beeps that occur during a temp basal set to deliver no (zero) insulin.

Custom reminders

A custom reminder consists of a name and a time of day. You can set a one-time custom reminder or have the reminder repeat daily. Custom reminders repeat every 15 minutes until acknowledged. You can set up to 4 custom reminders.

Enable or disable all custom reminders

To enable or disable the ability to display custom reminders:

1. Navigate to: Menu icon (☰) > Settings > Reminders.
2. Scroll down and tap the Custom Reminders toggle to enable or disable all custom reminders.

If you disable these reminders, the Omnipod 5 app saves any previously set reminders for later use.

Note: To add, edit, or delete custom reminders, the custom reminders toggle must be set to ON.

Edit or turn ON or OFF an individual custom reminder

If custom reminders are enabled, you can edit or turn ON or turn OFF an individual custom reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Custom Reminders.
2. Tap the name of a custom reminder.
3. Tap the toggle next to Custom Reminder to turn this custom reminder ON or OFF.
4. Make any desired changes to the frequency, day(s), time, name, and text.
5. Tap SAVE.

Add a new custom reminder

To add a new custom reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Custom Reminders.
2. Tap Add Reminder.
3. Tap the toggle to select Single Reminder or Recurring Reminder.
   - For single reminders, tap the Reminder date field and select the date for the reminder.
   - For recurring reminders, specify the days of the week by tapping the boxes next to the days you want. A selected box has a checkmark in it.
4. Tap the Reminder time field and select the time for the reminder.
   The Omnipod 5 app will vibrate or beep one minute after this reminder time.
5. Tap the Reminder Name field and enter a descriptive name for the reminder.
   The name can have up to 32 characters.
6. Tap the Reminder Text field and enter a message to be displayed on the screen at the reminder time.
   The message can have up to 64 characters.
7. Tap SAVE.

Delete a custom reminder

To delete a custom reminder:

1. Navigate to: Menu icon (☰) > Settings > Reminders > Custom Reminders.
2. Tap the name of the custom reminder that you would like to delete.
3. Tap DELETE.
4. Tap YES to confirm deletion.

17.4. Glucose Goal Range

The goal of using the Omnipod 5 System is to keep your glucose within your CGM/BG Goal Range. You define this range by setting the upper and lower limits. The CGM Graph and the Enter BG screen use the CGM/BG Goal Range to determine which glucose readings are within your goal and which are above or below your goal.

Note: The Bolus Calculator does not use the CGM/BG Goal Range values to calculate a bolus. Your defined Target BG is used during bolus calculations.

To set the upper and lower limit of your BG Goal Range:

1. Navigate to: Menu icon (☰) > Settings > CGM/BG Goal Range.
2. Set the limits of the BG Goal Range:
   a. Tap the Upper Limit field and enter the desired value.
   b. Tap the Lower Limit field and enter the desired value.
3. Tap SAVE.

17.5. Basal and Temp Basal Settings

The following sections describe how to change settings that control basal insulin delivery.

Note: These settings only apply when using Manual Mode.

Maximum Basal Rate

The Maximum Basal Rate defines an upper limit for any basal rate used in your Basal Programs and temp basals during manual mode only. Consult your healthcare provider before changing this setting.

To change your Maximum Basal Rate:

1. Navigate to: Menu icon (☰) > Settings > Basal & Temp Basal > Max Basal Rate.
2. Tap the Max Basal Rate field and enter the new value for your Maximum Basal Rate.
3. Tap SAVE.

Note: You cannot set a Maximum Basal Rate that is lower than the highest basal rate of an existing Basal Program, temp basal preset, or currently running temp basal.

Temp basal

To turn ON or OFF the ability to set temp basals:

1. Navigate to: Menu icon (☰) > Settings > Basal & Temp Basal.
2. To enable or disable the ability to set temporary basal rates (temp basals), tap the toggle ON or OFF.
3. To change between using percent (%) or flat rate (U/hr) temp basals:
   a. Tap Temp Basal.
   b. Select the desired method for setting a temp basal:
      - Tap Percent (%) to modify the Basal Program in progress by a set percentage increase or decrease.
      - Tap Flat Rate (U/hr) to replace the Basal Program in progress with a fixed basal rate for the specified duration.
   c. Tap SAVE.

17.6. Bolus Settings

These settings allow you to change your Maximum Bolus, extended bolus, and Bolus Calculator settings.

Maximum Bolus

The Maximum Bolus setting defines the upper limit for a bolus. The Bolus Calculator prevents you from entering a bolus over this amount. It also prevents you from entering a carb amount that will cause your calculated bolus to exceed this amount. The largest allowed value of the Maximum Bolus is 30 units.

Caution: Check with your healthcare provider before adjusting this setting.

To change your Maximum Bolus:

1. Navigate to: Menu icon (☰) > Settings > Bolus > Maximum Bolus.
2. Tap the Max Bolus field and enter the new Maximum Bolus value.
3. Tap SAVE.

Extended Bolus

An extended bolus is delivered over a prolonged period of time. Only the meal portion of a bolus can be extended. A correction bolus cannot be extended.
To turn OFF the extended bolus feature or to change your extended bolus configuration:

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1. Navigate to: Menu icon (☰) > Settings > Bolus.
2. Tap the toggle next to Extended Bolus to turn ON or OFF the ability to extend a bolus.

Bolus Calculator settings

This section describes how to adjust the settings used by the Bolus Calculator to calculate meal and correction boluses.

Tip: *Write a list of all of the desired settings and segments to guide you through re-entering the values for each segment.*

> **Warning:** The Bolus Calculator displays a suggested bolus dose based on the personalized settings you have entered into the Omnipod 5 app. Check with your healthcare provider before adjusting your Bolus Calculator settings. Giving too much insulin can cause hypoglycemia and giving too little insulin can cause hyperglycemia.

Target BG and Correct Above

In both Automated and Manual Mode, the Bolus Calculator aims to bring your blood glucose to your Target BG value. However, the Bolus Calculator only calculates a correction bolus if your blood glucose is above your Correct Above setting. In Automated Mode, the Omnipod 5 app will adjust your automated insulin delivery with the goal of bringing you to your Target BG value.

To edit Target BG or Correct Above values:

1. Navigate to: Menu icon (☰) > Settings > Bolus > Target BG & Correct Above.
2. Tap NEXT.
3. To edit a segment, tap the row containing the segment you want to edit.
   a. Tap the End Time field to enter a new end time.
   b. Tap the Target BG field to enter a new Target BG value.
   c. Tap the Correct Above field to enter a new Correct Above value.
   d. Tap NEXT.
4. Repeat the previous step as needed for the remaining segments.
5. After confirming that all segments are correct, tap SAVE.

Note: You can add and delete segments by editing the existing segments.

Minimum BG for Calcs

Your Minimum BG for Calcs is used to prevent you from delivering a bolus when your BG is too low. If your blood glucose reading is below your Minimum BG for Calcs, the Bolus Calculator is disabled and does not calculate a bolus. To edit this value:

1. Navigate to: Menu icon (☰) > Settings > Bolus > Min BG for Calcs.
2. Tap the Min BG for Calcs field and enter the desired value.
3. Tap SAVE.

Insulin to Carb Ratio (IC Ratio)

The Insulin-to-Carbohydrate ratio (IC Ratio) defines how many grams of carbohydrates are covered by one unit of insulin. The Bolus Calculator uses your IC Ratio to calculate a meal bolus when you are going to eat. To edit this value:

1. Navigate to: Menu icon (☰) > Settings > Bolus > Insulin to Carb Ratio.
2. Tap NEXT.
3. To edit a segment, tap the row containing the segment you want to edit.
   a. Tap the End Time field to enter a new end time.
   b. Tap the 1 Unit of Insulin Covers field and enter a new IC Ratio.
   c. Tap NEXT.
4. Repeat the previous step as needed for the remaining segments.
5. After confirming that all segments are correct, tap SAVE.

Note: You can add and delete segments by editing the existing segments.

Correction Factor

The Bolus Calculator uses your Correction Factor to calculate a correction bolus when your blood glucose value is above your Correct Above setting (see "23.4. The Bolus Calculator" on page 256). To edit this value:

1. Navigate to: Menu icon (☰) > Settings > Bolus > Correction Factor.
2. Tap NEXT.
3. To edit a segment, tap the row containing the segment you want to edit.
   a. Tap the End Time field to enter a new end time.
   b. Tap the 1 Unit of Insulin Decreases BG by field and enter a new Correction Factor.
   c. Tap NEXT.
4. Repeat the previous step as needed for the remaining segments.
5. After confirming that all segments are correct, tap SAVE.

Note: You can add and delete segments by editing the existing segments.

Reverse Correction

The Reverse Correction setting determines how the Bolus Calculator handles meal boluses when your blood glucose value is below your Target BG (see "Reverse Correction" on page 258 for more details).

To turn Reverse Correction ON or OFF:

1. Navigate to: Menu icon (☰) > Settings > Bolus.
2. Tap the toggle on the Reverse Correction line to turn it ON or OFF.

Duration of Insulin Action

The Bolus Calculator uses your Duration of Insulin Action setting to calculate the amount of insulin on board (IOB) from a previous bolus. To edit this value:

1. Navigate to:
   Menu icon (☰) > Settings > Bolus > Duration of Insulin Action
2. Tap the Duration of Insulin Action field and enter the new value.
3. Tap SAVE.

Note: While in Automated Mode, the Omnipod 5 algorithm does not use this duration of insulin action setting. For more information, see"8.4. Insulin On Board (IOB)" on page 94.

Chapter 18: Browsing Your History and Records

Contents

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18.1. About Your Recent History and Past Records

The Omnipod 5 app can store 90 days of history records. Once the memory is full, new records begin to replace the oldest records. You can browse, but not edit the information in your records.

Your records are displayed on:

- CGM Graph (recent)
- History Detail screens, which show insulin, glucose, carbohydrate, Pod events, and Auto Events
- History of alarms and notifications can be viewed in the Notification and Alarms screen.

18.2. Viewing the CGM Graph

The CGM Graph can be viewed from the Home screen in both Manual Mode and Automated Mode.

To view the CGM Graph:

➢ On the lower right part of the Home screen, tap VIEW.

To exit the CGM Graph:

➢ Tap the (X) located in the top right corner of the graph.

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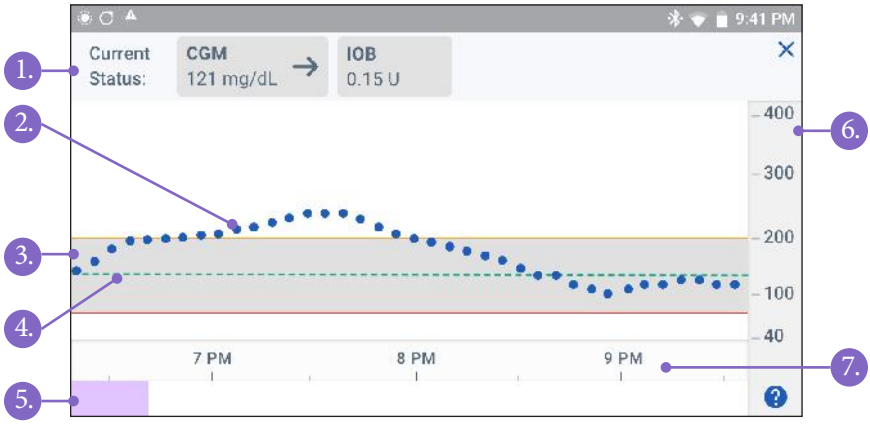
18.3. CGM Graph States

The top section of the CGM Graph changes color based on your current system mode.

When the Omnipod 5 System is in Manual Mode, the graph heading is light gray.



The graph shows your most recent CGM readings over the last 3 hours.

Tip: *Use your Dexcom G6 app to view CGM readings that are more than 3 hours old.*

1. **Current Status:** Your current CGM value and trend arrow display, along with current IOB
2. **CGM trend line:** Each dot on the graph represents a CGM value. Plotted values are from 39-401 mg/dL.
3. **CGM/BG Goal Range:** This shaded area shows your CGM/BG Goal Range. The yellow line shows the Upper Limit, and the red line shows the Lower Limit that you set in Settings.
4. **Target BG:** Dotted line shows the Target BG that you set in Settings. During HypoProtect, this changes to 150 mg/dL.
5. **Event area:** The row below the time scale shows:
   - Purple background for periods of time that Omnipod 5 was in Automated Mode
   - Blank (white) background for the periods of time that Omnipod 5 was in Manual Mode, when there was no active Pod, or when there is no Pod communication
   - Dark gray background when Omnipod 5 was delivering insulin in Automated Mode: Limited state
   - A red line during time that the Omnipod 5 algorithm paused insulin

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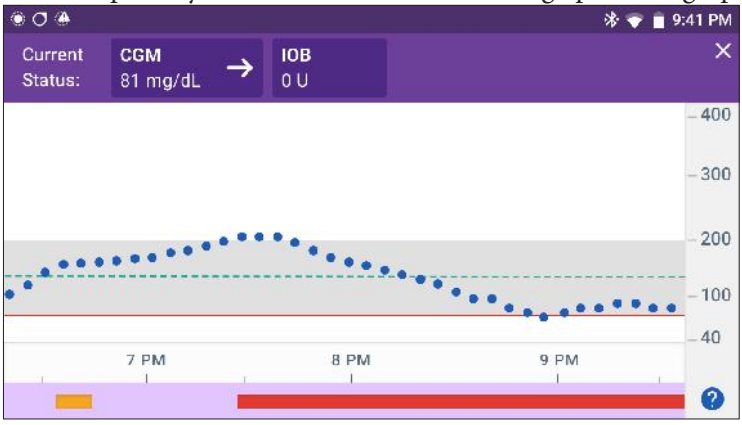
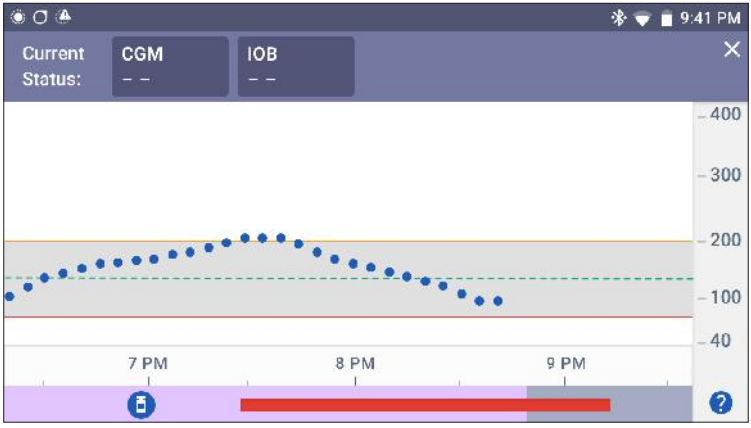
- An orange line during time that the maximum amount of basal insulin was delivered by the Omnipod 5 System
- Bolus icon at the time you started a bolus

6. **Vertical axis**: Displays CGM values in mg/dL
7. **Time scale:** Displays hour and half-hour markings.

When the Omnipod 5 System is in Automated Mode, the graph heading is purple.



When the Omnipod 5 System is in Automated Mode: Limited state, the graph heading is dark gray.



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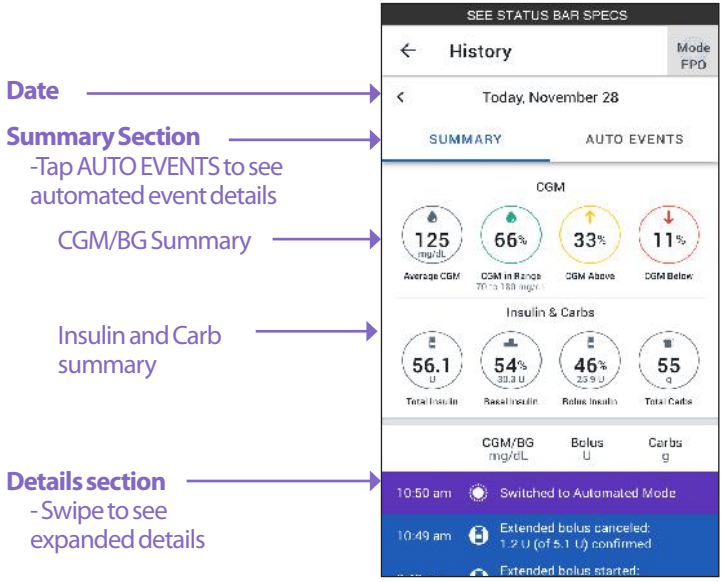
History information overview

You can access history summary and detail information and a list of automated events from the History Detail screen.

➢ Navigate to: Menu icon ( ) > History Detail.



Today's history records are displayed below the summary circles, beginning with the newest records on the top.

Note: Tap the "<" arrow to view an earlier day.

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18.4. History Summary Section

The upper section of the History screens summarize the records for the day.

Summary item	Description
Row 1 - CGM	
Average CGM	Average of CGM values for the day.
CGM in Range	Percentage of CGM values within your CGM/BG Goal Range.
CGM Above	Percentage of CGM values above your CGM/BG Goal Range.
CGM Below	Percentage of CGM values below your CGM/BG Goal Range.
Row 2 - Insulin & Carbs	
Total Insulin	Total insulin (basal + bolus) delivered for the day.
Basal Insulin	Percentage of the total insulin that was delivered as basal along with the number of units of basal insulin delivered. Basal insulin includes delivery based on your Basal Program while in Manual Mode and any automated deliveries received while in Automated Mode.
Bolus Insulin	Percentage of the total insulin that was delivered through bolus(es) along with the number of units of bolus insulin delivered.
Total Carbs	Sum of meal carbohydrates (in grams) that were used in bolus delivery calculations for the given day.

Note: Percentages may not add to 100 due to rounding.

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When insulin delivery is unconfirmed

After receiving a command to deliver a bolus or basal dose of insulin, the Pod sends a confirmation to the Omnipod 5 app once completed. If a bolus, basal, or total insulin delivery has not been confirmed, the following icons will display:

	Total Bolus Insulin amount for the day is displayed as dashes (- -) along with a gray exclamation point (!) if there are estimated bolus deliveries. The grayed-out value displayed can consist of both confirmed and scheduled amounts.
	Total Bolus Insulin amount for the day is displayed as dashes (- -) along with a yellow exclamation point (!) when the Pod has been discarded before it could confirm insulin delivery.
	Total Insulin and Total Basal amounts for the day are displayed as dashes (- -) along with a gray exclamation point (!) when there are unconfirmed insulin deliveries, either bolus or basal.
	Total Insulin and Total Basal Insulin amounts for the day are displayed as dashes (- -) along with a yellow exclamation point (!) when the Pod has been discarded and there are lost insulin delivery records.

For the summary of these calculations, see page 174.

18.5. Calculations for History Summaries

This section lists the calculations for the summary data shown on the history screens.

Glucose summaries

The calculations used for the glucose summaries include CGM values (including HIGH and LOW values) and exclude manually-entered readings.

Item	Calculation
Row 1	
Average CGM	= $\frac{\text{Sum of all CGM values}}{\text{Total number of CGM values}}$ **Note:** HIGH CGM values are included as 401 and LOW CGM values as 39.
CGM in Range	= $\frac{\text{Qty of CGM values within CGM/BG Goal Range}}{\text{Total number of CGM values}} \times 100$
CGM Above	= $\frac{\text{Qty of CGM values above CGM/BG Goal Range upper limit}}{\text{Total number of CGM values}} \times 100$
CGM Below	= $\frac{\text{Qty of CGM values below CGM/BG Goal Range lower limit}}{\text{Total number of CGM values}} \times 100$

Insulin delivery summaries

Bolus insulin calculations include Bolus Calculator boluses and manual boluses. If you cancel an immediate or extended bolus before it completes, only the amount actually delivered is included in the calculation.

Basal insulin calculations include insulin delivered according to the Basal Program in progress adjusted for periods when a temp basal was in progress, insulin was paused, or there was no active Pod.

When your Omnipod 5 app has not received confirmation from the Pod about actual insulin delivery, the insulin delivery calculations are estimates based on the scheduled insulin delivery.

Summary item	Calculation
Row 2	
Total Insulin	= Sum of basal and bolus insulin delivered
Basal Insulin	= Amount of basal insulin delivered in Manual Mode and all automated insulin deliveries in Automated Mode
Bolus Insulin	= Amount of bolus insulin delivered
Total Carbs	= Total grams of carbs entered into the Bolus Calculator

18.6. History Details Section

Swipe up on the history screens to see the details section. The details section of the History screen shows individual records listed by time of day.

Tap a row with a down arrow to display more details. Tap again to hide the details.

Glucose details

The icon displayed with a blood glucose entry indicates whether the blood glucose reading was in range.

The blood glucose icons are:

	BG entry
Above BG Goal Range	
Within BG Goal Range	
Below BG Goal Range	

The CGM icon is: 

Tap a row with a blood glucose reading to expand the row to show any applied tags.

Bolus details

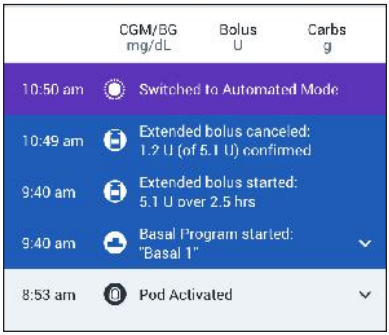
The icon displayed with a bolus entry indicates whether the Bolus Calculator was used:

- The insulin bottle icon ( ) indicates that the Bolus Calculator was used.
- The syringe icon ( ) indicates a manual bolus was delivered.

Immediate and extended boluses

The bolus amount listed next to the Bolus icon is the total of an immediate bolus plus any extended portion of the bolus. If you canceled an immediate or extended bolus, the amount listed is the amount that was actually delivered.

Tapping a row with a bolus entry brings up additional details about the bolus, including:



- Whether the bolus was calculated by the Bolus Calculator or was a manual bolus.
- The VIEW BOLUS CALCULATIONS button if the Bolus Calculator was used. Tapping this button brings up a screen showing calculation details and whether you made a manual adjustment to the calculated bolus.

  You may need to swipe up or down to see all of the calculations. Tap CLOSE when done (see "23.4. The Bolus Calculator" on page 256 for details).
- The amount originally scheduled for delivery if you canceled an immediate bolus.
- For an extended bolus, the amount delivered now and extended. Also the percentage (%) of the meal bolus delivered now and extended.
- If a bolus is ongoing, unconfirmed, or lost, how much of the bolus has been confirmed.

Pod details

A Pod icon and banner mark the activation and deactivation (or discarding) of each Pod. Tapping a Pod banner displays the Pod's last IOB, lot number, and sequence number.

Extended bolus events

 A Bolus icon and banner indicate an extended bolus event:

- An Extended Bolus started banner marks the time when the immediate bolus has finished and the extended bolus begins. In addition to the start time of the bolus, the banner lists the number of units extended and the duration of the extension.
- An Extended Bolus completed banner marks the end of the extended bolus.
- An Extended Bolus canceled banner marks the cancellation of an extended bolus and states the amount of the bolus that was actually delivered.

When the Pod has not confirmed a bolus delivery

After you confirm the amount of a bolus that you want delivered, a bolus instruction is sent to your Pod. When the Pod completes delivery, it sends a confirmation to the Omnipod 5 app that the bolus was delivered.

Before the Omnipod 5 app receives confirmation from the Pod that the bolus has been delivered, the Omnipod 5 app estimates the amount delivered. During this time, the History screens use a gray exclamation icon to indicate that the bolus is estimated.

In most cases, once the Omnipod 5 app and Pod are back in range, the Pod confirms the bolus delivery. However, in rare cases, the Pod is unable to confirm bolus delivery due to a communication error. If you tap the DISCARD POD option in this situation, the History screens use a yellow exclamation icon to mark the bolus as "unconfirmed."

If a Pod is discarded with an unconfirmed bolus, the basal and total insulin amounts for that day are also marked as unconfirmed with dashes and a yellow exclamation icon. The listed bolus amount includes the amount that was scheduled for delivery up until the Pod was discarded.

Carbs details

A carbs icon ( ) is displayed next to carbohydrate entries used by the Bolus Calculator. Tapping the row displays a note about whether the carbs were from the Food Library or entered manually.

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Basal rate details

HypoProtect™

In Automated Mode, a HypoProtect icon and banner indicate the start, end or cancellation of HypoProtect.

Basal Programs

A Basal Program icon and banner indicate the start of a Basal Program and the restart of a Basal Program at the end of a temp basal or insulin pause period.

Temp basals

In Manual Mode, a temp basal icon and banner indicate the start, end, or cancellation of a temp basal.

If a temp basal was defined as a percentage (%) of the Basal Program in progress, the banner displays the percent increase or decrease as well as the duration. If a temp basal was defined as a flat basal rate (U/hr), the banner displays the temp basal rate and the duration.

If a temp basal preset was used, the banner displays the name of the preset.

Tapping a Temp Basal started banner displays a graph of basal rates associated with each time segment.

If a temp basal was canceled, the Temp Basal started banner contains the scheduled duration and the Temp Basal canceled banner contains the actual duration.

Basal rate at midnight

The first entry for each day is a banner displaying the status of the basal insulin delivery at midnight. If a Basal Program, temp basal, or HypoProtect™ was carried over from the day before, the banner indicates that this is a continued program. If insulin was paused at midnight, the banner states this.

Insulin paused and started details

An Insulin Delivery Paused icon and banner indicate the time that an insulin paused period began.

An Insulin Delivery Started icon and banner indicate the time that insulin delivery was restarted.

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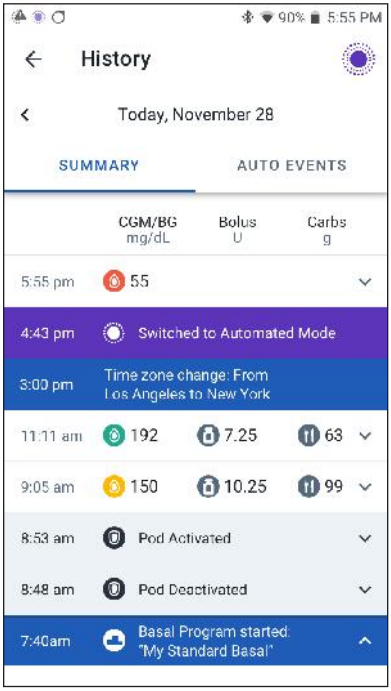
Time zone change details

A Time zone changed banner appears if you change the time zone.

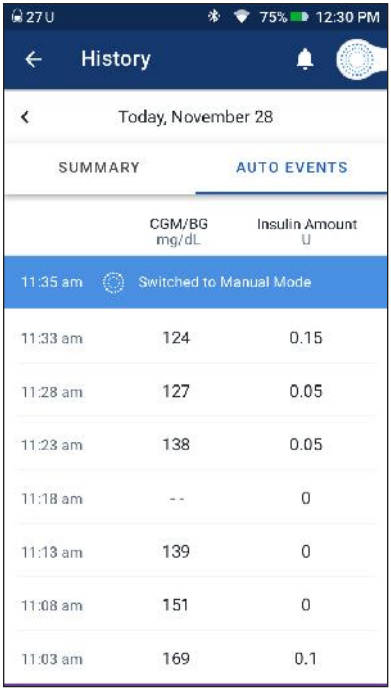
Once the time zone change has occurred, the times shown in the History will update to reflect the new time zone.



Automated events (Auto Events)

Tap AUTO EVENTS on the history screen to display the amount of insulin delivered at each 5 minute period while in Automated Mode.

A system mode icon and banner show the time the system switched to Automated Mode or to Manual Mode.



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Chapter 19: Managing Software Updates

Contents

19.1. Insulet-provided Controller

When connected to a network, the Omnipod 5 controller offers over-the-air updates when a software update is available. There are two types of updates for the Omnipod 5 controller: OS (Operating System) updates and Omnipod 5 app updates. OS update refers to updating the operating system of the controller. Omnipod 5 app update refers to updating the Omnipod 5 app on the controller. When an update is available, you will receive a notification prompting you to update. It is important to note that you will not be able to navigate in the Omnipod 5 app during an Omnipod 5 update; however, your insulin therapy will not be impacted. The Pod will continue delivering insulin and will re-establish connection with the Omnipod 5 app once the update is complete.

Note: The controller must be connected to a network to receive over-the-air updates. If you turn Airplane mode ON, you may miss important updates.

Note: All updates on the controller that are considered optional require a Wi-Fi connection.

Note: If you have an immediate bolus in progress, software updates will be delayed until the bolus is complete.

Caution: Make sure your controller battery has adequate charge prior to installing a software update.

Operating System (OS) update

Operating System (OS) updates may be either "optional" or "forced". Forced updates require you to perform the update immediately before you can use the Omnipod 5 app. Optional updates may be pushed off to a later time.

To download and install an OS update on the controller:

1. Ensure your controller is currently charging or the battery is charged to above 40%.

   Note: If your controller is currently charging, the battery must be above 20%.

2. Tap Update Now.

   The Omnipod 5 controller will begin to update.

Once the update is complete, you will see a confirmation screen.

If the update is not considered forced, you may select Not Now to delay the update to a later time; however, it is recommended that you update the OS as soon as the update becomes available. If you choose to postpone an optional update, you can manually update at any time. After 72 hours have passed, you will receive a notification every 24 hours reminding you to update.

To manually update the operating system of the controller:

1. Ensure your controller is currently charging or the battery is charged to above 40%.
2. Go to the Home screen.
3. Tap the notification bell.
4. Tap the update notification.
5. Tap Update Now.

Once the update is complete, a confirmation screen will be displayed to inform you that the update was completed successfully.

Omnipod 5 App update on the controller

Omnipod 5 app updates may be either "optional" or "forced". Forced updates require you to perform the update immediately before proceeding to use the controller. Optional updates may be pushed off to a later time.

To download and install an Omnipod 5 app update on the controller:

1. Ensure your battery is charged to above 15%.
2. Select Update Now.

Once the update is complete, a confirmation screen will be displayed to inform you that the update was completed successfully.

If the update is not considered forced, you may select Not Now to delay the update to a later time; however, it is recommended that you update the Omnipod 5 app as soon as the update becomes available. If you choose to postpone an optional update to a later time, you can manually update the Omnipod 5 app at any time. After 72 hours have passed, you will receive a notification every 24 hours reminding you to update your Omnipod 5 app.

To manually update your Omnipod 5 app:

1. Ensure your battery is charged to above 15%.
2. Go to the Home screen.
3. Tap the notification bell.
4. Tap the update notification.
5. Tap Update Now.

Once the update is complete, a confirmation screen will be displayed to inform you that the update was completed successfully.

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19.2. Omnipod 5 App on Smartphone

The Omnipod 5 app offers updates through the Google Play Store. You will be notified when an update is available for download. It is important to note that you will not be able to navigate in the Omnipod 5 app during an update; however, your insulin therapy will not be impacted. The Pod will continue delivering insulin and will re-establish connection with the Omnipod 5 app once the update is complete.

Caution: Make sure your battery has adequate charge prior to installing a software update.

Automatic updates enabled

If you have Automatic Updates enabled on your phone, the Omnipod 5 app updates will be downloaded and installed automatically through the Google Play Store. If an automatic update occurs, the Omnipod 5 app will inform you that an update was completed successfully when you open the app.

For more information on how to enable automatic updates, see your smartphone's user manual.

Automatic updates disabled

To download and install an Omnipod 5 app update on your smartphone:

1. Ensure your phone battery is charged to above 15%.
2. If prompted when using the app, select Update Now.

   Or navigate to your list of apps in the Google Play Store.
3. Tap Update next to the Omnipod 5 app.

Once the update is complete and the Omnipod 5 app is reopened, a confirmation screen will be displayed to inform you that the update was completed successfully.

If the update is not considered forced, you may select Not Now to push off the update to a later time; however, it is recommended that you update the Omnipod 5 app as soon as the update becomes available. If you choose to postpone an optional update to a later time, you can manually update the Omnipod 5 app at any time. After 72 hours have passed, you will receive a notification every 24 hours reminding you to update your Omnipod 5 app.

To manually update your Omnipod 5 app:

1. Ensure your phone battery is charged to above 15%.
2. Navigate to your list of apps in the Google Play Store.
3. Tap Update next to the Omnipod 5 app.

Once the update is complete and the Omnipod 5 app is reopened, a confirmation screen will be displayed to inform you that the update was completed successfully.

NOTIFICATIONS & TROUBLESHOOTING

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Chapter 20: Alarms, Action and Reminder Notifications

Contents

Effective Date: 22DEC2020, PCO-000267

20.1. Notifications and Alarms Screen

To review past notifications and alarms:

1. Tap Menu icon ( ) > Notifications.

   Messages from today are displayed first, followed by messages from previous days with the most recent at the top and the oldest at the bottom. Swipe up to see additional messages.

2. To display a specific date range, tap FILTER BY DATE.

   a. Tap the starting date on the calendar.

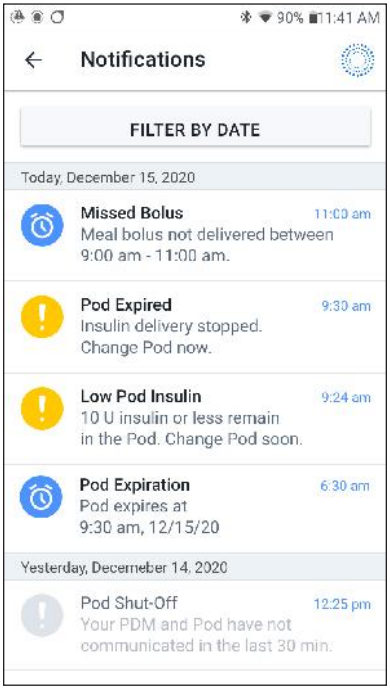
   Note: Tap the "<" arrow to view an earlier month.

   b. Tap END at the top of the screen.

   c. Tap the ending date for the date range.

   d. Tap OK.

3. When finished, tap the back arrow to exit ( ). New notifications have colored icons described in "20.2. Types of Alarms and Notifications" on page 190.



Note: When a notification has been displayed on this screen and you have exited by tapping the back arrow ( ), the icon will be gray the next time you view this screen.

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20.2. Types of Alarms and Notifications

Warning: If you need to return the controller for replacement, contact your healthcare provider for instructions about using injections to ensure appropriate insulin delivery.

Warning: Do not turn off or prevent Omnipod 5 notifications from appearing on your phone. Without notifications enabled, you may miss alarms and important updates.

Warning: Do not shut down the Omnipod 5 app in a way that stops it from running in the background (called force stopping). The Omnipod 5 app must be open or be running in the background in order to display or sound an alarm.

Warning: Do not set your phone to Do Not Disturb, Silent, or Vibrate. If you do, you may not hear alarms and notifications from the Omnipod 5 app.

The Omnipod 5 System generates the following types of alarms and messages:

Hazard alarms are high priority alarms that indicate a serious problem has occurred and you may need to remove your Pod. See "20.7. Hazard Alarm List" on page 194.

Advisory alarms are lower priority alarms that indicate that a situation exists that needs your attention. See "20.8. Advisory Alarm List" on page 200.

- **Action Item notifications** are tasks that need your attention. See "" on page 205.

Reminder notifications remind you about an action that you may want to perform. See "20.12. Reminder Notifications List" on page 219.

- **Informational signals** inform you that the Pod is following your insulin delivery instructions. No action is required.
- **Communication error** messages display when the Omnipod 5 app is unable to communicate with the Pod. See "21.10. "Try Again" - Pod Communication Issues" on page 234.

For how to view the alarms and notifications history, see page 167.

For Dexcom G6 alarm information, see the *Dexcom G6 CGM User Guide*.

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20.3. Priority and Predictability of Alarms and Notifications

Hazard alarms take priority over advisory alarms. In general, only one hazard alarm can occur at a time. In the unlikely event that a Pod and Omnipod 5 app hazard alarm occur simultaneously, the Omnipod 5 app hazard alarm is displayed first.

Advisory alarms take priority over Action Item notifications, which take priority over reminder notifications. If multiple advisory alarms occur, the Omnipod 5 app displays the most recent message first. The following advisory alarms always occur before a hazard alarm:

Advisory alarm		Hazard alarm
Pod Expired	→	Pod Expired
Low Pod Insulin	→	Pod Out of Insulin
Pod Shut-Off Alert	→	Pod Shut-Off

You can prevent these hazard alarms by responding to their advisory alarm in a timely manner.

Note: As an extra alert, a Pod Expiration ( ) reminder notification occurs before the Pod Expired advisory alarm.

Timing of alarms originating in the Pod

If the Pod is sounding a hazard alarm, the Pod broadcasts a signal to your Omnipod 5 app.

- If your Omnipod 5 app is in range and awake, within 25 seconds of the Pod's initial alarm sound, your Omnipod 5 app also sounds an alarm and displays the alarm message.
- If your Omnipod 5 app is in range but asleep, the Pod cannot wake it up. Your Omnipod 5 app finds out about the Pod alarm when it does a 'sleeping status check.' In this case, there could be a delay of up to six minutes between when the Pod sounds the alarm and when your Omnipod 5 app sounds the alarm.
- If your Omnipod 5 app is out of range of the Pod, your Omnipod 5 app cannot receive any communication from the Pod. Therefore, if you hear a Pod alarm or notification, bring your Omnipod 5 app in range of the Pod and wake up your Omnipod 5 app. Within 25 seconds, your Omnipod 5 app sounds the alarm and displays the alarm message.

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20.4. Sounds and Vibrations

The Omnipod 5 System uses sounds and vibrations to attract your attention to an alarm or notification.

Caution: The Omnipod 5 app does not override any of your phone's sound settings. If your phone is set to Do Not Disturb, Silent, or Vibrate, you may not hear alarms and notifications from the Omnipod 5 app.

Tip: *To test the sounds and vibrations, see "Check alarms" on page 155.*

Pod alarms

The Pod sounds an alarm tone when it detects a problem that can affect insulin delivery.

- Pod hazard alarm tones are continuous tones broken up periodically by a set of beeps.
- Pod advisory alarms and notifications tones are intermittent beeps, which repeat periodically until you acknowledge them.

Omnipod 5 app alarms

Omnipod 5 app alarm sounds are dependent on your controller or smartphone sound settings, for example, silent or vibrate setting.

The Sound/vibrate button on your controller

The Sound/vibrate button, located on the upper right side of the controller, controls whether all notifications use vibrations or audible tones.

- To turn vibrations ON, press and hold the lower end of the Sound/vibrate button until the vibrate icon ( ) appears on the screen.
- To turn sound ON, press the upper end of the Sound/vibrate button until the sound icon ( ) appears on the screen.
- To increase or decrease the volume, press the upper or lower end of the Sound/vibrate button. On the screen, you can also move the volume indicator to the left to decrease the volume and move it to the right to increase the volume.

20.5. Understanding Regular Tones and Vibrations

The Pod and the Omnipod 5 app can provide informational tones or vibrations to let you know that normal activity between the Pod and the Omnipod 5 app is occurring as expected. You do not need to do anything in response to these signals and there is nothing on your screen to explain them.

Tip: *Use the Sound/vibrate button on the right side of the controller to control whether some of these signals sound an audible tone or vibrate.*

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Note: If your controller or smartphone has sound and vibration turned OFF, you will miss the Omnipod 5 app tones described below.

Confidence reminders—Tones or vibrations let you know that your temp basals and boluses are working as expected. These reminders are ON by default. To turn them ON or OFF, see "Confidence reminders" on page 160.

Omnipod 5 app: Tone/vibration at the start of a temp basal, bolus, or extended bolus.

Pod: Beeps once at the end of a temp basal, bolus, or extended bolus.

Program reminders—Beeps remind you that you have a temp basal or extended bolus running. These reminders are ON by default. To turn them ON or OFF, see "Program reminders" on page 160.

Pod: Beeps once every 60 minutes while a temp basal or extended bolus is running.

Pod activation / Pod deactivation—Tones or vibrations occur at various times during the Pod activation process to indicate progress. You cannot turn these OFF.

Pod:

- Beeps twice when it has been filled with the minimum amount of insulin needed for activation (see page 64).
- Beginning 10 minutes after the Pod is filled with insulin, beeps every five minutes until insulin delivery has started.

Omnipod 5 app:

- Tone/vibration when the Pod and Omnipod 5 app are successfully paired.
- Sounds tone/vibrates twice when the Pod is successfully deactivated.

Basal Program changes—Tones or vibrations inform you of changes to your Basal Program. You cannot turn these OFF.

Omnipod 5 app: Tone/vibration when a Basal Program is activated, edited, paused, or started.

Pod: Beeps once every 15 minutes while insulin is paused.

Canceling temp basals and boluses—Tone informs you that the temp basal or bolus has been successfully canceled. You cannot turn these OFF.

Pod: Beeps once when you cancel a temp basal, bolus, or extended bolus.

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20.6. Responding to Alarms

Although you do not have to keep your Omnipod 5 or Dexcom G6 app close to remain in Automated Mode, both apps provide important information including recent insulin delivery, alerts, and alarms; so it is recommended that you keep these apps nearby.

Tip: *Keep your apps nearby so you can quickly review and respond to important alarms and notifications.*

To respond to a hazard alarm or advisory alarm:

1. Wake up your controller. The Lock screen shows an alarm message along with the hazard alarm ( ) icon or advisory alarm ( ) icon.
2. After unlocking your Omnipod 5 app, follow the on-screen instructions or see the individual alarm details starting on page 194.

Note: You can use your Omnipod 5 app even if you do not address an advisory alarm immediately. However, you must acknowledge a hazard alarm before you can use your Omnipod 5 app for anything else.

Tip: *If you follow the Omnipod 5 app's instructions and are still not able to silence a hazard alarm, see "20.10. Silencing Alarms" on page 217.*

Note: If a temp basal or extended bolus is running when a Pod hazard alarm occurs, the Omnipod 5 app informs you that it was canceled.

Note: If your controller or smartphone has sound and vibration turned OFF, you will miss the Omnipod 5 app tones described in this *User Guide*.

20.7. Hazard Alarm List

Hazard alarms make you aware of serious situations. Always respond to a hazard alarm immediately. Some alarm messages give you a unique number called a reference number. Give that number to Customer Care when you call about that alarm.

> **Warning:** Respond to hazard alarms as soon as possible. Pod hazard alarms indicate that insulin delivery has stopped. Failure to respond to a hazard alarm can result in hyperglycemia.

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Blockage Detected

Cause	The Pod's cannula is blocked, which has stopped insulin delivery. Receiving too little insulin may lead to hyperglycemia and DKA.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

Warning: A blockage may result from blocked tubing, a Pod malfunction, or from using old or inactive insulin (see Blockage Detected on page 195). If insulin delivery is interrupted by a blockage, check your glucose levels and follow the treatment guidelines established by your healthcare provider. Hyperglycemia could result if appropriate actions are not taken.

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Omnipod 5 error

Cause	An unexpected error is detected in the Omnipod 5 app. **Note:** If your Omnipod 5 app stopped and restarted on its own, you may have noticed the app flashing white for a few seconds before you saw this screen.
Vibration/Tone	The Omnipod 5 app sounds the alarm if enabled.
What to do	1. Tap OK to acknowledge or silence the alarm. **Note:** Depending on the cause of this error, the controller may restart after you tap OK. Whether or not that happens, continue with the following steps. 2. Call Customer Care immediately. 3. Check your blood glucose.

Omnipod 5 memory corruption

Cause	An unexpected error is detected in the Omnipod 5 app.
Vibration/Tone	The Omnipod 5 app sounds the alarm, if enabled.
What to do	1. Tap OK to acknowledge or silence the alarm. You see a message asking you to remove your Pod and reset the Omnipod 5 app. 2. Call Customer Care immediately. 3. Check your blood glucose.

Pod Error

Cause	The Pod detects an unexpected error.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

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Pod Expired

Cause	The Pod has reached the end of its operating life and insulin delivery has stopped.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

Note: If you do not deliver insulin soon, you could develop hyperglycemia.

Pod Out of Insulin

Cause	The Pod's insulin reservoir is empty and insulin delivery has stopped.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

Note: If you do not deliver insulin soon, you could develop hyperglycemia.

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Pod Shut-Off

Cause	The Pod has stopped delivering insulin because you did not respond to the Pod Shut-Off advisory alarm.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

Note: To change the Pod Shut-Off setting, see "Pod Shut-Off" on page 157.

Note: If you do not deliver insulin soon, you could develop hyperglycemia.

Omnipod System Error

Cause	An unexpected error is detected in the Pod or the Omnipod 5 app.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK to silence the alarm. 2. Remove your Pod. 3. Call Customer Care immediately. 4. Check your blood glucose.

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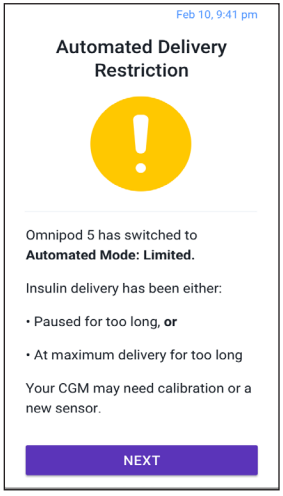
20.8. Advisory Alarm List

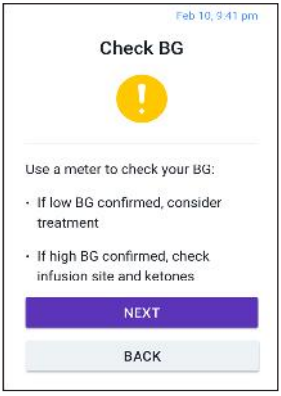
Advisory alarms inform you of a situation that needs your attention in the near future.

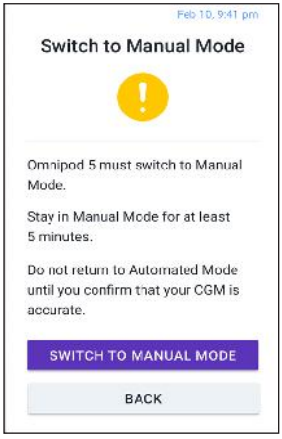
Warning: Three advisory alarms (Pod Expiration, Low Pod Insulin, and Pod Shut-Off) become hazard alarms and result in a stoppage of insulin delivery if ignored. Be sure to respond to all advisory alarms when they occur.

Automated Delivery Restriction

Only occurs in Automated Mode.







Cause	What to do
Insulin was either paused for too long or at maximum delivery for too long while the Omnipod 5 app was in Automated Mode.	1. Tap NEXT to see the next screen. 2. Use a BG meter to confirm your blood glucose. • If low confirmed, consider treatment. • If high confirmed, check infusion (Pod) site and ketones. • If your CGM value is not what you expected, you may need to calibrate or replace your Dexcom G6 sensor. 3. Tap NEXT after you confirm your blood glucose. 4. Tap SWITCH TO MANUAL MODE, then stay in Manual Mode for five minutes.
Vibration/Tone The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.	

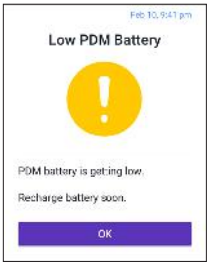
While in Manual Mode, you can check your CGM graph to find out whether your insulin has been paused or has been at a maximum for a long time.

Automated Mode: Limited state is the automated insulin delivery used when CGM values are not available. Insulin delivery is based on your settings and recent history. At this point, you are receiving a steady basal rate that will not vary until CGM readings are restored. Basal insulin could remain paused if automated insulin was paused before entering Automated Mode: Limited state.

After 5 minutes of Manual Mode, you can return to Automated Mode once you have confirmed your CGM readings are accurate.

For more information about Automated Mode: Limited state, see "15.5. About Automated Mode: Limited" on page 144.

Low battery



Cause	The battery charge has 15% or less remaining.
Vibration/Tone	None. To preserve the battery, the Omnipod 5 app is silent.
What to do	1. Tap OK. 2. Recharge your controller as soon as possible.

Warning: If the battery state of charge becomes critically low, the controller will turn itself OFF. At this point, you cannot use the controller until you have plugged in the charger to recharge the battery.

Caution: There is no controller low battery hazard alarm when the battery completely runs out. Plug in the charger as soon as possible after seeing the low battery message.

Note: If your controller or smartphone has turned OFF due to a critically low battery, your Pod continues to deliver Automated Mode insulin or Manual Mode basal insulin according to the Basal Program in progress or temp basal. If you do not charge your controller or smartphone, this insulin delivery continues until the Pod expires. When the controller or smartphone has turned OFF due to a critically low battery, your Pod will continue to sound alarms and notifications.

Note: You can use your controller or smartphone while it is charging.

Tip: *Develop a routine to charge the controller or smartphone at the same time every day. Do not wait for the low battery message.*

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Low Pod Insulin

Cause	The amount of insulin in the Pod is below the value specified in your settings.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK. 2. Change your Pod.

Note: This escalates to the Pod Out of Insulin hazard alarm if ignored.

Note: To change this value, see "Low Pod insulin" on page 157.

Missing CGM Values

Only occurs in Automated Mode.

Cause	The Pod has not received CGM values for more than one hour. The system will continue to operate in Automated Mode: Limited state until CGM values are received or until you switch to Manual Mode.
Vibration/Tone	The Omnipod 5 app sounds the alarm.
What to do	➢ Tap OK to acknowledge the alert.

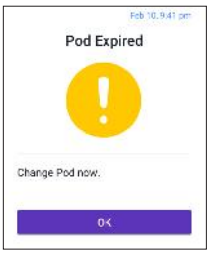
For more information about Automated Mode: Limited state, see "15.5. About Automated Mode: Limited" on page 144.

Check your Dexcom G6 app to see if there are CGM values present or if the cause of the loss of communication is related to the sensor/transmitter. Examples to look for within the Dexcom G6 app include sensor error/expiration, transmitter error/expiration, sensor warm-up, or signal loss alert.

If the Dexcom G6 app is receiving readings, there may be a temporary communication issue between your Pod and the Dexcom G6. You may decide to switch to Manual Mode or wait for a CGM value to be received while in Automated Mode: Limited state. If this is occurring frequently, check to see if the Pod and CGM are located on your body within line of sight. If not, when you remove one, be sure to position the new one so that your Pod and CGM are within line of sight.

Note: For information about your Dexcom G6 app, refer to your *Dexcom G6 User Guide*.

Pod Expired



Cause	Your Pod will stop delivering insulin soon.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	1. Tap OK. 2. Change your Pod.

Note: This escalates to the Pod Expired hazard alarm if ignored.

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Pod Shut-Off

Cause	The Pod Shut-Off setting is enabled and you have not used your Omnipod 5 app in the Pod Shut-Off period that you specified. The Pod will stop delivering insulin soon if you do not respond to this alarm.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled.
What to do	➢ Tap OK to reset the Pod Shut-Off timer.

Note: To enable or disable the Pod Shut-Off feature or to change the countdown period, see "Pod Shut-Off" on page 157.

Start Insulin

Cause	The time period that you specified to pause insulin has passed. If you do not start insulin delivery, you could develop hyperglycemia.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, if enabled, periodically until insulin delivery is started.
What to do	Do one of the following: • If you want to restart insulin with the Basal Program, tap START INSULIN. • If you want to keep insulin paused, tap REMIND ME IN 15 MIN.

Warning: Insulin delivery does not automatically start at the end of the paused period. You must tap START INSULIN to start insulin delivery. If you do not start insulin delivery, you could develop hyperglycemia.

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Urgent Low Glucose

Cause	Your glucose level is at or below 55 mg/dL according to what your CGM told the Omnipod 5 app.
Vibration/Tone	The Pod sounds the alarm. The Omnipod 5 app also sounds the alarm, periodically, if enabled, until acknowledged or a CGM value over 55 mg/dL is received.
What to do	➢ Tap OK to acknowledge the alarm.

Note: This alert will occur again if another CGM value of 55 mg/dL or lower is received after the initial alert was acknowledged.

Note: Use a blood glucose meter to confirm your BG reading. Treat low glucose as needed.

Note: The Urgent Low Glucose Advisory alarm has to do directly with your body's current glucose value while other alarms have to do with the Pod or Omnipod 5 app state.

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20.9. Action Item Notification List

Action Item notifications are tasks that need your attention.

App Use Blocked

Cause	The installed version of the Omnipod 5 app is no longer supported for usage.
What to do	1. If you have an active Pod, tap DEACTIVATE POD. (This option only appears if you have an active Pod.) 2. Check your Omnipod 5 app for available updated notifications frequently. When you see a notification for an available app update, follow the instructions to install the update. If you are using your smartphone and have automatic app store updates turned ON, the app will update when Google Play Store has received the update. For more info, see "Chapter 19: Managing Software Updates" on page 181.

Note: You will not be able to use the Omnipod 5 app until an update becomes available. Use a different insulin delivery method until an update is available.

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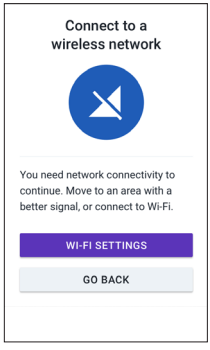
Attention

Cause	Your smartphone's operating system has not been completely tested for use with the Omnipod 5 System.
What to do	➢ Tap OK. You may continue using the Omnipod 5 app on your device, as essential functions should not be affected. The notification will display once per day until testing is complete. If you notice any unexpected effects on your screen or otherwise have concerns about the way your Omnipod 5 app is working, call Customer Care. For a list of compatible operating systems, go to *https://www.omnipod.com/compatibility.*

Connect to a Wireless Network



Cause	Your Omnipod 5 app has not connected to Insulet's network for 7 or more days.
What to do	➢ Tap WI-FI SETTINGS when prompted. Connect to a Wi-Fi network.

Tip: *When you are connected to a network, your Omnipod 5 app is notified about software updates when you need them.*

Tip: *If Wi-Fi is not available, move to an area with better cellular signal.*

Note: The controller comes with an activated SIM card to ensure connectivity.

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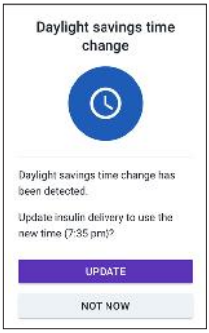
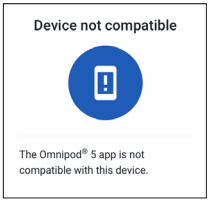
Daylight Savings Time Change



Cause	The Omnipod 5 app has detected that daylight savings time has started or ended.
What to do	➢ Tap UPDATE to update your insulin delivery time.

Note: Correct time is essential for correct insulin delivery and history records. If you tap NOT NOW, you can find this Action Item notification at Menu icon (☰) > Notifications and in 24 hours you will be reminded to update.

Device Not Compatible



Cause	Your smartphone is incompatible with the Omnipod 5 System and an update will not fix the problem.
What to do	1. If you have an active Pod, tap DEACTIVATE POD. (This option only appears if you have an active Pod.) 2. Find out if your smartphone is on the compatible device list, here: *https://www.omnipod.com/compatibility*

Note: Without an active Pod, you will not be able to use the Omnipod 5 app until an update becomes available. Use the Insulet-provided controller or a different insulin delivery method until you have a compatible smartphone.

Note: If you get this message while using the controller, call Customer Care.

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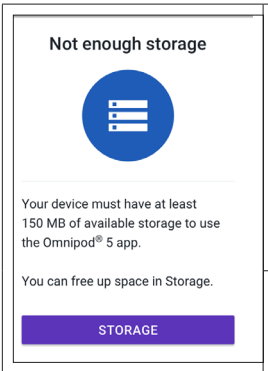
Device Not Secure

Cause	Your lock screen security has been turned OFF. It is strongly recommended you set and keep a security method on your smartphone to protect against unintended use and accidental therapy changes. The Omnipod 5 app will require you to enter your smartphone security method, such as your PIN or fingerprint, each time you access the app.
What to do	1. Tap SET UP. 2. Enable your passcode or other security method.

Not Enough Storage



Cause	You do not have enough available storage for the Omnipod 5 app to run on your smartphone. Your smartphone must have enough storage space for the Omnipod 5 app to work and save important information about your insulin therapy.
What to do	1. Tap STORAGE when prompted. 2. Clear up storage by deleting files such as photos and videos, or by deleting other apps that you are not using.

Note: If you do not delete enough files, you will see this Action Item Notification again.

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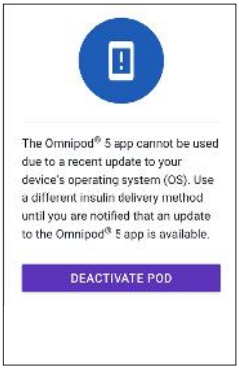
OS Not Compatible



Cause	The Omnipod 5 app cannot be used on the your device's current operating system (OS)"
What to do	1. If you have an active Pod, tap DEACTIVATE POD. 2. Check your Omnipod 5 app frequently to see when Insulet has approved app use on the current OS your device is operating on. You will not get a notification from the Omnipod 5 app when this occurs. For a list of compatible operating systems, go to *https://www.omnipod.com/compatibility.*

Note: You will not be able to operate the Omnipod 5 app on your device's current Operating System until Insulet has completed necessary testing of the operating System. Use the Insulet-provided controller or a different insulin delivery method until then.

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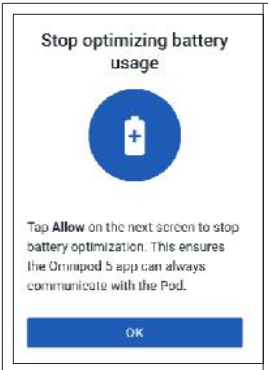
Stop Optimizing Battery Usage

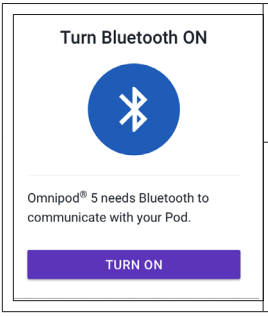


Cause	Battery optimization is an Android setting that limits what apps can do in the background in order to save battery life. You have turned on battery optimization for the Omnipod 5 app on your smartphone. Your smartphone battery must **NOT** be optimized in order for your Omnipod 5 app to communicate with the Pod every 5 minutes. Your Pod continues to deliver insulin according to its program.
What to do	1. Tap OK after reading the message. 2. Tap ALLOW when prompted to stop battery optimization.

Note: You cannot navigate within the Omnipod 5 app until you tap ALLOW.

Note: Always allow "Stop Optimizing Battery" for the Omnipod 5 app. Optimizing battery usage for the Omnipod 5 app may reduce the frequency of communication between your Omnipod 5 app and your Pod, which could delay the display or sounding of important alarms or updates.

Turn Bluetooth ON



Cause	Bluetooth is turned OFF on your smartphone. Your Omnipod 5 app and Pod communicate via Bluetooth.
What to do	➢ Tap TURN ON when prompted.

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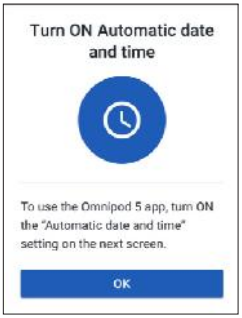
Turn On Automatic Date and Time



Cause	You have turned OFF Automatic Date and Time in your smartphone settings. The Omnipod 5 app has many therapy-related actions that depend on time. Automatic Date and Time is a setting on your smartphone that ensures the accuracy of your time. The Omnipod 5 app uses the setting to detect if you have traveled to a different time zone.
What to do	1. Tap OK. You will be taken to the Android "Date and Time" screen. 2. Tap Automatic date and time to turn it ON. The toggle will turn blue if it is ON.

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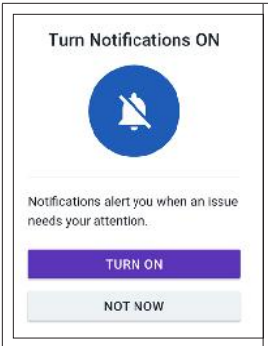
Turn Notifications ON



Cause	You have turned OFF any of the following: Show notifications, Hazard & Advisory Alarms, or Action Item Notifications Omnipod 5 notifications should be turned ON in your smartphone settings so that you get important information regarding your insulin therapy and alarms.
What to do	1. Tap TURN ON when prompted. You see the Android "App Notifications" screen. 2. Tap Show notifications to turn Omnipod 5 app notifications ON.

Note: The toggle will turn blue when it is ON.

Note: If you tap NOT NOW, you will not be reminded again, however you can find this Action Item notification at Menu icon ( ) > Notifications.

Warning: Do not turn OFF or prevent Omnipod 5 notifications from appearing on your phone. Without notifications enabled, you may miss alarms and important updates.

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Update Omnipod 5 - App No Longer Supported

Cause	The Omnipod 5 version you are currently using is obsolete and no longer supported.
What to do	1. Tap UPDATE NOW. Your battery power must be above 15% before updating. 2. If you do not have enough battery power, charge your battery before continuing. You will see that the update is in progress. 3. When you see the message that the update was successful, tap OK.

Update Omnipod 5 - Software Update

Cause	An Omnipod 5 software update is available.
What to do	1. Tap UPDATE NOW. Your battery power must be above 15% before updating. 2. If you do not have enough battery power, charge your battery before continuing. 3. When you see the message that the update was successful, tap OK.

Note: If the update is critical (required), you will not have the option to dismiss the notification. If you tap NOT NOW, you can find this Action Item notification at Menu icon (☰) > Notifications.

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Update OS

Cause	An operating system update is available for your controller.
What to do	1. Tap UPDATE NOW Your battery power must be above 40%, or be above 20% and charging, before updating. 2. If you do not have enough battery power, charge your battery before continuing. 3. When you see the message that the update was successful, tap OK.

Note: If the update is critical (required), you will not have the option to dismiss the notification. If you tap NOT NOW, you can find this Action Item notification at Menu icon ( ) > Notifications.

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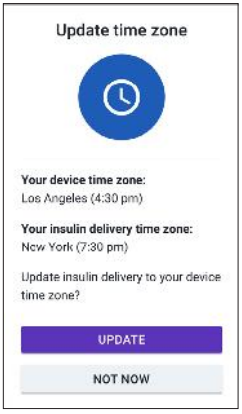
Update Time Zone



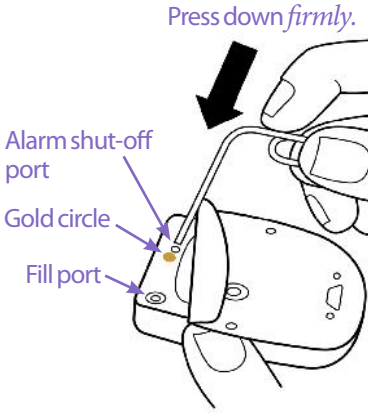
Cause	Your controller or smartphone time zone does not match the Omnipod 5 app insulin delivery time zone.
What to do	1. Tap UPDATE when prompted to update your insulin delivery time zone. 2. If you are in Automated Mode, follow the on-screen instructions to switch to Manual Mode and pause insulin delivery. 3. After the time zone is updated, you may start insulin delivery and return to Automated Mode.

Note: Correct time is essential for correct insulin delivery and history records. If you tap NOT NOW, you can find this Action Item notification at Menu icon (☰) > Notifications and in 24 hours you will be reminded to update.

20.10. Silencing Alarms

You can usually silence Pod or Omnipod 5 app alarms by tapping a button on the alarm screen displayed on your Omnipod 5 app. If the alarm continues, or if you are discarding a Pod and want to prevent a future alarm, follow the directions in this section.

Pod alarm



To permanently silence a Pod alarm:

1. If the Pod is on your body, remove it.
2. Peel back a little bit of the adhesive pad from the bottom of the Pod at the square end (see figure).
3. Locate the alarm shut-off port to the right of the gold circle. The alarm shut-off port can be felt with a fingernail or paper clip as a soft plastic.
4. Firmly press a paper clip or similar item straight down into the alarm shut-off port. You need to apply enough force to break a thin layer of plastic. If an alarm is sounding, the alarm will stop.

Controller alarm

If a controller alarm is not silenced when you tap the alarm screen's button:

1. Press and hold the Power button, then tap Power off.
2. Press and hold the Power button to turn the controller back on.

This action silences the controller's alarm. Your history records and personal settings are preserved. However, you may have to confirm the time zone.

20.11. Responding to Reminder Notifications

Reminder Notifications remind you about actions you may want to perform.

Finding out about reminder notifications

To alert you to a notification, the Pod sounds a tone and the Omnipod 5 app either sounds a tone or vibrates (see "20.4. Sounds and Vibrations" on page 192). When you hear a sound or feel a vibration, check your Omnipod 5 app for a message.

Note: Program reminders, confidence reminders, and some informational signals do not have an accompanying message.

If your Omnipod 5 app is asleep when you hear or feel a notification, wake it up. The Lock screen shows the reminder notification icon ( ) and the notification message.

- If there are multiple messages, the most recent message is shown at the top of the list.
- If there are more messages than can be displayed on the Lock screen, a banner beneath the messages shows the number of additional messages.

Caution: Do not turn off or prevent Omnipod 5 notifications from appearing on your phone. Without notifications enabled, you may miss alarms and important updates.

If you are using your Omnipod 5 app when a notification is triggered, the notification message appears at the top of the screen. To remove the message from the screen:

- Do nothing. The message disappears after several seconds and is saved as a new message.
- Swipe up to remove the message immediately and save it as a new message.
- Swipe right to remove the message immediately and save it as an acknowledged message.

Acknowledging reminder notifications

Note: Waking up your Omnipod 5 app and using it does not automatically acknowledge, or silence, notifications.

All new notifications are included in the Notifications & Alarms count (4) in the red circle in the upper right of the Home screen.

To acknowledge the notification:

1. Wake up your Omnipod 5 app.
2. Tap the bell icon (4) to bring up the Notifications & Alarms screen.
3. Scroll down the screen, if necessary, to see any additional notifications with blue icons ( ).

4. Tap the back arrow ( ) in the upper left of the screen to mark the notifications as acknowledged.

   Note: Putting the Omnipod 5 app to sleep by pressing the Power button does not mark the notifications as acknowledged. You must tap the back arrow ( ) to acknowledge the notification.

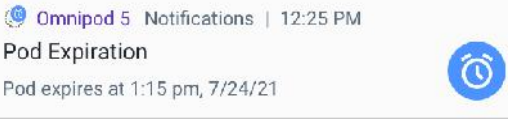
20.12. Reminder Notifications List

Reminder Notifications remind you about various actions you may want to perform. Some are generated automatically and others have settings that you control (see "17.3. Reminder Settings" on page 157).

Tip: *Use the Sound/vibrate button on the right side of the controller to control whether the notification sounds a tone or vibrates (see "The Sound/vibrate button on your controller" on page 192).*

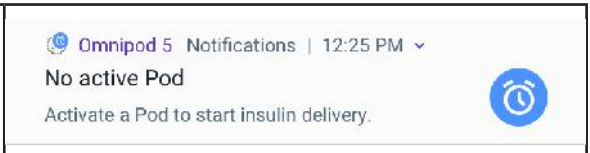
The reminder notifications are:

Pod Expiration

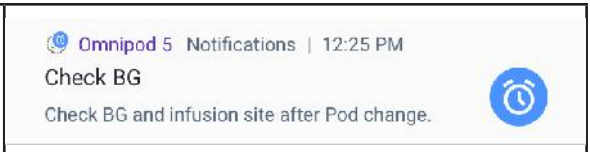
Screen Displayed	
Cause	Tells you how much time is left before the Pod expiration advisory alarm.
Vibration/Tone	A set of three beeps every minute for 3 minutes. Repeats every 15 minutes until acknowledged.
What to do	Acknowledge the message (see "Acknowledging reminder notifications" on page 218). Change your Pod.

Note: To change the timing of this notification, see "Pod expiration" on page 157. Both the Pod and the Omnipod 5 app sound the notification.

No Active Pod

Screen Displayed	
Cause	The Omnipod 5 app reminds you to activate a new Pod to begin basal insulin delivery.
Vibration/Tone	Every 15 minutes.
What to do	Unlock the Omnipod 5 app. Activate a new Pod.

Check BG After Pod Change

Screen Displayed	
Cause	The Omnipod 5 app reminds you to check your blood glucose and the cannula infusion site 90 minutes after activating a new Pod.
Vibration/Tone	Every 5 minutes until acknowledged.
What to do	Acknowledge the message (see "Acknowledging reminder notifications" on page 218). Check your blood glucose. Check the infusion site to see if the cannula is properly inserted.

Note: If there is a valid CGM value present at the time, this alert will automatically be cleared by the Omnipod 5 app.

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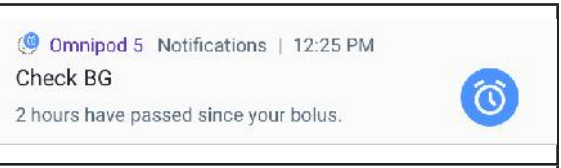
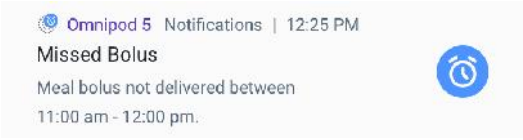
Check BG After Bolus

Screen Displayed	
Cause	The Omnipod 5 app reminds you to check your blood glucose after a bolus.
Vibration/Tone	Every 5 minutes until acknowledged.
What to do	Acknowledge the message (see "Acknowledging reminder notifications" on page 218). Check your blood glucose.

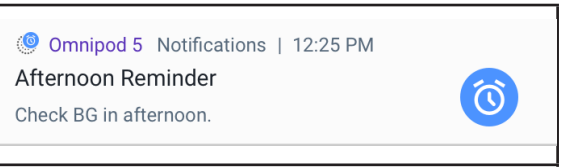
Note: To edit these reminders, see "Check BG after bolus" on page 158.

Missed Bolus

Screen Displayed	
Cause	The Omnipod 5 app reminds you that you have not delivered a bolus within the time period you have specified.
Vibration/Tone	Every 15 minutes until acknowledged.
What to do	Acknowledge the message (see "Acknowledging reminder notifications" on page 218). Consider your meal schedule.

Note: To edit these reminders, see "Missed bolus" on page 158.

Custom Reminder

Screen Displayed	
Cause	You scheduled a reminder.
Vibration/Tone	Every 15 minutes until acknowledged.
What to do	Acknowledge the message (see "Acknowledging reminder notifications" on page 218).

Note: To create or edit these reminders, see "Custom reminders" on page 160.

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Chapter 21: Troubleshooting

Contents

Introduction

Omnipod 5 System users have frequently asked about the following topics, which are detailed next, with their main causes and recommended actions.

21.1. Pod Issues

Issue	Possible Cause	What to do
During Pod activation, did not hear the 2 beep confirmation after filling the Pod with insulin	Pod not filled with at least 85 units of insulin.	Make sure the Pod is filled with at least 85 units of insulin. If you have filled the Pod with at least 85 units and you still do not hear 2 beeps, you will need to discard the Pod and start a new one.
The adhesive around the Pod keeps lifting from the skin	It's important that the Pod stays on the body to ensure that the cannula stays under the skin to deliver insulin. If the area where you apply the Pod is not cleaned and dry, the adhesive may not stick well.	Make sure that the skin is cleaned and dry before applying the Pod. Avoid use of moisturizers, oils, conditioners, sunscreen or insect repellent around the site. If there is a lot of body hair, you may need to clip or shave the area 24 hours prior to Pod change. Be sure to remove old adhesive residue from the skin. Insulet has produced a special tape called PodPals™ that can help keep the Pod on for longer.
Pod alarm sounding	Because the delivery of insulin is so critical to your health, it is important to know if the Pod stops working. The Pod may stop working for many reasons for example, an occlusion is detected, electrostatic discharge affects the circuit, or some interference is detected.	This continuous loud noise is intended to alert you to remove the Pod and replace it with a new one. You can try to deactivate the Pod with your Omnipod 5 app. Occasionally, the app will not be able to communicate with the Pod. In this case, you will need to remove the Pod and disable the alarm switch. This is the button on the back of the Pod, just the right of the gold ring. See page 217 for guidance.

21.2. Controller or Smartphone Issues

Issue	Possible Cause	What to do
Cannot run the Omnipod 5 app on a particular smartphone	The Omnipod 5 app will work only on selected smartphones.	Review the list of the latest compatible smartphones at *https://omnipod.com/compatibility.*
Screen is black and unresponsive	Device error	Try restarting the controller by holding down the Power button for 10 seconds. The controller should restart and regain communication successfully. If the issue does not resolve, call Insulet Customer Care at 1-800-591-3455. It is important to keep your settings recorded or written down in a safe place so that you can start a replacement system without delay. Insulet does not keep your insulin delivery settings.
Screen turns black (times out) too soon	Screen Time-Out setting needs adjustment.	You can change the screen setting so that the screen stays on for longer. Go to: Menu icon (☰) > Settings > PDM Device > Screen Time-Out. This can be set to 30 seconds, 1 minute or 2 minutes.

21.3. Automated Mode Issues

Issue	Possible Cause	What to do
Activated a Pod and unable to switch to Automated Mode	You can switch from Manual Mode to Automated Mode after you have activated a Pod and your CGM transmitter serial number is entered into the Omnipod 5 app.	➢ Go to: Menu icon (☰) > Settings > CGM Transmitter. **Tip:** *Always check that the serial number entered into the app is the same as the number on the transmitter you are wearing.*
Screen shows Automated Mode: Limited	Interruption in communication between the CGM and the Pod.	To minimize the risk of interruption, make sure your Pod and CGM are worn on the same side of the body. Wireless communications do not travel well through the body. For example, if your sensor is worn on the abdomen and the Pod is on the back of the arm, the signal may be interrupted.
	Problem with the CGM	Check your Dexcom G6 app and if you don't see CGM values, then follow instructions there.
	Automated Mode may have reached the limits of insulin delivery, either the maximum or the minimum.	Follow the instructions on the screen to check your BG value. Once you are confident that your Pod and CGM are working well, you can switch back to Automated Mode.

21.4. Finding Out How Much Insulin Was Delivered

Issue	What to do
Where to see how much insulin is delivered while in Automated Mode	The CGM graph will show you the latest CGM value received by the Pod and what mode of insulin delivery the system is in. (To see the graph, tap VIEW from the lower right part of the Home screen.) The graph will also show when your last boluses were delivered. You can see on the legend for the graph that insulin suspension is shown as the red bar, and maximum delivery during Automated Mode is shown as the orange bar. To know the exact amount of insulin delivered in Automated Mode, go to: Menu icon (☰) > History Detail > AUTO EVENTS This will show you the time, CGM value and corresponding amount of insulin delivered at each 5 minute interval.
Where to find history of insulin deliveries	The Omnipod 5 app holds the history for previous insulin deliveries. You can check here: Menu icon (☰) > History Detail > Summary. Scroll down and look for previous insulin deliveries. If you tap the entry, you will see how the calculations for the bolus were made if the Bolus Calculator was used.

21.5. Viewing CGM Values

Issue	Possible Cause	What to do
Activated a Pod and can't see CGM values in the Omnipod 5 app	Problem with the CGM.	Check your Dexcom G6 app and if you don't see CGM values, then follow instructions there.
	CGM transmitter serial number is not entered into the Omnipod 5 app.	1. Go to: Menu icon (☰) > Settings > CGM Transmitter. 2. Make sure the correct serial number is entered. If you have just connected, it can take up to 20 minutes for values to appear in the Omnipod 5 app.
	You are using the Dexcom G6 receiver.	1. Use the Dexcom G6 app on your smartphone. The Omnipod 5 app is not compatible with Dexcom G5 or G6 sensors used with a receiver. 2. Turn off the Dexcom G6 receiver.

Issue	Possible Cause	What to do
CGM values no longer show up in the Omnipod 5 app. Instead there are dashed lines. The Dexcom G6 app does not show a problem.	The most likely reason for this to happen is an interruption in communication between the CGM and the Pod.	To minimize the risk of interruption, make sure your CGM and Pod are worn on the same side of the body. Wireless communications do not travel well through the body. For example, if your CGM is worn on the abdomen and the Pod is on the back of the arm, the signal may be interrupted. Try to keep the Pod and CGM on the same side of the body to maximize your time in Automated Mode. You can also try deleting the CGM transmitter serial number and re-entering it. ➢ Go to: Menu icon (☰) > Settings > CGM Transmitter. This resets the communication between the CGM and the Pod.
CGM values on the Dexcom G6 app look different from those on the Omnipod 5 app.	The Dexcom G6 app receives CGM values directly from the sensor. The Omnipod 5 app receives CGM values from the Pod. Occasionally, there is a slight delay before the value is updated on the Omnipod 5 app.	The difference should be small. ➢ To bring the value up to date, bring the Omnipod 5 app close to the Pod.

21.6. Bolus Issues

Issue	Possible Cause	What to do
With carbs entered and CGM value available, the Bolus Calculator recommends no bolus or 0 insulin.	You have already received a lot of insulin (your IOB will be high) and your CGM trend is falling.	You can remove the CGM value so that the calculator only suggests a bolus amount for the carbs entered. Alternatively, you can decide on a different amount and enter this directly into the Total Bolus field at the bottom of the screen. Check your Calculations screen before you deliver a bolus to see how the calculator determines the suggested bolus. Always confirm the bolus amount before you deliver it to make sure the system delivers what you want.
Caution: If you decide to deliver a manual bolus, which does not take the IOB and the CGM trend into account, be sure to closely monitor your glucose levels to avoid hypoglycemia.		

21.7. Review of High Glucose Examples

Issue	Possible Cause	What to do
After using the system for a couple of weeks CGM values are running high after breakfast. Insulin to carbohydrate ratio is the same.	One of the benefits of automated insulin delivery is the greater ability to stay closer to your Target BG overnight. What this often means is that prior to breakfast, there is less insulin in your body compared to Manual Mode.	It is common to need changes to your insulin to carb ratio, generally a lowering of the ratio to receive more insulin before meals (for example, lowering the carbohydrate value covered by 1U of insulin). Another setting that you can change is Reverse correction. When the toggle for this is ON (blue), it means the calculator will recommend less insulin when your CGM or BG is below your Target BG. Discuss with your healthcare provider what settings are best for you. Your Bolus calculator settings are available under: Menu icon (☰) > Settings > Bolus.

Issue	Possible Cause	What to do
After using the system in Automated Mode for a few weeks, CGM values have been running high.	Your Target BG may need to be adjusted. In Automated Mode, Target BG is the main setting that you can control to adjust automated insulin delivery.	Check your Target BG here: Menu icon (☰) > Settings > Bolus The Target BG can be set between 110-150 mg/dL. If you're running high, you can try reducing the Target BG around the period that you're running higher than desired.
	Other Bolus Calculator settings may need to be adjusted.	Think about your Bolus Calculator settings: In particular, your Insulin to Carb ratio, Correction Factor and Target BG might need to be adjusted. For example, if these high periods are after lunch, you might need more insulin around lunch time to reduce the likelihood of running high in the afternoon. Changing your Basal Programs or Max Basal setting won't make a difference for Automated Mode function. It only works for Manual Mode. Discuss with your healthcare provider what settings are best for you.
CGM values have been running high over several days.	Although the system is able to automate insulin delivery, your body's insulin needs can change daily. This means that every day with diabetes is different.	Think about diet, exercise, Pod insertion site and change in your body's needs and how they are affecting your glucose level. The system will adapt with every new Pod to give you just the right amount of insulin to get you to the Target BG. As the system detects higher insulin needs, it will adapt to adjust insulin dosing accordingly.

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21.8. Review of Low Glucose Examples

Issue	Possible Cause	What to do
CGM values are running low in the late evening; needing hypo treatment before going to bed.	Your Target BG may need to be adjusted for the period to avoid the low.	Check your Target BG here: Menu icon (☰) > Settings > Bolus
	If lows are happening soon after the dinner bolus, you might need adjustment of your Bolus Calculator settings to receive less insulin for the dinner bolus. Another option is to check how long it has been since the last bolus.	Discuss with your healthcare provider what settings are best for you. Your Bolus calculator settings are available here: Menu icon (☰) > Settings > Bolus
Following afternoon exercise, CGM values are going low.	During exercise, your body is often prone to low glucose.	To avoid this low, you can use the HypoProtect™ setting. With this feature, the system delivers less insulin and also drives insulin delivery to a target of 150 mg/dL. It is recommended that you turn this setting ON at least 30-60 minutes before exercise to reduce the likelihood of going low. Exercise with diabetes is trial and error. Keep a record of activity, carbohydrates consumed and insulin delivery to work out the best method for you. Your healthcare provider can help provide different ways to confidently manage your diabetes with exercise.

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21.9. About Keeping Your Apps Nearby

Once you activate a Pod, you will start receiving insulin indicated by your active Basal Program. Once you enter the CGM transmitter serial number into the Omnipod 5 app, you can switch from Manual Mode to Automated Mode. In Automated Mode, the Pod will directly receive CGM values wirelessly and automate insulin delivery depending on your needs. If your CGM trend is starting to rise, the system will give more insulin and if your CGM trend is starting to fall, the system will give less or pause insulin delivery.

Although you do not have to keep your Omnipod 5 or Dexcom G6 app close to remain in Automated Mode, both apps provide important information including recent insulin delivery, alerts and alarms; so it is recommended that you keep these apps nearby.

21.10. "Try Again" - Pod Communication Issues

If an error in communication occurs, you see a "No Pod communication" message on the POD INFO tab. Follow the on-screen instructions to resolve the issue.

Tip: *When there is a communication issue, the Omnipod 5 app offers you options to help you resolve it. It is in your best interest to leave any options to* DISCARD *or* DEACTIVATE POD *as a last choice after trying the other option(s).*

> **Warning:** If you are unable to deactivate a Pod, it continues to pump insulin. Be sure to remove the failed Pod before you activate a new Pod to prevent hypoglycemia.
>
> **Warning:** If your controller is damaged or not working as expected, call Customer Care for assistance. Be sure to check your blood glucose frequently. Remove your Pod and contact your healthcare provider for treatment guidelines.

Error When Sending Insulin Instructions to the Pod

A communication error may occur when the Omnipod 5 app attempts to send insulin delivery instructions to the Pod.

If a communication error occurs when the Omnipod 5 app attempts to send an insulin delivery instruction, the Omnipod 5 app offers you different options. The options offered depend on whether the Omnipod 5 app has sent the Pod the instruction and hasn't received confirmation that it was carried out, or whether the Omnipod 5 app hasn't sent the instruction.

If the Omnipod 5 app has sent the Pod the instruction and hasn't received confirmation that it was carried out, the Omnipod 5 app offers these options:

- CHECK STATUS: Move to a new location, then select this option to recheck for confirmation that the instruction was carried out.
- DEACTIVATE POD: This should *not* be your first choice. When you select this option, you can follow the instructions for replacing your Pod.

If the Omnipod 5 app has *not* sent the Pod the instruction, the Omnipod 5 app tells you to move to a new location and tap TRY AGAIN to reattempt communication. After you tap TRY AGAIN, if the next communication attempt fails, the Omnipod 5 app offers these options:

- CANCEL: Select this option to cancel sending the instruction. In this case, the Pod continues with its prior insulin delivery mode. You can try to send the instruction later.
- TRY AGAIN: Move to a new location, then select this option to tell the Omnipod 5 app to reattempt to send the instruction to the Pod.
- DEACTIVATE POD: This should *not* be your first choice. When you select this option, you can follow the instructions for replacing your Pod.

Error When Canceling a Bolus

If you are trying to cancel a bolus when a communication error occurs, the following options become available:

- CANCEL: Select this option to stop attempting to cancel the bolus. The Pod continues to deliver the bolus.

  Note: If the 'cancel bolus' instruction has already been sent, this CANCEL option is not available.
- TRY AGAIN: Move to a new location, then select this option to tell the Omnipod 5 app to continue attempting to communicate with the Pod.
- DEACTIVATE POD: This should *not* be your first choice. When you select this option, you can follow the instructions for replacing your Pod.

If the 'cancel bolus' instruction has already been sent from the Omnipod 5 app when a communication error occurs, the Omnipod 5 app offers these options:

- CHECK STATUS: Select this option to attempt to re-establish communication with the Pod and obtain the current status of the 'cancel bolus' command
- DEACTIVATE POD: This should *not* be your first choice. Select this option to deactivate the Pod when CHECK STATUS is unsuccessful.

Error When Activating a Pod

If a communication error occurs during Pod activation, the following options become available:

- DISCARD POD: This should *not* be your first choice. Select this option to stop attempting to use this Pod.

- TRY AGAIN: Select this option to attempt to reestablish communication.

Error When Deactivating a Pod

If a communication error occurs during Pod deactivation, the following options become available:

- DISCARD POD: Select this option if the "TRY AGAIN" option has not resolved the problem. This will tell your Omnipod 5 app to unpair from that Pod. The Omnipod 5 app instructs you to remove your Pod and tap CONTINUE.
- TRY AGAIN: Select this option to attempt to reestablish communication.

Note: After selecting the discard option, you can prevent future alarms from the discarded Pod by following the instructions in "20.10. Silencing Alarms" on page 217.

Note: If there is an unconfirmed bolus when you discard a Pod, the Omnipod 5 app does not know how much of the bolus was delivered. Therefore, the Omnipod 5 app temporarily disables the Bolus Calculator for a period equal to your Duration of Insulin Action setting. If you tap the Bolus button while the Bolus Calculator is disabled, the Omnipod 5 app displays a message that says "Bolus Calculator temporarily disabled." You can deliver a manual bolus when the Bolus Calculator is disabled.

21.11. Omnipod 5 App Issues

Warning: Do NOT apply a new Pod until you have removed the old Pod. A Pod that has not been deactivated properly can continue to deliver insulin as programmed, putting you at risk of over infusion and possible hypoglycemia.

Caution: Clearing app data for the Omnipod 5 app deletes all of your settings and history. Before clearing app data, check with your healthcare provider; also be sure you have a written record of your settings so you can use them when you go through the setup process again.

Caution: If you delete the Omnipod 5 app or clear the Omnipod 5 app data while you have an active Pod, your Pod will remain active. You will not be able to control the Pod, even if you re-install or re-open the app. You must remove the Pod in order to stop receiving insulin.

Caution: Resetting the Omnipod 5 app erases all of your settings and history, including your Adaptive Basal Rate, Basal Programs, temp basal presets, and settings such as Target BG, Correction Factor, and IC Ratio. Before using the reset feature, check with your healthcare provider and be sure you have a written record

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of your settings to re-enter into your Omnipod 5 app. You will also need to activate a new Pod after resetting.

Issue	Possible Cause	What to do
Omnipod 5 app does not work on the smartphone	Using a smartphone that is not compatible.	If you are not using a compatible smartphone, you will not be able to use the Omnipod 5 app. To find out if your smartphone is compatible, go to: *https://www.omnipod.com/compatibility*.
Not receiving important updates about insulin therapy	You force stopped the Omnipod 5 app. Force stopping is not the same as locking your screen or putting your app to sleep. It means stopping the app from running in the background. The app must be running in order to notify you of important updates regarding your insulin therapy.	➢ Open the app so you can receive important updates. **Note:** Even if you did force stop the Omnipod 5 app, your Pod is still communicating with it and delivering insulin according to the last instruction it received.

Issue	Possible Cause	What to do
Opening the Omnipod 5 app restarts setup process	You cleared app data for the Omnipod 5 app. This causes you to lose all your settings and insulin history.	**Note:** If you clear data for the Omnipod 5 app, your current Pod will still be delivering insulin but you won't be able to manage it with your Omnipod 5 app. 1. Remove the current Pod in order to stop receiving insulin. 2. After removing the current Pod, you will need to go through the setup process again, including pairing a new Pod and re-entering your CGM transmitter serial number. **Tip:** *You can get your CGM transmitter serial number from the Dexcom G6 app. If you do not have a record of your settings, contact your healthcare provider for assistance.* **Note:** It may take the CGM and Pod up to 10 minutes to connect.

21.12. About Uninstalling the Omnipod 5 App

If you delete the Omnipod 5 app on your smartphone, all your settings and insulin history will be removed. If you choose to download the Omnipod 5 app later, you will have to go through the setup process again, entering all your insulin therapy settings.

Caution: If you delete the Omnipod 5 app or clear the Omnipod 5 app data while you have an active Pod, your Pod will remain active. You will not be able to control the Pod, even if you re-install or re-open the app. You must remove the Pod in order to stop receiving insulin.

Before you begin

- Use the pages at the end of this *User Guide* to write down all of your settings, in case you need them later.
- If you wish to stop receiving insulin, remove your Pod.

To delete the Omnipod 5 app:

➢ Refer to your smartphone's instruction manual to learn how to delete apps.

ADDITIONAL INFORMATION

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Chapter 22: Taking Care of Your Controller and Pod

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