Glucose Goal Range

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

Note: The Glucose Goal Range does not impact insulin delivery.

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

1. Navigate to: Menu button (☰) > Settings > Glucose Goal Range.
2. Set the limits of the Glucose 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.

Bolus Details

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

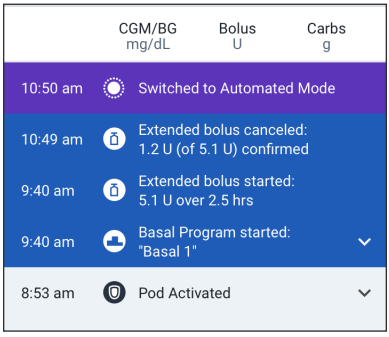
- The insulin bottle icon ( ) indicates that the SmartBolus Calculator was used.
- The syringe icon ( ) indicates a manual bolus was delivered.

Immediate and extended boluses

The bolus amount listed next to the Bolus button is the total of an immediate bolus plus any extended portion of the bolus. If you cancel an immediate or extended bolus, the amount listed is the confirmed amount delivered before cancellation.

Tapping a row with a bolus entry expands the record to show additional details about the bolus, including:

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



You may need to scroll up or down to see all of the calculations. Tap CLOSE when done (see "18.1. The SmartBolus Calculator" on page 254 for details).

- The amount originally scheduled for delivery if you canceled an immediate bolus.
- For an extended bolus, the amount delivered now and extended, and 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.

Extended bolus events

A Bolus button and banner indicate an extended bolus event:

- An Extended Bolus started banner marks the time when the immediate bolus finishes and the extended bolus starts. 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 confirmed amount of the bolus that was delivered before cancellation.

When the Pod has not confirmed a bolus delivery

After you confirm the amount of a bolus that you want to be 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, after the Controller or smartphone running 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.

Note: If you have an unconfirmed bolus, the SmartBolus Calculator is disabled for the duration of insulin action.

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 lot number and sequence number.

Carbs Details

A carbs icon ( ) is displayed next to carbohydrate entries used by the SmartBolus Calculator.

Basal Rate Details

Activity feature

In Automated Mode, an Activity icon and banner indicate the start, end, or cancellation of the Activity feature.

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 use of the Activity feature 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 an insulin paused period began.

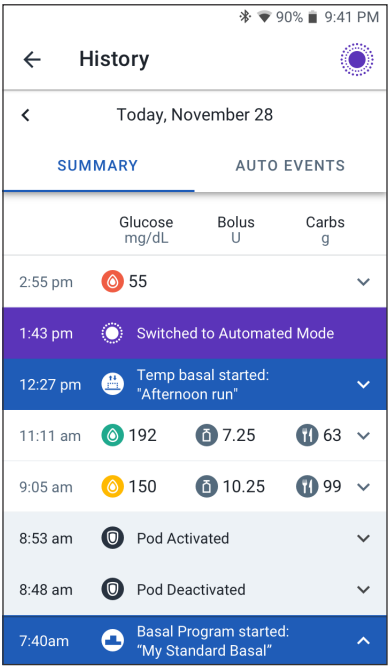
An Insulin Delivery Started icon and banner indicate the time insulin delivery was restarted.

Time Change Details

A Time zone changed banner appears if you change your insulin delivery time zone.

After the time zone change has occurred, new history entries will reflect your new time zone.

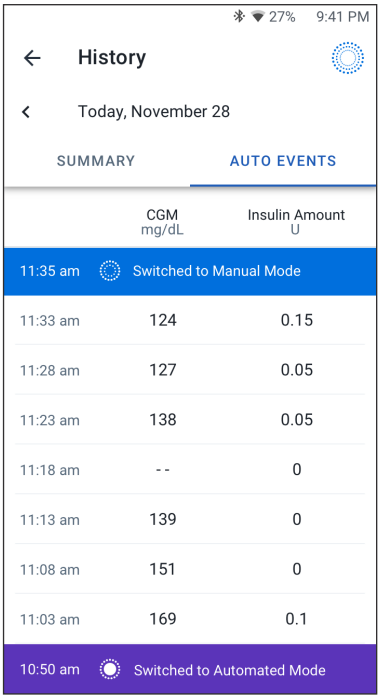
Note: History entries recorded before your time zone changed will show in your prior time zone.



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.



CHAPTER 12

Managing Software Updates

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12.1. 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.

Note: 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 continues 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: ALWAYS make sure your battery has adequate charge prior to installing a software update.

Caution: Connect ONLY to trusted Wi-Fi networks with your Controller or smartphone. AVOID connecting to public Wi-Fi networks, such as those found in airports, coffee shops, etc, as these networks are not secure and could result in exposing your Controller or phone to malware. DO NOT connect to public Wi-Fi networks during first-time setup of your Omnipod 5 System.

Operating System (OS) Update

Operating System (OS) updates may be either "optional" or "required." Required updates require you to perform the update immediately before you can use the Omnipod 5 App. Optional updates may be postponed 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 begins to update.

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

If the update is not considered required, 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 is 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%.

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

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 displays 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 "required." Required updates require you to perform the update immediately before proceeding to use the Controller. Optional updates may be postponed 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.

After the update is complete, a confirmation screen displays to inform you that the update was completed successfully.

If the update is not considered required, 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 is 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 displays to inform you that the update was completed successfully.

12.2. Omnipod 5 App on Smartphone

The Omnipod 5 App offers updates through Google Play. You will be notified when an update is available for download. 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 continues delivering insulin and will re-establish connection with the Omnipod 5 App once the update is complete.

> **Caution:** ALWAYS make sure your battery has adequate charge prior to installing a software update.
>
> **Caution:** Connect ONLY to trusted Wi-Fi networks with your Controller or smartphone. AVOID connecting to public Wi-Fi networks, such as those found in airports, coffee shops, etc, as these networks are not secure and could result in exposing your Controller or phone to malware. DO NOT connect to public Wi-Fi networks during first-time setup of your Omnipod 5 System.

Automatic Updates Enabled

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

   Tap Update next to the Omnipod 5 App.

After the update is complete and the Omnipod 5 App is reopened, a confirmation screen displays to inform you that the update was completed successfully.

If the update is not considered required, 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 is 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 Google Play.
3. Tap Update next to the Omnipod 5 App.

Once the update is complete and the Omnipod 5 App is reopened, a confirmation screen displays to inform you that the update was completed successfully.

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CHAPTER 13

Alarms, Action and Reminder Notifications

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13.1. Types of Alarms and Notifications

Warning: ALWAYS contact Customer Care if your Omnipod 5 System Controller is damaged and not working properly. If a Controller replacement is needed, ALWAYS consult with your healthcare provider to get instructions on using other backup insulin delivery methods, like insulin injections. Be sure to check your glucose frequently.

Caution: DO NOT stop the Omnipod 5 App in a way that stops it from running in the background (called force stopping) on your smartphone. The Omnipod 5 App must be open or be running in the background in order to display and sound alarms on the smartphone. If the App is not running, you could miss important alarms and notifications on the smartphone. If you do not hear alarms and notifications from your smartphone, you might not make the changes you need to make to your therapy in a timely manner. Your Pod will continue to operate and sound alarms. In addition, if you stop the Omnipod 5 App while sending commands to the Pod, the command can be interrupted and may not be completed.

Caution: AVOID setting your Controller or smartphone to Silent, Vibrate or any other setting that prevents you from hearing alarms and notifications from your Omnipod 5 App, such as Digital Wellbeing for Android tools that limit sounds and notifications. If you do not hear alarms and notifications from your Controller or smartphone, you might not make the changes you need to make to your insulin therapy in a timely manner. Your Pod will still sound, and you will be able see the Alarm or Notification displayed on the Omnipod 5 App. See "13.3. Sounds and Vibrations" on page 157 to learn how to manage sounds and vibrations.

Note: The Omnipod 5 App on your smartphone requires Do Not Disturb permission and Notifications to be turned ON to ensure you always receive important safety alarms. You cannot use the App until Do Not Disturb permission is provided and Notifications is turned ON.

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

- **Alarms:**
  - ⚠ **Hazard alarms** are high-priority alarms that indicate a serious problem has occurred, and you may need to remove your Pod. Hazard Alarms will repeat every15 minutes until acknowledged. The audible alarm on the Pod will continue until acknowledged in the Omnipod 5 App. See "13.6. Hazard Alarm List" on page 163.
  - In general, only one hazard alarm can occur at a time. In the unlikely even that a Pod and Omnipod 5 App hazard alarm occur simultaneously, the

hazard alarm that most recently occurred will be displayed first on the Omnipod 5 App. Any Pod hazard alarms will be sounded on the Pod.

- **Advisory alarms** are low-priority alarms that indicate that a situation exists that needs your attention. Advisory alarms will repeat every 15 minutes until acknowledged (see Alarm tables for additional details) and continue on the Pod until acknowledged in the Omnipod 5 App. See "13.7. Advisory Alarm List" on page 171.

- **Notifications:**
  - **Action Item notifications** are tasks that need your attention. See page 156.
  - **Reminder notifications** remind you about an action that you may want to perform. See "13.11. Reminder Notifications List" on page 199.
  - **Communication error** messages display when the Omnipod 5 App is unable to communicate with the Pod. See "26.5. Pod Communication Issues – "Try Again"" on page 337.

For how to view the alarms and notifications history, see page 156.

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

13.2. Alarms and Notifications Screen

To review past alarms and notifications:

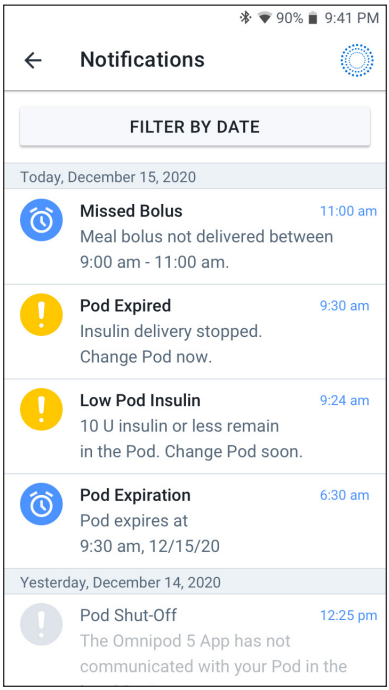
1. Tap Menu button ( ) > Notifications.

   Messages from today are displayed first, with newest at the top of the screen and oldest at the bottom of the screen.

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 (←). Unread notifications have colored icons described in "13.1. Types of Alarms and Notifications" on page 155.

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

13.3. Sounds and Vibrations

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

> **Caution:** AVOID setting your Controller or smartphone to Silent, Vibrate or any other setting that prevents you from hearing alarms and notifications from your Omnipod 5 App, such as Digital Wellbeing for Android tools that limit sounds and notifications. If you do not hear alarms and notifications from your Controller or smartphone, you might not make the changes you need to make to your insulin therapy in a timely manner. Your Pod will still sound, and you will be able see the Alarm or Notification displayed on the Omnipod 5 App.

Note: The Omnipod 5 System on your smartphone requires Do Not Disturb permission and Notifications to be turned ON to ensure you always receive important safety alarms. You cannot use the App until Do Not Disturb permission is provided and Notifications is turned ON.

Tip: To test the sounds and vibrations, see "Check alarms" on page 162.

Pod alarms

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

- Pod hazard alarms are continuous tones broken up periodically by a set of beeps.
- Pod advisory alarms and notifications are intermittent beeps, which periodically repeat 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 sounds.

- 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.

Smartphone Sounds and Vibrations

> **Caution:** ALWAYS make sure you can hear alarms and notifications when paired to alternative audio devices (e.g. Bluetooth speaker, headphones).

Navigate to your smartphone's sound settings to ensure that all Omnipod 5 App notifications are enabled to produce a vibration and audible sound. See "4.5. General Settings on Your Smartphone" on page 62 for more information on how to adjust your smartphone sound and vibration settings.

Note: When paired to an alternative Bluetooth device to project sound, such as headphones or speakers, alarms/alerts/notifications may sound on your smartphone or on the Bluetooth accessory. Each accessory is different. Test yours prior to use to ensure alarms/alerts/notifications are audible. See "Check alarms" on page 162.

13.4. Informational Sounds and Vibrations

> **Caution:** AVOID setting your Controller or smartphone to Silent, Vibrate or any other setting that prevents you from hearing alarms and notifications from your Omnipod 5 App, such as Digital Wellbeing for Android tools that limit sounds and notifications. If you do not hear alarms and notifications from your Controller or smartphone, you might not make the changes you need to make to your insulin therapy in a timely manner. Your Pod will still sound, and you will be able see the Alarm or Notification displayed on the Omnipod 5 App. See "13.3. Sounds and Vibrations" on page 157 to learn how to manage sounds and vibrations.

Note: The Omnipod 5 System on your smartphone requires Do Not Disturb permission and Notifications to be turned ON to ensure you always receive important safety alarms. You cannot use the App until Do Not Disturb permission is provided and Notifications is turned ON.

The Pod and the Omnipod 5 App can provide informational sounds (tones, beeps) or vibrations to let you know that normal activity between the Pod and the Omnipod 5 App is occurring as expected. See the tables below for descriptions of informational sounds you will encounter during use.

Confidence reminders

Cause	Omnipod 5 App	Pod
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 129.	Tone/vibration at the start of a temp basal, bolus, or extended bolus.	Beeps once at the end of a temp basal, bolus, or extended bolus.

Note: Confidence reminders and program reminders are turned on by default. These reminders cause the Omnipod 5 App or Pod to beep at the beginning and end of boluses and temp basals, and also once an hour during an extended bolus or temp basal. For more information, see "Confidence Reminders" on page 129.

Program reminders

Cause	Omnipod 5 App	Pod
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 page 130.	No tone/vibration	Beeps once every 60 minutes while a temp basal or extended bolus is running.

Basal Program changes

Cause	Omnipod 5 App	Pod
Tones or vibrations inform you of changes to your Basal Program. You cannot turn these OFF.	Tone/vibration when a Basal Program is activated, edited, paused, or started.	Beeps once every 15 minutes after the pause period has ended.

Canceling temp basals and boluses

Cause	Omnipod 5 App	Pod
Tone informs you that the temp basal or bolus has been successfully canceled. You cannot turn these OFF.	No tone/vibration	Beeps once when you cancel a temp basal, bolus, or extended bolus.

Pod activation / Pod deactivation

Cause	Omnipod 5 App	Pod
Tones or vibrations occur at various times during the Pod activation process to indicate progress. You cannot turn these OFF.	Tone/vibration when the Pod and Omnipod 5 App are successfully paired. Sounds tone/vibrates twice when the Pod is successfully deactivated.	Beeps twice when it has been filled with the minimum amount of insulin needed for activation (see page 85). Beginning 10 minutes after the Pod is filled with insulin, beeps every five minutes until insulin delivery has started.

13.5. Responding to Alarms

Caution: AVOID leaving your Controller or smartphone in a place that would prevent you from hearing alarms and notifications from your Omnipod 5 App. Delivery of insulin in Manual Mode or Automated Mode continues as programmed if you move away from your Controller or smartphone.

Caution: AVOID setting your Controller or smartphone to Silent, Vibrate or any other setting that prevents you from hearing alarms and notifications from your Omnipod 5 App, such as Digital Wellbeing for Android tools that limit sounds and notifications.If you do not hear alarms and notifications from your Controller or smartphone, you might not make the changes you need to make to your insulin therapy in a timely manner. Your Pod will still sound, and you will be able see the Alarm or Notification displayed on the Omnipod 5 App. See "13.3. Sounds and Vibrations" on page 157 to learn how to manage sounds and vibrations.

Note: The Omnipod 5 System on your smartphone requires Do Not Disturb permission and Notifications to be turned ON to ensure you always receive

important safety alarms. You cannot use the App until Do Not Disturb permission is provided and Notifications is turned ON.

To respond to a hazard alarm or advisory alarm:

1. Wake up your Controller or smartphone. 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 162.

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

Tip: If you follow the Omnipod 5 App's instructions and are still not able to silence a hazard alarm, see "13.9. Silencing Unresolved Alarms" on page 197.

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.

Timing of Pod Alarms on the Omnipod 5 App

If the Pod is sounding a hazard alarm, the Pod sends a signal to your Omnipod 5 App.

- If the Controller or smartphone running the 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 the Controller or smartphone running the Omnipod 5 App is in range but asleep, there could be a delay of up to 6 minutes between when the Pod sounds the alarm and when your Omnipod 5 App sounds the alarm.
- If the Controller or smartphone running the 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 Controller or smartphone 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.

Diagnostics

Warning: DO NOT continue using an activated Pod that fails to beep during a diagnostic test. The Pod should be changed immediately. If the Omnipod 5 App fails to beep during a diagnostic test, call Customer Care immediately. Continuing to use the Omnipod 5 System in these situations could put your health and safety at risk.

Check alarms

Before you begin, switch to Manual Mode if currently using Automated Mode. See "22.2. Switching from Automated Mode to Manual Mode" on page 300.

Note: Your Controller or smartphone sound settings must be ON to hear a tone on the Omnipod 5 App.

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

1. Navigate to: Menu button (☰) > Settings > General > 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 Controller or smartphone running the Omnipod 5 App beeps and vibrates three times. If you are wearing a Pod, the Pod beeps several times and sounds the alarm tone for several seconds.
5. If the Pod did not beep, tap NO. Then either tap CHECK AGAIN to retry testing the alarms, or tap DONE and change your Pod.
6. If the Omnipod 5 System alarms did not sound, tap NO. Then either tap CHECK AGAIN to retry testing the alarms or contact 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.

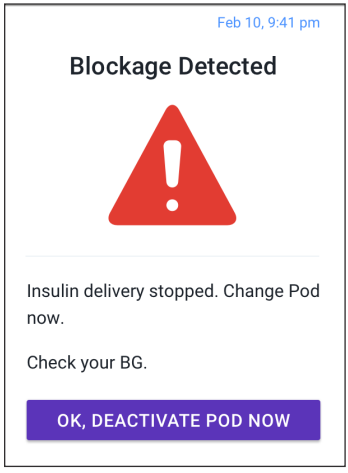
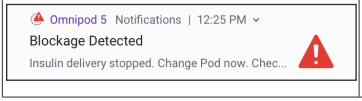
13.6. Hazard Alarm List

Warning: ALWAYS respond to Hazard Alarms as soon as they occur. Pod Hazard Alarms indicate that insulin delivery has stopped. Failure to respond to a Hazard Alarm could result in under-delivery of insulin which can lead to hyperglycemia.

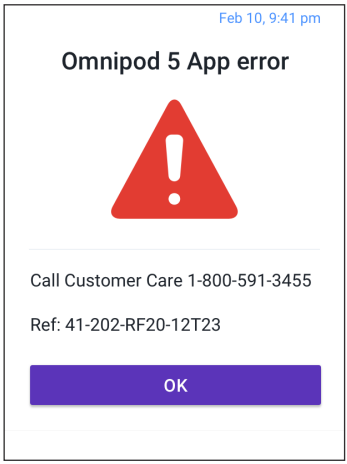
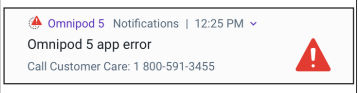
Hazard alarms make you aware of serious situations. Always respond to a hazard alarm immediately. Some alarm messages give you a unique number called a reference number. Give that number to Customer Care if you call about that alarm.

Blockage Detected

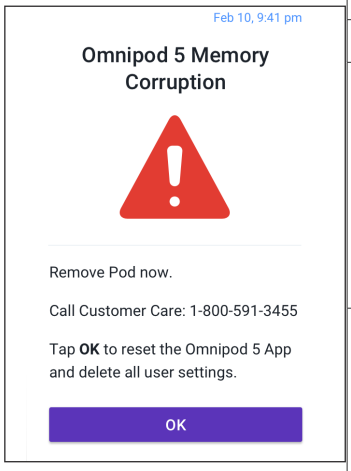
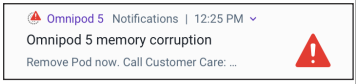
Warning: ALWAYS monitor your glucose and follow your healthcare provider's treatment guidelines when you stop receiving insulin due to a blockage (occlusion). Not taking action promptly could result in under-delivery of insulin which can lead to hyperglycemia or diabetic ketoacidosis (DKA).

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** A blockage (occlusion) was detected from the blocked cannula, a Pod malfunction, or from using old or inactive insulin, which has stopped insulin delivery.
	Pod sound: Continuous tone
	Controller/Smartphone sound and vibration: • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** 1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

Omnipod 5 App Error

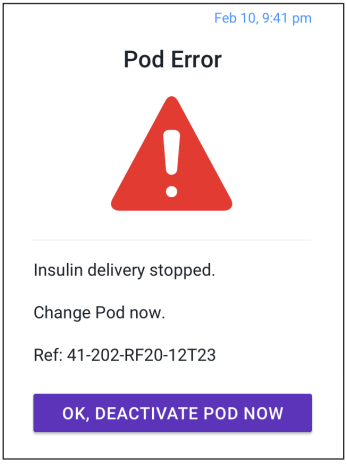
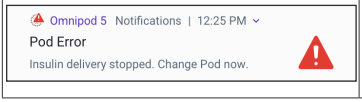
Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** An unexpected error is detected in the Omnipod 5 App. **Note:** If your Omnipod App stops and restarts on its own, you may notice the app flashing white before this screen appears.
	Pod sound: None
	Controller/Smartphone sound and vibration: • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen:  	**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

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** An unexpected error is detected in the Omnipod 5 App.
	Pod sound: None
	Controller/Smartphone sound and vibration: • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** 1. Tap OK to acknowledge the alarm and reset the Omnipod 5 App. 2. Remove your Pod. 3. Call Customer Care immediately. 4. Check your blood glucose.

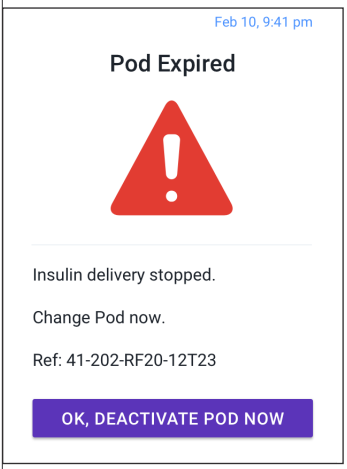
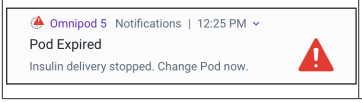
Pod Error

Caution: ALWAYS activate a new Pod in a timely manner. Waiting too long between Pod changes could result in under-delivery of insulin which can lead to hyperglycemia. If another Pod is not available, use a different insulin delivery method.

Screen Alert	Description
Omnipod 5 App:  **Lock Screen:** 	**Why it occurs:** The Pod detects an unexpected error and insulin delivery has stopped. **Pod sound:** Continuous tone **Controller/Smartphone sound and vibration:** • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged **What to do:** 1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

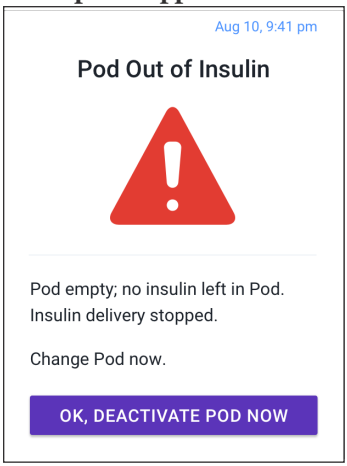
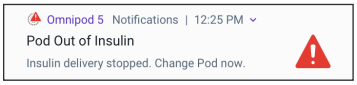
Pod Expired

Caution: ALWAYS activate a new Pod in a timely manner. Waiting too long between Pod changes could result in under-delivery of insulin which can lead to hyperglycemia. If another Pod is not available, use a different insulin delivery method.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** The Pod has reached the end of its operating life, and insulin delivery has stopped.
	Pod sound: Continuous tone
	Controller/Smartphone sound and vibration: • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** 1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.

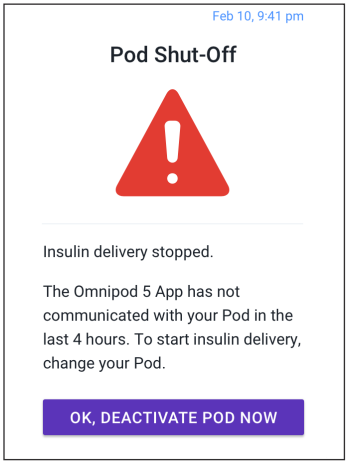
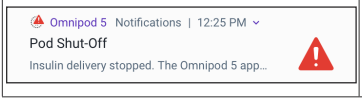
Pod Out of Insulin

Caution: ALWAYS activate a new Pod in a timely manner. Waiting too long between Pod changes could result in under-delivery of insulin which can lead to hyperglycemia. If another Pod is not available, use a different insulin delivery method.

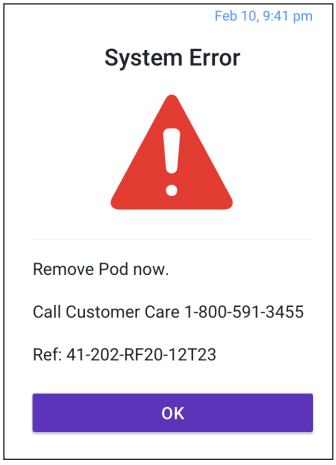
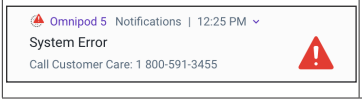
Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** The Pod's insulin reservoir is empty, and insulin delivery has stopped. **Pod sound:** Continuous tone **Controller/Smartphone sound and vibration:** • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged **What to do:** 1. Tap OK, DEACTIVATE POD NOW. 2. Change your Pod. 3. Check your blood glucose.
Lock Screen: 	

Pod Shut-Off

Caution: ALWAYS activate a new Pod in a timely manner. Waiting too long between Pod changes could result in under-delivery of insulin which can lead to hyperglycemia. If another Pod is not available, use a different insulin delivery method.

Screen Alert	Description
Omnipod 5 App:  **Lock Screen:** 	**Why it occurs:** The Pod has stopped delivering insulin because you have set a Pod Shut-Off time and you did not respond to the Pod Shut-Off advisory alarm. **Pod sound:** Continuous tone **Controller/Smartphone sound and vibration:** • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged **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 129.

System Error

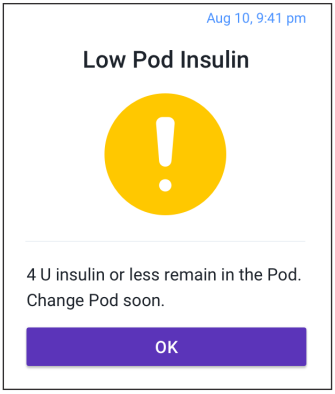
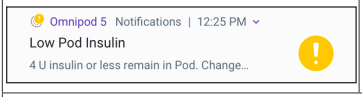
Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** An unexpected error is detected in the Pod or the Omnipod 5 App. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 30 second tone • 30 second vibration • Vibration and tone repeat every 15 minutes until acknowledged **What to do:** 1. Tap OK to acknowledge the alarm. 2. Remove your Pod. 3. Call Customer Care immediately. 4. Check your blood glucose.
Lock Screen:  	

13.7. Advisory Alarm List

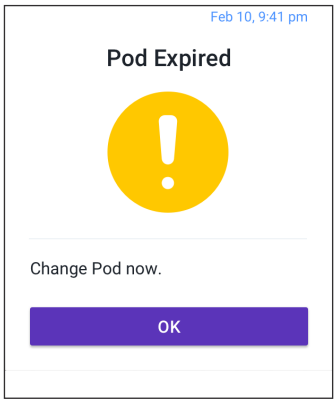
Caution: ALWAYS respond to Pod Expired, Low Pod Insulin, and Pod Shut-Off Advisory Alarms when they occur. These alarms escalate to Hazard Alarms if no action is taken. When Hazard Alarms occur, insulin delivery stops.

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

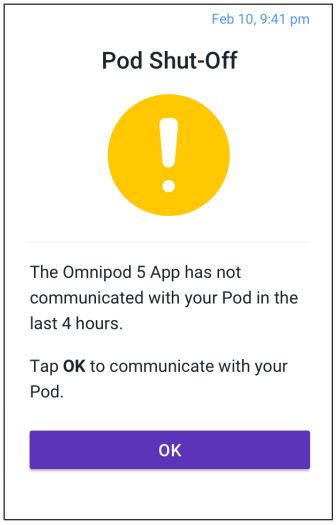
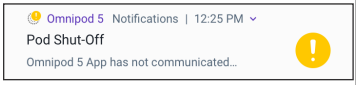
Low Pod Insulin

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** The amount of insulin in the Pod is below the value specified in your settings.
	Pod sound: • 8 beep tone pattern • Tone pattern sounds once every 3 minutes for 60 minutes
	Controller/Smartphone sound and vibration: • 3 second tone • 3 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**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 128.	

Pod Expired

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Your Pod will stop delivering insulin soon.
	Pod sound: • 8 beep tone • Tone issued once every 60 minutes starting after 72 hours of Pod life • After 79 hours of Pod life, tone is issued once every 5 minutes
	Controller/Smartphone sound and vibration: • 3 second tone • 3 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** 1. Tap OK. 2. Change your Pod.
Note: After acknowledgment or if ignored, the alarm will repeat when there is 1 hour left of Pod life. **Note:** This escalates to the Pod Expired hazard alarm if ignored.	

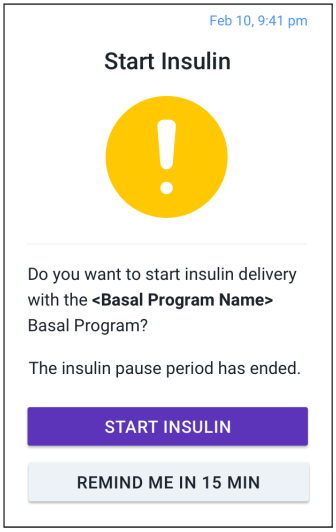
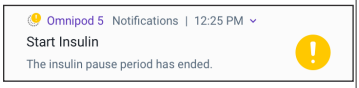
Pod Shut-Off

Screen Alert	Description
Omnipod 5 App:  **Lock Screen:**  	**Why it occurs:** You have reached the Pod Shut-Off time you set. The Pod will stop delivering soon if you do not respond to this alarm. **Pod sound:** • 6 beep tone • Once every minute for 15 minutes **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • Vibration and tone repeat every 15 minutes until acknowledged **What to do:** ➢ Tap NEXT 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 129.

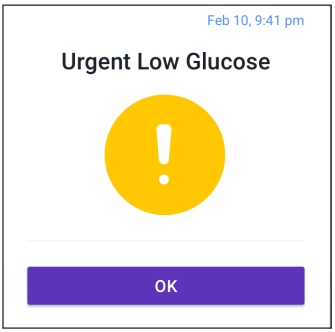
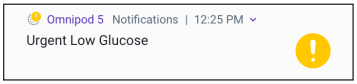
Start Insulin

Caution: ALWAYS tap START INSULIN to start insulin delivery after a pause period has ended during Manual Mode use. Insulin delivery does not automatically start after a pause. If you do not start insulin delivery, you could develop hyperglycemia.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** The time period that you specified to pause insulin has passed. If you do not start insulin delivery, you could develop hyperglycemia.
	Pod sound: • 8 beep tone • Tone sounds once every minutes for 3 minutes • Repeats every 15 minutes until acknowledged
	Controller/Smartphone sound and vibration: • 3 second tone • 3 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** Do one of the following: • If you want to start insulin with the Basal Program, tap START INSULIN. • If you want to keep insulin paused, tap REMIND ME IN 15 MIN.

Urgent Low Glucose

Warning: ALWAYS promptly treat low glucose. Glucose at or below 55 mg/dL indicates significant hypoglycemia (very low glucose). If left untreated, this could lead to seizure, loss of consciousness or death. Follow your healthcare provider's recommendations for treatment.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** Your glucose is at or below 55 mg/dL, according to what your CGM sent to the Omnipod 5 App.
	Pod sound: • 4 beep tone • Repeats every 5 minutes that CGM value is urgently low
	Controller/Smartphone sound and vibration: • 3 second tone • 3 second vibration • Vibration and tone repeat every 15 minutes until acknowledged
Lock Screen: 	**What to do:** ➢ Tap OK to acknowledge the alarm.

Note: This Advisory Alarm will only stop repeating after a glucose value of 56 mg/dL or greater is received. You may silence this Advisory Alarm for 30 minutes by acknowledging the on-screen message.

Note: After the initial Advisory Alarm is acknowledged, the Advisory Alarm will occur again if CGM values are still below 55 mg/dL after 30 minutes.

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

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

13.8. Action Item Notification List

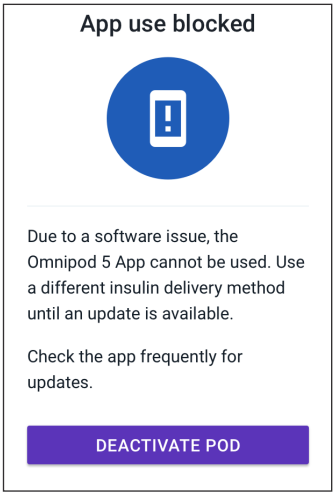
Action Item notifications are tasks that need your attention.

App Use Blocked

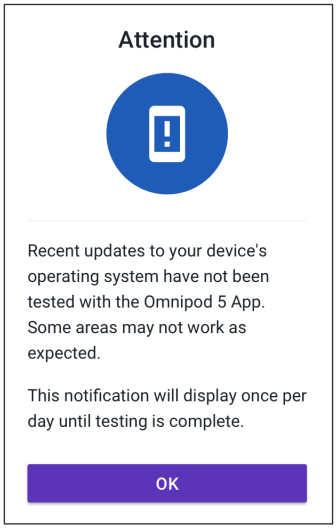
Warning: You will NOT be able to use the Omnipod 5 App if:

- You have not installed a required update to the Omnipod 5 App
- An update for the Omnipod 5 App is not yet available to fix a known issue
- Your smartphone device is no longer compatible with use of the Omnipod 5 App
- The operating system of your smartphone has not yet been tested for safety by Insulet

Use the Insulet-provided Controller or a different insulin delivery method. Failure to deactivate your Pod and use another form of insulin delivery could result in over-delivery or under-delivery of insulin. This can lead to hypoglycemia or hyperglycemia.

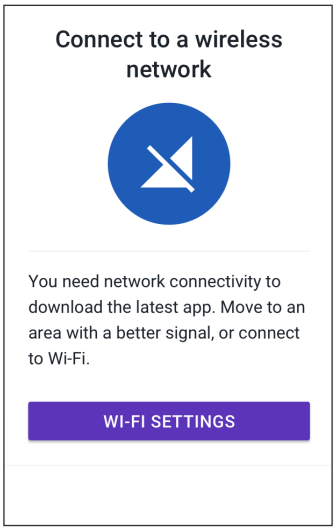
Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** The installed version of the Omnipod 5 App is no longer supported for use. You will not be able to use the App until an update becomes available. This message may appear whether you have an active Pod or not. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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.

Attention

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Your smartphone's operating system has not been completely tested for use with the Omnipod 5 System. **Pod sound:** None **Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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 System is working, call Customer Care. For a list of compatible operating systems, go to *https://www.omnipod.com/compatibility.*

Connect to a Wireless Network

Caution: Connect ONLY to trusted Wi-Fi networks with your Controller or smartphone. AVOID connecting to public Wi-Fi networks, such as those found in airports, coffee shops, etc, as these networks are not secure and could result in exposing your Controller or phone to malware. DO NOT connect to public Wi-Fi networks during first-time setup of your Omnipod 5 System.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** Your Omnipod 5 App has not connected to Insulet's network for 7 or more days. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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.

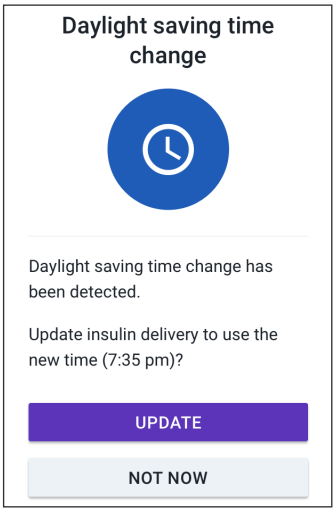
Tip: If Wi-Fi is not available, move to an area with a better cellular signal.

Note: The SIM Card on your Omnipod 5 Controller enables data to be sent and received via the AT&T wireless network when your Controller is not connected to a Wi-Fi network. If you stop using the Omnipod 5 App over a cellular network on your Controller, Insulet may deactivate the SIM Card.

Note: Please note that the Controller is still functional using Wi-Fi. If you return to using the Omnipod 5 App on your Controller after a significant period of time, please contact Customer Care to request SIM card reactivation for full coverage via both cellular network and Wi-Fi. Upon request, the SIM card is reactivated.

Daylight Saving Time Change

Caution: ALWAYS be aware of possible changes to your time zone when traveling. If you do not update your time zone, your insulin therapy will be delivered based on your old time zone which may cause disruptions in your insulin delivery schedule and inaccurate history logs. Talk to your healthcare provider about how to manage your insulin delivery while traveling between time zones.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** The Omnipod 5 App has detected that Daylight Saving Time has started or ended. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **What to do:** ➢ Tap UPDATE to update your insulin delivery time. Or: ➢ Tap NOT NOW to continue using your current 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 button (☰) > Notifications and every 24 hours you will be reminded to update.

Device Has Been Modified

Caution: DO NOT install apps on your smartphone from untrusted sources. These apps may contain malware that may impact use of the Omnipod 5 App. Install apps only from trusted sources (i.e. Google Play). If you do not know what an App is, do not install it, regardless of the source.

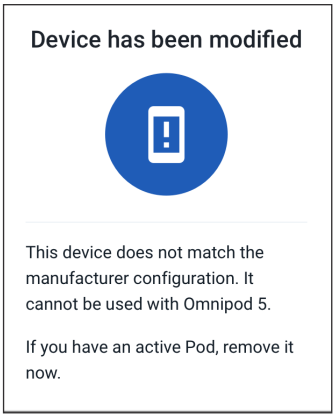
It is not advised to install any app from a source other than Google Play on your smartphone that is running the Omnipod 5 App. Doing so may put you at risk of unintentionally installing malware on your device.

Malware, or "malicious software" from unknown third-parties, is designed to damage your device and/or read your private information. Unknown Apps and unknown downloads are the most common method for spreading malware. Malware could prevent the Omnipod 5 System from functioning as intended, causing over-delivery or under-delivery of insulin, which could lead to hypoglycemia or hyperglycemia.

The Omnipod 5 App performs a check to ensure that your device is not rooted or jailbroken. If the Omnipod 5 App determines your device is, you will be blocked from Omnipod 5 App use.

If you believe you may have an App installed from a third-party source, take steps to delete that App. If you believe you may have malware on your device, discontinue use of your Omnipod 5 System and use an alternate means of insulin delivery until you can resolve. Delete any Apps installed from a third-party source, restore your phone to factory default settings, and contact Insulet Customer Care.

Caution: DO NOT attempt to use the Omnipod 5 App on a smartphone device with unauthorized modifications. If you do, you will not be able to use the Omnipod 5 App.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** You have modified your device and it is not safe to use with the Omnipod 5 App. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **What to do:** 1. Remove your Pod if you have an active Pod 2. Return your device to the unmodified configuration to continue using Omnipod 5

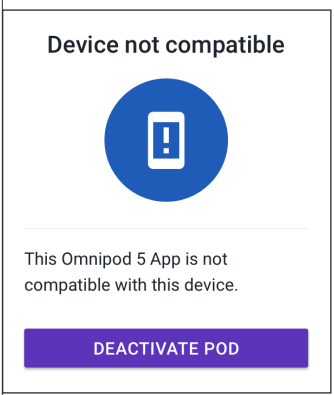
Device Not Compatible

Warning: You will NOT be able to use the Omnipod 5 App if:

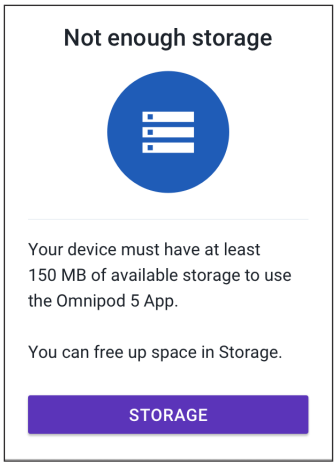
- You have not installed a required update to the Omnipod 5 App
- An update for the Omnipod 5 App is not yet available to fix a known issue
- Your smartphone device is no longer compatible with use of the Omnipod 5 App
- The operating system of your smartphone has not yet been tested for safety by Insulet

Use the Insulet-provided Controller or a different insulin delivery method. Failure to deactivate your Pod and use another form of insulin delivery could result in over-delivery or under-delivery of insulin. This can lead to hypoglycemia or hyperglycemia.

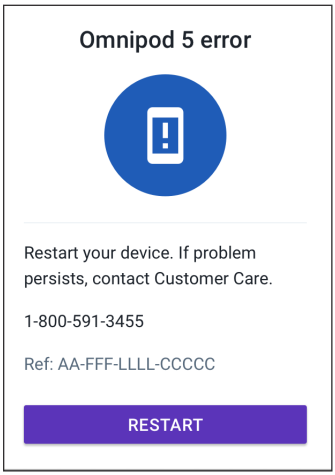
Note: If you get this message while using the Controller, call Customer Care.

Screen Alert	Description
Omnipod 5 App: 	**Why it occurs:** Your smartphone is incompatible with the Omnipod 5 System, and an update will not fix the problem. **Pod sound:** None **Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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*

Not Enough Storage

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** 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. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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.	

Omnipod 5 Error

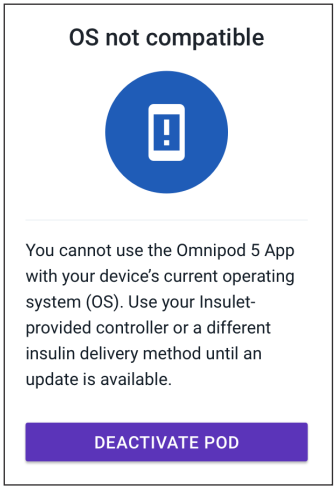
Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Your Omnipod 5 App has encountered a problem. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **What to do:** 1. Tap RESTART to restart your device.

OS Not Compatible

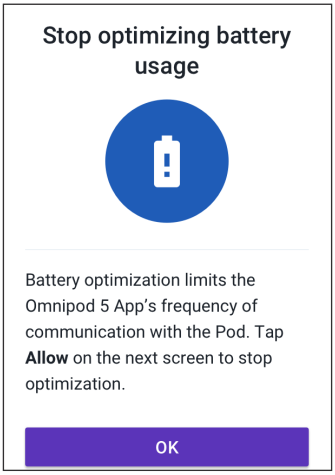
Warning: You will NOT be able to use the Omnipod 5 App if:

- You have not installed a required update to the Omnipod 5 App
- An update for the Omnipod 5 App is not yet available to fix a known issue
- Your smartphone device is no longer compatible with use of the Omnipod 5 App
- The operating system of your smartphone has not yet been tested for safety by Insulet

Use the Insulet-provided Controller or a different insulin delivery method. Failure to deactivate your Pod and use another form of insulin delivery can result in over-delivery or under-delivery of insulin. This can lead to hypoglycemia or hyperglycemia.

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** The Omnipod 5 App cannot be used on your device's current operating system (OS). You will not be able to use the app until an update becomes available. This message may appear whether you have an active Pod or not. **Pod sound:** None **Controller/Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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. For a list of compatible operating systems, go to *https://www.omnipod.com/compatibility.*

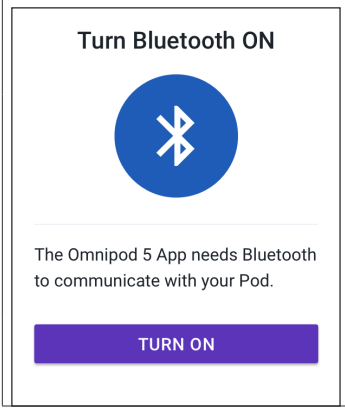
Stop Optimizing Battery Usage

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** 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. Battery optimization must be turned OFF 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.
	Pod sound: None
	Smartphone sound and vibration: • 3 second tone • 3 second vibration • No repetition
	What to do: 1. Tap OK after reading the message. 2. Tap ALLOW when prompted to stop battery optimization.

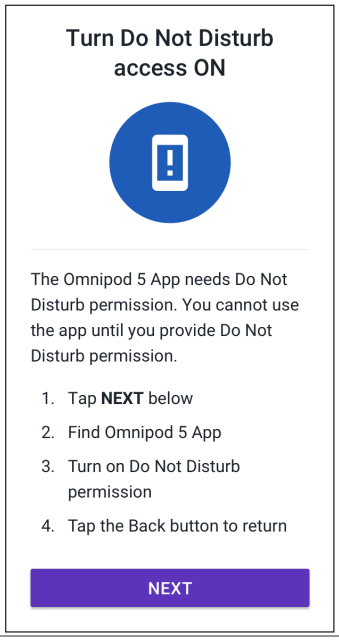
Note: You cannot navigate within the Omnipod 5 App until you tap ALLOW.

Note: You will not be able to use the Omnipod 5 App until you stop battery optimization for the Omnipod 5 App.

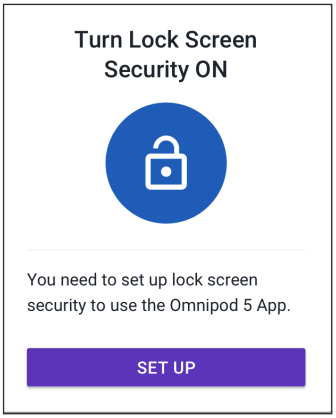
Turn Bluetooth ON

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Bluetooth is turned OFF on your smartphone. Your Omnipod 5 App and Pod communicate via Bluetooth so Bluetooth must be turned ON.
	Pod sound: None
	Smartphone sound and vibration: • 3 second tone • 3 second vibration • No repetition
	What to do: ➢ Tap TURN ON when prompted.

Turn Do Not Disturb Access ON

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Do Not Disturb access for the Omnipod 5 has been turned off. **Pod sound:** None **Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **What to do:** 1. Tap NEXT and you will be directed to the Android list of applications 2. Find the Omnipod 5 App 3. Turn on Do Not Disturb Permission for the Omnipod 5 App 4. Press the back button to return
Note: The Omnipod 5 App on your smartphone requires Do Not Disturb permission and Notifications to be turned ON to ensure you always receive important safety alarms. You cannot use the App until Do Not Disturb permission is provided and Notifications is turned ON.	

Turn Lock Screen Security ON

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** Your lock screen security has been turned OFF. **Pod sound:** None **Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **What to do:** 1. Tap SET UP. 2. Enable your passcode or another security method.

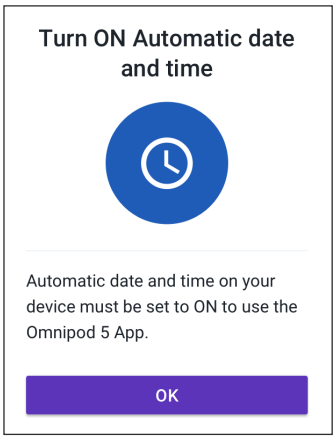
Use of the Omnipod 5 App on your phone requires that you select a screen lock type and set security options on your phone to protect against unintended use and accidental therapy changes. This feature can be enabled from your phone's Settings. From the Home screen, swipe up and tap Settings to access Settings.

If someone other than you uses or has regular access to your phone (e.g. your child, partner, roommate), they may unintentionally access the Omnipod 5 App, which could result in unintended changes to your therapy. Changes to your therapy could cause over-delivery or under-delivery of insulin, which can lead to hypoglycemia and hyperglycemia.

To prevent unintended access, the Omnipod 5 App will require you to enter your phone's PIN (or other selected security method) each time you access the Omnipod 5 App.

Omnipod 5 Security cannot be turned off.

Turn On Automatic Date and Time

Screen Alert	Description
Omnipod 5 App:  	**Why it occurs:** 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. **Pod sound:** None **Smartphone sound and vibration:** • 3 second tone • 3 second vibration • No repetition **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.