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1 Introduction

The InPen Application (App) is a diabetes management tool that can help you track your insulin therapy from your smart device, calculate insulin doses using blood glucose and carbohydrates, and share your therapy with your healthcare professional and family members. The App works with compatible devices for iOS and Android. The App works with the InPen smart insulin pen which automatically tracks insulin doses and sends them to the InPen App using Bluetooth® wireless technology.

Key Features:

- View simple, graphical visuals of your last dose and insulin on board (IOB)
- Calculate insulin doses using blood glucose and carbohydrates
- Set reminders so you don’t forget to take your insulin
- Import glucose data automatically from supported CGMs and BGMs
- View and share integrated diabetes therapy reports with your healthcare provider

Support:

- Tutorial within the App.
- Instructions for Use and User Guide links within the App
- Instructional videos within the App.

2 Intended Use

The InPen dose calculator, a component of the InPen App, is indicated for the management of diabetes by people with diabetes age...
12 and older by calculating an insulin dose or carbohydrate intake based on user entered data. Prior to use, a healthcare professional must provide the patient-specific target blood glucose, insulin-to-carbohydrate ratio, and insulin sensitivity parameters to be programmed into the software.

3 Supported Devices

The InPen App is compatible with:

- iOS 10 or later
- Android 6 or later

Check the Companion Medical website to make sure the app is compatible before updating your smart device.

Periodically, the App needs to confirm that it is compatible with your smart device and operating system version. You may see system messages with instructions or warnings. Make sure you have an internet connection (ensure that Wi-Fi or cellular data is enabled) whenever possible.

4 Getting Started

The following steps will get you started using the InPen App:

4.1 Install the InPen App

1. Download the InPen App from the App Store and install it on your smart device.
2. Open the App.
3. Login to the App using an existing account or create a new one.
4. After you accept the Terms of Service you can start using the App.
IMPORTANT: To ensure a secure connection, pair your InPen and smart device in a secure area with limited Bluetooth® devices in range.

CAUTION: Make sure you know which InPen you are pairing with your smart device.

IMPORTANT: The use of a security code on your mobile device is recommended.

4.2 Pair Your InPen

1. Place the devices within 3 feet (~1 meter) of each other before you begin.
2. Make sure Bluetooth® is enabled on your smart device. The symbol should be visible.
3. Follow the instructions on the screen to pair your InPen.
4. The InPen App will display Success! when your InPen and smart device are paired.
5. After the first time you pair your InPen a tutorial will show you the features of the App. You can replay the tutorial at any time through Settings > Help and Support > View Tutorial.

4.3 Configure Therapy Settings

Before the dose calculator can be used, you will need your personal therapy settings from your healthcare provider. You can find these on your InPen Prescription Form.
IMPORTANT: To use the dose calculator safely, it is extremely important that Therapy Settings are correct. Proceed only after talking to your health care provider.

1. Once you have your InPen Prescription Form, tap on the Settings icon on the App Home screen.
2. Tap on Therapy Settings and read the safety message. If you are ready, tap Proceed.
3. Tap on each line to set the correct value. Once you have selected the correct value, tap the green check mark to save and the red X to cancel.
The values that must be set are:

**Maximum Calculated Dose** – The maximum calculated dose that your healthcare provider determines is safe for you. If a single dose recommendation or the total of recent doses plus the recommendation exceeds the maximum calculated dose setting, an alert will be displayed. Refer to the instructions given by your healthcare provider.

**Duration of Insulin Action** – This is the amount of time that insulin is actively lowering your blood glucose. It is used to calculate Active Insulin and the blue circles on the Timeline.

**Time of Day Settings** – By default, this is disabled and Target Blood Glucose, Insulin to Carb Ratio, and Insulin Sensitivity Factor are constant throughout the day. By sliding the switch to the right, you can set these parameters to four different values throughout the day. To disable this feature, slide the switch back to the left.

**Time of Day (If Time of Day Settings are enabled)** – When enabled, these select the start time for each new set of parameters. Each day at the time selected, the parameters in the column beneath it will be active until the next column’s time is reached. Tap the time to adjust it. Note that the times must be in order and cannot overlap.

**Target Blood Glucose** – This is the blood glucose value you are trying to achieve. When entering a blood glucose value into the Dose Calculator, it will recommend insulin or carbs to return to this target value.
**Insulin Sensitivity Factor** – This is the amount your blood glucose is lowered by 1 unit of insulin.

**Insulin to Carb Ratio** – This is the number of grams of carbohydrate covered by 1 unit of insulin.

**Mealtime ranges** – Set this time range to cover the range of times in which you eat breakfast, lunch, and dinner. These times will be used by missed dose reminders and for reporting possible missed doses in the reports feature.

Time of Day settings are disabled by default. See [Advanced App Features](#) for instructions.

When you have entered all values and carefully checked that they are correct, tap **Back** to save them, and tap **Home** again to return to the Home screen.

Congratulations, your InPen App is now ready to use! Consult the InPen instructions for use for directions and setup of the InPen.
Using the InPen App

5.1 Overview of Your Recent Blood Glucose and Insulin Usage

The Home screen shows an overview of your recent blood glucose and insulin use.
**Last Glucose and Last Dose** are quick reminders of the last glucose you entered or measured with a connected BGM or supported CGM and the last insulin dose you took with your InPen or that you manually logged in the Logbook. How long ago is displayed in hours and minutes. If the value is older than 24 hours, it is displayed as the number of days ago.

**Active Insulin, also known as IOB (Insulin-on-Board),** is an estimate of the active insulin units from recent doses that are still being used in your body. It is based on the recent doses you’ve taken, and the Duration of Insulin Action set in Therapy Settings. If you take a 5 U dose, there will initially be a
full 5.0 units in your body. Over several hours this will decrease as it is used by your body and Active Insulin will reach 0.0 until more insulin is taken.

NOTE: Long-acting or basal insulin is not considered part of Active Insulin. Active Insulin applies to rapid-acting or mealtime insulin only.

The **Timeline** is a graphical representation of blood glucose and insulin doses over the last 12 hours. Your most recent blood glucose and insulin doses will appear at the top, at the current time, and will move along the arc as time passes. The number within the circle represents the blood glucose value or insulin dose size. Only BGM values are shown in the timeline. For insulin doses, the amount of blue in the circle approximates the amount of the dose is still active in your body,
based on the Duration of Insulin Action parameter set in *Therapy Settings*. Once the Duration of Insulin Action has passed, the circle will be gray, indicating that it is no longer active and no longer included in IOB.

### Doses on the Timeline

<table>
<thead>
<tr>
<th>Dose</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5</td>
<td>A blue circle indicates that nearly 100% of this dose is still active. The number indicates the size of the original dose.</td>
</tr>
<tr>
<td>2.5</td>
<td>Indicates that approximately 75% of this dose is still active.</td>
</tr>
<tr>
<td>2.5</td>
<td>Indicates that approximately 50% of this dose is still active.</td>
</tr>
<tr>
<td>2.5</td>
<td>Indicates that approximately 25% of this dose is still active.</td>
</tr>
<tr>
<td>2.5</td>
<td>Indicates that this dose is no longer active.</td>
</tr>
<tr>
<td>2.0</td>
<td>A circle with another circle below it indicates two or more doses taken near the same time. The most recent dose is shown on top.</td>
</tr>
</tbody>
</table>

### 5.2 Calculate an Insulin Dose

⚠️ **IMPORTANT:** Your Therapy Settings must be set correctly before using the Dose Calculator. Do not use the Dose Calculator if you have guessed settings or believe they may be set incorrectly.

⚠️ **IMPORTANT:** All insulin you have recently taken must be entered to ensure that Active Insulin (IOB) is correct. If you have taken any rapid-
acting or mealtime insulin from a device other than InPen, it must be logged manually.

⚠️ IMPORTANT: If you do not enter a blood glucose value, Active Insulin (IOB) will not be subtracted from the dose recommendation.

⚠️ WARNING: Using the Dose Calculator with incorrect Therapy Settings or without all of your recent insulin logged may result in unsafe recommendations, which could lead to severe hyperglycemia, hypoglycemia, or injury.

⚠️ WARNING: If your InPen is out of range of the smart device the Dose Calculator may not have all of your recent insulin logged and may result in unsafe recommendations, which could lead to severe hyperglycemia, hypoglycemia, or injury.

To use the Dose Calculator, tap the Dose Calculator icon on the Home screen.

The Dose Calculator will only provide an insulin recommendation once you have entered values. You can enter blood glucose (BG) or carbohydrates (Carbs) only, or both.
Enter your current BG and/or the number of grams of Carbs you are eating or plan to eat and tap Save. Connected BGM may pre-populate through Apple Health. You can tap Cancel to go back without saving the entry.

Once you have entered BG and/or Carbs, you may see one of the following recommendations:

**Units of Insulin** – Based on your current Active Insulin and the BG and Carbs you entered; this is the recommended number of units of insulin to take now. You may give the dose using your
InPen and it will be automatically logged.

**NOTE: Only prime your InPen after you have calculated your dose.**

**Grams of Carbs** – Based on your current Active Insulin and the BG and Carbs entered, these are the additional grams of carbohydrates to eat now to avoid low blood glucose in the near future.

**0 Units** – Based on your current Active Insulin and the BG and Carbs you have entered; no additional food or insulin is recommended at this time.

**Eat fast acting carbohydrates to treat your low blood glucose** – This message will be shown if you enter a low BG value, regardless of Active Insulin or Carbs entered. If your BG is low, it is important that you eat fast acting carbohydrates.

To view details about an insulin dose recommendation, you may tap the arrow in the recommendation banner at
the top of the screen to see the math used in the calculation.

Tap *Calculator* to return and save your dose. Note that dose recommendations are rounded down to the nearest half unit.

⚠️ IMPORTANT: The calculated dose is a suggestion. You decide whether to follow the suggestion or rely on your own judgment. The dose calculator cannot account for other factors like activity, illness, alcohol use, etc.

### 5.3 Split Doses

The InPen can deliver a maximum of 30 units per injection. For doses greater than 30 units the dose must be split into multiple doses. If for any reason a dose is split into multiple doses, each dose that is delivered will be logged separately. To ensure that your insulin is tracked correctly, always take the larger dose first.

If you forget how much insulin was recommended, you may use the dose calculator again to calculate the remaining dose required.

When you are done using the calculator, you may tap *Cancel* to return to the Home screen or *Save* to
automatically save what you entered, to the Logbook.

5.4 View Details in the Logbook

To view details of your recent doses and calculations, tap Logbook from the Home screen.

Here you will see your recent activity. You can scroll up and down to see details of different days. Each blood glucose value, carbohydrate value, dose calculation, prime dose, rapid acting insulin dose, long acting insulin dose, and cartridge replacement is listed with the time it occurred.

All doses taken from your InPen will be listed here, along with any doses of rapid-acting insulin you have manually logged, as well as long acting insulin.

Manually logged rapid-acting and long-acting doses can be deleted from the logbook by swiping the cell.
If the insulin cartridge does not have enough insulin to complete your dose, the dose that was delivered will be logged. After changing the cartridge, deliver the remaining dose and it will be logged also. If you forget how much insulin was in the cartridge, you can use the dose calculator again to determine the remaining dose required.

Your InPen will automatically determine whether a dose was therapeutic (injected into your skin) or prime (clearing air out of the needle before a dose). It will also automatically detect when you install a new cartridge.

5.5 Designate Dose or Prime if Needed
**IMPORTANT:** Therapy doses and Prime doses must be correctly identified, because only therapeutic doses are included in Active Insulin (IOB) and used by the Dose Calculator. InPen automatically determines if a dose was a Prime or a Therapeutic dose. If you need to adjust whether a dose was a Therapeutic dose or a Prime, tap the entry in the Logbook. A Dose or Prime selector will appear, and you can select the correct dose type.

<table>
<thead>
<tr>
<th>Change Dose Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was this 1.0 U record?</td>
</tr>
<tr>
<td>Dose - I gave this as a dose</td>
</tr>
<tr>
<td>Prime - This was not a dose</td>
</tr>
</tbody>
</table>

5.6 **Manually Log Rapid-Acting Insulin**

**WARNING:** Log all insulin from all sources into the Logbook. The Dose Calculator does not account for manual injections that you do not enter and could recommend more insulin than needed. Too much insulin may cause hypoglycemia.

**IMPORTANT:** Your mobile device must be set to the current time to ensure that manual doses are logged correctly and your Active Insulin (IOB) is correct. Incorrect time settings could result in unsafe recommendations, which could lead to severe hyperglycemia, hypoglycemia, or injury.
For the Dose Calculator to work safely and accurately, it is critical that all rapid-acting insulin be logged. If you take rapid-acting insulin from a source other than your InPen, it must be logged manually. Doses taken with your InPen are logged automatically.

To enter a manual dose, tap Log Dose in the Logbook. You can log rapid-acting insulin or long acting insulin.

To enter the units of rapid-acting insulin taken, tap Dose Amount and enter the number of units taken from a source other than your InPen.

To enter the time of the dose, tap Dose Time and enter the time when the dose was taken. By default, the time is set to the current time, but it can be adjusted to any time within the last 24 hours to log a dose you previously took.
If you have traveled across a time zone, adjust and enter the dose time as though it was taken in your current time zone.

When you have entered the correct dose, tap Save to save it and return to the Home screen.

To exit without saving a dose, tap Cancel.

5.7 Important Smart Device Setup

⚠️ IMPORTANT: Your smart device must be set up correctly to work properly and safely with the InPen System. Your device's internal settings override any InPen App setting. If the settings on your device are incorrect your InPen System may not function properly.

⚠️ IMPORTANT: Enable the security features of your smart device to prevent unauthorized access to your data and settings.

To ensure safety and security, utilize virus/malware scanning software on your smart device.

To receive Alarms or Alerts you must:

- Make sure the notifications are turned on in the settings menu
- Check that the App hasn’t been shut down by your smart device
- Make sure to turn on Bluetooth® on your smart device
- Turn off the Do Not Disturb feature on your smart device (if available)
- Restart the App after your smart device is restarted
- Set the volume on your smart device at a level you can hear
- Do not kill or force close the App; always run the App in the background
- Unplug your headphones when you are done using them; Alarms and Alerts from the App cannot be heard through your smart device’s speakers if headphones are plugged in

The InPen alarm and alert vibrations are not any different from other vibrating apps on your smart device. Medical device apps, like the InPen App, do not have any special priorities over your smart device’s features. You cannot determine if a vibration is a notification from your InPen App or another App. The only way to know is to look at the screen of your device.

The smart device checks and updates the date and time in your InPen. Check the date and time on your device often to be sure it is correct. Check the date and time on your device when you travel across time zones. Keep “set Automatically” enabled and let your smart device manage the date and time. For instructions on setting the date and time on your device, see the user manual for your device.

The InPen App is known to be free of malware.

5.8 Getting Help

Help – To access the App’s Help screen, tap Settings from the Home screen and select Help and Support. From here you can view the Tutorial you saw the first time you used the
InPen App. You can also access instructions and other helpful information.

**Troubleshooting** – Check [Troubleshooting](#) for explanations of error messages and a list of other common issues and solutions.

**Website** – You can visit the Companion Medical website for further resources and contact information at [www.companionmedical.com](http://www.companionmedical.com).
6 Advanced App Features

6.1 Reminders

There are four types of reminders the InPen App can provide you. To access them, tap Settings from the Home screen, and then tap Reminders.

⚠️ IMPORTANT: Review Important Smart Device Setup above to ensure that you receive notifications.

**Missed Dose Reminders** help you remember to take doses at your usual times throughout the day.

When enabled, if you take a dose within the mealtime period, the App will not alert you. If at the end of a time period no dose was taken with the InPen or manually logged, the App will notify you and ask if you have missed a
meal or missed a dose. To enable one of the reminders – Breakfast, Lunch, or Dinner – tap the corresponding cell.

Enable the reminder in Settings > Reminders. Adjust the start and end time of a period in Settings > Therapy Settings. Make sure the period covers your range of mealtimes. For example, if you eat breakfast at different times during the week than on the weekend, make sure the period is wide enough to cover both times. Tap the green checkmark to save the change, or the red X to cancel.

Note that time periods cannot overlap each other, so you may need to adjust another time period start or end time to prevent overlap.

To disable a reminder, slide the corresponding switch to the left.

**Long Acting Dose Reminders** help you remember to take long acting insulin doses at your usual times throughout the day.
You can set up one or two reminder times. If you log a long acting dose prior to the reminder time the App will not remind you. If no long acting dose was logged, the App will remind you. To enable the long acting dose reminder, tap the corresponding cell.

Tap the cell to select your long acting insulin type and the number of doses per day. Tap the cell to enter the usual amount of long acting insulin that you take.

To adjust the reminder time, tap the cell and select the time you would like a reminder. To disable a reminder, slide the switch to the left.

The **Check BG 2hrs After Dose Reminder** helps you remember to check your blood glucose after each rapid acting insulin dose.
If enabled, it will alert you 2 hours after a rapid acting insulin dose is taken with the InPen or manually logged. To enable or disable the reminder, slide the switch.

The **Check BG at Bedtime** helps you remember to check your blood glucose before going to sleep each night.

The **Replace Cartridge After 28 Days** Reminder helps you remember to replace your insulin. If enabled, it will alert you 28 days after a cartridge is replaced in your InPen. To enable or disable the reminder, slide the switch.

### 6.2 Insights by InPen Reports

⚠️ **IMPORTANT:** The Insights by InPen report is intended to supplement, not replace, medical expertise in the self-administration of insulin for the treatment of diabetes. The report provides information that can be used to identify trends to inform treatment decisions. Reports are not intended to produce medical advice and should not be relied upon for such purpose.

To see a therapy summary for your own review or to share with a health care provider, tap **Reports** from the Home screen.

You can select 7, 14, 30, or 90-day time periods by clicking on the report settings icon in the upper left corner of the reports tab. The report covers through the end of the previous day, so the current day’s activity will not be included.

To send this report to yourself or a health care provider, tap the share icon.
Then select either Fax or Email / Print / Share and select from the available options to send the PDF report.

In addition to your current therapy settings, the contents of the report include:

**Total Daily Dose** – The average total insulin taken (rapid and long-acting) per day and percentage of each type taken per day. This excludes days where no doses were logged and does not include other doses not logged into the App.

Use this chart to understand:

- Average total daily insulin dose (TDD) over the report period for days with at least one insulin dose and standard deviation of rapid acting doses only
- Percentages of basal and bolus insulin within TDD

**Blood Glucose** – The average blood glucose value entered into the dose calculator or imported from a connected BGM or CGM. You can also view the percentage of time spent in and out of your target blood glucose range and glucose variability via the glucose standard deviation.
Use this chart to understand:

- Average and standard deviation of your blood glucose over the report period
- Percentage of time spent in and out of your target blood glucose range

**Dose Calculator Usage** – The percentage of dose calculator usage and insulin doses where the dose calculator was used but the dose taken was different than the recommended dose.

**Missed Doses** – The average number of missed doses and when they occur per day.
How many doses were missed, or meals skipped, over the report period

Note: Rapid-acting doses not logged within the time range configured in meal dose reminders are considered missed doses, unless you indicated that you did not eat that meal in the missed dose reminder response. If missed dose reminders are not enabled missed doses will still be reported.

Long-acting doses not logged within three hours before or after the long acting reminder time are considered missed doses. Missed long acting doses are calculated only when the long acting reminder is enabled.

Modal Day Glucose – A graphical representation of daily blood glucose. The chart shows median values in black, quartile ranges in dark bands, and 10% - 90% values in lighter bands. This can be used to identify patterns and trends at different times of day.

This chart may help identify:

- Variability in blood glucose by time of day
- Hyperglycemia trends
- Hypoglycemia trends

Modal Day Insulin – A graphical representation of daily insulin doses. The chart shows median values in black, quartile ranges in dark bands, and 10% - 90% values in lighter bands.
This can be used to identify patterns and trends at different times of day.

This chart may help identify:

- Variability in timing of doses
- Variability in dose size
- If correction doses are being given

**Modal Day Carbohydrates** – A graphical representation of daily carbohydrates. The chart shows median values in black, quartile ranges in dark bands, and 10% - 90% values in lighter bands. This can be used to identify patterns and trends at different times of day.

This chart may help identify:

- Variability in timing of meals
- Correlations between meals and doses
- Frequency and timing of snacking

**Daily Charts** – Graphical representations of individual daily blood glucose, insulin doses, and carbohydrates.

Blood glucose from CGM or BGM is shown in purple with carbohydrates shown in green. Rapid acting insulin doses are shown as blue filled curves and long acting insulin doses are shown as blue circles. Use the daily charts to visualize and assess patterns in glucose, insulin, insulin on board (IOB),
and carbohydrates on a daily basis for the last 7 or 14 days of the report period.

On each bolus:

- (√) indicates the dose was within 0.5U of the recommendation
- (▲) indicates the dose was 1U or more higher than the recommendation
- (▼) indicates the dose was 1U or more lower than the recommendation
- No symbol indicates the dose calculator was not used

Daily charts may help identify:

- Effects of individual dosing decisions
- Causes of individual episodes of hypoglycemia or hyperglycemia

Daily charts may help verify:

- Insulin action time
- Insulin sensitivity factor
- Insulin to carbohydrate ratio

### 6.3 Dose Calculator Algorithm

To help you better manage and understand your therapy, the dose calculator algorithm is as follows:

\[
DR = \frac{CE}{ICR} + \frac{BG - TG}{ISF} - AI
\]

Where:

\[
DR = \text{Dose Recommendation}
\]
\[
CE = \text{Carbohydrates Entered}
\]
\[
ICR = \text{Insulin to Carbohydrate Ratio}
\]
BG = Blood Glucose
TG = Target Blood Glucose
ISF = Insulin Sensitivity Factor
AI = Active Insulin (IOB)

If blood glucose is not entered, Active Insulin (IOB) is not included in the calculation and only a carbohydrate dose is calculated per the following:

$$\text{DR} = \frac{\text{CE}}{\text{ICR}}$$

Where:

DR = Dose Recommendation
CE = Carbohydrates Entered
ICR = Insulin to Carbohydrate Ratio

An “Eat X grams” recommendation is given if a value less than 0 is calculated per the following:

$$\text{SC} = -\text{(DR)} \times \text{ICR}$$

Where:

SC = Suggested Carbohydrates
DR = Dose Recommendation
ICR = Insulin to Carb Ratio

7 Troubleshooting

7.1 Notification Icons

During use of the App, you may see one or more alert icons on the Home screen. When an icon appears, it can be tapped for more information or to clear the notification.

Dose Reminder – This icon will appear when a Dose Reminder is enabled, and no dose was taken during the time window. It will clear automatically when the next dose of insulin is taken, or you can tap the icon for more
information or to manually clear the alert.

**Low Battery** – This icon will appear when the InPen is reaching the end of its 1-year life and needs to be replaced. It will appear several times near the end of the lifetime and will remain visible until a new InPen is paired.

**Temperature** – This icon will appear when the InPen detects a very high or very low temperature. Based on the temperature of the InPen, you may want to consider replacing your insulin cartridge. The icon will clear automatically when a new insulin cartridge is installed.

**Insulin Age** – This icon will appear if Cartridge Replace Reminder is enabled, and the InPen has not detected a new cartridge being installed within the past 28 days. After this time, you should consider replacing the insulin cartridge. You can clear the icon manually or the icon will automatically clear when a new insulin cartridge is installed.

**Long-Acting Reminder** – This icon will appear if the Long-Acting Reminder is enabled, and no long-acting dose was logged at the reminder time. You can tap the icon for more options or to manually clear the alert.
7.2 Messages

You may see the following messages when using the App:

If the blood glucose value entered is very low, then the dose calculator will not recommend a dose. It is important to eat fast acting carbohydrates to treat your low blood glucose. If you believe the message is in error, then check the blood glucose value you entered.

The dose calculator only accepts values between 20 – 600 mg/dL. If you believe the message is in error, then check the value you entered. If your blood glucose is outside this range, take
immediate action to correct it prior to using the dose calculator.

The dose calculator only accepts values between 0 - 200 g. If you believe the message is in error, then check the value you entered.

To use the dose calculator, you must have an InPen paired to your device. See the Getting Started section for pairing instructions.

To use the dose calculator, you must enter your personal settings into Therapy Settings.

If you do not have your therapy settings from your healthcare provider, then you need to obtain them before proceeding. It is critical for safety that therapy settings be set correctly. See the Getting Started section for Therapy Settings setup instructions.
This important safety warning is shown every time you access Therapy Settings. Tap Go Back and contact your healthcare provider if you have not been given the correct settings to use.

If you have been provided with your correct therapy settings and are under the supervision of a healthcare provider, tap Proceed.

### 7.3 Common Problems and Solutions

The table below lists some potential issues that may arise during use of the InPen system and solutions to try.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solutions to Try</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t install the App.</td>
<td>Check that your smart device is compatible with the InPen App. See Supported Devices above.</td>
</tr>
<tr>
<td></td>
<td>On your smart device, tap the App Store icon and search for “Companion Medical InPen” and follow the prompts to install the App.</td>
</tr>
<tr>
<td></td>
<td>The InPen App may not be available in all locations.</td>
</tr>
<tr>
<td>I paired my InPen but doses are not appearing on the App.</td>
<td>Check that Bluetooth® is enabled on your smart device.</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Move the InPen and your smart device within 3 feet (1 m) of each other.</td>
</tr>
<tr>
<td></td>
<td>Ensure that the InPen is still within its 1-year use life from the date of first use.</td>
</tr>
<tr>
<td></td>
<td>Prime the InPen one or more time.</td>
</tr>
<tr>
<td></td>
<td>Close and restart the InPen App.</td>
</tr>
<tr>
<td></td>
<td>From your smart device’s Bluetooth® Settings screen, if you see an InPen listing, tap it and select “Forget This Device.” See Getting Started for instructions to pair if your InPen has been paired before.</td>
</tr>
<tr>
<td></td>
<td>Close and restart the InPen App.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>After priming my InPen, the prime amount is listed as a dose.</th>
<th>If you are using the dose calculator, ensure that you prime after calculating your dose. From the home screen, tap the Logbook tab to view the list of doses. Tap on the dose to designate it as a prime dose. Prime doses are not included in active insulin (IOB) or reports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>I left my InPen</td>
<td>You may take rapid-acting insulin from</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
</tr>
<tr>
<td>somewhere and I need to take insulin from another source.</td>
<td>sources other than your InPen if needed. When you do, be sure to manually log the dose into the InPen App. See <em>Manually Log Rapid-Acting Insulin</em> for instructions on how to manually log a dose. For safety, it is important to log all rapid-acting insulin taken. Doses taken from a paired InPen are logged automatically and do not need to be manually entered.</td>
</tr>
<tr>
<td>I paired my InPen to a new smart device, and now it won’t connect with the original one.</td>
<td>Your InPen can only be paired to one smart device at a time. If necessary, follow the instructions in <em>Getting Started</em> to pair it to your original device again. Frequently pairing the InPen to different smart devices may decrease battery life and is not recommended.</td>
</tr>
<tr>
<td>I can’t hear reminders on my smart device.</td>
<td>See <em>Important Smart Device Setup</em> for tips on properly setting up your smart device.</td>
</tr>
<tr>
<td>The Missed Dose Reminder isn’t working.</td>
<td>Tap <em>Missed Dose Reminders</em> from <em>Settings&gt;Reminders</em> and ensure that the switch is enabled. Slide it to turn it on. The Missed Dose Reminder will only remind you if you have</td>
</tr>
</tbody>
</table>
not taken a dose. If you use your InPen normally and take doses at your regular times each day, then the reminder will not appear. You can adjust the start and end times of the Missed Dose Reminder to fit your personal routine in *Settings > Therapy Settings.*

| I’m trying to adjust a date or time, but the selection keeps resetting. | To manually log an insulin dose, the time must be within the past 24 hours or the selection will reset. When setting a time-of-day setting, it must not overlap with another time period or the selection will reset. Adjust a different selector (e.g. date, hour, minute) first to avoid an invalid entry. Adjust another time period first to prevent overlap with the time you are trying to set. |
8 Important Information

8.1 Apple Legal Notice

Apple, iPad, iPhone, iPod, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

8.2 Android Legal Notice

Android is a registered trademark owned by Alphabet Inc.

8.3 About Bluetooth®

Bluetooth is a type of wireless (RF) communication. Cell phones use Bluetooth technology as do many other devices. Your InPen uses Bluetooth to pair with your smart device and to send data to the InPen App.

⚠️ Caution: You must first pair your InPen with the smart device and the InPen App. This will ensure that doses from your InPen are sent wirelessly to the App on your smart device.

Your InPen is subject to and complies with U.S. federal guidelines, Part 15 of the FCC rules for devices with RF capability. These rules state two conditions specific to the operation of the device. They are:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesirable operation.

These guidelines help ensure that your InPen will not affect the operation of other nearby electronic devices. With
the exception of your smart device, other electronic wireless devices that are in use nearby, such as a cell phone or a wireless network, may prevent or delay the transmission of data from your InPen to the InPen App. Moving away from or turning off these electronic devices may allow communication.

The InPen has been tested and found to be appropriate for use at home. In most cases, it should not interfere with other home electronic devices if used as instructed.

However, the InPen gives off RF energy and may interfere with your TV, radio, or other electronic devices that receive or transmit RF signals.

If you experience InPen interference problems, try moving your InPen away from the source of the interference. You can also move the electronic device or its antenna to another location to solve the problem. If you continue to experience interference, contact the support service for the manufacturer of the electronic device causing the interference.

⚠️ Warning: The Bluetooth feature on your InPen sends dose information to your smart device. To prevent other people’s doses from being sent to the smart device, do not let anyone else use your InPen to dose insulin. The InPen is for single patient use only.
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