

TROUBLESHOOTING MALLYA WITH SMART BASE SIGNALS

When a visual or audible signal occurs on your Mallya, check the cause and follow the indications listed below to solve the issue:



CAUTION

If the action recommended is not successful, or if the lights/signals are not as described below, you should contact your authorized BIOCORP PRODUCTION dealer for inspection.

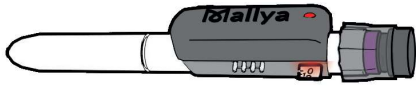

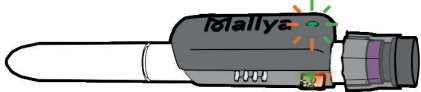
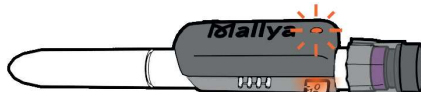
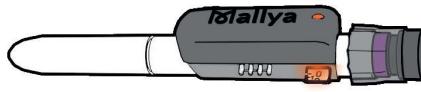
SIGNAL	CAUSE	TROUBLESHOOTING STEPS
<p style="text-align: center;">Red LED</p> 	Mallya error	<p>Remove Mallya from pen. Re-calibrate Mallya (<i>see IFU step 3.2.</i>) If the issue persists: reset the system (<i>see IFU step 8.3.</i>) Then, try to pair Mallya to your smartphone (<i>see IFU step 3.4.</i>) If the problem is not solved, please contact a BIOCORP PRODUCTION authorized dealer.</p>
<p style="text-align: center;">Orange LED (rapid flashing)</p> 	Calibration in progress: A green light will appear for 2 seconds upon successful calibration (with a beep, then the green light will turn off).	Slowly tilt the Mallya side to side to calibrate (<i>see IFU step 3.2.</i>)
<p style="text-align: center;">Alternating orange and green flashing (rapid flashing)</p> 	Mallya device is correctly positioned onto the pen but must be paired.	Pair Mallya to your smartphone (<i>see IFU step 4.4.</i>)
<p style="text-align: center;">Orange LED (slow flashing) (every 15 seconds)</p> 	Battery is low.	Plug in and charge the Mallya smart base (<i>see IFU step 3.4.</i>)
<p style="text-align: center;">Orange LED</p> 	<ul style="list-style-type: none"> - Mallya position error on pen: the knob is not turned back to the dose "0" or - Assembling error: Mallya (smart base or button) is not correctly positioned on pen. 	<p>Make sure that:</p> <ul style="list-style-type: none"> - the knob is turned back to the dose "0" <p>or</p> <ul style="list-style-type: none"> - the Mallya window and the pen dose window are properly aligned, and - the Mallya button is correctly pushed onto the pen <p>(<i>see IFU step 3.3.</i>)</p>

Table 1 - Troubleshooting with signals

INFORMATIONS REGARDING OTHER SIGNALS:

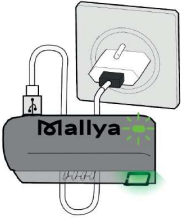
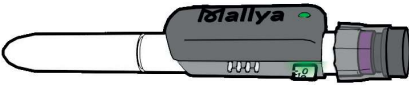
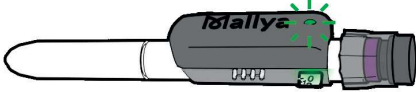
SIGNAL	CAUSE	TROUBLESHOOTING STEPS
<p>Green LED (slow flashing)</p> 	<p>Mallya is charging.</p>	<p><i>(See IFU step 3.1.)</i></p>
<p>Green LED</p> 	<p>Mallya is properly assembled onto the pen. It is:</p> <ul style="list-style-type: none"> - either ready for use, or - the dose setting is in progress, or - the injection is in progress 	<p>N/A</p>
<p>Green LED (rapid flashing)</p> 	<p>Mallya is at the end of an injection.</p>	<p>Keep the needle in the skin:</p> <ul style="list-style-type: none"> - During the whole time Mallya's green LED is flashing, - Until Mallya emits an audible signal (BEEP) signaling the end of the injection.

Table 6 - Troubleshooting with signals (next)