

OPTUNE GIO®

TROUBLESHOOTING TIPS



A guide to understanding alarms

Optune Gio is designed to alert you if treatment is not being delivered. Find out what can cause your device's alarm to go off and how to manage it.

Actor Portrayal

What causes Optune Gio® alarms?

The following items can cause your device to alarm.

If you hear an alarm, an issue may be happening with ABCD



ARRAYS

Are the arrays in good contact with your skin?

If not, using tape or elastic tubular dressing can ensure good contact with the scalp.

When was the last time you changed your arrays?

Arrays should be changed at least 2 times per week (every 4 days at most).

Is there hair stubble beginning to grow?

Even if there is a small amount of hair growth, a new set of arrays should be applied after shaving. See Guide to Scalp Care for more tips.

Are the arrays too warm?

Direct sunlight should be avoided. A breathable head covering could be helpful, as well as a fan. If sweat causes arrays to shift, they should be changed.

BATTERIES

Is the yellow battery light on?

This is a great time to swap batteries for a full charge. When the battery is low, you will hear an alarm.

Have you checked the battery gauge?

If the gauge shows only 1 dot, the battery should be changed.

CONNECTION

Are any transducer array connectors loose?

All array cables need to be fully inserted into the connection box.

Is the connection cable plugged into the device?

The gray connection cable should be gently inserted into the device with the arrows lined up. You should hear a click.

DEVICE

Are you hearing an alarm right after turning Optune Gio® on but BEFORE pressing the TTFields button?

Device should be turned off, and the battery changed. Then the device can be turned on.

Do you hear a rattling noise coming from the device, or has it been damaged?

You can call MyNovocure® support for troubleshooting assistance.

Did you know Optune Gio® has a timer?

If you turn on Optune Gio without pressing the TTFields button, an alarm will sound after 10 minutes and the blue TTFields light will flash.

Press the TTFields button 1 time to silence the alarm. Press the TTFields button a second time to start therapy.



Blue light shows TTFields are being delivered

Get 24/7 personalized support*



Call MyNovocure® at
1-855-281-9301 (toll free)



Email MyNovocure at
support@mynovocure.com











*It's important to know that MyNovocure cannot provide medical advice. To make sure you receive proper support, be sure to ask your doctor any treatment questions you may have.


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Information on what to do when alarms occur


















DISPLAY AND ALARM TONES	CAUSES	STOP ALARM	ACTION	START TREATMENT
	Battery ALMOST empty 	Press the TTFields button 	0 Switch OFF  Replace the battery 	I Switch ON  (wait approximately 5 seconds) Press the TTFields button 
	Battery empty 	Press the TTFields button 		


 TTFields therapy display

On
TTFields permanently blue


Off
TTFields does not light up in blue


Brief overview of the various alarms

DISPLAY AND ALARM TONES	CAUSES	STOP ALARM	ACTION	START TREATMENT
 +  +  ERROR flashing 1x per second TTFields flashing Alarm tone sounds 3x (short)	Reminder Start treatment			
 +  +  ERROR flashing every 2 seconds TTFields display OFF Alarm tone sounds 3x (long)	No connection		 Check if the plugs are connected	
 +  +  ERROR flashing 2x per second TTFields display OFF Alarm tone 3x+ 2x (short)	Arrays exceed maximum temperature	 Press the TTFields button	Provide cooler conditions: <ul style="list-style-type: none">Go to a cooler placeAllow the arrays to cool off for approximately 5–10 minCheck the contact between the arrays and the skin, press the arrays down, and cover with a net if requiredReplace arrays if required 	 Press the TTFields button
 +  +  ERROR switched off every 2 seconds TTFields display OFF Alarm tone sounds 3x (short)	All other alarm indicators		Please refer to the user manual or contact your Optune Gio device support specialist 	

If you are unable to resolve the error alone, or if the plugs are visibly defective, please use the replacement connection cable

Replacement connection cable

You can find more detailed information in the user manual
or contact your Optune Gio device support specialist
