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Optune Gio™ Troubleshooting Tips

GUIDE TO UNDERSTANDING ALARMS

Patient images reflect the health status of the patients at the time each photo was taken.

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 **OPTUNE**
GIO™

What causes Optune Gio™ alarms?

Optune Gio is designed to alert you if treatment is not being delivered. The following items can cause your device to alarm.

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



A R R A Y S

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.

B A T T E R I E S

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.

C O N N E C T I O N

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.

D E V I C E

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



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	1 Switch ON Press the TTFields button
	Battery empty	Press the TTFields button		(wait approximately 5 seconds) Press the TTFields button

TTFields therapy display

On
TTFields permanently blue

Off
TTFields does not light up in blue

DISPLAY AND ALARM TONES	CAUSES	STOP ALARM	ACTION	START TREATMENT
+ +	Reminder Start treatment			
+ +	No connection			
+ +	Arrays exceed maximum temperature		Provide cooler conditions: <ul style="list-style-type: none"> Go to a cooler place Allow the arrays to cool off for approximately 5–10 min Check the contact between the arrays and the skin, press the arrays down, and cover with a net if required Replace arrays if required 	
+ +	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

Brief overview of the various alarms