ACCU-CHEK® Solo

Roche

TRAINING HANDBOOK

Accu-Chek® Solo micropump system

MESSAGE REFERENCE

Micropump issues that trigger a warning message

Code	Message title	Possible cause / consequences	Further information
W-25	Running time of the pump will end soon	The micropump's period of use will end.	Replace the micropump after the remaining running time displayed.
W-31	Low level of insulin in the reservoir	There is only a small amount of insulin in the reservoir.	Replace the reservoir in time to ensure continuous insulin delivery.
W-32	Battery almost empty	The battery level is low. The amount delivered is limited to 1 U/min.	Replace the reservoir if the problem continues.
W-35	Limited battery power	The micropump openings intended for reservoir battery ventilation are covered so that the battery delivers only limited energy to the micropump.	Ensure free air supply to the reservoir and pump base.
W-36	TBR cancelled	An active temporary basal rate was cancelled.	Check whether the cancellation was intended and program a new TBR if needed.

W-37	Low amount delivered	The micropump cannot deliver the amount of insulin programmed for the basal rate or bolus.	The micropump can only deliver a reduced amount of insulin until the root cause is eliminated. Adapt the insulin amount to your needs.
W-38	Bolus cancelled	An active bolus was cancelled.	Check whether the cancellation was intended and program a new bolus if needed.
W-40	Replace reservoir	The operating life of your reservoir will soon come to an end.	Replace your reservoir within the next 12 hours.
W-41	Micropump stopped	The micropump has been in STOP mode for at least an hour and is not delivering any insulin.	Start the micropump if you want to continue with insulin delivery.

Diabetes manager issues that trigger a warning message

Code	Message title	Possible cause / consequences	Further information
W-50	Battery almost empty	The battery level is low.	Recharge the battery of your diabetes manager.
W-71	Connection interrupted	There is no current data available from the micropump. The data for calculating bolus advice might not be up to date.	Ensure that the micropump and the diabetes manager are not more than 2 meters apart.
W-73	No connection to the micropump	There is no current data available from the micropump. The data for calculating bolus advice might not be up to date.	Hold the diabetes manager close to the micropump and ensure that data communication is not disturbed.
W-75	Warning limit exceeded	High blood glucose value	Test ketones and follow the instructions of your healthcare professional. Switch to alternative therapy if needed.
W-76	“HI” screen	Your blood glucose is higher than the measuring range of the system.	Retest your blood glucose and test ketones. Follow the instructions of your healthcare professional.
W-80	Hypoglycemia	Blood glucose has fallen below the hypo warning limit.	Eat or drink fast-acting carbohydrates. Then test your blood glucose.

W-81	“LO” screen	Your blood glucose result might be below the measuring range of the system.	Follow the instructions of your HCP for very low BGs then re-test your blood glucose.
W-84	Testing not possible	You cannot test your blood glucose while the diabetes manager is connected to a USB cable.	Remove the USB cable from the diabetes manager.
W-85	Missing data	Internal clock error or error in existing bolus data. The saved data can no longer be used for calculating bolus advice.	
W-86	Flight mode on	Data between the diabetes manager and micropump cannot be synchronized because flight mode is turned on. Therefore, the entries saved for bolus advice might not be up-to-date. Bolus advice can currently only make recommendations based on the entries saved on the device.	When flight mode has been turned off and the diabetes manager and micropump are within communication range, the data will be synchronized. The data for bolus advice is then up-to-date again.

W-88	Flight mode on	The saved logbook entries might not be up to date.	When flight mode has been turned off and the diabetes manager and micropump are within communication range, the logbook entries will be synchronised.
W-89	Check logbook entries	The last quick bolus was not delivered within 10 minutes after bolus advice.	If necessary, correct the logbook entries.
W-90	Time was synchronized with the micropump	The time difference between the diabetes manager and the micropump was corrected.	Check the time of the diabetes manager.
W-92	TBR without insulin delivery	TBR without insulin delivery. Because of the set TBR, the amount delivered in the current time block is so low that it falls below the technically possible output (amount) the pump can provide.	The set amount will be delivered subsequently within the next time blocks.

Micropump issues that trigger a maintenance message

Code	Message title	Possible cause / consequences	Further information
M-18	Replace micropump	The operating life of your micropump has come to an end.	The pump base can be used a maximum of 120 days. It should not be used for longer because it can then pose a safety risk. **Replace the micropump base and the reservoir now.**
M-19	Discrepancy in reservoir level	The entered insulin amount does not correspond to the determined reservoir level of 60 U.	Replace the reservoir with a new reservoir.
M-21	Reservoir empty	The insulin in the reservoir has been used up.	Select the “Replace” menu and replace the reservoir with a new one.
M-22	Micropump battery empty	The micropump battery, which is located in the reservoir, is empty.	Select the “Replace” menu and replace the reservoir with a new one.
M-23	Automatic off	The automatic off function has stopped insulin delivery. The micropump is in STOP mode.	Start the micropump to resume insulin delivery.

M-24	Occlusion	An occlusion was detected so that insulin delivery does not work at all or only in a limited way.	Replace the reservoir and the infusion assembly immediately. Test your blood glucose and act accordingly. If the message is displayed repeatedly, contact Accu-Chek pump support.
M-26	Fill reservoir needle	The reservoir needle must be refilled after replacing the reservoir.	Tap the “Replace” menu, select “Reservoir” and follow the instructions for filling the reservoir.
M-27	No data connection	The micropump system setup was interrupted.	Hold the diabetes manager close to the micropump to ensure that data is exchanged between the pump and the diabetes manager. Resume setting up the micropump system when the connection has been reestablished. Replace the pump if the problem persists.

Diabetes manager issues that trigger a maintenance message

Code	Message title	Possible cause / consequences	Further information
M-51	Test strip defective	The test strip is used, damaged or not completely inserted into the test strip slot.	Reinsert the test strip into the test strip slot or use a new test strip.
M-53	Test failed	The test result was detected as being erroneous.	Repeat the blood glucose test with a new test strip.
M-54	Drop too small	The amount of blood or control solution is not sufficient to perform a test.	Repeat the test with a new test strip. Make sure that the drop of blood or control solution is big enough.
M-56	Drop applied too early	The drop was applied before the Apply drop screen was shown on the display.	Repeat the test with a new test strip and a fresh drop of blood or control solution.
M-58	Temperature too high or too low	The ambient temperature for testing blood glucose or performing a control test is outside the permitted range.	Make sure the ambient temperature is in the permitted range. Wait for 5 minutes before testing your blood glucose again or performing a control test.
M-59	Battery almost empty	The battery level is very low.	Recharge the battery of your diabetes manager.
M-60	Clock error	A discrepancy of the micropump's internal clocks was detected.	Set the current time and the current date.
M-62	Connection failed	Scanning the pairing code was not successful. This may be the case, for example, if it is too dark or the code or camera lens is dirty so that the code cannot be read correctly.	Try rescanning the pairing code on the micropump or enter the code manually.

M-64	Bolus delivery not possible	The connection between the diabetes manager and the micropump is lost.	Hold the diabetes manager close to the micropump and ensure that data communication is not disturbed.
M-65	Bolus delivery not possible	The micropump is currently in STOP mode.	If you want to deliver a bolus, start the micropump first.
M-67	Bolus delivery failed	There is no connection to the micropump.	Hold the diabetes manager close to the micropump or check whether you can deliver the bolus as a quick bolus.
M-77	Function could not be completed	The intended function could not be completed successfully.	Try again and if message appears repeatedly, contact your local pump support.
M-78	Temperature too high or too low	The ambient temperature for operating the micropump system is outside the permitted range.	Make sure the ambient temperature is in the permitted range. Do not heat or cool the diabetes manager using any aids.
M-84	Temperature is at limit of range	The ambient temperature is on the edge of the permitted range.	Make sure the ambient temperature is in the permitted range.
M-85	Micropump incompatible		Contact your local pump support.
M-86	Micropump not started	The micropump cannot be started because running processes have not finished yet.	Check whether you have to react to preceding error messages or maintenance messages. Example: The preceding message was “Reservoir empty (M-21)”. Only after replacing the reservoir, will you be able to start the micropump.

M-87	Micropump not stopped	The micropump cannot be stopped.	Try again to stop the micropump. Remove the micropump from the pump base if you want to interrupt insulin delivery.
M-88	Flight mode turned off	The micropump and the diabetes manager are not within communication range. Flight mode could not be turned on on the micropump.	Bring the diabetes manager close to the micropump.
M-94	Connection failed	There is a communication problem between the micropump and the diabetes manager.	Hold the diabetes manager close to the micropump and ensure that data communication is not disturbed. Check the micropump.
M-95	No micropump located	A connection to the micropump could not be established.	Check whether the micropump is too far away.
M-96	USB connection failed	The USB connection between the diabetes manager and the software on the computer failed.	Check whether the software is correctly installed on the computer.

Micropump issues that trigger an error message

Code	Message title	Possible cause / consequences	Further information
E-6	Mechanical error in the micropump	The micropump changes to STOP mode and does not deliver any insulin.	Select the “Replace” menu and replace the reservoir. If the problem persists, replace the micropump.
E-7	Electronic error	Communication between the micropump and the diabetes manager is not possible. The micropump does not deliver any insulin.	Select the “Replace” menu and replace the reservoir. Wait at least 30 seconds after removing the used reservoir before connecting a new reservoir to the pump base. If the problem persists, replace the micropump.
E-8	Micropump battery error	The micropump changes to STOP mode and does not deliver any insulin. After 10 seconds the pump turns off.	Select the “Replace” menu and replace the reservoir with a new one (containing a new battery).

Diabetes manager issues that trigger an error message

Code	Message title	Possible cause / consequences	Further information
E-57	Electronic error	The diabetes manager was restarted due to an electronic error.	Remove the battery from the diabetes manager and reinsert it. If the error message is displayed again, contact local pump support.
E-60	Internal clock error	Internal clock error in the diabetes manager.	Contact local pump support.

FOR PEOPLE WITH DIABETES. ALWAYS READ THE INSTRUCTIONS FOR USE. CONSULT YOUR HEALTHCARE PROFESSIONAL FOR ADVICE.

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