When certain alarms occur, additional information may be displayed on the screen. The help screens describe what you can do to try to solve the problem that is causing the alarm.

**STEPS:**
1. When an alarm occurs, press **SILENCE** to quiet the alarm.
2. If help screens are available for the alarm, “Help” appears above the right soft key. To view the help screens, select **HELP**.
3. Follow the applicable instructions provided on the help screen. To page through all of the available help screens, press **NEXT** repeatedly. Press **ACKNOWLEDGE** at any time to exit Help.
4. “Retry Help” appears when no additional help steps are available. To page through the help screens again, press **RETRY HELP**. The alarm screen reappears as in Step 2 above. Repeat steps 2 and 3. When the alarm clears, the help screen will no longer be displayed.

The Following Alarms Have Associated Help Screens. Refer to Steps Above to Navigate the Help Screens.

### CANNOT START PUMP WITHOUT A LATCHED CASSETTE.

- **Alarm**
  - Cannot start pump without a latched cassette.
  - [Acknowledgment] [Help]
  - [Acknowledgment] [Silence]
  - [Acknowledgment] [Latch cassette]
  - [Acknowledgment] [Retry Help]

### UPSTREAM OCCLUSION. CLEAR OCCLUSION BETWEEN PUMP AND RESERVOIR.

- **Alarm**
  - Upstream occlusion. Clear occlusion between pump and reservoir.
  - [Stop Pump] [Help]
  - [Stop Pump] [Silence]
  - [Stop Pump] [Fully insert spike]
  - [Stop Pump] [Unkink tubing]
  - [Stop Pump] [Next]
  - [Stop Pump] [Retry Help]
The Following Alarms Have Associated Help Screens. Refer to Steps Above to Navigate the Help Screens.

**DOWNSTREAM OCCLUSION. CLEAR OCCLUSION BETWEEN PUMP AND PATIENT.**

- **Alarm - Downstream Occlusion**
  - Stop Pump
  - Silence
  - Next
  - Help
  - Next
  - Retry Help

- **Alarm - Downstream Occlusion**
  - Open all clamps.
  - Next

- **Alarm - Downstream Occlusion**
  - Remove any cap.
  - Next

- **Alarm - Downstream Occlusion**
  - Call your home care provider.
  - Next

**CANNOT START PUMP WITHOUT A LATCHED AND LOCKED CASSETTE. (PCA ONLY)**

- **Alarm - Cassette Not Latched**
  - Latch cassette.
  - Acknowledge
  - Silence
  - Next
  - Call your home care provider.
  - Acknowledge
  - Next
  - Retry Help

**LOCK CASSETTE TO START PUMP. (PCA ONLY)**

- **Alarm - Cassette Not Locked**
  - Lock cassette.
  - Acknowledge
  - Silence
  - Next
  - Call your home care provider.
  - Acknowledge
  - Next
  - Retry Help