

Transmitter battery tips

When fully charged, your transmitter battery should last for 7 days. If your device is not holding a charge, it could be due to several factors. Most often, a transmitter battery can run low if it's been trying hard to reconnect to your sensor or insulin pump. If this is the case, you likely received a Lost Sensor alert.

Reason for Lost Sensor alerts

The following could cause your transmitter to work harder than expected, impacting battery life.

1. The transmitter was not fully charged.
2. The sensor feature was not turned off after the sensor ended.
3. Something blocked the signal between the transmitter and your pump.
4. There is interference that's disrupting your transmitter's ability to communicate with your insulin pump.
5. Your transmitter is submerged underwater.

Always follow the directions for use

Information contained herein is not medical advice and should not be used as an alternative to speaking with your doctor. Discuss indications, contraindications, warnings, precautions, potential adverse events and any further information with your healthcare professional.

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Indicated sensor insertion locations vary by age. See user guide.

Steps for improving battery life

If you have received several Lost Sensor alerts, try these steps to help your transmitter battery last longer.

1. Replace the battery in your transmitter charger. We recommend doing this often. Always ensure your transmitter is fully charged before connecting it to your sensor. When you remove the transmitter from its charger, the light on the transmitter should blink for 15-20 seconds indicating that it's fully charged.
2. When the transmitter is disconnected from the sensor for longer than usual, you may want to turn off the Sensor feature to avoid a lost sensor alert. To do this, on your pump press [Select > Settings > Device Settings](#). Select [Sensor](#) to toggle on or off.
3. You may need to move the pump and transmitter closer together to help them communicate.
4. Move away from electronic devices like mobile phones not connected to your pump as these may cause signal interference.
5. If you are swimming, take small breaks so your pump and transmitter have a chance to connect while you are out of the water.*

At the time of manufacture and when the reservoir and tubing are properly inserted, your pump is waterproof. It is protected against the effects of being underwater to depth of up to 2.4 metres for up to 30mins. This is classified as IPX8 rating. See user guide for more details. The sensor and transmitter are also water-resistant at 2.4 metres for up to 30 minutes. *CGM readings may not be transmitted from the CGM to the pump while in water.