



Craig is an  
Optune user  
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# Optune<sup>®</sup> 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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## What causes Optune® alarms?

Optune 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**RRAYS

##### **Are the arrays in good contact with your skin?**

If not, using tape or Surgilast® 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**ATTERIES

##### **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**ONNECTION

##### **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**EVICE

##### **Are you hearing an alarm right after turning Optune 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 nCompass® support for troubleshooting assistance.

## Did you know Optune® has a timer?

- If you turn on Optune 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



## Contact nCompass® 24/7 for any questions or technical support\*



Call us toll free, any time of day:  
**1-855-281-9301** (toll free)



Or email:  
[support@novocure.com](mailto:support@novocure.com)

\*nCompass cannot provide you with medical advice.  
Consult with your doctor for medical-related questions.

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# What to do if your Optune® device alarms

This guide may help you if Optune alarms. It does not replace 24/7 nCompass® support. For troubleshooting assistance, complete a MyLink™ upload and call nCompass.



## 1 What does the alarm sound and look like?

**SOUND:** 3 moderately paced beeps in 1 second  
**ERROR LIGHT:** flashes on for 1 second; flashes off for 1 second  
**TTFIELDS LIGHT:** goes off

### When does the alarm occur?

After turning the device on and right after pressing the TTFIELDS button

15+ seconds after the TTFIELDS button is pressed

#### CONNECTIONS

Ensure good contact by pressing discs gently to scalp or use tape to secure the edges.  
 Sweat, moisture, or hair growth may cause arrays to lift. Shave head and change arrays as needed.

#### CONNECTIONS

If outside, avoid direct sunlight. Wear a breathable head covering and/or use an umbrella to shade the array.  
 If sleeping or napping, roll onto a different side to release trapped warmth. A fan or cooling pillow may help.

## 2 What does the alarm sound and look like?

**TTFIELDS LIGHT:** goes off or is flashing  
**ERROR LIGHT:** blinks once every 3 beeps  
**SOUND:** 3 high-pitched quick beeps in less than 1 second

### When did the alarm occur or what lights do you see on the device?

Alarm occurs immediately after powering on but before pressing the TTFIELDS button

Blue TTFIELDS light flashing

Battery light is yellow

Battery light is green or off; TTFIELDS light off

#### BATTERY

Change the battery and power on the device again.  
 If alarm persists, call nCompass for troubleshooting assistance.

#### THERAPY TIMER

Press TTFIELDS button once to silence alarm. Press TTFIELDS button a second time to restart treatment.

#### BATTERY

If there are 1-2 lights on the battery gauge, change to a fully charged battery.  
 If there are 3-4 lights on the battery gauge, call nCompass for troubleshooting assistance.

#### CONNECTION

Ensure array cables are properly connected to the connection cable.

## 3 What does the alarm sound and look like?

**SOUND:** beeps in a repeating 3-2 pattern  
**ERROR LIGHT:** flashes rapidly. Flashes on for a quarter-second; flashes off for a quarter-second  
**TTFIELDS LIGHT:** goes off

#### ARRAY CONTACT

Ensure good contact by pressing discs gently to scalp or use tape to secure the edges.  
 Sweat, moisture, or hair growth may cause arrays to lift. Shave head and change arrays as needed.

#### ARRAY TEMPERATURE TOO WARM

If outside, avoid direct sunlight. Wear a breathable head covering and/or use an umbrella to shade the array.  
 If sleeping or napping, roll onto a different side to release trapped warmth. A fan or cooling pillow may help.