

NS LOOP PILL

- X = error in Loop (see below for troubleshooting)
- Φ = recommending basal (open loop or pump suspended)
- ~ = enacted a new temp basal
- ↻ = Loop is continuing with last temp basal, no change
- ⚠ = warning (Loop has not completed since the time set on your LOOP_WARN setting in NS)

unknownResponse (xxxx "Sent Pump Message" ...)	Pump communications are not working	<ul style="list-style-type: none"> • Be patient, usually self-resolves within 15 minutes • Retune in RileyLink; send button press to verify • Check/change pump battery • Check if remote ID is on in pump settings
rF comms failure (Unable to set TempBasal)	Pump settings are not allowing or comms are poor	<ul style="list-style-type: none"> • Check if max temp basal in pump > Loop's max temp basal • Check if temp basal type is set to u/hr in pump • Go through steps in "unknownResponse" above
staleDataError	Loop can't complete because either the CGM or pump data are old	<ul style="list-style-type: none"> • Check the error to see which data has the older date. • If it is pump data that is old, try fetching event history and "unknownResponse" steps. Set pump date using RileyLink • If it is CGM data that is old, troubleshoot dexcom (does it have ???, did transmitter quit, did your session end, update transmitter ID in Loop if new)
RL timeout	RileyLink isn't working	<ul style="list-style-type: none"> • Toggle RL on/off switch (physical switch) • Check battery connection in RileyLink • Charge RileyLink

If these steps do not resolve your problem, try shutting down Loop app and restarting