

NOVOPEN[®] 6 AND NOVOPEN ECHO[®] PLUS AND APP SCANNING FAILURE AND ERROR MESSAGE FAQ

1. How do I view the dose and time of my last injection on my smart NovoPen[®] device?

Look at the digital display at the end of your pen and it should display the number of units injected followed by the time since your last injection.

2. Do you have a guide or aid available to help me ensure I am using my device correctly with my phone?

Please see the visual guide to help you use your device correctly.

3. What should I do if I get a message reporting the ‘scan failed’ when I try to transfer the dose log from my NovoPen[®] to my app?

Do not repeat an injection. If you are uncertain about how much insulin you have taken, please check your blood sugar. The error message on your app refers ONLY to transferring the dose, it does not mean you did not receive the insulin you injected.

Try to scan the pen again. We recommend that you attempt to transfer 3-4 times until the transfer is successful. It's important that you hold your pen in the correct position touching the phone on the NFC spot (see visual aid). Ensure that there are no other NFC devices, such as credit and travel cards, close by when you scan with your app. If you have an Android phone check that the NFC is turned on. Note that if you have a full dose log of 800 injections it may take more than 10 seconds to transfer the log to your smart phone.

If you are still encountering problems, please contact the Novo Nordisk customer support team or relevant partners organisations:

Novo Nordisk	Contact Novo Nordisk - our local offices	Please visit linked website to identify local number
Abbott	Contact Us FreeStyle Libre System	Please visit linked website to identify local number
Glooko	Glooko Support Help Center	US & Canada: - 650-720-5310 (Text) - +1-800-206-6601 (Toll-free) Other Countries: - +46 31 762 08 88
mySugr	mySugr Help Center	+1 (855) 337-7847 (US toll-free), +44 800-011-9897 (UK toll-free), +43 720 884555 (Austria) + 49 511 874 26938 (Germany)

4. What should I do if I get a NovoPen® ‘error’ on the pen's digital display?

Do not repeat an injection. If you are uncertain about how much insulin you have taken, please check your blood sugar. The error on your app means the pen memory has not registered your last dose. This might be because you tried to inject more than 99 IU in consecutive insulin injections without reaching end of dose click between the injections, or because you chose a dose but waited more than 15 minutes before injecting.

If you are still encountering problems, please contact your local Novo Nordisk customer service team. Information can be found here <https://www.novonordisk.com/contact-us/find-local-information.html>.

5. If the dose and time since last injection is displayed but I am seeing an error on my app when I transfer the data, what should I do?

The problem is probably related to transferring the dose log to the app. The transfer times can vary. If you have a full dose log with 800 injections, it may take more than 10 seconds to transfer the log to your smartphone.

Please try to repeat the data transfer. We recommend that you attempt to transfer 3-4 times. It's important that you hold your pen in the correct position touching the phone on the NFC spot (see visual aid). Ensure that there are no other NFC devices, such as credit and travel cards, close by when you scan with your app. If you have an Android phone check that the NFC is turned on.

If the problem persists, please contact the Novo Nordisk customer support team or relevant partners organisations:

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6. Why do you need to hold the NovoPen® close to the NFC spot? And what is the correct way to hold it?

It is important you hold the pen very close to the NFC spot for a prolonged time. Please see the visual guide for directions.

7. Which apps can I use with NovoPen® in my country? Can I use NovoPen® 4, NovoPen® 5, or NovoPen Echo® Plus with an app?

NovoPen® 6 and NovoPen Echo® Plus can be used with select diabetes apps. Diabetes apps differ from country to country. To find out which app is compatible in your country, please visit [NovoPen® 6 and NovoPen Echo® Plus \(novonordisk.com\)](https://www.novonordisk.com).

[NovoPen® 4](#), NovoPen® 5 and NovoPen Echo® don't have connectivity and can't send data to diabetes apps.