Preparing
Sapphire Connect for Use

Charging Sapphire pump & Sapphire Connect

As a stand-alone via Sapphire Connect power supply

Via a Mini-Cradle

Via Sapphire Connect

Blinking Orange
Sapphire Connect is charging

Steady Orange
Sapphire Connect is fully charged

Blinking White
Sapphire Connect is in a low battery condition

Sapphire Connect start up sequence

1 Turn ON

2 Self-test in progress

Blinking Blue

3 Self-test completed successfully

Steady Green

Note: If the LED indicator does not turn green, please refer to the Sapphire Connect – troubleshooting section in the user manual.

4 Sapphire Connect is ON and ready to go

Steady Blue

5 Paired Successfully

Note: Communication icon shown on the pump screen

Sapphire™ Connect
Quick Guide

Reset
the Sapphire Connect

1

If you have been asked to perform a Sapphire Connect reset:
Ensure the Sapphire Connect is disconnected from the power supply. Press and hold the power button for **11 sec** until you hear a three-tone power down indication.

2

Press the power button again on the Sapphire Connect device. It may take several seconds to power back on.

3

Following this reset, confirm that the connectivity icon appears on the upper right corner of the pump screen.

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For more instructions please refer to the Sapphire user manual

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Additional Information

Special Cases

Sapphire Connect is undergoing a software update

Steady Purple

Note: The Sapphire Connect will enter this state only when the reception and battery condition are met.

Sapphire Connect issue detected

Blinking Red
Indicates no cellular connection. Perform a reset. If the issue persists, contact your clinician.

Steady Red
Indicates an error has been detected. Perform a reset (see previous page).

Attaching Sapphire Connect to the pump

Note: It is recommended to wait until the blue LED becomes steady before attaching the connect to the pump.

Removing Sapphire Connect

Mini-Cradle

Attaching Sapphire Connect to Mini-Cradle

Removing Sapphire Connect from Mini-Cradle

Sapphire™ Connect

4 checks before sending out to a patient

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Connect is turned ON

Press the Connect power button.
The Connect should always be sent ON to a patient.

Blue light is visible

A blue light means the Connect is powered on and ready to go.

Communication icon on the pump

Make sure your Connect is attached to a Sapphire™ pump. The communication icon (blue antenna) on the screen confirms the pump is transmitting data.

Right charger (USB-C) included

Send the USB-C Connect charger only; it charges both the Connect and the pump. If replacing equipment, return the (non-USB-C) pump charger from the patient, as the pump charger charges only the pump, and not the Connect.

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Questions?
Contact Eitan Medical - we're happy to help.

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