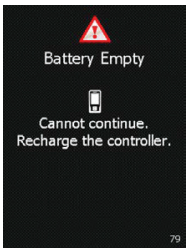
# Intellis Screen Library

| Icon | Description | Screen Type |
|---|---|---|
| | Red triangle with an exclamation point | Warning screen |
| | Orange triangle with an exclamation point | Alert screen |
| | Blue circle with the letter "i" | Notification screen |




**Battery Pack Empty (79):** The controller battery pack is depleted.

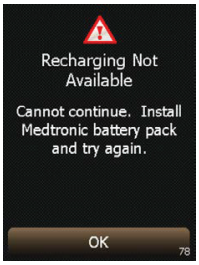
Recharge the controller battery pack now. Plug the controller into the AC power cord.

**AA Batteries Empty (79):** The controller batteries are depleted.

Replace the controller batteries with **2 regular alkaline batteries** now (ultra, heavy duty, re-chargeable batteries are not recommended).

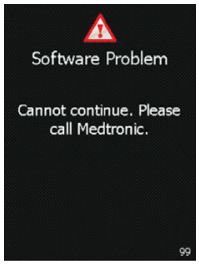
**Implant Battery Empty (81):** The implanted neurostimulator battery is depleted. Stimulation is not available.

Recharge the implanted Neurostimulator now.



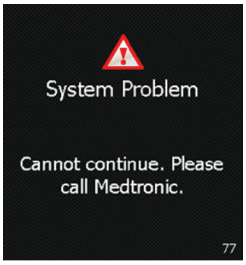

**Recharging Not Available (78):** Your controller is using type AA batteries. Type AA batteries cannot be used to recharge an implanted neurostimulator.

Replace the AA batteries with the controller battery pack.




**Software Problem (99):** The software is not working correctly. Stimulation may have stopped.

Write down the message on the screen and the screen number in the bottom right corner. **Remove and reinsert the controller battery pack**. If this does not solve the problem, call Medtronic.

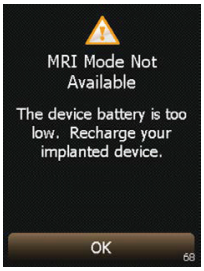



**System Problem (77):** The system is not working correctly. Stimulation may have stopped.

Write down the message on the screen and the screen number in the bottom right corner. Disconnect the recharger. **Remove and reinsert the controller battery pack**. If this does not solve the problem, call Medtronic.

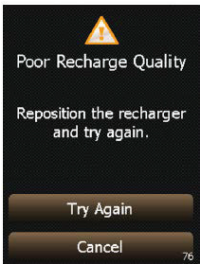
**Device Not Ready (82):** The neurostimulator stimulation settings are not complete.

Write down the message on the screen and the screen number in the bottom right corner and **call your doctor.**



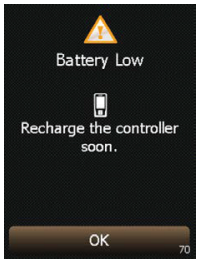

**MRI Mode Not Available (68):** The implanted neurostimulator battery is too low to support MRI mode.

Recharge your neurostimulator and then you can access MRI Mode. Press the OK button to exit this screen.



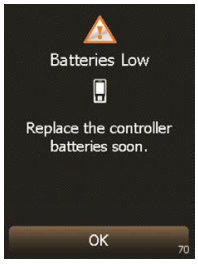

**Poor Recharge Quality (76):** The controller is unable to recharge your implanted neurostimulator due to a poor connection between the controller and implanted neurostimulator.

Move the recharger around near the implant site and monitor the controller screen. The screen will switch back to the normal charging screen when a better connection is established. If the poor recharge quality screen continues, press try again to start another charging session.



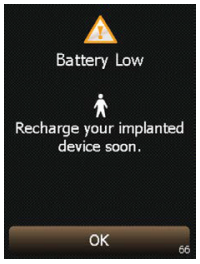

**Battery Pack Low (70):** The controller battery pack is low.

Recharge the controller battery pack soon. Press the OK button to exit this screen.




**AA Batteries Low (70):** The controller batteries are low.

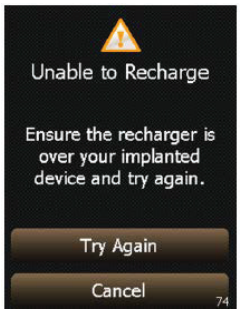
Replace the controller batteries with 2 **regular alkaline batteries** (ultra, heavy duty, re-chargeable batteries are not recommended). Press the OK button to exit this screen.




**Implant Battery Low (66):** The implanted neurostimulator battery is low.

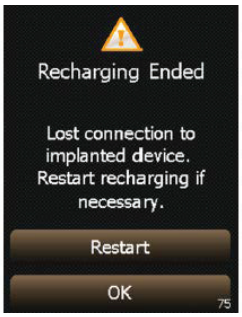
Recharge the implanted Neurostimulator soon. Press the OK button to exit this screen.

Medtronic



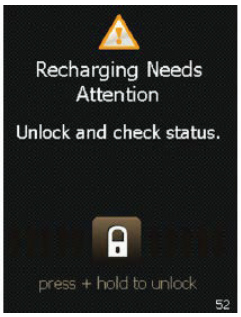

**Unable to Recharge (74):** The controller is unable to recharge your implanted neurostimulator due to a poor connection between the controller and implanted neurostimulator.

Position the recharger over the implanted neurostimulator and press the Try Again button.



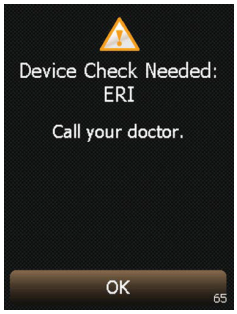

**Recharging Ended (74):** The controller is unable to recharge your implanted neurostimulator because it was unable to find it, or there was a poor connection between the controller and the implanted neurostimulator.

Position the recharger over the implanted neurostimulator and press the Restart button.



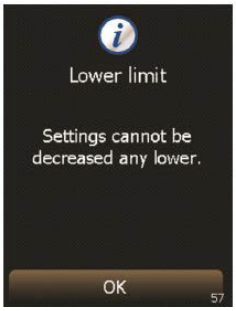

**Recharging Needs Attention (52):** Press and hold the Lock button.

When unlocked, the controller will display a screen with the reason that recharging needs attention.




**Elective Replacement Indicator (65):** The implanted neurostimulator has reached the elective replacement point. The implanted neurostimulator should be replaced. This screen will reappear daily.

Call your doctor to discuss next steps. Press the OK button to exit this screen.

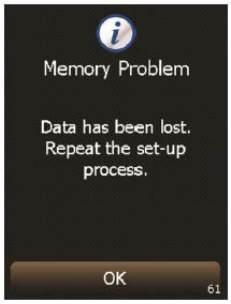



**Lower Limit (57):** You tried decreasing your stimulation below the lowest value allowed.

Press the OK button to exit this screen and return to the lowest allowed setting. Attempt decreasing the programs individually. If you are feeling discomfort, call your doctor.

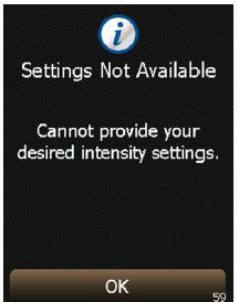
**Upper Limit (58)**: You tried increasing your stimulation above the highest value allowed. You cannot increase your stimulation any higher.

Press the OK button to exit this screen and return to the highest allowed setting. Attempt increasing the programs individually. If you are not receiving symptom relief, call your doctor.



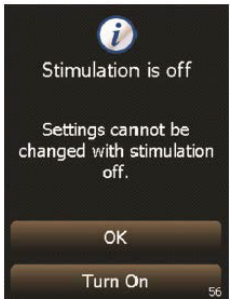

**Memory Problem (61)**: There was a problem with the controller memory, which caused the controller preferences to be lost.

Press the OK button to exit this screen. Follow the onscreen instructions until you see the Finished screen. If this does not solve your problem, write down the message on the screen and the screen number in the bottom right corner, and call Medtronic. Ensure the controller remains charged up even if you aren't using it frequently.




**Settings Not Available (59):** Your combined settings cannot be delivered by the external or implanted neurostimulator. This is sometimes referred to as out of regulation or OOR.

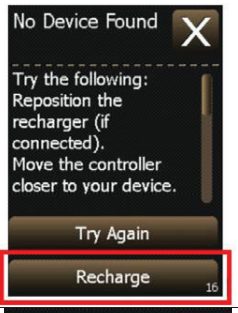
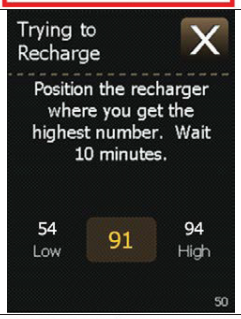
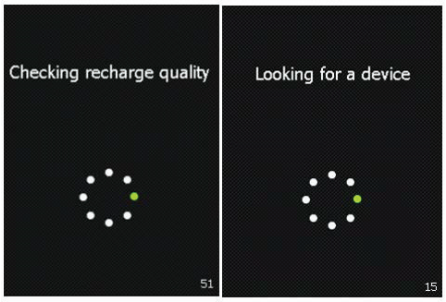
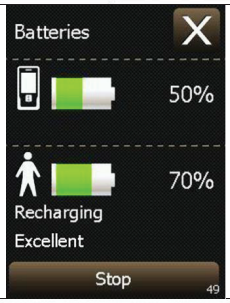
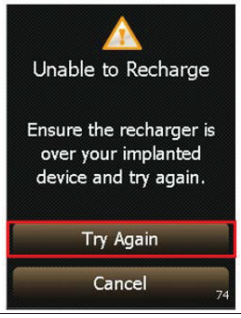
If the implanted neurostimulator battery is low, recharge it. Try to switch to a different group. If you are not receiving symptom relief, call your doctor. Press the OK button to exit this screen.




**Stimulation is Off (56):** You tried to increase your stimulation when stimulation was off.

Press the Turn On button on the controller screen to turn stimulation on, then try adjusting stimulation again. To keep stimulation off and not change settings, press the OK button to exit this screen.

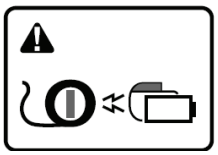
# No Device Found

| | |
|---|---|
|  | **No Device Found (16) with the recharger connected:** You may see the no device found message (screen 16) if the implant was depleted or discharged. To reach the normal recharging screen, tap recharge. |
|  | From there, position the recharger over the implanted neurostimulator so that the highest number is shown in the bottom center of the screen (screen 50). |
|  | From there, the screen will fluctuate between 2 other screens (screen 51 and screen 15) as it attempts to go into a normal charging session. The controller can cycle through screens 50, 51 and 15 several times and may take up to 10 minutes. |
|  | If the controller successfully starts recharging the implanted neurostimulator, the Batteries screen (screen 49) will be shown. |
|  | After 10 minutes in the passive recharge flow, if the recharge session fails, the screen will display the message below (screen 74) and ask if the user would like to try to recharge again. If after 3 failed attempts (3-10 min sessions) you are still not able to charge the implant, **call your doctor.** |

| | |
|---|---|
| | **No Device Found (16) without the recharger connected:** The controller cannot find the paired implanted neurostimulator. The implanted neurostimulator may be out of range.<br><br>Move the controller closer to your implanted neurostimulator and make sure your hand is not covering the top of the controller, then press the Try Again button. Press the Exit ☒ button to exit this screen. |

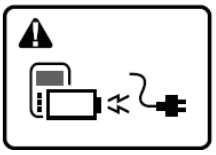
# Restore Screen Library

| | |
|---|---|
| ⚠ | warning |
| ⓘ | information |
| ⧗ | communication |



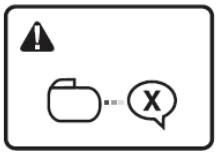
**Charge neurostimulator battery now:** The neurostimulator battery charge level is depleted; the battery is in a discharged state. Stimulation has stopped.

Press the green Start charge/test key to clear the screen. Charge the neurostimulator battery now.



**Charge the recharger now:** Your recharger battery charge is insufficient to charge your neurostimulator. The display screen may become unresponsive soon.

Connect the recharger to the AC power supply to clear the screen.

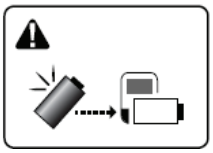


**Incompatible neurostimulator:** Your neurostimulator is incompatible with the recharger and/or the patient programmer.

Call your doctor.

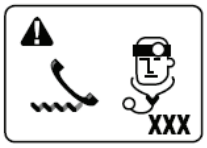
**End of Service (EOS):** Your neurostimulator has reached end of service. Stimulation has stopped.

Write down the 3-character alpha/numeric code in the lower right corner. Call your doctor immediately.



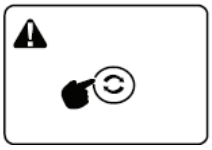
**Replace patient programmer batteries:** The patient programmer batteries are depleted. Programming is not possible.

Replace the controller batteries with 2 regular alkaline batteries (ultra, heavy duty, re-chargeable batteries are not recommended).



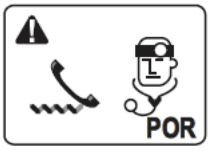

**Call your Clinician:** Error codes 0 to 252: The system is not working correctly. Stimulation may have stopped.

Write down the 3-character alpha/numeric code in the lower right corner. Remove batteries from the patient programmer, wait several seconds, then reinsert the batteries. If the error message appears again, call your doctor.



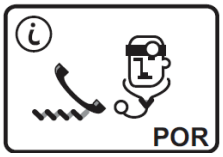
**Synchronize Now:** The patient programmer and the neurostimulator must be synchronized to communicate.

Synchronize the programmer and neurostimulator by pressing the Synch button.



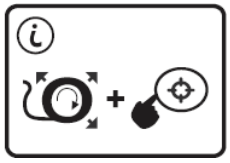

**Power On Reset (Informational POR):** The implanted neurostimulator has been reset. Stimulation may have stopped.

Write down the 3-character alpha/numeric code in the lower right corner. Call your doctor to report this message screen. On the recharger, you can press the audio key to resume recharging.



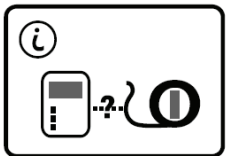

**Power On Reset (Informational POR):** The implanted neurostimulator has been reset. Stimulation may have stopped.

Write down the 3-character alpha/numeric code in the lower right corner. To clear the information screen, press any arrow on the Navigator key.



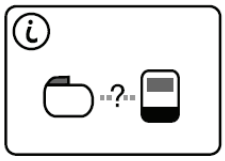
**Reposition Antenna:** The communication between your recharger and your neurostimulator was interrupted or could not be established.

Reposition your antenna over your neurostimulator, and press the green Start charge/test key. If you have not charged your neurostimulator for an extended amount of time, call your doctor.



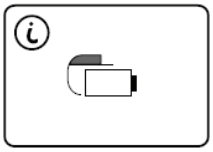
**Check Antenna:** The antenna connection to the recharger is loose or your antenna is not connected.

Check that the antenna and recharger are making full contact. Connect or tighten the connection and retry. If the issue persists, call Medtronic.



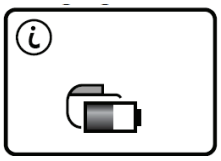
**Poor Communication:** Communication between the programmer and the implant was unsuccessful.

Reposition the patient programmer directly over the implant with the screen facing outward and try communication again. If using the detachable antenna, check that the antenna is connected properly, reposition the antenna directly over the implant and try communication again. To clear the information screen, press any arrow on the Navigator key.



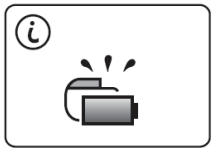
**Implant Battery Low:** The implanted rechargeable neurostimulator battery charge level is low and stimulation will not be available soon.

Charge your implanted rechargeable neurostimulator battery using the recharger.



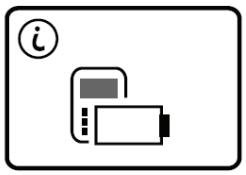
**Finish Charging:** The neurostimulator battery is only partially charged.

Finish charging your neurostimulator battery using the recharger, if desired.



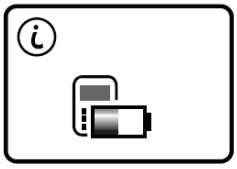
**Charge Complete:** The neurostimulator battery contains sufficient charge for use.

Press the Audio key to clear the message.



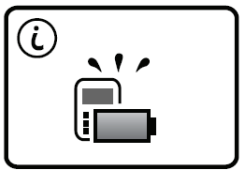
**Recharger Battery Low:** The recharger battery charge level is low.

Charge your recharger battery using the AC power supply.



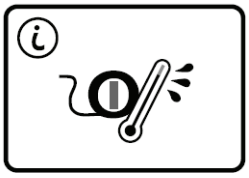
**Finish Charging:** The recharger battery is only partially charged.

Finish charging your recharger battery using the AC power supply, if desired.



**Charge Complete:** The recharger battery is fully charged.

Press the Audio key to clear the message.

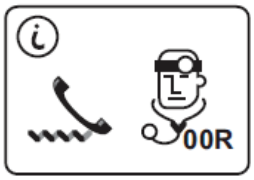


**Antenna Temp Hot:** Your antenna is too hot to work properly; Your skin is too warm for a successful charging session.

Allow the antenna to cool. Store the charging system components in a cool, dry place. Move to a cool location, remove any excess clothing, allow your skin temperature to cool. If the issue persists, call Medtronic.

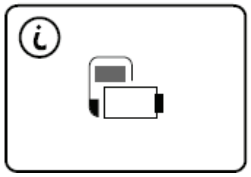
**Elective Replacement Indicator (ERI):** The implanted neurostimulator has reached the elective replacement point. Stimulation will not be available soon and the implanted neurostimulator should be replaced. This screen will reappear daily.

Write down the 3-character alpha/numeric code in the lower right corner. Call your doctor to discuss next steps. To clear the information screen, press any arrow on the Navigator key.



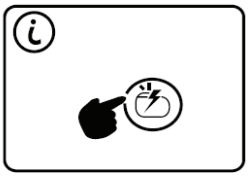

**Out of Regulation (OOR):** The neurostimulator cannot provide the programmed therapy or increase the parameter to the value that you requested.

Call your doctor to report this message screen. To clear the information screen, press any arrow on the Navigator key.



**Programmer Batteries Low:** The AAA batteries are low.

Replace the controller batteries with 2 regular alkaline batteries (ultra, heavy duty, re-chargeable batteries are not recommended). To clear the information screen, press any arrow on the Navigator key.



**Turn the Implanted Stimulator On:** You tried increasing a parameter value with the neurostimulator off.

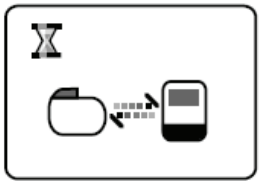
Turn your neurostimulator on and try communication again. To clear the information screen, press any arrow on the Navigator key.

**Upper Limit:** You tried increasing a parameter (amplitude-shown, pulse width, or rate) above the highest value allowed.

To clear the information screen, press any arrow on the Navigator key. If you have questions regarding your limit, talk with your doctor.

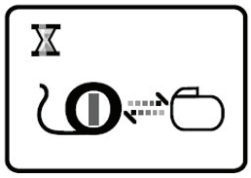
**Lower Limit:** You tried decreasing a parameter (amplitude-shown, pulse width, or rate) below the lowest value allowed.

To clear the information screen, press any arrow on the Navigator key. If you have questions regarding your limit, talk with your doctor.



**Communication in Progress:** The patient programmer is communicating with the implanted neurostimulator.

Please wait.



**Recharger Wait Screen:** The recharger is communicating with the implanted neurostimulator.

Please wait.

**Neurostimulation systems for pain therapy**

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, adverse events and any further information with your health care professional.

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