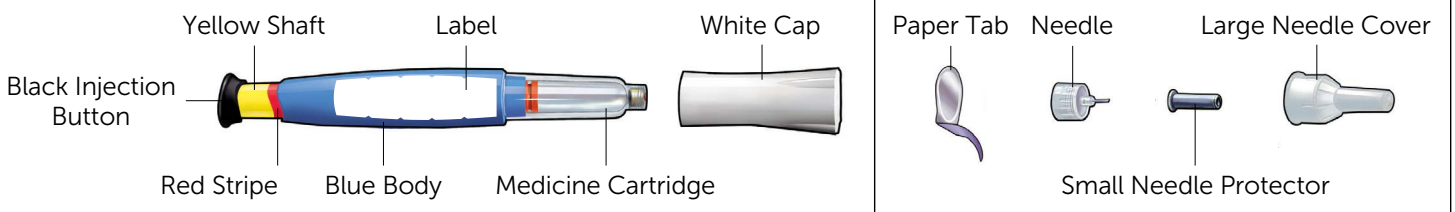


A Guide to Fixing a Jammed FORTEO[®] Delivery Device

If your FORTEO Delivery Device isn't working properly, it may be because your device has jammed. This can happen for several reasons, but in most cases it can be fixed. Use this guide to learn how to fix a jammed device, and to find out how your device became jammed so you can keep it from happening again.

This is not a guide for injecting FORTEO, and is not meant to replace the User Manual. Always read the User Manual for instructions before injecting FORTEO.

FORTEO Delivery Device Parts*



*Needles not included.

IMPORTANT:

- Please read the entire User Manual and Medication Guide that comes in your FORTEO carton. Follow the directions in the User Manual carefully when using the FORTEO Delivery Device.
- Never share your device or needles. Sharing can spread disease from one person to another.
- Do not inject more than one dose of FORTEO in the same day.
- The FORTEO Delivery Device contains medicine for 28 days. Throw away the device after 28 days, even if it is not completely empty.
- Do not transfer FORTEO into a syringe.
- **DO NOT FREEZE THE FORTEO DELIVERY DEVICE.** If you think your device has been frozen, **DO NOT USE IT.** Contact FORTEO Connect™ at 1-866-4-FORTEO (1-866-436-7836) for assistance. Use a new FORTEO Delivery Device for your next injection.

For safety information, please see [Medication Guide](#) and [Full Prescribing Information](#). See [Full User Manual](#) that accompanies the delivery device.

For questions about FORTEO and the FORTEO Delivery Device, call FORTEO Connect at 1-866-4-FORTEO.

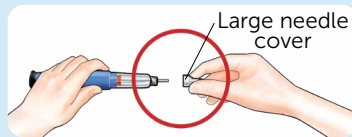
To fix a jammed FORTEO Delivery Device, follow the steps below. Also see some common reason with each step that can cause jamming, with tips to help you prevent jamming in the future.

If you have already injected, DO NOT inject yourself a second time on the same day.

HOW TO FIX A JAM

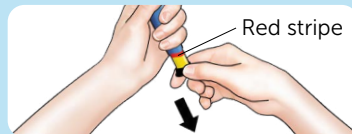
1 | Attach the needle

Attach a **NEW** needle. Pull off the large needle cover and save it.

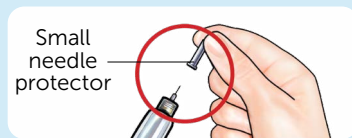


2 | Prepare to reset

Pull out the black injection button until it stops. Check to make sure the red stripe shows.



Pull off the small needle protector and throw it away.



3 | Complete the reset

Point the needle down into a container. Push in the black injection button until it stops. Hold it in and **SLOWLY** count to 5. You should see a small stream or drop of medicine.

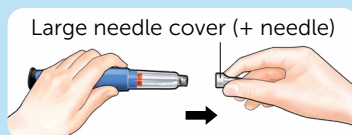


The black injection button should now be all the way in. If you can still see the yellow shaft, or did not see any medicine come out, call FORTEO Connect at 1-866-4-FORTEO (1-866-436-7836) for help.



4 | Remove the needle

Put the large needle cover on the needle. Unscrew the needle all the way. Pull off the covered needle and throw away. Push the white cap back on, and put your device in the refrigerator.



REASONS FOR A JAM

- **The needle was not attached correctly:** see the User Manual to learn how to attach a needle.
- **A needle was reused:** always use a new needle to avoid clogging and jamming.
- **The black injection button was pulled out and then pushed in before a needle was attached:** always attach a new needle before you pull out the black injection button.
- **The dose was not set correctly:** when you pull out the black injection button, make sure you pull until the red stripe shows.
- **The device is empty:** if the black injection button cannot be pulled out and the orange plunger in the medicine cartridge is close to the attached needle, there is not enough FORTEO left for a dose.
- **The last injection was not successfully completed:** keep pressure on the black injection button until you have **SLOWLY** counted to 5.
- **Will I run out of medicine if I fix my jammed device?** There is extra medicine in the device to help reset it up to 3 times without wasting any of the 28 doses.

For safety information, please see [Medication Guide](#) and [Full Prescribing Information](#). See [Full User Manual](#) that accompanies the delivery device.

For questions about FORTEO and the FORTEO Delivery Device, call FORTEO Connect at 1-866-4-FORTEO.