

Frequently Asked Questions

SAUDIA ARABIA
Arabic

GENERAL QUESTIONS

? What is Mallya®?

Mallya® is a connected medical device compatible with the Novo Nordisk®'s pens. Mallya® records information about the dose, time and date of each injection and transmits it via Bluetooth® to a compatible mobile application.

? How does Mallya® work?

Mallya® records dose data and shares this data with partner applications. Mallya® enables complete and accurate data tracking for patients and sharing with their healthcare team, when this functionality is activated in partner applications.

? Why use Mallya®?

Mallya® enables you to manage your treatment by automatically collecting data and transferring this data to a mobile application.

? Can I use Mallya® with any disposable pen?

Mallya® is only compatible with Novo Nordisk pens for treatment of growth disorders. For a complete list of compatible pens, please refer to Mallya® instructions for use (or find detailed information on www.my-mallya.com).

? Can I use the same Mallya® device with two or more connected devices?

It is not possible today to use the same Mallya® device on two or more connected devices. In other words, a Mallya® can be used with only one smartphone. If you wish to use Mallya® with another phone, you will need to reset it.

? Do I need medical clearance to use Mallya®?

No, no medical authorization is required to use the Mallya® device. However, it is recommended that you discuss with your doctor prior to using Mallya®.

? How do I give my injections with Mallya®?

Once installed on your pen, Mallya® does not interfere in any way with your usual way of performing an injection. Mallya® can even guide you by indicating the end of your injection with a light signal. For more information, please refer to your pen and Mallya® instructions for use.

TECHNICAL QUESTIONS

? **How do I activate my new Mallya®?**

You must first charge Mallya® using the USB cable provided in the box. Once plugged in, check that the LED turns blue. Allow the battery to charge for at least ten minutes, then disconnect the USB cable and check that the LED is still blue. Then, you can assemble Mallya® on your pen as described in Mallya® instructions for use. You can now pair your Mallya® to the partner smartphone application.

? **What should I do if Mallya® light fades orange?**

The battery is low. Plug in and leave to charge for about 2 hours for a full charge.

? **What is the condition of Mallya® battery when I first turn it on?**

When you turn on Mallya® for the first time, plug it to its USB cable and put on charge for at least 10 minutes. You can then pair your Mallya® for use.
A full battery charge takes about 2 hours.

? **Does Mallya® warn me when its battery is low?**

Yes, the LED lights in orange. You should connect Mallya® with the supplied USB cable and leave it to charge for about 2 hours for optimal charging.

? **How often should I charge Mallya® battery?**

If you use Mallya every day, it will only need recharging once every 2 weeks. If you use it once a week, it will only need recharging once a month.

? **What is Mallya® lifetime?**

Two years.

? **How do I assemble my Mallya® device to my pen?**

Mallya® must be assembled on the injection button of your pen. Carefully follow the instructions for use to attach it.

Hold Mallya® by the transparent body part and align its notch with the pen dose window. Insert Mallya® on the pen and then Push Mallya® with the palm of your hand until it is fully inserted on the pen.

? **I mounted Mallya® on my pen. The LED is off.**

Remember to activate Mallya® after mounting or transferring it to a new pen

? **How does Mallya® take into account check of flow?**

As per your pen injector instructions for use, injection up to 2 increments will be pre-tagged as priming, waiting 2 minutes for a therapy dose to be delivered. If the therapy dose is delivered within 2 minutes, the "check of flow" tag is assigned, if not the dose is recorded as therapy dose.

? The dose injected is not recorded in the app.

If you are not certain that you injected your drug, do not repeat your injection. Monitor your treatment as instructed by your doctor.

? There is a discrepancy between the dose dialed and the recorded dose in the app.

Mallya® dose recording accuracy is 99% ±1 increment which means that you may experience occasional increment variations between the injected dose and the recorded dose.

? Do I have to remove Mallya® from my pen after each injection?

No. For practical reasons, it is better to leave Mallya® mounted on your pen.

? Can I store Mallya® in the fridge?

Yes, you can. Please follow the instructions for use of your pen for appropriate storage conditions.

? My Mallya® is dirty. How can I clean it?

Make sure Mallya® is unplugged and not connected to the USB charging cable. Wipe the external surfaces with a slightly damp lint-free cloth, being careful not to get the micro-USB port wet. If needed, a small amount of neutral detergent may be used. Dry surfaces with a soft cloth.

? Is Mallya® waterproof?

Mallya® is not waterproof, never wet the micro-USB port.

? Can I take it through security check at the airport?

Yes, you can.

? I have connected my Bluetooth® speaker. Can it interfere?

No, it can't.

? My Mallya® has fallen. How do I know it still works properly?

If the device experiences an external mechanical impact (knocking, bumping, dropping, etc.) or excessive stress, this may cause malfunctioning of the device. In case of malfunctioning, do not use the device and continue your injection pen treatment. Please contact Novo Nordisk call center as identified in the instructions for use for technical support.

? Can I leave my Mallya® in the car when it's hot / cold?

Mallya must be used and stored between +2°C and +35°C.

SECURITY AND CONFIDENTIALITY

? **Is my data secure when I use Mallya®?**

The collected data is stored in the internal memory of the Mallya® device. Mallya® incorporates appropriate technical security measures to maintain the security and confidentiality of your data to prevent it from being distorted, damaged, disclosed and accessed by unauthorized third parties.

? **Who has access to the data recorded by my Mallya®?**

Only you have access to this data and can possibly decide to share it with a third party, be it a relative or a health professional; this functionality will depend on the partner smartphone application.

? **How long is the data kept by Mallya®?**

Mallya® stores the last 100 injections (including check of flow). All data collected in Mallya® internal memory is erased by resetting it.

MOBILE APPLICATION

? **Where can I find the list of apps compatible with Mallya®?**

A list of compatible apps is available on Mallya website: [Website link](#)

? **How to pair Mallya® with the app?**

Pairing a Mallya® is done from the app, not from the phone Bluetooth® settings. After downloading the app, simply activate Bluetooth® on your phone, and pair the Mallya® with your smartphone following the app instructions to pair.

? **When and how is Mallya® synchronized with the app?**

As soon as Mallya® is in the vicinity of your phone, the data will be fed back into the app, if it is properly launched and Bluetooth® is enabled on your smartphone.

You don't have to have your phone along when you inject, the synchronization can happen later and automatically.

? **Does Mallya® need to be connected to the app when I make an injection?**

You do not have to be connected to the application when you make an injection. Mallya® records the data without being logged in. When you want to upload the data back to the app, you don't have to do anything, just put the Mallya® device close to your smartphone: if Bluetooth® is enabled on your phone, and your app is launched, synchronization will happen.

? **Can I use Mallya® on two or more compatible apps?**

You cannot use several applications at the same time. During the pairing phase, a secure connection is created between Mallya® and the application, preventing it from pairing with another application for data security (personal and health) reasons. If you wish to pair Mallya® with another application, you will need to reset it.

? **Can I pair Mallya® with the app when my phone is not connected to the Internet?**

You can pair Mallya® with the App when the phone is not connected to the Internet, simply activate Bluetooth®.