

Troubleshooting

1. *After inserting test strip, meter does not turn on.*






Reason	Action
Test strip inserted upside down or backwards	Remove test strip. Re-insert correctly.
Test strip not fully inserted	Remove test strip. Re-insert test strip fully into meter.
Test strip error	Repeat with new test strip.
Dead or no battery	Replace battery.
Battery in backwards	Battery positive (“+”) side must face up.
Meter Error	Call 1-800-803-6025.





2. *After applying sample, test does not start/meter does not beep or begin testing.*

Reason	Action
Sample drop too small	Repeat test with new test strip and larger drop.
Sample applied after two minute shut-off	Repeat test with new test strip. Apply sample within 2 minutes of inserting test strip.
Problem with test strip	Repeat with new test strip.
Problem with meter	Call 1-800-803-6025.



For assistance, call 1-800-803-6025.

Messages

Display	Reason	Action
	Invalid Hematocrit	Repeat with new test strip, using capillary whole blood from the finger or forearm. If error persists, call 1-800-803-6025.
	Temperature Error • Too Cold/ Too Hot	Move meter and test strips to area between 41°F-104°F; wait 10 minutes for system to reach room temperature before testing.
	Sample Not Detected or Using Wrong Test Strip	Retest with new test strip and larger sample.
	Used Test Strip, Test Strip outside of vial too long, Sample on top of Test Strip.	Repeat with new test strip. Make sure Sample Tip of test strip touched top of sample drop. If error persists, call 1-800-803-6025.
	Meter Error	Call 1-800-803-6025

Display	Reason	Action
	Test Strip Error, or very high blood glucose result (higher than 600 mg/dL)	Retest with new test strip. If error persists, call 1-800-803-6025. If you have symptoms such as fatigue, excess urination, thirst, or blurry vision follow your healthcare professional's advice for high blood glucose.
	Test Strip Removed During Test	Retest with new test strip. Make sure result is displayed <u>before</u> removing test strip.
	Communication Error	Call 1-800-803-6025, available 24 hours a day, 7 days a week.
	Low or Dead Battery	Low: About 50 tests can be done before battery dies. Dead: Battery Symbol appears and beeps before meter turns off.

If error message still appears, any other error message appears, or troubleshooting does not solve the problem, call 1-800-803-6025.

Display	Reason	Action
	Broken Display	Do not use meter for testing. Call 1-800-803-6025.
	<p><u>WARNING!!</u> Out of Range - High Results > 600 mg/dL</p> <p>- Low Results < 20 mg/dL</p>	<p><u>WARNING!!</u> Retest with new test strip. If result is still “Hi” (High) or “Lo” (Low) contact Doctor <i>immediately.</i></p>

If error message still appears, any other error message appears, or troubleshooting does not solve the problem, call 1-800-803-6025.