

iGlucose Devices Product Guide



iGlucose[®] Plus

Device #: **SMGM291-W-001**

[iGlucose Plus Product Video](#)



iGlucose[®] Original Model

Follow the iGlucose *Plus* guidance when using the original iGlucose device.

Note: The iGlucose original model has no pinhole to perform a hard reset. A hard reset is NOT recommended for the original iGlucose model.

Proper Testing Protocol

Have all materials ready, wash hands before testing

iGlucose Plus meter, test strips, lancing device and lancets

1. Insert the test strip into the test strip port straight downwards with the strip view window facing you until it clicks.
2. Wait until a blood drop icon and “Apply a drop of blood” message appears on the display window. Apply the blood sample within 120 seconds.

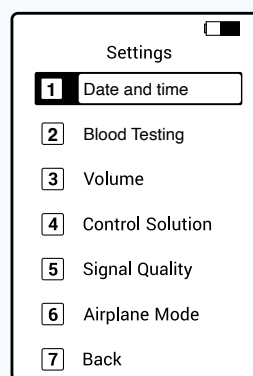
Applying a Blood Sample

1. Follow the manufacturer’s instructions for using the lancing device to choose the proper tool to help you get sufficient blood for the test.
2. Touch and hold the blood drop to the edge of sample port until the view window is filled with blood.
3. If the view window is not completely filled with blood the test will not start. Discard the used test strip and repeat with a new strip.
4. Meter will count down from 5 to 0. Meter will beep and display results. A “No Service” message may appear which does not impact the meter’s function. The measurement data will be transmitted.

Device Setting Menu Options

Navigate to the Menu

1. From device home screen, press to enter Settings menu.
2. Navigate to preferred options by pressing either the or and press Home button to select.
3. Exit Settings using and navigate to Option 8. Press Home button to select and return to home screen.



Testing Considerations — Helpful Tips

- Take readings at the same time each day.
- Use only for a single patient.
- Wash and dry hands before testing.
- Use only test strips and control solutions that are designated for use with the device model the patient has – test strips and control solutions are not interchangeable across different meter models.



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Troubleshooting



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For All Issues: Check Battery Strength, Perform a Soft Reset. View details below for additional guidance.

Soft-Reset Instructions

1. Place the device on charger and plug charger in.
2. Press and hold the Start button for 5-7 seconds, device will chime and either turn on or off.
3. Repeat step two 2-3 times, until you see the device properly turn on, off, and then on again.

If device won't turn on and a hard reset is needed: Locate hole on left side of device panel, use a pin and insert into hole and press until device resets.

Reminder: Do not try to turn off device, device will automatically power off and go into sleep mode after use. To wake up device, press any button quickly.

Issue: Transmission

Check battery strength. Check the portal and confirm IMEI is correct for the device.

iGlucose® Plus Display Error Messages

Temperature error, operating temperature must be within 50 - 104°F	Temperature out of range - move to an area within range and test again in 45 minutes
Sampling error, please insert new strip and retest	Blood applied to test strip before "Apply a drop of blood" appears - discard strip and repeat test
Insert a new test strip, wait for prompt & retest	The inserted strip has been used or damaged - insert a new test strip
Device malfunction, please test with control solution	The meter has malfunctioned - do a quality control test or press reset switch
Signal failure, please insert new strip	Meter detects an abnormal signal during test - repeat the test using a new test strip
Strip error, please check strip and re-insert	Meter detects a strip code error - remove strip, check it and reinsert, discard strip and retest with a new one if still unsuccessful
Low blood volume, please insert new strip and retest	The applied blood sample is insufficient - discard strip and repeat test with new strip, filling the blood sample window on strip
Auto-coding error, please call customer service	Issue calibrating meter - remove test strip, turn off meter by pressing "Home" button for 3 seconds, turn on meter and insert test strip
BGM Voltage Error!	Meter has malfunctioned - restart the meter and test



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Performing a Control Test

Have all materials ready

iGlucose Plus meter, test strips, control solution

1. Press the “ Δ ” button on the device and the Settings menu will appear.
2. Scroll to the “Control Solution” option and press the “Home” button to select.
3. Insert the test strip into the test strip port straight downwards with the strip view window facing you until it clicks.
4. Wait until a Control Solution drop icon and “Apply a drop of control solution” message appears on the display window. Apply the blood sample within 120 seconds.
5. Shake the control solution before opening and remove cap. Place a drop of control solution onto the top of the cap. Touch the sample port of the strip to the control solution on top of the cap. The meter will count down and then display the test result.
6. Compare control test result to the control solution range on the test strip vial label.

Perform a Control Test Once a Week OR:

- ↳ When starting a new test strip vial
- ↳ After cleaning meter
- ↳ If meter was dropped
- ↳ If you suspect inaccurate results

Pre-Post Meal Setting

Display icons

Pre-meal marker:  Post-meal marker: 

Setting the Meal-Marker

1. Press the “ Δ ” button on the device. The Settings menu appears.
2. Scroll to the “Blood Testing” option using the “ Δ ” or “ ∇ ” button and then press the “Home” button to select. The “Blood Testing” menu appears and you can select between “Before Meal” and “After Meal” using the “ Δ ” or “ ∇ ” button.
3. Press the “Home” button to select. The home screen will appear with the chosen icon of either “Before Meal” or “After Meal”.



Auto-Refill and Replenishment

For iGlucose products, the patient can receive automatic refills of testing strips and lancets.

When are auto-refills triggered?

- Triggered when patient has less than 40 strips on hand
- Determined based on the number of readings transmitted to the Smart Meter Smart Solutions Platform

What comes in the replenish order?

- Refills automatically include both testing strips and lancets
- Patient will receive a ratio of 2 lancets for 1 strip (1 box of lancets: 100 ct, 1 box of strips: 50 ct)

