# TELCARE™ Blood Glucose Monitoring System

## User Manual

# Intended Use

The TELCARE™ Blood Glucose Monitoring system is intended for the quantitative measurement of glucose in fresh capillary whole blood samples drawn from the fingertips, forearm, or palm. It is intended for lay use by persons with diabetes to aid in diabetes management. It is indicated for use at home (over the counter [OTC]) and should be used only by a single patient and should not be shared. Test results are plasma-calibrated for easy comparison to clinical laboratory methods. Testing is done outside the body (in vitro diagnostic use). The TELCARE™ Blood Glucose Monitoring System consists of the Telcare BGM™ Blood Glucose Meter, TELCARE™ Blood Glucose Test Strips, and TELCARE™ Glucose Control Solutions. The TELCARE™ Blood Glucose Monitoring system is not indicated for the diagnosis or screening of diabetes or for neonatal use. Palm and forearm testing should be done only during steady-state times when glucose is not changing rapidly. The Telcare BGM™ Blood Glucose Meter uses cellular data transmission to send test results to TELCARE™'s remote database, Telserve, and to receive messages from Telserve. The TELCARE™ Blood Glucose Monitoring System is not intended to provide automated treatment guidance or decisions, nor is it to be used as a substitute for professional healthcare judgment.

# Important Safety Instructions

The TELCARE™ Blood Glucose Monitoring System and lancing device is for single patient use. Do not share it with anyone, including family members! Do not use on multiple patients!

Because all parts of the kit may come in contact with your blood, all parts are considered biohazardous. Kit parts can potentially transmit infectious diseases, even after cleaning and disinfection.

Users should wash hands thoroughly with soap and water and dry thoroughly after handling the meter, test strips, and any lancing device.

For Cleaning and Disinfecting procedures to prevent the spread of diseases such as Hepatitis B, see *Cleaning and Disinfecting Your Meter* (pg. 31).

For Technical Support contact TELCARE™ at (888) 666-4530.
Hours of Operation: Monday - Friday, 9AM - 5PM EST

**References**

"FDA Public Health Notification: Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Blood-borne Pathogens: Initial Communication" (2010)
http://www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm

"CDC Clinical Reminder: Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens" (2010)
http://www.cdc.gov/injectionsafety/Fingerstick-DevicesBGM.html

"Protection of Laboratory Workers from Occupationally Acquired Infections; Approved Guideline–Third Edition. Clinical and Laboratory Standards Institute (CLSI), document M29-A3, (ISBN 1-56238-567-4).

# Table of Contents

# Your Telcare Blood Glucose Meter

## Unboxing the Telcare BGM™ for the first time

Before we begin, take a moment to go over the contents of your Telcare BGM kit. Your kit should include:

- Telcare BGM™ Blood Glucose Meter (battery included)
- AC Charger
- Instruction Manual
- Telcare Test Strips (10)
- Telcare Glucose Control Solution
- Lancing Device
- Lancets

Make sure you charge your glucose meter for at least 12 hours before first use. To charge your glucose meter, use the AC Charger included in your kit.

You should use the Telcare BGM for:

- Testing blood glucose.
- Testing only with fresh capillary whole blood samples.

You should NOT use the Telcare BGM for:

- The diagnosis of diabetes.
- Testing blood glucose on newborns.
- Testing of arterial blood.
- Testing of venous blood.

## The Telcare BGM™ Device



**5**
**7**
**1**
**2** →
**3** →
**2** →
**4**
**6**

**1** Power Button

**2** UP / DOWN Keys

**3** Enter Button

**4** Display Screen

**5** Insert Test Strip
(white side up)

**6** Charging Port
(do not attempt to
insert strip here)

**7** Wireless Signal
Indicator

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# Telcare Test Strips



Blood Sample End

Contact End
(put into device)

## IMPORTANT NOTES ON TEST STRIPS:

- Because of the autocoding feature of this meter, the strip insertion will be snug. This is to be expected and users find it easy after a few attempts.

- Check the expiration date printed on the test strip bottle and its package. **Do Not** use expired test strips.

- Use each test strip immediately after removing it from the bottle.

- Do not use wet or damaged test strips.

- Keep away from direct sunlight and heat. Store the test strip bottle in a dry, cool place.

- Record the "date opened" on the bottle label. Discard the bottle and any remaining test strips 3 months after the date of opening.

- Do not operate the meter outside the temperature range of 50˚F to 104˚F.

# The Display Screen

**The Display Screen**

**1** Wireless Signal Strength

**2** Current Time

**3** Battery Level

**4** Last Test Reading

**5** Time of Last Reading

From the Display screen, you can see the following things:

- Wireless Signal Strength
- Current Time
- Battery Level
- Last Test Reading
- Time of Last Reading

In this Display screen, use the UP/DOWN buttons (located on the left of your meter) to access the meter's options:

- Test Mode
- L1 Control Solution Mode (Low)
- L2 Control Solution Mode (High)
- Settings Menu

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# Setting Up Your Telcare BGM™

Your Telcare BGM is preset with your information, including your time zone. During each cellular connection, Telserve will validate the time displayed is accurate. Telserve will automatically update your BGM clock, if appropriate. Also, if your physical location changes, Telserve will recognize your time zone change and update your meter.

If you would like to view your meter's preset settings, navigate to the Settings screen.

## Getting to the Settings Screen

**1** Power (**PWR**) your Telcare BGM device on.

**2** Use the **UP/DOWN** buttons to reach the "Settings" screen.



**IMPORTANT: Slight delays occur when meter powers on. If delay is greater than 20 seconds, do not use meter. Contact technical support at (888) 666-4530.**

# Settings Options

### Alarms

Create up to 3 alarms to help remind yourself when to test next.

### Date and Time

This page allows you to view the Date and Time settings of your device.

### Volume

This page allows you to select the volume of your meter. Use the UP/DOWN keys to select the appropriate volume. There are six possible volumes you may select from.

### Mobile Network

This is an advanced feature. This page allows you to view the details of the mobile network your device uses for communication to the MyTelcare.com Web Portal. We recommend you <u>do not change</u> the factory settings.

### Auto-Sync

Disabling Auto-sync will prevent the meter from communicating with the MyTelcare.com Web Portal (Not Recommended). Readings will still be stored in the meter.

### Memory Recall

Your last 300 glucose and control test readings are stored within the meter. Please see "*Viewing Your Meter's Memory*" (page 29) for further details. To send a reading to MyTelcare.com, highlight it and push the Enter button. If a reading has already been stored on MyTelcare.com and you attempt to send it, an error will appear on screen.

### Airplane Mode

Turning on Airplane Mode disables cellular network access. You will not be able to transmit your readings while Airplane Mode is turned on. Your meter's clock will continue to work properly while in this mode.

If a time zone change occurs, your meter will not automatically update to the new time until Airplane Mode has been disabled. The meter will reset the time from the new network.

### About

This screen provides a listing of current software and related information about your meter. This is helpful if you need technical support.

# Control Solution Modes

Control solution testing is to make sure your Telcare BGM™ and Test Strips are working properly. You should perform control solution testing when:

■ Using the meter for the first time.
■ Using a new bottle of Telcare Test Strips.
■ You left the test strip bottle cap open.
■ You dropped the meter.
■ You suspect the meter and test strips are not working properly.
■ The test results do not reflect how you feel.
■ Practicing the testing.
■ The test strips are exposed to extreme environmental conditions.

Purchase additional control solution by calling Telcare at (888) 666-4530 (9AM - 5PM EST, M-F).

## Step by Step Guide to Control Testing

**1** Power on the Telcare BGM device with the **PWR** button on the right side of the BGM.

**2** The device will automatically start in "Normal Test Mode," ready to check blood glucose. You will see the "Insert test strip" screen as shown.

**3** Use the UP / DOWN keys on the left side of the BGM to access the main menu. Switch modes from "Normal Test Mode" to **L1 Control Solution Mode.**

To test Level 1 (L1) control solution, use the UP/DOWN buttons to highlight L1 mode. Press the middle (ENTER) button to select L1 mode.

**Upon successful completion of Level 1 (L1), test Level 2 (L2) control solution.**

Use the UP / DOWN keys on the left side of the BGM to access the main menu. Switch modes from "Normal Test Mode" to **L2 Control Solution Mode**.

To test Level 2 (L2) control solution, use the UP/DOWN buttons to highlight L2 mode. Press the middle (ENTER) button to select L2 mode.

**4** You can select any Mode you want by pushing the ENTER button.

**5** Take out a Telcare Test Strip from the test strip bottle. Close the bottle immediately.

**6** IMPORTANT:
- Insert the strip into the strip port at a slight downward angle for it to properly seat in the meter.
- The word "Telcare" should be facing up.
- The sample tip should be facing up.
- Continue to push the strip in until Apply Blood appears.
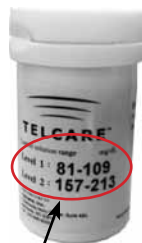
Sample Tip

**7** Squeeze a drop of control solution onto a clean, dry, non-absorbing surface. Use Level 1 solution for L1 mode. Use Level 2 solution for L2 mode. Do not apply control solution to the test strip directly from the bottle. Immediately replace the bottle cap on the control solution bottle.



**8** Gently touch the tip of the test strip to the drop of control solution. You should see the blood sample end of the test strip fill.

**9** The screen will start to count down. After 6 seconds, the control test result will appear on the meter's display screen.

**10** Compare the reading on the screen to the "L1 Control Solution" or "L2 Control Solution" range printed on the test strip bottle or package. If the reading on the meter falls within the appropriate range, select the YES tag. If not, select the NO tag. If the reading falls outside the level printed on the bottle or package that you used, please see Control Solution Troubleshooting on page 13.



Control
Solution
Range

**IMPORTANT TIPS:**

**1.** Only use Telcare Glucose Control Solution with the Telcare Test Strips. Other brands of control solution or test strips may produce inaccurate results.

**2.** Always check the expiration date. DO NOT use expired control solution.

**3.** DO NOT FREEZE. Store the control solution at room temperature.

**4.** Never touch the tip of the control solution bottle to the test strip. It will damage all remaining solution in the bottle.

## Control Solution Troubleshooting

If your control solution testing is out of range (too high or too low), it may be caused by the following:

■ Wrong brand of control solution.

■ Control solution not at room temperature.

■ Expired or contaminated control solution.

■ Damaged test strip.

■ Touched the tip of solution bottle to test strip.

■ Meter malfunction.

■ Wrong ambient temperature (should be between 50°F and 104°F).

■ Check the expiration date and open bottle date on the control solution and on the test strips. Repeat testing using a new test strip. If the result is still out of range, use a new bottle of control solution and retest.

**If the problem persists, turn your meter off and then call TELCARE™ at (888) 666-4530. Do not perform any blood glucose tests until you resolve this issue.**

# Testing Your Blood Sugar

### Before you begin, make sure to:

- Set up your Telcare BGM™ Blood Glucose Meter properly. Run a control test before first use. (See *Step by Step Guide to Control Testing* on page 8.)

- Wash your hands and testing site thoroughly with warm water and soap. Dry your hands well.

- Test in a place where the temperature range is between 50°F and 104°F. (See *Troubleshooting* on page 37 for more information.)

### You will need:

- Your Telcare BGM™ Blood Glucose Meter

- A new Telcare Test Strip

- A lancing device with a clean, unused lancet (or safety lancets)

## IMPORTANT:

**Inaccurate results may occur in severely hypotensive individuals or patients in shock. Inaccurate low results may occur for individuals experiencing a hyperglycemic hyperosmolar state, with or without ketosis. Critically ill patients should not be tested with blood glucose meters.**

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## *Important Safety Information Before Testing*

- Please follow cleaning and disinfecting instructions for the meter (page 31) and lancing device (page 33) to prevent the risk of blood-borne pathogen transmission!

- Follow any cleaning/disinfection instructions that may come with the lancing device you use.

- The meter and lancing device are intended for a single user and should not be shared.

- Make sure you wash and dry hands thoroughly with soap and water before and after handling the meter, lancing device, or test strips.

## Step by Step Blood Sugar Testing

**1** Power on the Telcare BGM™ device with the PWR button on right side of meter. The device will automatically start in "Normal Test Mode." When ready to check blood, "Insert test strip" will be displayed.

**2** Take out a Telcare Test Strip from the bottle, and close the bottle immediately.

(Some meters require the user to enter a code from the vial. Telcare's strips do not require a code.)

**3** Firmly insert the test strip into your Telcare BGM device until it is fully seated.

**IMPORTANT SAFETY PROCEDURES:**

Use a new lancet every time you test to avoid contamination. It is important to discard the used lancet carefully after each use to avoid unintended lancet stick injuries. Used lancets may be considered biohazardous waste in your area. Be sure to follow your local regulations for proper disposal.

If alcohol wipes are used to clean your finger or palm, make sure your skin is dry before the blood sample is obtained.
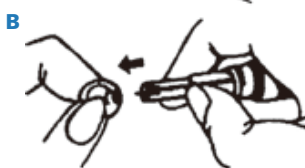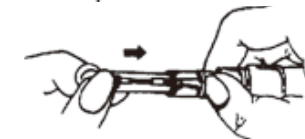
Lancing devices should **<u>NEVER</u>** be used by more than one person.

**4** *Prepare Your Lancing Device*

**A** Twist off the lancing device cover. Insert a new lancet firmly into the lancet carrier.

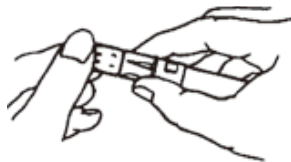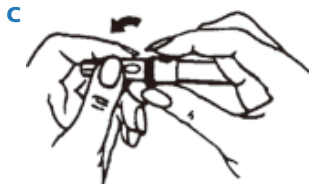**B** Hold the lancet needle cover and gently twist it off of the lancet.

**C** Replace the lancing device cover. The adjustable tip offers 5 levels of skin penetration. To select the desired depth, twist the adjustable tip in either direction until the number lines up with the arrow.

To select the best depth:
1-2 for soft or thin skin
3 for average skin
4-5 for thick or callused skin

**D** Hold the lancing device cover in one hand. Using the other hand, slowly pull the sliding barrel away from the lancing device cover. You will hear a click, indicating that the lancet carrier is locked into position. Release the sliding barrel to return it to its original position.
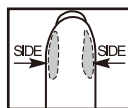
**NOTE:**
• For fingertip testing, use the blue or grey cap included on the lancing device.
• For alternate site testing on your palm, use the clear cap.

**5** *Fingertip Testing*

Position the end of the adjustable comfort tip against the side of the fingertip. Press the trigger button, and then lift the lancing device away from the finger after the puncture is complete.



**TIPS FOR FINGERTIP TESTING**

• Gently massage your hand and finger toward the puncture site to form a drop of blood. Do not "milk" or squeeze around the puncture site.

• Lance the side of your fingertip to avoid soreness. To avoid calluses, choose a different lancing site each time.

*Testing Using an Alternate Test Site*

*Important Information
on Alternate Site Testing*

Your Telcare BGM™ is capable of testing
your blood glucose from your palm,
usually referred to as an alternate site
test, or AST.

Alternate site testing can be less painful
than fingertip testing. However, because
of the physiological differences between
your fingertip and palm, AST results may
be significantly different.

**You should consult with your doctor
before using alternate site testing**.

## *Testing on Your Palm*

Prepare the lancing device with a new lancet and clear cap. Cock the lancing device so that it is ready to use. Select a site on your palm that does not have veins, moles, excessive hair, or bone. Vigorously rub the side of your palm with your other hand for at least 10 seconds. You should feel it get quite warm.

Press the opening of the clear cap against a fleshy area of the palm. Press the lancing device up and down in a slow pumping motion for several seconds to help the flow of blood.

Keep steady pressure on the area and press the release button. Do not be afraid to apply pressure to the area with the lancing device to assist the flow of blood. Continue to press the cap against the area for a few seconds to allow blood to come to the surface. You can see the blood drop through the clear cap. Do not smear the blood when removing the lancing device. If the blood drop is too small, the meter will show "Error: Not Enough Blood." Insert a new strip and obtain a new blood drop.

**USER TIP**

Telcare users have found that a 26 gauge lancet or thicker (a number lower than 26) is needed in order to obtain an adequate blood drop for palm testing. Ultra-fine lancets that are adequate for finger testing will often fail to yield enough blood for palm testing.

> **If the results from alternate site testing differ from how you feel, use fingertip testing instead.**

### IMPORTANT INFORMATION FOR LANCING DEVICE

**A**  Use the TELCARE™ Lancing Device included in your TELCARE™ Blood Glucose Monitoring System to obtain a blood sample. The minimum blood sample volume is 0.8 microliters.

**B**  Purchase an additional TELCARE™ Lancing Device by calling TELCARE™ at (888) 666-4530 (9AM - 5PM EST, M-F).

**C**  If using another type of lancing device, please refer to its user manual.

### IMPORTANT SAFETY PROCEDURES:

Use a new lancet every time you test to avoid contamination.

It is important to discard the used lancet carefully after each use to avoid unintended lancet stick injuries. Used lancets may be considered biohazardous waste in your area. Be sure to follow your local regulations for proper disposal.

Lancing devices should **<u>NEVER</u>** be used by more than one person.

Please see your lancing device's user manual for further instructions.

## Important Information on Alternate Site Testing

We recommend that Alternate Site Testing SHOULD NOT BE USED WHEN:

- You have hypoglycemic unawareness (not able to tell if you have low blood sugar).

- You are within 2 hours of eating a meal, exercising, or taking medication.

- You will be operating machinery or driving a car.

- You are sick.

- You think your blood glucose is low.

- Your Alternate Site Testing results do not match the way you feel.

- You are testing for hyperglycemia.

- Your routine blood glucose results are fluctuating often.

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- Alternate Site Testing should not be used for patients who are dehydrated, hypotensive, in shock, critically ill, or in a hyperosmolar state.

- Alternate Site Testing measurements should never be used to calibrate a continuous glucose monitor (CGM).

- Alternate Site Testing measurements should never be used for insulin dose calculations.

Please see your lancing device's user manual for further instructions.

**6** **Applying Blood to the Test Strip**
Gently touch the test strip to the drop of blood. The test strip will absorb the blood. Keep the test strip in the blood drop until you see the blood sample end of the test strip fill.



**7** **Tagging Your Data**
The screen will start to count down. After 6 seconds, your glucose level will appear on the display screen. You will then have time to select a Reading Tag (e.g., Before Breakfast) from the list displayed. Use the DOWN button to scroll to the correct tag. Press the ENTER button to select that tag.

Your test result will be automatically stored into the meter memory. If a reading tag is not selected in the allotted time, it will automatically be tagged as "No Selection."



**8** **Remove the Test Strip**
In order to send results to the Telcare server, remove the test strip from the meter when you see the screen shown here.



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# 9 Sending Your Results

As soon as you remove the test strip, your BGM™ will send the results to Telserve, Telcare's secure server. Results can be sent to your caregiver's electronic medical records and to other locations. Other locations could be your cell phone or computer, depending on the setup instructions you gave Telcare. Telserve data can be viewed at MyTelcare.com.

TWO BARS OR LESS OF WIRELESS SIGNAL STRENGTH MAY RESULT IN UNRELIABLE TRANSMISSION AND RECEPTION OF DATA. THE STRENGTH INDICATOR IS LOCATED AT THE TOP LEFT OF THE METER'S SCREEN.

**IMPORTANT**

If you see "High" or "Low" displayed, your blood glucose level may be above 600 mg/dL or below 20 mg/dL. Wash your hands. Dry your hands completely. Test again using fingertip testing, DO NOT test on your palm or forearm. If you still receive the same message, call your caregiver immediately.

**OPTIONAL:** After successful data transmissions to Telserve, you may receive a multiple choice question to answer. This may be a question from your caregiver or relate to reordering supplies. Use the UP/DOWN buttons to select the appropriate answer. Press the ENTER button to transmit.



**CLINICAL RESPONSE SCREEN:** After data transmission, you will see a graph that compares your reading to your set target. To change your set target, go to MyTelcare.com or call Customer Support. You may also see helpful guidance from your caregiver regarding this reading to manage your diabetes.



Access your readings at www.MyTelcare.com. Use the login credentials that you can obtain by calling (888) 666-4530. For additional questions or login support, turn your meter off and contact Telcare by phone or e-mail **support@MyTelcare.com**.

## If Your Data Transmission Is Not Successful

If the device cannot communicate with Telserve, the following message will appear:

*"No data connection, Data will be stored"*

Your test results will be stored in your device. You can send the reading on your own by going into Memory Recall within Settings. See page 7.

IF DATA TRANSFER FAILS, YOU MAY USE THIS PRODUCT LIKE ANY OTHER GLUCOSE METER. FOLLOW YOUR HEALTHCARE PROFESSIONAL'S INSTRUCTIONS ON TREATMENT.

# Understanding Your Blood Glucose Test Results

Blood glucose value will vary depending on food intake, medication, health, stress, and exercise. The ideal ranges for people without diabetes are as follows[1]:

- 70 to 100 mg/dL before meals, and
- 70 to 140 mg/dL after meals

## What to do if you get a high or low reading AND you feel ill.

If the Telcare BGM™ displays results that are "High" or "Low," or you get a result that is more than 250 mg/dL or below 50 mg/dL **AND** you feel ill:

- Treat your diabetes according to the instructions from your doctor.

If the Telcare BGM displays results that are "High" or "Low," or you get a result that is more than 250 mg/dL or below 50 mg/dL **AND** you **DO NOT** feel ill:

- Test your Telcare BGM with a control solution, refer to page 8, "Step by Step Guide to Control Testing."

- Wash your hands, dry thoroughly and test again using your fingertip.

If you still get a high or low reading, contact your doctor.

**References**

1. American Diabetes Association. Standards of Medical Care in Diabetes—2008. Diabetes Care. 2008;31:S12–S54.

# Viewing Your Meter's Memory

Your Telcare BGM™ Blood Glucose Meter stores up to 300 test and control results. Each result is stored with date and time.

**1** Power on the TELCARE BGM™ device by using the PWR button.

**2** Use the UP/DOWN keys to access "Settings Mode."

**3** Select "Memory Recall" from the "Settings Mode" screen.

**4** Use the UP/DOWN keys to scroll through the stored readings.

To exit the Memory Recall menu, you must scroll to the bottom of your reading history and select "BACK." (**Shortcut**: Press the UP button when your most recent reading is highlighted. Doing so will display the Back option.)

# Cleaning & Disinfecting

## What is the difference between cleaning and disinfecting?

Cleaning and disinfecting are not the same thing. Cleaning simply removes blood and dirt. Disinfecting kills germs and provides an extra level of safety. In the following procedure, the first disinfectant towel is used for cleaning, and the second towel provides for disinfection.

You should disinfect areas where there are both high concentrations of germs and a possibility that they will be spread to others. The Caltech DISPATCH Cleaner/Disinfectant with Bleach Premoistened Towels™ have ingredients that clean and disinfect your meter, lancing device, and endcaps. While surfaces may look clean, many infectious germs may be lurking around. Some germs can live on surfaces for hours and even for days! The disinfection process shown in the pages that follow is effective in destroying dangerous Hepatitis B viruses.

If the meter or lancing device is being operated by a second person who is providing testing assistance to the user, the meter should be decontaminated prior to use by the second person. See your lancing device's user manual for instructions on decontaminating your lancing device.

To acquire canisters of Caltech DISPATCH towels, please contact:
Medex Supply - www.medexsupply.com - (888) 433-2300
Sears - www.sears.com - (800) 349-4358
Berktree - www.berktree.com - (866) 505-5333
Optics Planet - www.opticsplanet.com - (800) 504-5897
Amazon.com - www.amazon.com
A full list of authorized dealers of Caltech DISPATCH towels is at www.MyTelcare.com.

## Cleaning and Disinfecting Your Meter

Clean and disinfect your meter at least 1 time per week using Caltech DISPATCH Cleaner/Disinfectant with Bleach Premoistened Towels™ using the following method:

 1. Dispense the DISPATCH towel from its package or container.

 2. Clean the outside of the meter to remove any blood or dirt.

 3. Discard used towel in a sealed container where it will not be touched by others.

 4. Dispense a second DISPATCH towel from its package or container.

 5. Disinfect the meter with the second towel by wiping all outside surfaces.

 **6.** Discard used towel in a sealed container where it will not be touched by others.

 **7.** Wait at least one minute and make sure device is completely air dried before next blood test.

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The Telcare BGM™ Blood Glucose Meter has been validated for 1,825 cleaning and disinfection cycles. Please obtain a new meter after cleaning and disinfecting the meter 1,825 times or once the lifetime of the meter (5 years) has been reached, whichever comes first.

- Do not allow cleaning solution to run in or around the strip port. Doing so may cause a malfunction.

- Do not let the meter come in contact with water.

- Do not use any glass or household cleaners on the meter.

- **IMPORTANT:** If the meter is being operated by a second person who is providing testing assistance to the user, the meter should ALWAYS be decontaminated prior to use by the second person.

- Stop using the meter and contact customer service for a replacement meter device immediately if you notice any of the following signs of deterioration:
  - The meter does not turn on.
  - The meter's screen has been cracked or has become clouded.
  - Any buttons have fallen off or stopped working.

For technical support, contact Telcare at (888) 666-4530.

## Cleaning and Disinfecting Your Lancing Device

Cleaning and disinfecting of your lancing device should be done with the Caltech DISPATCH Cleaner/Disinfectant with Bleach Pre-moistened Towels when it appears dirty or contaminated with blood. The lancing device should be cleaned and disinfected daily. The Telcare Lancing Device has been validated for 1,825 cleaning and disinfection cycles, which corresponds to daily cleaning over a five year lifetime. Please obtain a new lancing device after five years of daily cleaning or if signs of deterioration are seen. Please follow this cleaning method:



1. Dispense the DISPATCH towel from its package or container.



2. Clean the outside of the lancing device and the inside and outside of the cap to remove any blood or dirt.



3. Discard used towel in a sealed container where it will not be touched by others.



4. Dispense a second DISPATCH towel from its package or container.

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5. Wipe all surfaces again, just as you did in step 2, in order to disinfect them.



6. Discard the second towel in a sealed container where it will not be touched by others.



7. Wait at least one minute. Then rinse briefly with water and allow to dry before next use.

**IMPORTANT: If the lancing device is being operated by a second person who is providing testing assistance to the user, the lancing device and endcap should ALWAYS be decontaminated prior to use by the second person.**

**Stop using the lancing device and contact customer service immediately for a replacement if you notice any of the following signs of deterioration:**

   **-Any buttons have fallen off or stopped working.**

   **-The device is cracked.**

   **-The device is discolored**

   **-The device does not yield an adequate blood drop.**

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# Charging Your Change to Telcare BGM™ Blood Glucose Meter

Your Change to Telcare BGM™ Blood Glucose Meter uses a rechargeable battery. It can be charged and discharged hundreds of times, but eventually the battery will lose its charge. If you notice significant reduction in the duration of your meter's operating time, your battery may need replacing. Please contact Telcare technical support at **(888) 666-4530**, or e-mail **support@MyTelcare.com.**

If left unused, a fully charged battery will lose its charge over time.

Always charge indoors.

### To Charge Your Device

- Plug the power cord into an electrical outlet.
- Plug the other end of the cord into the BGM's Charging Port.



**Important: Do Not Test Blood Glucose While Charging the Device or for 30 Minutes After Charging Is Complete.**

### Note:

If your device does not turn on when you switch the power button on, your battery may be weak. Charge the battery. If after 5 hours of charging the device does not turn on, contact Telcare technical support at (888) 666-4530.

# Storing Your Telcare BGM™ and Test Strips

■ Your meter is a delicate electronic device that should be handled with care. Severe shock, such as dropping the meter, could damage it.

■ The meter and test strips only work in the temperature range of 50°F to 104°F.

■ Store the test strips between 39°F and 86°F. Do not freeze. See the test strip instructions for more details.

■ Don't leave the meter in a place that is extremely hot or extremely cold (e.g., anywhere near a heat source or in an extremely hot or cold car).

■ Do not expose the meter or test strips to high levels of humidity, such as in the bathroom or kitchen.

■ Immediately close the bottle cap tightly after removing a test strip.

■ Do not attempt to open the meter. Opening the meter will void the warranty and may cause it to operate improperly. If you have technical problems or questions, turn your meter off and contact Telcare at (888) 666-4530. Support is available Monday through Friday, 9AM - 5PM EST.

# Troubleshooting

## Error Codes

In the event your device experiences an error, you will see the following screen along with an error message.



#### 1. Error Message: Meter Failure

**What it means:** As with any computer device, sometimes the meter may need to be restarted.

**Action to take:** Restart meter and contact Telcare support if the problem continues. Turn your meter off before calling Telcare at (888) 666-4530.

#### 2. Error Message: Used Strip Inserted

**What it means:** Your test strip may be used or damaged.

**Action to take:** Repeat the test with a new test strip. Remember, add the sample only when you see the prompt on the display screen. If you believe you received a damaged test strip, return it to Telcare for a free replacement.

### 3. Error Message: Not Enough Blood

**What it means:** There is not enough blood or too much blood or control solution on the test strip to give a reliable reading.

**Action to take:** Remove the test strip and repeat the test with a new test strip.

### 4. Error Message: Temp. Too Low / Temp. Too High

**What it means:** The meter is too hot or too cold.

**Action to take:** Move the meter into an area that is between 50°F and 104°F.

**IMPORTANT:** *After receiving this error, allow the meter to be at room temperature for at least 30 minutes before testing blood or control solution.*

## Other Messages

If your meter displays a "Low Battery" icon, charge the battery.

**High / Low Displayed**

If you see either High or Low displayed on your device, your blood sugar level may be out of range (either in excess of 600 mg/dL [High] or lower than 20 mg/dL [Low]).





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**5. Error Message: No data connection, Data will be stored**
   **What it means:** The meter cannot find a cellular connection.
   **Action to take:** See "Communication Errors" below.

## Communication Errors

If you are having trouble uploading your results to Telserve, you may want to try the following:

■ If testing indoors, move closer to a window for better cellular reception.

■ Test outdoors.

■ Check to see if there is cellular coverage in your area. Two bars or less of wireless signal strength may result in unreliable transmission and reception of data.

■ Restart meter and send reading within Memory Recall (see page 7).

If the above actions do not resolve your problem, turn your meter off and then contact Telcare technical support at **(888) 666-4530**, or e-mail **support@MyTelcare.com.**

# Terms of Warranty

Telcare warrants the Telcare BGM™ Blood Glucose Meter to be free of defects in workmanship and materials under normal use for a period of one (1) year from the date of purchase.

The liability of Telcare is limited to repair or replacement. In no event shall Telcare be liable for any collateral or consequential damages or loss.

Instruments subjected to misuse, abuse, neglect, exposure to water, unauthorized repair, or modification are excluded from this warranty.

This guarantee specifically excludes expendables and consumables.

Please direct any questions or claims to the authorized dealer from whom you purchased your system, or to:

> **Telcare, Inc.**
> Bethesda, MD 20814
> USA
> Phone: (888) 666-4530

This warranty applies only to the original purchaser of the system.

# Specifications

**Test Strips:** Telcare Test Strips

**Minimum Sample:** 0.8 microliters

**Test Range:** 20~600 mg/dL

**Calibration:** Plasma

**Hematocrit Range:** 30~55%

**Display Type:** Color LCD screen

**Memory:** 300 blood test results with date and time

**Result Averaging:** 7, 14, and 30 days averaging displayed on Telserve Data System (not on TELCARE BGM™)

**Dimension:** 100L x 60W x 15H (mm)

**Weight:** 115g

**Battery:** Rechargeable, Lithium Ion 1100 mA hour battery, permanently installed

**Battery Life:** 3 years

**Automatic Sleep Mode:** After 2.0 minutes of nonuse

**Operating Temperature:** 50°F~104°F

**Relative Humidity:** Less than 85%

**Storage Condition:** Meter at 39°F~122°F, Test Strips at 39°F~86°F

# About Telcare

TELCARE™ is committed to creating the very best medical device experience for patients and doctors. Connecting powerful hardware and innovative software via a "no wires" approach, Telcare's offerings aim to provide convenient and effective disease management tools.

The TELCARE™ Blood Glucose Monitoring System won the People's Choice Award at CTIA Wireless 2009, Best in Show at MobiTechFest 2009, was an E-tech Finalist at CTIA Wireless 2010, and won the First Prize 2011 CTIA E-Tech Award for Enterprise Healthcare Solution and the First Prize 2011 CTIA E-Tech Award for Mobile Healthcare Solution.

# Contact Telcare

**Telcare, Inc.**
Bethesda, MD 20814 USA
**Phone:** (888) 666-4530

**Hours:** M - F, 9AM - 5PM EST
**E-mail:** support@MyTelcare.com
**Website: www.MyTelcare.com**

**Please contact your healthcare professional at all other times.**

**Federal Communication Commission Interference Statement**
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

■ This device complies with Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

■ FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

**FCC Radiation Exposure Statement**
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.