

BLOOD GLUCOSE METER · PATIENT TRAINING GUIDE FOR CLINICIANS

iGlucose Touch Cellular Blood Glucose Monitor

Partner device by Smart Meter (Bionime GM777)

A cellular blood glucose meter with a color touchscreen and automatic strip coding. Each saved result is sent to the care team over cellular. No phone, app, or pairing is needed. The patient just keeps the meter charged.



The device

Quick start guide: [English](#) | Full manual: [English](#)

What You Need

IN THE BOX

- iGlucose Touch meter
- USB-C cable and AC charging adapter
- Quick start guide

SENT BY CARESIMPLE

- First shipment: a starter supply of test strips and lancing supplies
- Refills ship automatically before the patient runs out, as long as they keep testing. Running low? [Call CareSimple Support](#).
- Refills stop if no readings are sent for a while.

YOU PROVIDE

- Soap and warm water
- A sharps container or a hard plastic bottle with a lid for used lancets
- A wall outlet to charge the meter

Before You Begin: Prepare the Patient

- Have the patient wash hands with soap and warm water, then dry well.
- Warm water helps blood flow if hands are cold.
- Make sure no lotion, cream, or food is on the testing finger.
- Use a fingertip. Do not use palm or forearm unless the care team says so.
- Check the vial date. Take out one strip and close the vial right away.
- Do not test while the meter is charging. Test in a room between 43 and 111°F (6 to 44°C).
- Check that the meter is fully charged.
- Use only iGlucose Touch test strips. Use a vial within 4 months of opening, or by the printed date, whichever is first.

Step by Step: Checking Blood Sugar

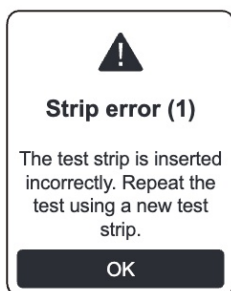
- 1 Insert the strip into the strip port, view window facing up, until it clicks. The screen shows "Checking" and the meter beeps.
- 2 Wait for "Apply Blood Sample" before pricking the finger. Blood applied too early causes a Sampling Error.
- 3 Prick the fingertip with the lancing device.
- 4 Touch the blood drop to the edge of the sample port until the view window is completely full. Do this within 2 minutes of the prompt.
- 5 Wait for the 5-second countdown. The result appears.
- 6 If your program uses markers, tap a marker below the result, pick an option, then tap Save. Markers cannot be changed after saving.
- 7 Remove the strip. Dispose of the strip and lancet as medical waste.

Reading the Result

- Results show in mg/dL. Compare them to the patient's own targets.
- "Lo" is under 20 mg/dL. "Hi" is over 600 mg/dL. Wash and dry hands. Retest once with a new strip. If it shows again, call the care team.

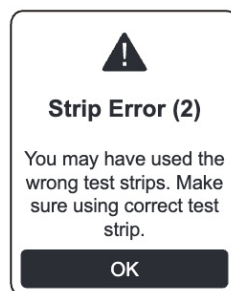
Troubleshooting

Find what the screen shows, then follow the steps. If it keeps happening, call CareSimple Support.



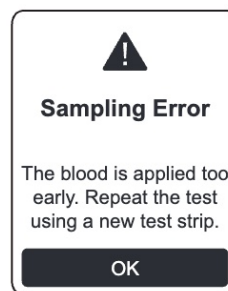
Strip error 1

Strip put in wrong
Do not add blood. Insert a new unused strip correctly.



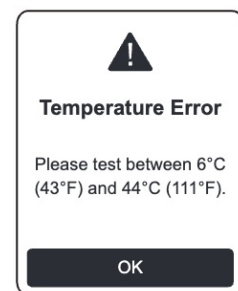
Strip error 2

Wrong type of strip
Use only iGlucose Touch strips. Check the vial label.



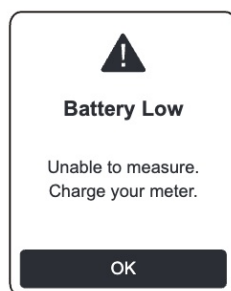
Sampling error

Blood applied too early
Throw out the strip. Retest with a new strip and wait for the prompt.



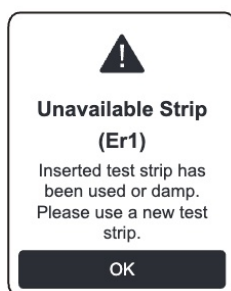
Temp error

Too hot or too cold (outside 43 to 111°F)
Move to a normal room. Wait at least 30 minutes, then retest.



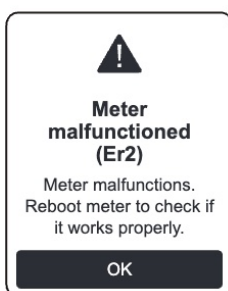
Battery low

Not enough power to test
Charge about 3 hours with the USB-C cable and adapter.



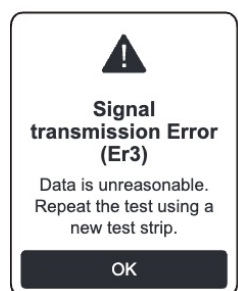
Er1

Strip already used or damp
Throw it out. Use a new, dry strip.



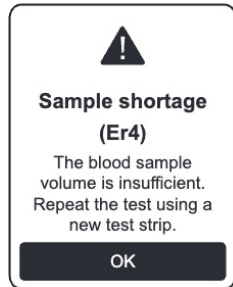
Er2

Meter problem
Remove strip. Tap Reboot. If it fails, [call CareSimple Support](#).



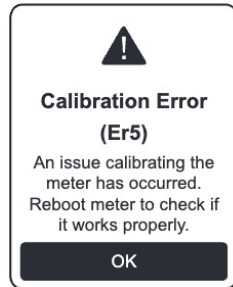
Er3

Test data not usable
Retest with a new strip. If it repeats, [call CareSimple Support](#).



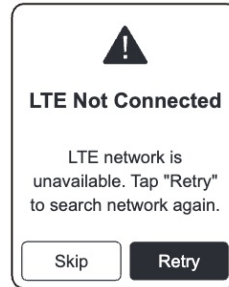
Er4

Not enough blood (needs 0.75 µL or more)
Retest with a new strip and a bigger drop.



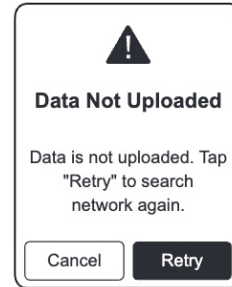
Er5

Meter calibration problem
Remove strip and reboot. If Er5 shows again, **call CareSimple Support**.



LTE not connected

No cellular signal
Move to a better signal area. Tap Retry. Result is saved.



Not uploaded

Result did not send
Tap Retry. If Cancel is tapped, the result stays on the meter.

Screen shows	What it means	What to do
Hi or Lo	Result over 600 or under 20 mg/dL	Wash and dry hands. Retest once with a new strip. If it shows again, call the care team.
Reading off	Test or strip may be at fault	Retest with a new strip. Treat symptoms first, then call the care team.

When to Contact the Care Team

Customize this box for your program.

- Display reads "Lo" or "Hi" again after one retest with a new strip
- Low reading with symptoms: shakiness, sweating, confusion, fast heartbeat
- High reading with symptoms: very thirsty, urinating often, tired, blurry vision
- Results are often outside the patient's target range
- Result does not match how the patient feels: treat the patient, not just the number
- Fainting, trouble breathing, or chest pain: call 911

Device Care and Battery

- To restart: take out the strip and tap Reboot. Or hold the main button to turn it off, then hold it again to turn it on. Frozen screen? Hold the button 10 seconds.
- Once a week, wipe the outside with a soft cloth lightly damp with soap and water, then let it air dry. Keep water out of the ports. Never remove the charging port or SIM port cover.
- For flights: Settings, turn Flight mode on. Tests still work. Results send once Flight mode is off.
- One patient only. Never share the meter or lancing device, even with family.

Need help? Contact CareSimple Support

We help with device, connection and supply questions. Have the device serial number or IMEI (on the device label) and the patient's program name ready.

PHONE

888-822-8469

EMAIL

help@caresimple.com

HELP CENTER

help.caresimple.com

Contact Support when:

- The meter will not power on, charge, or hold a charge
- Er2, Er3, or Er5 keeps showing after a reboot and a new strip
- Results are not sending (LTE Not Connected or Data Not Uploaded) after several tries
- The meter is damaged, lost, or needs to be replaced
- The patient needs more test strips or lancets