

BLOOD GLUCOSE METER · PATIENT TRAINING GUIDE FOR CLINICIANS

# iGlucose Plus Cellular Blood Glucose Meter

Partner device by Smart Meter (Bionime iGlucose Plus, cellular)

The iGlucose Plus is a cellular blood glucose meter. After each test it sends the result to the care team automatically. No app, pairing, or Wi-Fi is needed.



The device

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

## What You Need

### IN THE BOX

- iGlucose Plus meter and Micro USB charger
- Booklet and quick reference guide
- Carrying case
- Lancing device

### SENT BY CARESIMPLE

- First shipment: a starter supply of test strips and lancets
- 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 the hands are cold.
- Check that no lotion, cream, or dirt is on the testing finger.
- Check the strip vial: not expired, and open less than 3 months.
- Use only iGlucose strips. Other strips can give wrong results.
- The meter is for one patient only. Never share it, even with family.
- Check that the meter is charged.

## Step by Step: Checking Blood Sugar

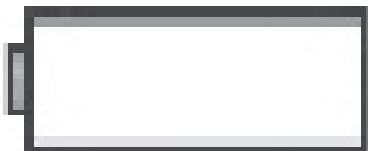
- 1 Press and hold the **Home** button to turn the meter on. Wait for "Date & Time Synchronized."
- 2 Press **Home** to pick the meal icon: full apple (before meal) or eaten apple (after meal).
- 3 Take one strip from the vial. Close the vial right away.
- 4 Hold the strip by the hold bar, view window facing you. Push it straight down into the port until it clicks. Wait 3 seconds for the blood drop icon and "Apply a drop of blood."
- 5 Have the patient prick the side of a fingertip with the lancing device.
- 6 Touch the blood drop to the edge of the strip. Hold until the view window is full. Do this within 120 seconds of the prompt.
- 7 The meter counts down from 5 to 0 and shows the result in mg/dL.
- 8 Wait for "Reading Successfully Transmitted." The screen may go dark first. This is normal.
- 9 Remove the strip: hold its right edge, turn it counterclockwise, pull out. Throw away the strip and lancet in a sharps container.

## Reading the Result

- Results show in mg/dL. The meter reads 20 to 600 mg/dL.
- Compare results to the patient's own targets.
- Below 50 or above 250 mg/dL: the maker says to talk to a doctor soon.
- "Low" (under 20) or "High" (over 600): wash and dry hands, retest once with a new strip, then call the care team if it shows again.

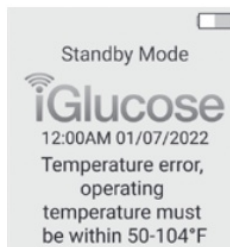
## Troubleshooting

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



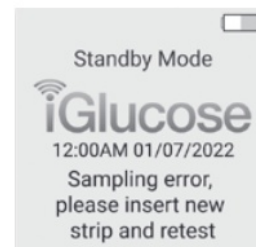
### Low battery

Battery is too low (full = solid green icon)  
Charge with the Micro USB cable (2 to 3 hours).



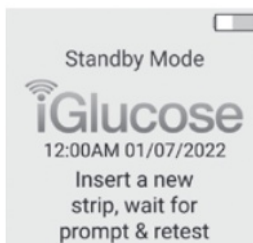
### Temp error

Too hot or too cold (works at 50 to 104 F)  
Move to 50 to 104 F (10 to 40 C). Wait 45 minutes. Retest with a new strip.



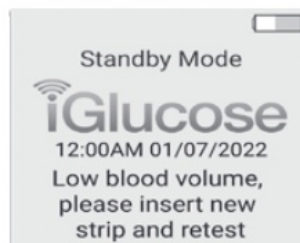
### Sampling error

Blood put on before "Apply a drop of blood"  
Throw the strip away. Retest with a new strip. Wait for the prompt.



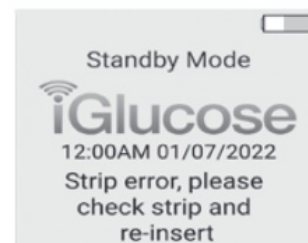
### Used strip

Strip cannot be used  
Throw it away. Use a new strip.



### Low blood volume

Drop was too small  
Throw the strip away. Retest with a new strip and a bigger drop.



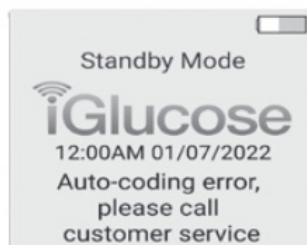
### Strip error

Meter cannot read the strip code  
Take the strip out, check it, push it in again. If it fails, use a new strip.



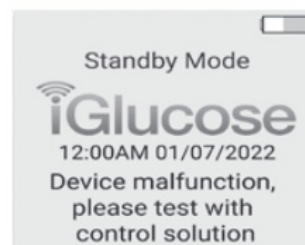
#### Signal failure

Meter saw a bad signal from the strip  
Retest with a new strip. If it keeps happening, [call CareSimple Support](#).



#### Auto-coding error

Meter did not set up for the strip  
Take the strip out. Hold Home 3 seconds to turn off, then on. Use a new strip.



#### Device malfunction

Problem inside the meter  
Restart: press the reset switch (small hole, left side) with a pin. Retest. If it returns, [call CareSimple Support](#).

| Screen shows                                                   | What it means                                    | What to do                                                                                              |
|----------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| "High"                                                         | Result may be above 600 mg/dL                    | Wash and dry hands. Retest once with a new strip. If High shows again, call the care team.              |
| "Low"                                                          | Result may be below 20 mg/dL                     | Wash and dry hands. Retest once with a new strip. If Low shows again, call the care team.               |
| "No Service", or screen dark with "Searching"                  | No cell signal right now                         | Result is saved. It sends with the next test. Try near a window.                                        |
| Nothing on screen, or "Charging. Cannot Perform Glucose Test." | Battery empty, or meter is charging              | Charge 2 to 3 hours. Wait a few minutes for the blue light. Unplug before testing.                      |
| Strip will not go in                                           | Wrong way, wrong brand, or damaged strip or port | Insert as shown. Try a new iGlucose strip. If it still fails, <a href="#">call CareSimple Support</a> . |
| Reading does not match how the patient feels                   | Technique, dirty finger, or strip problem        | Wash hands, retest with a new strip. Treat symptoms first. Call the care team.                          |

## When to Contact the Care Team

*Customize this box for your program.*

- Display reads "Low" or "High" again after one retest with a new strip
- Low reading with symptoms: shakiness, sweating, confusion, fast heartbeat
- High reading with symptoms: excess thirst, frequent urination, fatigue, blurred 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)
- Emergency signs (fainting, trouble breathing, chest pain): call 911

## Device Care and Battery

- 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 strip and charging ports.
- Keep water out of the strip port. Do not open the battery cover.
- Charge with Micro USB. About 500 tests per charge without data sending; fewer when sending.

## 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 turn on, charge, or hold a charge
- The meter is damaged, lost, or needs to be replaced
- Test strips or lancets need to be reordered
- Results are not reaching the care team after several tests
- The same error keeps coming back with new strips