

BLOOD GLUCOSE METER · PATIENT TRAINING GUIDE FOR CLINICIANS

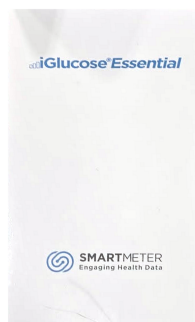
iGlucose Essential Cellular Blood Glucose Meter

Partner device by Smart Meter (manufactured by Transtek)

A simple one-button meter that checks blood sugar from a fingertip drop in 5 seconds. Each result is sent automatically over the AT&T cellular network to the care team. No phone, app, or pairing is needed.



The device



The box it comes in

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

What You Need

IN THE BOX

- iGlucose Essential meter
- USB charging cable and wall plug (charger)
- Quick start guide

SENT BY CARESIMPLE

- First shipment: a starter supply of test strips and lancets
- Lancing device and control solution
- 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

Before You Begin: Prepare the Patient

- Wash hands with soap and water. Use warm water if hands are cold. Dry well.
- Check that no lotion, cream, or food is on the testing finger.
- Check the strip vial: not expired and open less than 6 months.
- Use fingertips only. Lance the side of the fingertip, it hurts less.
- Set lancing depth: 1 for delicate skin, 2 to 3 normal, 4 to 5 thick or calloused. Use the lowest that gives a good drop.
- Check that the meter is charged.
- Use only iGlucose Essential test strips. Throw strips away 6 months after opening the vial.
- The lancing device and lancet are for one patient only. Use a new lancet each time.

Step by Step: Checking Blood Sugar

- 1 Take one strip and close the vial right away.
- 2 Insert the strip with the arrows facing up. Wait for the beep.
- 3 Wait for the flashing blood drop icon. Do not apply blood before it flashes.
- 4 Load a new lancet, cock the lancing device, and lance the side of the fingertip.
- 5 Wipe away the first drop. Gently massage for a new drop about half a match head in size.
- 6 Touch the strip tip to the drop until the check window fills and the meter beeps. Do not add a second drop.
- 7 Wait 5 seconds. Do not touch the strip. The result shows in mg/dL and sends automatically.
- 8 Push the ejector up to release the strip. Discard the strip as medical waste and the lancet in a sharps container.

Reading the Result

- A ketone icon shows at 300 mg/dL or more (the meter does not test ketones).

Troubleshooting

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



HI

Result above 600 mg/dL
Wash and dry hands. Retest once with a new strip. If HI shows again, call the care team.



LO

Result below 20 mg/dL
Wash and dry hands. Retest once with a new strip. If LO shows again, call the care team.



E1

Blood applied before the drop icon flashed
Discard strip. Wait for the flashing drop. Retest with a new strip.



E2

Used or contaminated strip
Discard strip. Wait for the flashing drop. Retest with a new strip.



E3

Wrong strip
Discard. Retest with an iGlucose Essential strip.



E4

Wrong sample
Discard. Use only human capillary blood or Essential control solution.



E5

Temperature out of range (use at 41 to 113°F)
Move to a room in range. Wait 20 minutes. Retest.



E6 / E7

Possible hardware error
Restart the meter (press the button off, then on). If it repeats, **call CareSimple Support.**



E8

Strip inserted while charging
Finish charging (about 3 hours). Unplug the cable, then test.



E10

Not enough blood
Discard strip. Retest with a new strip and a bigger drop.



E11

Battery too low to test
Charge about 3 hours with the Micro USB cable. Do not test while charging.



Data not sent

Data not transmitted
Check network.
Discard strip, retest.
If it repeats, **call CareSimple Support.**



No signal

No signal
Restart the meter. If it continues, **call CareSimple Support.**

Screen shows	What it means	What to do
Result seems wrong	Strip, vial, or meter problem	Retest with a new strip. Run a control test. Call CareSimple Support if still off.

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: excess thirst, frequent urination, fatigue, blurred vision
- Results consistently outside the patient's target range
- Result doesn't match how the patient feels: treat the patient, not just the number
- Fainting, trouble breathing, or 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 port. Do not spray it or put it in water.
- Run a control test weekly, with each new strip vial, after cleaning, and after a drop.
- Do not insert a strip while the meter is charging.
- Single patient use 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 won't turn on, charge, or hold a charge
- The meter is damaged, lost, or needs replacing
- Supplies are needed (test strips, lancets, control solution)
- Results are not sending, or No signal or Hardware error keeps showing
- Any other equipment or connectivity question that is not a clinical concern