

Troubleshooting Guide

QUICK SOLUTIONS FOR A BETTER EXPERIENCE

1 After inserting test strip, meter does not turn on

Description	Action
The test strip has not been inserted into the meter properly.	Review the instructions and re-insert the test strip correctly (white side face up with arrow pointing towards the test port).
Test strip error.	Replace with a new test strip.
Dead or no battery.	Replace battery (make sure batteries are facing the correct directions).

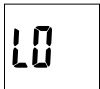
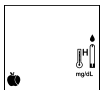
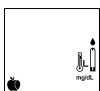
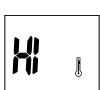
2 After applying sample, test does not start / meter does not beep or begin

Description	Action
Insufficient blood sample.	Repeat the test with new test strip and larger drop of blood.
Sample applies after three minute shut-off.	Repeat test with new test strip. Apply sample within 3 minutes of inserting new strip.
LCD display on the meter is blank when trying to perform a test.	Review actions above. If none fix blank screen, contact customer service for help.

Customer Service Hotline
1-800-948-3894 (24/7)
service@tysonbio.com



3 Troubleshooting Display Messages

Display	Description	Action
	Test result is higher than 600 mg/dL (33.3 mmol/L).	Repeat the test using a new test strip. If the result is still HI, consult your physician immediately.
	Test result is lower than 20 mg/dL (1.1 mmol/L).	Repeat the test using a new test strip. If the result is still Low, consult your physician immediately.
	Temperature is high during the test procedure.	Large variation may occur between results due to high or low temperature. Move to the environment (50 - 104°F or 10 - 40°C) and wait 15 minutes before re-testing.
	Temperature is low during the test procedure.	Large variation may occur between results due to high or low temperature. Move to the environment (50 - 104°F or 10 - 40°C) and wait 15 minutes before re-testing.
	Temperature is too high to perform the test.	Repeat the test in a cooler setting (50 - 104°F or 10 - 40°C). Wait 15 minutes before re-testing.
	Temperature is too low to perform the test.	Repeat the test in a warmer setting (50 - 104°F or 10 - 40°C). Wait 15 minutes before re-testing.

4 Troubleshooting Error Messages

Display	Description	Action
	An error message indicating a problem with the test strip.	Review the instructions and try again with a new test strip.
	Battery power is low. Meter will provide approximately 50 more measurements.	Replace with two AAA batteries.
	Battery power is too low for further usage.	Replace with two AAA batteries immediately.



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