



# *On-Call*<sup>®</sup> Pro

Blood Glucose Meter

## **User's Manual**



# *On·Call*<sup>®</sup> Pro

## Blood Glucose Monitoring System

**Thank you for choosing the *On Call*<sup>®</sup> Pro Blood Glucose Monitoring System.** The System will provide accurate blood glucose results in just a few simple steps.

The *On Call*<sup>®</sup> Pro Blood Glucose Monitoring System uses an electrochemical enzymatic assay for the quantitative detection of glucose in fresh capillary whole blood from the fingertip, forearm or palm. It is intended for multiple patient use by health care professionals in health care facilities as an aid to monitoring the effectiveness of diabetes control programs. It should not be used for the diagnosis of or screening for diabetes. Moreover, Alternative Site Testing (AST) should not be used to calibrate continuous glucose monitors (CGMs) nor for use in insulin dose calculations.

To ensure accurate results from the *On Call*<sup>®</sup> Pro Blood Glucose Monitoring System, please follow these guidelines:

- Use only *On Call*<sup>®</sup> Pro Blood Glucose Test Strips with the *On Call*<sup>®</sup> Pro Blood Glucose Meter.
- For *in vitro* diagnostic use only.
- Test only fresh capillary whole blood samples with the *On Call*<sup>®</sup> Pro Blood Glucose Test Strips and meter.
- For use with single-use auto-disabling safety lancets.
- Not intended for use on neonates.
- Not for use on critically ill patients, patients in shock, severely dehydrated patients or hyperosmolar patients (with or without ketosis).

Following the instructions outlined in this User's Manual, you will be able to use the *On Call*<sup>®</sup> Pro Blood Glucose Monitoring System to monitor your patients' blood glucose and better manage their diabetes.

# Specifications

Feature	Specification
Measurement Range	20 - 600mg/dL
Result Calibration	Plasma-equivalent, calibrated by using YSI (Model 2300 STAT PLUS) Glucose Analyzer reference instrument, which is traceable to NIST reference standard.
Sample	Fresh capillary whole blood
Minimum Sample Size	0.4 $\mu$ L
Test Time	4 seconds
On/Off Source	One (1) CR 2032 3.0 V coin cell battery
Battery Life	1,000 tests for glucose testing (not considering data transfer)
Glucose Units of Measure	The meter is preset to mg/dL when sold in the United States.
Memory	Up to 300 records with time and date
Automatic Shutoff	2 minutes after last action
Meter Size	85.0 mm $\times$ 49.0 mm $\times$ 16.4 mm
Display Size	35.0 mm $\times$ 32.0 mm
Weight	50.0 g (with battery installed)
Operating Temperature	41 - 113 $^{\circ}$ F (5 - 45 $^{\circ}$ C)
Operating Relative Humidity	10 - 90% (non-condensing)
Hematocrit Range	25 - 60%
Data Port	9600 baud, 8 data bits, 1 stop bit, no parity

**Contact Technical Support at 1-800-838-9502  
24 hours a day, 7 days a week.**

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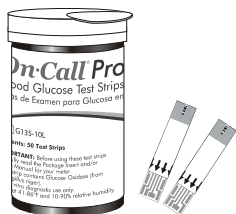


# Getting Started

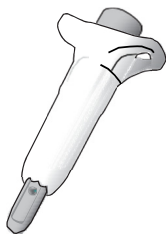
Before testing, read the instructions carefully. Learn about all the components of the *On Call® Pro* Blood Glucose Monitoring System. Because the *On Call® Pro* is configured as a meter-only kit, you will need to purchase some additional components of the system such as *On Call® Pro* Control Solution, *OptiLance™* Safety Lancets or *On Call® Pro* Test Strips separately (please contact your local distributor or Customer Support at 1-800-838-9502). Please check the list of contents on the outer box for details on which components are included with the meter.



**On Call® Pro**  
Blood Glucose Meter



**On Call® Pro**  
Blood Glucose Test Strips



**OptiLance™ Safety Lancet**



**On Call® Pro**  
Glucose Control Solution

## Component Descriptions

1. **On Call® Pro Blood Glucose Meter:** Reads the test strips and displays the blood glucose level.
2. **On Call® Pro Blood Glucose Test Strips:** Equipped with a chemical reagent system. They measure the glucose concentration in blood when inserted into the meter. *On Call® Pro* Blood Glucose Test Strips are sold separately. Please contact your local distributor or Customer Support at 1-800-838-9502.
3. **OptiLance™ Safety Lancets:** Single-use, auto-disabling Safety Lancets are used to obtain blood samples. Discard Safety Lancets properly after a single use. Please contact your local distributor or Customer Support at 1-800-838-9502 for supplies of *OptiLance™* Safety Lancets. Or you can consult with a physician or other healthcare professional at your institution to obtain commercially available single-use auto-disabling safety lancets.
4. **On Call® Pro Glucose Control Solution:** Confirms that the blood glucose monitoring system is properly working. Use this solution in place of a blood sample to check the test strips and meter for a pre-calibrated reading. Three levels of control solution are included in the *On Call® Pro* Glucose Control Solution kit (sold separately). Control Solution 1 is all you will need most of the time, but you should consult the policies of your institution. Additional testing may be performed with Control Solution 0 and Control Solution 2 if you think your meter and test strips are not working properly. Please contact your local distributor or Customer Support at 1-800-838-9502 to order the *On Call® Pro* Glucose Control Solution kit.
5. **On Call® Pro User's Manual:** Provides detailed instructions on using the blood glucose monitoring system.
6. **On Call® Pro Warranty Card:** Should be completed and returned to the Warranty Center. Qualifies the meter for a 3-year warranty.

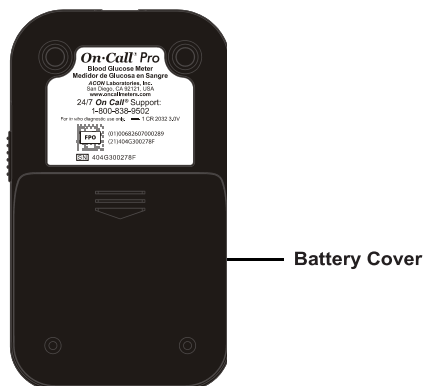
***Note: Important Safety Instructions***

1. All parts of the kit are considered bio-hazardous. They can potentially transmit infectious diseases, even after you have performed cleaning and disinfection. Please follow proper precautions when handling the meter.
2. It may potentially cause Bloodborne Pathogens Transmission between patients and healthcare professionals. For more information, please refer to "Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007" at the Centers for Disease Control website, <http://www.cdc.gov/hicpac/2007ip/2007isolationprecautions.html>.
3. The meter should be disinfected after use on each patient. This Blood Glucose Monitoring System may only be used for testing multiple patients when Standard Precautions and the manufacturer's disinfection procedures are followed.
4. Only single use, auto-disabling safety lancets should be used with this meter.



# On Call<sup>®</sup> Pro Blood Glucose Meter

The meter reads the test strips and displays the blood glucose concentration. Use these diagrams to become familiar with all the parts of the meter.



**Liquid Crystal Display (LCD):** Shows the test results. Helps you through the testing process.

**Left (◀) Button:** Recalls previous test results from the meter memory and performs other menu selection functions.

**Right (▶) Button:** Selects meter settings and performs other menu selection functions.

**Strip Port:** Test strips are inserted into this area to perform a test.

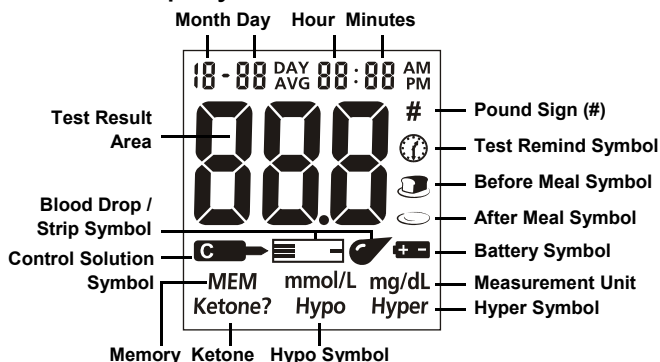
**Strip Ejector:** Slide the ejector forward to discard the used test strip.

**Note:** Dispose of blood samples and materials with care. Treat all blood samples as if they are infectious materials. Follow proper precautions and the guidelines of your institution. Obey all local regulations when disposing of blood samples and materials.

**Battery Cover:** Remove the battery cover to install one CR 2032 coin cell battery.

**Data Port:** Sends information to a computer via an optional data transfer cable. Allows you to view, analyze and print stored data in the meter. The data transfer cable is available for order as an optional add-on.

# Meter Display



**Test Result Area:** Indicates test result.

**Blood Drop / Strip Symbol:** Wait for the Blood Drop / Strip Symbol to appear before applying the sample. These two symbols appear at the same time.

**Control Solution Symbol:** Indicates a control test result. A pound sign (#) will also be displayed when control solution symbol appears.

**MEM:** Shows a test result stored in memory.

**Ketone?:** Appears when the blood glucose concentration is above 300 mg/dL. This simply suggests that a ketone test is recommended. Follow your institution's procedures for ketone testing.

**Note:** This symbol does not mean that the system has detected ketones. It recommends that a ketone test should be taken.

**Hypo Symbol:** Appears when the blood glucose concentration is below the "Hypoglycemia" (low blood sugar) target level that you have set.

**Hyper Symbol:** Appears when the blood glucose concentration is above the "Hyperglycemia" (high blood sugar) target level that you have set.

**Measurement Unit:** Only mg/dL will be displayed on the meter. It cannot be adjusted.

**Battery Symbol:** Warns when you should replace the battery.

**After Meal Symbol:** Appears when after-meal test results are displayed.

**Before Meal Symbol:** Appears when before-meal test results are displayed.

**Test Reminder Symbol:** Appears when reminding you to test blood glucose.

**Pound Sign (#):** Appears with the control solution test result or when you mark an invalid result to prevent it from being included in the average.

# Meter Use and Precautions

- Wait for the Blood Drop / Strip Symbol to appear before applying the sample.
- The meter is preset blood glucose concentration in mg/dL when sold in the United States. This unit of measure cannot be adjusted.
- Meter will shut off by itself after 2 minutes of inactivity.
- Do not get water or other liquids inside the meter.
- Keep the strip port area clean.
- Keep the meter dry. Avoid exposing it to extreme temperature or humidity. Do not leave it in a vehicle.
- Do not drop the meter or get it wet. If you do, check the meter by running a quality control test. Refer to **Performing the Quality Control Test** on page **19** for instructions.
- Do not take the meter apart. This will void the warranty.
- Refer to the **Cleaning and Disinfection** section on page **37** for details on cleaning and disinfecting the meter.
- Keep the meter and all associated parts out of the reach of children.

**Note:** Follow proper precautions and all local regulations when disposing of the meter and used batteries.

## All Glucose Systems Preventive Warnings with Regard to EMC:

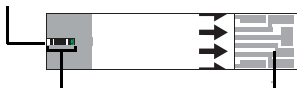
1. This instrument is tested for immunity to electrostatic discharge as specified in IEC 61000-4-2.
2. This instrument complies with the emission and immunity requirements described in EN61326-1 and EN61326-2-6.

# On Call<sup>®</sup> Pro Blood Glucose Test Strips

The *On Call<sup>®</sup> Pro* Blood Glucose Test Strips are thin strips. The strips have a chemical reagent system. They work with the *On Call<sup>®</sup> Pro* Blood Glucose Meter to measure the glucose concentration in whole blood. After the strip is inserted into the meter, blood is applied to the sample tip of the test strip. The blood is then automatically absorbed into the reaction cell where the reaction takes place. A transient electrical current is formed during the reaction. The blood glucose concentration is calculated based on the electrical current detected by the meter. The result is shown on the meter display. The meter is set to display plasma equivalent results.

## Sample Tip

Apply blood or control solution here.



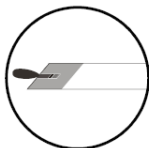
## Check Window

Check to confirm that a sufficient sample has been

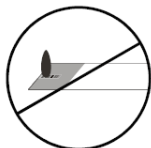
## Contact Bars

Insert this end of the test strip into the meter until it stops.

**IMPORTANT:** Apply the sample only to the sample tip of the test strip. Do not apply blood or control solution to the top of the test strip. This may result in an inaccurate reading.

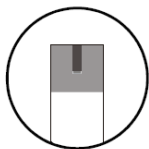


**Correct**

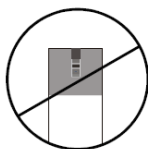


**Incorrect**

Hold the blood drop to the sample tip of the test strip until the check window is completely full. The meter will then begin to count down. If you applied blood but do not see the count down start, you may reapply a second drop of blood within 3 seconds. If the check window does not fill and the meter starts to count down, then do not add more blood to the test strip. If you do then you may get an E-5 message or an inaccurate test result. In this case if the meter begins to count down and the check window does not fill, discard the strip and begin the test again with a new teststrip.



**Correct**



**Incorrect**

## Storage and Handling

Please review the following storage and handling instructions:

- Store in a cool, dry place between 41-86 °F (5-30 °C) and 10-90 % relative humidity and keep out of direct sunlight.
- Do not freeze or refrigerate.
- Do not store or use test strips in a humid place such as a bathroom.
- Do not store the meter, the test strips or control solution near bleach or cleaners that contain bleach.
- The test strip should be used immediately after removing it from the container.
- Repeated insertion and removal of a test strip into the meter strip port may result in reading errors.

## Special Instructions for Test strips in the Vial

- Do not use test strips after the unopened expiration date printed on the vial.  
Note: All expiration dates are printed in Year/Month format. 2019/01 indicates January, 2019.
- A new vial of test strips may be used for 6 months after being first opened. After 6 months they will expire. Write the opened expiration date on the vial label after opening.
- Test strips must be stored in the original vial with the cap tightly closed. This keeps them in good working condition.
- Do not transfer test strips to a new vial or any other container.
- Close the cap on the test strip vial immediately after removing a test strip.

## Test Strip Precautions

- For *in vitro* diagnostic use. Test strips are to only be used outside the body for testing purposes.
- Do not use test strips that are torn, bent, or damaged in any way. Do not reuse test strips.
- Keep the test strip vial or the foil pouch away from children and animals.
- Not intended for the diagnosis of, or screening of, diabetes mellitus.
- Not for use on critically ill patients, patients in shock, severely dehydrated patients or hyperosmolar patients (with or without ketosis).
- Not for use on neonates.

## Consider alternate site testing when

- Your patient is in a fasting state.
- You are testing a patient before their meal.
- Two hours have passed since your patient's last meal.
- Two hours have passed since your patient's last insulin dosing.
- Two hours have passed since your patient's last physical activity.

## Use fingertip testing when

- It is less than two hours since your patient's last meal.
- It is less than two hours since your patient's last insulin dosing.
- It is less than two hours since your patient's last physical activity.
- Your patient has a history of hypoglycemia, is experiencing signs of low blood sugar, or suffers from hypoglycemic unawareness.
- Your patient is ill or feeling stressed.
- Your patient's AST result is not consistent with how they feel.

See the test strip insert for more details.

# On Call<sup>®</sup> Pro Glucose Control Solution

The *On Call<sup>®</sup> Pro* Glucose Control Solutions contain known concentrations of glucose. They are used to confirm that your *On Call<sup>®</sup> Pro* Blood Glucose Meter and *On Call<sup>®</sup> Pro* test strips are working properly together.

They also confirm that you are performing the test correctly. It is important to run a quality control test regularly to make sure you are getting correct results. Control Solution 1 is all you will need most of the time, but you should consult the policies of your institution. Additional testing may be performed with Control Solution 0 and Control Solution 2 if you think your meter and test strips are not working properly. Please contact your local distributor or Customer Support at 1-800-838-9502 to order the *On Call<sup>®</sup> Pro* Glucose Control Solution kit.

You should run a quality control test:

- Before you first use the meter, to familiarize yourself with its operation.
- Before using a new box of test strips.
- When you suspect that the meter or test strips are not working properly.
- When you suspect that the test results are inaccurate, or if they are inconsistent with how the patient feels.
- When you suspect the meter is damaged.
- After cleaning the meter.
- At least once a week.
- According to the guidelines of your institution. Refer to **Performing the Quality Control Test** on page 19 for instructions on running a quality control test.



## Storage and Handling

Please review the following storage and handling instructions:

- Store in a cool, dry place between 41-86 °F (5-30 °C) and 10-90% relative humidity and keep out of direct sunlight.
- Do not freeze or refrigerate.
- If the control solution is cold, do not use until it has warmed to room temperature.
- Do not use control solution after the unopened expiration date printed on the bottle. **Note:** All expiration dates are printed in Year-Month-Day format. 2019-01-30 indicates January 30<sup>th</sup>, 2019.
- Use control solution only for 6 months after you first open the bottle. After 6 months it will expire. Write the opened expiration date on the bottle label after opening.



# Control Solution Precautions

- For *in vitro* diagnostic use. The control solution is only for testing outside the body. Do not swallow or inject.
- Shake well before using.
- Control solution tests are designed to be accurate only when tested between 50 and 104 °F (10-40 °C).
- The control ranges shown on the test strip vial (or on the foil pouch) are not recommended ranges for the blood glucose level of a patient. Personal blood glucose target ranges should be determined by a physician.
- Do not touch the test strip with the tip of the control solution bottle.
- Use only the *On Call® Pro* brand of control solution with the *On Call® Pro* glucose meter.

Please contact your local distributor or Customer Support at 1-800-838-9502 to obtain more control solution materials. See the control solution package insert for more details.

# Installing the Battery

If the battery has been preinstalled in the meter, a plastic tab will be protruding from the battery compartment. Simply pull on the tab to remove the plastic strip. An additional battery has been provided in the *On Call® Pro* meter box. Please find the additional battery in the box and when a new battery is needed, install it according to the following steps:

1. Turn over the meter. Slide the battery cover in the direction of the arrow to open it.



2. Insert a fresh CR 2032 3.0V coin cell battery with the plus (+) side facing up.



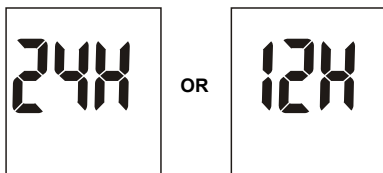
3. Close the battery cover until it snaps shut.

## Meter Setup before Testing

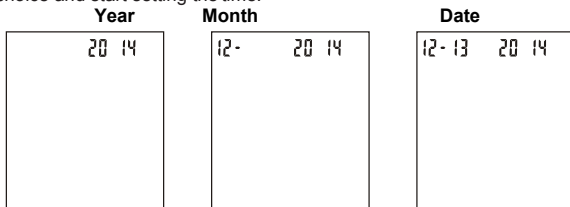
Before using the meter for the first time, you will need to adjust the settings that are listed in detail below. **Some features may not be suitable for multiple patient use.** Check with the guidelines of your institution before performing meter setup.

1. **Meter Setup Mode:** When meter is off, in memory mode or in average mode, press and hold the right (▶) button for two seconds to enter meter setup mode. The meter will automatically enter the setup mode when turned on for the first time by any method.
2. **Clock:** Set the clock to 12 or 24 hour mode. Press the left (◀) button to switch between the two settings. Then press the right (▶) button to save your choice. Now you can start to set the year, month and date.

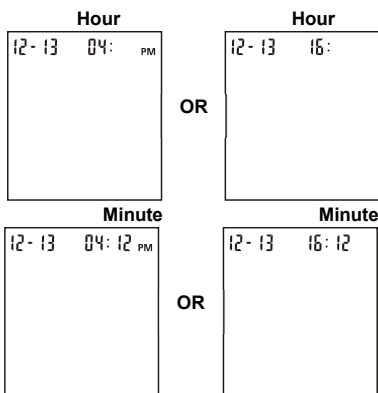
**Note:** The clock needs to be reset after replacing the battery.



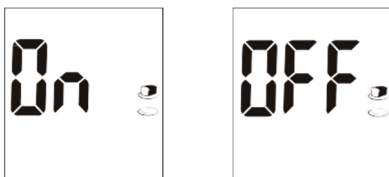
3. **Date:** The year will appear at the top of the display. Press the left (◀) button to increase the year. Once you have selected the correct year, press the right (▶) button to save your choice and start setting the month. Press the left (◀) button to increase the month. Then press the right (▶) button to save your choice and start setting the date. Press the left (◀) button to increase the date. Then press the right (▶) button to save your choice and start setting the time.



4. **Time:** The hour will appear at the top of the display. Adjust the hour with the left (◀) button until the correct hour is displayed. Press the right (▶) button to save your choice and set the minutes. Press the left (◀) button to change to the correct minute. Press the right (▶) button to save your choice and move to set the meal marker feature



5. **Meal Marker:** The meter comes with the meal marker feature disabled. The meter allows the user to enable or disable this option. The words “On” or “Off” will be displayed on the large center segments of the display. The before meal symbol together with the after meal symbol will be displayed as shown below.



Press the left (◀) button to switch between turning the meal marker “On” and “Off”. Press the right (▶) button to confirm your selection.

6. **Audio Feature:** The meter comes with the audio feature enabled. There will be a short beep when it is turned on, after sample detection and when the result is ready. The meter will sound three short beeps to sound a warning when an error has occurred. Please check the error number on the display to determine what kind of error has occurred.



Press the left (◀) button to turn the meter beep "On" and "Off". Press the right (▶) button to confirm your selection.

7. **Ketone Indicator:** The meter comes with the Ketone indicator feature disabled. Press the left (◀) button to switch between turning the Ketone indicator "On" and "Off". Press the right (▶) button to confirm your selection. When the Ketone indicator is enabled, if the test result is higher than 300 mg/dL, the symbol of "Ketone?" will appear on the display



8. **Daily Control Test Reminder:** This feature is helpful to remind you to perform a quality control test daily. This will help to ensure the system is operating properly and will help you to abide by your institution's quality control procedures (if applicable). When set to "On", the reminder will prompt you to perform a control solution test every 24 hours. If a control test has not been conducted within 24 hours of the previous test, "Ctl" will flash on the screen along with the control solution symbol and test reminder symbol.



Your meter is preset with the Daily Control Test Reminder disabled. You must turn it on to use this feature.

- When you are in the setup for the Daily Control Test Reminder, "Off" will display along with the Control Solution symbol and Test Reminder Symbol.
- Press the left (◀) button to turn the Daily Control Test Reminder "On" and "Off". Press the right (▶) button to confirm your selection.

9. **Hyper Indicator:** The meter comes with the Hyper indicator feature disabled. Press the left (◀) button to turn the Hyper indicator “On” or “Off”. Press the right (▶) button to confirm your selection. When the Hyper indicator is “Off”, pressing the right (▶) button will go to the next Hypo indicator set up. When the Hyper indicator is “On”, pressing the right (▶) button will go to the Hyper indicator level set up. At the Hyper level set up, press the left (◀) button to adjust the Hyper level. Press the right (▶) button to go to the Hypo indicator set up.

**Note:** The meter allows the hyperglycemia level to be set as low as 120 mg/dL. The hyperglycemia level should be above the hypoglycemia level. The proper hyperglycemia blood glucose level for each patient should be determined by their physician.



10. **Hypo Indicator:** The meter comes with the Hypo indicator feature disabled. Press the left (◀) button to turn the Hypo indicator “On” or “Off”. Press the right (▶) button to confirm your selection. When the Hypo indicator is “Off,” pressing the right (▶) button will go to the Test Reminder set up. When the Hypo indicator is “On”, pressing the right (▶) button will go to the Hypo indicator level set up. At the Hypo level set up, press the left (◀) button to adjust the Hypo level. Then press the right (▶) button to go to the Test Reminder set up.

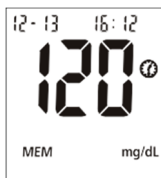


**Note:** The meter allows the hypoglycemia level to be set as high as 100 mg/dL. The hypoglycemia level should be below the hyperglycemia level. The proper hypoglycemia blood glucose level for each patient should be determined by their physician.

11. **Test Reminder:** Test reminders are a useful way to remind you when to test your patients. You can set 1 to 5 reminders per day. Your meter is preset with the test reminder disabled. You must turn it on to use this feature.

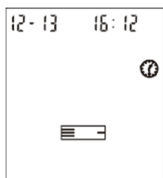
- Press the left (◀) button to turn the first Test Reminder “On” and “Off”. Press the right (▶) button to confirm your selection. When the Test Reminder is “Off”, pressing the right (▶) button will go to the set up of the second Test Reminder. When the Test Reminder is “On”, pressing the right (▶) button will go to the set up of the time for the first Test Reminder. Press the left (◀) button to adjust the first Test Reminder time. Press the right (▶) button to confirm the first Test Reminder time and then go to the second Test Reminder set up.
- When the Test Reminder is “Off” during the second Test Reminder set up, pressing the right (▶) button will go to the set up of the third Test Reminder. When the Test Reminder is “On”, pressing the right (▶) button will go to the set up of the time for the second Test Reminder. Press the left (◀) button to adjust the second Test Reminder time. Press the right (▶) button to confirm the second Test Reminder time and then go to the third Test Reminder set up.
- Repeat the same set up procedure for Test Reminder 3, 4 and 5.
- After finishing the fifth Test Reminder set up, it will then end the setup mode and power off the meter.

If one or more test reminders have been set, the reminder symbol will always appear on the LCD screen when the meter is turned on. The display sample is shown below.



The meter beeps 5 times when it is first set. It will beep again two minutes later, and two minutes after that unless you insert a test strip or press any button. This function will still work with Audio feature turned off.

When the meter beeps at the time set by the Test Reminder feature, the date, time and strip symbol will be displayed. The Test Reminder symbol will also flash. The display sample is shown below.



**Note:** For any step of the set up, if the left (◀) button is pressed and held, it will allow a faster adjustment.



# Performing the Quality Control Test

The quality control test confirms that the test strips and meter are working together properly. It also confirms that you are performing the test correctly. It is important to perform this test:

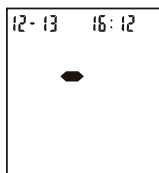
- Before you first use the meter.
  - Before using a new box of test strips.
  - When you suspect that the meter or test strips are not working properly.
  - When you suspect that the test results are inaccurate, or if they are inconsistent with how your patient feels.
  - When you suspect the meter is damaged.
  - After cleaning the meter.
  - At least once a week.
  - According to the guidelines of your institution.
1. Insert a test strip into the strip port, contact bars end first and facing up. It will turn on the meter and display all the display segments. If the audio option is on, the meter will beep, signaling the meter is turned on.
  2. Check the display to confirm that all the display segments turn on. Next, a dash will move across the display.



**NOT READY**



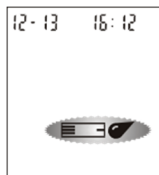
**NOT READY**



**NOT READY**

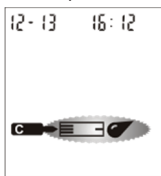
3. Following this display check, the system will enter the test mode. The display will show the date, time and the strip icon with the blood sample icon blinking to indicate that the test strip is inserted correctly.

**Note:** If the test strip has been inserted incorrectly, the meter will not turn on.



**NOT READY**

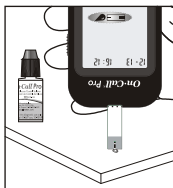
- Press the left (◀) button to mark the test as a control solution test. Once the left (◀) button is pressed, the control solution symbol will appear on the display. It indicates that a drop of control solution can be added.



**READY TO TEST**

- Shake the control solution bottle well. Squeeze it gently and discard the first drop. If the tip clogs, tap the tip gently on a clean, hard surface. Then shake again and use. Squeeze out a second small drop on a clean nonabsorbent surface. Touch the sample tip of the test strip to the control solution drop.

If the audio option is turned on, the meter will beep. It indicates a sufficient sample has been applied.

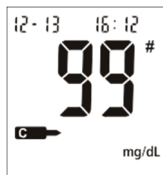


**Notes:**

- Do not apply control solution to the test strip directly from the bottle.
  - If you applied the control solution sample but do not see the count down start, you may reapply a second drop within 3seconds.
- Once a sufficient sample has been applied, the meter display will count down from 3 to 1. Then the result and a control solution symbol will be displayed on the screen. The control solution test results should be within the control range (CTRL 1). The control range (CTRL 1) is printed on the test strip vial. This means that your blood glucose monitoring system is working properly. This also means that you are performing the procedure correctly.

*Test results are displayed in mg/dL by default when sold in the U.S.*

**Note:** The control solution range is the expected range for the control solution results. It is not a recommended range for a patient's blood glucose level.



7. Slide forward the strip ejector to discard the used teststrip.

The display should also show a pound sign (#) indicating the test is a control solution test. This shows that the number will not be counted in the 7, 14, 30, 60 and 90-day averages. The pound sign (#) will also be displayed when reviewing the results stored in memory.

If the result falls outside the indicated control range:

- Confirm you are matching the correct range. Control Solution 1 results should be matched to the CTRL 1 range printed on the test strip vial.
- Check the expiration date of the test strip and control solution. Make sure that the test strip vial has not been opened for more than 6 months and the control solution bottle has not been opened for more than 6 months. Discard any test strips or control solution that has expired.
- Confirm the temperature in which you are testing is between 50 and 104 °F (10-40 °C).
- Make sure that the test strip vial and control solution bottle have been tightly capped.
- Confirm that you are using the *On Call® Pro* brand of control solution.
- Make sure that you followed the test procedure correctly.

After checking all of the conditions listed above, repeat the quality control test with a new test strip. If your results still fall outside of the control range shown on the test strip vial (or on the foil pouch), your meter may be defective. Please contact Technical Support at 1-800-838-9502.

Three levels of control solution are available, labeled Control Solution 0, Control Solution 1 and Control Solution 2. Control Solution 1 is sufficient for most testing needs. If you think your meter or strips may not be working correctly, you may also want to do a level 0 or level 2 test. The ranges for CTRL 0, CTRL 1 and CTRL 2 are displayed on the test strip vial (or on the foil pouch). Simply repeat step 4 through 6, using Control Solution 0 or Control Solution 2.

To confirm your results, Control Solution 0 tests should fall within the CTRL 0 range, Control Solution 1 tests should fall within the CTRL 1 range and Control Solution 2 tests should fall within the CTRL 2 range. If the control solution test results do not fall within their respective ranges, DO NOT use the system to test blood, as the system may not be working properly. If you cannot fix the problem, please contact Technical Support at 1-800-838-9502.

Please contact your local distributor or Customer Support at 1-800-838-9502 for information on ordering the *On Call® Pro* Glucose Control Solution kit. The kit contains Control Solution 0, Control Solution 1 and Control Solution 2.

#### **Note on the Material Safety Data Sheet**

To obtain the MSDS for the *On Call® Pro* meter, go online to [www.oncallmeters.com](http://www.oncallmeters.com) to print or download.

# Testing Blood

The following steps will show how to use the meter, test strips, and a single-use auto-disabling safety lancet together to measure your patients' blood glucose level.

## Step 1 – Getting a Drop of Blood

The *On Call® Pro* Blood Glucose Monitoring System requires only a 0.4 µL blood sample obtained from the fingertip, forearm or palm (at the base of the thumb). Before testing, choose a clean, dry work surface. Familiarize yourself with the procedure and make sure you have all the items needed to obtain a drop of blood.

Single-use, auto-disabling safety lancets are not included. Please consult with a physician or other healthcare professional at your institution to obtain commercially available single-use, auto-disabling safety lancets.

The following procedure is an example for illustration purposes only.

**Note:** Your single-use auto-disabling safety lancets may operate differently. See the manufacturer's instructions for your single-use, auto-disabling safety lancets.

**IMPORTANT:** Before using the single-use, safety lancet for blood sampling, wash both hands with soap and warm water and disinfect the puncture site with a topical skin antiseptic such as an alcohol swab. Then dry both hands and the test site thoroughly. Make sure there is no alcohol, soap, or lotion on the test site.

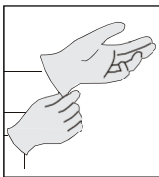
**Note:**

- Never share safety lancets between multiple patients. Cross-use of the safety lancet may cause transmission of blood borne pathogens.
- Only single use, auto-disabling safety lancets can be used with this meter.
- All parts of the kit are considered bio-hazardous and can potentially transmit infectious disease, even after you have performed cleaning and disinfection. Always wash your hands well with soap and water before and after handling the meter, safety lancet, or test strip. Make sure a new pair of clean gloves are worn before testing each patient.
- For more information, refer to Biosafety in Microbiological and Biomedical Laboratories (BMBL) found at <http://www.cdc.gov/biosafety/publications/bmbl5/> and "Protection of Laboratory Workers From Occupationally Acquired Infections; Approved Guideline-Third Edition" Clinical and Laboratory Standards Institute (CLSI) M29-A3.

# Fingertip Testing

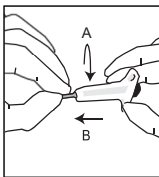
Here is an example of how to use a single-use auto-disabling safety lancet for fingertip blood sampling, based on the *OptiLance™* Safety Lancet available from ACON Laboratories. If you use a different single-use, auto-disabling safety lancet, please follow the manufacturer's instructions.

1. Wear a new pair of clean gloves before testing each patient.



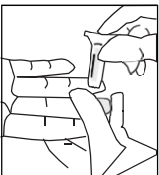
2. Carefully remove the protective cap. While holding the body of the device, twist the protective colored cap 360°.

**Note:** Do not put your thumb on the colored button while removing the protective cap. This may cause misfires.

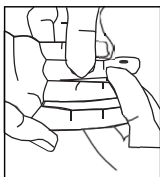


3. Press the safety lancet against side of fingertip and press the colored button firmly.

**Note:** Before using the single-use disposable lancet for blood sampling, wash both hands with soap and warm water and disinfect the puncture site with a topical skin antiseptic such as an alcohol swab.



4. Remove the safety lancet from the finger. Dispose of the lancet in an appropriate biohazard Sharps container. Please see the Caution Statement.



*For the greatest reduction in pain, lance on the sides of the fingertips. Rotation of sites is recommended. Repeated punctures in the same spot can make fingers sore and callused.*

## Alternative site testing

The forearm and palm areas have fewer nerve endings than the fingertip. For that reason, you may find that obtaining blood from these sites is less painful than from the fingertip.

**IMPORTANT:** There are important differences among forearm, palm and fingertip samples that you should know.

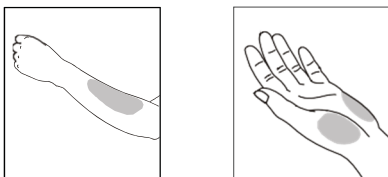
- You should consult your patient's doctor before choosing to perform forearm or palm testing.
- When blood levels are changing rapidly such as after a meal, an insulin dose or exercise, blood from the fingertips may show these changes more rapidly than blood from other areas.
- You should use fingertips if testing is within 2 hours of a meal, an insulin dose or exercise. You should also use fingertip testing any time you feel glucose levels are changing rapidly.

- You should test with the fingertips anytime there is a concern for hypoglycemia or your patient suffers from hypoglycemia unawareness.
- Alternative Site Testing (AST) should not be used to calibrate continuous glucose monitors (CGMs) nor for use in insulin dose calculations.

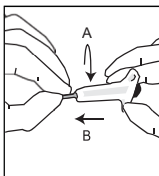
Please refer to **Fingertip Testing** for instructions regarding gloves and preparation of the safety lancet.

1. Select a soft and fleshy area of the forearm or palm that is clean and dry, away from bone, and free of visible veins and hair.

**Note:** To bring fresh blood to the surface of the puncture site, massage the puncture site vigorously for a few seconds until you feel it getting warm.



2. Remove the protective cap. While holding the body of the device twist the colored protective cap 360°. Place the single use safety lancet against the puncture site. Press the lancet against the puncture site, press the colored button firmly, and lance the skin.



**Note:** For Alternative Site Testing (AST), if the current safety lancets are not obtaining enough blood due to skin or other conditions, please contact Technical Support at 1-800-838-9502 for information on different safety lancet options.



## Step 2 – Testing Blood Glucose

**Note:** Insertion of a new test strip at any time, except while in the data transfer mode (see page 35) will cause the meter to enter the test mode.

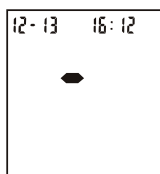
1. Insert a test strip into the strip port, contact bars end first and facing up.  
This will turn on the meter and display all the display segments. If the audio option is on, the meter will beep, signaling the meter is turned on. The display will turn on briefly with all the icons and segments turned on. Check the display to confirm that all the display segments turn on with no missing components.
2. The display will then show only the date and time, with a dash moving across the display. Check the display to ensure no inappropriate segments or icons are permanently turned on.



**NOT READY**



**NOT READY**



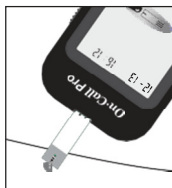
**NOT READY**

3. Following this display check, the system will enter the test mode. The display will show the date and time and the strip icon with the blood sample icon blinking, to indicate that the test strip is inserted correctly and a drop of blood can be added. If the test strip has been inserted incorrectly, the meter will not turn on. The meter is ready for testing when the blinking blood drop and strip symbol appears. At this time a blood drop can be added.



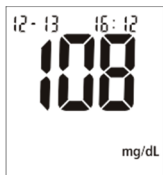
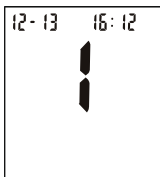
**READY TO TEST**

4. Touch the blood sample to the sample tip at the end of the test strip. If the audio option is turned on, the meter will beep to indicate the sample is sufficient and the measurement has started. If you applied a drop of blood, but do not see the countdown begin, you may reapply a second drop of blood within 3 seconds.



**DO NOT:**

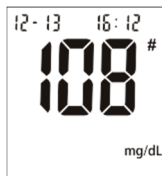
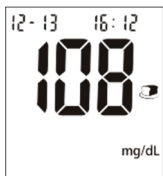
- Apply the sample to the front or back of the test strip.
  - Smear the blood drop onto the test strip.
  - Press the finger against the test strip.
5. The meter will count down from 3 to 1 and then display the measurement's result. The meter will also beep to indicate that measurement is complete. The measurement's unit, date, and time of the test will also be displayed.



Blood Glucose results are automatically stored in the memory. To mark invalid results and to prevent them from being included in the 7, 14, 30, 60 and 90-day averages, press the left (◀) and right (▶) button together. A pound sign (#) will appear on the display to show that the result will not be included when calculating the 7, 14, 30, 60 and 90-day averages. If a result is marked by accident, press the left (◀) button to unmark the result. After marking the invalid result with a pound sign (#), press the right (▶) button to confirm the invalid result. After marking the invalid result, run the test again with a new test strip.

When the meal marker feature is turned on, the test result is displayed together with a suggested default meal marker based upon current time. The "before meal" or "after meal" symbol is flashing until confirmed by pressing the right (▶) button. The meter allows the user to change the meal marker. Press the left (◀) button when the meal marker symbol is flashing to switch the marker from "before meal", "after meal", no marker or invalid result. After deciding on the selection, press the right (▶) button to confirm the selection for either "before meal marker", "after meal marker", "invalid result" with pound

sign (#) or none of these three symbols. If an invalid result is marked, run the test again with a new test strip.



**Notes:**

- The default “before meal” time periods are 5:00-7:59, 10:00-11:59 and 15:00-17:59.
- The default “after meal” time periods are 8:00-9:59, 12:00-14:59 and 18:00-20:59

If an error message appears on the display, refer to the **Troubleshooting Guide** on page 42. If a “HI” or “LO” error appears on the display, refer to “HI” and “LO” messages below.

6. Record the results in accordance with your institution’s requirements, and compare them to the target goals set by the treating physician. Refer to **Suggested Testing Times and Target Goals** on page 40 for more details on the target blood glucose level goals.
7. Slide forward the strip ejector to discard the used teststrip.



**Note:** Dispose of blood samples and materials with care. Treat all blood samples as if they are infectious materials. Follow your institution’s guidelines and precautions, and obey all local regulations when disposing of blood samples and materials.

## “HI” and “LO” Messages

The meter can accurately measure blood glucose concentrations between 20 to 600 mg/dL. “HI” and “LO” messages indicate results outside of this range.

If “HI” appears on the display, the measured concentration value is above 600 mg/dL. The test should be retaken to ensure that no mistake was made in the procedure. If you are certain the meter is functioning properly and no mistakes were made in the procedure, and your patient’s blood glucose is still consistently measured as “HI”, it indicates severe hyperglycemia (high blood glucose). You should contact the treating physician immediately or follow your institution’s guidelines.

If “LO” appears on the display, the measured concentration value is below 20 mg/dL. The test should be retaken to ensure that no mistake was made in the procedure. If you are certain the meter is functioning properly and no mistakes were made in the procedure, and your patient’s blood glucose is still consistently measured as “LO”, it may indicate severe hypoglycemia (low blood glucose). You should follow your institution’s guidelines for hypoglycemia immediately or those recommended by the treating physician.



## “Hypo” and “Hyper” Messages

If “Hypo” appears on the display, the measured concentration value is below the “Hypo” (low blood sugar) target level that you have set.

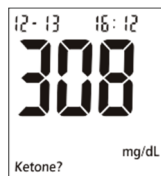


If “Hyper” appears on the display, the measured concentration value is above the “Hyper” (high blood sugar) target level that you have set.



## “Ketone?” Message

If “Ketone?” appears on the display, the measured concentration value is above 300 mg/dL. Consult with the treating physician about testing for ketones or follow your institution’s guidelines.



## “Ctl” Message

If “Ctl” flashes on the screen along with the control solution symbol and test reminder symbol, the Daily Control Test Reminder is on and is being activated because a control test has not been conducted within 24 hours of the previous test.

If the Daily Control Test Reminder flashes on screen when the meter is turned on, enter control solution mode by pressing the right (►) button. You will see the control solution symbol appear on the display.

**Do Not use the meter to test blood when it is in Control Test Mode.**



# Precautions and Limitations

- The *On Call® Pro* meters, test strips and other components have been designed, tested and proven to work together effectively to provide accurate blood glucose measurements. Do not use components from other brands.
- The *On Call® Pro* Test Strips test fresh capillary whole blood. Do not use with serum or plasma samples.
- The *On Call® Pro* Blood Glucose Monitoring System is for professional use to test fresh capillary blood from the fingertips, forearm or palm. Never test blood that has been placed in test tubes containing fluoride or other anticoagulants. This will cause false low results.
- The *On Call® Pro* Blood Glucose Monitoring System is not intended for use on neonates
- The *On Call® Pro* Blood Glucose Monitoring System is not for diagnosis of or screening for diabetes mellitus.
- Very high (above 60%) and very low (below 25%) hematocrit levels can cause false results. Consult with your patients' physician to find out their hematocrit level.
- The system is tested to accurately read the measurement of glucose in whole blood within the range of 20-600 mg/dL.
- Fatty substances have no major effect on test results. These include triglycerides up to 3,000 mg/dL or cholesterol up to 500 mg/dL.
- Ascorbic acid (vitamin C) does not significantly affect results when it occurs in blood at normal or high therapeutic concentrations. However, abnormally high concentrations (> 3 mg/dL) in blood may cause inaccurately high results.
- The *On Call® Pro* Blood Glucose Monitoring Systems have been tested to work properly at elevations up to 8,516 ft (2,595 meters).
- Not for use on critically ill patients, patients in shock, severely dehydrated patients or hyperosmolar patients (with or without ketosis).
- Dispose of blood samples and materials in accordance with your facility's procedures. Treat all blood samples as if they are infectious materials. Follow all local regulations.

## Using the Meter Memory

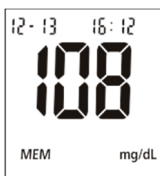
The meter automatically stores up to 300 test records. Each record includes the test result, time and date. If the memory is full, the oldest record will be erased to make room for a new one.

The meter will also calculate the average values of records from the last 7, 14, 30, 60 and 90 days.

### Viewing Stored Records

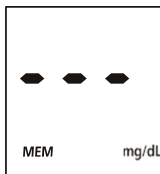
To view stored records:

1. Press the left (◀) button to turn the meter on and enter memory mode. The most recent value and the word "MEM" will appear on the display.



When a blood glucose test is completed and the test strip is still inserted in the meter, pressing the right (▶) button will also enter the memory mode. If you marked the test result as a "before meal result", "after meal result" or "invalid result" with pound sign (#), the word "MEM" will also appear with the symbol on the display.

2. If you are using the meter for the very first time, the meter display will show three dashed lines (- - -), the word "MEM" and the unit of measure. This shows that no data has been stored in memory.



3. The date and time will be displayed together with the results stored in memory. A pound sign (#) indicates records that will be omitted from the 7, 14, 30, 60 and 90-day averages.

4. Press the left (◀) button to view the previous stored records.

Press the right (▶) button to view the data averages. The words "DAY AVG" will appear on the screen. You can also view the data averages by pressing the right (▶) button when the meter is off.

**Note:** If you do not wish to view the average glucose measurements, you can press the right (▶) button again to turn off the display.

5. While in data average mode:

- If the meal marker feature is off, press the left (◀) button to switch between the general 7, 14, 30, 60 and 90-day averages.
- If the meal marker feature is on, press the left (◀) button to switch between the general, pre-meal and post-meal 7, 14, 30, 60 and 90-day averages.

The meter will calculate the average that you selected. The number of records used in the DAY AVG will also appear in the display.

**Note:** Pre-meal averages only include the test results that have been marked as "before meal". Post-meal averages only include the test results that have been marked as "after meal". General 7, 14, 30, 60 and 90-day averages include all blood glucose results.



6. If there are fewer than 7, 14, 30, 60 and 90 days in memory, all the readings without the pound sign (#) currently stored in memory will be averaged.

If you are using the meter for the very first time, no value will appear on the display. This means that no records have been stored in memory. If you have not marked any results as "before meal" or "after meal", there will be no value for the pre-meal or post-meal averages. This means that no records have been stored as "before meal" or "after meal" in memory.

7. Press the right (▶) button to turn off the display.

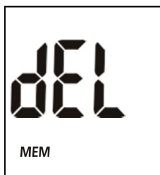
**Note:** Results from quality control tests will not be included in the averages. When viewing results in memory, the values are marked with a pound sign (#) to show that they will not be included in the 7, 14, 30, 60 and 90-day averages.



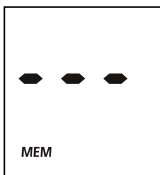
## Clearing the Memory

Be very cautious when clearing the memory because this is not a reversible operation. To clear the memory:

1. With the meter off, press and hold the left (◀) button for two seconds. This will turn on the meter and enter the delete mode.



2. To clear the memory, press and hold both the left (◀) and right (▶) buttons for two seconds.
3. The display will show "MEM" and "--". After a second, the meter will clear its memory and turn itself off.



4. If you entered the delete mode but want to exit without deleting the recorded data, press the right (▶) button. This will turn the meter off without deleting any data.

## Transferring Records

The meter can transfer stored test results to a Windows-based personal computer (PC) using an optional data transfer cable and software package. To make use of this feature, you will need the *On Call*® Diabetes Management Software (available from <http://www.oncallmeters.com/>) and a USB data transfer cable from ACON.

1. Install the software to your Windows PC according to the instructions from <http://www.oncallmeters.com>.
2. Connect the USB cable to your PC and plug the audio jack of the cable into the meter data port. The meter will automatically enter "PC" mode.

# Maintenance

Proper maintenance is recommended for best results.

## Replacing the Battery

The *On Call® Pro* Meter uses one 3.0 Volt CR 2032 lithium battery.

When the battery icon (🔋) is blinking, it means the battery is running low. You should replace the battery as soon as possible. An “E-6” error message will appear if the battery is too low to perform any more blood glucose tests. The meter will not function until the battery is replaced.

### Instructions:

1. Turn the meter off before removing the battery.
2. Turn the meter over, then slide the battery cover in the direction of the arrow to open it.
3. Remove and discard the old battery. Insert a new CR 2032 3.0 V coin cell battery in the battery carrier. Make sure the plus (+) side is facing up.



4. Close the battery cover and make sure that it snaps shut.
5. Recheck and reset the clock setting after battery replacement if necessary. To set the meter clock, see **Meter Setup before Testing** on page 14.

# Cleaning and Disinfecting the *On Call*<sup>®</sup> *Pro* Blood Glucose Monitoring System

The DisCide Ultra Disinfecting Towelette and the PDI Super Sani-Cloth Germicidal Disposable Wipes are validated for use with the *On Call*<sup>®</sup> *Pro* Blood Glucose Meter. Please check [www.aconlabs.com](http://www.aconlabs.com) for the most current list of EPA registered wipes for use with the meter.

**NOTE:** EPA registered cleaning wipes other than the ones listed in the table below may be used for cleaning and disinfecting the *On Call*<sup>®</sup> *Pro* meter. Other EPA registered wipes have not been validated and may affect the performance of the meter.

If you are using EPA registered cleaning wipes other than the ones listed in the table below, and notice any signs of damage including:

1. Control solution is out of range
2. The LCD display is cloudy
3. The meter housing has corroded or eroded
4. The meter is malfunctioning
5. The plastic housing has cracked

Please stop using the device and call customer support at 1-800-838-9502 for further assistance.

## Pre-Cleaning and Disinfection of meter

Before disinfecting the meter, please first use a DisCide Ultra Disinfecting Towelette (EPA Registration No. 10492-4) or a PDI Super Sani-Cloth Germicidal Disposable Wipe (EPA Registration No. 9480-4) to pre-clean the entire meter surface by removing any stains or debris. This pre-cleaning will prepare the meter surface for disinfection.

After pre-cleaning, please use another wipe to disinfect the meter. Wipe the entire meter thoroughly and leave the surface wet according to the contact times listed below.



Disinfection Wipe	EPA Registration No.	Contact Time
DisCide Ultra Disinfecting Towelette	10492-4	1 minute
PDI Super Sani-Cloth Germicidal Disposable Wipe	9480-4	2 minutes

**NOTE:** Only one of the two disinfectants listed should be used on the device for the lifespan of the device. The effect of using more than one disinfectant interchangeably has not been evaluated.

After disinfection wiping, please allow the meter to air dry completely before using the meter again. Avoid inserting any wipes into the inside of the strip port and data port when performing the pre-cleaning and disinfection procedure. Please refer to the diagram for the *On Call® Pro* meter in the **Getting Started** section for the strip port and data port location on the meter.

*Intended use for Disinfection and Pre-Cleaning before Disinfection*

The disinfection process is for preventing potential transmission of infectious diseases through bloodborne pathogens. The pre-cleaning process is to ensure the removal of any stains or debris so that effective disinfection can be achieved for the meter surface.

You should also wash both hands thoroughly with soap and water after handling the meter and test strips.

*Disinfection Wipes Material and Where to Buy Them*

The materials suitable for *On Call® Pro* meter pre-cleaning and disinfection are listed below.

Disinfecting Wipe	EPA Registration No.	Active Ingredients	Where to Purchase
DisCide Ultra Disinfecting Towelettes	10492-4	Isopropyl alcohol 63.25% n-alkyl dimethyl benzyl ammonium chloride 0.12% n-alkyl dimethyl ethyl benzyl ammonium chloride 0.12%	Available through the Palmero Health Care Company ( <a href="http://www.palmerohealth.com">www.palmerohealth.com</a> ) or through medical distributors
PDI Super Sani-Cloth Germicidal Disposable Wipes	9480-4	Isopropyl alcohol 55%, n-alkyl dimethyl benzyl ammonium chlorides 0.25%, n-alkyl dimethyl ethyl benzyl ammonium chloride 0.25%	Available through PDI Healthcare ( <a href="http://www.pdihc.com">www.pdihc.com</a> ) or through medical distributors

### Pre-Cleaning and Disinfection Frequency

Be sure to disinfect and pre-clean the meter after each use. The disinfection and pre-cleaning frequency depends on your daily usage and should take place between testing each patient. The meter disinfection process has been validated for 3 years of meter usage based on ten daily cleaning and disinfection cycles. A total of 10,950 cleaning and 10,950 disinfection cycles have been validated to represent cleaning and disinfection after each use over the lifespan of the *On Call® Pro* meter

Although deterioration was not observed during the manufacturer's validation of the cleaning and disinfection procedure, you should always inspect the meter for any signs of deterioration after cleaning and disinfection.

The meter appearance elements visually inspected in the validation testing include: polymer crazing (thin silver streaks), cracking, swelling, dissolving, softening and becoming brittle.

The meter functional elements inspected in the validation testing include: All display segments verified after meter turns on; All meter set up functions verified including 12 or 24 Hour mode; Year, Month, Date, Hour, Minute; Meal Marker, Audio, Ketone warning, Daily Control Test Reminder, Hyper warning, Hypo warning; Test Reminder 1, Test Reminder 2, Test Reminder 3, Test Re- minder 4, Test Reminder 5.

If any of the above signs of physical or functional deterioration are observed on the meter after performing the cleaning and disinfection procedure, please stop using the meter and contact Technical Support at 1-800-838-9502 for assistance.

If the meter displays an error message, if control solution test results fall outside of the indicated control range or if you suspect that the test results are inaccurate after performing cleaning and disinfection, please stop using the meter and contact Technical Support at 1-800-838-9502, 24 hours a day, 365 days a year.

**Note:** All parts of the kit are considered bio-hazardous and can potentially transmit infectious diseases, even after you have performed cleaning and disinfection. Please follow your institution's procedures and precautions when handling the meter.

**Important:** After disinfection, gloves should be removed and hands should be thoroughly washed with soap and water before proceeding to the next patient.

For more information, refer to “FDA Public Health Notification: Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication” (2010) <http://www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm> and “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>.

### General Maintenance

This Blood Glucose Meter is intended for multiple patient use by health care professionals in health care facilities. Always remember to pre-clean and disinfect the meter after each use. This is important to potentially prevent the transmission of infectious diseases.

Avoid getting liquids, dirt, and blood or control solution into the meter’s strip or data ports.

The *On Call® Pro* Blood Glucose Meter is a precision electronic instrument. Please handle it with care.

### **Safety Lancets**

Please use single-use, auto-disabling safety lancets for blood sampling. There is no maintenance required for single-use, auto-disabling safety lancet.

# Suggested Testing Times and Target Goals

It is important to frequently track the blood glucose levels of people with diabetes. The treating physician at your institution should help to determine the normal glucose levels and target ranges for each patient. The treating physician should also help to determine when and how often to test each patient's blood glucose.

Some suggested times are:

- When waking up (fasting level)
- Before breakfast
- 1-2 hours after breakfast
- Before lunch
- 1-2 hours after lunch
- Before or after exercise
- Before dinner
- 1-2 hours after dinner
- Before bedtime
- After a snack
- At 2 or 3 AM, if taking insulin

Your patients need to be tested more often whenever<sup>1</sup>:

- You add or adjust the patient's diabetes medication.
- You think the patient's blood glucose levels may be too low or too high.
- The patient is ill, or feeling uncomfortable over long periods of time.

Expected blood glucose levels for people without diabetes<sup>2</sup>:

Time	Range, mg/dL	Range, mmol/L
Fasting and Before Meals	70-100	3.9-5.6
2 Hours after Meals	Less than 140	Less than 7.8

Talk to the treating physician to set your patients' daily target ranges.

Time of Day	Patient's Target Range
Waking up (Fasting level)	
Before meals	
2 hours after meals	
Bedtime	
2 AM to 3 AM	
Other	

(Note: 1 mmol/L = 18 mg/dL)


1. Jennifer Mayfield and Stephen Havas, "Self-Control: A Physician's Guide to Blood Glucose Monitoring in the Management of Diabetes – An American Family Physician Monograph"  
 2. ADA Standards of Medical Care in Diabetes, 2015. Diabetes Care, 2015, Vol.38, Supplement 1

# Troubleshooting Guide

The meter has built-in messages to alert you of problems. When error messages appear, note the error number. Turn off the meter and then follow these instructions.

Display	Causes	Solution
Meter fails to turn on	Battery may be damaged or not be charged	Replace battery.
	Meter is too cold	If meter has been exposed to or stored in cold conditions, wait 30 minutes. Allow the meter to reach room temperature. Then repeat the test.
E-0	Power On self check error	Remove the battery for 30 seconds and then put it back in. Turn meter on again. If the problem persists, please contact Technical Support at 1-800-838-9502.
E-1	Internal calibration check error	Turn off meter or remove test strip, and then turn on meter again to retest. If the problem persists, please contact Technical Support at 1-800-838-9502.
E-2	Test strip was removed during the test	Repeat the test and ensure the test strip remains in place.
E-3	Sample was applied to the test strip too soon	Repeat the test and apply sample after blood drop/test strip symbol appears.
E-4	Test strip is contaminated or used	Repeat the test with a new test strip.
	Sample was applied to the test strip too soon	Repeat the test and apply sample after blood drop/test strip symbol appears.
E-5	Insufficient sample	Repeat the test and apply enough sample to fill the test strip check window.
	Sample application error due to late sample re-dosing	Repeat the test and apply enough sample to fill the test strip check window within 3 seconds.



Display	Causes	Solution
Ht	Temperature has exceeded the operating temperature of the system	Move to a cooler environment. Repeat the test.
LOt	Temperature is below the operating temperature of the system	Move to a warmer environment. Repeat the test.
	Battery is low but has enough power to run 20 more tests	Test results will still be accurate. But replace the battery as soon as possible.
E-6	Battery is discharged and the meter does not allow more tests until replacement with a new battery	Replace the battery. Repeat the test.
E-8	Meter electronics failure	If the problem persists, please contact Technical Support at 1-800-838-9502.
E-9	Non <i>On Call</i> <sup>®</sup> <i>Pro</i> test strip inserted in the meter	Please make sure you use the <i>On Call</i> <sup>®</sup> <i>Pro</i> test strip with the <i>On Call</i> <sup>®</sup> <i>Pro</i> Blood Glucose Meter. If the problem persists, please contact Technical Support at 1-800-838-9502.
	Test strip damaged or calibration error	Please test again by using a new strip. If the problem persists, please contact Technical Support at 1-800-838-9502.
E 10	Communications failure	There is an error in transferring data to the PC. See the package insert included in the <i>On Call</i> <sup>®</sup> Diabetes Management Software for troubleshooting.
E 12	Meter data port is plugged in with the data transfer cable when meter is in waiting for sample application mode with strip already inserted into the meter strip port	Unplug the data transfer cable from the meter's data port. Then remove the strip. Reinsert the strip into the strip port for testing. If the problem persists, please contact Technical Support at 1-800-838-9502.

# Warranty

Please complete the warranty card that came with this product and mail it to the following address:

*On Call® Pro* Warranty Center  
10125 Mesa Rim Road  
San Diego, CA 92121-2915, USA

If the meter fails to work for any reason other than obvious abuse within the first three (3) years from purchase, we will replace it with a new meter free of charge. For your records, also write the purchase date of your product here.

Date of purchase: \_\_\_\_\_

**Note:** This warranty applies only to the meter in the original purchase, and does not apply to the batteries supplied with the meter.



## Notes

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**ACON Laboratories, Inc.**  
San Diego, CA 92121, USA

Customer Support 1-800-838-9502 (24hours/365days)

**[www.oncallmeters.com](http://www.oncallmeters.com)**

For *in vitro* diagnostic use only.