



Diabetes Management User Guide



Welcome

This guide will help you get started in less than 5 minutes. If you have any questions, please call Member Support at (800) 945-4355 or email us at membersupport@teladochealth.com. We're available 24 hours a day, 7 days a week.

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Your Diabetes Management Program

This Diabetes Management program is a new approach to diabetes management designed to empower you to make better decisions.

The program includes: a connected meter, unlimited strips and lancets, access to coaches at any time, personalized insights and much more. Get started to discover all the benefits.



Getting Started

The meter comes ready to use right out of the box and is already charged. First, configure your meter to best fit your needs.

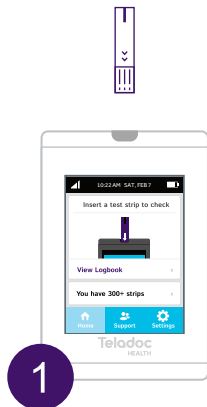
Configuring your meter:

Your meter will automatically connect to the company's server and configure your language and insulin preferences. This process should take no longer than 2 minutes. If you are in a location with poor cellular connectivity, you will be asked to select your language and insulin preference.

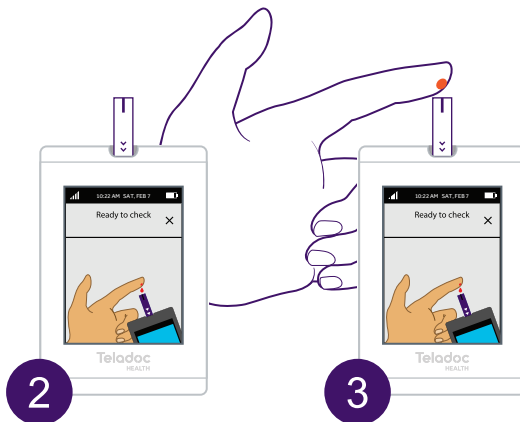
Now your meter is ready for your first blood glucose check.

Note: If you have cellular connectivity, your meter's date and time will be automatically updated after you do your first check.

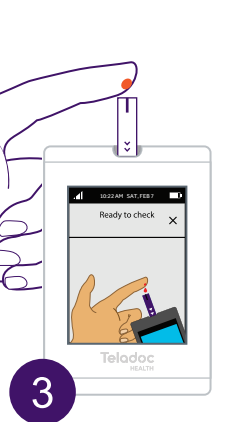
First Blood Glucose Check



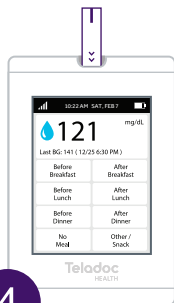
Place your meter on a flat surface, then insert a test strip.



Wait for the meter to display "Ready to check."



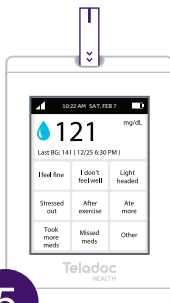
Apply a drop of blood into the strip chamber.



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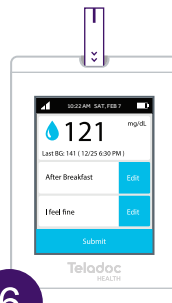
Select a meal tag.

If you take insulin, you'll have the option to log insulin and carbs.



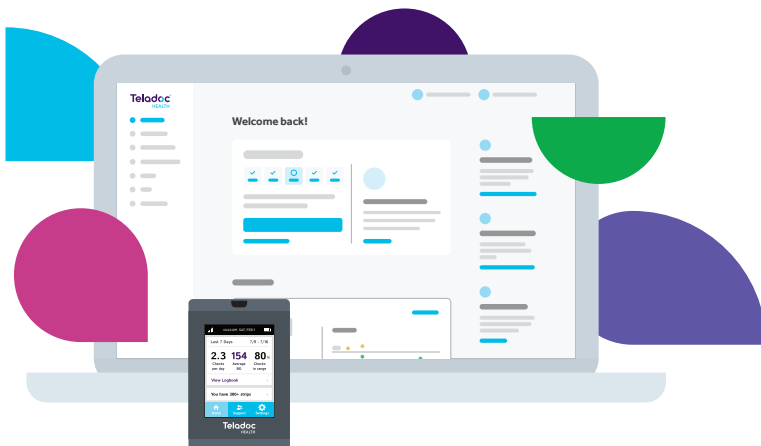
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Select a tag that describes how you're feeling.



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Click "Submit" to securely upload your blood glucose reading and tags (meals and feelings) to your account.



Access Your Data

You can access your data on the blood glucose meter by tapping **“View Logbook”** on the home screen. You can view your **“Summary,”** which is a summary of your statistics, or **“Charts,”** which shows visualizations of your data. **“All Logs”** is a complete log of all of your blood glucose readings.

You can also access your blood glucose readings in your secure account.

Coaching for Any Question

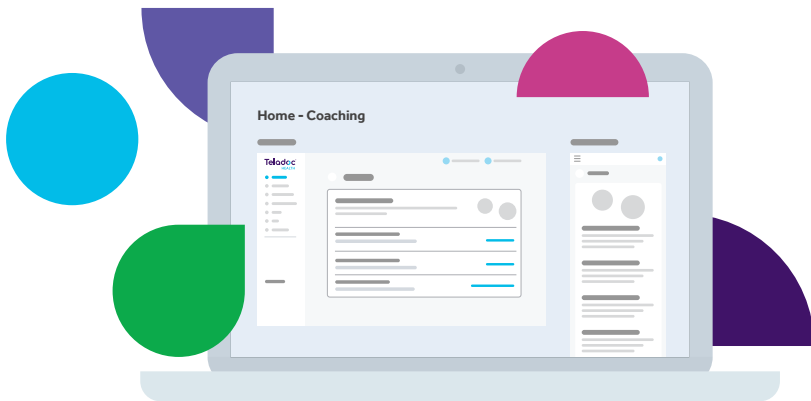
All coaches are Certified Diabetes Care and Education Specialists who can answer any diabetes questions. Your coach will get to know you and give you the one-on-one support you need.

To contact a coach using your meter:

Tap **"Support"** and then **"Contact a Coach."**

Once you speak with a coach, you'll be able to continue the conversation by phone, email or text message.





Support When You Need It Most

If your blood glucose reading is high or low, our diabetes response specialists will contact you within minutes to help you get your blood glucose back into target range.

By default, the blood glucose thresholds are set to 50 mg/dL and 400 mg/dL. You can customize the thresholds or, if you prefer, opt out of this benefit in your online account.



Keep Your Contacts in the Loop

You can choose to notify your contacts (friends and family) automatically by email or text message when you get low or high blood glucose readings. You can enable and customize this feature in your online account.

Share Your Health Summary Report

Your Health Summary Report has been specifically designed for you to easily share your data with your doctor every few months.

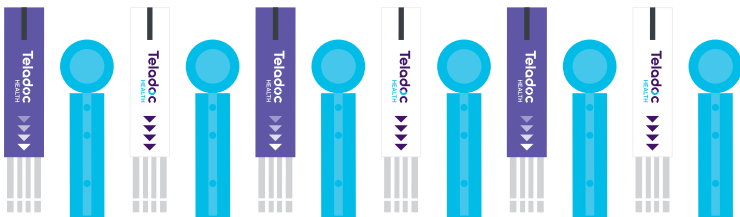
It provides a summary of your readings, along with charts and trends, so that you can spend more time on meaningful conversations with your doctor.

You can share your Health Summary Report from your meter, your online account, or your mobile app.

From your meter, tap **“Support”** and then **“Share Health Report.”**

To enable this feature, please add your doctor’s email address to your account beforehand. You can do this in your online account





Unlimited Test Strips and Lancets

Your membership includes unlimited test strips and lancets. There are no hidden costs or copays. You'll automatically receive a notification on your meter when our records show you might need more strips.

There are four ways you can reorder more strips and lancets, including from your meter, online account, mobile app, or by contacting Member Support.

From your meter: From your meter home page, go to **"Support"** and then tap **"Reorder strips."** Follow the instructions to confirm your address.

If your strips or lancets are expired, contact Member Support at (800) 945-4355 or email membersupport@teladochealth.com.

Charging the Blood Glucose Meter

Your blood glucose meter is powered by a rechargeable battery. You'll receive a notification on the meter when your battery level is low. To charge it, plug the charger cord into the port on the left side of the meter. The meter will show the progress on the screen. Please note that you won't be able to perform a blood glucose check while it's charging.

 Please wait for 30 minutes after charging to check your blood glucose.

 Use the AC adapter and USB cable that came in your Welcome Kit. Do NOT use other AC adapters or USB cables, as this can damage the meter.

Power On / Power Off / Sleep Mode / Storage

To save battery, your blood glucose meter will go to Sleep Mode after being inactive for 1 minute.

To wake up the meter, you can simply press the power button or insert a test strip.

To power off the blood glucose meter, hold the power button for 3 seconds, and the screen will indicate that it's powering down. To turn the meter back on, hold the power button again for 3 seconds.

The blood glucose meter is best stored in the carrying case included in the Welcome Kit. The case is designed to protect the device and help you carry everything you need to check your blood glucose. You can even perform a check without removing the meter from the case.



Do not expose or store the meter in extreme temperatures (below -13°F or above 115°F).

Using the Lancing Device

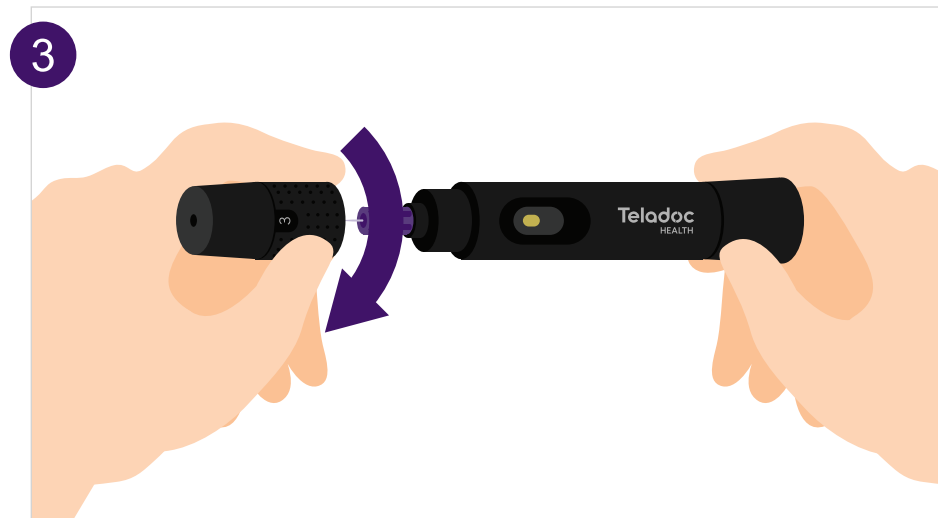
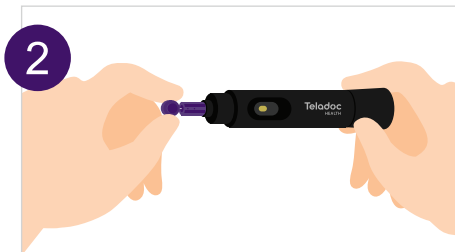
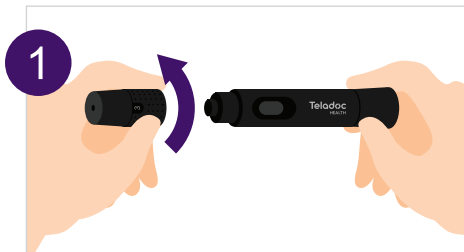
The lancing device is simple to use. Please use the following instructions:

1. **Remove the lancing device cap:** Remove the cap by turning it counterclockwise and then pulling it straight off the lancing device.
2. **Insert a lancet:** Align the lancet so that it fits into the lancet holder. Push the lancet into the device until it snaps into place. Twist the protective cover until it separates from the lancet.
3. **Replace the lancing device cap:** Place the cap on the lancing device and turn clockwise to secure the cap. Avoid contact with the exposed lancet.

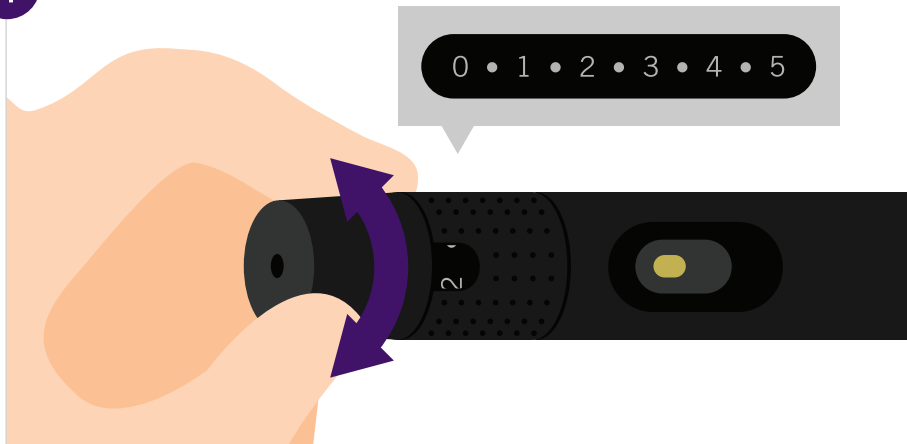


Useful Tips:

- Gently massage from the base of the finger to the tip of the finger to obtain the required blood volume.
- Rotating fingers helps avoid callous buildup, which will make drawing blood easier.
- Prior to checking, wash your hands and dry them thoroughly. Use warm water to increase the blood flow in your fingers.



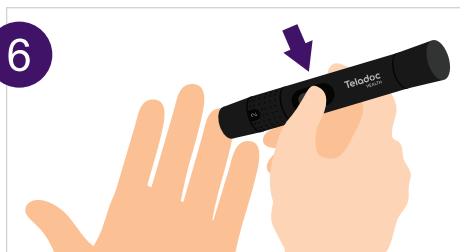
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Using the Lancing Device (cont.)

- 4. Adjust the depth setting:** The lancing device has 11 puncture depth settings. These are numbered 0 through 5, including half numbers. Smaller numbers are for a shallower puncture. Turn the depth wheel to choose the setting.



Tip: A shallower puncture may reduce discomfort. It is recommended that you start with a shallower setting and increase the depth until you get an adequate drop of blood. Greater pressure of the lancing device against your finger will also increase the puncture depth.

- 5. Cock the lancing device:** Slide the cocking barrel back until it clicks. If it does not click, it may already have been cocked when you inserted the lancet.
- 6. Puncture your finger:** Hold the lancing device firmly against the side of the tip of your finger. Press the release button to prick your finger. Remove the lancing device from your finger.



Reference the provided Instructions for Use for additional information.

Customize Your Settings on the Blood Glucose Meter

You can personalize your blood glucose meter to best suit your needs.

By tapping “**Settings**” on the blood glucose meter home screen, you’ll be able to configure:

- **Insulin:** Select whether you take insulin. Selecting “**On**” will allow you to log your insulin intake after your blood glucose checks.
- **Language:** Choose from English or Spanish.
- **Sounds:** Turn sounds on and off.
- **Airplane Mode:** Turn off communications on the meter by turning “**Airplane Mode**” on.
- **Reminders:** Set up to 3 alarm clock reminders to prompt you to take important actions, such as taking medications or checking your glucose.

Understanding Meter Accuracy

Your blood glucose readings can be used to inform all areas of your diabetes management plan, including treatment and lifestyle decisions—but only if you trust them.



Avoid comparing your meter readings with other blood glucose meter readings.

Comparing results cannot tell you what caused the difference: the meter, test strips or different drops of blood.

The blood glucose meter provided was cleared by the FDA, because its results fall into an acceptable range when compared to lab test results. All FDA-cleared meters are required to give results that fall within a certain range when compared to a lab test, which means that results can vary from meter to meter.

You should expect some variability, since the only “true” blood sugar measurement happens in the lab—which is how meter manufacturers verify the accuracy of meter readings.

The FDA guidelines for meter accuracy (for new meters since 2016) are as follows:

- **95% of results fall within 15% of blood sugar lab results**
- **99% of results fall within 20% of lab results**

Three things can affect the accuracy of your blood glucose meter's results: 1) the meter itself, 2) your test strips and 3) the state of your fingers.

Here are some useful tips for ensuring your blood glucose meter is working correctly:

- **Do a control solution test:** Your blood glucose meter comes with control solution. Follow the instructions in the Owner's Manual (in your online account) to perform a control solution test.
- **Protect your test strips:** Keep them dry, out of the heat and cold, and sealed tightly in their bottle.
- **Keep your checks clean:** Wash your hands with soap and warm water, and use a new, sterile lancet for each check. This helps keep dirt, oil or other debris from interfering with the reading.

Troubleshooting Error Messages

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Blood Applied Too Quickly	Blood was applied too quickly after the strip was inserted and before the meter was ready. After inserting the strip, please wait until you see the message " Ready to check " to apply blood.
Contaminated or Used Strip	The strip that you are using is either contaminated or has been used. Please use a new strip and try again.
Insufficient Blood Sample	Sometimes the blood sample might be too small to be measured with accuracy. Please remove the strip and try again using a new strip.
Glucose Strip Coding Error	Please insert a new test strip from the same vial and try again. If the error persists, contact Member Support.
Temperature Too High	The outside temperature is above 113°F, which is too high to give an accurate reading.
Temperature Too Low	The outside temperature is below 41°F, which is too low to give an accurate reading.

Troubleshooting Error Messages (cont.)

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Test Strip Removed	If the strip is removed before a reading can be obtained, you'll receive this error message. Please fully remove the strip and try again with a new strip.
Hematocrit Error	Your hematocrit level is below 20% or above 70%. The blood glucose meter operates in the hematocrit range of 20% to 70%. Very high (above 70%) and very low (below 20%) hematocrit levels can cause false results. Talk to your doctor about your hematocrit level.
Glucose High: > 600 mg/dL	The blood glucose meter can measure blood glucose accurately from 20 mg/dL to 600 mg/dL. If your blood glucose is higher than 600 mg/dL, the screen will display this message. Please call your doctor if you receive this message.
Glucose Low: < 20 mg/dL	The blood glucose meter can measure blood glucose accurately from 20 mg/dL to 600 mg/dL. If blood glucose is lower than 20 mg/dL, the screen will display this message. Please call your doctor if you receive this message.

Troubleshooting Error Messages (cont.)

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Internal Calibration Error	Please turn off the meter for 30 seconds and turn it back on. If the error persists, contact Member Support.
Internal Meter Error	Please turn off the meter for 30 seconds and turn it back on. If the error persists, contact Member Support.
Meter CRC Error	Repeat the blood glucose check with the same test strip. If the error persists, contact Member Support.
Communication Error	If you are not in cellular range, your blood glucose results will not be transmitted. The results will be stored in the meter's memory and transmitted the next time you check.

If you have any questions about your blood glucose meter, contact Member Support at (800) 945-4355 or email us at membersupport@teladochealth.com. We are available 24 hours a day, 7 days a week.

Appendix

Specifications and Limitations

Specifications

- Test measured: Blood glucose
- Glucose methodology: Glucose oxidase biosensor
- Glucose test results: mg/dL (Plasma values)
- Measuring range: 20-600 mg/dL
- Acceptable hematocrit range: 20% to 70%
- Length of test: 5 seconds
- Test strip volume: 0.8 μ L

Operating Ranges

- Temperature: 41°F to 113°F (5°C to 45°C)
- Humidity: 10% to 90% relative humidity
- Altitude: up to 8,516 ft (2,595 m)
- Weight: 2.65 oz (75 g)
- Size 3.6 x 2.3 x 0.9 in (96 x 57 x 17.7 mm)
- Meter data storage: 1,000 results
- Environmental pressure: 75kPa to 101kPa

Electrical & Power Ratings

- Electrical specifications: 3.85V Li-Polymer Battery 1200mAh
- Maximum current (Battery): 650mA peak
- Maximum power (Battery): 3.0W peak
- Maximum current (USB input, charging): 1A continuous
- USB charging input: 5V 1A

Environmental

- The storage temperature range for the meter: -13°F to 115°F (-25°C to 45°C)
- The storage temperature range for the test strips: 41°F to 86°F (5°C to 30°C)
- The meter operational temperature range: 41°F to 113°F (5°C to 45°C)
- The relative humidity range: 10% to 90% non-condensing

Symbols

	Biological risks		Temperature range
	Consult instructions for use		Use by date
	In vitro diagnostic medical device		Humidity range
	Caution, consult accompanying documents		Atmospheric pressure range
	Catalog number		Keep dry
	Keep away from sunlight		FCC
	Direct current		Serial number
	Includes control solution		

FCC Statement

This device, model BG300, complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by Teladoc Health, Inc. could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- *Reorient or relocate the receiving antenna.*
- *Increase the distance between the equipment and receiver.*
- *Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.*
- *Consult member support or an experienced radio/TV technician for help.*

Radiofrequency Radiation Exposure Information:

The device uses cellular radio frequency technology to accomplish required communications with the company's secure server. The device communicates with the company's secure server only in three circumstances: when used to check blood glucose (which typically happens up to 8 times per day); before the device goes to sleep (which follows every blood glucose check); when used to share a summary report (which typically happens every 1–3 months).

The average human exposure to such radio frequency radiation remains far below the regulatory limits set by the US Federal Communications Commission (FCC) provided that the device is used at positions as instructed in this manual during communication with the company's secure server.

California Proposition 65 Warning

THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

Warranty

Your connected device is guaranteed by Teladoc Health to be free of material and workmanship defects for one (1) year from the date of receipt (except as noted below). If at any time during the first year after receipt, your device does not work for any reason (other than as described below), it will be replaced with a new device free of charge.

Limitations On Warranty

This warranty is subject to the following exceptions and limitations:

- This warranty is applicable only to the original intended recipient of the device.
- This warranty does not apply to devices that malfunction or are damaged due to obvious abuse, misuse, alteration, neglect, unauthorized maintenance or failure to operate meter in accordance with instructions.
- For Teladoc Health devices that use test strips and/or control solution, Teladoc Health makes no warranty as to the performance of the device when used with any test strips and/or control solution other than Teladoc Health–provided test strips and/or control solution.
- There is no other express warranty for this product. The option of replacement, described above, is Teladoc Health's only obligation under this warranty.

For Warranty Service

Please contact Member Support at (800) 945-4355. We are available 24 hours a day, 7 days a week.

Privacy Policy

As the manufacturer of this blood glucose meter, we are committed to securing your personal information responsibly and in compliance with the law. Learn more at: <https://www.teladochealth.com/legal/notice-of-privacy-practices/>.

Your Welcome Kit Includes:

- Connected Meter (1)
- Lancing Device (1)
- Lancets (100)
- Blood Glucose Test Strips (150)
- Blood Glucose Control Solution (2)
- User Guide (1)
- Instructions for Use (1)
- Carrying Case (1)
- AC Adapter (wall charger) and USB Charger (1)
- Owner's Manual (in your online account)

