Teladoc®
HEALTH

Teladoc Health BG500 Blood Glucose Monitoring System (BGMS)

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CHAPTER 1

Teladoc Health BG500 Blood Glucose Monitoring System

Thank you for choosing the Teladoc Health BG500 Blood Glucose Monitoring System (BGMS) as your gateway to managing your diabetes. The BGMS will help you monitor and understand your glucose so you can lead a healthier life.

This Owner's Manual has important information about the BGMS and how it works. Please read it carefully before using the device, so you can make the most of it.

Using This Owner's Manual

We have included some additional information in this Owner's Manual, including:

- NOTES – helpful information for day-to-day use
- CAUTIONS – important tips to protect your meter
- WARNINGS – crucial information that will help you use your glucose meter safely and tell you about the risks of receiving inaccurate readings

Indications for Use

The Teladoc Health blood glucose monitoring system is intended to quantitatively measure the glucose concentration in fresh capillary whole blood samples drawn from the fingertips. It is intended for use by persons with diabetes at home as an aid to monitor the effectiveness of diabetes control. It is not intended for neonatal use or for the diagnosis of or screening for diabetes. This system is intended for self-testing outside the body (in vitro diagnostic use) and should only be used by a single person and should not be shared. It is not to be used on anyone critically ill, in shock or in a hyperglycemic hyperosmolar state with or without ketosis.

The blood glucose test strips (test strips) are used with the connected meter in the quantitative measurement of glucose in fresh capillary blood from the fingertip.

The blood glucose control solution is for use with the connected meter and test strips as a quality-control check to make sure that the meter and test strips are working together properly.

The connected meter is associated with a member account, which automatically captures all the blood glucose data and related information entered, and displays tables and charts summarizing the data. The connected meter does not recommend any medical treatment or medication dosage level.

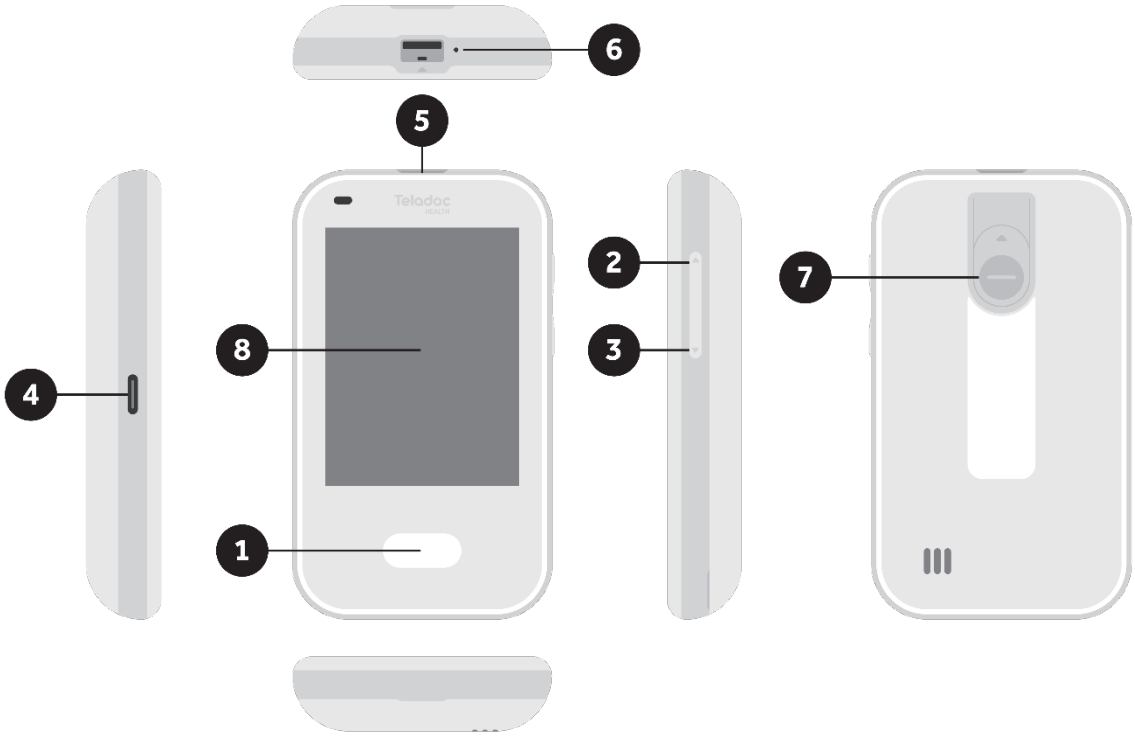
The Teladoc Health BG500 Blood Glucose Monitoring System

The BGMS is an over-the-counter (OTC) system designed for the self-monitoring of blood glucose by persons with diabetes in home settings to aid in diabetes management.

The system consists of the following components:

- Connected meter (1)
- Lancing device (1)
- Lancets (100)
- Blood glucose test strips (100)
- Blood glucose control solution (3)
- User Guide (1)
- Package inserts (3)
- Carrying case (1)
- AC adapter (wall charger) and USB charger (1)

Your connected meter is easy to use. It has a color touchscreen that lets you easily select features like checking your blood glucose, viewing your logbook, sharing your results and viewing health tips. It gives accurate glucose test results in seconds using a small blood sample. The meter stores your glucose results in its memory so that you can view them later. The meter can automatically send your blood glucose data wirelessly and securely to your account so you can view it later. You can also choose to send your results to your healthcare team to help you and your care providers manage your diabetes. The meter will let you know when you are running out of test strips and need to reorder. Remember, the meter is not intended to provide automated treatment guidance or decisions, and it's not a substitute for your professional care provider.



1. The connected meter Home button
    a. Long press the Home button to turn on (power on) the meter
    b. Short press to turn on/off the screen from the home screen
    c. Short press to go back to the home screen from another screen (except in test mode)
    d. Long press from the home screen to pop up a window with the following options: Power Off, Restart or Cancel
2. Volume Up button: Press to turn the volume up
3. Volume Down button: Press to turn the volume down
4. Charging port (USB Type-C)
5. Test strip port
6. LED indicator
    a. The LED will light up in test mode
7. Strip ejector: Push Up button to eject test strip from meter
8. Display screen
    a. Shows test results and related information selected

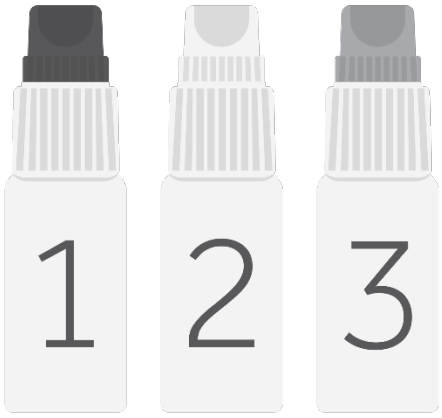
Blood Glucose Test Strips

The test strips measure glucose in whole blood. The strips are designed to be used only with the meter provided. Each strip is meant to be used only once and then discarded.

1. Sample tip
    a. Where blood is drawn
2. Electrode end
    a. This end is inserted into the strip port on the meter, facing upwards, in the direction of the arrows

Blood Glucose Control Solution

The control solution is for use with the meter and test strips as a quality control check to make sure that the connected meter and test strips are working together properly and that the test is performing correctly. The solution may also be used to practice taking readings or to check that you are following the correct testing procedure without using your own blood. If the monitor reading is within the control solution's acceptable range, the meter is working correctly.



Lancing Device and Lancets

The lancing device is intended for use with lancets. These disposable sterile lancets are used to draw small amounts of capillary blood from the fingertips to test with the meter and test strips. The lancing device is intended for single-patient use.

NOTE: The meter must only be used outside the body (in vitro diagnostic use). It should only be used with provided blood glucose test strips and glucose control solutions. It should only be used for testing glucose with fresh capillary whole blood samples.

- It should NOT be used to diagnose diabetic ketoacidosis (DKA) or to test neonates
- It should NOT be stored in the refrigerator or in the car

Limitations

The test strips give accurate results when users follow these guidelines:

- Each test strip is for a single check only. Do not reuse the strips. Do not share them with anyone, including relatives. Use only fresh capillary whole blood from the finger. Do not use serum or plasma.
- This meter should be used in temperatures ranging from 41°F to 113°F (5°C to 45°C). Extremes in humidity (higher than 90% and lower than 10%) may affect results.
- Do not leave the meter in your car
- The glucose test strips are calibrated against plasma
- Blood glucose test results may be falsely low if you are severely dehydrated, in shock or in hyperosmolar crisis
- Meter will enter sleep mode after 2 minutes of no operation
- Critically ill patients should not be tested with the meter provided
- Please use your meter with care. If you notice symptoms that don't match your blood glucose test results and you have followed all the instructions in this Owner's

Manual, consult your doctor or healthcare professional immediately. It is always better to be safe.
- Do not test your blood glucose during or soon after a xylose absorption test. Xylose in the blood can give inaccurate results with this meter.
- Not for neonatal use
- Not for screening or diagnosis of diabetes mellitus
- Not for alternative site testing (AST)
- Do not use the system above 10,413 ft (3,174 meters) in altitude

This meter is not intended for use in healthcare or assisted-use settings, such as hospitals, physician offices or long-term care facilities. It has not been cleared by the FDA for use in these settings, including for routine assisted testing or as part of glycemic control procedures. Use of this meter on multiple patients may lead to transmission of human immunodeficiency virus, hepatitis C virus, hepatitis B virus or other bloodborne pathogens.

Contact Us

Meter is manufactured for:
Teladoc Health, Inc.
1945 Lakepointe Dr.
Lewisville, TX 75057

Questions? Contact Member Support at 800-835-2362 or membersupport@teladochealth.com, 24 hours a day, 7 days a week.

Important Safety Instructions

Please take a moment to read through this important safety information. There is a risk of disease transmission when using blood glucose monitoring systems, and they should be used with caution and care:

- The connected meter and lancing device are for single-patient use
- For safety reasons, do not share it with anyone, including your family members
- Many parts of your device come into contact with your blood and are biohazardous
- Kit parts can potentially transmit infectious diseases, even after being cleaned and disinfected
- Always wash your hands thoroughly with soap and water and dry well after handling the meter, test strips or your lancing device
- Always consult your diabetes healthcare provider and follow their guidance about your blood glucose monitoring routine

- If this device is used in a manner not specified by the manufacturer, the protection provided against hazards may be impaired
- Do not alter your blood glucose management or treatment without first consulting your doctor or healthcare professional. Refer to the Cleaning and Disinfection section for details on cleaning and disinfecting the meter. Follow proper precautions and all local regulations when disposing of the meter.
- For more safety information, please refer to table below:

Name of safety information reference	**Link**
Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication	https://downloads.regulations.gov/FDA-2016-N-0400-0003/content.pdf
Considerations for Blood Glucose Monitoring and Insulin Administration	https://www.cdc.gov/injection-safety/hcp/infection-control/?CDC_AAref_Val=https://www.cdc.gov/injectionsafety/Fingerstick-DevicesBGM.html

CHAPTER 2

Components

Your Teladoc Health BG500 Blood Glucose Monitoring System Welcome Kit includes everything you need to check your blood glucose and send your reading to your personal account. The BGMS includes:

- Connected meter (1)
- Lancing device (1)
- Lancets (100)
- Blood glucose test strips (100)
- Blood glucose control solutions (3)
- User Guide (1)
- Package inserts (3)
- Carrying case (1)
- AC adapter (wall charger) and USB charger (1)
- Owner's Manual (in your online account)

Your BG500 User Guide shows you the features of the meter. Please review the User Guide before starting. The meter will be partly charged and ready to go when you take it out of the box. Plug it in to fully charge it. Do not charge it for more than three hours. Under normal blood glucose monitoring conditions, the charge should last for several weeks.

Test Strips

- Store test strips in their protective vial. Store with their cap on tight.
- Store test strips in 36-86°F and 10-90% humidity. Avoid storing the test strip to temperatures above 86°F and direct sunlight.
- The operating conditions for meter and test strips: 41-113°F and 10-90% humidity.
- Do not store or use the test strips in a humid place such as the laundry room or bathroom. Do not clean or disinfect the test strips. The cleaning and disinfecting wipe intended for the meter may affect the performance of test strips.
- Do not transfer the test strips to a new vial or any other container.
- Replace the vial cap as soon as you remove a test strip.
- Use the test strip as soon as it is removed from the vial.
- Repeated insertion and removal of a test strip into the meter strip port may result in reading errors.
- Do not use your test strips past the unopened expiration date. The date is printed on the vial label. Otherwise, you may get incorrect test results.

- Note: All expiration dates are printed in Year-Month-Day format. 2023-02-01 means 1st February 2023.
- A new vial of test strips may be used for 6 months after first opening. After 6 months they will expire. Write the opened expiration date on the vial label after opening.
- Do not use the torn, bent, or damaged test strips. Do not reuse test strips.
- Keep the meter and all associated parts out of reach of children.
- Do not alter your blood glucose management or treatment without first consulting your healthcare professional.
- The meter and lancing device are for single patient use. Do not share them with anyone including your family members. Do not use on multiple patients.
- All parts of the kit are considered biohazardous and can potentially transmit infectious diseases, even after you have performed cleaning and disinfection.
- Refer to the user guide for cleaning and disinfection instructions.
- It is recommended to read the reference FDA Public Health Notification: Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication and visit CDC website on Infection Prevention during Blood Glucose Monitoring and Insulin Administration.
- Store meter in the carrying case provided whenever possible

Questions? Contact Member Support at 800-835-2362 or membersupport@teladochealth.com

Lancing Device

- Lancing device cocking barrel
- Lancet holder
- Release button
- Safety tab
- Puncture depth
- Lancing device settings
- Device
- Cover

The picture below shows your lancing device. This is the part that takes the blood sample.

To use it, you should:

1. Remove the device cap and connecting collar by holding and turning the collar counterclockwise then pulling.
2. Insert a lancet into the lancet holder by sliding the lancet into the holder until it snaps into place.
3. Twist the lancet cap off the lancet. (Save the lancet cap for lancet removal, described in step 9.)
4. Put the cap and collar back on the lancing device by reattaching and turning clockwise to tighten.
5. Hold the lancing device firmly and turn the device cap to adjust the lancet penetration depth. Choose from settings 1 through 5 in the Setting Window.
6. Pull the rear handle back until it clicks to load the lancing device.
7. Hold the lancing device against the side of a fingertip and press the release button to prick the skin and obtain a drop of blood. If necessary, gently massage the pricked finger until a drop of blood forms.
8. Apply the blood sample to the test strip, following the proper test strip instructions.
9. Remove the device cap and connecting collar (as in step 1). Place the lancet cap on a hard surface, and push the lancet into the lancet cap.

10. Slide the lancet ejector forward to release the used lancet. Make sure to dispose of the lancet in an appropriate container, in accordance with local regulations. NEVER use your fingers to pull a used lancet out.
11. Put the device cap and connecting collar back on the lancing device (as in step 4).

Blood Glucose Control Solution

Your Welcome Kit includes three control solution bottles. They contain a known concentration of glucose. They are used to confirm that your meter and test strips are working together properly. They also confirm that you are performing the test correctly. Control solution 1 contains less than 0.1% of glucose (active ingredient). Control solution 2 contains less than 0.2% glucose (active ingredient). Control solution 3 contains less than 0.3% glucose (active ingredient). All three levels of control solution have preservatives in an aqueous-based mixture.

It is important to run a quality control test regularly to make sure you are getting correct results. You can also use this solution to practice taking readings or to check that you are following the correct testing procedure without using your own blood. If the meter reading is within the control solution's acceptable range, the meter is working correctly.

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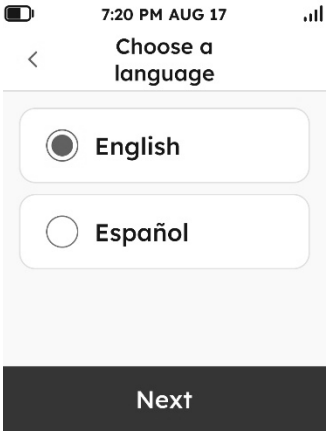
CHAPTER 3

Getting Started

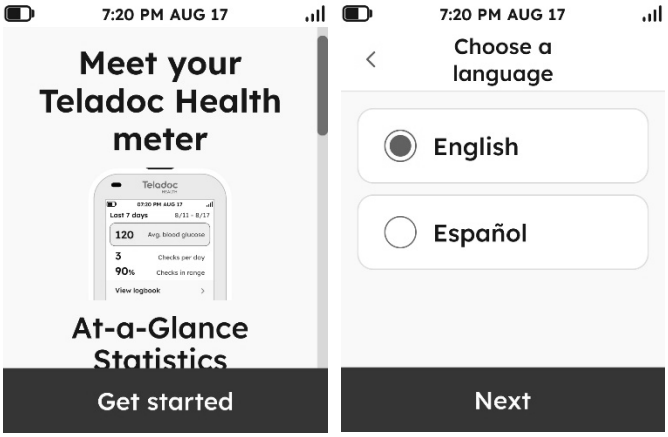
Turning On and Setting Up

Setting up and using your meter only takes a few simple steps. Check to make sure that your battery is not low before using your meter for the first time. To check the battery status, look at the battery gauge icon on the top left corner of the screen.



Home (On/Off) Button

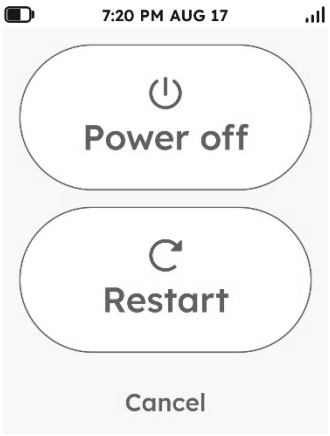
Do a long press on the Home button to power on. It will give one short beep when it connects to the cellular network. If you are connected, your account preferences will be retrieved automatically. If there's no connectivity, then the meter will prompt you to select if you use insulin or not and what language you prefer (English or Spanish). This message will not be repeated every time the meter is turned on. You can always change these selections in the Settings menu.



Sleeping and Turning Off Your Meter

To save battery, the screen on your meter will dim after 30 seconds of non-use, and the device will turn off after 2 minutes of non-use. You can go to the home menu by pressing the Home button once. If on the home menu, pressing the power button again will turn the screen off. You can also put your meter to sleep by pressing the Home button for 3 seconds.

To power down and turn off your meter completely, just hold the Home button until the device powers off.



CAUTION: Always handle your meter with care. Dropping the meter or exposing it to water may damage the sensitive equipment inside. If you are packing your meter for an extended period, protect it from moisture, prolonged direct sunlight and extreme temperatures. Use the carrying case whenever possible.

Your Meter

1. Home (On/Off) button
2. Color display touchscreen
3. Test strip port
4. USB charging port
5. Wireless signal indicator
6. Battery charge indicator

The Display Screen

The picture below shows all the symbols that appear on your meter display. Ensure the display is working properly before testing. When the meter is off, press and hold the Home button to view the complete display. All display elements will appear. If you need more time to check the display, repeat the above operation. All display segments should be clear and exactly like the picture below.

Symbol	Definition	Description
	Support icon	Tap this icon to show the support screen
	Home screen icon	Tap this icon to enter into the home screen
	Setting icon	Tap this icon to show the setting/selection screen
	Battery level	Shows current battery level
	Low Battery	Indicates that the battery is low and requires charging
	Charging state	The meter is connected to the charging cable
	Airplane mode	This symbol means airplane mode is on

Symbol	Definition	Description
	Vibration mode	This symbol means vibration mode is on
	Voice mode	This symbol means that voice mode is off
	No SIM card	SIM card not detected
	Control solution symbol	Control solution symbol
	Data transmission symbol	Test result is being transmitted
	Succeed transmission symbol	Test result has been transmitted
	Failed transmission symbol	Test result has not been transmitted
	Signal strength	Signal strength
	No data	No data is stored
	Return icon	Tap this icon to back to previous screen
	Filter icon	Tap this icon to enter the filter screen
	Close icon	Tap this icon to close the current display page on screen

CHAPTER 4

Checking Your Blood Glucose

Before Checking

Wash and thoroughly dry your hands and the testing site before checking your blood glucose to ensure accurate results.

Safety Tips

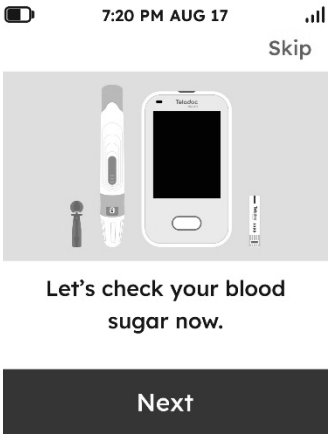
Follow the cleaning and disinfecting instructions for the meter (Chapter 10) and lancing device to prevent the risk of blood-borne pathogens.

The meter and lancing device are intended for a single user and should never be shared. Wash your hands with soap and warm water and dry them thoroughly. Alternatively, use alcohol pads to clean the area to be tested and dry it thoroughly after cleaning.

NOTE: It is important to clean the testing site.

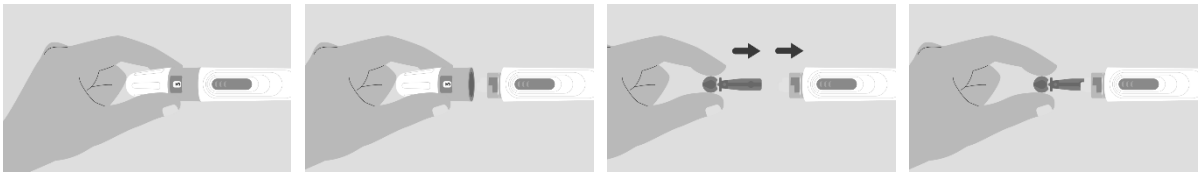
Your First Blood Glucose Check

The first time you use your meter, you will go through a first-time tutorial that shows you how to do a blood glucose check. First, power on your meter by long pressing the Home button. Place your meter on a flat surface, then insert a test strip. The screen will display "Let's check your blood sugar now." Select "Next" to continue.

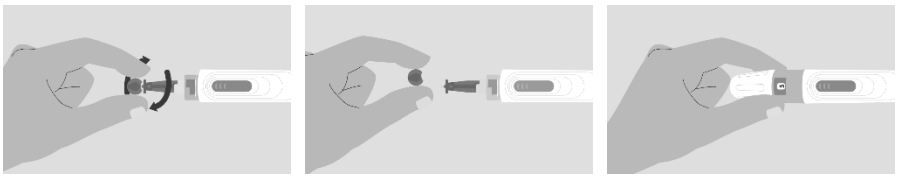


1. Clean your hands. Make sure they are dry and warm.

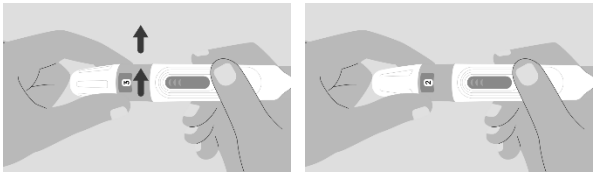
2. Remove the lancing device cover. Insert the lancet into the top of the holder.



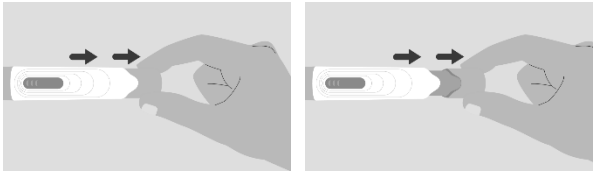
3. Twist the safety tab off the lancet. Carefully put the lancing cover back on.



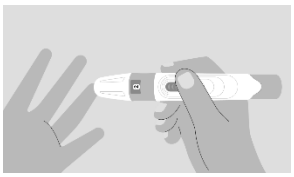
4. Adjust the depth of the needle by turning the top of the lancing cover. You can set the depth of the lancet (0 = shallowest puncture, 5 = deepest puncture) by twisting the lancing device until you reach the depth you want. Try 2 or 3 to start.



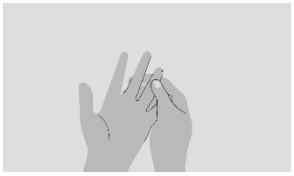
5. Pull the cocking barrel back. You might hear a click as the release button sets. Insert the test strip into the top of the meter.



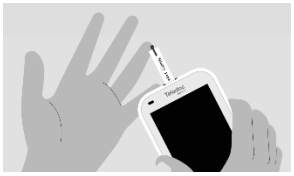
6. Hold the lancing device against the top side of your finger.



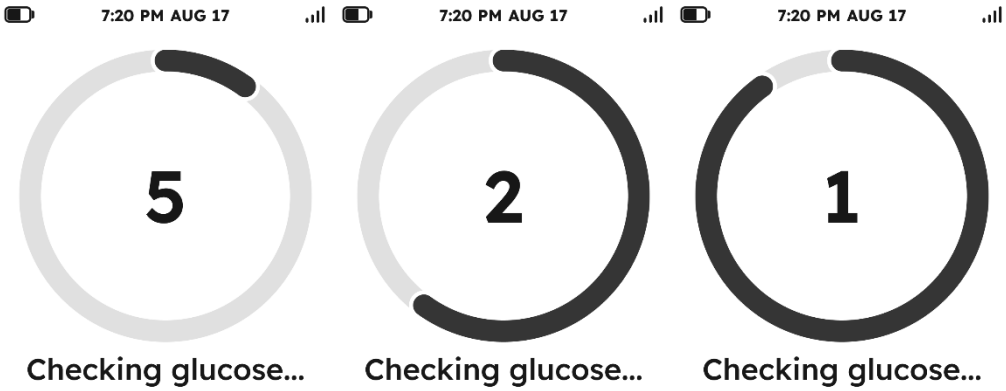
7. Press the release button. Massage from the base of your finger to the tip. You want a sizable blood drop.



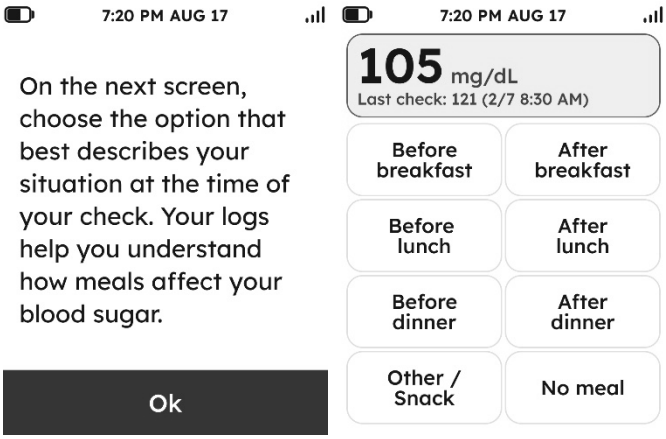
8. Touch the end of the test strip to the blood drop until the chamber of the test strip is full.



9. The screen will display “Checking glucose.”

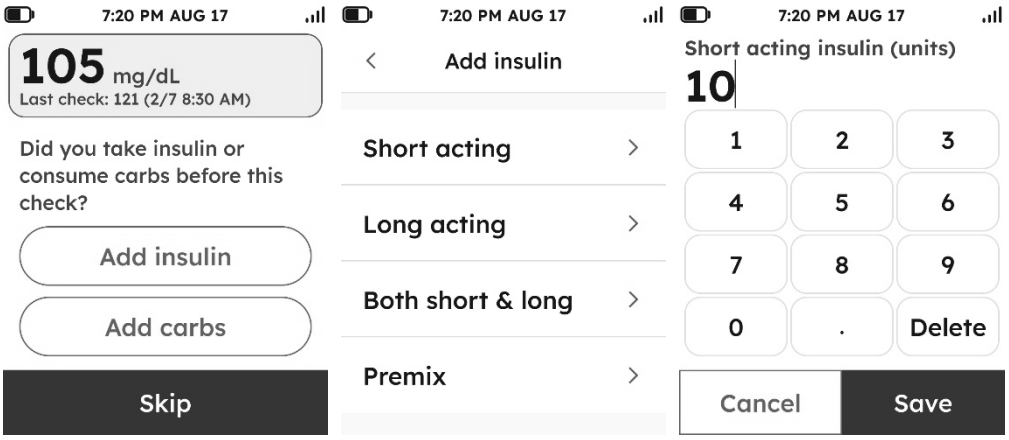


When your results are ready, they will display on the screen and be automatically stored in the device's memory. You will then be introduced to mealtime tags. Once you've read about mealtime tags, select "OK."



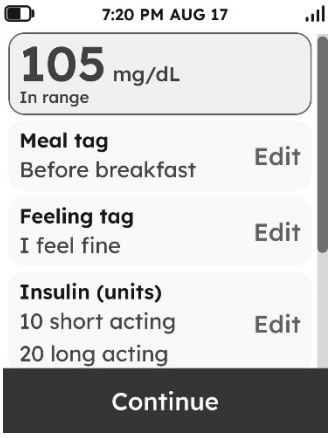
The next screen shows your current blood glucose value and eight different mealtime tags. Select the mealtime tag that best describes your current situation. You will then be introduced to feeling tags. Once you've read about feeling tags, select "OK." The next screen shows your current blood glucose value and nine different feeling tags. Select the feeling tag that best describes your current situation.

Next, you can add insulin or carbs you consumed before the check.

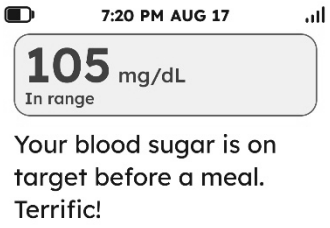


Lastly, you will be introduced to how to submit and edit your blood glucose reading and/or meal tags, feeling tags, insulin or carbs.

The next screen shows a summary of your blood glucose values and tags. Select “Edit” next to either your mealtime or feeling tag to edit your selection.



When your information looks correct, select “Continue” and then “Upload this reading.” Your information is then securely uploaded to your online account so you can access your readings from anywhere.



Congratulations! You have just completed your first blood glucose check using your meter.

How to Check Your Blood Glucose

1. Activate your meter by a long press of the Home button or connecting to a power supply.

   To save power, the meter will go to sleep when it’s not being used. If your meter is in sleep mode, you can wake it up by inserting a test strip.

2. Insert a test strip as shown in the figure. The meter will then check the test strip to make sure it is ready for testing.
3. NOTE: You can cancel your blood glucose test at any time by tapping on the (X) icon in the top right corner of the screen.
4. When prompted, use the lancing device to puncture your finger. (See lancing device instructions for use.)
5. Point your hand down, with your fingers pointing toward the ground. With your other hand, use your thumb and forefinger to gently massage your pricked finger, starting at the base of the finger and moving toward the fingertip, until a drop of blood is formed.
6. Touch the end of the test strip to the blood drop until the test strip is full.

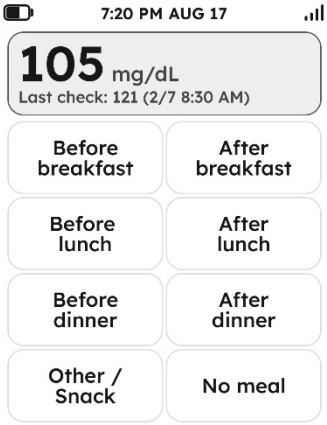
NOTE: Do not press the test strip directly against the skin. Touch the test strip gently to the blood drop. The screen will display “Checking glucose.”

NOTE: If an error appears, it is most likely due to the blood sample being too small. The sample must fill most of the well/channel in the white part of the test strip. Refer to Chapter 9 for details on error messages.

7. As results are ready, they will be displayed on the screen and be automatically stored in the device’s memory. You will also hear a beep if you have enabled sound (see Settings). The results will show your current blood glucose value as well as your previous blood glucose measurement.
8. Select a mealtime tag, then a feeling tag as described in the sections that follow.

Mealtime Tags

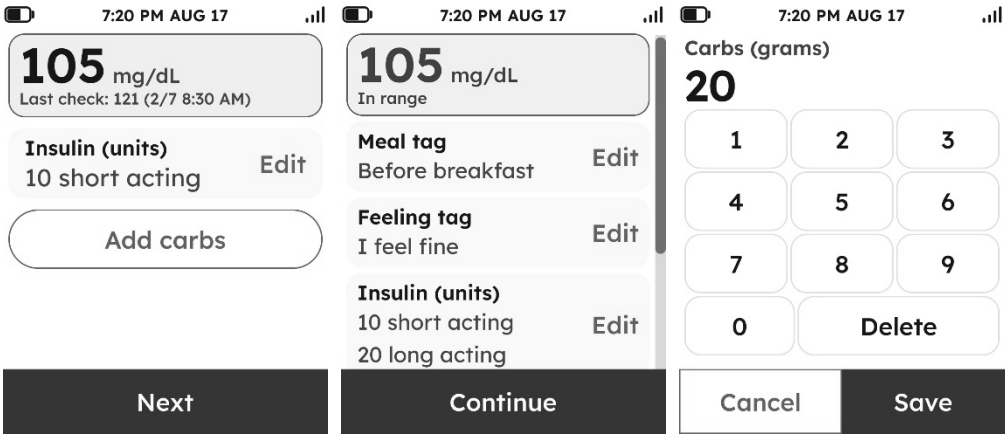
Right after your blood glucose result is displayed, you will be asked to tag whether you are checking your blood glucose before or after a meal. The tags available to choose from include Before Breakfast, After Breakfast, Before Lunch, After Lunch, Before Dinner and After Dinner. Additionally, you can choose Other/Snack to tag any food consumption that is not part of a meal or select No Meal if you want to tag a blood glucose reading not associated with consumption of any food.



Adding Carbs

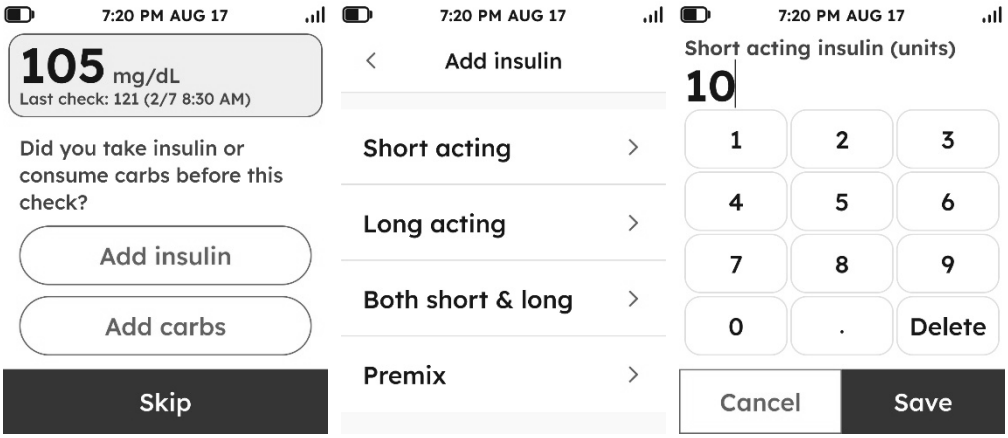
You can also select “Add Carbs” to add the carb count for the food you just ate if you are checking after a meal or snack. Carbs only apply if the insulin settings are set to “On” for the device. Use the keypad to enter the number of carbs for your meal or snack. You can correct any errors by selecting the “Backspace” button. When you have completed your carb entry,

press “Save.” To skip entering carbs, press “Cancel.” Both actions take you back to the mealtime tags screen. Select your meal, then select “Next” to advance to the next screen.



Adding Insulin

If you use insulin (Settings -> Insulin), you can log your insulin dose by selecting the “Insulin” button on the mealtime tags screen.



NOTE: Insulin options will only display if you have enabled Insulin in Settings. When prompted, select the insulin type you use: Short acting, Long acting, Both short & long acting, or premix.

For each type of insulin you select, enter the number of units you are taking using the numeric keypad. Then select “Save” to save this entry or “Cancel” if you decide not to enter this information.

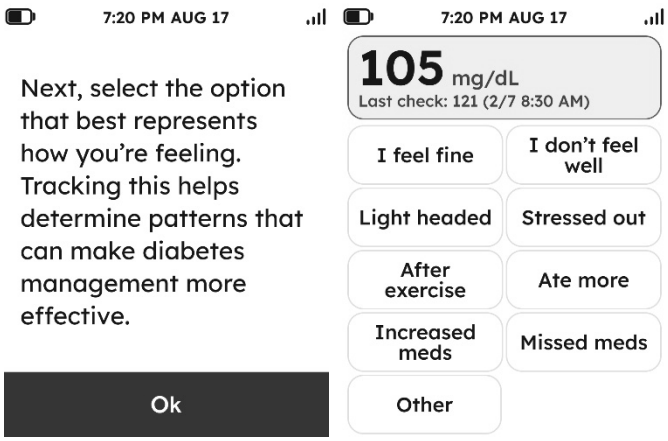
NOTE: If you take both short- and long-acting insulin, you will be presented with the numeric keypad twice: once to enter your short-acting dose and a second time to enter your long-acting dose.

Feeling Tags

Feeling tags help you better understand your blood glucose and how it affects your quality of life, and how your blood glucose patterns relate to your lifestyle choices and diabetes management plan. For example, if you exercised prior to checking your blood glucose, select the "After exercise" button to record this as part of your blood glucose data. This information is automatically recorded in your meter logbook and transmitted to your online member account.

Choose from the following feeling tags on your meter:

1. I feel fine: if all is great
2. I don't feel well: if you are having a sick day
3. Light-headed: a common symptom associated with low blood glucose
4. Stressed out: if you are feeling under pressure
5. After exercise: if your reading follows physical activity
6. Ate more: if you ate more than your usual meal
7. Increased meds: if you took a higher dose than usual of your medications
8. Missed meds: if you forgot to take any of your medications
9. Other: for any other situation you can think of; you can later add notes to remind yourself



Tags and notes can help both you and your care provider understand any patterns that might arise with mealtimes, medications, exercise or other factors.

Changing Your Selections

1. When you have tagged your blood glucose value and added mealtime tags, insulin or carbs, and feeling tags, submit this information to your online member account by selecting the "Submit" button. This screen also allows you to go back and change your previous selections before transmitting the data.
2. Press "Edit meal" to return to the mealtime tags screen and change your selection. Press "Edit feeling" to return to the feeling tags screen and change your selection.
3. When your results have been successfully transmitted, you will receive confirmation that the data has been securely uploaded to your online member account. You will also see again your most recent blood glucose value along with an educational tip or reminder about that blood glucose value and any tags you added to it. Additionally, for high or low blood glucose values, you may be prompted to check your blood glucose again to make sure it gets back to your target range.
4. Press "Done" to return to the home screen.

If Data Transmission Is Unsuccessful

If there are only one or two bars of wireless signal strength on your device, your device may not be able to communicate with your online member account at that time. The signal strength indicator is located at the top of the meter screen. If the device cannot communicate with your online member account, the following message will appear: "Network error". If error persists, contact Member Support at 800-835-2362 or membersupport@teladochealth.com." In this case, your results will be stored and automatically transmitted once a sufficient signal strength is acquired. You do not need to do anything since this will happen after the next blood glucose check and a reliable signal is obtained.

If there are multiple blood glucose values that have not been sent, these are all stored and all sent with the correct time, date and sequence once a reliable cellular signal is obtained. If the data transfer fails, the meter displays the blood glucose reading on its screen just like any other glucose meter. The results will also be stored in the memory and can be reviewed in the Logbook section.

What Do Your Results Mean?

Your blood glucose value will vary according to your food intake, medication, general health, stress levels, level of physical activity and many other factors.

To give you an idea:

- Blood glucose values greater than 130 mg/dL (before a meal) or 180 mg/dL (1-2 hours after a meal) are considered high blood sugars (also called hyperglycemia)
- Hypoglycemia (low blood sugar), a blood glucose value less than 70 mg/dL, is considered too low

High or Low Readings

If your blood glucose meter displays results that are more than 250 mg/dL or less than 50 mg/dL AND you feel ill, treat your diabetes according to your doctor's instructions.

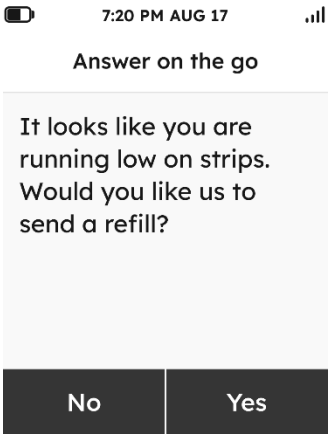
If your blood glucose meter displays results that are more than 250 mg/dL or less than 50 mg/dL and you DO NOT feel ill:

- Test your meter with a control solution (see Chapter 8)
- Wash your hands, dry them thoroughly and check again using your fingertip

If you still get a high or low reading, you should contact your doctor. If your blood glucose result is more than 600 mg/dL, the screen will display "Out of range: >600." If your blood glucose result is less than 20 mg/dL, the screen will display "Out of range: <20."

Answer on the Go

One feature of the meter is that you can reorder test strips from the meter before you run out of them. When your test strip supply is low, you will get an “Answer on the go” request asking if you would like to reorder test strips. If you reply “Yes,” a test strip refill will be sent to the mailing address you have set up on your member portal. If you reply “No,” you will be prompted with a new answer on the go request later.



NOTE: When the meter memory is full (after 2,000 results), the oldest result will be deleted from the onboard memory. However, if your meter uploads your information to your member account, your past results will always be accessible from your member account. To view your readings, visit your online account.

CHAPTER 5

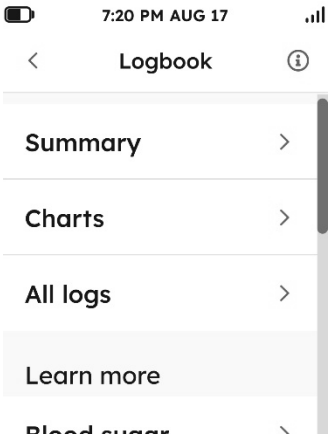
Viewing Results

Logbook

Your meter stores 2,000 records in its onboard memory. This gives you a convenient view of your past blood glucose readings. There is a quick and easy way to review your results: Select the “View logbook” button on the home screen.

Within “View logbook,” you can access Summary, Charts and All logs. These sections allow you to do the following:

- View your average, highest and lowest blood glucose values
- View your average, highest and lowest blood glucose values before and after meals
- Share a summary view of your data with your care provider
- Filter the data so you can analyze it based on time or meal, to better understand trends

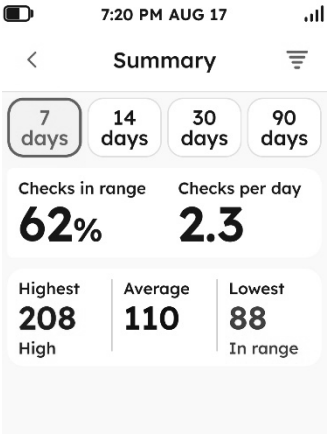


Summary

The meter also provides views of your latest blood glucose statistics, displaying your percent of checks in range; average checks per day; and your high, average and low blood glucose values. These values can be viewed over the last 7, 14, 30 or 90 days. You can also filter your blood glucose data by meal type using the filter option. To filter your data, tap on the three short horizontal lines at the top-right corner of the screen. On the Filter screen,

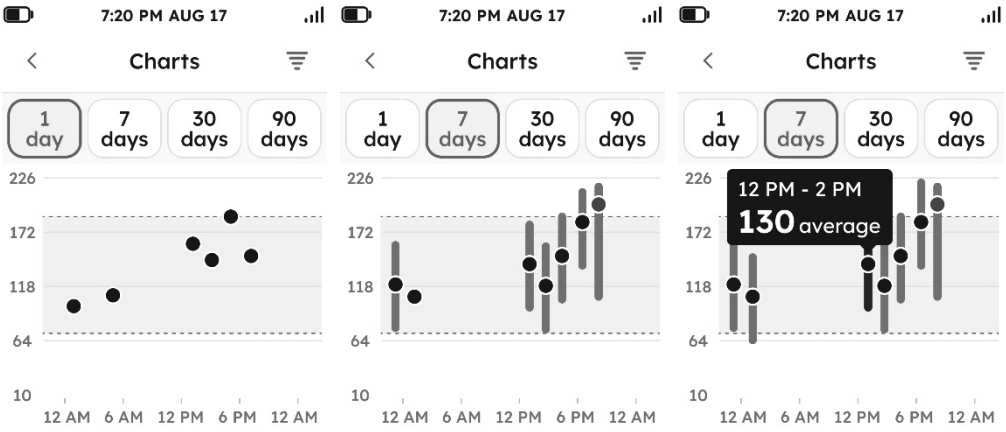
select how you'd like to filter your data for viewing. You can choose from these filtering options:

- All Data to see all your blood glucose readings (this is the default option)
- All Meals to see blood glucose readings for which you added a mealtime tag
- Breakfast to see only your values tagged with the Breakfast mealtime tag
- Lunch to see only your values tagged with the Lunch mealtime tag
- Dinner to see only your values tagged with the Dinner mealtime tag
- After you've made your selection, press the back arrow on the top-left corner of the meter screen



Charts

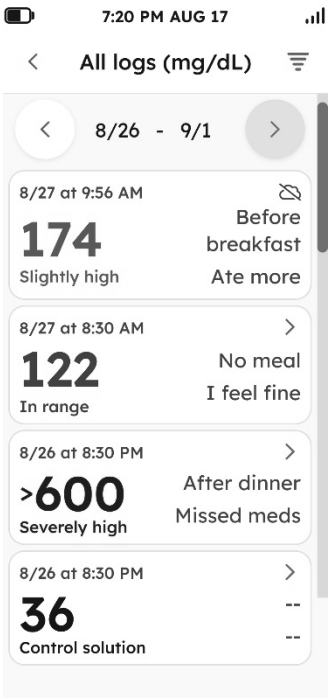
There are two charts showing your blood glucose averages. The 4-week view shows the weekly trends of your blood glucose averages. The 7-day view shows the daily trends of your blood glucose averages for each day. This is the last 7 days not including today. You can also filter your blood glucose data by meal type using the filter function described above.



All Logs

“All logs” shows your blood glucose values for the previous 90 days, along with the date and time on which you checked, and any mealtime tags or feeling tags you applied to them. The three most recent values will appear on the first screen.

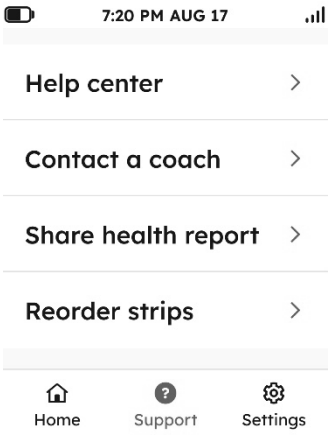
To view additional messages, use the scrolling functionality. Swipe up to see older blood glucose readings and swipe down to see more recent blood glucose readings. Also, you can tap on any of the blood glucose readings that have the > icon to see the response message. Use the filter option (tap on the three short horizontal lines at the top right corner of the meter) to filter your blood glucose readings displayed in the “All logs” screen based on any mealtime tags you applied to them.



CHAPTER 6

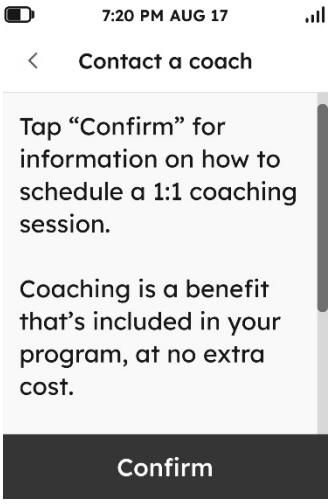
Support

The Support section allows you to contact a coach, reorder strips or contact Member Support.



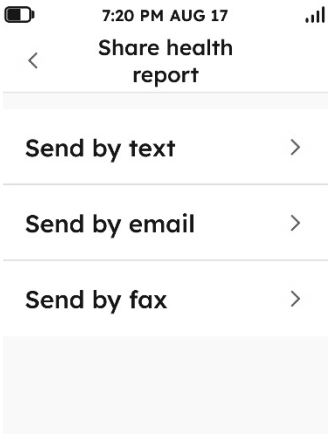
Contact a Coach

By tapping “Contact a coach” you can request a coaching session with a diabetes healthcare professional. A coach will contact you within the next business day. To confirm you would like to schedule a coaching session, press the “Confirm” button.



Share Health Report

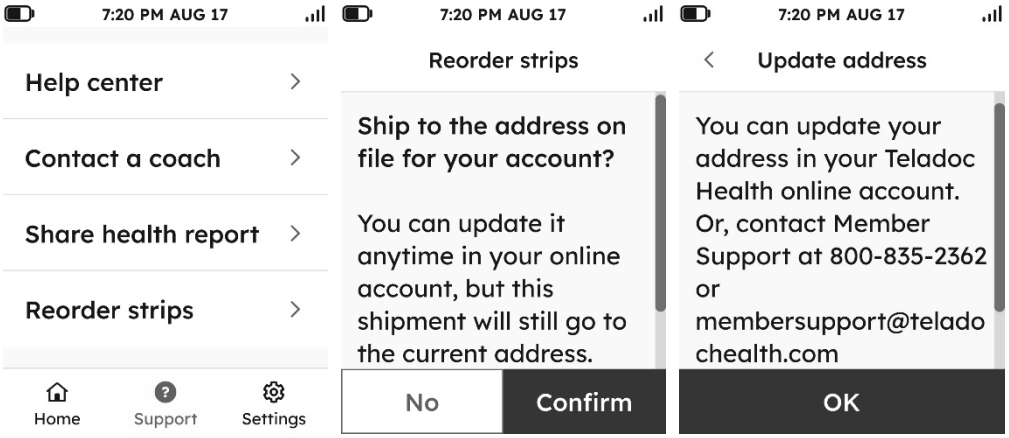
“Share health report” allows you to share your Health Summary Report via text message, email or fax. “Send to phone” will send a link to the mobile phone number you have associated with your member account. When you click on the link in your mobile phone, you can open, save or share the Health Summary Report. You can view and update your mobile phone number on your online account.



“Send to email” will send a link to all the email addresses set up on your online member account. When you click on the link, you can open, save or share the Health Summary Report. “Add fax number” will allow you to enter a fax number so you can fax your Health Summary Report to it. When you select this option, a numeric keypad will appear where you can enter the fax number. You only must enter this once, as it will be stored in memory. Once you have added a fax number, “Send to fax” will send the Health Summary Report to the fax number stored in the device. On the screen where you confirm that you want to fax the report, you have the option to change the fax number by pressing the “Edit” button.

Reorder Strips

By tapping “Reorder strips,” you can request more test strips to be delivered to your shipping address. Your eligibility for reordering more strips will be assessed, and a confirmation message will be displayed. You will be prompted to confirm your address or change your address by contacting Member Support at 800-835-2362 or membersupport@teladochealth.com. If you have recently placed an order or if, by our records, you should have an ample supply of strips, you will not be able to place an order.



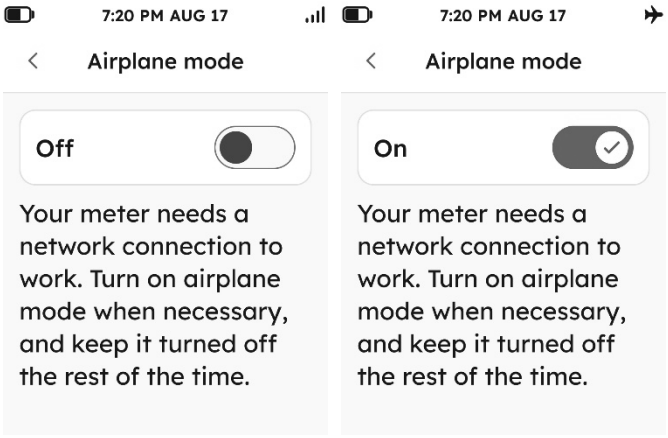
If you receive an error message and would still like to place an order, contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

CHAPTER 7

Settings

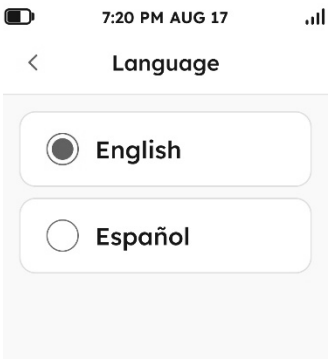
Airplane Mode

Turning on Airplane Mode will turn off access to the cellular network, preventing upload of your readings to your online member account. The meter's internal clock will, however, continue to work properly in this mode. If you changed time zones during your flight, the meter would change to the new time zone following your next blood glucose check, when Airplane Mode is turned off. You can still use the meter just like any other glucose meter, even while Airplane Mode is on.



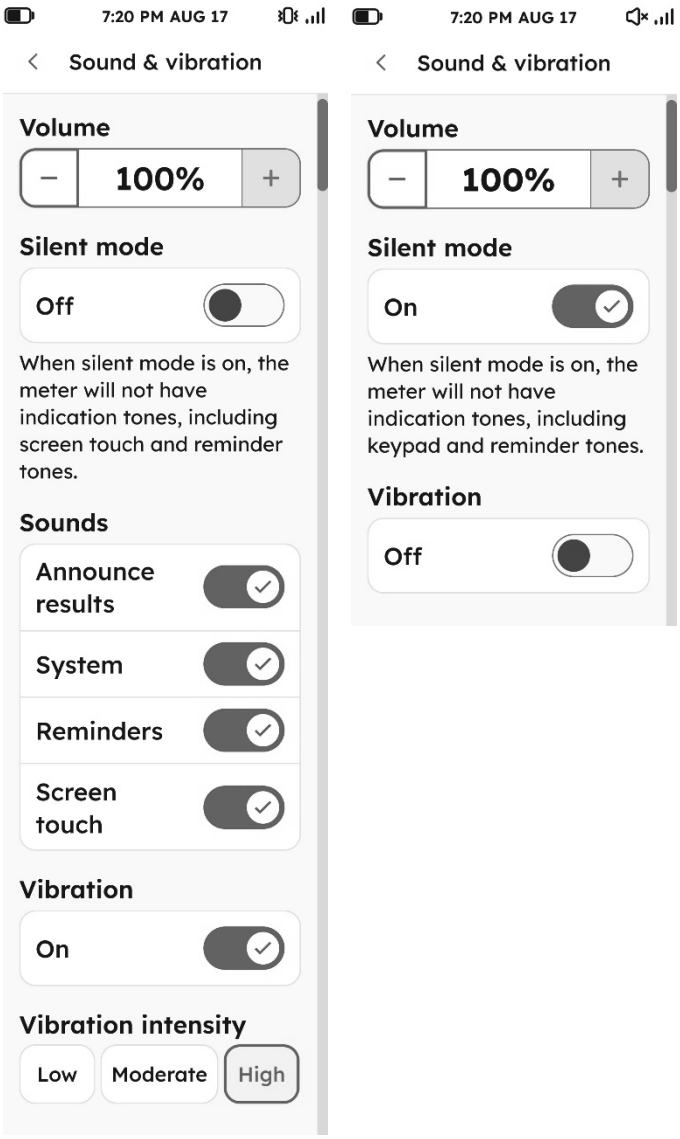
Language

Your meter gives you the option to choose either English or Spanish as the language displayed on the user interface.



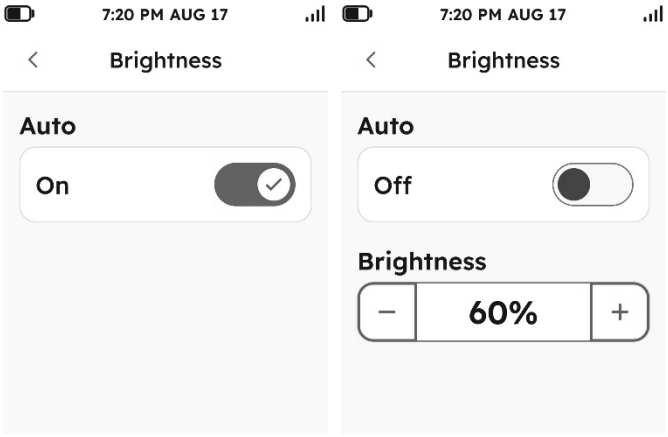
Sound and Vibration

You can turn on or off five types of sounds and vibrations in your meter: Announce results, System, Reminders, Screen touch and Vibration. Announce results provides an audio reading of your blood glucose readings. Reminder sounds are heard in connection with reminders. System sounds are heard in connection with meter functions such as blood glucose monitoring and upload. Screen touch sounds are heard when making selections on the touchscreen. Vibration intensity can be at three levels (low, moderate or high).



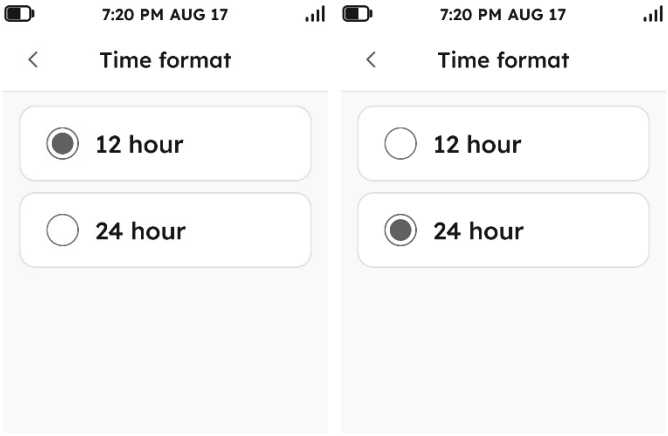
Brightness

Adjust the brightness of your meter's screen to fit your needs.



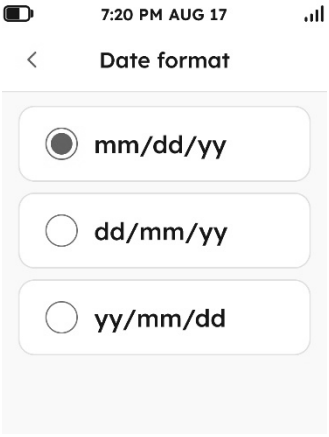
Time Format

Select the time display format to either 24 hour or 12 hour.



Date Format

Select the date display format to your preference.

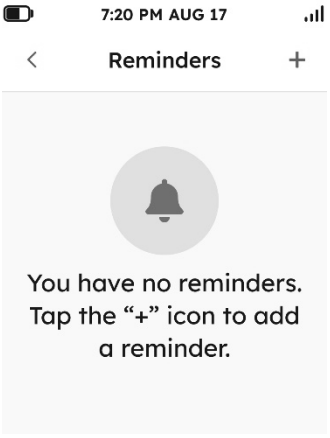


Reminders

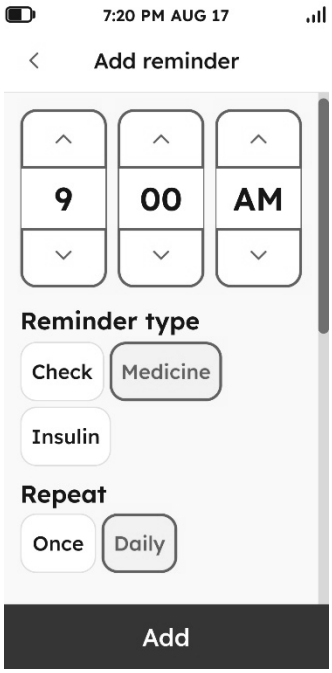
Your meter has a reminder function that will sound and display a message on the screen. Your meter can store 20 reminders.

Create reminders

1. Go to the Settings menu and select Reminders
2. Tap the + icon to create a reminder

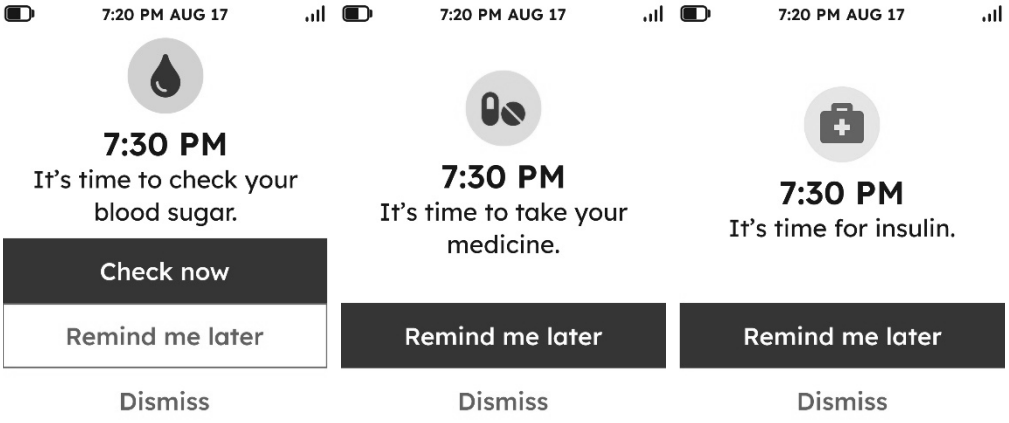


3. Choose the type of reminder, including the measurement, medication, insulin and frequency: Every day / Once



When the reminder time is reached, the device will pop up a reminder message, including sounds and vibrations (if enabled).

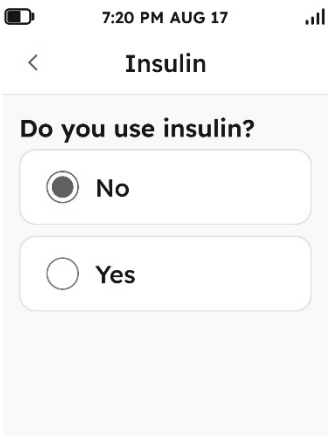
Different reminder types correspond to different displays on reminder pages.



After selecting Remind me later, the reminder will go off again after 10 minutes with a maximum of three reminders. Select Dismiss to stop the reminder.

Insulin

The meter has a built-in insulin logbook to help you record your insulin dose. To do this, simply tap “Insulin” and set it to on or off, and your meter will give you the option to enter units of insulin taken when you are checking your blood glucose. The meter does not do any calculations or make any recommendations for insulin doses and is simply a logbook to help you record your insulin dose.



CHAPTER 8

Checking Your Meter

Occasionally, your meter needs a checkup. The glucose control solution contains a known concentration of glucose to help you do this. It is used to check that the provided blood glucose test strips and blood glucose meter are properly working together. A control solution test is like a blood test, except that you use control solution and not a blood sample. It also confirms that you are performing the test correctly.

Perform a quality control test in the following situations:

- Before you use your meter for the first time. This will help you get used to this test.
- Before using a new vial of test strips
- If you suspect that the meter or test strips are not working properly
- If you suspect that your test results are inaccurate or if they do not match how you feel
- If you suspect your meter is damaged
- After cleaning and disinfecting your meter.

Three levels of control solution are available.

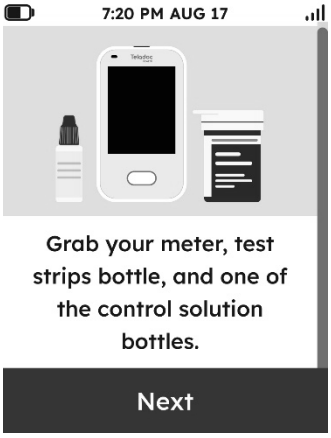
- Control solution 1 is sufficient for most self-testing needs. If you think your meter or strips may not be working correctly, you may also want to do a Control solution 2 test.
- Check the expiration date on the control solution vial
- Do not use control solution past the expiration date or you may get inaccurate results. The control solution will remain accurate for 6 months after first opening.
- Discard any remaining solution after this date. You can order more control solution through Member Support.
- Do not refrigerate or freeze the control solution
- Shake the control solution well before using it

CAUTION: The glucose control solution ranges printed on the test strip vial are for the control solution only and are used to test the performance of the meter and test strips. If your control solution results continue to fall outside the printed range, the meter or vial of test strips may not be working properly. Do not use the meter to check your blood. Inside the U.S., contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

Checking Your Meter with Control Solution

To check your meter with control solution, follow the same procedure as you would to check your blood glucose. Or go to “Settings” and select “Control solution.” The meter will automatically detect that it is control solution and display so on your screen.

1. Insert a strip into the meter. When you insert a strip in the meter, it will wake up the meter and indicate that it is checking the test strip.



2. Shake the control solution bottle. Discard one drop.

3. Squeeze the second drop of control solution onto a clean, hard, dry surface, like the top of the cap of the control solution bottle.
4. Touch the test strip to the drop of control solution.

Touch the test strip directly to the control solution drop.

5. Compare your control test result to the ranges listed on the test strips bottle label.
6. The result is automatically stored into the device's memory and is marked in your blood glucose log as a control sample. Should you use the optional member account, your controls will be clearly separate and marked within your blood glucose logbooks.

Control Solution Troubleshooting

Out-of-range results may be caused by the following:

- An error may have occurred when performing the control solution test. Try another test and remember to follow the instructions carefully.
- The control solution may have expired or may have been contaminated. Check the expiration date on the control solution vial.
- Control solution is only good for 6 months after opening. Make sure the control solution vial is closed when not in use.
- The strip may have expired. Check the expiration date on the test strip vial.
- The test strip may have been damaged. This can be caused by extreme temperatures or by leaving the test strip vial cap open. Try another test using a new test strip.
- There may be a meter malfunction.

Contact Member Support at 800-835-2362 or membersupport@teladochealth.com. Member Support is available 24 hours a day, 365 days a year.

Important Tips

- Use only the glucose control solution provided with the blood glucose test strips. Other brands of control solution or test strips will produce inaccurate results.
- Always check the expiration date of the vials of control solution

- Do not use an expired control solution
- You can store the control solution closed and at room temperature at relative humidity between 10%-90%
- Do not freeze
- Never touch the tip of the control solution bottle to the test strip; this will contaminate all the remaining solution in the bottle

NOTE: If the control solution test result is outside the range (is either higher or lower), your meter and test strip may not be working together properly. Repeat the process using a new test strip.

WARNING: Do not use the meter for medical purposes until your control solution test results fall within the range marked on the test strip vials.

CHAPTER 9

Troubleshooting

Basic Troubleshooting

If your meter does not analyze your blood glucose after you have applied a blood sample, verify:

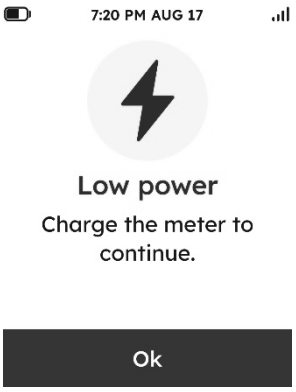
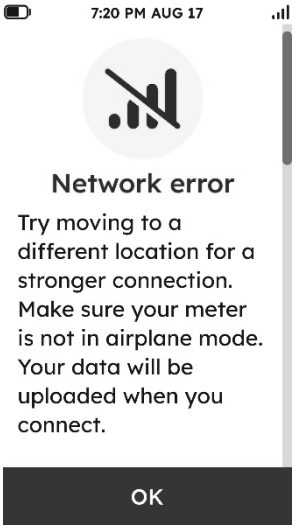
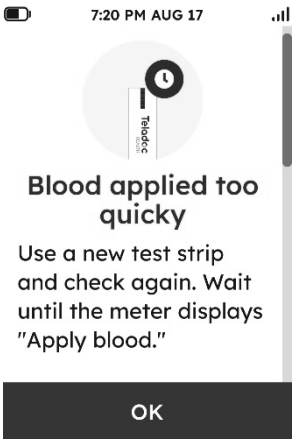
- The labeled side of the test strip is facing you
- The arrow on the test strip is pointing in the direction of the test strip port opening
- The test strip is inserted fully
- The test strip shows no signs of damage
- The meter battery has enough charge
- Your meter is on
- Your meter appears to be working properly

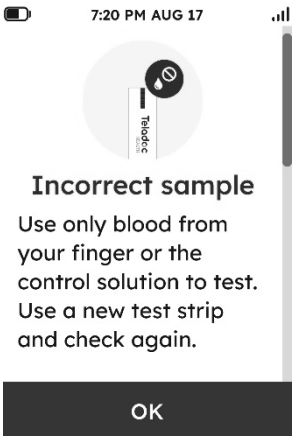
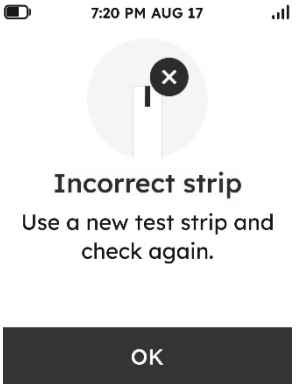
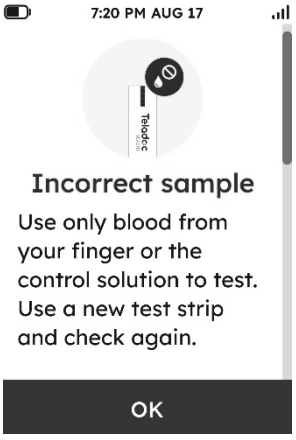
If you are still having issues with blood glucose checks, repeat with a new test strip

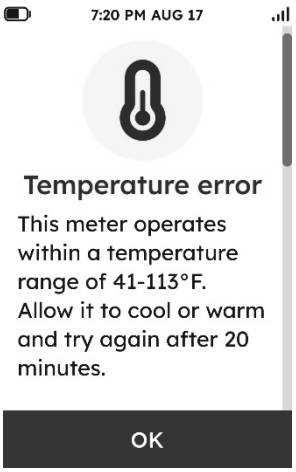
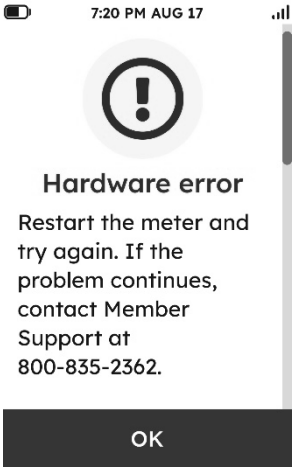
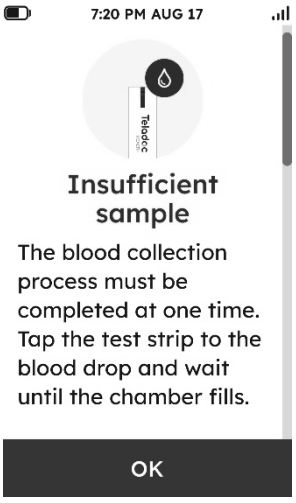
After three attempts, contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

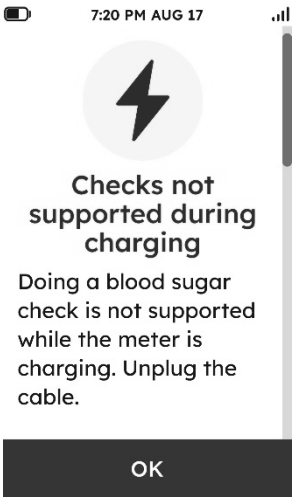
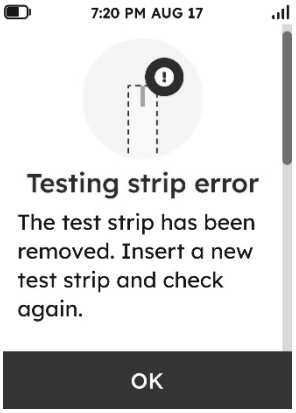
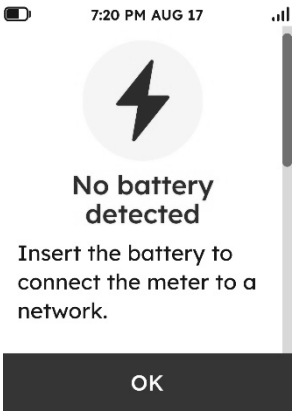
Error Messages

In the event of an error while checking your blood glucose (BG check), you will see an error message appear on the meter's screen. Here is a list of possible error messages and what to do about them.

Error message	Action needed	Symbol
Low power	Charge the meter to continue	
Network error	Try moving to a different location for a stronger connection. Make sure your meter is not in airplane mode. Your data will be uploaded when you connect.	
Blood applied too quickly	Use a new test strip and check again. Wait until the meter displays “Apply blood.”	

Error message	Action needed	Symbol
Contaminated strip	Use a new test strip and check again.	
Incorrect strip	Use a new test strip and check again.	
Incorrect sample	Use only blood from your finger or the control solution to test. Use a new test strip and check again.	

Error message	Action needed	Symbol
Temperature error	This meter operates within a temperature range of 41 - 113° F. Allow it to cool or warm and try again after 20 minutes.	
Hardware error	Restart the meter and try again. If the problem continues, contact Member Support at 800-835-2362 or membersupport@teladochealth.com.	
Insufficient sample	The blood collection process must be completed at one time. Tap the test strip to the blood drop and wait until the chamber fills.	

Error message	Action needed	Symbol
Checks not supported during charging	Doing a blood sugar check is not supported while the meter is charging. Unplug the cable.	
Testing strip error	The test strip has been removed. Insert a new test strip and check again.	
No battery detected	Insert the battery to connect the meter to a network.	

CHAPTER 10

Maintenance

The meter should be cleaned and disinfected a minimum of once per week. The process has been validated for 608 cycles, which is equivalent to cleaning and disinfecting your meter every three days for five years. This is to ensure that your meter will operate properly over the five-year life of the meter.

WARNING: If the meter is being operated by a second person who is providing testing assistance to you, the meter should be cleaned and disinfected prior to use by the second person.

Cleaning and Disinfecting Your Meter

- Do not allow cleaning solution to run in or around the strip port. Doing so may cause a malfunction.
- Do not let the meter come in contact with water
- Do not use any glass or household cleaners on the meter
- Stop using the meter and contact Member Support for a replacement meter device immediately if you notice any of the following signs of deterioration:
    - The meter does not turn on
    - The meter's screen has been cracked or has become clouded
    - There is crazing (looks like a fine network of cracks along the surface), distortion, weakening, etching, erosion, scratching of the case or glass, or erasure of laser labeling of the case so that the exterior labeling including the serial number, IMEI, SIM, device identification or FCC number are obscured
    - Difficulty with insertion of USB charger or ease of strip insertion
    - Change in responsiveness or brightness of the touchscreen or home screen

IMPORTANT: If the meter is being operated by a second person who is providing testing assistance to the user, the meter should ALWAYS be decontaminated prior to use by the second person. For technical support, contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

The purpose of the cleaning step is to remove the potential dirt and dust particles and clean the surface for the next disinfection step. The purpose of the disinfection step is to disinfect the microorganisms on the whole surface of the meter.

Use only Clorox™ Healthcare Bleach Germicidal Wipes (EPA Registration No. 67619-12), which have been proven to be safe to use with the meter. Clorox™ Healthcare Bleach Germicidal Wipes are available at Walmart, Staples and Amazon.

- http://www.walmart.com
- http://www.staples.com/
- https://www.amazon.com/

NOTES:

- Do not use alcohol or any other solvent that has not been proven to be safe and effective for use with the device
- Do not allow liquid, dirt, dust, blood or control solution to enter the test strip port or the USB port
- Do not squeeze wipes or gauze into the test strip port
- Do not spray cleaning solution on the meter
- Do not immerse the meter in any liquid
- Refer to the safety instructions in the labeling of Clorox™ Healthcare Bleach Germicidal Wipes before use

Cleaning Your Meter

1. Take one piece of Clorox™ Healthcare Bleach Germicidal Wipes from the container.
2. Clean the entire surface of the meter, including the front, back, left, right, top and bottom sides of the meter, and specifically also including the test strip port, test strip ejector, button, material seams and USB port, for one minute. This cleaning is to prepare a clean meter surface for the disinfection process.

Disinfecting Your Meter

1. After cleaning your meter, take out another new piece of Clorox™ Healthcare Bleach Germicidal Wipes.
2. Wipe the entire surface of the meter.
    a. The parts of the meter that are particularly susceptible to blood contamination should be wiped, which includes the front housing, middle housing, back housing, strip ejector, buttons, test strip port, display screen, LED indicator, material seams and charging port.
    b. Keep the meter wet for one minute.

3. Wait one minute for the meter's surface to dry after performing the step (do not touch the meter during this time).
4. Remove the wipe and wait for the surface of the meter to dry.
5. Wash hands thoroughly with soap and water after completing the disinfection procedure.

NOTES:

Although it has not been observed, some alterations may appear on your meter due to the cleaning and disinfection procedure. These alterations may include a cloudy display window, the plastic housing cracking, the button not functioning, partial display on the screen, inability to execute the meter's initial setup, etc. If you notice any of these external changes to your meter or any changes to the performance of your meter, stop using it and please contact Member Support.

Battery

The meter is powered by a rechargeable battery. When using the USB charger, you will not be able to use the Teladoc Health meter to do anyblood glucose checks, and the display screen will show that the meter is charging. Unplug the charger from the wall before doing a blood glucose check. After charging, wait 30 minutes before you do any blood glucose tests.

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. If you notice a significant reduction in the duration of your meter's operating time, it may need to be replaced.

Charging the Battery

Chare the meter battery using one of the following options:

- Connect the supplied USB cable to a computer USB-A port when the computer is turned on and not in standby mode
- Connect the supplied USB cable to an AC adapter for wall charging. An AC adapter is not supplied with the meter. It is important to purchase and use an AC adapter with a USB-A port and that meets following specifications: Input: 100-240V~, 50/60Hz, 0.2A (200mA) Max; Output: 5.0V , 1.0A (1000mA).
    - The example image below is for your reference only. Use only the supplied USB cable and the specified AC adapter to charge the battery. Overheating, smoking or catching fire of the meter battery may occur if using an inappropriate AC

adapter that does not meet the specifications described in this Owner's Manual or when using another USB cable than that supplied with the meter.

WARNINGS:

- Only use the USB cable included with the system to charge the device. Use of a third-party cable may contribute to a risk of fire. Do not disassemble the meter and take the battery out for charging
- Do not use the USB cable, AC adapter or meter if they are damaged, discolored or deformed
- Do not insert a test strip when the meter is connected to a computer or AC adapter with the USB cable; the meter is designed so that blood glucose testing can't be performed during meter charging
- Do not put the meter on thermally insulating materials such as clothing, carpet, blankets or a plastic surface for charging since this may potentially pose a risk of overheating, smoking or catching fire
- Do not recharge the meter outdoors, in sunlight, in a wet area or in a heated area since this may potentially pose a risk of overheating, smoking, catching fire or impairing normal operation of the meter
- Do not place the meter in an environmental temperature above 104°F, such as outdoors, for recharging to avoid overheating, smoking or catching fire; the meter can be safely recharged at normal indoor temperatures
- Do not allow unsupervised children to charge the meter battery

Recommended Procedures for Charging the Battery

1. Select a charging method from the options below: Only use the USB cable included with the system to charge the device. Use of a third-party cable may contribute to a risk of fire.
    a. Option A: Use the supplied USB cable and connect to a computer; the computer should be turned on during charging.
    b. Option B: Use the supplied USB cable and connect to the AC adapter; the AC adapter should meet the specifications in the section Requirements for Charging Battery in the user guide to prevent potential overcharging or overheating to the battery.
2. Check and ensure the instructions in the section Recommendations for Charging the Battery are followed.

3. Check and ensure that the applicable instructions in the section Warnings for Charging the Battery are followed.
4. Check whether the meter displays the battery icon; this means that the battery is fully charged. If not, please continue to charge.
5. Recommend charging the meter for not more than three hours.
6. Remove the USB cable from the meter after charging.
7. Your meter is now ready to use.

WARNING: Please note that the battery is not removable. If the battery needs to be separated for sorting and discarding due to scrap of the product, please keep it away from children. A lithium battery is poisonous. If swallowed, immediately contact your doctor or poison control center. Discard battery according to your local environmental regulations.

Contact Member Support at 800-835-2362 or membersupport@teladochealth.com membersupport@teladochealth.com.

Member Support is available 24 hours a day, 365 days a year.

Storing Your Meter and Strips

Your meter is a delicate electronic device that should be handled with care. Severe shock, such as that caused by dropping the meter, could damage it.

The meter and test strips only work in the temperature range of 41°F to 113°F.

Store the test strips between 41°F and 86°F and between 10% and 90% relative humidity. Do not freeze. See the test strip package insert instructions for more details. Don't leave the meter in a place that is extremely hot or cold (e.g., anywhere near a heat source or in an extremely hot or cold car). Do not expose the meter or test strips to high levels of humidity, such as in the bathroom or kitchen. Immediately close the bottle cap tightly after removing a test strip.

CAUTION: DO NOT attempt to open the meter to make any repairs. If you do, your warranty and all claims will be void. Only authorized service personnel can repair the meter. If you have any problems or questions, turn your meter off and contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

CHAPTER 11

Specifications and Limitations

Specifications

Feature	Specification
Measurement Range	20 - 600 mg/dL
Measurement Result	Plasma equivalent
Sample	Fresh capillary whole blood
Sample Volume	0.8 µL
Test Time	5 seconds
Power Source	Rechargeable 3.7 Volt Lithium lon Battery
Charging Time	≤ 3h, Direct current
Battery Type	Rechargeable, 1300 mAh, 3.7 Volt DC nominal, lithium polymer battery (5V input charge voltage)
Unit of Measure	mg/dL
Memory	2,000 records
Automatic Shutoff	2 minutes after last action
Dimensions	105.2 mm x 60.2 mm x 17.5 mm
Weight	Approximately 123g
Operating Temperature	41 – 113°F
Operating Relative Humidity	10-90% (non-condensing)
Hematocrit Range	20 - 70%
Charging Port	USB Type-C
Data Transmission	This meter features automatic transfer of glucose results to the Cloud using 4G wireless mobile communication

4G Specifications

Item Name	Design Specification
Transmit Frequencies	1850-1910 MHz, 1710-1755 MHz, 699-716 MHz, 777-787 MHz
Receive Frequencies	1930-1990 MHz, 2110-2155 MHz, 729-746 MHz, 746-756 MHz
Throughput	Downlink≥500Kbps, Uplink≥1000Kbps
Latency	≤25ms
Data Integrity	Data shall be transmitted correctly and completely
Accessibility	Accessibility is high since 4G is broadband
Signal Priority	Routine priority using 4G access standard

A List for Interface that is Expected to Receive and/or Send Testing Results

Interface Name	Functionality	Incoming, Outgoing, or Both	Destination End-point
4G Module	Glucose testing results and glucose level messages* transmission	Glucose testing results: Outgoing (sending), from meter to AWS Cloud. Glucose level messages: Incoming (receiving), from AWS Cloud to meter.	Glucose testing results: AWS Cloud. Glucose level messages: Meter.

*The glucose level messages mean the messages on whether the tested glucose results are below, within or above the glucose target range.

CHAPTER 12

Warranty and Compliance

Your meter is guaranteed 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 purchase, your connected meter does not work for any reason (other than as described below), it will be replaced with a new meter or a substantial equivalent, free of charge.

Limitations on Warranty

This warranty is subject to the following exceptions and limitations:

- This warranty is applicable only to the original purchaser
- This warranty does not apply to units that malfunction or are damaged due to obvious abuse, misuse, alteration, neglect, unauthorized maintenance or failure to operate meter in accordance with instructions
- We have no knowledge of the performance of the provided connected meter when used with test strips other than Teladoc Health–provided blood glucose test strips. Therefore, we make no warranty as to the performance of the connected meter when used with any test strips other than test strips provided within the Diabetes Management program. There is no other express warranty for this product. The option of replacement, described above, is the warrantor's only obligation under this warranty.

For Warranty Service

The original purchaser must contact Member Support at 800-835-2362 or membersupport@teladochealth.com.

Electromagnetic Compatibility (EMC) Precautions and Instructions

The device is intended for home use, classified as CISPR 11 Group 1, Class B. Use of accessories, transducer and cable other than those specified or provided by the manufacturer may result in increased electromagnetic emissions or decreased electromagnetic immunity of this device and may result in improper operation. Portable RF communications equipment such as antennas should be used no closer than 30 cm (12

inches) to any part of this device. Although the device is intended for home use only, we still remind the user to not expose your device to unique medical emitters such as electrocautery, MRI, electrosurgical units and diathermy devices.

Try to increase distance between the device and source of the interference if it is suspected that function or performance may be affected by electromagnetic interference.

Follow all instructions in the user guide for maintaining the device's basic safety and essential performance regarding electromagnetic disturbances. You can contact the distributor for technical support using the contact information listed in the user guide or outer box. It is recommended that the user should not use the device and then check above items if the functions or performance of the device may be lost or degraded due to electromagnetic disturbances.

FCC Statement

Test Frequency:

Test Mode	Nominal Bandwidth (MHz)	RF Channel		
		Low (L) MHz	Middle (M) MHz	High (H) MHz
CatM1 Band 2	1.4	1850.7	1880	1909.3
	3	1850.87	1879.37	1909.13
	5	1850.79	1878.29	1909.21
	10	1851.22	1876.22	1908.78
	15	1851.47	1873.97	1908.53
	20	1851.9	1871.9	1908.1
CatM1 Band 4	1.4	1710.7	1732.5	1754.3
	3	1710.87	1731.87	1754.13
	5	1710.79	1730.79	1754.21
	10	1711.22	1728.72	1753.78
	15	1711.47	1726.47	1753.53
	20	1711.9	1724.4	1753.1
CatM1 Band 12	1.4	699.7	707.5	715.3
	3	699.87	706.87	715.13

Test Mode	Nominal Bandwidth (MHz)	RF Channel		
		Low (L) MHz	Middle (M) MHz	High (H) MHz
	5	699.79	705.79	715.21
	10	700.22	703.72	714.78
CatM1 Band 13	5	777.79	780.29	786.21
	10	778.22	778.22	785.78

Test Results: This device has been tested and found to comply with 47 CFR part 2, part 15 subpart B, part 24 subpart E, part 27 subpart C and IEEE standard C95.1.

FCC Statement: This device, model BG500, 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 different circuit from the one the receiver is connected to
- Consult Teladoc Health 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 data server

The device communicates with the 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 U.S. Federal Communications Commission (FCC) provided that the device is used at positions as instructed in this manual during communication with the 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.

Privacy Policy

As the manufacturer of the Teladoc Health 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/.