



C100, M0, Y59, K0

C100, M40, Y1, K0

C100, M70, Y20, K50



# Express Voice

Blood Glucose Monitoring System

## User's Manual



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San Diego, CA 92121, USA  
Customer Support 1-800-838-9502 (24hours/365days)  
[aconlabs.com](http://aconlabs.com)  
For *in vitro* diagnostic use only.

Number: 1151033503  
Effective Date: 2020-07-09

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OTHER

**Description** OCX Voice US User's Manual(En) **Part Number** 1151033503 **Size** 165x110mm

**Printing Contents** / **L Number** / **Size** /

**Designer** Evanna **Design Date/Version** June 29, 2020 / A

**Artwork checked by** **Material** 封面157g双铜+水性上光, 内页70g双胶 **Checked by**

**Approved by Customer** **Approved by Marketing/Sales**

**Approved by P.M.T.** **Approved by QA** **Effective Date**

# **—On·Call® Express Voice**

## **Blood Glucose Monitoring System**

Self-monitoring of blood glucose (SMBG) is an important part of diabetes care. But the high cost of testing can make it difficult. At **ACON**, our goal is to provide high quality glucose monitoring systems at a price that allows you to test as often as necessary. Together, we can better manage your diabetes and help you live a longer and healthier life.

**Thank you for choosing the *On Call® Express Voice Blood Glucose Monitoring System*.** The bilingual voice function of the *On Call® Express Voice Blood Glucose Monitoring System* serves as a convenient aid in using the meter efficiently.

The *On Call® Express Voice Blood Glucose Monitoring System* will give you accurate blood glucose results in just a few simple steps.

### **Intended Use**

The *On Call® Express Voice Blood Glucose Monitoring System* is intended to be used for the quantitative measurement of glucose in fresh capillary whole blood from the fingertips, forearm and palm by people with diabetes at home as an aid in monitoring the effectiveness of diabetes control programs. Alternative site testing should be done only during steady-state times (when blood glucose level is not changing rapidly).

The *On Call® Express Voice Blood Glucose Monitoring System* is intended to be used by a single patient and should not be shared. It is for in vitro diagnostic use only.

The *On Call® Express Voice Blood Glucose Monitoring System* is not intended for the diagnosis of or screening for diabetes, nor intended for use on neonates. The *On Call® Express Blood Glucose Test Strips* are used with the *On Call Express Blood Glucose meter* in the quantitative measurement of glucose in capillary blood from the fingertips, forearm and palm.

To ensure accurate results from your *On Call® Express Voice* Blood Glucose Monitoring System, please follow these guidelines:

- Read instructions before use.
- Use only *On Call® Express* Blood Glucose Test Strips with the *On Call® Express Voice* Blood Glucose Meter.
- For *in vitro* diagnostic use only. Your blood glucose monitoring system is to be used only outside the body. It's for monitoring the effectiveness of diabetes control. It should not be used for the diagnosis of diabetes.
- For self-testing use only.
- Test only whole blood samples with the *On Call® Express* Blood Glucose Test Strips and *On Call® Express Voice* Meter.
- For self-testers, consult your physician or doctor before making any adjustments to your medication, diet or activity routines.
- Keep out of reach of children.
- Keep this User's Manual in a safe place, do not discard it.
- Not for use on critically ill patients, patients in shock, severely dehydrated patients or hyperosmolar patients (with or without ketosis).

Following the instructions outlined in this User's Manual, you will be able to use your *On Call® Express Voice* Blood Glucose Monitoring System to monitor your blood glucose and better manage your diabetes.

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# Getting Started

Before testing, read the instructions carefully. Learn about all the components of your *On Call® Express Voice* Blood Glucose Monitoring System. Depending on the *On Call® Express Voice* product you purchased, you may need to buy some accessories separately (please contact Customer Support at 1-800-838-9502 for purchasing). Please check the list of contents on the outer box for details on which components are included with your purchase.



**Blood Glucose Meter**



**Test Strips**



**Clear Cap**



**Lancing Device**



**Sterile Lancet**



**Control Solution**



**Carrying Case**

## Component Descriptions

1. *On Call® Express Voice* Glucose Meter: Reads the test strips and displays the blood glucose level.
2. *On Call® Express* Blood Glucose Test Strips: Equipped with a chemical reagent system. They measure glucose concentration in blood when inserted into the meter.
3. Lancing Device: Used with sterile lancets to prick the fingertip, palm (at the base of the thumb) or forearm for blood sample collection. The packaged lancing device has multiple depth settings. It allows users to adjust the depth of the puncture to minimize discomfort. It can also eject the used lancets.
4. Lancing Device Clear Cap: Used with the lancing device and sterile lancet to draw a blood sample from the forearm or palm.
5. Sterile Lancets: Used with the lancing device to draw a blood sample. Sterile lancets are inserted into the lancing device prior to each blood sampling. Discard after use.
6. *On Call® Express* Glucose Control Solution: Confirms that the blood glucose monitoring system is properly working. Use this solution in place of a blood sample to check the test strips and meter for a pre-calibrated reading. Three levels of control solution are included in the *On Call® Express* Glucose Control Solution kit (sold separately). Control Solution 1 is all you will need most of the time. Additional testing may be performed with Control Solution 0 and Control Solution 2 if you think your meter and test strips are not working properly. Please contact Customer Support at 1-800-838-9502 to order the *On Call® Express* Glucose Control Solution kit.
7. Carrying Case: Makes this blood glucose testing system easy to carry anywhere.
8. *On Call® Express Voice* User's Manual: Provides detailed instructions on using the blood glucose monitoring system.
9. *On Call® Express Voice* Quick Reference Guide: Provides a brief overview of the blood glucose monitoring system and testing procedures. This small guide can be kept in your carrying case.
10. *On Call® Express Voice* Quick Start Guide: Provides a brief overview of the blood glucose meter setup. This small guide can be kept in the carrying case.
11. Logbook: Allows users to record their blood glucose data. Used to identify any trends.
12. Warranty Card: Should be completed and returned to the Warranty Center. Qualifies your meter for the 5-year warranty.

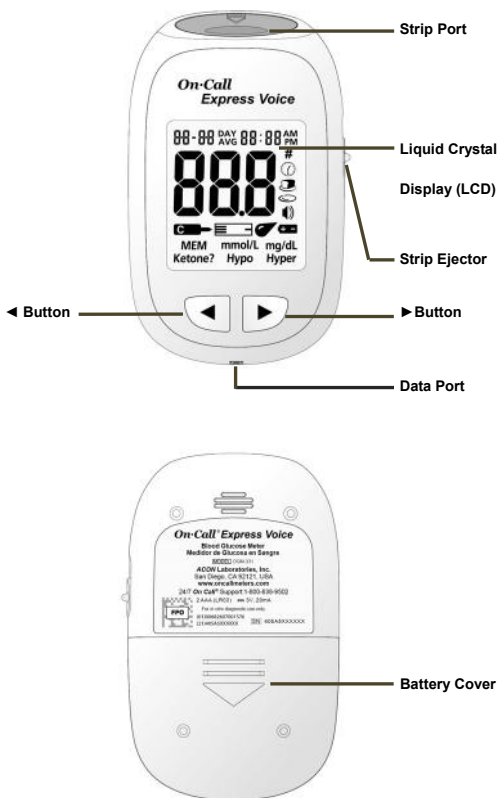
### **Note: Important Safety Instructions**

1. The meter and lancing device are for single patient use. Do not share them with anyone!

2. All parts of the kit are considered bio-hazardous. They can potentially transmit infectious diseases, even after you have performed cleaning and disinfection. Please follow proper precautions when handling your meter and lancing device.
3. Cross-use of meter and lancing device may cause Bloodborne Pathogens Transmission. For more information, please refer to the FDA Public Health Notification: “Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication” (2010) at <http://www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm>. You may also refer to the CDC Clinical Reminder: “Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens” (2010) at <http://www.cdc.gov/injectionsafety/Fingerstick-DevicesBGM.html>.

## On Call® Express Voice Blood Glucose Meter

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





**Liquid Crystal Display (LCD):** Shows your test results, and helps you through the testing process.

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

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

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

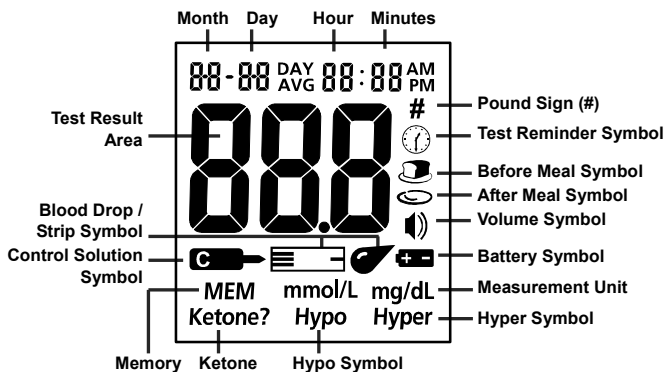
**Strip Ejector:** Slide the ejector forward to discard the used test strip.

**Note:** Dispose of blood samples and materials with care. Treat all blood samples as if they are infectious materials. Follow your doctor's recommendations for disposal.

**Battery Cover:** Remove the battery cover to install two 1.5V AAA batteries.

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

## Meter Display



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

**Volume Symbol:** Set the volume to 0, 1, 2, 3, 4 or 5 level.

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

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

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

**Ketone?:** Appears when the blood glucose concentration is above 300 mg/dL. This simply suggests that a ketone test is recommended. Consult your doctor about testing for ketones.

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

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

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

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

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

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

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

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

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

### **Meter Use and Precautions**

- Wait for the Blood Drop / Strip Symbol to appear before applying the sample.
- The meter is preset blood glucose concentration in mg/dL when sold in the United States. If your meter is not set to mg/dL when you first begin using it, please contact Customer Support at 1-800-838-9502.
- Meter will shut off by itself after 2 minutes of inactivity.
- Do not get water or other liquids inside the meter.
- Keep the strip port area clean.
- Keep your meter dry. Avoid exposing it to extremes temperature or humidity. Do not leave it in your car. Please use the meter indoor.
- Do not drop the meter or get it wet. If you do, check the meter by running a quality control test. Refer to **Quality Control Test** on page 20 for instructions.
- Do not take the meter apart. This will void the warranty.
- Refer to the **Caring for Your Meter** section on page 40 for details on cleaning the meter.
- Keep the meter and all associated parts out of the reach of children.

**Note:** Follow your doctor's recommendations when disposing of the meter and used batteries.

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

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

## On Call® Express Blood Glucose Test Strips

The *On Call® Express* Blood Glucose Test Strips are used with the *On Call® Express Voice* Blood Glucose Meter in the quantitative measurement of glucose in capillary blood from the fingertips, forearm and palm.

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

### Sample Tip

Apply blood or control solution here.



### Check Window

Check to confirm that a sufficient sample has been applied.

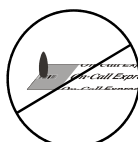
### Contact Bars

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

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

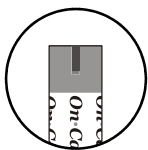


Correct

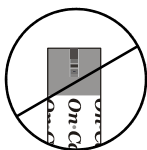


Incorrect

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



**Correct**



**Incorrect**

## **Storage and Handling**

Please review the following storage and handling instructions:

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

## **Special Instructions for Test strip in the Vial**

- Do not use test strips after the unopened expiration date printed on the vial.  
**Note:** All expiration dates are printed in Year-Month-Date format. 2020-01-30 indicates January 30th, 2020.
- A new vial of test strips may be used for 6 months after being first opened. After 6 months they will expire. Write the opened expiration date on the vial label after opening.
- Test strips must be stored in the original vial with the cap tightly closed. This keeps them in good working condition.
- Do not transfer test strips to a new vial or any other container.
- Close the cap on the test strip vial immediately after removing a test strip.

## **Special Instructions for Test Strip in the Foil Pouch**

- Do not use test strips after the unopened expiration date printed on the pouch.  
**Note:** All expiration dates are printed in Year-Month-Date format. 2020-01-30

indicates January 30th, 2020.

- Tear the pouch carefully starting from the tear gap. Avoid damaging or bending the test strip.
- Use test strip immediately after removing it from the pouch.

### **Test Strip Precautions**

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

### **Consider alternate site testing when**

- You are in a fasting state.
- You are testing before a meal.
- Two hours have passed since your last meal.
- Two hours have passed since your last insulin dosing.
- Two hours have passed since your last physical activity.

### **Use fingertip testing when**

- It is less than two hours since your last meal.
- It is less than two hours since your last insulin dosing.
- It is less than two hours since your last physical activity.
- You have a history of hypoglycemia, are experiencing signs of low blood sugar, or suffer from hypoglycemic unawareness.
- You are ill or feeling stressed.
- Your AST result is not consistent with how you feel.

See the test strip insert for more details.

## **On Call® Express Glucose Control Solution**

The *On Call® Express* Control Solutions are for use with the *On Call® Express Voice* Blood Glucose Meter and *On Call® Express* Blood Glucose Test Strips to check that the meter and test strips are working properly and to confirm that you are performing the test correctly.

The *On Call® Express* Glucose Control Solutions contain known concentrations of glucose. It is important to run a quality control test regularly to make sure you are getting correct results. Control Solution 1 is all you will need most of the time. Additional testing may be performed with Control Solution 0 and Control Solution 2 if you think your meter and test strips are not working properly. Please contact Customer Support at 1-800-838-9502 to order the *On Call® Express* Glucose Control Solution kit.

You should run a quality control test:

- Before you first use your meter, to familiarize yourself with its operation.
- Before using a new box of test strips.
- When you suspect that the meter or test strips are not working properly.
- When you suspect that your test results are inaccurate, or if they are inconsistent with how you feel.
- When you suspect your meter is damaged.
- After cleaning your meter.
- At least once a week.



Refer to **Quality Control Test** on page 20 for instructions on running a quality control test.

### **Storage and Handling**

Please review the following storage and handling instructions:

- Store in a cool, dry place between 41-86 °F (5-30 °C) and 10-90% relative humidity and keep out of direct sunlight.
- Do not freeze or refrigerate.
- If the control solution is cold, do not use until it has warmed to room temperature.
- Do not use control solution after the unopened expiration date printed on the bottle.

**Note:** All expiration dates are printed in Year-Month-Date format. 2020-01-30 indicates January 30th, 2020.

- Use control solution only for 6 months after you first open the bottle. After 6 months it will expire. Write the opened expiration date on the bottle label after opening.

### **Control Solution Precautions**

- For *in vitro* diagnostic use. The control solution is for testing only outside the body. Do not swallow or inject.
- Shake well before using.
- Control solution tests are designed to be accurate only when tested between 50 and 104 °F (10-40 °C).
- The control ranges shown on the test strip vial (or on the foil pouch) are not recommended ranges for your blood glucose level. Your personal blood glucose target ranges should be determined by your doctor.
- Do not touch the test strip with the tip of the control solution bottle.
- Use only the same brand of control solution that was provided with your kit.

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



## Installing the Batteries

The batteries may not be preinstalled in the meter. The meter requires two 1.5V AAA batteries. Please find the batteries in your carrying case and install them according to the following steps:

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



2. Insert two 1.5V AAA batteries on top of the plastic tape.

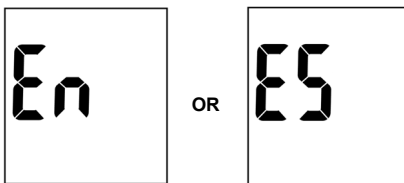


3. Close the battery cover until it snaps shut.

## Meter Setup before Testing

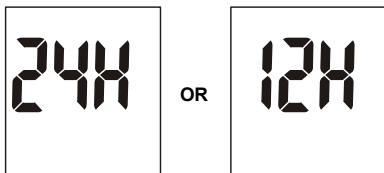
Before using your meter for the first time, you will need to adjust the settings that are listed in detail below.

1. **Meter Setup Mode:** Press the right (▶) button for two seconds, the meter will say "**Power On**" and will enter the setup mode. The meter will automatically enter the setup mode when turned on for the first time.
2. **Language:** After the meter has entered the setup mode, the meter will say "**Language Settings**" while displaying En. Upon pressing the left (◀) button, the meter will say "**Spanish**" and display ES. If you want to choose English, press the left (◀) button again and the meter will say "**English**" while displaying EN and then press the right (▶) button to save your choice. If you want to choose Spanish, press the left (◀) button again, and the meter will say "**Spanish**" while displaying ES. Then press the right (▶) button to save your choice and start setting the clock.

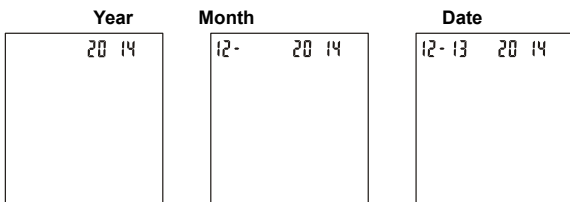


3. **Clock:** Wait for the meter to say "**Setup**" while displaying 12H (default). If you want to choose 12 hour mode, press the right (▶) button to save your choice. If you want to choose 24 hour mode, press the left (◀) button to switch the setting and the meter will display 24H and say "**24 Hour Time.**" You can press the right (▶) button to save your choice. To go back and choose the 12H mode, press the left (◀) button and the meter will display 12H and say "**12 Hour Time.**" You can press the right (▶) button to save your choice. Now you can start to set the year, month and date.

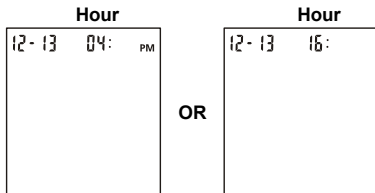
**Note:** The clock needs to be reset after replacing the batteries.

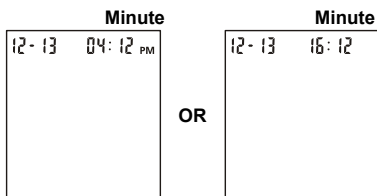


4. **Date:** The year will appear at the top of the display. The meter will say “**Set Year.**” Please press the Left (◀) button to increase the year. Once you have selected the correct year, press the Right (▶) button to save your choice and start setting the month. After setting the year, month will appear at the top left corner of the display. A voice command saying “**Set Month**” will also be broadcasted. Press the Left (◀) button to increase the month, and then press the Right (▶) button to save your choice and start setting the date. After setting the month, the meter will say “**Set Day**” and display the day at the center-top part of the display. You can press the Left (◀) button to increase the date. Then press the Right (▶) button to save your choice and start setting the time.

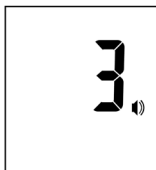


5. **Time:** The hour will appear at the top of the display. The meter will say “**Set Hour.**” Adjust the hour with the Left (◀) button until the correct hour is displayed. Press the Right (▶) button to save your choice. After setting the hour, the meter will say “**Set Minutes.**” Press the Left (◀) button to change to the correct minute. Press the Right (▶) button to save your choice and move on to set the volume.

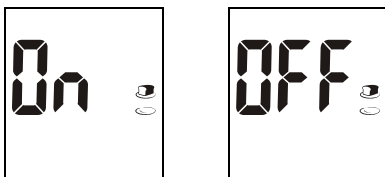




6. **Volume:** There are 6 volume levels that the user can select from 0 (beep on) to 5. Wait for the meter to say “**Volume**” to set it. Press the Left (◀) button to select an appropriate volume. Press the Right (▶) button to confirm your selection.]



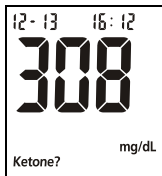
7. **Meal Marker:** The meter comes with the meal marker feature disabled. When the meter says “**Meal Marker**” the meter will enter the meal marker setting. The meter allows the user to enable or disable this option. The words “**On**” or “**Off**” will be displayed and voiced. The before meal symbol together with the after meal symbol will be displayed as shown below.



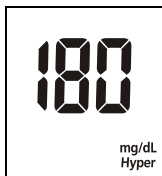
Press the Left (◀) button to switch between turning the meal marker “On” and “Off”. Press the Right (▶) button to confirm your selection and move to set the ketone indication

8. **Ketone Indicator:** The meter comes with the Ketone indicator feature disabled. Wait for the meter to say “**Ketone Indicator**” to set it. The words “On” or “Off”

will be displayed and voiced. Press the Left (◀) button to switch. Press the Right (▶) button to confirm your selection. When the Ketone indicator is enabled, if the test result is higher than 300 mg/dL, the symbol of "Ketone?" will appear on the display.



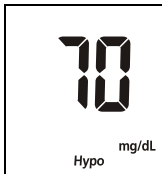
9. **Hyper Indicator:** The meter comes with the Hyper indicator feature disabled. Wait for the meter to say "**Hyperglycemia Indicator**" to set it. The words "**On**" or "**Off**" will be displayed and voiced. Press the Left (◀) button to turn the Hyper indicator "On" or "Off". Press the Right (▶) button to confirm your selection. When the Hyper indicator is "Off", pressing the Right (▶) button will take you to the Hypo indicator set up. When the Hyper indicator is "On", pressing the Right (▶) button will go to the Hyper indicator level set up. At the Hyper level set up, press the Left (◀) button to adjust the Hyper level. Press the Right (▶) button to go to the Hypo indicator set up.



**Note:** The meter allows the hyperglycemia level to be as low as 120 mg/dL or higher. The hyperglycemia level should be above the hypoglycemia level. Consult your doctor before determining what your hyper blood glucose level is.

10. **Hypo Indicator:** The meter comes with the Hypo indicator feature disabled. Wait for the meter to say "**Hypoglycemia Indicator**" to set it. The words "**On**" or "**Off**" will be displayed and voiced. Press the Left (◀) button to turn the Hypo indicator "On" or "Off". Press the Right (▶) button to confirm your selection. When the Hypo indicator is "Off", pressing the Right (▶) button will go to the Test Reminder set up. When the Hypo indicator is "On", pressing the Right (▶) button

button will go to the Hypo indicator level set up. At the Hypo level set up, press the Left (◀) button to adjust the Hypo level. Then press the Right (▶) button to go to the Test Reminder set up.

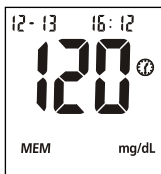


**Note:** The meter allows the hypoglycemia level to be as high as 100 mg/dL. The hypoglycemia level should be below the hyperglycemia level. Consult your doctor before determining what your hypo blood glucose level is.

11. **Test Reminder:** Test reminder is a useful way to remind you when to test. You can set 1 to 5 reminders per day. Your meter is preset with the test reminder disabled. Wait for the meter to say “**Test Reminder**” to set it. The words “**On**” or “**Off**” will be voiced. You must turn it on to use this feature.
- Press the Left (◀) button to turn the first Test Reminder “On” and “Off”. Press the Right (▶) button to confirm your selection. When the Test Reminder is “Off”, pressing the Right (▶) button will go to the setup of the second Test Reminder. When the Test Reminder is “On”, pressing the Right (▶) button will go to the setup of the time for the first Test Reminder. Press the Left (◀) button to adjust the first Test Reminder time. Press the Right (▶) button to confirm the first Test Reminder time and then go to the second Test Reminder set up.
  - When the Test Reminder is “Off” during the second Test Reminder set up, pressing the Right (▶) button will go to the setup of the third Test Reminder. When the Test Reminder is “On”, pressing the Right (▶) button will go to the setup of the time for the second Test Reminder. Press the Left (◀) button to adjust the second Test Reminder time. Press the Right (▶) button to confirm the second Test Reminder time and then go to the third Test Reminder set up.
  - Repeat the same set up procedure for Test Reminder 3, 4 and 5.
  - After finishing the fifth Test Reminder set up, it will then end the setup mode and power off the meter and say “**Goodbye.**”

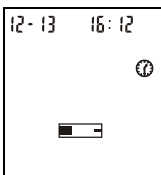
If one or more test reminders have been set, the reminder symbol will always

appear on the LCD screen when the meter is turned on. The display sample is shown below.



The meter beeps 5 times when it is first set. It will beep again two minutes later, and two minutes after that unless you insert a test strip or press any button. This function will still work with the volume 0 (beep on, there will no change in the functionality of the meter)

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



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

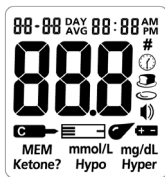
## Performing a Quality Control Test

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

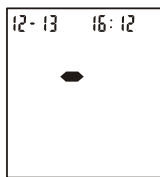
- Before you first use your meter.
  - Before using a new box of test strips.
  - When you suspect that the meter or test strips are not working properly.
  - When you suspect that your test results are inaccurate, or if they are inconsistent with how you feel.
  - When you suspect your meter is damaged.
  - After cleaning your meter.
  - At least once a week.
1. Insert a test strip into the strip port, contact bars end first and facing up. It will turn on the meter and display all the display segments. If the volume > 0, the meter will say **“Power On,”** signaling the meter is turned on.
  2. Check the display to confirm that all the display segments turn on. Next, a dash will move across the display, and the meter will say **“Please wait.”**



NOT READY

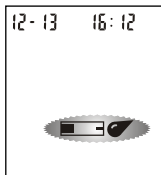


NOT READY



NOT READY

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

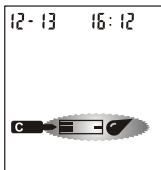


NOT READY



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

- Press the left (◀) button to mark the test as a control solution test. Once the left (◀) button is pressed, the control solution symbol will appear on the display, and the meter will say **“Please apply control solution to the test strip.”** It indicates that a drop of control solution can be added.



**READY TO TEST**

- Shake the control solution bottle well. Squeeze it gently and discard the first drop. If the tip clogs, tap the tip gently on a clean, hard surface. Then shake again and use. Squeeze out a second small drop on a clean nonabsorbent surface. Touch the sample tip of the test strip to the control solution drop. If the volume > 0, the meter will beep and voice **“Testing.”** It indicates a sufficient sample has been applied.

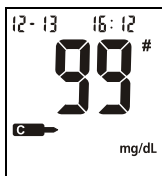
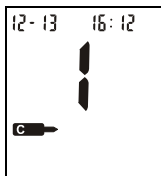
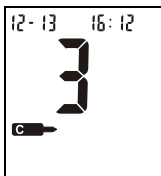


**Notes:**

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

*Test results are displayed in mg/dL by default when sold in the United States.*

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



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

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

If the result falls outside the indicated control range:

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

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

Three levels of control solution are available labeled Control Solution 0, Control Solution 1 and Control Solution 2. Control Solution 1 is sufficient for most all

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

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

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

# Testing Your Blood

The following steps will show how to use the meter, test strips, lancing device and sterile lancets together to measure your blood glucose level.

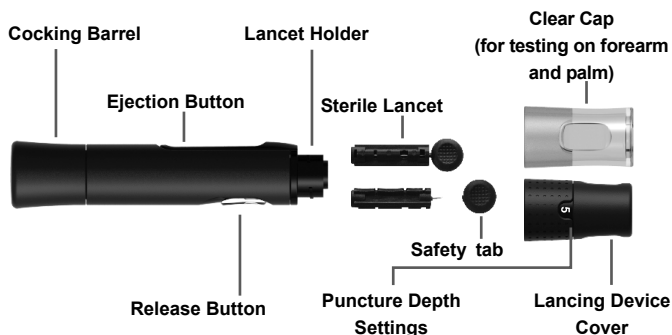
## Step 1 – Getting a Drop of Blood

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

**IMPORTANT:** Prior to testing, wipe the test site with an alcohol swab or soapy water. Use warm water to increase blood flow if necessary. Then dry your hands and the test site thoroughly. Make sure there is no alcohol, soap, cream or lotion on the test site.

### Potential Biohazard

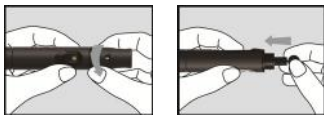
All blood glucose measuring systems are considered bio-hazardous. All products or objects which come in contact with human blood, even after cleaning, should be handled as if capable of transmitting viral diseases. The meter and lancing device are for single patient use. Do not share them with anyone including other family members! Do not use on multiple patients. All parts of the kit are considered bio-hazardous and can potentially transmit infectious disease, even after you have performed cleaning and disinfection. Always wash your hands well with soap and water before and after handling the meter, lancing device, or test strip.



## Fingertip Testing

For fingertip sampling, adjust the depth penetration to reduce the discomfort. You do not need the clear cap for fingertip sampling.

1. Unscrew the lancing device cover from the body of the lancing device. Insert a sterile lancet into the lancet holder and push it until the lancet comes to a complete stop in the lancing device.



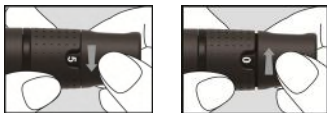
2. Hold the lancet firmly in the lancet holder and twist the safety tab of the lancet until it loosens. Then pull the safety tab off the lancet. Save the safety tab for lancet disposal.



3. Carefully screw the cover back onto the lancing device. Avoid contact with the exposed needle. Make sure the cover is fully sealed on the lancing device.



4. Adjust the puncture depth by rotating the lancing device cover. There are a total of 11 puncture depth settings. To reduce the discomfort, use the lowest setting that still produces an adequate drop of blood.



Adjustment:

- |         |                             |
|---------|-----------------------------|
| 0 – 1.5 | for delicate skin           |
| 2 – 3.5 | for normal skin             |
| 4 - 5   | for calloused or thick skin |

**Note:** Increased pressure of the lancing device against the finger will also increase the puncture depth.

- Pull the cocking barrel back to set the lancing device. You may hear a click while the release button changes to yellow color to indicate the lancing device is now loaded and ready for obtaining a drop of blood.



- Prior to testing, wipe your hands with an alcohol swab or wash your hands with soap. Use warm water to increase blood flow in your fingers if necessary. Dry your hands thoroughly. Massage your hand from the wrist up to the fingertip a few times to encourage blood flow.



- Hold the lancing device against the side of the finger to be lanced with the cover resting on the finger. Push the release button to prick your fingertip. You may hear a click as the lancing device activates. Gently massage your finger from the base to the tip of the finger to obtain the required blood volume. Avoid smearing the drop of blood.

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



### Alternative site testing

The forearm and palm areas have less nerve endings than the fingertip. For that reason, you may find that obtaining blood from these sites is less painful than from the fingertip. The procedure for forearm and palm sampling is different. You need the clear cap to draw blood from these sites. The clear cap is not adjustable for puncture depth.

**IMPORTANT:** There are important differences among forearm, palm and fingertip samples that you should know. Important information about forearm and palm glucose testing:

- You should consult your doctor before choosing to perform forearm or palm testing.
- When blood levels are changing rapidly such as after a meal, an insulin dose or exercise, blood from the fingertips may show these changes more rapidly than blood from other areas.
- You should use fingertips if testing is within 2 hours of a meal, an insulin dose or exercise. You should also use fingertip testing any time you feel glucose levels are changing rapidly.
- You should test with the fingertips anytime there is a concern for hypoglycemia or you suffer from hypoglycemia unawareness.
- Alternative Site Testing (AST) should not be used to calibrate continuous glucose monitors (CGMs) nor for use in insulin dose calculations.

Please refer to **Fingertip Testing** to insert the lancet and load the lancing device.

1. Screw the clear cap onto the lancing device.



2. Choose a puncture site on the forearm or palm. Select a soft and fleshy area of

the forearm or palm that is clean and dry, away from bone, and free of visible veins and hair.

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



3. Place the lancing device against the puncture site. Press and hold the clear cap against the puncture site for a few seconds. Press the release button of the lancing device. **Do not immediately lift the lancing device** from the puncture site. Continue to hold the lancing device against the puncture site until you can confirm a sufficient blood sample has formed.



### Disposal of the Lancet

1. Unscrew the lancing device cover. Place the safety tab of the lancet on a hard surface. Carefully insert the lancet needle into the safety tab.



2. Press the release button to make sure that the lancet is in the extended position. Slide the ejection button forward to discard the used lancet. Place the lancing device cover back on the lancing device.





## Lancet Precautions

- Do not use the lancet if the safety tab is missing or loose when you take the lancet out of the bag.
- Do not use the lancet if the needle is bent.
- Use caution whenever the lancet needle is exposed.
- Never share lancets or the lancing device with other people.
- In order to reduce the risk of infection from prior use of the instrument, always use a new, sterile lancet. Do not reuse lancets.
- Avoid getting the lancing device or lancets dirty with hand lotion, oils, dirt or debris.
- For Alternative Site Testing (AST), if the current lancets are not obtaining enough blood due to skin or other conditions, please contact Customer Support at 1-800-838-9502 for information on different lancet options.

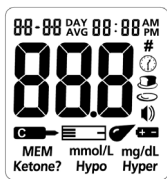
## Step 2 – Testing Blood Glucose

**Note:** Insertion of a new test strip at any time, except while in the data transfer mode (detailed on page 37) will cause the meter to automatically enter the test mode.

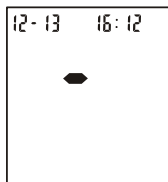
1. Insert a test strip into the strip port, contact bars end first and facing up. This will turn on the meter and display all the display segments. If the volume > 0, the meter will voice “**Power On**,” signaling the meter is turned on. The display will turn on briefly with all the icons and segments turned on. Check the display to confirm that all the display segments turn on with no missing components.
2. The display will then show only the date and time, with a dash moving across the display and say “**Please wait**.” Check the display to ensure no inappropriate segments or icons are permanently turned on.



**NOT READY**

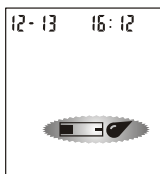


**NOT READY**



**NOT READY**

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



**READY TO TEST**

4. Touch the blood sample to the sample tip at the end of the test strip. If the volume > 0, the meter will beep and voice “**Testing**” to indicate the sample is sufficient and the measurement has started. If you applied a drop of blood, but do not see the countdown begin, you may reapply a second drop of blood within 3 seconds.

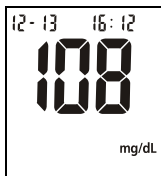
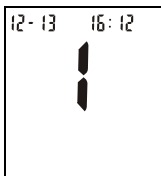
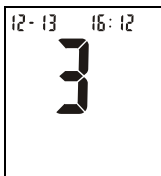


**DO NOT:**

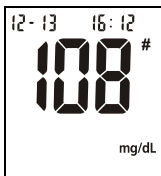
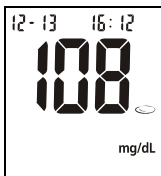
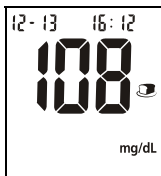
- Apply the sample to the front or back of the test strip.
- Smear the blood drop onto the test strip.
- Press your finger against the test strip.

The meter will count down from 3 to 1. Then the blood glucose level will be voice broadcast and display on the screen will indicate that measurement is complete. The measurement's unit, date, and time of the test will also be displayed.

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



When the meal marker feature is turned on, the test result is displayed together with a suggested default meal marker based upon current time. The “before meal” or “after meal” symbol is flashing until confirmed by pressing the Right (▶) button. The meter allows the user to change the meal marker. Press the Left (◀) button when meal marker symbol is flashing to switch the marker from “before meal”, “after meal”, no marker or invalid result. After deciding the selection, press the Right (▶) button to confirm the selection for either “before meal marker”, “after meal marker”, “invalid result” with pound sign (#) or none of these three symbols. The meter will also say **“Before Meal Result,” “After Meal Result”** and **“Invalid Result.”** If an invalid result is marked, run the test again with a new test strip.



**Notes:**

- The default “before meal” time periods are 5:00-7:59, 10:00-11:59 and 15:00-17:59.

- The default “after meal” time periods are 8:00-9:59, 12:00-14:59 and 18:00-20:59

If an error message appears on the display, the meter will voice “**Error**,” refer to the **Troubleshooting Guide** on page 45. If a “HI” or “LO” error appears on the display, the meter will voice “**High Glucose**” or “**Low Glucose**,” refer to “HI” and “LO” messages below.

5. Record valid results in your logbook with the date and time, and compare them to the target goals set by your doctor. Refer to **Suggested Testing Times and Target Goals** on page 43 or your logbook for more details on your target blood glucose level goals.
6. Slide forward the strip ejector to discard the used test strip.



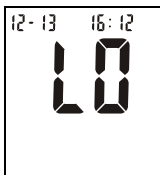
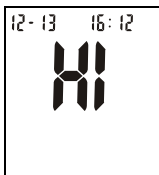
**Note:** Dispose of blood samples and materials with care. Treat all blood samples as if they are infectious materials. Follow your doctor’s recommendations for disposal.

## “HI” and “LO” Messages

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

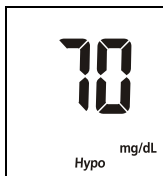
If “HI” appears on the display, the meter will say “**High Glucose**,” signaling measured concentration value is above 600 mg/dL. The test should be retaken to ensure that no mistake was made in the procedure. If you are certain the meter is functioning properly and no mistakes were made in the procedure, and your blood glucose is still consistently measured as “HI”, it indicates severe hyperglycemia (high blood glucose). You should contact your doctor immediately.

If “LO” appears on the display, the meter will say “**Low Glucose**,” signaling measured concentration value is below 20 mg/dL. The test should be retaken to ensure that no mistake was made in the procedure. If you are certain the meter is functioning properly and no mistakes were made in the procedure, and your blood glucose is still consistently measured as “LO”, it may indicate severe hypoglycemia (low blood glucose). You should treat yourself for hypoglycemia immediately as recommended by your doctor.

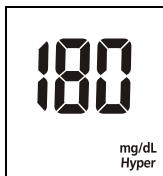


## “Hypo” and “Hyper” Messages

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

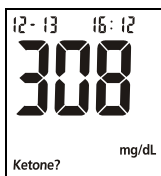


If “Hyper” appears on the display, the measured concentration value is above the “Hyper” (high blood sugar) target level that you have set.



## “Ketone?” Message

If “Ketone?” appears on the display, the measured concentration value is above 300 mg/dL. A ketone test is recommended. Consult your doctor about testing for ketones.



## Precautions and Limitations

- The *On Call® Express Voice* meter, the *On Call® Express* test strips and other components have been designed, tested and proven to work together effectively to provide accurate blood glucose measurements. Do not use components from other brands.
- The *On Call® Express* Test Strips test fresh capillary whole blood. Do not use with serum or plasma samples.
- The *On Call® Express Voice* Blood Glucose Monitoring System is for self-testing users to test fresh capillary blood. For over the counter sale. Never test blood that has been placed in test tubes containing fluoride or other anticoagulants. This will cause falsely low results.
- Very high (above 60%) and very low (below 25%) hematocrit levels can cause false results. Talk to your doctor to find out your hematocrit level.
- The system is tested to accurately read the measurement of glucose in whole blood within the range of 20-600 mg/dL.
- Fatty substances have no major effect on test results. These include triglycerides up to 3,000 mg/dL or cholesterol up to 500 mg/dL.
- Ascorbic acid (vitamin C) when occurring in blood at normal or at high therapeutic concentration does not significantly affect results. However, abnormally high concentration (> 3 mg/dL) in blood may cause inaccurately high results.
- The *On Call® Express Voice* Blood Glucose Monitoring System has been tested to work properly up to 8,516ft (2,595 meters).
- Not for use on critically ill patients, patients in shock, severely dehydrated patients or hyperosmolar patients (with or without ketosis).
- Dispose of blood samples and materials with care. Treat all blood samples as if they are infectious materials. Follow your doctor's recommendations for disposal.

## Using the Meter Memory

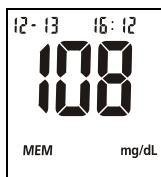
The meter automatically stores up to 500 test records. Each record includes the test result, time and date. If the memory is full, the oldest record will be erased to make room for a new one.

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

### Viewing Stored Records

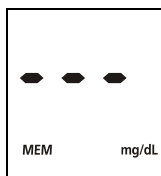
To view stored records:

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



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

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



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

and 90-day averages.

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

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

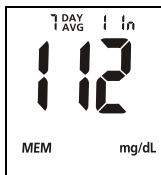
**Note:** If you do not wish to view your average glucose measurements, you can press the Right (▶) button again to turn off the display.

5. While in data average mode:

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

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

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



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

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

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

**Note:** Results from quality control tests will not be included in the averages.

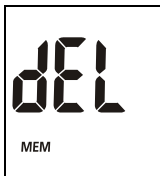


When viewing results in memory, the values are marked with a pound sign (#) to show that they will not be included in the 7, 14, 30, 60 and 90-day averages.

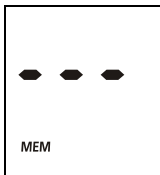
## Clearing the Memory

Take extreme caution when clearing the memory. This is not a reversible operation. To clear the memory:

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



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



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

## Transferring Records

The meter can transfer stored information to a Windows-based personal computer (PC) using an optional data transfer cable from **ACON** and a compatible software package.

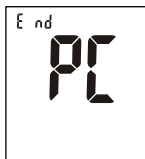
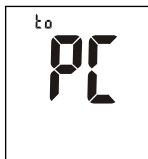
1. Install the software to your personal computer (PC) according to the instructions.
2. Connect the USB cable to your PC and plug the audio jack of the cable into the

meter data port. Meter automatically enters “PC” mode.



**Notes:**

- When a test strip is already inserted into the meter and meter is waiting for a sample to be applied, plugging in the data transfer cable will produce an E-12 error message, and the meter will not automatically switch to “PC” mode.
  - If the meter is in “PC” mode, inserting a strip into the meter will not switch it to sample application mode.
3. Run the PC data transfer software, and refer to the instructions from the software for how to transfer records.
  4. During the data transfer, the meter will display “to” and “PC”. This indicates the data is being transferred from the meter to the PC.
  5. Once the data transfer is complete, the meter will display “End” and “PC”.



6. After data transfer from meter to PC is completed, press the Right (▶) button to turn off the meter. If nothing else happens to meter 2 minutes after data transfer from meter to PC is completed, the meter will automatically turn off. In this case, if you want to enter “PC” mode again, press the left (◀) and Right (▶) buttons together.


See the User’s Guide included with your *On Call*® Diabetes Management Software Kit for detailed instructions.

# Maintenance

Proper maintenance is recommended for best results.

## Replacing the Batteries

Your *On Call® Express Voice* Meter uses two 1.5 Volt AAA batteries.

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

### Instructions:

1. Turn the meter off before removing the batteries.
2. Turn the meter over. And then slide the battery cover in the direction of the arrow to open it.
3. Remove and discard the old batteries. Insert two new 1.5V AAA batteries in the battery carrier. Make sure to match up the minus (-) and plus (+) symbols.



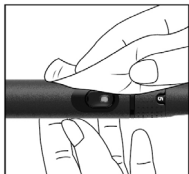
4. Close the battery cover and make sure that it snaps shut.
5. Recheck and reset the clock setting after battery replacement if necessary. To set the meter clock, see **Meter Setup before Testing** on page 14.

# Caring for Your *On Call*<sup>®</sup> Express Voice Blood Glucose Monitoring System

## Blood Glucose Meter and Lancing Device

### Pre-Cleaning and Disinfection of meter and lancing device

Before disinfecting the meter and lancing device, please first use DisCide Ultra Disinfecting Towelette (EPA Registration No. 10492-4) to pre-clean the entire meter and lancing device surface by wiping this towelette/wipe to remove any stains or debris, if any. This pre-cleaning process is for preparing the meter and lancing device surface to be ready for disinfection process.



After pre-cleaning, please use another DisCide Ultra Disinfecting Towelette (EPA Registration No. 10492-4) to disinfect your meter and lancing device. For disinfection, please wipe the entire meter and lancing device thoroughly and leave the surface wet for 1 minute.



Please refer to the diagram for the *On Call*<sup>®</sup> Express Voice meter and lancing device in the **Getting Started** section for meter and lancing device outside surface illustration. Please refer to **Disposal of Lancets and Lancet Precautions** sections on page 28 for proper handling of used lancet.

Meter and lancing device outside surface must remain visibly wet for a full one minute for effective disinfection. After disinfection wiping, please allow meter and lancing device to air dry completely before using the meter and lancing device again. However, you should avoid inserting the DisCide Ultra Disinfecting

Towelette into the inside of the strip port and data port when performing pre-cleaning and disinfection procedure. Please refer to the diagram for the *On Call® Express Voice* meter in the **Getting Started** section for the strip port and data port location on the meter.

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

The disinfection process is for preventing potential transmitting of infectious diseases through bloodborne pathogens. The pre-cleaning process is to ensure the removal of any stains or debris before disinfection application to ensure effective disinfection can be achieved for the meter and lancing device outside surface.

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

#### *Disinfection Wipes Material and Where to Buy Them*

The material suitable for your *On Call® Express Voice* meter and lancing device pre-cleaning and disinfection is DisCide Ultra Disinfecting Towelette (EPA Registration No. 10492-4). The active ingredients for DisCide Ultra Disinfecting Towelette are Isopropyl alcohol 63.25%, n-alkyl dimethyl benzyl ammonium chloride 0.12% and n-alkyl dimethyl ethyl benzyl ammonium chloride 0.12%. This DisCide Ultra Disinfecting Towelette is available through Palmero Health Care Company. You can purchase this DisCide Ultra Disinfecting Towelette by either calling Palmero Health Care at 1-800-344-6424 or visiting their website at [www.palmerohealth.com](http://www.palmerohealth.com). DisCide Ultra Disinfecting wipes are also available through internet retailers such as [www.amazon.com](http://www.amazon.com).

#### *Pre-Cleaning and Disinfection Frequency*

Your *On Call® Express Voice* meter and lancing device should be cleaned and disinfected once a week. If someone else is helping you test, the meter and lancing device should be disinfected prior to operation by that person. Your meter and lancing device have been tested for 260 cycles of the cleaning and disinfection process (one disinfection cycle per week for 5 years).

Your meter and lancing device have been tested to withstand the pre-cleaning and disinfection process during the 5-year meter and lancing device life based on the operation frequency mentioned above. However, if you have any problem with your meter and lancing device, please contact Customer Support at 1-800-838-9502, 24 hours a day, 365 days a year.

**Note:** All parts of the kit are considered bio-hazardous and can potentially transmit

infectious diseases, even after you have performed cleaning and disinfection. Please follow proper precautions when handling your meter and lancing device.

No signs of meter or lancing device deterioration in appearance or performance were observed after 260 cycles of the recommended pre-cleaning and disinfection procedure. However, you should always inspect your meter and lancing device after performing the cleaning and disinfection procedure. External signs of meter or lancing device deterioration might include polymer crazing (thin silver streaks), cracking, swelling, dissolving, softening or becoming brittle. Signs of meter performance deterioration might include buttons not functioning properly, audio not working, missing display segments, error messages during testing or control solution test results that are out of range. Signs of lancing device performance deterioration might include reduced functionality of the lancing depth adjustment, arming slider or firing button.

If any signs of external or performance deterioration are observed on your meter or lancing device after cleaning and disinfection, please stop using your meter and lancing device and contact Customer Support at 1-800-838-9502 for assistance.

## Suggested Testing Times and Target Goals

As a diabetic, it is important to track your blood glucose level frequently. Your doctor will help you decide the normal target range for your glucose levels. They will also help you determine when and how often you should test your blood glucose.

You may need to test more often whenever<sup>1</sup>:

- You add or adjust your diabetes medication.
- You think your blood glucose levels may be too low or too high.
- You are ill, or feeling uncomfortable over long periods of time.

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

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

Talk to your doctor to set your own daily target ranges.

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

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

Use the logbook to record your blood glucose measurements and related information. Bring the logbook with you when you visit your doctor. Together, you can determine how well your blood glucose is being controlled. This can help you and your doctor make the best decisions about your glucose control plan.

- 
1. Jennifer Mayfield and Stephen Havas, "Self-Control: A Physician's Guide to Blood Glucose Monitoring in the Management of Diabetes – An American Family Physician Monograph"
  2. American Diabetes Association (Standards of Medical Care in Diabetes – 2018, Diabetes Care, January 2018, Vol.41, Supplement 1, S13-S27).

## Comparing Meter and Laboratory Results

Your *On Call® Express Voice* Blood Glucose System and laboratory results both report the glucose concentration in the serum or plasma segment of your blood. However, the results may differ somewhat due to normal variation. The Meter results can be affected by factors and conditions that do not affect laboratory results in the same way. See the *On Call® Express Test Strips'* package insert for typical accuracy and precision data, and for important information on limitations.

To ensure a reasonable comparison, follow these guidelines.

### **Before you go to the lab:**

- Bring your meter, test strips and control solution with you.
- Make sure your meter is clean.
- Perform a quality control test to make sure the meter is working properly.
- Comparisons will be more accurate if you do not eat for at least four hours before testing. Eight hours is preferable.

### **At the lab:**









- Wash your hands before obtaining a blood sample.
- Take blood samples for a laboratory test and for your meter within 10 minutes of each other. This will ensure an accurate comparison of results.
- Never test blood that has been placed in test tubes containing fluoride or other anticoagulants which are not suggested. This will cause falsely low results.



# Troubleshooting Guide

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

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

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

For additional questions or issues with this product, please contact Customer Support at 1-800-838-9502, 24 hours a day, 365 days a year.

## Specifications

Feature	Specification
Meter Model Number	OGM-331
Measurement Range	20 - 600mg/dL
Result Calibration	Plasma-equivalent, calibrated by using YSI (Model 2300 STAT PLUS) Glucose Analyzer reference instrument, which is traceable to NIST reference standard.
Sample	Fresh capillary whole blood
Minimum Sample Size	0.4 $\mu$ L
Test Time	4 seconds
On/Off Source	Two (2) AAA 1.5V batteries
Battery Life	1,000 tests for glucose testing (not considering data transfer)
Glucose Units of Measure	The meter is preset to mg/dL when sold in the United States.
Memory	Up to 500 records with time and date
Automatic Shutoff	2 minutes after last action
Meter Size	100.0 mm $\times$ 60.8mm $\times$ 23.9 mm
Display Size	39.2 mm $\times$ 42.3 mm
Weight	About 90.0 g (with batteries installed)
Operating Temperature	41 - 113 $^{\circ}$ F (5 - 45 $^{\circ}$ C)
Operating Relative Humidity	10% - 90% (non-condensing)
Hematocrit Range	25% - 60%
Data Port	9600 baud, 8 data bits, 1 stop bit, no parity

## Warranty

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

*On Call® Express Voice* Warranty Center

5850 Oberlin Drive, #340

San Diego, CA 92121-4712, USA

If the meter fails to work for any reason other than obvious abuse within the first five (5) years from purchase, we will replace it with a new meter free of charge. For your records, also write the purchase date of your product here.

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

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

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