



**Livongo Blood Glucose Monitoring System  
Owner's Manual**













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Definition of Symbols

	Biological risks		Control
	Consult Instructions for Use		Temperature limitation
	In vitro diagnostic medical device		Use by date
	Caution, consult accompanying documents		Relative Humidity
	Catalog number		Atmospheric pressure limitation
	Keep away from sunlight		Keep away from rain

# Chapter 1

## Your Livongo Blood Glucose Monitoring System

Thank you for choosing the Livongo Meter as your gateway to managing your diabetes. Your new Livongo Meter system will help you monitor your glucose to help you lead a healthier life. This Owner's Manual has important information about the system and how it works. Please read it carefully before using your Livongo Meter because it will help you make the most of it.

### ***Indications for Use***

The Livongo Blood Glucose Monitoring System (Livongo BGMS) is an Over-The-Counter (OTC) device utilized by persons with diabetes in home settings for the quantitative measurement of glucose in fresh whole capillary blood from the fingertips. It is intended for use by people with diabetes mellitus at home as an aid to monitor the effectiveness of their diabetes control program. The Livongo BGMS is for in vitro diagnostic use only and should not be used for the diagnosis of /or screening for diabetes mellitus or neonatal use. The Livongo BGMS is intended to be used by a single person and should not be shared.

The Livongo Blood Glucose Test Strips (Livongo strips) are used with the Livongo Blood Glucose Meter (Livongo Meter) in the quantitative measurement of glucose in fresh capillary blood from the fingertip.

The Livongo Control Solution is for use with the Livongo Meter and Livongo Test Strips as a quality control check to verify that the meter and test strips are working together properly and that the test is performing correctly.

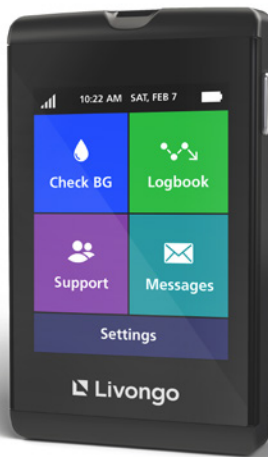
The Livongo Meter is associated with a Livongo member account, which automatically captures all the blood glucose data and related information entered, and displays tables and charts summarizing the data. The Livongo Blood Glucose Monitoring System does not recommend any medical treatment or medication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

### ***The Livongo Blood Glucose Monitoring System***

The Livongo Health™, Inc. Livongo BGMS, is an 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:



1. Livongo Connected Meter
2. Livongo Lancing Device
3. Livongo Lancets
4. Livongo Blood Glucose Test Strips
5. Livongo Blood Glucose Control Solution
6. AC Adapter (wall charger) and USB cord
7. Carrying Case



### ***The Livongo Blood Glucose Meter***

Your Livongo Meter is easy to use. It has a color touch screen that lets you easily select features like checking your blood glucose, viewing your Log Book, sharing your results, and viewing Healthy Living tips.

It gives accurate glucose test results in just 5 seconds using a small blood sample.

The Livongo Meter stores your glucose results in its memory so that you can view later. The meter can automatically send your blood glucose data wirelessly and securely to your Livongo Member Account. You can also choose to send your results to your healthcare team to help you and your healthcare team manage your diabetes.

The meter will let you know when you are running out of test strips and need to reorder. But remember, the Livongo Meter is not intended to provide automated treatment guidance or decisions, and it's not a substitute for your professional healthcare provider.



### ***Livongo Test Strips***

The Livongo Test Strips measure glucose in whole blood. The Livongo Strips are designed for use with the Livongo Meter only. Each strip is to only be used once, and then discarded.

Livongo Test Strips are packaged as a 50 count of strips in sealed vials.

### ***Livongo Control Solution***

The Livongo Blood Glucose Control Solutions are for use with the Livongo Meter and Livongo Test Strips as a quality control check to verify that the 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.

### ***Livongo Lancing Device and Lancets***

The Livongo Lancing Device is intended for use with Livongo Lancets, which are disposable sterile lancets, to draw small amounts of capillary blood from the fingertips to test with the Livongo meter and test strips. The Livongo Lancing Device is intended for single patient use.

## ***Livongo Data Management System***

The Livongo Data Management System is an optional accessory to assist you in monitoring your blood glucose levels using the Livongo Blood Glucose Monitoring System. The website is password-protected to ensure that your data is secure and not mixed with another user's. The software is an accessory which allows you to automatically collect the data captured by the meter, review averages, highs and lows, and meal time blood glucose values, and organize it in various reports and graphs.

### ***NOTES:***

- The Livongo Meter must only be used outside the body (in vitro diagnostic use).
- It should only be used with Livongo Blood Glucose Test Strips and Livongo Control Solutions.
- It should only be used for testing glucose (sugar) with fresh capillary whole blood samples.
- It should NOT be used to diagnose DKA (Diabetic Ketoacidosis) or to test neonates.
- It should NOT be stored in the refrigerator or in the car.

### ***WARNINGS:***

1. Your Livongo Meter contains small parts. Keep it out of the reach of small children and pets.
2. If you don't recognize the symptoms of hypoglycemic a blood glucose meter is critical to your care. Since any monitor may fail, break, or be misplaced, you should always have a backup monitor.
3. Blood samples and blood products are potential sources of hepatitis and other infectious diseases. Handle all parts of your device with care. Do not share your Livongo Meter. It is for single-patient use only. Any items that are used to measure glucose like test strips, lancets, and alcohol swabs, must be disposed of safely to avoid the risk of infection. Please follow your healthcare provider's instructions for proper disposal.

4. Healthy Living tips are not intended to provide advice on treatment decisions nor provide or supplement clinical care from your healthcare professional.

### ***Limitations***

The test strips give accurate results when the following limitations are observed:

- The test strips should not be used to diagnose or screen for diabetes, DKA, or to test neonates.
- Each test strip is for a single check only. Do not reuse the strips. Use a new, sterile Livongo Test Strip each time you check.
- Your test strips are for personal use only. Do not share them with anyone, including relatives.
- Use only fresh capillary whole blood from the finger. Do not use serum or plasma.
- There is no effect on blood glucose for altitudes up to 8,516 feet (2,595 meters) above sea level.
- This meter should be operated 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.
- The Livongo Test Strips are calibrated against plasma.
- Glucose test results may be falsely low if you are severely dehydrated, if you are in shock, or in hyperosmolar crisis.
- Critically ill patients should not be tested with the Livongo Meter.

## ***Your Doctor***

Please use your Livongo Meter with care. If you experience symptoms that are not consistent with 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.

## ***Contact Us***

Livongo Meter is made by Livongo Health, Inc.  
444 N. Michigan Avenue, Suite 2880  
Chicago, IL 60611

Inside the USA, please call Customer Service toll-free at  
(800) 945-4355, 24 hours 7 days a week or visit our website at:  
[www.my.livongo.com](http://www.my.livongo.com)

## ***Important Safety Instructions***

Please take a moment to read through this important safety information. Remember, this is a medical device and it needs to be treated with care. In particular, there is the risk of disease transmission when using blood glucose monitoring systems and they should be used with caution and care:

- The Livongo Blood Glucose Monitoring System 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 professional and follow his or her 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.

- The Livongo Blood Glucose Monitoring System is delivered fully assembled.

### ***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 glucose meter.

**WARNINGS** – crucial information that will help you use your glucose meter safely and tell you about the risks of receiving inaccurate readings.

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

“CDC Clinical Reminder: Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens” (2010) <http://www.cdc.gov/injectionsafety/Fingerstick-DevicesBGM.html>

# Chapter 2

## Components

### ***The Livongo Blood Glucose Monitoring System***

You have everything you will need in your Livongo Blood Glucose Monitoring Kit to check and send your blood glucose to your personal account. It includes:

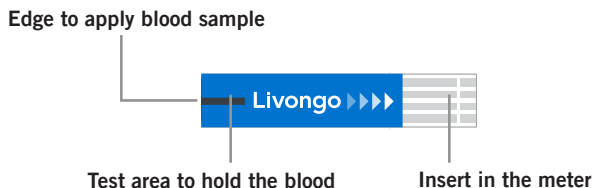
- Livongo Blood Glucose Meter
- Getting Started Guide
- AC charger and USB cord
- Instructions for Use

Additionally, in the Welcome Kit:

- Test Strips
- Lancing device and lancets
- Control solution (2 bottles-Level 1 and Level 2)
- Carrying case

Your new Livongo Meter is in a package that contains a “User Guide” which shows you the features of the Livongo Meter. Please review the User Guide before starting. The Livongo Meter will be partly charged and ready to go when you take it out of the box. Plug it in overnight to fully charge it. Under normal blood glucose monitoring conditions, the charge should last for several weeks.

## ***Blood Glucose Test Strips***



The Livongo Blood Glucose Test Strips are designed for use with your Livongo Blood Glucose Monitoring System only. Use each test strip only once, and then discard it. It is important to note that you should not reapply blood to the test strip.

The strips come in a variety of colors but all give identical results. They may come in vials or in individually sealed packages with a single test strip.

Livongo Glucose Test Strips require only a small amount of blood (0.8 $\mu$ L) and automatically draw blood into the test area of the strip. They can be handled with clean, dry hands without affecting the readings. They are convenient whether you test at home or on the go.

### **Important Blood Glucose Test Strip Information**

Please remember:

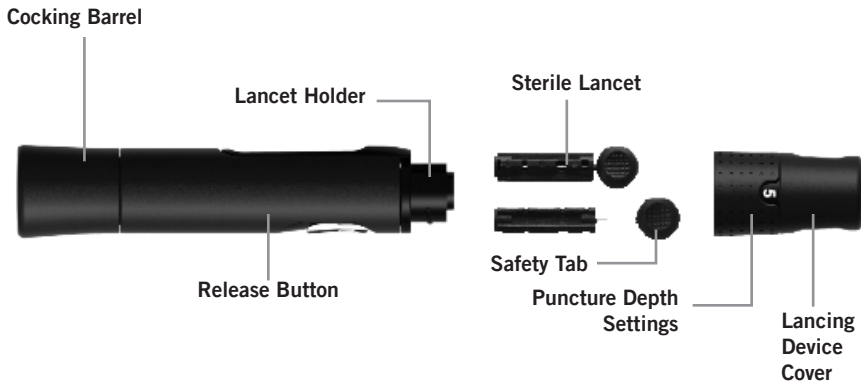
- Use only Livongo Blood Glucose Test Strips when testing for glucose. The Livongo Blood Glucose Tests strip will only work with the Livongo Blood Glucose meter.
- Remove the test strip from the vial/foil only when ready to check your glucose.
- Store the test strip package between 41-86°F and between 10% and 90% relative humidity. Keep out of direct sunlight.

- Store the test strips in their original packaging only.
- After removing a glucose test strip from the vial, immediately replace the cap and close the vial tightly.
- Do not use test strips beyond the expiration date printed on the package as this may cause inaccurate results.
- Test strips should only be stored for 6 months after opening. Discard any remaining test strips after this date.

***WARNING:*** The test strip vials and packaging contain small parts. Keep away from children and pets.



## ***Lancing Device***



The picture above shows your lancing device. This is the part of the Livongo Blood Glucose Monitoring System that takes the blood sample.

To use it, you should:

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 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.

DO NOT TOUCH THE LANCET TIP.

4. Adjust the puncture depth by rotating the lancing device cover. There are

a total of 6 puncture depth settings. To reduce discomfort, use the lowest setting that still produces an adequate drop of blood: short-length bars for soft skin; medium-length bars for normal skin, and long-length bars for thick or calloused skin.

5. Pull the cocking barrel back to set the lancing device. You may hear a click. The device is now loaded and ready for obtaining a drop of blood.
6. Prior to checking, wipe your hand with an alcohol swab or wash your hands with soap. Use warm water to increase blood flow in your fingers if necessary. Then dry your hands thoroughly. Massage your hand from the wrist up to the fingertip a few times to stimulate blood flow.
7. 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 should hear a click as the lancing device activates. Gently massage your finger from the base to the tip to obtain the required blood volume. Avoid smearing the drop of blood.
8. After finishing your blood check, unscrew the end cap, carefully remove the used lancet, and dispose of it safely in an appropriate container.

## ***Control Solution***

The Livongo Blood Glucose Monitoring System Glucose Control Solution comes as vials of Level 1 and Level 2 solutions. They contain a known concentration of glucose. They are used to confirm that your Livongo Blood Glucose Monitoring system and test strips are working together properly. They also confirm that you are performing the test correctly. It is important to run a quality control test regularly to make sure you are getting correct results.

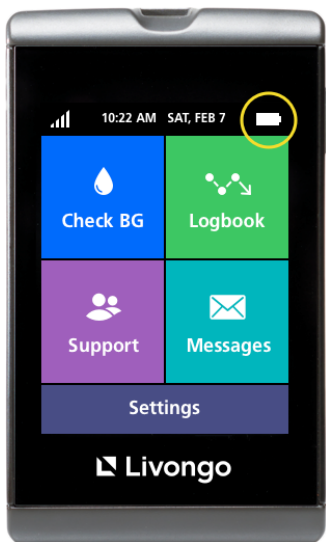
You can also use this solution to practice taking readings or to check that you are following the correct testing procedure without using your own blood. If the meter reading is within the control solution's acceptable range, the meter is working correctly.



# Chapter 3

## Getting Started

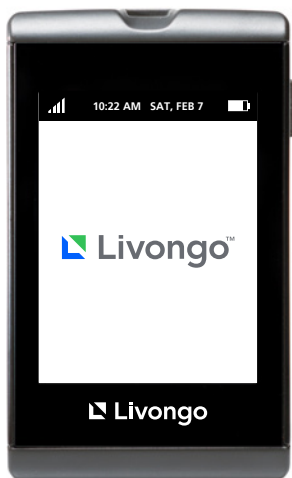
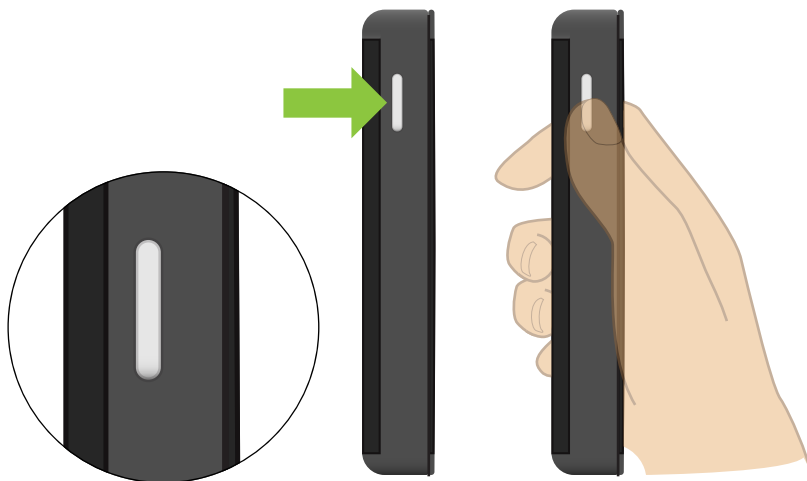
### *Turning On and Setting up your Livongo Meter*



You need to do very little to set up and use your meter. It will be partially charged but check to make sure that the battery is at least 50% full before using it for the first time.

To check the battery status, look at the battery gauge icon in the top right corner of the screen. You want to see at least two bars in the battery icon before you check your blood glucose.

By pressing the side On/Off button, the Livongo logo screen will appear. It will beep for a few seconds as it finds the network. When the meter is first turned on, it will prompt the user to select if they use insulin or not and what language they choose (English or Spanish). This message will not be repeated every time the meter is turned on, but the user can always change these selections in the Settings menu.



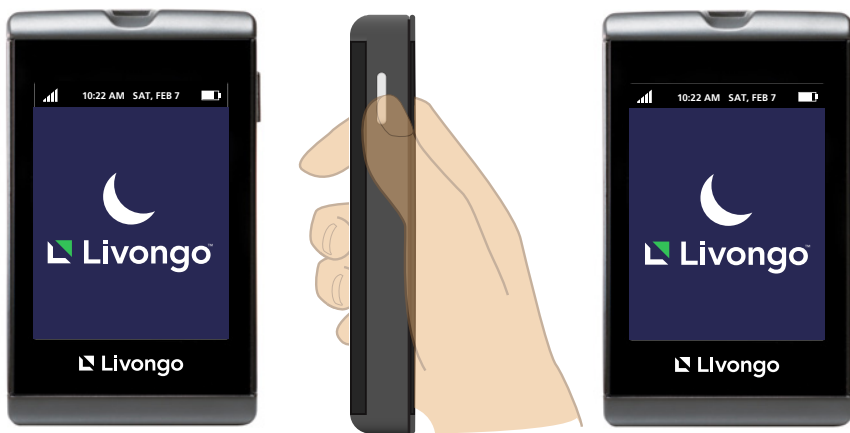
The time and date are set automatically, no matter where you are, and are shown at the top of the Home screen. If you are traveling, the Livongo Meter will set your meter's time to the time zone that you are in. This is to make sure that your readings are sent with right time stamp.

Having the correct time and date of each blood test result is important because it helps you and your healthcare professional understand your blood glucose patterns and can be used to introduce changes in your management plan.

The Livongo Meter will also automatically detect the wireless network that you are in and 'roam' if necessary. There is no charge to you for roaming or wireless connections.

## ***Sleeping and Turning off your Livongo Meter***

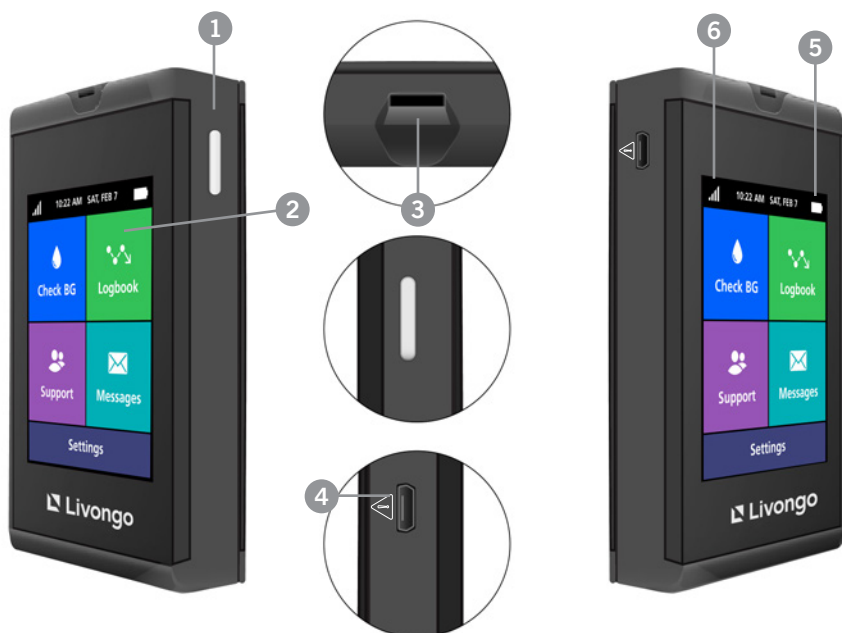
To save battery, the screen on your Livongo Meter will go blank after 1 minute of non-use and the device will go to sleep mode after 2 minutes of non-use. You can also “sleep” your Livongo Meter by pressing the On/Off button for 3 seconds. To “Power Down” and turn off your Livongo Meter completely, just hold in the On/Off button until the device powers off. You can turn on the Livongo Meter by pressing the On/Off button.



Hold in for 3 seconds

**CAUTION:** Always handle your Livongo Meter with care. Dropping the unit or exposing it to water, for example, may damage the sensitive monitoring equipment inside. If you are packing away your unit for an extended period of time, protect it from moisture, prolonged direct sunlight, and extreme temperatures. Look after it, and it will keep looking after you.

## Your Livongo Meter



1. On/Off button.
2. Color touch display screen.
3. Test strip port.
4. USB charging port.
5. Battery charge indicator.
6. Wireless signal indicator.

## *The Display Screen*



1. Signal strength
2. Current date and time
3. Battery level and charging state
4. Check your blood glucose level
5. Logbook for information on your performance and to share your report
6. Messages you should check
7. Settings for making sure your device works perfectly
8. Support to contact a coach, reorder strips or contact Member Support





# Chapter 4

## Checking Your Blood Sugar

### ***Before Checking***

Before checking and to ensure accurate results, wash and thoroughly dry your hands and the checking site.

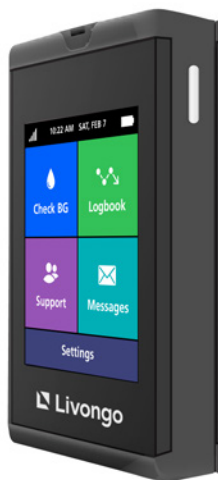
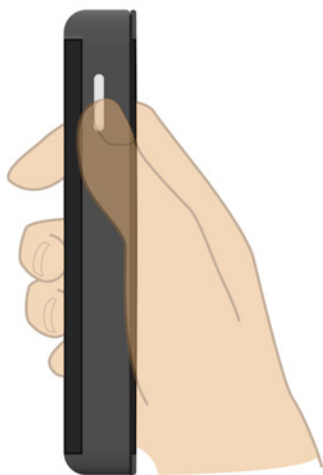
### ***Safety Tips***

- Follow the cleaning and disinfecting instructions for the meter (Chapter 11) 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.

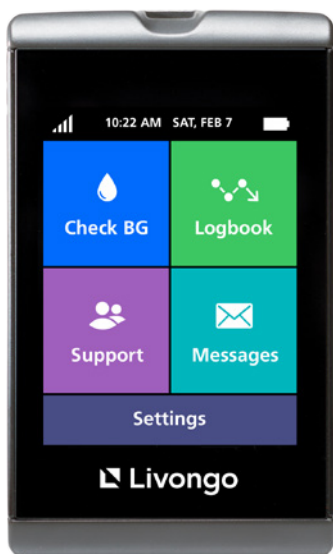
**NOTE:** It is important to clean the puncture site.

### ***How To Check Your Blood Glucose***

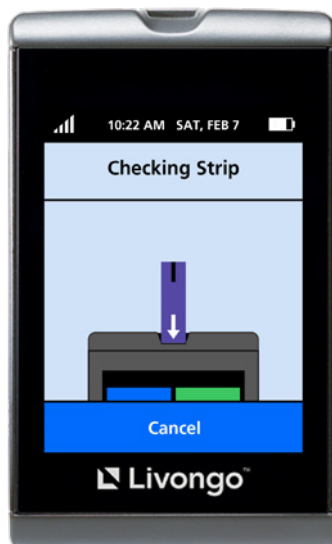
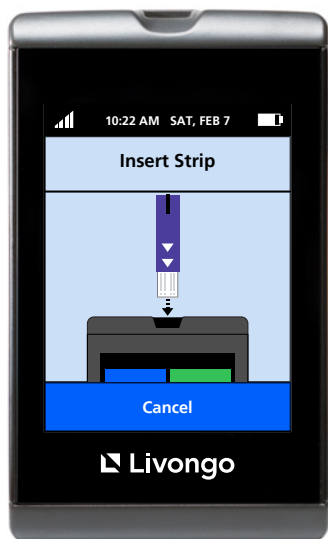
1. Power on your Livongo Meter by pressing the ON/OFF button on the right side of the meter. To save power, the meter will go to sleep when it's not being used. If your Livongo Meter is in the sleep mode, you can also “wake-up” the Livongo Meter by inserting a test strip.



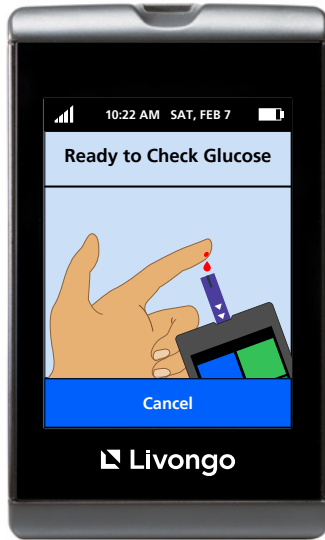
2. Press “Check BG”, in the top left hand corner.



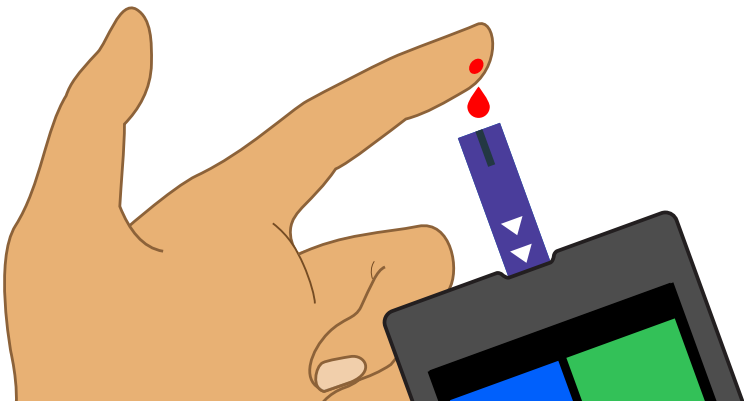
3. The screen will display “Insert Strip.” Insert the test strip with the arrow facing into the device as shown in the Figure.
4. The screen will display “Ready to Check Glucose”.



5. A picture of a finger will appear on the screen to prompt you to apply a blood sample. You can cancel the check at any time.



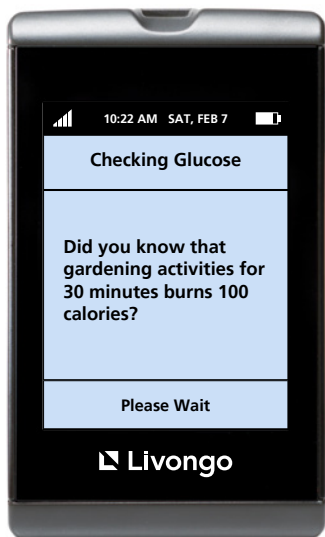
6. Point your hand down and massage your finger with your thumb towards the fingertip to stimulate blood flow.
7. Use the lancing device, loaded with a new lancet, to puncture your finger. (See lancing device instructions for use.)
8. Squeeze your finger to form a drop of blood. Touch the end of the test strip to the blood drop until the test strip is full.



**NOTE:** If the strip is removed before you start the check, the screen will display a message, “Strip removed, please insert another strip if you want to check your blood glucose”, and then return to the Home screen.

**NOTE:** If a check is not performed after inserting the strip, the device will wait for two minutes, display a message to remove the strip if not checking, and then return to the home screen.

9. Once you apply the blood sample to the tip of the strip, the screen will display, “Now Checking Glucose”. While you are waiting for your results, a personalized health tip will appear instead of a countdown. After the tip your results will appear and you will hear a beep if you have enabled sound (see Settings).

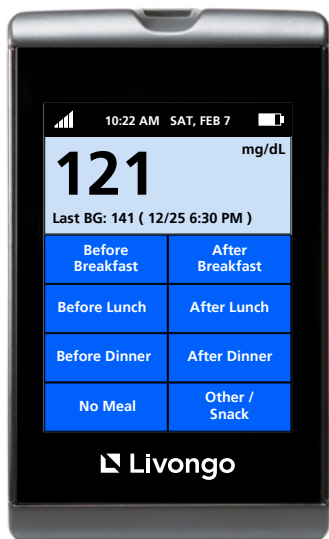


**NOTE:** Healthy Living Tips are not intended to provide advice on treatment decisions.

10. The test can be canceled at any time by either removing the strip or pressing the Cancel button. The blood glucose result is available on-screen in 5 seconds. The results will show the current blood glucose value and the previous blood glucose measurement.

11. Once the result is displayed on the screen, it is automatically stored into the device's memory.

**NOTE:** If an error appears, it is most likely due to the blood sample being too small. The sample has to fill most of the well/channel in the white part of the testing strip. Refer to Chapter 12 for details on error messages.



**WARNING:** Your lancing device is for personal use only. DO NOT share it with others. Sharing the lancing device or lancets can transmit serious infections. To avoid accidents, do not store used lancets in the device after checking and do not load the lancing device with a new sterile lancet unless ready to use.

**NOTE:** Do not press the test strip directly against the skin. Touch the test strip gently to the blood drop.

12. After your blood glucose is displayed on the screen, you can quickly and easily tag your blood glucose result with important information in the following sections.

## ***Mealtime Tags***

Right after the blood glucose result is displayed, you will be asked to select a tag that corresponds to a meal and whether you are checking your blood glucose before or after it.

The tags available to choose from include Before and After Breakfast, Before and After Lunch, and Before and After Dinner. Additionally, you can choose Other/Snack to tag any food consumption that is not part of a meal, and select No Meal if you want to tag a blood glucose reading not associated with consumption of any food.

As an option, you can also select “Add Carbs.” to add the carb count for the meal you just ate. A key pad will appear. The numbers you type appear at the top of the screen and you can correct any errors by tapping the “Backspace” button. When you have completed your carb entry, you need to press “Save”. If you decide to skip entering your carbs, you just need to press “Cancel”. Both actions take you back to the Mealtime Tags screen.

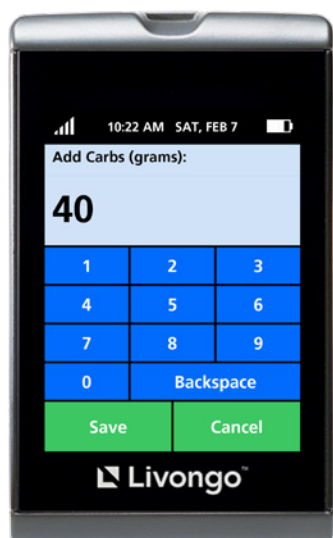
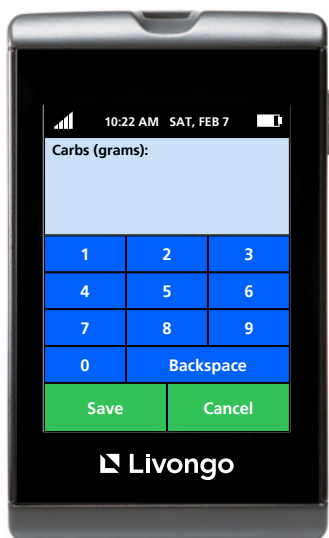
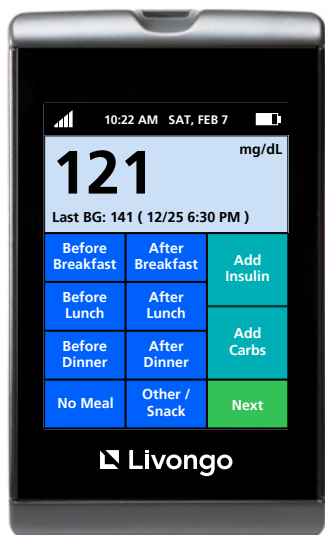
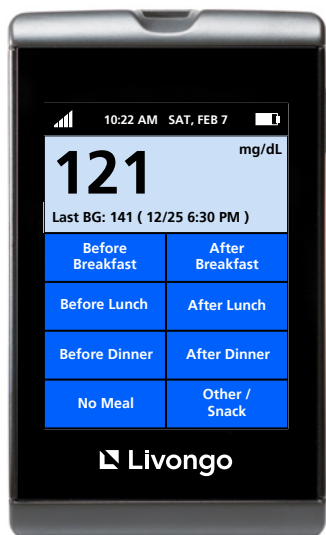
Just tap the touchscreen to select which meal to go to next page.

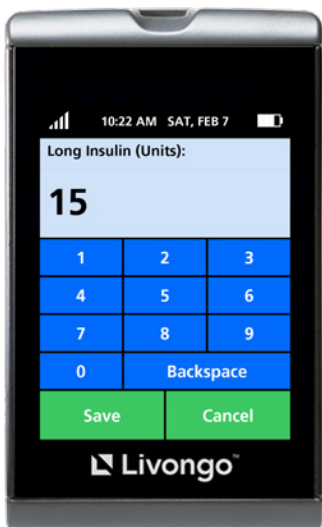
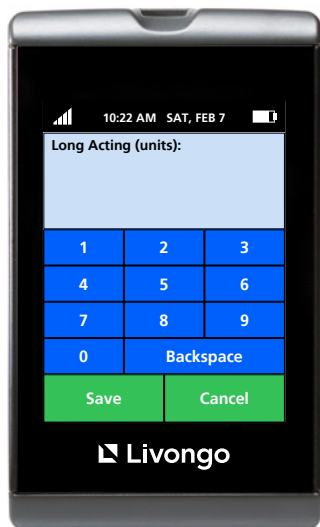
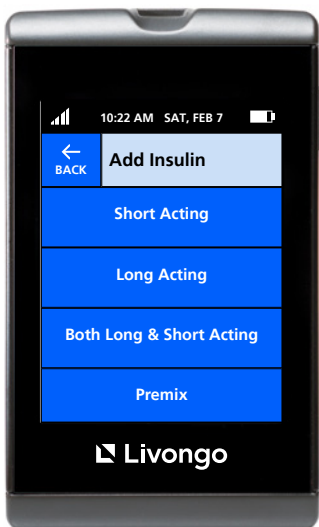
If you do not want to tag carbs with your blood glucose, simply select the meal type to go to the next page.

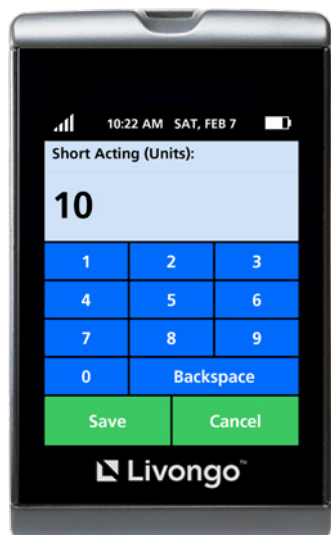
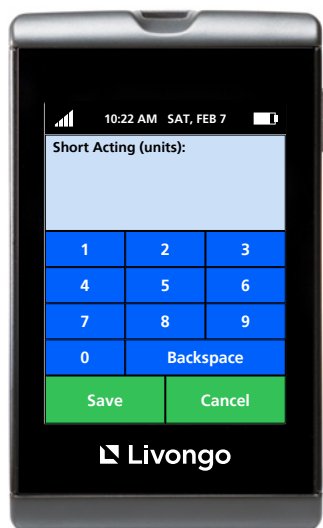
If you use insulin (SETTINGS -> Insulin), you can also log your insulin dose by selecting the “Add Insulin” button on the top right below your blood glucose value. It will bring you to a screen where you can choose the insulin type: Short Acting, Long Acting, Both Short & Long Acting, and Premix.

For each type of insulin you take, you will be presented with a numeric keypad, allowing you to enter the number of units you are taking. If you take short acting, long acting, or premix insulin, you will have the opportunity to enter the number of units, and tap “Save” (or “Cancel” if you decide to not enter this information). If you take both short and long acting insulin, you will be presented with the numeric keypad twice: once for you to enter your short acting dose, and the second time, for you to enter your long acting insulin dose.









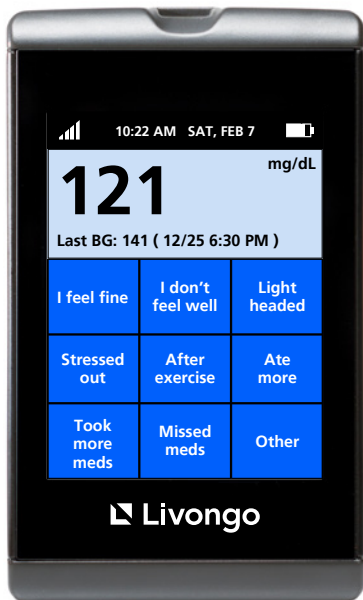
## Feeling Tags

Sometimes you may want to quickly add some other helpful tags to your blood glucose data including how you feel, whether your blood glucose reading follows exercise, or whether it is with or without medication.

These selections are all at your fingertips and can be chosen from a preselected list on the Livongo Meter display screen (The website [my.livongo.com](http://my.livongo.com) gives you additional opportunities to add notes to any of your blood glucose readings).

If you are feeling fine, for example, just tap “I feel fine” to record this as part of your blood glucose data set that is automatically recorded in your logbook and transmitted to your Livongo account.

You can choose among the following Feeling Tags:



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

Tags and notes can be helpful for both you and your healthcare provider to understand any patterns that might arise with mealtimes, medications, exercise, or other factors.

## Changing Your Selections

13. When you are finished and have tagged your blood glucose value, added meal tags, insulin or carbs, and how you feel, you can submit the data to your Livongo account by pressing the “Submit” button.

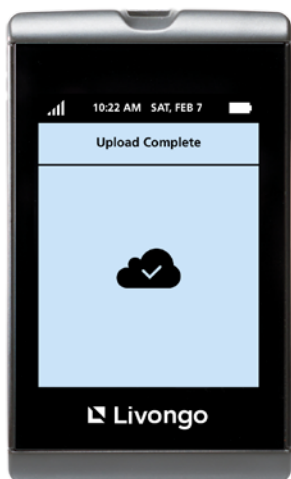
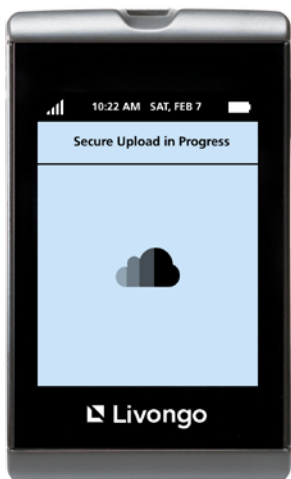


This screen also allows you to go back and change your previous selections before transmitting the data. If you press “Edit Meal” you will be taken back to the meal tagging screen. If you press “Edit Feeling” you will be taken back to the feeling tagging screen.

14. When your results have been successfully transmitted, you will receive confirmation that the data has been securely uploaded, and you will be presented again with your most recent blood glucose value, along with an educational tip or reminder relevant to the 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 has normalized.
15. When you have read the message, you can press “Done” to be taken back to the home screen.
16. Your results and tags can be found in your Livongo account within a

minute. At that point, you can share your data from your device or your Livongo account, as explained in Chapter 6.

17. You can also view your results online in your Livongo account at: [my.livongo.com](http://my.livongo.com) or get a summary of your results on your mobile phone as explained in Chapter 6.



### ***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 Livongo account at that time. The signal strength indicator is located at the top of the Livongo Meter screen.

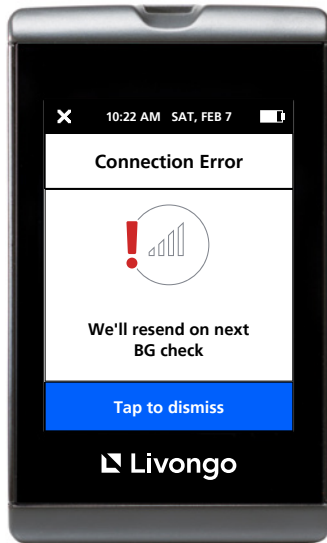
If the device cannot communicate with your Livongo account, the following message will appear:

“Connection Error. We’ll resend on next BG check.”

In this case, your results will be stored and automatically transmitted once a sufficient signal 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 and date and sequence once a reliable cellular signal is obtained.

If the data transfer fails, Livongo Meter displays the blood glucose 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, your medication, your general health, your stress levels, your 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 (after a meal) are considered high blood sugars (also called hyperglycemia).
- \* Blood glucose values lower than 80 mg/dL are considered low blood sugars (also called hypoglycemia).

## ***High Or Low Readings***

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

If your Livongo Meter displays results that are more than 250 mg/dL or below 50 mg/dL and you DO NOT feel ill:

- Test your Livongo Meter with a control solution (see Chapter 10).
- 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 results are more than 600 mg/dL the screen will display Out of Range: HIGH.

If your blood glucose results are less than 20 mg/dL the screen will display Out of Range: LOW.

***IMPORTANT:*** If your blood glucose level is above 600 mg/dL or below 20 mg/dL, re-check your blood glucose immediately using a new test strip and you should contact your doctor.

## ***References***

Standards of Medical Care in Diabetes – 2015 Diabetes Care - 2015 v 38:  
S1 January 2015

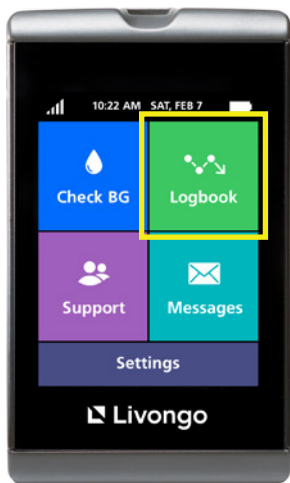


# Chapter 5

## Viewing Results - Logbook

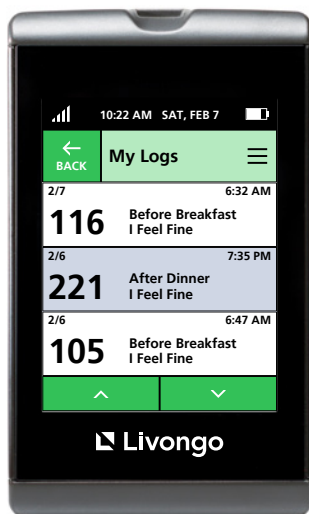
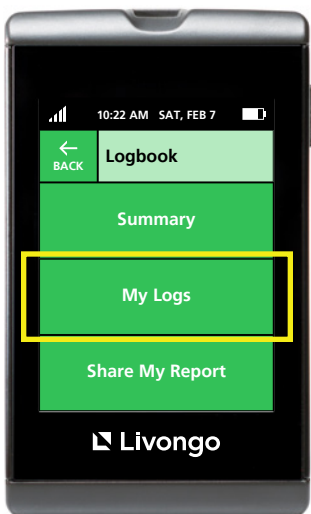
Your Livongo Meter stores 1000 records in its on-board memory. This gives you a convenient view of what's been happening. There is a quick and easy way to review your results:

Tap the “Logbook” icon on the home screen.



Within “Logbook”, you can access Summary, My Logs and Share My Report. These sections allow you to view your previous blood glucose values; your average, highest, and lowest blood glucose values; and your average, highest, and lowest blood glucose values before and after meals. You can also share a summary view of your data with your healthcare provider.

Additionally, you can filter the data so you can analyze it based on time or meal, to better understand particular trends



## ***My Logs***

My Logs shows your blood glucose values for the previous 90 days, along with the date and time on which you checked, and any meal tag or feeling tag you applied to them. The most recent 3 values will appear on the first screen. To view additional messages, scroll forward and backward through the records using the Up and Down arrows at the bottom of the screen

If you press the Option Menu (the three short horizontal lines at the top right), you will be able to show or hide the blood glucose readings on the Log Book based on any meal tags you applied to them. To display blood glucose readings corresponding to a meal tag in the Log Book, make sure the box next to them is checked. You can have all, some, or no boxes checked.

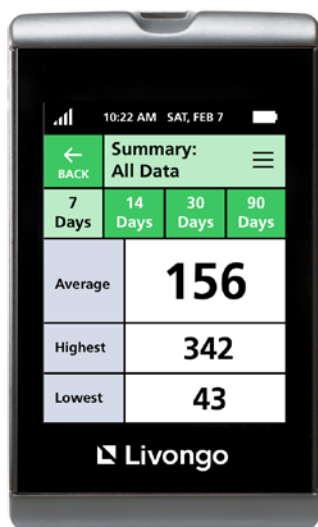
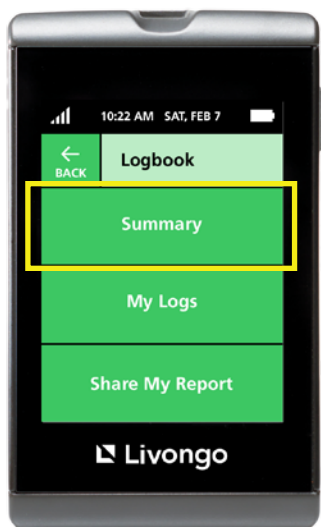
## Summary

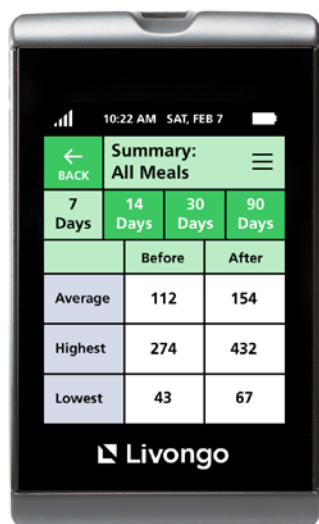
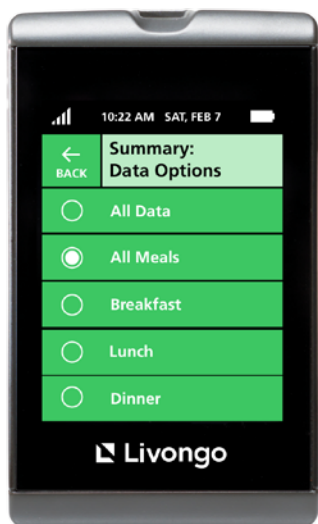
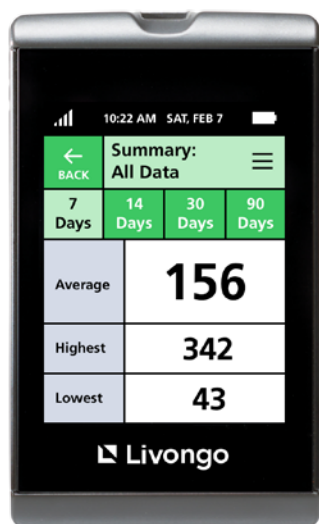
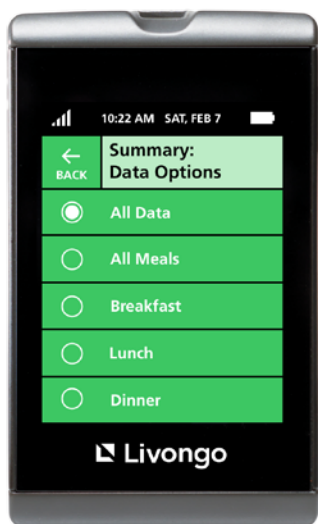
The Livongo Meter also provides views of your blood glucose statistics, displaying averages, highest and lowest values.

Tapping on 7 Days, 14 Days, 30 Days, or 90 Days selects the period you want to review. Your selection will be highlighted.

If you press the Option Menu (the three short horizontal lines at the top right), you will be able to filter the meals for which the Summary information is displayed. You can choose All Data, All Meals, Breakfast, Lunch and Dinner.

Your selection will be highlighted with a solid white dot on the left. If you want to change the current selection, press the desired Data Option and press the “Back” button at the top left, to go back to the Summary screen. The average, lowest, and highest values displayed will correspond to the Meal Option selected.

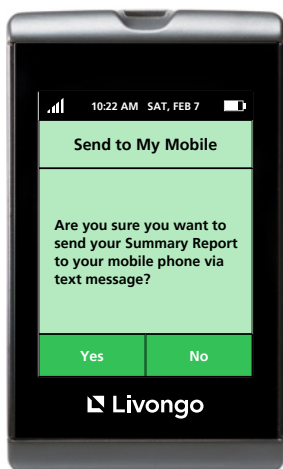
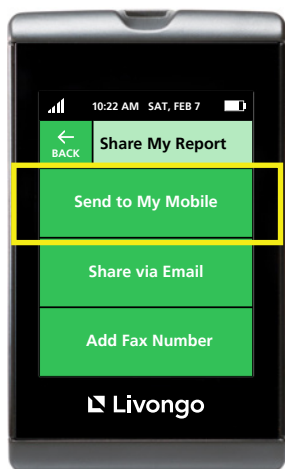




## Share My Report

“Share My Report” allows you to share your Health Summary Report via mobile, email, or fax.

“Send to My Mobile” will send a link to the mobile phone number you have associated with your Livongo 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 [my.livongo.com](http://my.livongo.com).

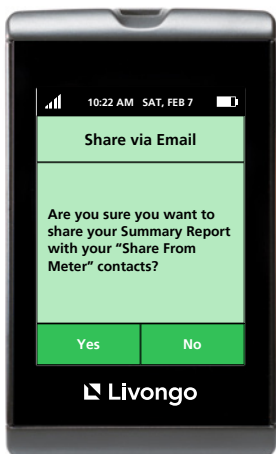
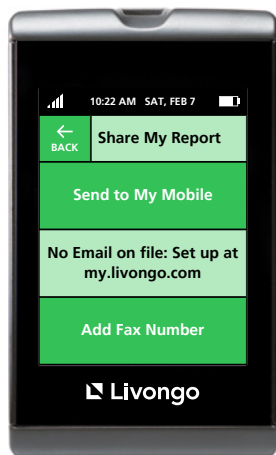
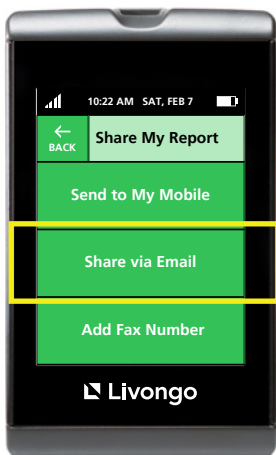


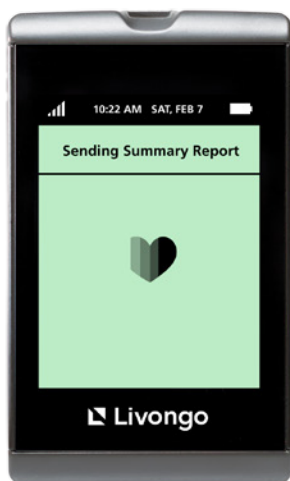
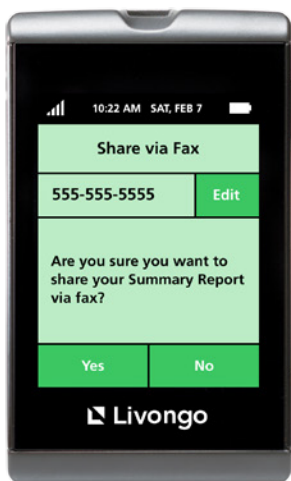
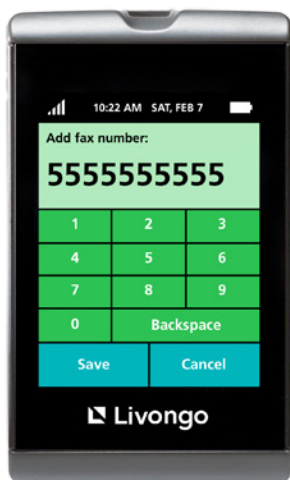
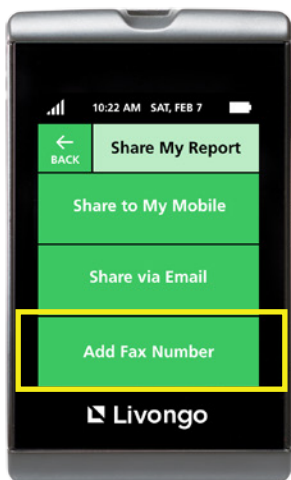
“Share via Email” will send a link to all the email addresses set up on [my.livongo.com](http://my.livongo.com). When you click on the link, you can open, save, or share the Health Summary Report.

“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 have to enter this once as it will be stored in memory.



Once you have added a fax number, “Share via 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.



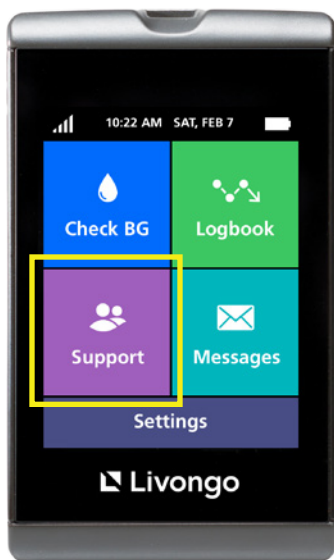




# Chapter 6

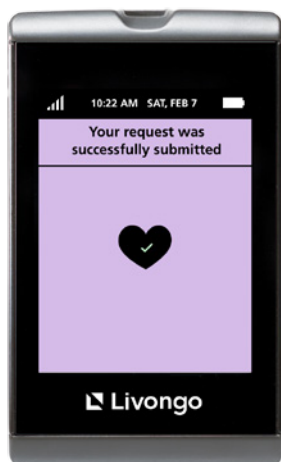
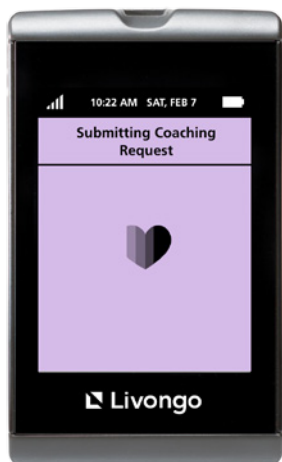
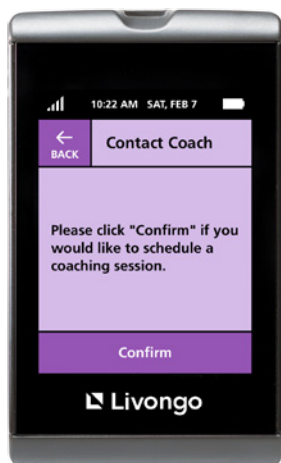
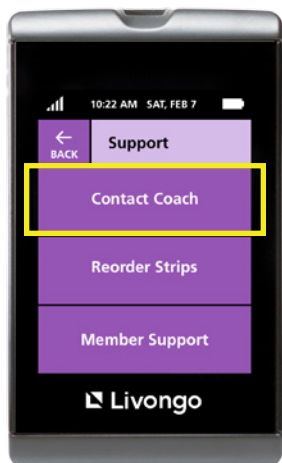
## Support

The Support section allows you to contact a coach, reorder strips or obtain contact information for Livongo Member Support.



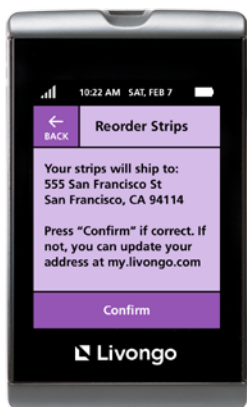
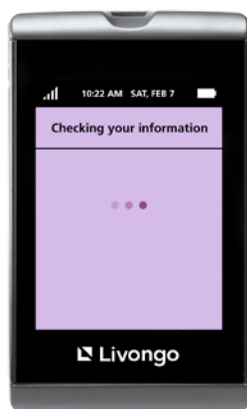
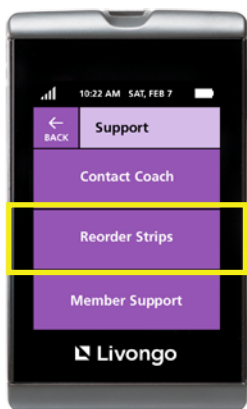
## Contact Coach

By tapping “Contact 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.



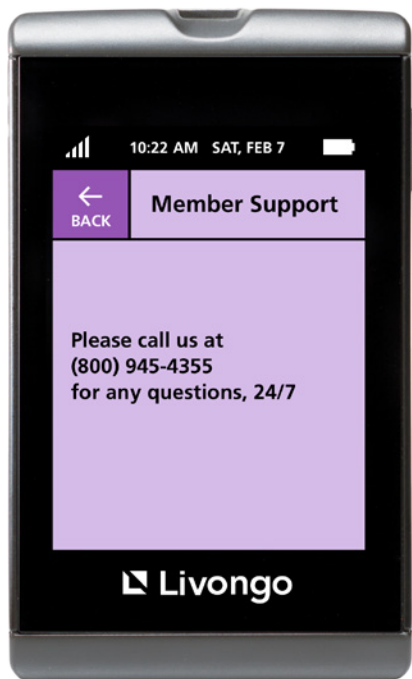
## Reorder Strips

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. If you have recently placed an order or if, by our records, you should have 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, please contact member support at (800) 945-4355.



## ***Member Support***

By pressing “Member Support” you can access the toll free number for 24/7 Member Support, so you can contact them.



# Chapter 7

## Messages

### *Messages*

The Livongo Meter also provides the ability to retrieve and view educational tips, Healthy Living tips, and motivational messages.

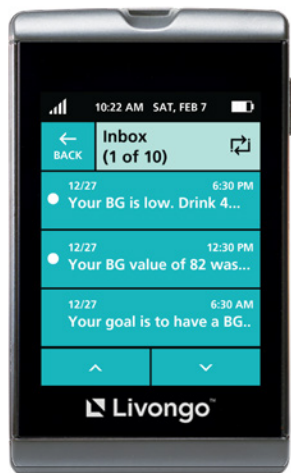
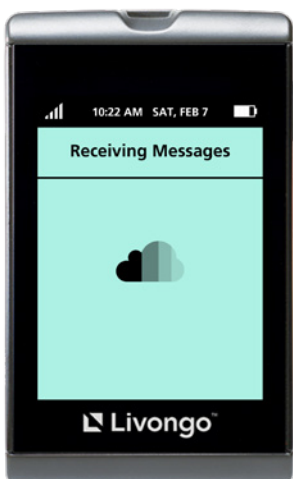
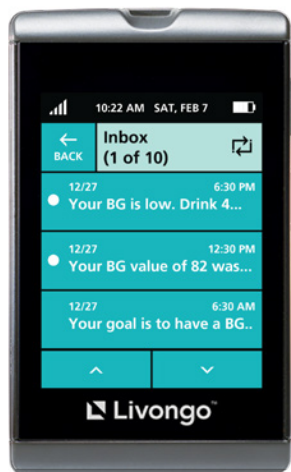
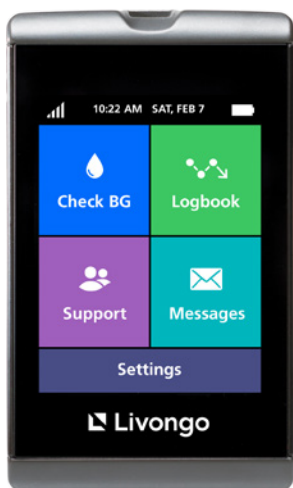
To view your messages, tap the “Messages” button on the Home screen. In the Inbox, unread messages are identified by a solid white dot, and read messages have no white dot. To read a message, just tap on it.

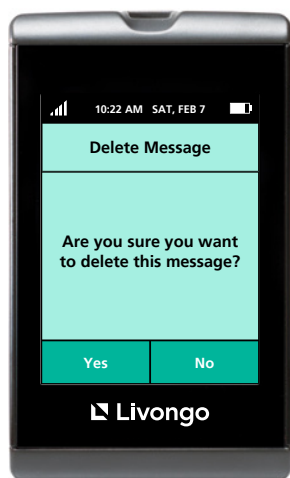
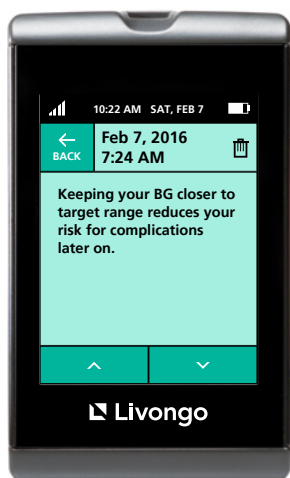
To retrieve any new messages tap on the “Refresh” icon in the top right of the Inbox to retrieve any new messages.

The Inbox displays three messages at a time on the screen. To view additional messages, scroll forward and backward through the Inbox using the Up and Down arrows at the bottom of the screen. As you scroll through the Inbox, the page you are on will be shown at the top, along with the total number of pages.

To delete a message, press the Garbage Can icon at the top right of the screen while the message is being displayed.



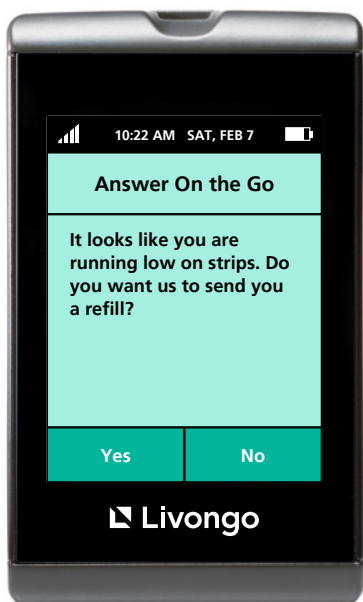




## ***Answer on the Go***

One feature of the Livongo Blood Glucose Monitoring System is that you can reorder test strips from the Livongo 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 [my.livongo.com](https://my.livongo.com). If you reply “No”, you will be prompted with a new Answer On The Go request at a later time.



**NOTE:** Healthy Living Tips and messages are not intended to provide advice on treatment decisions nor provide or supplement clinical care.

**NOTE:** When the meter memory is full (after 1000 results), the oldest result will be deleted from the on board memory. If you use the optional Livongo Data Management System you won't lose any data because the data will be retained in the logbooks of your secure personal account in the Livongo Data Management System.

# Chapter 8

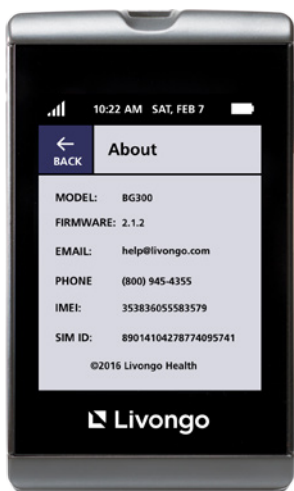
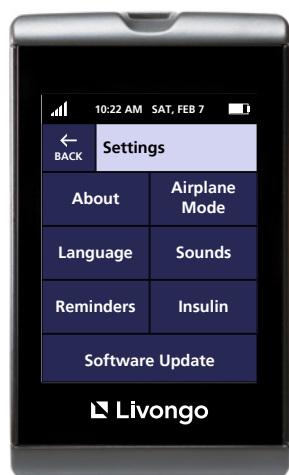
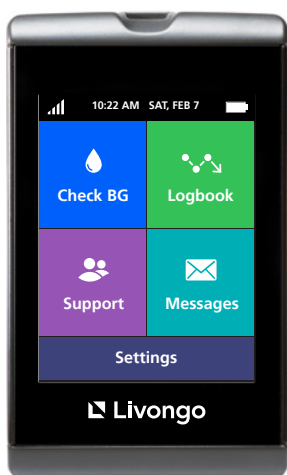
## Settings

### ***Help***

If you experience any issue with your Livongo Meter, please contact Customer Service at (800) 945-4355. The telephone number and email address is also listed in the About menu of the Livongo Meter under the Settings menu, and the Member Support number can also be found in “Member Support”, within the “Support” section.

### ***About***

The About menu contains important information about your Livongo Meter including the Model number, Firmware revision, transmitting module ID number (called the “IMEI” number), and the wireless card number (“SIM ID”), all of which are used to troubleshoot any issues you might have. When you call Member Support, please have these numbers available so we can trace and correct any problems you might have.



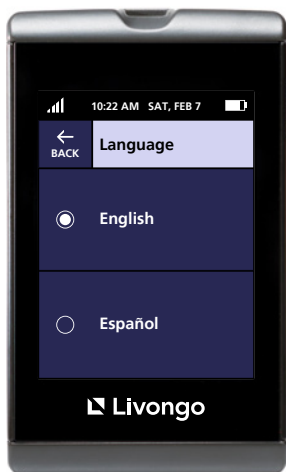
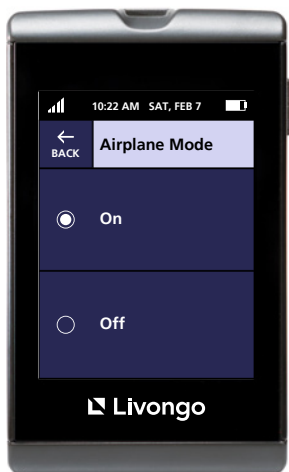
## ***Airplane Mode***

Turning on Airplane Mode will turn off access to the cellular network so you will not be able to transmit your readings when it is turned on. This is useful if you are taking off or landing during a flight.

The Livongo Meter's internal clock will, however, continue to work properly in this mode and, if you changed timezones during your flight, the Livongo Meter will change to the new timezone following your next BG check, when Airplane Mode is turned off. You can still use the Livongo Meter just like any other glucose meter, even while Airplane Mode is on.

## ***Language***

Your Livongo Meter has the option to choose either English or Spanish as the language displayed on the user interface.



## ***Sounds***

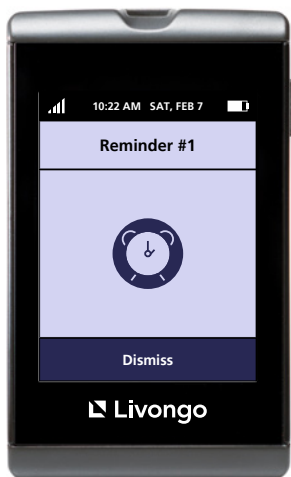
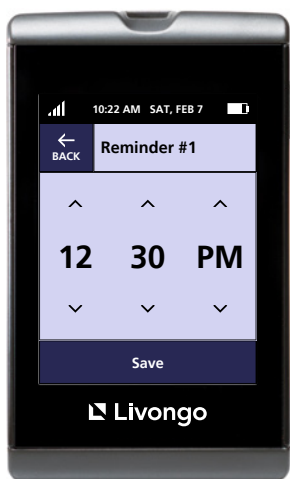
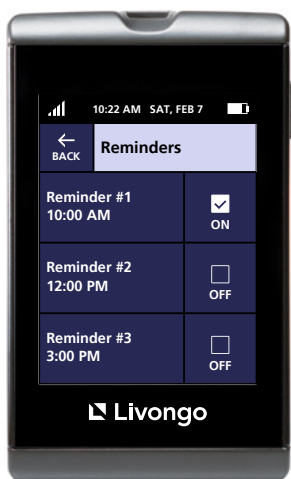
You can turn on or off three types of sounds in your Livongo Meter: Touch Sounds, System Sounds, and Reminder Sounds. Touch Sounds are heard when you are making selections on the touch screen. System Sounds are heard in connection with meter functions such as BG monitoring and upload. Reminder Sounds are heard in connection with reminders.



## ***Reminders***

Your Livongo Meter has a reminder function that will sound and display a message on the screen. It is pre-set to “On” and lets you know when you have set a reminder to check your blood glucose or take medications.

You can create up to three reminders to tell you when to check your blood glucose or take medications. You can set the times by tapping the time and the AM/PM symbol.





## ***Insulin***

The Livongo 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, should you wish, to record your insulin dose when you are checking your blood glucose. The Livongo 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.



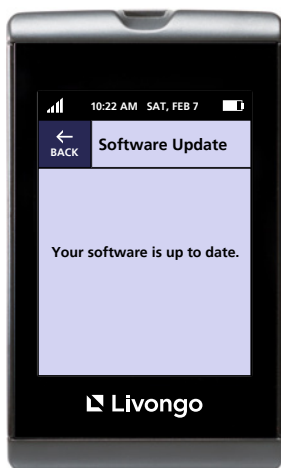
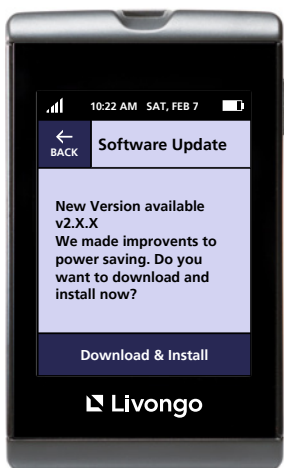
## Software Update

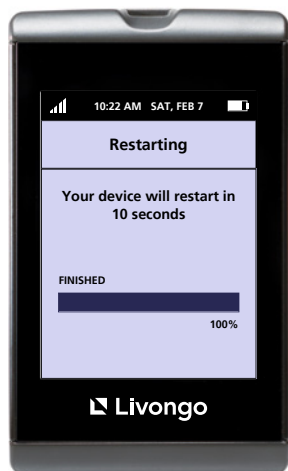
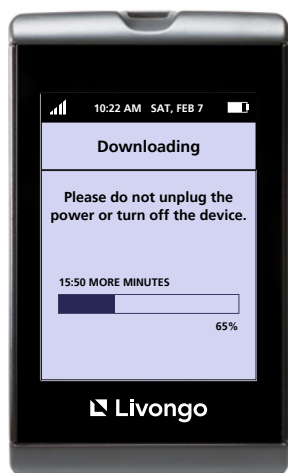
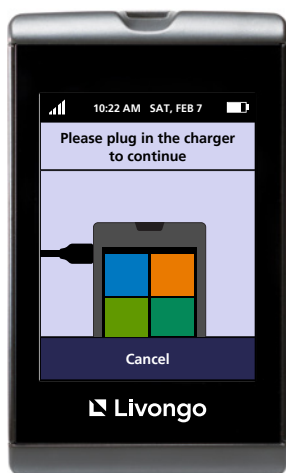
Your Livongo Meter has the ability to update its software wirelessly.

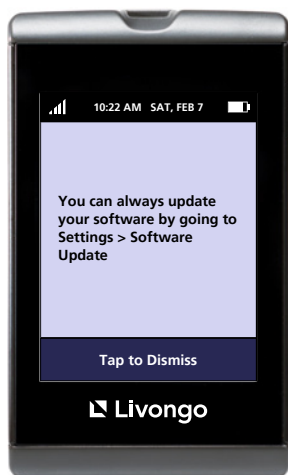
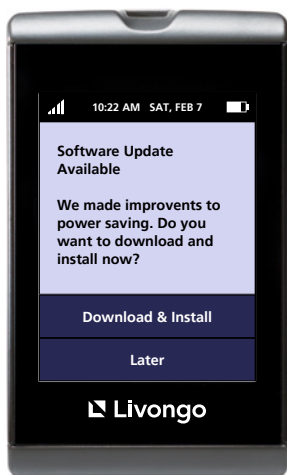
To update the software select Software Update and plug your meter into the provided AC wall charger and USB cord. When the meter is plugged in, the updated software will start to download automatically

The meter needs to be plugged in and the battery needs to be above 50% capacity for the software to install and reboot automatically.

If during download or installation the meter is unplugged for more than 2 minutes, the Software Update process will have to be completely restarted, as the downloaded software update is not stored on the device.









# Chapter 9

## Your Personal Web Portal

While your blood glucose values are stored in the Livongo Meter's memory, the Livongo Meter transfers the data to your Livongo account which organizes the data in tables and graphs to be used at home and which serves as your personal web portal.

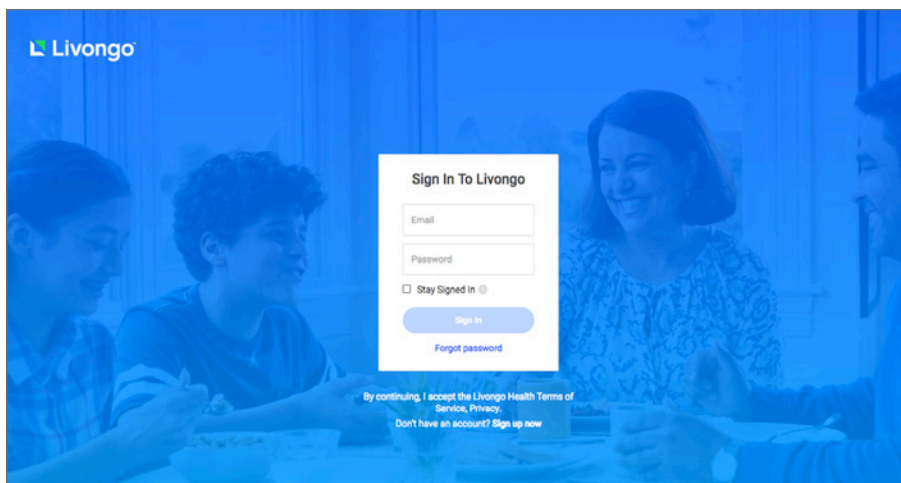
The Livongo account is an optional accessory which allows you to collect the data captured by the meter, review averages, highs and lows, and meal time blood glucose values, and organize, print, and share it in various reports and graphs. Your test results are stored securely online at [my.livongo.com](http://my.livongo.com).

**NOTE:** The Livongo account is a software accessory that can be used with the Livongo Meter for transferring data to a computer and organizing it in tables and graphs to be used at home. The software does not recommend any medical treatment or medication dosage level.

### *Signing In*

You will need to enter your User ID (usually your email address) and password you specified when you first registered.

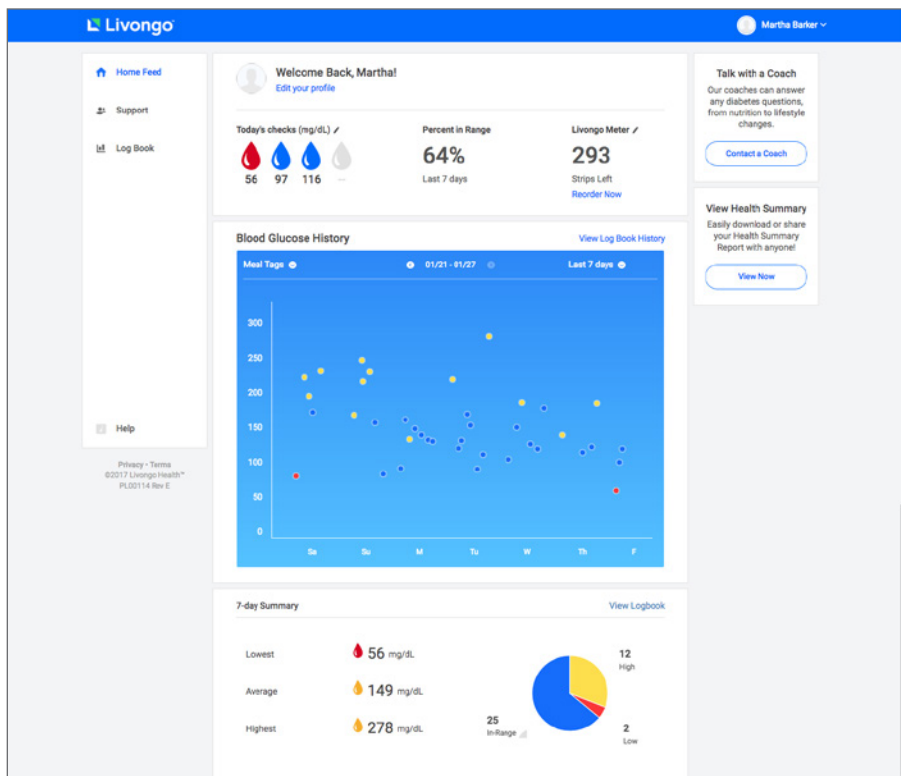
If you don't remember your password, you can click on "Forgot Password," enter your email, and you will be sent an email with instructions on how to set up a new password.



## ***Home Feed***

When you sign in, the first screen you will see is your Blood Glucose Dashboard, which will let you view your results for today or for the last 3, 7, 14, 30 or 90 days, and reorder test strips.

At a glance, the Dashboard shows you your average blood glucose level within your chosen timeframe, your highest and lowest levels, how many strips you have used and how well you are sticking to your checking routine. The views and logbooks mirror those that you see on your Livongo Meter.



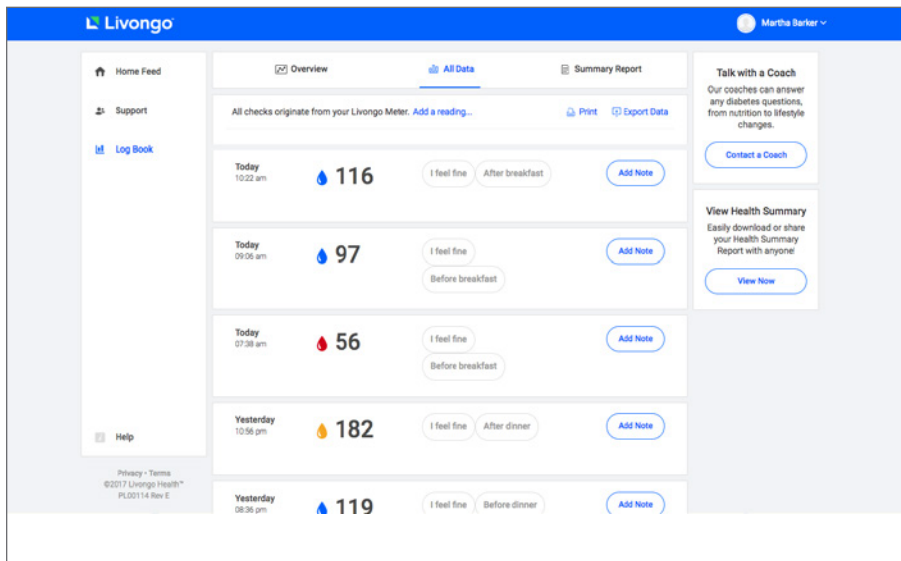
Home Feed Screen





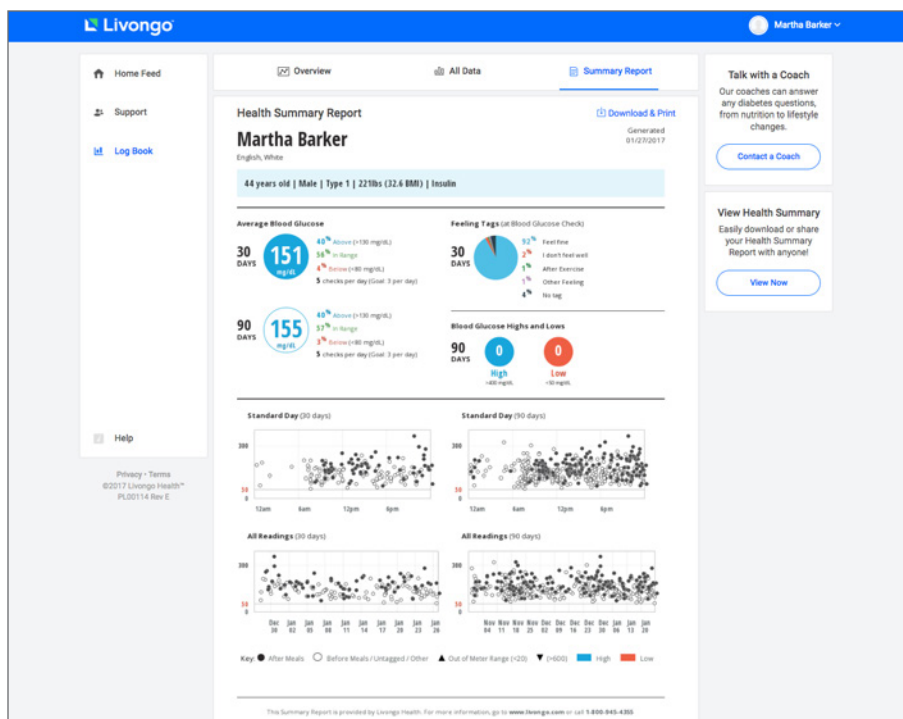
The **Logbook** tab displays a detailed log of all your blood glucose data, tags, and carb and insulin intake. Additionally, it allows you to add/edit notes in connection with any of your BG values by clicking on the “add note” button to the right of the row. Finally this screen allows you to:

- Manually enter BG values (from another device), by clicking on the + sign at the top right of the table.
- Generate a printable PDF with all your BG values for the period selected (last 7, 14, 30, 90 days, and up to one year of data), by clicking on the printer icon.
- Export a spreadsheet with your BG values for the period selected, by clicking on the Spreadsheet icon.



*Logbook Screen*

The **Summary Report** page allows you to view and optionally share your Health Summary Report. This is a printable document that summarizes the highlights of your diabetes management for the past 30 and 90 days, including average BG values, percentage of BG checks in range, number of highs and lows, and other useful charts. Additionally, it shows a summary of your BG data before and after meals and a summary of all communication with your Livongo coaches. Last, it includes all your BG values for the past 30 days, and the values you have entered in your Health Profile (including the date when you last updated them).



Health Summary Report Screen

## Support

The Support section of the portal allows you to manage your interactions with your Diabetes Coach; generate a Health Summary Report based on your data, and share it with others; determine who you want to share your Health Summary Report from your meter; and set up notifications for Friends & Family.

The Coaching Support page gives you the option to request a coaching session. It also provides you with links to download the Livongo app for iPhone or Android. Last, it provides you with the means to customize the BG levels that will trigger a call from your Diabetes Coaches (in the case of a low or high blood sugar). You can also choose to opt out of coach notifications, and choose how you prefer to be contacted.

The screenshot displays the Livongo web interface. At the top, a blue header contains the Livongo logo and a user profile for Martha Barker. A left sidebar lists navigation options: Home Feed, Support (highlighted), Log Book, and Help. The main content area is titled 'Livongo Coaching' and includes tabs for 'Friends and Family', 'Send a Report', and 'Share from Meter'. The 'Ask a Coach' section offers a 'Request a coaching session' button and links to download the app from the App Store or Google Play. Below this, the 'Customize your notification levels' section allows users to set blood glucose thresholds for coach contact, with current values of 55 mg/dL (equal to or lower than) and 260 mg/dL (higher than). There is also an option to opt out of coach notifications. On the right, two additional sections are visible: 'Talk with a Coach' and 'View Health Summary', each with a corresponding button.

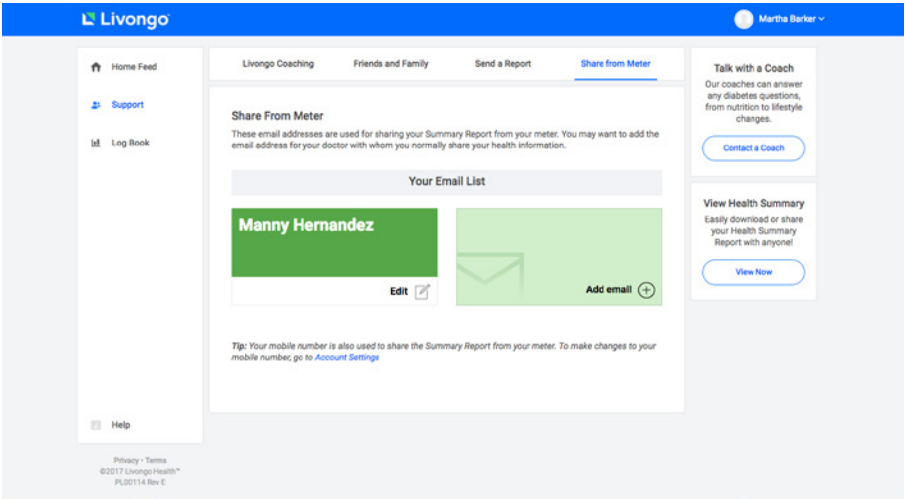
### Support - Livongo Coaching

The **Notifications for Friends & Family** page allows you to designate people whom you want to receive an email or text message from when your blood glucose readings are outside of a range you designate.

The screenshot shows the Livongo web interface. The top navigation bar is blue with the Livongo logo on the left and a user profile 'Martha Barker' on the right. A left sidebar contains links for 'Home Feed', 'Support', 'Log Book', and 'Help'. The main content area is titled 'Friends and Family' and includes tabs for 'Livongo Coaching', 'Friends and Family' (selected), 'Send a Report', and 'Share from Meter'. The 'Notifications for Friends & Family' section explains that friends and family can receive alerts when blood glucose is outside a designated range. It allows users to 'Customize your notification levels for friends & family' with a 'LOW NOTIFICATION LEVEL' of 50 mg/dL and a 'HIGH NOTIFICATION LEVEL' of 125 mg/dL, each with an 'Edit' link. A tip suggests setting both levels to 120 mg/dL. Below this is the 'Your Friends & Family' section, which lists 'Andreina Devila' with a 'Low High' indicator and an 'Edit' link, and a placeholder for another friend with a smiley face icon and an 'Add Follower' button. On the right, there are two sidebars: 'Talk with a Coach' with a 'Contact a Coach' button, and 'View Health Summary' with a 'View Now' button. The footer contains 'Privacy - Terms', '©2017 Livongo Health', and 'PL00114 Rev E'.

*Support - Friends and Family*

The **Share From Meter** page allows you to add and edit email addresses that you can email your Health Summary Report through the “Share via Email” screen on your device.



# Account Settings

The account setting drop-down of the portal allows you to update your personal information (name, birthdate, etc.), your insurance information, your health profile (type of diabetes, therapy, etc.), and your contact preferences, as well as to change your password. Last, from the account settings drop-down, you can log out of your account altogether.

Livongo

Martha Barker

Back to Dashboard

Account Settings

Health Profile

Notifications

Manage Data

Privacy - Terms

©2017 Livongo Health™

PL00114 Rev E

Account Settings

Edit

Name

Martha

Barker

Date of Birth

07/15/1972

Email

manuel@askmanny.com

Home Number

(650) 283-4862

Mobile Number

(650) 283-4862

Mailing Address

Your shipping address is needed to deliver your Livongo supplies. Your address will not be linked with other employer or insurance portals.

130 Yorkshire Ct

Address Line 2

Profile Settings

79

Livongo

Martha Barker

Insurance Information

Primary Policy Holder

Manny Hernandez

Policy Holder's Date of Birth

07/15/1972

Insurance Provider

Humana

Member ID

111111

Group ID

111111

Save Insurance Information

Livongo

Martha Barker ▾

< Back to Dashboard

Account Settings

Health Profile

Notifications

Manage Data

Privacy • Terms

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PL00114 Rev E

Health Profile

1. What is your diabetes diagnosis? required

☒ Type 1

☐ Type 2

2. When were you diagnosed with diabetes? required

2002 ▾

September ▾

3. How often do you check your blood glucose? required

☒ 5 per day

☐ I don't know

4. How many blood glucose checks per day does your doctor recommend? required

☒ 4 per day

☐ I don't know

5. Do you take any medication by mouth (pills) to help manage your diabetes? required

☒ Yes

☐ No

6. Do you take insulin daily through injections or an insulin pump? required

☒ Yes - I inject insulin once a day

☐ Yes - I inject insulin more than once a day

☐ Yes - I use an insulin pump

☐ No





## Help

The Help section gives you the means to contact our Member Support team via email, and to access all manuals and documentation for our program, our device, our test strips, and our control solution.

The screenshot shows the Livongo Customer Support interface. At the top is a blue header with the Livongo logo on the left and a user profile 'Martha Barker' on the right. Below the header is a navigation bar with 'Customer Support' and 'Documentation'. On the left is a sidebar with 'Home Feed', 'Support', and 'Log Book'. The main content area is titled 'Contact our Member Support team' and includes a message: 'We're always here to help you. You can call us at 800.945.4355 any time, send us an email to [membersupport@livongo.com](mailto:membersupport@livongo.com) or contact us by filling out the form below.' There are two input fields: 'Enter subject' and 'Enter a message for our support team...'. At the bottom right of the form is a 'Send Report' button. To the right of the form are two promotional boxes: 'Talk with a Coach' with a 'Contact a Coach' button, and 'View Health Summary' with a 'View Now' button. At the bottom left of the page is a footer with 'Privacy • Terms', '©2017 Livongo Health™', and 'PL00114 Rev E'. A 'Help' link is also visible in the bottom left of the sidebar area.

*Help*



# Chapter 10

## Checking Your Livongo Meter

Every once in a while your Livongo Meter needs a “check-up” just like you do. The Livongo Control Solution contains a known concentration of glucose to help you do this. It is used to check that the Livongo Blood Glucose Test Strips and Livongo Blood Glucose Meter are properly working together. A control solution test is similar to a blood test, except that you use Livongo Control Solution and not a blood sample. It also confirms that you are performing the test correctly.

You should 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 box 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.
- At least once a week.
- After cleaning and disinfecting your meter.

Two levels of control solution are available: Control Solution 1 and Control Solution 2. 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.

### ***Using Control Solution***

- Use only genuine Livongo Control Solution, Level 1 and Level 2 to check.
- Check the expiration date on the control solution vial. Do not use control solution past the expiry 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 Livongo 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 Livongo Meter or vial of test strips may not be working properly.
- Do not use the meter to check your blood.
- Inside the USA, call Customer Service at (800) 945-4355, Customer Service is available 24 hours a day, 365 days a year.

### ***Checking your Livongo Meter with Control Solution***

To check your Livongo Meter with control solution, follow the same procedure as you would to check your blood glucose. Livongo 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.

**NOTE:** If the strip is removed before you start, the screen will go blank. If a control is not performed within 2 minutes of inserting the strip, the screen will go blank. To check, remove and replace the strip, starting from Step 1.

2. Shake the control solution vial. Discard one drop before use. Squeeze the second drop of control solution onto a clean, hard, dry surface, like the top of the cap of the control solution vial.
3. Pick up the meter with the strip inserted and touch the strip to the drop of control solution.
4. The control result is available on-screen in 5 seconds.
5. The result is automatically stored into the device's memory, is marked in your blood glucose log as a control sample. Should you use the optional Livongo 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. Call Customer Service at (800) 945-4355. Customer Service is available 24 hours a day, 365 days a year.

### **Important Tips**

- Use only Livongo Control Solution with Livongo 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 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 of 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 package.

# Chapter 11

## Maintenance

### *Cleaning and Disinfecting Your Livongo Meter*

We recommend that you clean and disinfect your Livongo Meter at least once a week.

What is the difference between cleaning and disinfecting?

Cleaning and disinfecting is not the same thing. Cleaning simply removes blood and dirt. Disinfecting kills germs and provides an extra level of safety. The exterior of the Livongo Meter should only be cleaned and disinfected with DISPATCH Hospital Cleaner Disinfectant Towels™. These have special ingredients (active ingredient sodium hypochlorite) that have been tested and have been shown to be safe for use and to clean and disinfect your Livongo Meter. In the following procedure, the first disinfectant towel is used for cleaning and the second towel provides for disinfection.

You should disinfect areas where there are both high concentrations of germs and a possibility that they will be spread to others. DISPATCH Hospital Cleaner Disinfectant Towels have ingredients that clean and disinfect your meter, lancing device, and endcaps. While surfaces may look clean, many infectious germs may be lurking around. Some germs can live on surfaces for hours and even for days! The disinfection process shown below that you should follow is effective in destroying dangerous Hepatitis B viruses.

Clean and disinfect your meter at least once a week using the procedure below. Liquids should not enter the test strip port.



If the meter or lancing device is being operated by a second person who is providing testing assistance to the user, the meter should be decontaminated prior to use by the second person. See your lancing device's user manual for instructions on decontaminating your lancing device.

You can find DISPATCH Hospital Cleaner Disinfectant Towels at:

Medex Supply - [www.medexsupply.com](http://www.medexsupply.com) - (888) 433-2300

Sears - [www.sears.com](http://www.sears.com) - (800) 349-4358

Berktree - [www.berktree.com](http://www.berktree.com) - (866) 505-5333

Optics Planet - [www.opticsplanet.com](http://www.opticsplanet.com) - (800) 504-5897

Amazon.com - [www.amazon.com](http://www.amazon.com)

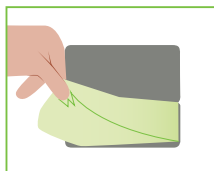
Clean and disinfect your meter at least 1 time per week using DISPATCH Hospital Cleaner Disinfectant Towels using the following steps illustrated in the figure below:

1. Dispense the DISPATCH towel from its package or container.
2. Clean the outside of the meter to remove any blood or dirt with one DISPATCH towel.
3. Discard used towel in a sealed container where it will not be touched by others.
4. Dispense a second DISPATCH towel from its package or container.
5. Disinfect the meter with the second towel by wiping all outside surfaces thoroughly, around the strip port and surface of the touchscreen.
6. Discard used towel in a sealed container where it will not be touched by others.
7. Wait at least one minute and make sure device is completely air dried before next blood test and that no "bubbles" from the cleaning and disinfecting agent remain.

## ***Cleaning and Disinfecting Your Meter***

Clean and disinfect your meter at least 1 time per week using DISPATCH Cleaner/Disinfectant with Premoistened Towels using the following method:

**1**



Dispense the DISPATCH towel from its package or container

**2**



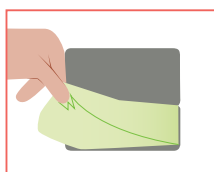
Clean the outside of the meter to remove any blood or dirt.

**3**



Discard used towel in a sealed container where it will not be touched by others

**4**



Dispense the DISPATCH towel from its package or container

**5**



Disinfect the meter with the second towel by wiping all outside surfaces.

**6**



Discard used towel in a sealed container where it will not be touched by others

**7**



Wait at least one minute and make sure device is completely air dried before next blood test.

The Livongo Blood Glucose Meter has been validated for 1,825 cleaning and disinfection cycles. Please obtain a new meter after cleaning and disinfecting the meter 1,825 times or once the lifetime of the meter (5 years) has been reached, whichever comes first.

- 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 customer service 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, erasure of laser labeling of the case so that the exterior labeling including the Serial Number, IMEI, SIM, device identification, FCC number are obscure.
  - Difficulty with insertion of USB cord or ease of strip insertion.
  - Change in responsiveness or brightness of the touchscreen or home screen gauges.

**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, call Member Support at (800) 945-4355. Member Support is available 24 hours a day, 365 days a year.

## ***Battery***

The meter is powered by a rechargeable battery.

When charging using the provided wall charger and USB cord, you will not be able to use the Livongo Meter to do any checking of your blood glucose and the display screen will show it is charging. Unplug the charger from the wall before checking. After charging, wait 30 minutes before you do any blood glucose tests.

If you notice significant reduction in the duration of your meter's operating time, it may need to be replaced. Please contact call Member Support at (800) 945-4355. Customer Service is available 24 hours a day, 365 days a year or e-mail [membersupport@livongo.com](mailto:membersupport@livongo.com).

## ***Storing Your Livongo Meter & 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 monitor.

If you have any problems or questions, turn your meter off and contact Member Support at (800) 945-4355.

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

# Chapter 12

## 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 Livongo™ Meter is on.
- Your Livongo™ Meter appears to be working properly.

If you are still having issues with blood glucose checks, repeat with a new test strip. After 3 attempts, call Member Support at (800) 945-4355 (inside the USA).

### ***Error Messages***

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

Error Message	What to do about it
Internal Meter Error	<ul style="list-style-type: none"> <li>• Turn off the meter for 30 seconds and turn it back on.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Internal Calibration Error	<ul style="list-style-type: none"> <li>• Turn off the meter for 30 seconds and turn it back on.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Blood Applied Too Quickly	<ul style="list-style-type: none"> <li>• The Livongo™ Meter confirms the test strip is good before you can apply a blood sample. If you apply blood while the meter is “Checking Strip”, you will get this error.</li> <li>• To reduce the odds of accidentally getting this error, we recommend first inserting the test strip and then poking your finger for a blood sample.</li> </ul>
Contaminated or Used Strip	<ul style="list-style-type: none"> <li>• The test strip that you are using may have been contaminated or previously used.</li> <li>• Repeat BG check with a new test strip from the same vial.</li> <li>• If the error recurs, repeat BG check with a new test strip from another vial.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Insufficient Blood Sample	<ul style="list-style-type: none"> <li>• Livongo™ Test Strips require a small drop of blood to fill the test strip for a check.</li> <li>• If you have not applied enough blood to the test strip by the time the meter indicates “Now Checking Glucose”, you may get this error.</li> <li>• Repeat BG check with a new test strip.</li> <li>• To reduce the odds of getting this error, consider adjusting the puncture depth setting of your lancing device.</li> </ul>
Glucose Strip Coding Error	<ul style="list-style-type: none"> <li>• Repeat BG check with a new test strip from the same vial.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Hematocrit Error	<ul style="list-style-type: none"> <li>• Hematocrit level is the ratio of red cells to whole blood. The Livongo™ Meter operates within hematocrit levels of 20% to 70%.</li> </ul>

Hematocrit Error	<ul style="list-style-type: none"> <li>• Repeat BG check with a new test strip from the same vial.</li> <li>• If the error persists, contact your doctor to find out your hematocrit level.</li> <li>• If your doctor confirms your hematocrit level is within 20% to 70%, contact Member Support.</li> </ul>
Test Strip Removed	<ul style="list-style-type: none"> <li>• Repeat BG check with a new test strip from the same vial, making sure to not remove the test strip before a BG reading is displayed on the screen.</li> </ul>
Temperature Too High	<ul style="list-style-type: none"> <li>• If the meter has just finished charging, wait 30 minutes and repeat BG check with a new test strip.</li> <li>• If the meter has been exposed to a temperature above 113°F, wait for the meter to cool down and repeat BG check at room temperature.</li> <li>• If the meter has not been charging and has not been exposed to high temperatures, contact Member Support.</li> </ul>
Temperature Too Low	<ul style="list-style-type: none"> <li>• If the meter has been exposed to a temperature below 41°F, wait for the meter to warm up and repeat BG check at room temperature.</li> <li>• If the meter is already at room temperature and you get this error, contact Member Support.</li> </ul>
Glucose Test Error	<ul style="list-style-type: none"> <li>• Repeat BG check with the same test strip.</li> <li>• If the error recurs, repeat BG check with a new test strip.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Glucose Result Out of Range (High)	<ul style="list-style-type: none"> <li>• If your blood glucose is higher than 600 mg/dL the meter will display this message.</li> <li>• If you see this message, wash and dry your hands thoroughly, and repeat BG check immediately with a new test strip.</li> <li>• If the message persists, contact your doctor immediately.</li> </ul>



Glucose Result Out of Range (Low)	<ul style="list-style-type: none"> <li>• If your blood glucose level is below 20 mg/dL, the meter will display this message.</li> <li>• If you see this message, repeat BG check immediately with a new test strip.</li> <li>• If the message persists, contact your doctor immediately.</li> </ul>
Communication Error	<ul style="list-style-type: none"> <li>• Move to a location with better cellular coverage.</li> <li>• Repeat BG check, to upload current BG check and any stored BG value(s) that may have not been uploaded.</li> </ul>
Meter CRC Error	<ul style="list-style-type: none"> <li>• Repeat BG check with the same test strip.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Cannot Store BG data	<ul style="list-style-type: none"> <li>• Turn off the meter for 30 seconds and turn it back on.</li> <li>• If the error persists, contact Member Support.</li> </ul>
Too Much Time Elapsed	<ul style="list-style-type: none"> <li>• No blood sample was applied within 2 minutes of inserting the test strip.</li> <li>• Remove the test strip and repeat the BG check with the same test strip.</li> </ul>



# Chapter 13

## Specifications and Limitations

### ***Specifications***

Test Measured: Blood glucose  
Glucose Methodology: Glucose oxidase biosensor  
Glucose Test Results: mg/dL (Plasma values)  
Measuring range: 20-600 mg/dL  
Acceptable Hematocrit range: 20% to 70%  
Length of Test: 5 seconds  
Test Strip Volumes: 0.8  $\mu$ L

### ***Operating Ranges***

Temperature: 41°F to 113°F (5°C to 45°C)  
Humidity: 10% to 90% relative humidity  
Altitude: up to 8,516 ft (2,595 m)  
Weight: 2.65 oz (75 g)  
Size: 3.6x2.3x0.9 in (96 x57 x 17.7 mm)  
Meter data storage: 1000 results

### ***Electrical & Power Ratings***

Electrical Specifications:  
3.7V Li-Polymer Battery 1100mAh  
  
Maximum current (Battery): 650mA peak  
Maximum power (Battery): 3.0W peak  
Maximum current (USB input, charging): 1A continuous  
  
USB charging input: 5V 1A

### ***Environmental***

- The storage temperature range for the meter: -13°F to 115°F (-25°C to 46°C).
- The storage temperature range for the test strips: 41°F to 86°F (5°C to 30°C).
- The meter operational temperature range: 41°F to 113°F (5°C to 45°C).
- The relative humidity range: 10% to 90% non-condensing.

# Chapter 14

## Warranty and Compliance

Your Livongo 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 Livongo 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 Livongo Meter when used with test strips other than Livongo Strips. Therefore, we make no warranty as to the performance of the Livongo Meter when used with any test strips other than Livongo Test Strips.
- 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) 945-4355 if in the USA.

### ***FCC Statement***

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

Modifications not expressly approved by Livongo 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 separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult Livongo 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 Livongo's server. The device communicates with Livongo's server only in three circumstances:

- When used to check blood glucose (which typically happens up to 8 times per day).

- Before the device goes to sleep (which follows every blood glucose check).
- When used to share a summary report (which typically happens every 1-3 months).

The average human exposure to such radio frequency radiation remains far below the regulatory limits set by the US Federal Communications Commission (FCC) provided that the device is used at positions as instructed in this manual during communication with Livongo's 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 Livongo Meter, Livongo Health is committed to securing your personal information responsibly and in compliance with the law. We pledge that we will not share or sell your personal information with marketers or third parties. The information you voluntarily share with us will only be used to help us provide you a better service in the future.



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