

TROUBLESHOOTING THE NOVA METERS

Charging station

1. When plugged into AC power the green power light should be lit. If not try another outlet to determine if the charging station is not working or the outlet. If the charging station will not power on in another outlet then it will need to be replaced
2. When tote is inserted into charging station the red light on the far right should be lit. If this light does not come on check to see if meter and tote still charge. If they charge then the light is broken. If they are not charging then charging station is broken and needs to be replaced.
3. If the pins inside charging station become bent from totes being forced in at an improper angle then the docking station will need to be replaced.

Wireless Tote

1. When first docked in charging station you should see 5 or 6 red lights, 2 green lights and 1 yellow light. The red lights pertain to the meter and tote batteries and will turn green once they are fully charged. One green light is the on button for the wireless tote and the other is the DC/IN button meaning that the tote is properly seated in the docking station. The yellow light means you have a wireless internet connection.
2. When the meter is first docked in the tote check to make sure that the yellow light comes on. It will blink as it tries to make a connection with the server.
3. If meter is stuck on "Connecting to server"
 - a) Check to see if yellow wireless internet signal is on.
 - b) Remove meter and turn the tote power off and then back on.
 - c) Re-dock meter when hourglass is finished.
 - d) If meter still won't connect then remove meter and take the battery out. Replace battery and turn the tote power off and then on.
 - e) Re-dock meter when the hourglass is finished.
 - f) If meter still will not connect in that tote, try to dock meter in a tote that has connected successfully to determine if it is the meter or the tote that is the problem.
 - g) If you are still unable to connect call the POCT office (5-2645).

Meter

1. Barcode does not scan-Is not a valid ID
 - a) Try to manually enter JHED ID. If that works then the barcode is not correct. Have another one printed
 - b) If manual enter does not work then dock the meter in the tote and make sure that it connects to server and says Data Transfer Complete so that the meter receives updated operator information from the server.
 - c) If your JHED still does not work and has never worked then you may not be entered into the server or you may not have been certified. Contact the Nurse educator for your department or the POCT office (5-2645).

- d) If your JHED has worked in the past and is no longer working then your original certification of 30 days has expired because you have not completed Healthstream or My Learning or you have not run both Level 1 and Level 3 QC and had them pass. Contact the Nurse Educator for your department of the POCT office to extend your certification and complete these requirements.
 - e) If you are missing your barcode call the POCT office for a replacement (5-2645).
2. Is not a valid Strip Lot #
 - a) Check top left of meter to see what meter is asking for
 - b) If it says Enter QC Lot then scan Level 1 or Level 3 QC
 - c) If it says Enter Strip Lot then dock meter and make sure that it connects successfully and says Data Transfer Complete so that it receives updated strip lot number information
 3. QC lot number is invalid
 - a) Check top left of meter to see what meter is asking for
 - b) If it says Enter Strip Lot then scan the strip vial
 - c) If it says Enter QC Lot number then dock meter and make sure that it connects successfully and says Data Transfer Complete so that it receives update QC lot number information
 4. Glu Locked
 - a) Level 1 and Level 3 QC must both pass . Run QC level that the meter is requesting and remember to accept QC. Make sure the meter is no longer locked for glucose.
 - b) If you are running QC when meter is not locked and your QC does not pass, then the meter will revert to the Glu Locked screen and you will need to run the level QC that is requested.
 5. Meter requests QC more than once every 24 hours
 - a) Meter is on a rolling 24 hour QC request. It will request QC 24 hours after the last successful QC run. Always run QC at the time specified for your unit even if it is not locked out to reset the clock and prevent the meter from locking out during the day.
 - b) QC may not have been “Accepted” after last run or Level 1 and Level 3 did not both Pass. Make sure that the meter does not still say Glu Locked after running QC.
 - c) QC can be run at any time during the day even if the meter does not request it. You can run QC to satisfy your compliance requirements or to troubleshoot a meter that was dropped or gave suspicious patient results. This will reset your 24 hour QC clock.
 - d) If QC is run after meter is unlocked and fails the meter will revert to Glu Locked until the level that failed is repeated.
 - e) If battery died in meter and was replaced and the date/time was set to the future or past and not docked it will not have current information and will require you to run QC. Lot numbers may be invalid forcing you to dock the meter and receive the current configuration.
 6. Battery in meter is dead
 - a) Replace with fully charged battery
 - b) Meter will request that you set the date/time

- c) Click on current year until the Accept button is available and then “Accept”
- d) Dock meter to set time to the server clock and update current configuration
- 7. Battery Low- Change the battery or place meter in tote and place tote in charging station
- 8. Analysis Errors
 - a. Bad Sample- Insert a new test strip and rerun the test.
 - b. Replace Strip-Insert another strip
 - c. If you insert strip and it does not go to Apply Sample screen- Insert another strip. If you get the same message there is probably QC solution or blood in port. This occurs when meter is not on a level surface when QC is being run. You will need to bring the meter to the POCT office.
 - d. Flow Error-Either insufficient sample was put onto the strip to fill the measuring well, the sample was applied incorrectly or the sample has clotted. Redo the test with a new strip.
 - e. If strip falls out either before or during analysis-insert another strip making sure to insert firmly all the way into the port
- 9. Setting the Time/Date
 - a. From the patient test screen, press the menu then Admin
 - b. Press Set Time
 - c. Either set the exact date and time or change the year to the current year again, press Accept and then dock meter in tote to receive current time from the server.