

## **Charging station**

1. The charging station must be plugged into a 120 volt AC outlet. When the meter is not in use place it in the charging station to enable the meter to stay fully charged. The light on the far right will turn green when the meter is fully charged. A spare rechargeable battery may also be stored in the charging station. Docking the meter also allows for full communication with the device manager.
2. The light on the far left means the meter is connected to the WiFi and the center light flashes when data is flowing.

## **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. You will need to have another one printed
  - b) If manual entry does not work, remove battery for 1 minute, re-insert and then dock the meter again so that operator list will be updated.
  - 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) during business hours.(7:00 AM to 3:30 PM)
  - d) If your JHED has worked in the past and is no longer working then your certification has expired because you have not completed 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 or the POCT office during business hours to extend your certification and complete these requirements. Please note that My Learning quiz dates are uploaded once a week only.
  - e) If you are missing your barcode contact-Kelly Bohle (443-287-6311) [kbohle1@jhmi.edu](mailto:kbohle1@jhmi.edu).
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 does says Enter Strip Lot then remove battery, re-insert and dock meter again and make sure that it connects successfully and says Data Transfer Complete so that it receives updated strip lot number information
  - d) If it still doesn't scan call the POCT office to see if it is a new lot.
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 does says Enter QC Lot number then remove battery, re-insert and dock meter again and make sure that it connects successfully and says Data Transfer Complete so that it receives updated QC lot number information

- d) If it still doesn't scan call the POCT office to see if it is a new lot.
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 compliancy 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) **You must dock the meter after setting the correct date/time.**
    - d) Click on current year until the Accept button is available and then "Accept"
    - e) Dock meter to set time to the server clock and update current configuration
  7. Battery Low- Change the battery or place meter 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.

Appendix D: Troubleshooting the Nova Meters

- 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. Dock meter to set time to the server clock and update current configuration
10. Expired QC or Strips
  - a. If current QC or strips has reached the manufacturer's expiration date check with Central Stores or MDC to see if another lot is available.
  - b. Call POCT office during business hours if no other lot is available.
11. If all efforts to troubleshoot fail:
  - a. Call POCT office (5-2645) between 7:00 AM and 3:30 PM.
  - b. Off-shift hours and weekend, call the help desk.