Troubleshooting Guide

Charging station
1. The charging station must be plugged into a 120 volt AC outlet. When the meter is not is 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. Docking the meter several times a day also allows for updates on operator, reagent and patient lists.
2. A spare rechargeable battery may also be stored in the charging station. Make sure it is fully inserted until light comes on.

Meter
1. JHED 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 you may not have been entered into POCT middleware or you may have expired for not completing competency requirements. Contact the Nurse educator for your department or the POCT office (5-2645) during business hours.(Monday to Friday 7:00 AM to 3:30 PM)
   c) Once you are activated the meter needs to receive the update. You may need to remove the battery for 1 minute and then replace and dock the meter to force it to receive the update sooner.

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 is 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. Battery in meter is dead
    a. Check expiration date on battery
    b. New batteries can be ordered from SAP (#123353)
    c. Replace with fully charged battery
    d. Check to see if battery prongs are bent.

6. Battery Low- Place meter in charging station or change the battery with a fully charged spare in docking station (make sure green light was on).

7. 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

8. Expired QC or Strips
    a. If current QC or strips have 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.

9. If all efforts to troubleshoot fail:
    a. Call POCT office (5-2645) Monday to Friday between 7:00 AM and 3:30 PM.
    b. Email POCT Group
    c. Bring to POCT Office- CMSC SB (B2) room 207 Monday to Friday between 7:00 and 3:30.
    d. Use POCT Consult in Corus for all off time emergencies.