

Troubleshooting Guide

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

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

Display	Causes	Solution
Ht	Temperature has exceeded the operating temperature of the system	Move to a cooler environment and repeat the test.
Lo	Temperature is below the operating temperature of the system	Move to a warmer environment and repeat the test.
+ -	Battery is discharged but has enough power to run 20 more tests	Test results will still be accurate, but replace the two batteries as soon as possible.
E-6	Battery is discharged and meter does not allow more tests until replacement with a new battery	Replace the two batteries and repeat the test.
E-8	Meter electronics failure	If the problem persists, please contact your local distributor.
E-9	Damaged test strip or calibration error	Please test again by using a new strip. If the problem persists, please contact your local distributor.
E 10	Communications failure	There is an error in transferring data to the PC. See the package insert included in the <i>On Call®</i> Diabetes Management Software for troubleshooting.
E 11	<ul style="list-style-type: none"> Strip testing error Sample Perturbation 	Repeat the test and apply enough sample to fill the test strip check window within 3 seconds. When repeat testing, do not touch the strip during meter count down. Please make sure fresh blood sample with intended hematocrit level is used. Please make sure blood sample is not contaminated. If the problem persists, please contact your local distributor.
E 12	Meter data port is plugged in with data transfer cable when meter is in waiting for sample application mode with strip already inserted into the meter strip port	Unplug the data transfer cable from the meter's data port. Then remove the strip. Reinsert the strip into the strip port for testing. If the problem persists, please contact your local distributor.