

TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps

Meter Does not Turn on

Meter is dead or does not power on with a strip insertion or by pressing the power button. Battery symbol appears and beeps before meter turns off.

Dead meter or meter does not turn on can be caused by:

- A dead battery.
- The wrong battery (other than 3V lithium model #CR2032).
- The battery is oriented incorrectly or inserted upside down.
- Not removing the clear plastic cover on the battery.
- A broken battery door.
- Internal damage to the meter.

Confirm Correct Battery

- Verify if the battery in the meter is a 3V lithium model #CR2032 battery
- If it is not a 3V lithium model #CR2032 battery, then replace the battery with the correct battery

Steps for changing the battery

1. Turn the meter over.
2. Lift tab on battery door.
3. Remove battery.
4. Discard old battery per local regulations.
5. Verify the new battery does not have a clear plastic cover. If plastic cover is present, remove the plastic cover.
6. Insert new battery in the meter with the + side facing up.
7. Close the battery door, listen for the door to snap close.
8. Press and hold the “Dot” button and verify if the meter powers on.
9. Verify meter powers on with test strip.
10. If the meter powers on, the issue is resolved.
11. If the meter does not power on with the “Dot” button and/or with the test strip call customer care at 1-800-803-602

