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FOR REFERENCE ONLY**



**Operator's  
Manual**



**FreeStyle**



**Optium Neo H**

Blood Glucose and Ketone Monitoring System



## Symbols

These symbols are associated with your meter.

	Consult instructions for use		Use-by date
	Temperature limit		<i>In vitro</i> diagnostic medical device
	Manufacturer		Catalogue number
	CE Mark		Recycle
	Batch code		Serial number
	Date of manufacture		Biological risks
	The European Battery Directive requires separate collection of spent batteries, aiming to facilitate recycling and to protect the environment. The batteries in this product should be removed and disposed in accordance with local regulations for separate collection of spent batteries.		Sterilized using irradiation (lancets only)
			Do not re-use
			Do not drink

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## Intended Use

The FreeStyle Optium Neo H Blood Glucose and Ketone Monitoring System is for professional use to measure glucose and ketone ( $\beta$ -hydroxybutyrate) in fresh whole blood outside the body (*in vitro* diagnostic use).

### IMPORTANT:

- Use only **FreeStyle Optium Neo H** blood glucose test strips and **FreeStyle Optium H** blood  $\beta$ -Ketone test strips. Other test strips may produce inaccurate results.

**Potential infection risk:** Healthcare professionals performing blood tests with this system on multiple patients must always wear gloves and should follow the infection control policies and procedures approved by their facility.

- See test strip instructions for use for more information about sample types.
- Read the instructions in this Operator's Manual. Failure to follow instructions may cause incorrect results. Practice the testing procedures before using the meter.
- Observe caution when using around children. Small parts may constitute a choking hazard.

### How FreeStyle Optium Neo H Blood Glucose Monitoring System Works

When you insert a test strip into the meter, the sample drop symbol shows on the meter's display window. When a blood sample or control solution sample is applied to the test strip, the glucose or ketone reacts with the chemicals on the test strip. This reaction produces a small electrical current that is measured. The result shows on the meter's display window.

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## FreeStyle Optium Neo H At-A-Glance

### Display Window

Displays meter Home screen (shown here)  
Displays test results and other important information

### USB Port

Insert a data cable here for uploading test results to a computer (data management system required)

### Down Button

Mark a control solution test  
Adjust settings

### Target Area

Apply blood or control solution to the white target area at the end of the test strip

### Logbook

### Up Button

Mark a venous blood test  
Adjust settings

### Power Button

Turn meter on and off  
Return to the Home screen  
Save settings

### Strip Port

Insert a test strip here

### Test Strip

Insert the test strip into the meter

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## Meter Symbols

Symbol	What It Means	Symbol	What It Means
	Logbook		Control solution mark
	Meter ready for sample application		Quality Control test is due
	Control solution result		Number of days
	Ketone		Control solution test
	Connected to computer		Low battery
	High Out-of-Range indicator		Venous blood mark
	Low Out-of-Range indicator		Venous blood test
	Setup mode		

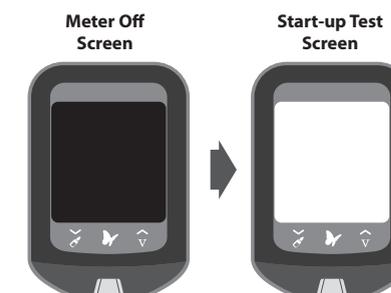
3

## Using the Meter

### Turning the Meter On and Off

To turn the meter on:	To turn the meter off:
<ul style="list-style-type: none"> <li>• Press  , or</li> <li>• Insert a strip</li> </ul>	<ul style="list-style-type: none"> <li>• Press and hold  for 3 seconds, or</li> <li>• Do nothing for 2 minutes</li> </ul>

### Checking the Meter Screen Every Time You Turn It On



The meter screen should be fully black when powered off. Each time you turn on the meter, a white start-up test screen will appear for 1 second.

If you see any *white* segments in the black off screen, or any *black* segments in the white test screen, there may be a problem with the meter. Contact Customer Services.

**Note:** If the meter battery is low, will appear in both the meter off screen and start-up test screen.

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## Setting Up the Meter

To confirm that the date and time are set correctly, follow the steps below.

### Set Time

Step	Action
1	 <p>Start with meter off (no test strip inserted).</p> <ul style="list-style-type: none"> <li>Press  to turn on the meter</li> </ul>
2	 <p>Press and hold the time (for example 11:50) on the screen for 3 seconds until the screen changes.</p> 

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Step	Action
3	  <p>Set Time Format (12-hour or 24-hour clock)</p> <ul style="list-style-type: none"> <li>Press  or  to change</li> <li>Press  to continue</li> </ul> <p><b>Note:</b> The meter can display either a 12-h (1:23 PM) or 24-h (13:23) time format. If you prefer the 12-h format, there is no "AM". If setting a PM time, continue to press  until you see the "PM".</p>
4	 <p>Set Hour</p> <ul style="list-style-type: none"> <li>The hour blinks. Press  or  to set the hour</li> <li>Press  to continue</li> </ul>
5	 <p>Set Minutes</p> <ul style="list-style-type: none"> <li>The minutes blink. Press  or  to set the minutes</li> <li>Press  to continue</li> </ul>

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## Set Date

Step	Action
6	 <p>Set Month</p> <ul style="list-style-type: none"> <li>The month blinks. Press  or  to set the month</li> <li>Press  to continue</li> </ul>
7	 <p>Set Day</p> <ul style="list-style-type: none"> <li>The day blinks. Press  or  to set the day</li> <li>Press  to continue</li> </ul>
8	 <p>Set Year</p> <ul style="list-style-type: none"> <li>Press  or  to set the year</li> <li>Press  to save. Setup complete</li> </ul>

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## Enabling Out-of-Range Indicators and Quality Control Reminder

### Introduction

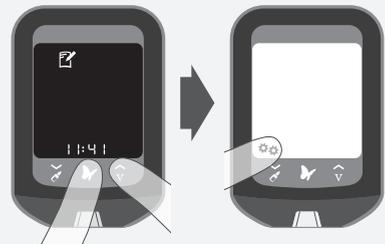
The out-of-range indicators and the quality control reminder can be enabled on the meter to support compliance with your facility's policies and procedures.

- The out-of-range indicators notify the user with a  if the patient's blood glucose is lower than the set low-glucose threshold or a  if the patient's blood glucose is higher than the set high-glucose threshold.
- The quality control reminder will display  when a quality control test is due. Once the quality control test has been performed, this reminder will disappear until the next scheduled reminder. This reminder can be set for hourly (1-23 hours) or daily (1-30 days) intervals.

**Note:** Quality control reminder is for glucose control solution tests only. Performing a ketone control solution test will not clear the reminder.

In order to enable these features, use the following instructions.

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Step	Action
1	 <p>Press  to turn meter on.</p>
2	 <p>Press and hold  and  at the same time for 4 seconds until the screen changes.</p> <ul style="list-style-type: none"> <li>• Press and hold  until the screen changes to continue</li> </ul>

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Step	Action
3	 <p>Press  or  to set low out-of-range indicator level.</p> <ul style="list-style-type: none"> <li>• Press  to continue</li> </ul> <p><b>Note:</b> --- will appear if the low out-of-range indicator is disabled.</p>
4	 <p>Press  or  to set high out-of-range indicator level.</p> <p><b>Note:</b> --- will appear if the high out-of-range indicator is disabled.</p>
5	<p>Press  once to proceed to the quality control reminder setup or press  twice to exit setup.</p>

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Step	Action
6	<p>Press  to enable a quality control reminder.</p> <p><b>Note:</b> Leaving the  will keep the quality control reminder disabled.</p> <p>Press  or  to enable a quality control reminder by hour or by days.</p> <p><b>Note:</b> Hours are indicated as H (example:  is every 12 hours).</p> <p>Days are indicated by the  icon (example:  is every 3 days).</p> <ul style="list-style-type: none"> <li>Press  to save your settings.</li> </ul>

## Preparing the Meter for Glucose and Ketone Testing

### Calibrating the Meter for Glucose and Ketone Testing

Calibrate the meter to:	Calibration is required:
<ul style="list-style-type: none"> <li>Match the test strips being used</li> </ul>	<ul style="list-style-type: none"> <li>When using the meter for the first time</li> </ul>
	<ul style="list-style-type: none"> <li>When using a new carton of test strips</li> </ul>

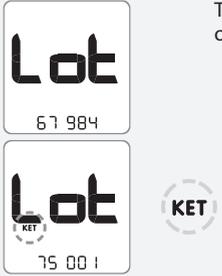


Remove the glucose calibrator (white) or the ketone calibrator (purple) from the new carton of test strips.

Peel the clear cover away from the corner with three bumps to open the calibrator package.

**IMPORTANT:** Use only the calibrator that is packaged in the carton of test strips you are using.

## Preparing the Meter

Step	Action
1	 <p>Hold the calibrator with the LOT number facing you. Insert the calibrator into the meter until it stops. This turns the meter on.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Check that the meter screen is working properly each time you turn the meter on. If you see any white segments in the black off screen, or any black segments in the white test screen, there may be a problem with the meter. See "Using the Meter" section for more details.</li> </ul>
2	 <p>The LOT number of the carton of test strips you are using appears on the display (example shown).</p>

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## Confirm the LOT Number

Check to see that the LOT number matches on all the following areas:

- Meter display
- Test strip calibrator
- Test strip instructions for use
- Test strip foil packet

**IMPORTANT:** Contact Customer Services if the LOT number does not match. **Do not** test your patient's blood glucose and blood ketone. The meter may produce inaccurate results.

LOT Number	What It Means	What To Do
<b>Glucose</b> Match last five digits: XXXXX 67984 (example)	The meter is calibrated for the carton of test strips you are using.	You may now test your patient's blood glucose or blood ketone.
<b>Ketone</b> Match first five digits: 75001 XXX (example)		
Does not match all	The meter may not be calibrated for the carton of test strips you are using.	Check to see that you are using the calibrator that came packaged in the carton of test strips you are using. Recalibrate the meter.

Remove the calibrator from the meter and store it in the carton of test strips.

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## Testing Blood Glucose or Blood Ketone

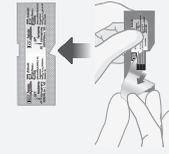
**IMPORTANT:** Only use a test strip once. Read the test strip instructions for use before performing a blood glucose or ketone test. It contains important information and will tell you how to store and handle the test strips.

### Test Site

Step	Action
1	 <p><b>Fingertips</b></p> <p>Use fingertip blood samples for testing; see test strip instructions for use for additional blood sample types.</p>
2	<p>Make sure that the sampling site is clean and dry before lancing to obtain a finger capillary blood sample. Check test strip expiry date. <b>Do not</b> use expired test strips; they may cause inaccurate results.</p>

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## Performing a Blood Glucose or Blood Ketone Test

Step	Action
1	 <p>Open the foil test strip packet at the notch and tear down to remove the test strip.</p>
2	 <p>Insert the test strip into the meter until it stops. This will turn on the meter.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Check that the meter screen is working properly each time you turn the meter on. If you see any white segments in the black off screen, or any black segments in the white test screen, there may be a problem with the meter. See "Using the Meter" section for more details.</li> <li>• The meter turns off after 3 minutes of inactivity. Remove and reinsert the unused test strip to restart the meter.</li> </ul>

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Step	Action
<p><b>2</b> <i>(cont.)</i></p>	<div data-bbox="609 479 776 782" data-label="Image"> </div> <p data-bbox="847 479 1416 560">Check that the LOT number of the test strip foil you are using appears. The  blinks, indicating the meter is ready for you to apply a sample to the test strip.</p> <p data-bbox="847 560 1416 617"><b>Note:</b> <i>KET</i> will appear on the screen if you have inserted a purple blood ketone strip.</p> <div data-bbox="847 657 1416 836" data-label="Text" style="border: 1px solid gray; padding: 5px;"> <p><b>IMPORTANT:</b> If testing glucose on venous blood, press the  to mark the test as a venous blood test until the  appears indicating that the meter is now ready for you to apply venous blood to the test strip.</p> </div>
<p><b>3</b></p>	<div data-bbox="609 909 816 1079" data-label="Image"> </div> <p data-bbox="847 901 1416 982">Obtain a blood sample. Collect the capillary blood using a single use lancing device and an appropriate technique.</p>

Step	Action
<p><b>4</b></p>	<div data-bbox="1771 479 1940 625" data-label="Image"> </div> <div data-bbox="1771 682 1940 885" data-label="Image"> </div> <div data-bbox="1771 925 1940 1128" data-label="Image"> </div> <p data-bbox="2017 479 2587 560">Apply blood to the test strip. Bring the blood drop to the white area at the end of the test strip. The blood is drawn into the test strip.</p> <p data-bbox="2017 560 2587 617"><b>Hold</b> blood to test strip until you see 3 short lines on the meter screen. This means you have applied enough blood.</p> <p data-bbox="2017 625 2079 649"><b>Notes:</b></p> <ul data-bbox="2017 657 2587 933" style="list-style-type: none"> <li>• If you are testing blood glucose, you will see a 5-second countdown. If you are testing blood ketone, you will see a 10-second countdown.</li> <li>• <b>Do not</b> disturb or remove the test strip from the meter during the countdown.</li> <li>• If the countdown does not start, you may not have applied enough blood to the test strip. See test strip instructions for use for re-application instructions. If the countdown still does not start, remove the used strip and discard it properly. Start a new test with a new test strip.</li> </ul>

Step	Action
5	<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>Blood Glucose Result example</b></p> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 10px;"> <p><b>Blood Ketone Result example</b></p> </div> </div> <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 10px;"> <p><b>Venous Blood Glucose Result example</b></p> </div> </div> <div style="margin-left: 20px; margin-top: 20px;"> <p>View the result. The test is complete when the result appears on the meter screen (examples shown). The result is stored in the memory.</p> </div>
6	<p>Press and hold  to turn off the meter. Discard the used test strip properly.</p>

## Understanding Blood Glucose Test Results

The meter displays blood glucose results in mg/dL. The unit of measurement is preset. You cannot change this setting. The meter displays results from 20 - 500 mg/dL.

### IMPORTANT:

- Low or high blood glucose results can indicate a potentially serious medical condition.
- If the blood glucose result appears to be inconsistent (lower or higher than expected), there may be a problem with the test strip. Repeat the test using a new test strip. Results that are incorrect may have serious medical consequences. Consult the prescribing physician before making any changes to diabetes medication plans.

### Low Blood Glucose Results

If You See	What It Means	What To Do
 <p>A solid red arrow</p>	If out-of-range indicators are enabled, appears when result is lower than the range set by your facility.	Follow your facility's procedure for handling out-of-range results.
<p><b>LO</b></p> <p>Appears when result is lower than 20 mg/dL</p>	Severe low blood glucose or There may be a problem with the test strip.	Repeat the test with a new test strip. This requires immediate action as defined by your facility's policies and procedures.

### High Blood Glucose Results

If You See	What It Means	What To Do
 <p>A solid yellow arrow</p>	If out-of-range indicators are enabled, appears when result is higher than the range set by your facility.	Follow your facility's procedure for handling out-of-range results.
 <p><b>KET</b></p>	<b>KET</b> blinks three times and then disappears when: Blood glucose level is higher than or equal to 240 mg/dL.	Check blood ketone or follow your facility's policies and procedures.
<p><b>HI</b></p> <p>Appears when result is higher than 500 mg/dL</p>	Severe high blood glucose or There may be a problem with the test strip.	Repeat the test with a new test strip. This requires immediate action as defined by your facility's policies and procedures.

**Note:** If you see the error message E-4, consult the "Error Messages" section in this Operator's Manual.

## Understanding Blood Ketone Test Results

The meter displays ketone results in mmol/L, from 0.0 - 8.0 mmol/L. The unit of measurement is preset. You cannot change this setting.

Blood ketone is expected to be below 0.6 mmol/L.<sup>2</sup> High blood ketone may be caused by illness, fasting, vigorous exercise or uncontrolled blood glucose levels.<sup>1,3</sup>

Repeat a blood ketone test using a new blood ketone test strip when:

- HI appears on the display
- The result is unusually high
- You question the result
- The blood ketone result is 0.0 mmol/L, but the blood glucose is higher than 300 mg/dL

Display	What It Means	What To Do
Result is between 0.6 – 1.5 mmol/L.	High blood ketone. A problem requiring medical assistance may be occurring.	Follow your facility's policies and procedures on how to handle elevated blood ketone results.

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Display	What It Means	What To Do
Result is higher than 1.5 mmol/L.	The patient may be at risk of developing diabetic ketoacidosis (DKA). <sup>2-6</sup>	Follow your facility's policies and procedures on how to handle high blood ketone results.
<b>HI</b> Appears when result is higher than 8.0 mmol/L.	Very high blood ketone or There may be a problem with the test strip.	Repeat the test with a new test strip. This requires immediate action as defined by your facility's policies and procedures.

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## View Logbook

The meter logbook can store up to 1,000 events – including blood glucose, blood ketone and control solution results, and other meter information.

### Viewing Logbook Events

Step	Action
1	 <p>While on the Home screen, press  to view logbook events.</p>
2	<p><b>Examples:</b> Press  or  to scroll through to view logbook events.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Blood Glucose Result</p> <p><b>Note:</b> For today's results, only the time will be displayed at the bottom of the screen. For previous days results, the date will alternate with the time.</p> </div> </div>

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Venous Blood Glucose Result



Control Solution Result

The CCL screen and control solution test result screen alternate.

**Note:** Check mark in the box indicates a control solution test and not that the result was within range.

### Viewing Blood Glucose Averages

Step	Action
1	 <p>While on the Home screen, press  to open the logbook.</p>

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Number of tests  
in this average

While in the logbook, press  any time to view the 7-day average. [ 7-DAY ]

- Press  to view the 14-day average. [ 14-DAY ]
- Press  to view the 30-day average. [ 30-DAY ]
- Press  to return to the logbook events.

**Notes:**

- *Averages do not include glucose control solution results.*
- *Control solution results not marked as control solution tests may cause averages to be inaccurate.*
- *--- appear on the meter screen when there are no current events or averages to view.*
- **LO** *blood glucose test results are included as 20 mg/dL when calculating averages.*
- **HI** *blood glucose test results are included as 500 mg/dL when calculating averages.*

Press  or  to scroll through 7-, 14- and 30-day averages.

**WARNING:** Averages should not be used if the meter is used on multiple patients.  
If the meter is used on multiple patients, the device cannot identify if data on the meter is from more than one patient.

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## Glucose and Ketone Control Solution Tests



A control solution test should be performed when:

- You are unsure of your patient's blood glucose or blood ketone results, or
- You receive a **QC** test reminder indicating that a quality control test is due.

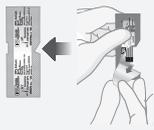
**Note:** Once completed, **QC** will disappear.

**IMPORTANT:**

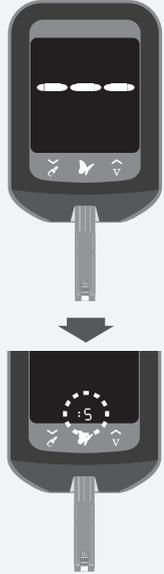
- Use only MediSense glucose and ketone control solutions with the meter.
- Control solution results should fall within the control solution range printed on the test strip instructions for use.
- Check that the LOT number printed on the test strip foil packet and instructions for use match.
- **Do not** use control solution past its expiry date. Discard control solution 3 months after opening or on the expiry date printed on the bottle, whichever comes first. (Example: open April 15, discard July 15; write the discard date on the side of the bottle.)
- The control solution range is a target range for control solution only, not for blood glucose levels.
- Replace the cap securely on the bottle immediately after use.
- **Do not** add water or other liquid to control solution.
- Contact Customer Services for information on how to obtain control solutions.

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### Performing a Control Solution Test

Step	Action
1	 <p>Open the foil test strip packet at the notch and tear down to remove the test strip.</p>
2	 <p>Insert the test strip into the meter until it stops. This will turn on the meter.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Check that the meter screen is working properly each time you turn the meter on. If you see any white segments in the black off screen, or any black segments in the white test screen, there may be a problem with the meter. See "Using the Meter" section for more details.</li> <li>• The meter turns off after 3 minutes of inactivity. Remove and reinsert the unused test strip to restart the meter.</li> </ul>

Step	Action
3	 <p>The  blinks. Press the  until the  appears. The meter is now ready for you to apply control solution to the test strip.</p> <p><b>Note:</b> KET will appear on the screen if you have inserted a purple blood ketone strip.</p>
4	 <p>Apply control solution to the test strip. Shake the control solution bottle to mix the solution. Apply a drop of control solution to the white area at the end of the test strip in the area shown. The control solution is drawn into the test strip.</p>

Step	Action
5	 <p>Hold the control solution to the test strip until:</p> <ul style="list-style-type: none"> <li>You see 3 short lines on the meter screen. This means you have applied enough control solution and the meter is reading the control solution.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>If you are testing with a blood glucose strip, you will see a 5-second countdown. If you are testing with a blood ketone strip, you will see a 10-second countdown.</li> <li><b>Do not</b> disturb or remove the test strip from the meter during the countdown.</li> <li>If the countdown does not start, remove and discard the used test strip, turn off the meter and try again with a new strip.</li> </ul>

Step	Action
6	 <p>View the result.</p> <p>The test is complete (examples shown) when the result appears on the meter screen. The result is stored in the memory as a control solution result.</p> <p>Compare the control solution result with the range printed on the blood glucose or blood ketone test strip instructions for use. The result should fall within the range.</p> <p><b>Note:</b> KET appears with the result if performing a ketone control solution test.</p> <p><b>Out-of-Range Control Solution Results:</b></p> <ul style="list-style-type: none"> <li>Repeat the test if control solution results are outside the range printed on the test strip instructions for use.</li> <li>Stop using the meter if control solution results are consistently outside the range printed on the test strip instructions for use. Contact Customer Services.</li> </ul>

## Transferring Meter Data to a Computer

Transferring meter data to a computer requires a compatible data management system. You will also need a micro USB cable to connect the meter's USB port to a computer.

For more information, contact your Sales Representative or Customer Services.

**WARNING:** To avoid the possibility of electric shock, never perform a test while the meter is connected to the computer.

## Error Messages

Message	What It Means	What To Do
E-1	The temperature is too hot or too cold for the meter to work properly	<ol style="list-style-type: none"><li>1. Move the meter and test strips to a location where the temperature is within the test strip operating range. (See test strip instructions for use for the appropriate range.)</li><li>2. Wait for the meter and test strips to adjust to the new temperature.</li><li>3. Repeat the test using a new test strip.</li><li>4. If the error reappears, contact Customer Services.</li></ol>
E-2	Meter error	<ol style="list-style-type: none"><li>1. Turn off the meter.</li><li>2. Repeat the test using a new test strip.</li><li>3. If the error reappears, contact Customer Services.</li></ol>

Message	What It Means	What To Do
<b>E-3</b>	Blood drop is too small or Incorrect test procedure or There may be a problem with the test strip	1. Review the testing instructions. 2. Repeat the test using a new test strip. 3. If the error reappears, contact Customer Services.
<b>E-4</b>	The blood glucose level may be too high to be read by the system or There may be a problem with the test strip	1. Repeat the test using a new test strip. 2. If the error reappears, contact the prescribing physician <b>immediately</b> .
<b>E-5</b>	Blood was applied to the test strip too soon	1. Review the testing instructions. 2. Repeat the test using a new test strip. 3. If the error reappears, contact Customer Services.

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Message	What It Means	What To Do
<b>E-6</b>	Calibration error or Test strip error	1. Check the date setting on the meter. 2. Check the expiry date on the test strip foil packet. 3. Repeat the calibration using the calibrator that came with the test strip you are using. 4. If the error reappears, contact Customer Services.
<b>E-7</b>	Test strip may be damaged, used or the meter does not recognise it	1. Check that you are using the correct test strip for this meter. (See test strip instructions for use to verify the strip is compatible with this meter.) 2. Repeat the test using a test strip for use with the meter. 3. If the error reappears, contact Customer Services.
<b>E-9</b>	Meter error	1. Turn off the meter. 2. Repeat the test using a new test strip. 3. If the error reappears, contact Customer Services.

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## Maintenance

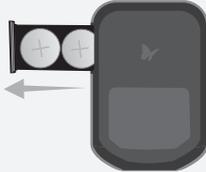
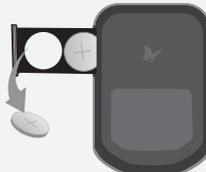
### Replacing the Batteries

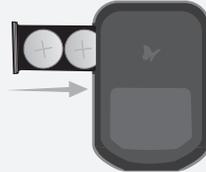


You will see this screen when the batteries are low.

**Notes:**

- Meter settings and logbook information will be saved when you change the batteries.
- The time and date will need to be set again if the batteries are not replaced within 1 minute.

Step	Action
1	 Turn meter over and slide open the battery door on the side as shown.
2	 Remove the old batteries.

Step	Action
3	 Install new batteries with (+) facing up. <b>Note:</b> The meter uses 2 replaceable CR 2032 coin cell batteries.
4	 Slide the door back into place until it clicks. <b>Note:</b> The next time you turn the meter on, it may prompt you to reset the time and date. See "Setting Up the Meter" section for more details.

**Note:** When you no longer need the meter, remove the batteries and dispose of batteries and meter in compliance with your local regulations.



The European Battery Directive requires separate collection of spent batteries, aiming to facilitate recycling and to protect the environment. The batteries in this product should be removed and disposed in accordance with local regulations for separate collection of spent batteries.

## Cleaning the Meter

Step	Action
<b>1</b>	Assemble cleaning supplies: <ul style="list-style-type: none"> <li>• Cloth dampened with:                             <ul style="list-style-type: none"> <li>• Mild detergent/soap and water, or</li> <li>• 70% isopropyl alcohol, or</li> <li>• A mixture of 1 part household bleach, 9 parts water</li> </ul> </li> </ul>
<b>2</b>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <b>IMPORTANT: Do not</b> place the meter in water or other liquids. Avoid getting dust, dirt, blood, control solution, water or any other substance in the meter's test strip port, USB port and battery compartment.                     </div> Gently clean the exterior of the meter.
<b>3</b>	Allow the meter to dry.

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## Troubleshooting

Problem	What It Means	What To Do
<b>Test strip is inserted in the strip port and nothing happens.</b>	Test strip is not inserted properly or fully into the meter	1. With the contact bars (3 black lines) facing up, insert the test strip into the meter until it stops. This turns on the meter. 2. If the meter still does not turn on, contact Customer Services.
	No batteries are installed; Batteries installed incorrectly	See "Maintenance" section on how to properly install batteries.
	Dead batteries	Change batteries. Reset date and time, if needed.
	Meter may be plugged into a computer (PC appears on meter screen)	Unplug the meter from the computer.
	Problem with the test strip	Try a new test strip.
	Problem with the meter	Contact Customer Services.

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Problem	What It Means	What To Do
<b>The test does not start after applying the blood sample.</b>	Blood sample is too small	<ol style="list-style-type: none"> <li>1. See test strip instructions for use for re-application instructions.</li> <li>2. Repeat the test using a new test strip.</li> <li>3. If the test still does not start, contact Customer Services.</li> </ol>
	Sample applied after meter turns off	<ol style="list-style-type: none"> <li>1. Review the testing instructions.</li> <li>2. Repeat the test using a new test strip.</li> <li>3. If the test still does not start, contact Customer Services.</li> </ol>
	Problem with meter or test strip	<ol style="list-style-type: none"> <li>1. Repeat the test using a new test strip.</li> <li>2. If the test still does not start, contact Customer Services.</li> </ol>

Meter Specifications	
<b>Assay method</b>	Amperometry
<b>Automatic shutoff</b>	At least two minutes of inactivity
<b>Battery life</b>	Up to 3,000 tests
<b>Measurement range</b>	For blood glucose testing 20 - 500 mg/dL For blood ketone testing 0.0 - 8.0 mmol/L
<b>Memory</b>	Up to 1,000 events, including blood glucose, blood ketone and control solution results, and other meter information
<b>Minimum computer requirements</b>	System must only be used with EN60950-1 rated computers. Use a USB certified cable
<b>Operating relative humidity</b>	10% to 90% (non-condensing)
<b>Operating temperature</b>	Meter: 10 °C to 50 °C (50 °F to 122 °F) System: See test strip instructions for use

<b>Power source</b>	Two CR 2032 lithium (coin cell) batteries
<b>Size</b>	5.97 cm (w) x 8.68 cm (l) x 0.87 cm (d) 2.35 in (w) x 3.42 in (l) x 0.34 in (d)
<b>Storage temperature</b>	-20 °C to 60 °C (-4 °F to 140 °F)
<b>Altitude</b>	See test strip instructions for use
<b>Weight</b>	33 g to 37 g (1.2 oz. to 1.3 oz.) including batteries

**Note:** For test strip specifications, see test strip instructions for use.

Electromagnetic Compatibility (EMC): FreeStyle Optium Neo H meter has been tested for both electrostatic discharge and radio frequency interference. Emissions are low and unlikely to interfere with other nearby electronic equipment. To limit radio frequency interference do not use the FreeStyle Optium Neo H meter near cellular or cordless telephones, radio transmitters or other electrical or electronic equipment that are sources of electromagnetic radiation, as these may interfere with the proper operation of the meter. Avoid use of the device in very dry environments, as electrostatic discharges from synthetic materials (e.g., carpets) could cause damage.

## References

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- Hale PJ, Crase J, Natrass M. Metabolic effects of bicarbonate in the treatment of diabetic ketoacidosis. *Br Med J* 1984; 289; 1035–1038.

## Warranty Statement

### Limited Warranty

Abbott Diabetes Care Inc. ("Abbott") warrants that the Abbott Diabetes Care Blood Glucose Monitor ("Meter") shall be free from defects in material and workmanship for a period of two (2) years from the original date of purchase or delivery date, whichever is later, provided it is not modified, altered or misused. Under this Limited Warranty, if the Meter is defective in material or workmanship, Abbott's sole obligation is to replace the Meter, free of charge, with a same or similar meter as determined by Abbott in its sole discretion.

Abbott warrants the performance of the Meter in accordance with its specifications if it is used as directed and provided that the failure to perform or misperformance of the Meter has not been caused in whole or in part by the use of test strips that are not the test strips manufactured by Abbott.

This Limited Warranty covers only the Meter and shall not apply to auxiliary equipment or disposable accessories, extends only to the original purchaser, and is not assignable or transferable.

Please see the User's Manual for Instructions for Use, distributor and manufacturer information.

For warranty service, contact Customer Services for assistance and/or instructions for obtaining a replacement Meter. See User's Manual for your Customer Services contact information. Abbott may require as a condition to obtaining warranty service that you return your Meter, postage prepaid, to an address specified by Customer Services.

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### Limitation of Liability

**TO THE EXTENT POSSIBLE UNDER LAW, ABBOTT WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING DIRECTLY OR INDIRECTLY FROM USE OF THE METER OR FAILURE OF THE METER TO PERFORM IN ACCORDANCE WITH SPECIFICATIONS.**

Some jurisdictions do not allow the exclusion or limitation of other express or implied warranties or incidental or consequential damages, so the above limitations or exclusions may not apply to you.





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