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CE 0088

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ACCU-CHEK®

ACCU-CHEK® Active

Roche

User's Manual

Blood Glucose Meter

ACCU-CHEK®

This User's Manual features three types of warning:

This symbol indicates a **possible risk of injury or of damage to your own health or the health of others**.

This symbol draws attention to actions that could result in **damage to the meter**.

This symbol draws your attention to important information.

Last update: 2013-08

Explanation of symbols

Various symbols are featured on the packaging and type plate of the meter. Their meanings are as follows:

Symbol	Meaning
	Consult instructions for use
	Caution, refer to safety-related notes in the instructions for use accompanying this product.
	Biohazard risks – used meters carry a risk of infection.
	Temperature limitation (store at)
	Use by
	Manufacturer
REF	Catalogue number
LOT	Batch code
IVD	In vitro diagnostic medical device
CE 0088	This product fulfils the requirements of the European Directive 98/79/EC on in vitro diagnostic medical devices.

The explanation of any other symbols can be found in the instructions for use and inserts accompanying components within the packaging.

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Intended use

The Accu-Chek Active blood glucose meter

The Accu-Chek Active blood glucose meter is intended to be used for quantitative blood glucose tests in fresh capillary blood. The meter may only be used together with Accu-Chek Active test strips. Consult the package insert of the test strips if you intend to use different sample material.

The blood glucose monitoring system comprises the meter and test strips and is suitable for self-testing and for professional use. People with diabetes can use this system to self-test their blood glucose. Healthcare professionals can use this system to check patients' blood glucose values and they can use it in suspected cases of diabetes and in emergency diagnostics.

The system is suitable for testing blood glucose with blood obtained from alternative sites.

The system must not be used to diagnose or rule out diabetes.

The system is only suitable for use outside the body.

Visually impaired persons must not use the meter.

The meter must only be used for its intended purpose; if used otherwise preventive measures could be ineffective.

⚠

- Healthcare professionals must also read the instructions and notes in Chapter 10 "Testing blood glucose in more than one patient".
- All objects that could come into contact with human blood are potential sources of infection.

  There is a risk of infections (e.g. hepatitis B, hepatitis C, HIV) being transmitted if the meter is used by other people, even family members, or if healthcare professionals use the same meter to test blood glucose in more than one person.
- Only use the Accu-Chek Active meter with Accu-Chek Active test strips that are approved by Roche Diagnostics. Other test strips deliver incorrect results.
- Keep the blood glucose monitoring system with all its components away from children under the age of 3. There is a risk of suffocation if small parts (e.g. covers, caps or similar objects) are swallowed.

About this User's Manual

Read this User's Manual carefully and completely before testing blood glucose for the first time. If you have any questions, please contact your customer support and service centre (see page 63).

This User's Manual will provide you with all the information you need to operate, troubleshoot and care for your blood glucose meter. Follow the correct operating procedures for the meter and comply with all instructions for use. You can turn the beep tone of the meter on or off. This User's Manual assumes that the beep is on.

Actions to be taken appear as shown in the example below:

1

Title bar of the figure with a number or figure caption

Figure displaying actions to be taken

Gently slide the test strip into the test strip guide in the direction of the arrow until you feel it lock into place.

Action to be taken (blue text)

The meter turns on and first performs a default display check (approx. 2 seconds).

Information on action to be taken (black text)

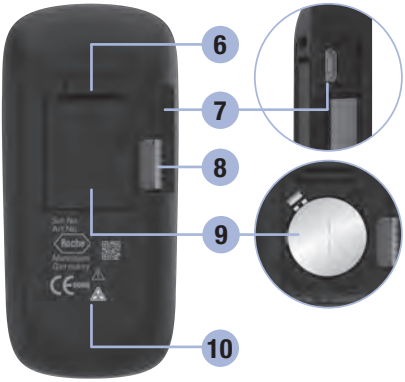
Flashing elements

In this User's Manual you will see examples of display screens. Elements that are surrounded by a halo in these examples actually flash on the meter's display.

Please note: All dates, times or results shown on the display screens in this User's Manual are intended only as examples.

Getting to know the blood glucose monitoring system

The Accu-Chek Active blood glucose meter and its components



1. **Display**
   displays the current and saved test results or device messages
2. **Buttons**
   see “Buttons of the blood glucose meter” overview
3. **Cover**
   covers the measurement window
4. **Measurement window**
   underneath the cover
5. **Test strip guide**
   slide the test strip in here
6. **Locking catch**
   opens the battery compartment cover
7. **USB port**
   the USB cable is inserted here in order to transfer data to a computer
8. **Code chip**
   code chip inserted in the code chip slot
9. **Battery compartment**
   right: open battery compartment, battery type CR2032
10. **Type plate**

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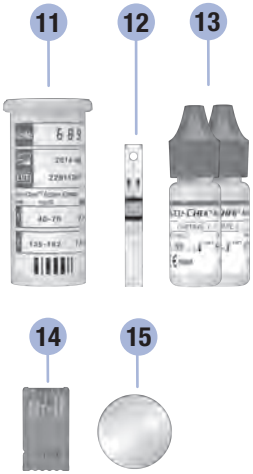

11. Test strip container

12. Test strip

13. Control solutions

14. Code chip

15. Battery

Buttons of the blood glucose meter

Overview of the M and S button functions:

M button	S button
M	S
Press the M button to	Press the S button to
turn the meter on and call up saved values	turn the meter on and call up settings, e.g. for the time
mark the test result after a test	mark the test result after a test
change settings	go to the next setting
call up the previous saved test result	call up the next saved test result
change from the earliest saved test result to the averages	change from the averages to the saved test results
call up the previous average	call up the next average
Press the M **and** S buttons at the same time to	
perform a display check	
save settings after the final display is shown on the display and turn the meter off	
turn the meter off	
Press the M **or** S button to	
turn the test reminder beep off	

The main features

- **Short testing time**
  The meter needs only approximately 5 seconds for each test.
- **Testing without pressing buttons**
  For testing, you do not need to press a single button.
- **Additional dosing option**
  To perform a test, the meter requires 1–2 µL blood (1 µL (microlitre) = 1 thousandth of a millilitre). The meter detects if the amount of blood is insufficient, and more blood can be applied.
- **Marking test results**
  You can mark test results with different symbols which indicate particular situations during the test.
- **Memory**
  The meter automatically saves up to 500 test results with the time and date of the test and all other information that is important for the test.
- **Integrated data analysis**
  From the stored test results your meter can calculate your average values for the last 7, 14, 30 and 90 days.
- **Data transfer**
  The meter has a USB port. You can transfer saved test results to a computer.
- **Flexible blood application**
  You can apply blood to the test strip while the test strip is in the meter or after you have removed it from the meter.

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Steps before testing

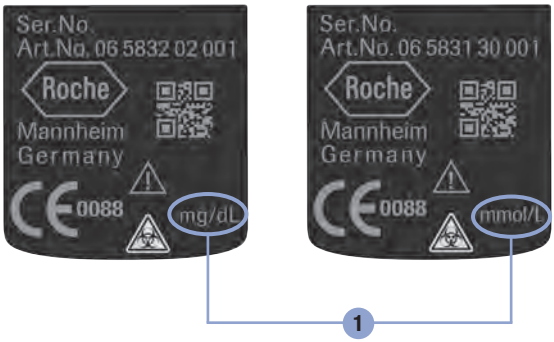
Unpacking the contents

Check that the contents of the package are complete. You will find a list with the contents on the box.

If anything is missing, please contact your customer support and service centre (see page 63).

Checking the unit of measurement

Test results can be displayed in two different units of measurement (mg/dL or mmol/L). Two different versions of the same meter are therefore available. Check if your meter displays the unit of measurement you are accustomed to. You can find the unit of measurement that your meter displays on the type plate on the back of your meter 1. If you do not know which is the right unit for you, ask your healthcare professional.



⚠

The unit of measurement that your meter displays cannot be changed. If the wrong unit of measurement is printed on the type plate, ask your healthcare professional to exchange the meter or contact your customer support and service centre. Using the wrong unit of measurement may cause misinterpretation of your actual blood glucose level and may lead to improper therapy.

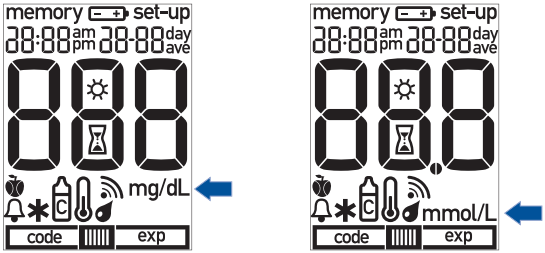
Checking the display

You can check if all of the display elements are properly displayed, by carrying out a full display check.

1

With the meter turned off, press the M and S buttons at the same time for approximately 2 seconds until the meter is switched on.

2



mg/dL meter mmol/L meter

Compare the elements displayed on your meter with the display shown here.

If any of the display elements are missing or the unit of measurement shown for the blood glucose results is not the correct one, please ask your healthcare professional to exchange the meter.

Press the M and S buttons at the same time to end the display check and turn the meter off.

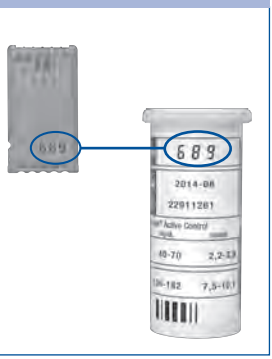
Inserting the code chip

A code chip is used to give the meter information about the properties of the test strips. This is why each test strip box contains a code chip.

⚠

- Each time you open a new test strip box, you must replace the old code chip from the meter with the new one from the new test strip box. Code chips from other test strip boxes may contain information that is incorrect for your new test strips, and can therefore lead to incorrect test results. Incorrect test results can cause the wrong therapy recommendation to be made and so produce serious adverse health effects.
- If the code number on the display does not match the code number on the test strip container, do not perform blood glucose tests.

1



Compare the code number on the code chip with the corresponding code number on the label of the test strip container.

The three-digit number on the code chip (e.g. 689) must match the three-digit number on the label.

2

Leave the meter turned off.

Gently slide the code chip straight into the code chip slot on the side of the blood glucose meter.

You must feel the code chip lock into place.

Changing settings

Overview

You can make changes to the meter settings for the time format, time, date and beep.

The meter is delivered with the date and time pre-set. You may need to adjust the settings to your time zone. In order to analyse your saved test results properly, it is necessary to set the correct time and date.

Turning the meter on

1

Press the S button for longer than 2 seconds.

2

The display above appears on the display.

When **set-up** appears on the display, it is possible to make changes to the settings.

The setting which can be now changed begins to flash.

You can now adjust the time format (24h or 12h).

Changing settings

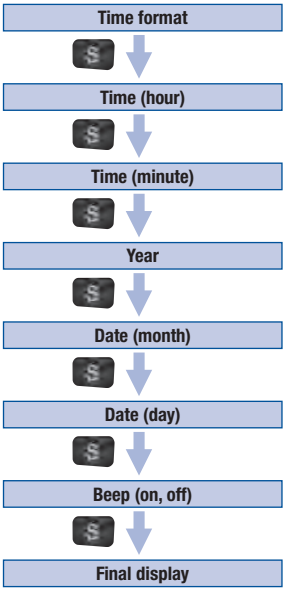
3

Press the M button.

The changed time format appears on the display.

Go to the next setting

Order of the settings



Press the S button briefly to go to the next setting.

Press the S button repeatedly until the final display appears on the display.

Only then will the modified settings be saved when you turn the meter off.

Turning the meter off

Turning off

Press the M and S buttons briefly at the same time.

When the final display appears on the display, the modified settings are also saved.

ⓘ

If you do not press any buttons, the meter turns off automatically after approx. 30 seconds. If you have not reached the final display, all changes are lost and the original settings remain unchanged.

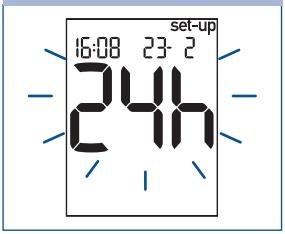
Setting the time format

You can choose between two formats:

24-hour format	Time from 0:00 to 23:59, date in the day-month format (DD-MM)
12-hour format	Time from 12:00 to 11:59 followed by am or pm, date in the month-day format (MM-DD)

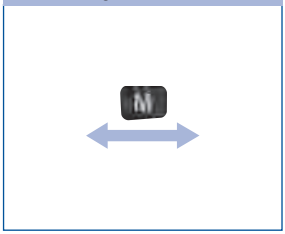
When you change the time format, the time and date are changed accordingly.

24-hour format



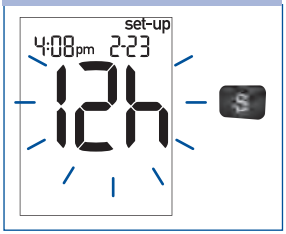
The time format flashes on the display.

Setting the time format



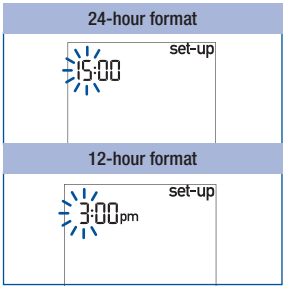
Press the M button briefly to switch from one format to the other.

12-hour format

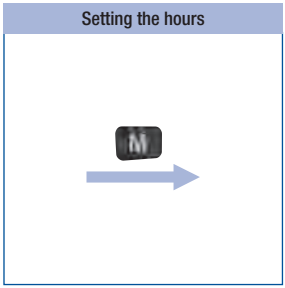


Press the S button. Next comes the time.

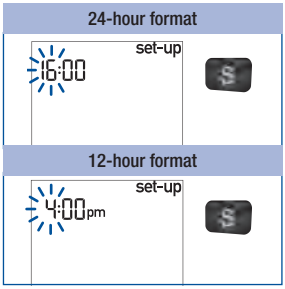
Setting the time and date



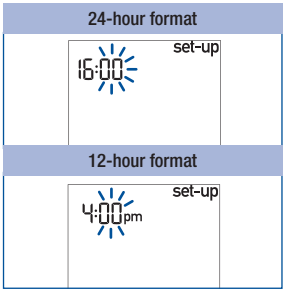
The hours flash on the display.



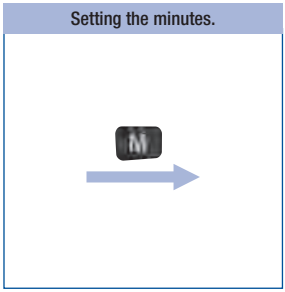
Press the M button to set the hours.



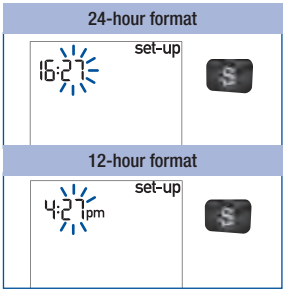
Press the S button. Next come the minutes.



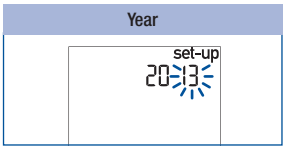
The minutes flash on the display.



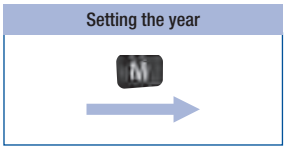
Press the M button to set the minutes.



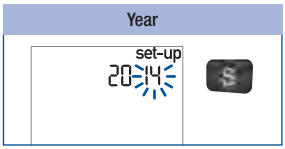
Press the S button. Next comes the year.



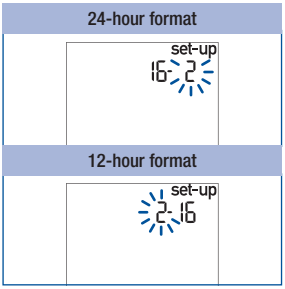
The year flashes on the display.



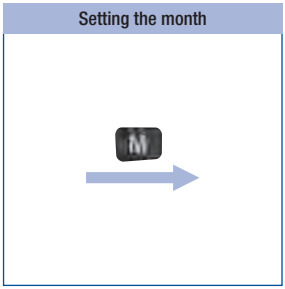
Press the M button to set the year.



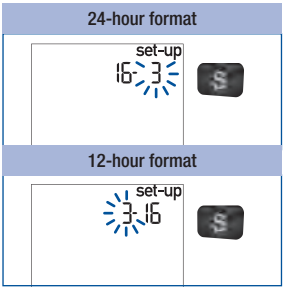
Press the S button. Next comes the month.



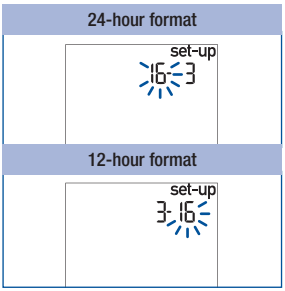
The month flashes on the display.



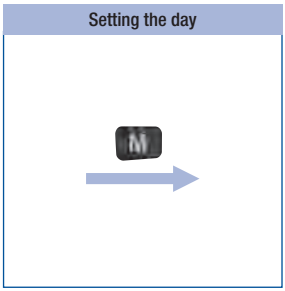
Press the M button to set the month.



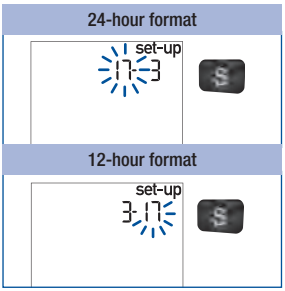
Press the S button. Next comes the day.



The day flashes on the display.



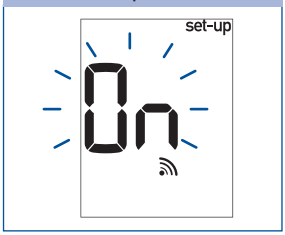
Press the M button to set the day.



Press the S button. Next comes the beep.

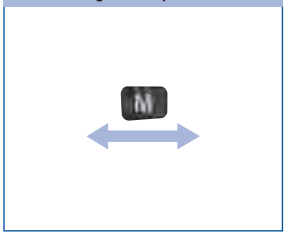
Setting the beep

Beep is on



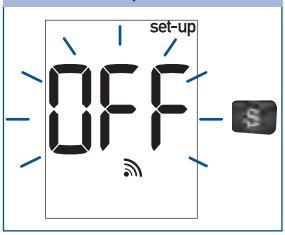
The beep symbol appears together with On (on) on the display.

Turning the beep on or off



Press the M button briefly to turn the beep on or off.

Beep is off

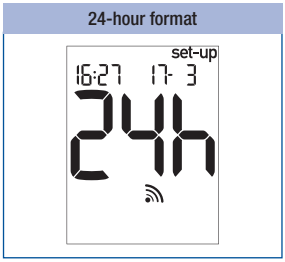


The beep symbol appears together with OFF (off) on the display.

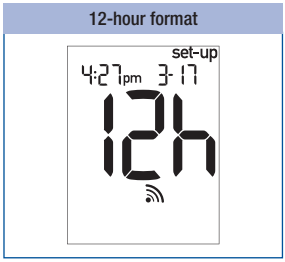
Press the S button. Next comes the final display.

Final display on the display

24-hour format



12-hour format



At the end of making settings, the meter displays the current settings.

Press the M and S buttons briefly at the same time to turn the meter off.

Testing blood glucose

Using the Accu-Chek Active meter, you can test blood glucose in two different ways. You can either apply the blood drop to the test field while the test strip is in the meter (see page 19), or you can remove the test strip from the meter and then apply the blood drop to the test field (see page 20).

Please also consult “Notes on blood glucose testing” (see page 22).

Preparing to test blood glucose

You need the following items to carry out the blood glucose test:

- your meter with the code chip inserted
- the Accu-Chek Active test strips that belong to the code chip
- a lancing device to obtain blood
- a lancet for the lancing device

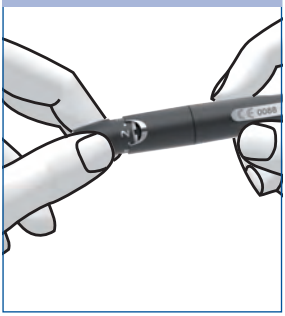
1

Read the package insert which comes with the test strips.

2

Wash your hands thoroughly with soap and warm water and dry them well. This reduces contamination of the puncture site and stimulates blood flow.

3



Prepare your lancing device to obtain blood.

Testing blood glucose

Turning the meter on

1

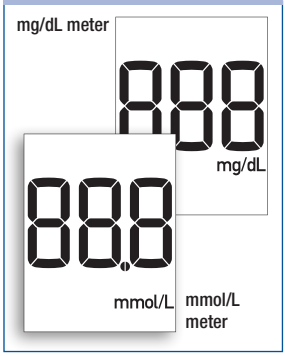
Take a test strip from the test strip container. Close the test strip container again immediately.

Hold the test strip so that the arrows printed on it and the green square face upwards.

Gently slide the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.Do not bend the test strip.

The test strip must lie flat on the measurement window cover.

2

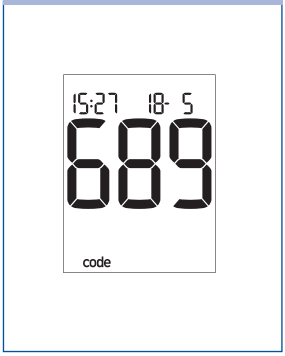


The meter turns on and first performs a default display check (approx. 2 seconds).

Check that all the segments of the numeric display 888 (mg/dL meter) or 88.8 (mmol/L meter) as well as the unit of measurement are displayed.

If segments are missing, please contact your customer support and service centre (see page 63).

3



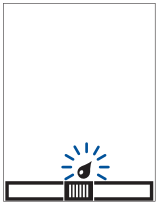
Following the display check, the code number is displayed (689 is just an example).

4

Check that this code number is the same as the code number on the label of the test strip container.

If the numbers do not match, even though the code chip in the meter belongs to the test strip container, please contact your customer support and service centre.

5



Following the code number, the test strip symbol and the flashing blood drop symbol appear on the display. You now hear a beep.

The meter is now ready to perform a blood glucose test. You have approx. 90 seconds to apply blood to the test strip. After this time, the meter turns itself off.

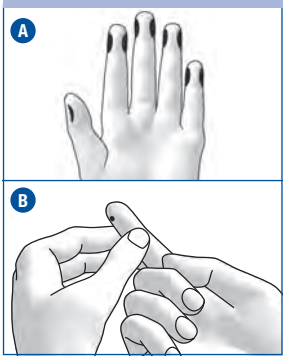
ⓘ

If you missed the code number on the display after sliding in the test strip, remove the test strip from the meter and slide it in again.

Applying blood

With test strip in the meter

1



Lance the side of a fingertip with your lancing device.

Figure A shows the recommended sites for obtaining blood.

Encourage a blood drop to form by gently massaging the finger towards the fingertip (see B).

2

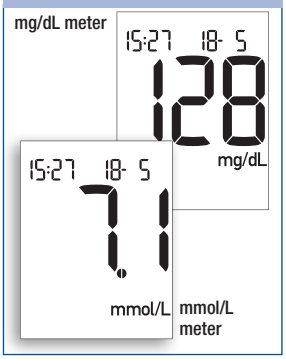
Apply the blood drop to the centre of the green field and then remove your finger from the test strip.

As soon as the meter detects the blood, you hear a beep.

The test starts. The flashing hourglass symbol ⌛ indicates that the test is in progress.

If the amount of blood you applied is insufficient, after a few seconds an acoustic warning in the form of 3 beeps sounds. You can then apply an additional amount of blood.

3



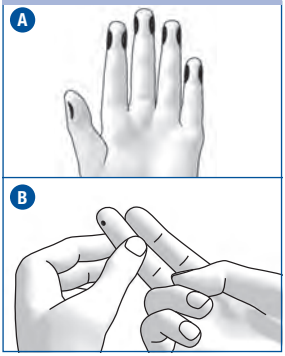
The test is over in approximately 5 seconds. The test result appears on the display and you hear a beep. The meter automatically saves the test result.

You can now mark the test result, set a test reminder or turn the meter off.

Applying blood

With test strip outside the meter

1



Lance the side of a fingertip with your lancing device.

Figure A shows the recommended sites for obtaining blood.

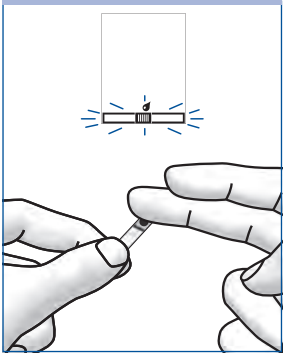
Encourage a blood drop to form by gently massaging the finger towards the fingertip (see B).

2

When the test strip and the flashing blood drop symbols are displayed:

Remove the test strip from the meter.

3



The test strip and blood drop symbols flash afterwards on the display. Now you have approx. 20 seconds to apply blood to the test strip and to slide it into the meter again. During the last 5 seconds, a beep sounds once per second. It is to remind you to slide the test strip with blood back into the meter. If you do not slide the test strip back into the meter within this time, the meter displays the error message E-2.

Apply the blood drop to the centre of the green field.

Turning the meter off

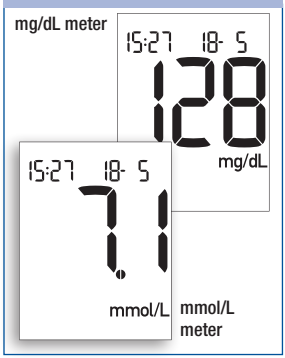
4

Gently slide the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.

The test strip must lie flat on the measurement window cover.

The test starts. The flashing ⌛ hourglass symbol indicates that the test is in progress.

5



The test is over in approximately 8 seconds. The test result appears on the display and you hear a beep. The meter automatically saves the result.

You can now mark the test result, set a test reminder or turn the meter off.

Turn off

Remove the test strip from the meter.

The meter turns itself off.

Discard used test strips according to local regulations. Healthcare professionals must discard used test strips according to the health and safety policy of their laboratory or institution.

If you do not remove the test strip and do not press any buttons, the meter turns off automatically after approx. 30 seconds.

Notes on blood glucose testing

⚠

Incorrect test results could lead to incorrect therapy recommendations resulting in serious adverse health effects. Therefore, follow the following instructions:

- Use only test strips which are within the use by date.
- The test strips are sensitive to humidity and moisture. Only remove test strips from the test strip container when your hands are completely dry. Close the test strip container again tightly with its original cap immediately after removing a test strip.
- If you have not applied blood to the test strip in the available time and the meter has turned itself off: Remove the test strip and discard it. Start the blood glucose test from the beginning with a new test strip.
- If an error message appears and you have not yet applied any blood, you must not use this test strip any more. Start the blood glucose test from the beginning with a new test strip.
- Do not rub the blood drop onto the test field when applying blood.
- Do not store used test strips in a test strip container which still contains unused test strips.
- Do not bend the test strip while sliding it into the meter. The test strip must lie flat on the measurement window cover.
- Do not to bend or move the test strip before or while applying blood, or while the test is in progress.
- Only apply blood to the test strip when the drop symbol is flashing on the display.
- If 888 or 888 are not shown completely during the default display check (e.g. 8-8), test results cannot be displayed correctly. In this case, contact your customer support and service centre.

ⓘ

If you want to apply blood to a test strip which is not in the meter: Do not remove the test strip until the drop symbol flashes on the display. If you remove the test strip before this time, the meter turns itself off.

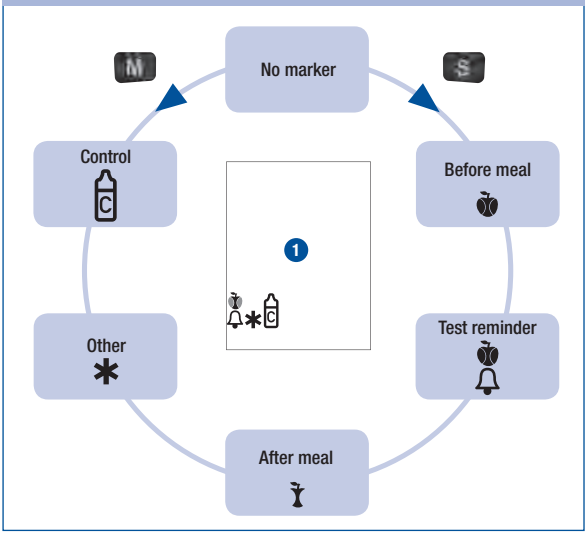
Marking test results

You can mark test results to describe certain events connected to the test result or particular characteristics of the test result. You can only mark a test result while the test strip is still in the meter and the test result is being displayed.

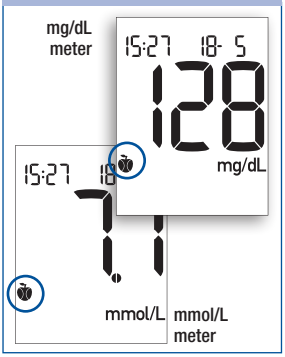
You can choose from 5 markers:

Symbol	Meaning
	Before meal (apple symbol): For test results from tests that you performed before your meals
	After meal (apple core symbol): For test results from tests that you performed after your meals
	Test reminder (apple + bell symbol): For test results from tests that you performed before your meals and which you would like to check 2 hours later. The meter reminds you to perform this test. The test result that you have marked with a test reminder is saved together with the symbol.
*	Other (asterisk symbol): You can define the meaning of this marker yourself (e.g. for test results from alternative sites or after physical activity).
C	Control (bottle symbol): For control tests in which you apply control solution to the test area instead of blood.

1



2



As long as the test result is being displayed on the display, you can mark the test result.

Press the S button **or** M button repeatedly until the desired marker is displayed.

When you press the S button, the markers appear in the following order: 1 Before meal; 2 Test reminder; 3 After meal; 4 Other; 5 Control.

The respective marker appears below on the display 1.

When you press the M button, the markers appear in the reverse order.

If you decide to not mark the test result, press the S button or M button repeatedly until no further symbol is displayed.

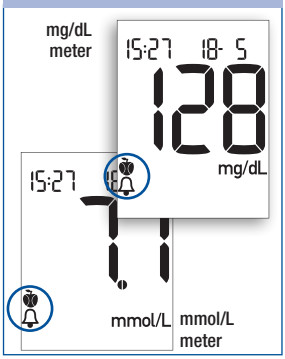
In the example above, the *Before meal* marker (symbol) was selected.

After choosing the desired marker, you can turn the meter off.

The test result is saved together with the marker.

Setting a test reminder

1

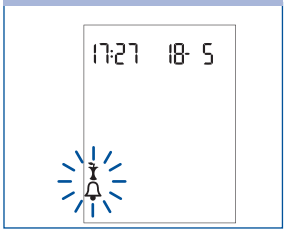


As long as the test result is being displayed on the display, you can set a test reminder.

Press the S button **or** M button repeatedly until the *Test reminder* marker (symbol) is displayed.

The test result is saved together with the symbol *(Before meal)*.

2



In two hours, you will be reminded to perform a blood glucose test. The flashing symbol appears on the display. At the same time, a beep sounds once per second.

You can now perform a blood glucose test.

Slide the test strip into the test strip guide and perform a blood glucose test.

As soon as you slide the test strip in, the test reminder is turned off.

The test result is saved together with the symbol *(After meal)*.

If you decide not to perform a test, press the M button or S button to turn the test reminder off.

If the meter is switched on at the time of the test reminder, the meter cancels the test reminder.

If you perform a blood glucose test up to 1 hour before a test reminder, the meter cancels the test reminder.

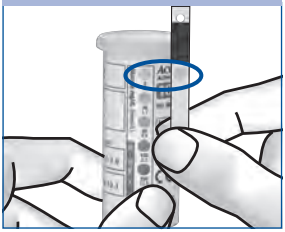
If you do not perform a blood glucose test at the time of the test reminder, you can still perform the blood glucose test within half an hour of the test reminder.

In both cases, the test result is saved together with the symbol *(After meal)*.

Checking your test results

The test strip itself allows you to estimate the test result through colour comparison and thus also to check the displayed result.

1



Before the blood glucose test

On the back of the test strip, there is a round, coloured control window.

Compare the colour of this window with the coloured dots on the label of the test strip container.

The colour of the control window must match the colour of the top coloured dot (0 mg/dL, 0 mmol/L). If the control window is a different colour, do not perform a test with that test strip.

2

After the blood glucose test

The label on the test strip container shows blood glucose values in mg/dL and mmol/L next to each coloured dot.

Within 30 to 60 seconds after applying blood to the test strip, compare the colour of the control window on the back of the test strip with the dot that comes closest to your test result.

If the colour deviates significantly, repeat the test. If the colour deviates during further tests, contact your customer support and service centre.

Only the test results displayed by the meter should be used for therapeutic recommendations. The colour comparison serves only as a visual or sanity check of the test results.

Symbols before, during or after a blood glucose test

The following symbols can appear on the display before, during or after a test. For further information, please refer to the “Symbols, problems and error messages” chapter (see page 52).

Symbol	Meaning
	The battery is almost empty.
	The temperature during the test was outside the permitted range of +8 to +42 °C.
Lo	Instead of a test result: The test result is lower than 10 mg/dL (0.6 mmol/L).
Hi	Instead of a test result: The test result is higher than 600 mg/dL (33.3 mmol/L).
exp	The test strips are past their use by date.

⚠

The display Lo may indicate that your blood glucose is very low (possibly a severe hypoglycaemia). The display Hi may indicate that your blood glucose is very high (possibly a severe hyperglycaemia).

If the display Lo or Hi reflects the way you feel, follow the instructions given by your healthcare professional immediately. If the display does not reflect the way you feel, perform a control test. Repeat the blood glucose test afterwards. If the new test result still does not reflect the way you feel, please contact your healthcare professional.

Evaluating test results

Blood glucose results are influenced, amongst others, by nutritional choices, medicine taken, state of health, stress and physical activity.

⚠

- Do not change your therapy without talking about it with your healthcare professional first.
- If the blood glucose result is above or below the target range that you have set together with your healthcare professional, please contact your healthcare professional.
- If the test result reflects the way you feel, continue as instructed by your healthcare professional.
- If the test result does not reflect the way you feel, e.g. it is unexpectedly high or low, perform a control test. Repeat the blood glucose test afterwards. If the new test result still does not reflect the way you feel, please contact your healthcare professional.
- Please contact your healthcare professional immediately if your blood glucose values are too low or too high.
- If test results repeatedly do not reflect the way you feel, check the points in the following section “Sources of implausible test results”.

Sources of implausible test results

If your meter repeatedly displays error messages or implausible test results that do not reflect the way you feel, please check the following points. If your responses to the questions in the table are different from those given, make the respective corrections when you perform the next test.

If you have taken all of these points into account and still obtain implausible results or error messages, contact your customer support and service centre.

Did you use a test strip from the test strip container that has the same code number as the code chip in the meter?	yes
Did you perform the test following the instructions in the User’s Manual?	yes
Did you wash your hands thoroughly with soap and warm water and dry them well?	yes
Did you use a used test strip?	no
Did you apply blood after the beep sounded and the blood drop symbol began flashing on the display?	yes

Did you bend the test strip while sliding it into the test strip guide on the meter?	no
Did you apply the blood drop immediately after it had formed on your finger?	yes
Did you bend or move the test strip before or during the test?	no
Are the test strips past their use by date (check next to the symbol on the test strip container label and also the **exp** symbol on your meter's display)?	no
Are the test strip guide and measurement window clean?	yes
Did you perform the test within the correct temperature range (+8 to +42 °C)?	yes
Did you follow the storage conditions for the meter and the test strips?	yes
Did you review the error messages that are referred to in the package insert that comes with the test strips?	yes

If your meter has been dropped, it can no longer be certain that the meter is functioning properly.

Perform a control test. Repeat the blood glucose test afterwards.

Using the meter as a diary

The meter can save up to 500 test results with the time and the date and calculate averages from the saved test results. The meter automatically saves all test results. If the memory is full the oldest test result is deleted to create space for the new one, when you perform a new blood glucose test.

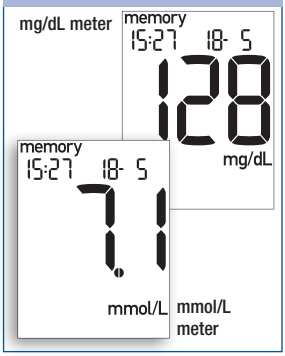
In addition to the test result, the time and date, your meter also saves all other information that is important for the test. This includes all symbols which are displayed after a blood glucose test with the test result (except the battery symbol) and the markers with which you marked the result.

Retrieving test results from the memory

1

With the meter turned off, press the M button briefly (approximately 2 seconds) until the meter turns itself on.

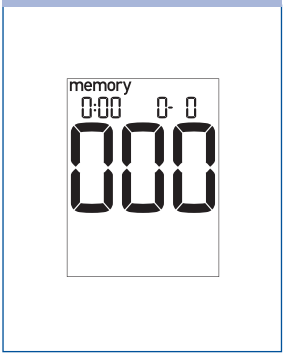
2



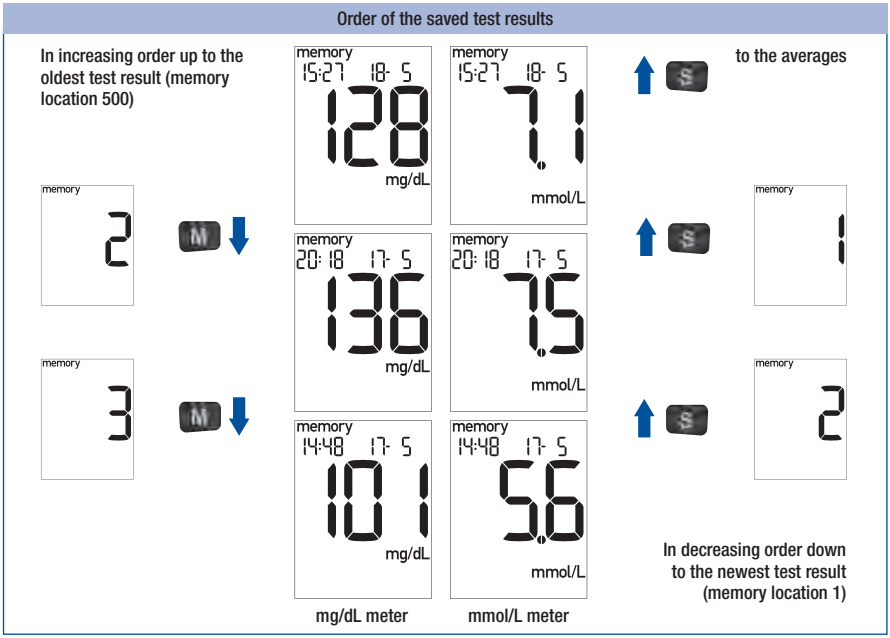
The last (newest) test result is displayed together with the time, date and the word memory.

If you marked the test result with a marker, the marker is also displayed.

No test results saved



If no test results are saved in the meter, the display above appears on the screen.



Press the M button to retrieve the older test results. Press the S button to retrieve the saved test results in the reverse order.

As long as you press the M button or S button, the memory location number is displayed. When you release the button, the corresponding test result is displayed. If you keep the M button or S button pressed, the occupied memory locations are displayed in quick succession. Once you release the button, the corresponding test result is displayed.

When the oldest saved test result is displayed and you press the M button again, you hear a beep. When the newest saved test result is displayed and you press the S button again, you reach the averages (see next page).

You can switch directly from displaying any saved test result to performing a test by sliding a test strip into the test strip guide in the meter.

Retrieving averages

The averages calculated by the meter are calculated for 3 groups of test results and for 4 time periods per group. The meter calculates the averages in the following order:

Group	Test results	Period (days)			
1	All test results	7	14	30	90
2	Only test results which have been marked with (Before meal)	7	14	30	90
3	Only test results which have been marked with (After meal)	7	14	30	90

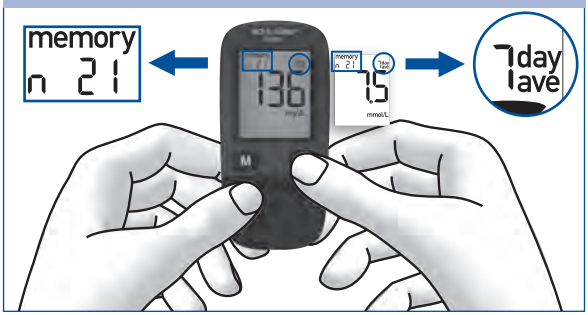
Results from control tests (marked with C), test results without a valid date or time as well as test results that were displayed as Lo or Hi are not included in the calculation.

1

With the meter turned off, press the M button briefly (approximately 2 seconds).

The last saved (newest) test result is displayed.

2



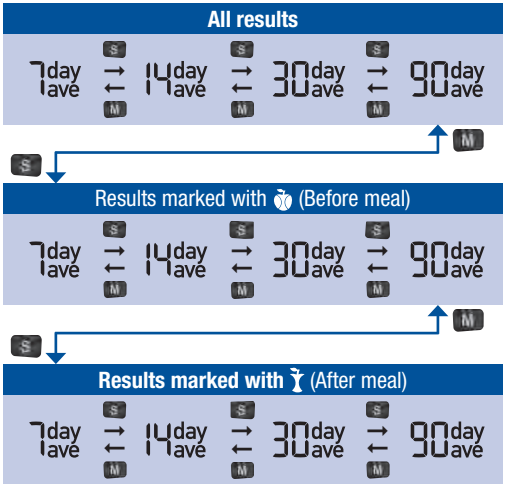
Press the S button briefly.

The first average, the 7-day average of all test results, is displayed.

The upper left corner of the display shows the number of test results taken into account for calculating the average. The upper right corner of the display shows the number of days taken into account for calculating the average.

Order of the averages

(7, 14, 30, 90 = number of days taken into account)



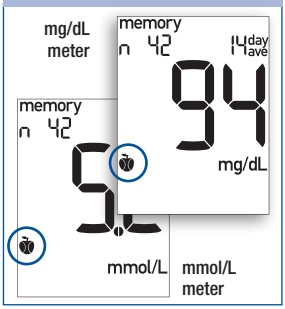
Press the S button to retrieve the averages in the order shown above. Press the M button to retrieve the averages in the reverse order.

If you press the S button repeatedly, the 14-, 30- and 90-day averages for all test results are displayed after the 7-day average for all test results.

If you continue to press the S button, the averages for “Before meal” and “After meal” are displayed in the same order. When the last average is displayed (= 90-day average marked with) and you press the S button again, you hear a beep.

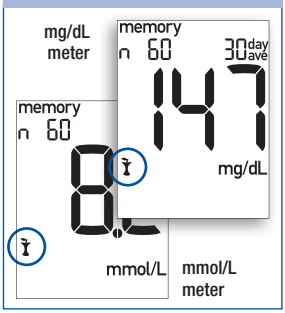
If you keep the S button or M button pressed, the averages are displayed in quick succession.

Before meal



“Before meal” averages are marked with .

After meal



“After meal” averages are marked with .

Back	Turn off	No average
To go back to the saved test results: Press the M button until a saved test result appears on the display.	To turn the meter off: Press the M button and S button at the same time.	If there are no test results saved for the selected average, three dashes are displayed.

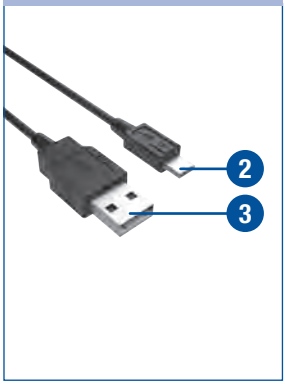
The meter calculates the average for a period even when the saved test results cover a shorter period. For example: You only performed tests in the last 5 days. In this case, the test results of the last 5 days are used to calculate the averages for all four periods (7, 14, 30 and 90 days).

If you changed the date or time, performed a test and then re-set the date or time, the chronological order of the test results is interrupted. As the meter can only calculate averages based on test results in an uninterrupted chronological order, it therefore does not take into account test results prior to the interruption.

You can switch from displaying any average to testing by sliding a test strip into the meter.

Analysing test results on the PC

The meter has a built-in USB (Universal Serial Bus) port for transferring saved test results to a computer (PC) that is equipped accordingly. Roche Diagnostics offers a variety of special diabetes management hardware and software products which enhance the integrated diary functions of your meter. With these hardware and software products, you and your healthcare professional can manage your test results more effectively and use graphs and tables to understand them better. For further information on diabetes management products, please contact your customer support and service centre.

USB port	USB cable	1
		
The USB port 1 is located on the left side of the meter.	To connect the meter to the computer, you need a maximum 1.5 m long USB cable with a Micro B connector and a USB-A connector. Plug the Micro B connector 2 into the USB port of your meter. Plug the USB-A connector 3 into a USB port of your computer.	Plug the Micro B connector into the USB port of your meter. Plug the USB-A connector into a USB port of your computer.

2

3

If the meter is off, it is turned on when it gets connected to the computer.

Read the User's Manual of the software in use. There you will find all the information needed for data transfer.

If necessary, start the diabetes management software for test result analysis on your computer.

If no suitable software for test result analysis is installed on your computer, an error message may be displayed.

While the connection is being established, PC flashes on the display of the meter.

Once the connection to the computer has been successfully established, the meter transfers all saved test results.

During the data transfer, PC does not flash.

The test results remain in the meter's memory after being transferred.

ⓘ

- If you already have a diabetes management product from Roche Diagnostics for transferring and evaluating test results, it may not recognise more recent meters and the results will therefore not be transferred. You may need a more recent version of your diabetes management software. In this case, contact your customer support and service centre.
- You cannot perform a test while test results are being transferred. You have to unplug the USB connector from the meter in order to perform a test.

4

To turn the meter off, unplug the USB connector from the meter once the data transfer is complete.

5

For approximately 3 seconds, End is displayed.

The meter turns itself off.

The meter is supplied with electricity via the USB cable while it is connected to the computer. Nonetheless, there must be a battery in the meter.

If the transfer is unsuccessful

If the test results are not transferred (PC is still flashing on the display), the meter turns itself off automatically after approx. 90 seconds. There can be different reasons for a failed transfer. Eliminate the cause and start the transfer again.

Check

- if both USB connectors are properly inserted.
- if the USB cable is damaged (e.g. kinks in the cable).
- if all device drivers necessary for communication between the diabetes management software and the meter are installed.
- if your diabetes management software is compatible with the Continua standard. You can tell by this logo:

Continua

Checking your meter

You can check whether the meter provides accurate test results by performing a control test. To perform a control test, glucose control solution is applied to the test strip instead of blood.

Perform a control test using Accu-Chek Active control solutions

- whenever you open a new test strip box,
- after you clean the test strip guide and the measurement window,
- if you are in doubt or concerned about a blood glucose result.

Please contact your customer support and service centre on where to obtain control solutions.

Preparing for a control test

For a control test, you need:

- the meter with the code chip inserted
- the Accu-Chek Active test strips that belong to the code chip
- Accu-Chek Active control solution Control 1 (low glucose concentration) or Control 2 (high glucose concentration)
- a clean, dry paper towel
- the concentration table for the control solutions (see label on the test strip container)

A control test is performed in the same way as a blood glucose test, except that you apply control solution to the test strip instead of blood and do not need to prick the finger.

Items required for a control test

Carrying out a control test

1

Read the package insert which comes with the control solutions.

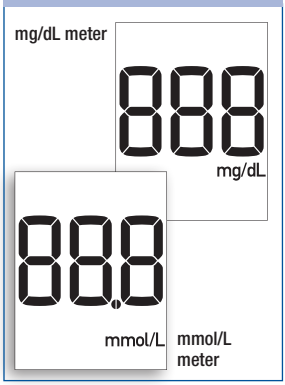
Remove a test strip from the test strip container and then close the cap tightly.

Hold the test strip so that the arrows printed on it and the green square face upwards.

Gently slide the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.

The test strip must lie flat on the measurement window cover.

2



The meter turns on and first performs a default display check (approx. 2 seconds).

Check that all the segments of the numeric display 888 (mg/dL meter) or 888 (mmol/L meter) as well as the unit of measurement are displayed.

If segments are missing, please contact your customer support and service centre (see page 63).

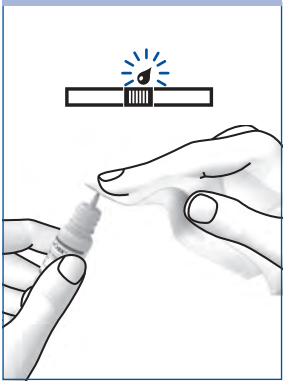
3

Following the display check, the code number is displayed (689 is just an example).

Check that this code number is the same as the code number on the label of the test strip container.

If the numbers do not match, even though the code chip in the meter belongs to the test strip container, please contact your customer support and service centre.

4



When the flashing blood drop is displayed on the display and the beep sounds, you have approx. 90 seconds to apply control solution to the test strip.

Open a bottle of control solution.

Wipe the tip of the bottle with a clean, dry paper towel.

5

Hold the bottle downwards at an angle.

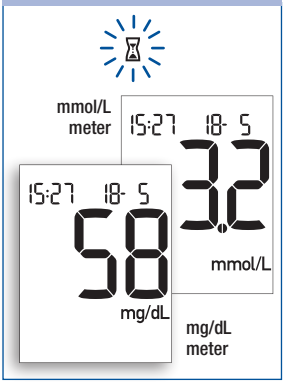
Squeeze it gently until a small drop of control solution which is free of any air bubbles is suspended from the tip of the bottle.

Apply 1 drop to the centre of the green field without touching it with the tip of the bottle.

The field must be completely covered with solution.

As soon as the meter detects the control solution, you hear a beep.

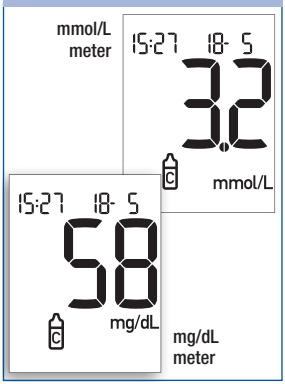
6



The test starts. The flashing ⌛ hourglass symbol indicates that the test is in progress. The test is complete after approx. 5 seconds and you hear a beep. The result of the control test appears on the display. The meter automatically saves the result.

To distinguish this control test from blood glucose results at a later date, you need to mark it as a control test.

7

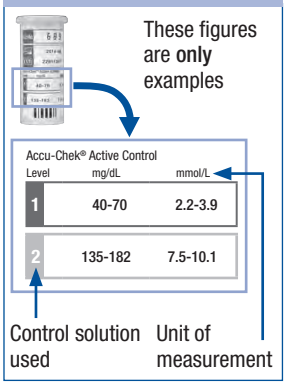


While the result of the control test is being displayed:

Press the M button briefly once.

The symbol for control is displayed (see also page 23, “Marking test results” section).

8



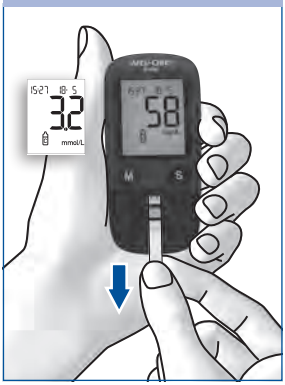
After marking the result as a control test:

Compare the result of the control test with the concentration table on the label of the test strip container.

The test result must be within the specified concentration range.

Make sure that you compare the test result with the concentration data that corresponds to the relevant control solution used (1 or 2) and to the unit of measurement displayed by the meter (mg/dL or mmol/L).

9



Then remove the test strip from the meter.

The meter turns itself off.

Discard used test strips according to local regulations.

Sources of inaccurate control tests

If the result of the control test is outside the specified concentration range, repeat the control test. If the result of the second test is also outside the concentration range, check the following points.

If your responses to the questions below are different from those given, make the respective corrections when you perform the next test. If you have taken all of these points into account and the test results are still outside the specified concentration range, contact your customer support and service centre.

Did you use a test strip from the test strip container that has the same code number as the code chip in the meter?	yes
Did you perform the control test following the instructions in the User's Manual?	yes
Did you use a used test strip?	no
Did you wipe the tip of the bottle before you applied control solution to the test strip?	yes
Did you apply a suspended drop of control solution?	yes
Did you apply only **one** drop of control solution?	yes
Were there air bubbles in the drop of control solution?	no
Did you apply control solution after the beep sounded and the blood drop symbol began flashing on the display?	yes
Was the green field completely covered with control solution?	yes
Did you bend or move the test strip before or during the test?	no
Did you perform the test within the correct temperature range (8–42 °C)?	yes
Did you compare the test result with the concentration range that corresponds to the control solution you used?	yes
Is the concentration table on the test strip container from which you removed the test strip?	yes

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Are the test strip guide and measurement window clean?	yes
Has the control solution been open for less than 3 months? Once opened, control solutions keep for only 3 months. They must not be used after this period.	yes
Have you read the section “Treating the control solutions properly” in the package insert for the control solution?	yes
Did you follow the storage conditions for the meter, the test strips and the control solutions. (See chapter “Test and storage conditions” and the package inserts)?	yes
Are the test strips or the control solution past their use by date? The use by date is printed next to the symbol on the label of the test strip container or on the label of the bottle next to the symbol. If the use by date of the test strips has elapsed, the meter also displays the **exp** symbol.	no

⚠

If a control test produces results that are outside the specified concentration range, it is no longer certain that the meter and test strips are functioning properly. Blood glucose tests may then produce incorrect results.

Incorrect blood glucose results can cause the wrong therapy recommendation to be made and so produce serious adverse health effects.

Cleaning the meter

If the meter is dirty, it may be necessary to clean it.

Healthcare professionals using the meter to test several patients' blood glucose must also read the instructions on disinfection (see page 49).

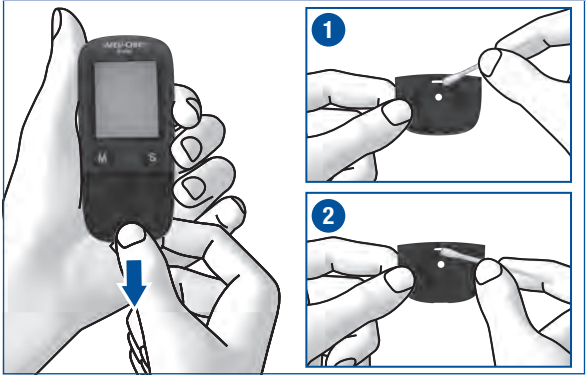
- Use only cold water as a cleaning agent.
- Clean the meter using a lightly moistened cloth or a lightly moistened cotton swab.
- Do not spray anything onto the meter and do not immerse it in water.

Cleaning the outside

If the case of the meter or the display is dirty:

Wipe it using a cloth lightly moistened with cold water.

Cleaning the test strip guide



If the test strip guide is dirty or the E-1 error message is displayed:

Remove the cover in the direction of the arrow.

Dab the cover and the test strip guide on the inside 1 and the outside 2 using a lightly moistened cloth or cotton swab.

Cleaning the measurement window

Carefully dab the measurement window and its surrounding area using a lightly moistened cloth or cotton swab.

- Make sure that no water enters the meter.
- Avoid scratching the measurement window.

Remove any fluff or lint that may remain.

Dry the areas you have cleaned thoroughly.

1

Place the cover straight and centred onto the meter.

2

Slide the cover closed. The cover must audibly CLICK into place.

In doing so, the guides on the inside of the cover and on the meter must be perfectly aligned.

Perform a control test (see page 38).

Changing the battery

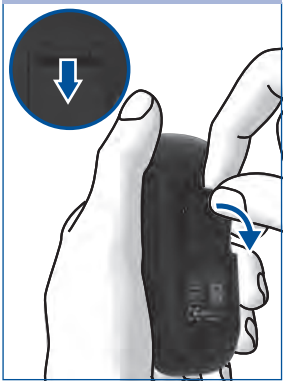
When the battery symbol appears on the display for the first time, the battery is almost empty. You can perform approximately 50 more tests with the battery. Change the battery as soon as possible. The battery has already lost a lot of power and changeable conditions (e.g. a cold environment) can affect its performance even further.

You need 1 battery of the type CR2032.

With a new battery you can perform approx. 1000 tests or test for approx. 1 year.

When you change the battery, your saved test results always remain saved. Remove the used battery right before inserting the new battery into the meter so that the time and date settings are not lost.

1



The battery compartment is located on the back of the meter.

Push the locking catch downwards and remove the battery compartment cover.

2

Remove the used battery.

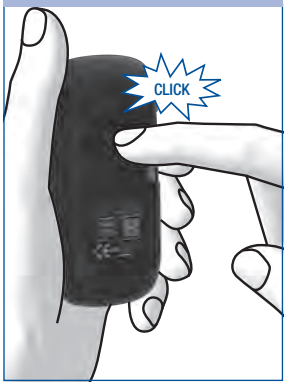
3

Place the new battery in the compartment, with the + symbol facing upwards.

4

Place the battery compartment cover back on again. The two prongs on the lower edge must engage with the slots in the battery compartment.

5



Press the battery compartment cover closed. It will CLICK into place audibly.

Never throw batteries into a fire.
They may explode.

Dispose of used batteries in an environmentally friendly way at a collection depot or follow local guidelines.*

* In Australia: Dispose of used batteries in line with local council regulations.

Testing blood glucose in more than one patient

Information for healthcare professionals

Only health care professionals are allowed to perform blood glucose tests, and nursing staff for inpatients and outpatients are allowed to perform blood glucose tests on more than one patient using the same Accu-Chek Active meter.

Always follow the recognised procedures for handling objects that are potentially contaminated with human material for all steps involved in using the meter. Practise the health and safety policy of your laboratory or institution.

⚠

- **Any patient with an infection or suffering from an infectious disease and any patient who is a carrier of a multi-resistant microorganism must be assigned his/her own meter. This also applies if it is suspected that a patient has one of the above. During this time the meter must not be used to test any other patient.**
- Patients and medical staff are potentially at risk of becoming infected if the same Accu-Chek Active meter is used to test blood glucose in more than one patient. All objects that come into contact with human blood are potential sources of infection.
- Residues of water or disinfectant on the skin can dilute the blood drop and so produce incorrect test results.
- Dispose of used lancets or single-use lancing devices and used test strips according to the health and safety policy of your laboratory or institution.*

- Wear protective gloves.
- The patients hands should be washed with soap and warm water or cleaned with an alcohol wipe and dried thoroughly.
- Use only a lancing device approved for use by healthcare professionals. Observe the operating procedures in the respective User's Manual.
- Apply blood to the test strip while it is **outside** the meter (see page 20, "Applying blood – With test strip outside the meter" section).

Disinfecting the meter

The following parts of the meter may become contaminated:

- the case
- the cover
- the measurement window

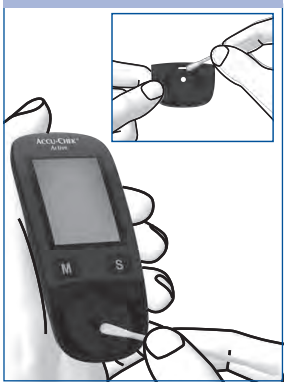
The meter, the cover and the measurement window must be carefully cleaned and disinfected after every use (see the “Cleaning the meter” chapter, page 44). Remember to also clean recesses, grooves and gaps.

Cotton swabs, pads or cloths which are lightly moistened with 70 % isopropanol are suitable for disinfecting.

1

Wipe the case of the meter with a cloth that is lightly moistened with 70 % isopropanol.

2



Carefully dab the measurement window and its surrounding area as well as the cover from both sides using a lightly moistened cloth or cotton swab.

- Make sure that no liquid enters the meter.
- Do not spray anything onto the meter and do not immerse it in liquid.

Test and storage conditions

So that the meter works reliably and you obtain accurate test results, make sure that the following conditions are met.

Temperature

- For blood glucose tests and control tests the temperature must be between +8 and +42 °C.
- If the temperature is at the limits of the permitted range (between +5 and +8 °C or between +42 and +45 °C), the meter still allows you to perform a test. The thermometer symbol will, however, be displayed (see also page 53).
- Tests cannot be performed at temperatures below +5 °C and above +45 °C. In this case the following appears on the display:

- Keep the meter without battery at a temperature between -25 and +70 °C.
- Keep the meter with battery at a temperature between -20 and +50 °C.

⚠

- Do not use test results obtained at the limits of the permitted temperature range as a basis for making therapeutic decisions. These test results could be incorrect. Incorrect results can cause the wrong therapy recommendation to be made and so produce serious adverse health effects.
- Never try to speed up warming or cooling of the meter, e.g. in a refrigerator or on a radiator.

- At temperatures above +50 °C the battery could leak and damage the meter.
- At temperatures below -20 °C the battery does not have enough power to keep the internal clock functioning.

Atmospheric humidity

Only perform blood glucose tests and control tests when relative atmospheric humidity is below 85 %.

Keep the meter below 93 % relative atmospheric humidity.

⚠

Sudden changes in temperature cause condensation to form in or on the meter. If this has occurred, do not turn the meter on. Let the meter slowly cool down or warm up at ambient temperature. Never keep the meter in a moisture-prone area (e.g. a bathroom).

Light conditions

Do not perform a test when the meter and the test strips are exposed to direct sunlight. Go to a shaded place or shade the meter, for example with your body.

If the meter is exposed to too much light, the meter does not allow any tests to be performed. In this case the following error message appears on the display:

Avoid sudden changes in light conditions while testing. The flash of a camera, for example, can lead to incorrect test results.

Keep the meter away from very strong light sources (e.g. direct sunlight). These may stop the meter from functioning correctly and lead to error messages.

Sources of environmental interference

Do not use the meter in close proximity to a strong electromagnetic field.

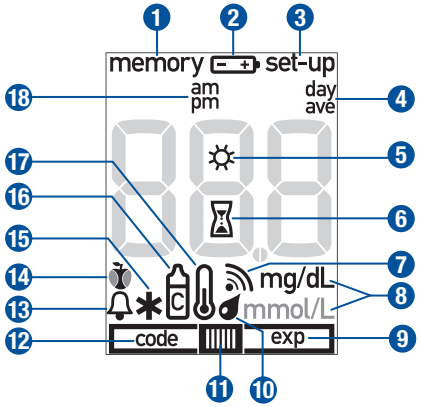
- Strong electromagnetic fields may interfere with the proper operation of the meter.
- To avoid electrostatic discharge, do not use the meter in a very dry environment, especially one in which synthetic materials are present.

Symbols, problems and error messages

In addition to test results, time and date, other symbols and error messages also appear in your meter's display. The following provides an overview of all symbols and error messages. Please pay attention to all symbols and error messages when you use the meter. If you do not recognise a symbol or do not understand an error message, please refer to this chapter for an explanation.

Symbols

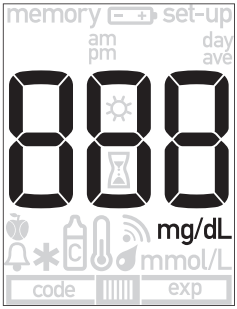
Symbols on the display



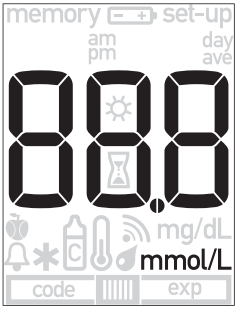
	Symbol	Meaning
1	memory	You are in the test-result memory. Either a saved test result or an average is being displayed.
2		The battery is almost empty. When the symbol first appears, you can perform approx. 50 more tests.
3	set-up	You are in the settings for the time format, time, date and beep.

	Symbol	Meaning
4	day ave	When an average is displayed (memory): the symbol is preceded by the number of days taken into account.
5	☼	Together with error message E-5: The meter is exposed to too much light.
6		Flashing – A test is in progress or an average is being calculated.
7		The beep is turned on.
8	mg/dL or mmol/L	The unit your meter uses to display test results, either mg/dL or mmol/L depending on the meter.
9 11	exp	The test strips are past their use by date. Change the test strips and code chip.
10		Flashing blood drop symbol – Now you can apply blood or control solution to the test strip.
10 11		Flashing blood drop and test strip symbol – The test strip was removed from the meter before blood or control solution was applied, for example to apply blood outside the meter.
12	code	The code number is being displayed. There is a problem with the code chip (see error message E-3 or E-6).
13		Test reminder together with the symbol for a blood glucose test after a meal.
14	or	“Before meal” or “After meal” marker
15	*	“Other” marker
16		Marker for control tests
17		At the time of testing, the temperature is or was between +5 and +8 °C or between +42 and +45 °C (see page 50).
18	am pm	Additional time information if 12-hour time format is set.

Symbols appearing in the numeric field



mg/dL meter



mmol/L meter

Symbol	Meaning
– – – code	• The code chip has not been correctly inserted into the meter. Remove the code chip and re-insert it. • There is no code chip in the meter. Insert the code chip that belongs to the Accu-Chek Active test strips you are currently using.
memory – – –	Averages cannot be calculated because • you have not set the time and date, • only test results without a time and date are saved, • only test results that are not included in the calculation are saved, e.g. results from control tests, • no test results were saved in the period in question, e.g. all test results in memory are more than 7 days old, • the chronological order of the test results in the memory has been interrupted.
memory 000	No test results have been saved.

Symbol	Meaning
memory 00	The test result has been lost from memory.
.	Decimal point: displayed by mmol/L meters and is part of the test result (e.g. 8.2 mmol/L is displayed as 8.2).
PC	The meter is connected to a computer (PC).
End	The meter has been disconnected from the computer (PC).
Hi	The test result is higher than 600 mg/dL (33.3 mmol/L).
Lo	The test result is lower than 10 mg/dL (0.6 mmol/L).

⚠

The display Lo may indicate that your blood glucose value is very low (possibly a severe hypoglycaemia). The display Hi may indicate that your blood glucose value is very high (possibly a severe hyperglycaemia).

If the Lo or Hi display reflects the way you feel, continue as instructed by your healthcare professional. If the display does not reflect the way you feel, perform a control test. Repeat the blood glucose test afterwards. If the new test result still does not reflect the way you feel, please contact your healthcare professional.

Problems

Problem	Cause and solution
The meter will not turn on.	• The battery is empty or there is no battery in the meter. Insert a new battery. • You have inserted the battery the wrong way round. Remove the battery and place it in the battery compartment as shown on page 46. • The ambient temperature is low. Ensure that the ambient temperature is between +8 and +42 °C and wait for the meter to warm up to this temperature. • The electronics have become damp through condensation. Allow the meter to dry slowly. • The meter is defective. Please contact your customer support and service centre.
The time is shown as 0:00 or 0:00am and the date as 0- 0.	• The meter was exposed to a temperature below -20 °C and the battery is beginning to freeze. Turn the meter off. Ensure that the ambient temperature is between +8 and +42 °C and wait for the meter to adapt to that temperature. • The meter was without a power supply for too long. Insert a new battery and set the time and date.

Error messages

When an error occurs, an error message appears on the display and two beeps sound. Turn the meter off. Depending on the situation, either briefly press the M button and S button or remove the test strip from the meter to turn the meter off.

If your meter has been dropped, this can also lead to error messages.

If error messages occur frequently, contact your customer support and service centre.

Error message	Cause and solution
	• You did not slide the test strip in correctly or completely. Hold the test strip so that the arrows printed on it and the green square face upwards. Without bending it, gently slide the test strip into the test strip guide in the direction of the arrows. You must feel the test strip lock into place. • You slid a used test strip into the meter. • You applied blood or control solution to the test strip too soon, i.e. before the drop symbol flashed on the display. Start the blood glucose test from the beginning with a new test strip. • The measurement window is dirty. Clean the measurement window (see page 44).
	• Your blood glucose value may be very low. If you have typical symptoms of a very low blood glucose, immediately follow your healthcare professional's instructions for such cases. Repeat the test afterwards. • You removed the test strip from the meter in order to apply blood and did not slide it back in it within 20 seconds. • The test strip was bent or moved while testing was in progress. • You applied too little blood or control solution to the test strip. • You waited too long before applying a second drop of blood or control solution. Start the blood glucose test from the beginning with a new test strip.

Error message	Cause and solution
E-3 code	• The code chip cannot be read. Remove the code chip and re-insert it into the meter. • The incorrect code chip is currently in the meter. Remove the code chip and insert the code chip that belongs to the Accu-Chek Active test strips you are currently using.
E-4	• While the test was in progress, you connected the meter to a computer that was on. Remove the USB cable and repeat the test.
E-5	• The meter was exposed to a strong electromagnetic field. Change your position or turn the source of electromagnetic radiation off.
E☼5	• The meter is exposed to too much light. Go to a shaded place or shade the meter, for example with your body.
E-6 code	• You removed the code chip while testing was in progress. Re-insert the code chip into the meter. Repeat the test with a new test strip.
EEE	• A meter error has occurred. Start again from the beginning. If the error message appears again, the meter is defective. Please contact your customer support and service centre.
ttt 🌡	• The ambient temperature or the temperature of the meter is too low or too high for a test. Ensure that the ambient temperature is between +8 and +42 °C and wait for the meter to adapt to that temperature.

Disposing of your meter

During blood glucose testing the meter may come into contact with blood. Used meters therefore carry a risk of infection. After having removed the battery, please dispose of your used meter according to the regulations applicable in your country. For information about correct disposal, please contact your local council or authority.

Healthcare professionals must dispose of used meters according to the health and safety policy of their laboratory or institution.

The meter falls outside the scope of the European Directive 2002/96/EC (Directive on waste electrical and electronic equipment).

Dispose of the battery in an environmentally friendly way at a collection depot or follow local guidelines.*

* In Australia: Dispose of used batteries in line with local council regulations.

Technical data and system components

Technical data

Meter type	Accu-Chek Active (Model GU)
Catalogue no./Serial no.	See type plate on the back of the meter
Test principle	Determination of glucose in fresh capillary blood by reflectance photometry. If using other sample material, please refer to the package insert that comes with the Accu-Chek Active test strips. Blood glucose values (glucose concentrations) can be tested in whole blood or plasma. Although you always apply whole blood to the test strip, the blood glucose values displayed by your meter correspond to those in plasma. You will find information on how the system works, on the test principle and on reference methods in the Accu-Chek Active test strip package insert.
Measuring interval	10–600 mg/dL (0.6–33.3 mmol/L)
Blood volume	1–2 µL (1 µL (microlitre) = 1 thousandth of a millilitre)
Measuring time	approx. 5 seconds if you apply blood while the test strip is in the meter (depends on the concentration); approx. 8 seconds if you remove the test strip from the meter and then apply blood (depends on the concentration)
Power supply	1 battery (type CR2032)
Battery life	approx. 1000 tests or approx. 1 year
Automatic power-off	after 30 or 90 seconds depending on operating status
Memory	500 test results with time and date, as well as 7, 14, 30 and 90 day averages
Temperature	during testing: +8 to +42 °C during storage without battery: -25 to +70 °C during storage with battery: -20 to +50 °C
Atmospheric humidity	during testing: up to 85 % relative humidity during storage: up to 93 % relative humidity

Altitude	sea level to 4000 m
Dimensions	97.8 × 46.8 × 19.1 mm
Weight	without battery: approx. 46 g with battery: approx. 50 g
Display	96-segment liquid crystal display (LCD)
Interface	USB (Micro B)
Safety class	III
Electromagnetic compatibility	This blood glucose meter meets the electromagnetic immunity requirements as per EN 61326-2-6 and EN ISO 15197 Annex A. The chosen basis for electrostatic discharge immunity testing was basic standard IEC 61000-4-2. In addition, it meets the electromagnetic emissions requirements as per EN 61326-2-6 and EN ISO 15197 Annex A. Its electromagnetic emission is thus low. Interference on other electrically-driven equipment is not anticipated.
Performance analysis	The performance data for the Accu-Chek Active system (Accu-Chek Active meter with Accu-Chek Active test strips) was obtained using capillary blood from diabetic patients (method comparison, accuracy), venous blood (repeatability) and control solution (reproducibility).
Calibration and traceability	The system (meter and test strips) is calibrated with venous blood containing various glucose concentrations. The glucose values used as reference values, and thereby also as accuracy values of this calibration, are obtained using the hexokinase method. The hexokinase method is calibrated using the ID-GCMS method, which is the method of highest metrological quality (order) and is traceable to a primary NIST standard. As the test results obtained using these test strips can be traced back to the NIST standard using a traceability chain, the test results obtained with these test strips for control solutions can also be traced back to the NIST standard. This ensures that the metrological traceability of the control solutions refers to higher order reference materials/ reference methods.

The Accu-Chek Active system meets the EN ISO 15197 requirements.

System components

The Accu-Chek Active blood glucose monitoring system comprises the following components in addition to the meter:

Accu-Chek Active test strips

Use only these test strips when you test blood glucose using the Accu-Chek Active meter.

Accu-Chek Active control solutions

Use only these control solutions when you carry out control tests using the Accu-Chek Active meter and the respective test strips.

Please ask your customer support and service centre where you can obtain test strips and control solutions.

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Customer Support and Service Centre

Information service and troubleshooting

For questions on how to operate your Accu-Chek Active meter, or regarding implausible test results, or if you suspect the meter or test strips to be defective, contact your Roche Diagnostics customer support and service centre. Do not attempt to repair or modify the meter yourself. Our staff will help you solve any problems you might be experiencing with the meter or test strips from Roche Diagnostics. For the customer support and service addresses, see the next section.

Addresses

Australia
Roche Diagnostics Australia Pty. Ltd.
31 Victoria Avenue, Castle Hill
NSW 2154, Australia
ABN 29 003 001 205
Accu-Chek Enquiry Line:
1800 251 816
www.accu-chek.com.au
For training videos, visit
www.youtube.com/accuchek

Egypt
Diabetes Care Egypt
6, Ibn Arhab St.
Giza, Egypt
www.accu-chekarabia.com

India
Roche Diagnostics India Pvt. Ltd.
Plot No. 114, Road No. 15
MIDC, Andheri (E)
Mumbai-400093
www.accu-chek.in
india.accu-chek@roche.com
Customer Helpline:
1800 22 60 20* or 30 300 400**
*Toll free lines for MTNL & BSNL User
**Prefix with STD code of your area & local call charges apply
Working Hours: Monday to Saturday from 9.30 AM to 5.30 PM
SMS HELP to 5757535

Indonesia
PT. Roche Indonesia
Divisi Diagnostik
Gedung Artha Graha, Lantai 21
Sudirman Central Business District - Lot 25
Jl. Jend. Sudirman Kav. 52 – 53
Jakarta 12190
Hotline: 0-800-1-222-999
www.roche.co.id

Islamic Republic of Pakistan
Roche Pakistan Ltd.
37 - C, Block 6
P.E.C.H.S.
P.O. BOX 20021
Karachi – 75400

Jordan
Promotional Office Levante
Nabih Nabulsi Drugstores
Prince Shaker Ben Zeid Street
Shmeisani
P.O.Box 1066
11118 AMMAN
http://www.accu-chekarabia.com

Malaysia
Roche Diagnostics (M) Sdn Bhd
2A, Jalan 13/1
46200 Petaling Jaya
Selangor Darul Ehsan
Toll-Free Line: 1-800-88-1313

Philippines
Roche (Philippines) Inc.
Diagnostics Division
2252 Don Chino Roces Ave.
1231 Makati City
Customer contact number,
Assist : +63 2 89308000

Hong Kong
Roche Diagnostics (Hong Kong) Limited
Level 17, Tower 1, Metroplaza
223 Hing Fong Road, Kwai Chung
New Territories
Enquiry hotline:
+852-2485 7512 (office hours)
www.accu-chek.com.hk

Singapore
Roche Diagnostics Asia Pacific Pte. Ltd.
298 Tiong Bahru Road
#11-01 Central Plaza
Singapore, 168730
Accu-Chek ExtraCare line:
6272 9200
www.accu-chek.com.sg

South Africa
Roche Products (Pty) Ltd.
Diagnostics Division
9 Will Scarlet Road, Ferndale
P.O. Box 1927, Randburg 2125
Accu-Chek Customer Care Centre:
080-DIABETES
(Dial 080-34-22-38-37)
www.diabetes.co.za

Thailand
Roche Diagnostics (Thailand) Ltd
18th Floor, Rasa Tower
555 Phaholyothin Road, Chatuchak
Chatuchak, Bangkok 10900
Customer Service Line:
+66 (0) 2791 2222

United Arab Emirates
Roche Diagnostics
Regional Office GCC
P.O. Box 71437
Abu Dhabi
www.accu-chekarabia.com

United Kingdom
Roche Diagnostics Limited
Charles Avenue, Burgess Hill
West Sussex, RH15 9RY,
United Kingdom
Accu-Chek Customer Careline [1)]
UK Freephone number:
0800 701 000
ROI Freephone number:
1 800 709 600
[1)] calls may be recorded for training purposes
www.accu-chek.co.uk

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