



Livongo for Diabetes User Guide

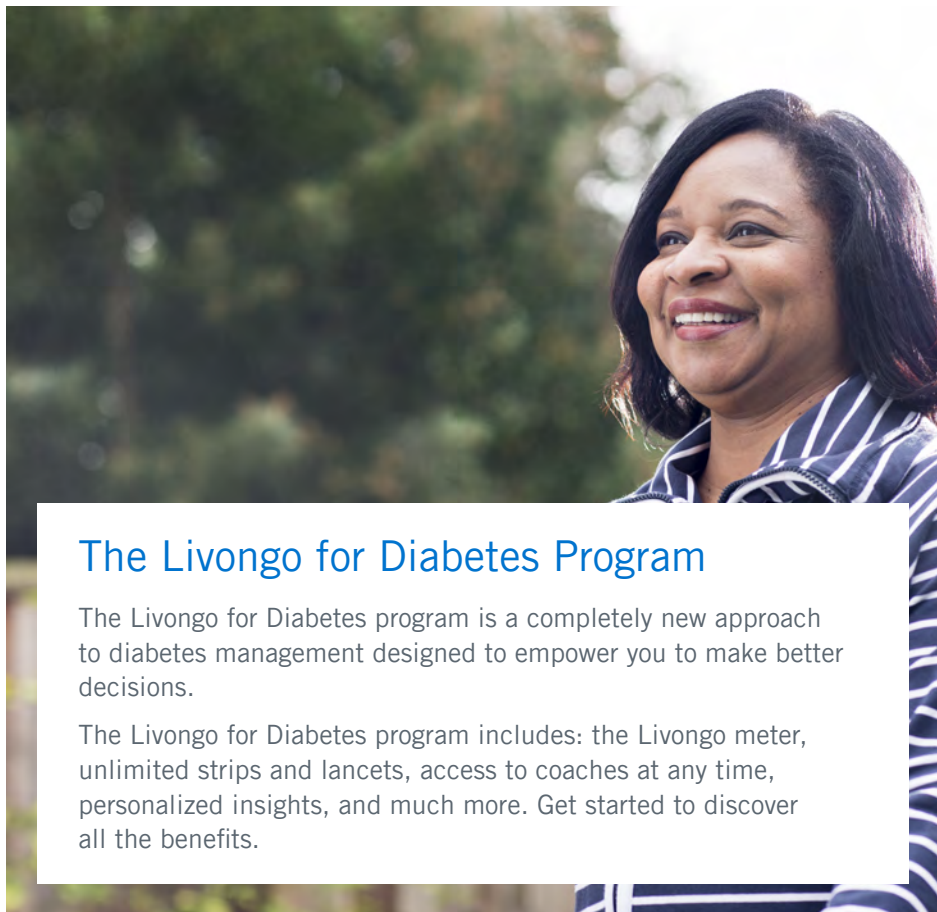


Welcome

Welcome to the Livongo for Diabetes program. This guide will help you get started in less than 5 minutes. If you have any questions, please call Member Support at **(800) 945-4355** or email us at **membersupport@livongo.com**. We're available 24 hours a day, seven days a week.

Contents

The Livongo for Diabetes Program	3
Getting started	4
First blood glucose check	5
Access your data at any time	7
Coaching for any question	8
Support when you need it most	9
Keep your loved ones in the loop	10
Share your Summary Report	11
Unlimited supplies	13
Charging the Livongo meter	14
Power on / Power off / Sleep mode	14
Using the Livongo lancing device	15
Customize your settings in the Livongo meter	19
Troubleshooting error messages	20
Appendix	24



The Livongo for Diabetes Program

The Livongo for Diabetes program is a completely new approach to diabetes management designed to empower you to make better decisions.

The Livongo for Diabetes program includes: the Livongo meter, unlimited strips and lancets, access to coaches at any time, personalized insights, and much more. Get started to discover all the benefits.

Getting started

The Livongo meter comes ready to use right out of the box and is already charged. First, configure your Livongo meter to best fit your needs.

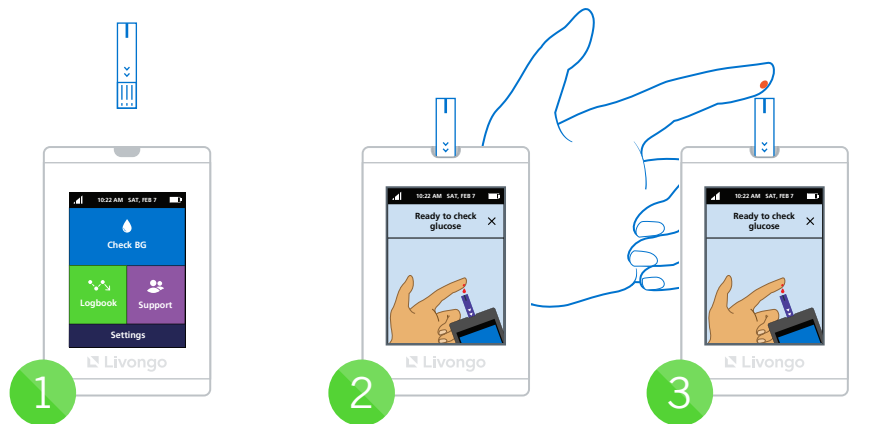
Steps to configure your meter:

- Turn on your meter by pressing the power button for 3 seconds
- Select language preference (English or Spanish)
- Select whether you use insulin

Now your Livongo meter is ready for your first blood glucose check.

Note: When connected, your meter's date and time will be automatically updated after you do your first check.

First blood glucose check



Power up your meter, place it on a flat surface, and follow the steps to do your first blood glucose check

Wait for meter to display "Ready to Check Glucose"

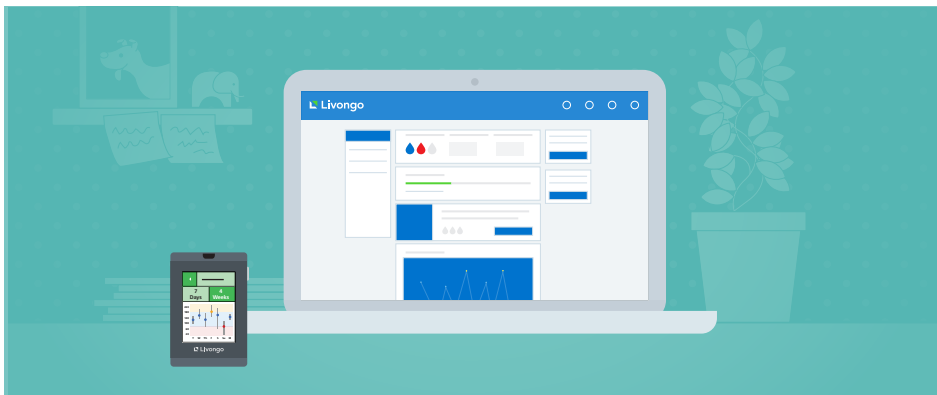
Apply a drop of blood into strip chamber



Select a meal tag.
If you take insulin, you'll have the option to log insulin and carbs

Select a tag that describes how you're feeling

Click "Submit" to securely upload your blood glucose reading and tags (meals and feelings) to your private account



Access your data at any time

You can access your data on the Livongo meter by tapping the **“Logbook”** icon on the Home Screen. You can view your **“Summary”**, which is a summary of your statistics. **“My Logs”** is a full log of all of your blood glucose readings.

You can also access your blood glucose readings in your private account at any time.

 **To access your data online, you can log into my.livongo.com or download the app at www.livongo.com/app.** Once you’ve used the Livongo meter for some time, the insights and graphs can help you better manage your diabetes effectively.

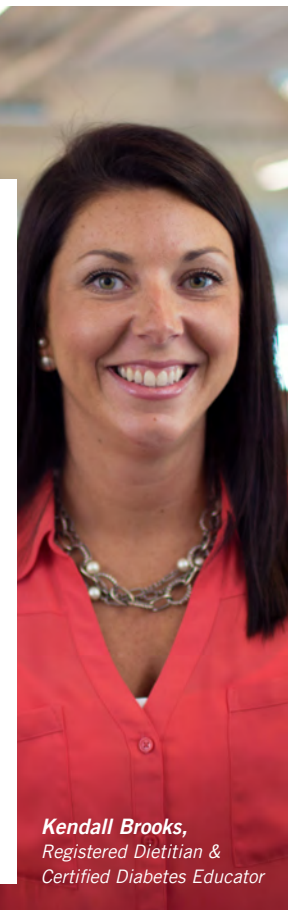
Coaching for any question

All Livongo coaches are Certified Diabetes Educators who can answer any diabetes questions, from nutrition to lifestyle changes. Your coach will get to know you and provide you with the one-on-one support you need.

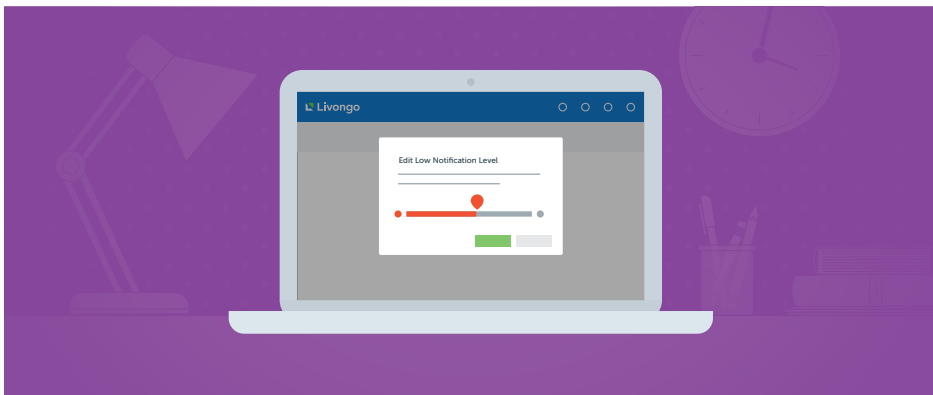
There are two ways to reach out to a Coach:

- From the Livongo meter, click **“Support”** and then **“Contact Coach”**.
- From my.livongo.com, click **“Support”** and then **“Coaching”** from the menu at the top. You can then request a coaching session on that page.

Once you speak with a coach, you’ll be able to continue the conversation by phone, email or text message.



Kendall Brooks,
Registered Dietitian &
Certified Diabetes Educator



Support when you need it most

If your blood glucose reading is high or low, our coaches will contact you within 5 minutes to help you manage your blood glucose back into target range.

By default, the blood glucose thresholds are set to 50 mg/dL and 400 mg/dL. You can customize these thresholds or, if you prefer, opt out of this benefit.

 **To customize this benefit, go to my.livongo.com, click “Support” in the menu bar and select “Coaching”.**



Keep your loved ones in the loop

You can choose to notify your loved ones automatically by email or text message when you get low or high blood glucose readings.

 **To enable and customize this feature, log in to my.livongo.com, click “Support” in the menu bar and select “Friends and Family”.**

Share your Summary Report

Livongo's Summary Report has been specifically designed for you to easily share your data with your Doctor every few months.

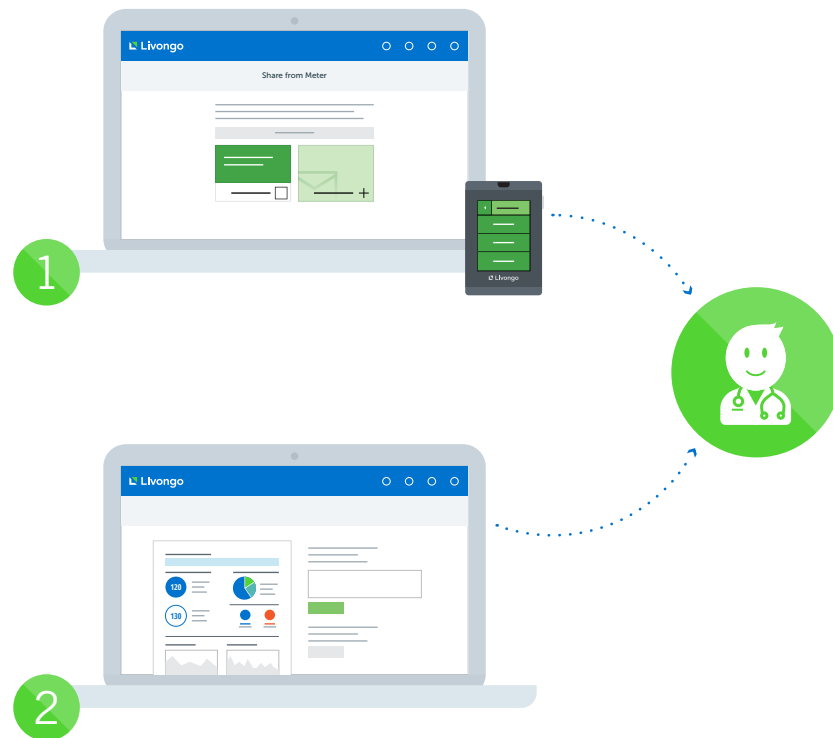
It provides a summary of your readings, along with charts and trends, so that you can spend more time on meaningful conversations with your doctor.

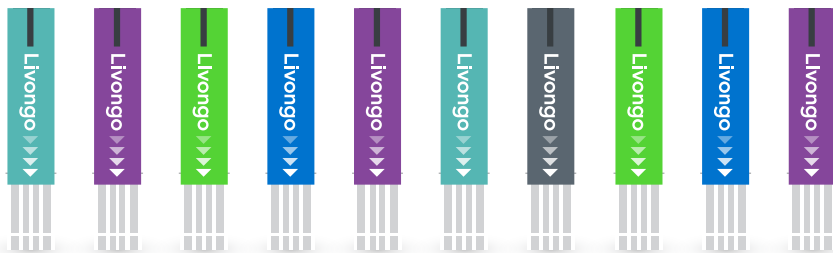
There are two ways you can share the Summary Report:

1. From your meter: From your Livongo meter home page, go to **"Logbook"** and then click on **"Share My Report"**.

To enable this feature, please add your doctor's email address to your account beforehand. To do this, go to my.livongo.com, click **"Logbook"** at the top of the screen and select **"Share From Meter"**.

2. On the web: Go to my.livongo.com, click **"Logbook"** and select **"Summary Report"**. You'll be able to download your report as a PDF.





Unlimited supplies

Your membership includes unlimited strips and lancets. There are no hidden costs or co-pays. You'll automatically receive a notification on your meter when we think you might need more strips.

If you don't see a notification on your meter, there are three ways you can reorder more strips:

- 1. From your meter:** From your Livongo meter home page, go to **"Support"** and then click on **"Reorder strips"**. Follow the instructions to confirm your address.
- 2. On the web:** Go to my.livongo.com and tap on Reorder Strips from the main dashboard
- 3. On the phone:** Call Member Support at **(800) 945-4355**.

Charging the Livongo meter

Your Livongo meter is powered by a rechargeable battery. You'll receive a notification on the meter when your battery level is low. To charge it, plug the charger cord into the port on the left side of the meter. The meter will show the progress on the screen. Please note that you won't be able to perform a blood glucose check while it's charging.

 ***Please wait for 30 minutes after charging to check your blood glucose.***

Power on / Power off / Sleep mode / Storage

To save battery, your Livongo meter will go to Sleep Mode after being inactive for 1 minute.

To wake up the meter, you can simply press the power button or insert a test strip.

To power off the Livongo meter, hold the power button for 3 seconds and the screen will indicate that it's powering down. To turn the meter back on, hold the power button again for 3 seconds. The Livongo meter is best stored in the Livongo case included in the Welcome Kit. The case is designed to protect the device and help you carry everything you need to check your blood glucose. You can even check without removing the meter from the case.

Using the Livongo lancing device

The Livongo lancing device is simple to use. Please use the following instructions:

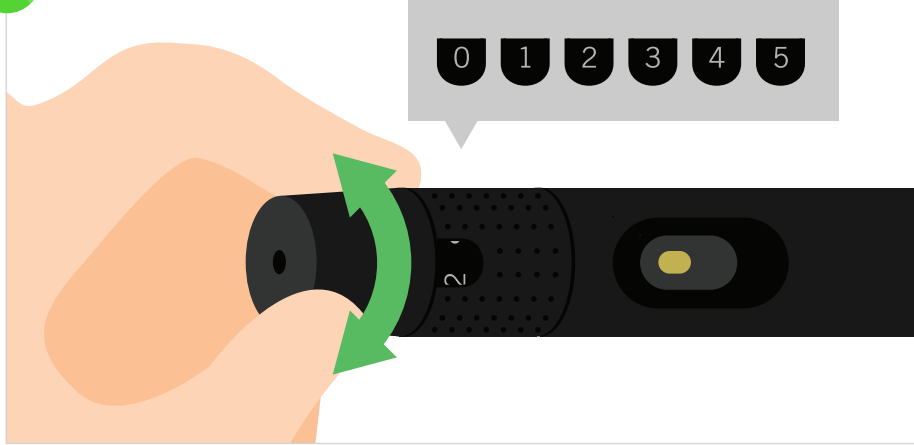
- 1. Remove the lancing device cap:** Remove the cap by turning it counterclockwise and then pulling it straight off the lancing device.
- 2. Insert a lancet:** Align the lancet, so that it fits into the lancet holder. Push the lancet into the device until it snaps into place. Twist the protective cover until it separates from the lancet.
- 3. Replace the lancing device cap:** Place the cap on the lancing device and turn clockwise to secure the cap. Avoid contact with the exposed lancet.

Useful Tips:

- Gently massage from the base of the finger to the tip of the finger to obtain the required blood volume.
- Rotating fingers helps avoid callous build up, which will make drawing blood easier.
- Prior to checking, wash your hands and dry thoroughly. Use warm water to increase blood flow in your fingers.



4



5



Using the Livongo lancing device (cont.)

4. Adjust the depth setting: The lancing device has six puncture depth settings, numbered 0 through 5. Smaller numbers are for a shallower puncture. Turn the depth wheel to choose the setting.

Tip: A shallower puncture may reduce discomfort. It is recommended that you start with a shallower setting and increase the depth until you get an adequate drop of blood. Greater pressure of the lancing device against your finger will also increase the puncture depth.

5. Cock the lancing device: Slide the cocking barrel back until it clicks. If it does not click, it may already have been cocked when you inserted the lancet.

6. Puncture your finger: Hold the lancing device firmly against the side of your finger. Press the release button to prick your finger. Remove the lancing device from your finger.

! *Reference the provided Instructions for Use for additional information.*

Customize your settings in the Livongo meter

You can personalize your Livongo meter to best suit your needs.

By tapping **“Settings”** on the Livongo meter home screen, you’ll be able to configure:

- **Insulin:** you can select whether you take insulin. Selecting **“On”** will allow you to log your insulin intake after your blood glucose checks
- **Language:** you can choose from English and Spanish
- **Sounds:** you can turn sounds on and off
- **Airplane Mode:** you can turn off communications on the meter by turning your **“Airplane Mode”** on.
- **Reminders:** you can set up to 3 alarm clock reminders to prompt you to take important actions, such as taking medications or checking your glucose.

Troubleshooting error messages

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Blood Applied Too Quickly	Blood was applied too quickly after the strip was inserted and before the meter was ready. After inserting the strip, please wait until you see the message "Ready to Check Glucose" to apply blood.
Contaminated or Used Strip	The strip that you are using is either contaminated or has been used. Please use a new strip and try again.
Insufficient Blood Sample	Sometimes the blood sample might be too small to be measured with accuracy. Please remove the strip and try again using a new strip.
Glucose Strip Coding Error	Please insert a new test strip from the same vial and try again. If the error persists, contact Member Support.
Temperature too High	The outside temperature is above 113°F, which is too high to give an accurate reading.
Temperature too Low	The outside temperature is below 41°F, which is too low to give an accurate reading.

Troubleshooting error messages (cont.)

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Test Strip Removed	If the strip is removed before a reading can be obtained, you'll receive this error message. Please fully remove the strip and try again with a new strip.
Hematocrit Error	Your hematocrit level is below 20% or above 70% The Livongo meter operates in the hematocrit range of 20% to 70%. Very high (above 70%) and very low (below 20%) hematocrit levels can cause false results. Talk to your doctor to learn more about your hematocrit level.
Glucose High: > 600 mg/dL	The Livongo meter can measure blood glucose accurately from 20 mg/dL to 600 mg/dL. If your blood glucose is higher than 600 mg/dL, the screen will display this message. Please call your Doctor if you receive this message.
Glucose Low: < 20 mg/dL	Livongo meter can measure blood glucose accurately from 20mg/dL to 600 mg/dL. If the blood glucose is lower than 20 mg/dL the screen will display this message. Please call your Doctor if you receive this message.

Troubleshooting error messages (cont.)

In the event of an error while checking your blood glucose, an error message will appear on your meter screen.

Internal Calibration Error	Please turn off the meter for 30 seconds and turn it back on. If the error persists, contact Member Support.
Internal Meter Error	Please turn off the meter for 30 seconds and turn it back on. If the error persists, contact Member Support.
Meter CRC Error	Repeat the BG check with the same test strip. If the error persists, contact Member Support.
Communication Error	If you are not in cellular range, your blood glucose results will not be transmitted. The results will be stored in the meter's memory and transmitted the next time you check your blood glucose or retrieve messages in your message inbox.

If you have any questions about your Livongo meter, please contact Member Support at **(800) 945-4355** or email us at **membersupport@livongo.com**. We are available 24 hours a day, seven days a week.

We're here to help

Do you have any questions? Contact us at **(800) 945-4355**, or via email at **membersupport@livongo.com**. We want to help you get the most out of the Livongo for Diabetes program.

You can always find our phone number here in this guide, on the back of your meter, or by visiting my.livongo.com and clicking “**Help**” then “**Member Support**”.

Appendix

Specifications and Limitations

Specifications

- Test measured: Blood glucose
- Glucose methodology: Glucose oxidase biosensor
- Glucose test results: mg/dL (Plasma values)
- Measuring range: 20-600 mg/dL
- Acceptable hematocrit range: 20% to 70%
- Length of test: 5 seconds
- Test strip volume: 0.8 µL

Operating Ranges

- Temperature: 41°F to 113°F (5°C to 45°C)
- Humidity: 10% to 90% relative humidity
- Altitude: up to 8,516 ft (2,595 m)
- Weight: 2.65 oz (75 g)
- Size 3.6x2.3x0.9 in (96 x57 x 17.7 mm)
- Meter data storage: 1000 results

Electrical & Power Ratings

- Electrical specifications: 3.85V Li-Polymer Battery 1200mAh
- Maximum current (Battery): 650mA peak
- Maximum power (Battery): 3.0W peak
- Maximum current (USB input, charging): 1A continuous
- USB charging input: 5V 1A

Environmental

- The storage temperature range for the meter: -13°F to 115°F (-25°C to 45°C).
- The storage temperature range for the test strips: 41°F to 86°F (5°C to 30°C).
- The meter operational temperature range: 41°F to 113°F (5°C to 45°C).
- The relative humidity range: 10% to 90% non-condensing.

FCC Statement

This device, model BG300, complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by Livongo Health, Inc. could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult Livongo Health or an experienced radio/TV technician for help.

Radiofrequency radiation exposure Information:

The device uses cellular radio frequency technology to accomplish required communications with Livongo's server. The device communicates with Livongo's server only in three circumstances: when used to check blood glucose (which typically happens up to 8 times per day); before the device goes to sleep (which follows every blood glucose check); when used to share a summary report (which typically happens every 1-3 months).

The average human exposure to such radio frequency radiation remains far below the regulatory limits set by the US Federal Communications Commission (FCC) provided that the device is used at positions as instructed in this manual during communication with Livongo's server.

California Proposition 65 Warning

THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

Warranty

Your Livongo connected meter is guaranteed to be free of material and workmanship defects for one (1) year from the date of receipt (except as noted below). If at any time during the first year after purchase, your meter does not work for any reason (other than as described below), it will be replaced with a new meter free of charge.

Limitations On Warranty

This warranty is subject to the following exceptions and limitations:

- This warranty is applicable only to the original purchaser.
- This warranty does not apply to units that malfunction or are damaged due to obvious abuse, misuse, alteration, neglect, unauthorized maintenance or failure to operate meter in accordance with instructions.
- We have no knowledge of the performance of the Livongo meter when used with test strips other than Livongo Strips. Therefore, we make no warranty as to the performance of the Livongo meter when used with any test strips other than Livongo Test Strips.
- There is no other express warranty for this product. The option of replacement, described above, is the warrantor only obligation under this warranty.

For Warranty Service

Please contact Member Support at (800) 945-4355.

Privacy Policy

As the manufacturer of Livongo meter, we are committed to securing your personal information responsibly and in compliance with the law. We pledge that we will not share or sell your personal information with marketers or third parties. The information you voluntarily share with us will only be used to help us provide you a better service in the future.

Welcome Kit Components



Your welcome kit comes with below components in the Livongo Blood Glucose Monitoring System:

- Livongo Connected Meter (1)
- Livongo Lancing Device (1)
- Livongo Lancets (100)
- Livongo Blood Glucose Test Strips (150)
- Livongo Blood Glucose Control Solution (2)
- Livongo User Guide (1)
- AC Adapter (wall charger) and USB Charger (1)
- Instructions for Use (1)
- Carrying Case (1)
- Owner's Manual (at my.livongo.com)