FORA®
ForaCare Suisse AG

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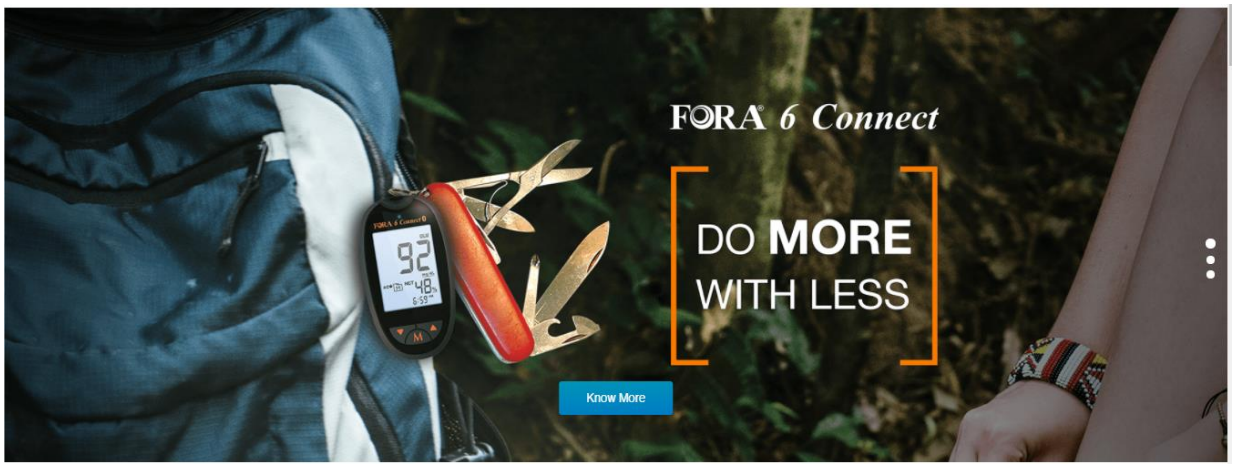
Blood Glucose and Multi-Functional Monitoring System FAQs



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Troubleshooting

Q1. Troubleshoot abnormal results and error messages

Situation	Root Cause	Solution
A significant fluctuation between measurements.	(1) Using old or expired test strips. (2) The blood samples were obtained from different sites each time. (3) Waited too long to insert the test strip. (4) The blood samples are contaminated. (e.g., the pricked site is not clean)	(1) The strips could be expired or malfunctioned due to improper storage. Please use new strips within the expiry date. (2) Please obtain blood samples from the same site. (3) Please insert the test strip as soon as you collect a blood sample. (4) Make sure your hands are clean before testing.
Higher results than usual	(1) Excess plasma in the blood sample from excessively squeezing the fingertip. (2) The test strip has expired or was affected by temperature and humidity. (3) Patient's health conditions: a. Medications. b. Time and dosage of insulin administered. c. HCT level. d. Interference factors in the diet, such as vitamin C (ascorbic acid), glutathione (antioxidant), and uric acid (for GDH strips). e. Patient Hydration level.	(1) Conduct the test again. Do not excessively squeeze the pricked site. We recommend wiping off the first drop of blood to avoid the effusion of tissue fluid. (2) Please open a vial within the expiry date and do the test again. (3) Please check with your doctor to make sure your status is suitable for measuring blood glucose without interference.
Error: E-U/ Err 24	(1) Inserted a used test strip. (2) The blood sample was inserted before the blood drop symbol.	Repeat the test with a new test strip. Wait for the "blood drop" symbol to blink, then apply a proper amount of blood.
Error: E-b/ Err 36	The battery is too low.	Replace or charge the batteries.
Error: E-F	The strip was removed too soon after applying the blood.	Repeat the test with a new test strip and wait for the result.
The BGM keeps beeping until it is out of the battery.	The Electronic component is defective in PCBA.	Please contact FORA customer service for repair or replacement.

Power

Q2. How long will my battery last?

Depending on which FORA device you own, the BGMs provide a battery life of 600 to 1000 measurements. The battery's lifespan can vary considerably by how it is used, maintained, and charged. Temperature and testing frequency are also important factors.

Q3. Would low battery cause inaccurate test results?

FORA meters provide accurate test results even on low batteries.

Q4. Would replace the battery cause memory loss?

No, replacing the battery does not affect the test results stored in the memory.

Q5. Why does my meter display a battery symbol?

It means battery power is extremely low when the "&**E-b**" symbol appears on the screen. You need to charge or replace the battery immediately.

The detailed explanations about the battery capacity areas the following stages:

1. Low battery symbol: 30%.
2. E-b on display (turn off automatically): 20%.
3. No reaction when turning on: 10%.
4. Dead battery: ＜10%
5.

General Blood Glucose Questions

Q6. Which test strips go with my FORA BGM?

1. FORA 6 Series

FORA 6 Plus
(GD81)

FORA 6 Connect
(GD82)

FORA 6 GTel
(GD84)

FORA 6
BG Strip
(ACS045)

FORA 6
BG/HCT/HB
(3 in 1) Strip
(ACS051)

FORA 6
β- Ketone Strip
(ACS053)

FORA 6
Uric Acid Strip
(ACS057)

FORA 6
Total Cholesterol
Strip
(ACS055)

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2. FORA Diamond Series

FORA Diamond PRIMA
(DM10)

FORA Diamond VOICE
(DM20)

FORA Diamond BG Strip
(ACS044)

FORA Diamond MINI
(DM30ab)

FORA Diamond GD50
(GD50ab)

3. FORA ADVANCED pro Series

FORA ADVANCED pro
(GD40g/h)

FORA ADVANCED pro
BG Strip
(ACS047)

FORA ADVANCED pro
β- Ketone Strip
(ACS052)

4. FORA COMFORT Series:

FORA COMFORT basic
(G20)

FORA COMFORT basic BG Strip
(ACS041)

FORA COMFORT plus
(G30a)

FORA COMFORT plus mini
(G71a)

FORA COMFORT BG Strip
(ACS042)

FORA COMFORT check
(G40)

FORA COMFORT check BG Strip
(ACS043)

Q7. What do I need to know before using FORA's BGMs?

1. The β-Ketone, total cholesterol, and uric acid test strips shall **NOT** be used on newborns.
2. Use the devices **ONLY** for the intended use described in the manual.
3. For single use only.
4. Do **NOT** use expired test strips; the results might be inaccurate. The expiration date is printed on every vial (or foil).
5. Do **NOT** use accessories that are not specified by the manufacturer.
6. Do **NOT** use the device if it is not working properly or is damaged.
7. The device does **NOT** serve as a cure for any symptoms or diseases. The data measured is for reference only. Always consult your doctor to have the results interpreted.
8. Before using the device to test blood glucose, BG/HCT/Hb,β-Ketone, total cholesterol, and uric acid, read all instructions thoroughly and practice the test.
9. Keep the device and testing supplies away from young children. Small items such as the battery cover, batteries, test strips, lancets, and vial caps are choking hazards.
10. Using the device while synthetic materials are present (synthetic clothing, carpets, etc.) may cause damaging static discharges that cause erroneous results.
11. Do **NOT** use this instrument near sources of strong electromagnetic radiation, as these may interfere with the correct operation.
12. Proper maintenance and storage are essential in ensuring the longevity of your device. If you are concerned about the accuracy of the measurement, please contact the place of purchase or customer service representative for assistance.

Q8. Why do I need to code my meter before use, and how?

FORA devices do not need coding except for special strips: β-Ketone, Urine Acid, and Total Cholesterol test strips.

You would need to code the meter every time you begin to use a new vial of β-ketone, Total cholesterol, and Uric acid test strips by setting the meter with the correct code. Be careful that test results may be inaccurate if the code number displayed on the monitor does not match the number printed on the strip label or strip foil pack.

Procedure:

(1) Insert the code strip into the test slot of the device. Wait for the device to display the code number.

(2) Make sure the numbers on the display, code strip, and test strip vial or foil pack are the same. The code strip should be within the expiry date; otherwise, an error message may appear.

(3) Remove the code strip. The display shows “OFF”, telling that the meter has finished coding and is ready for β-ketone/ Total cholesterol/ Uric acid testing.

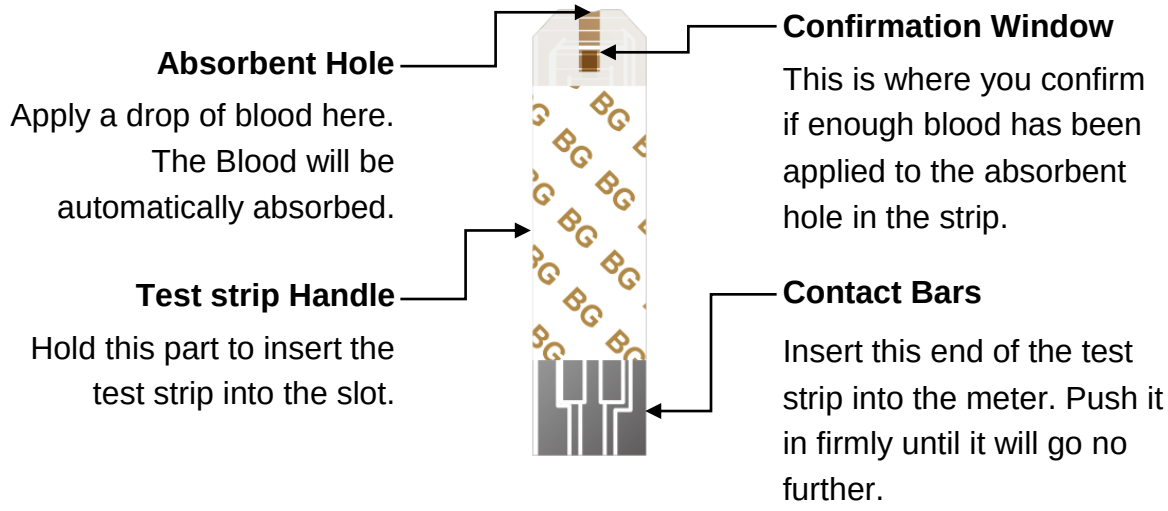
Q9. What situations may cause incorrect measurements?

1. Using other substances to perform a test can lead to incorrect results. Please use only fresh whole blood samples.
2. Results may be inaccurate when you have abnormally low blood pressure or are in shock.
3. Severe dehydration and excessive water loss may cause lower glucose values. If you believe you are suffering from severe dehydration, consult a healthcare professional immediately.
4. Readings lower than actual values may occur for individuals experiencing a hyperglycaemic-hyperosmolar state, with or without ketosis. Please consult the healthcare professional before use.
5. In uric acid measurement, a high concentration of acetaminophen, bilirubin, hemoglobin, methyldopa, and ascorbic acid may affect the test results.
6. The user is suggested to perform a uric acid test in the morning after fasting for 12 hours.
7. In total cholesterol measurements, there is no significant interference in the presence of methyl DOPA, acetaminophen, uric acid, dopamine, gentistic acid, ascorbic acid, ibuprofen, salicylate (when at physiological or therapeutical levels). Glucose levels up to 476 mg/dL (13.89 mmol/L) also do not affect the results significantly.
8. Use ONLY heparin for anticoagulation of whole blood samples. Please do NOT use EDTA for anticoagulation.

Q10. How do I know if sufficient blood has been applied to the test strip?

If insufficient blood is applied, an error beep occurs, and an error code appears on the screen (please refer to the Owner's Manual and check error messages.) Please review the instructions and repeat the test with a new test strip.

To ensure enough blood has been applied, the front side of the test strip should face up when inserting the test strip. Test results might be wrong if the contact bar is not fully inserted into the test slot.



Q11. What does the clinical validation on FORA's BGMs mean?

The clinical validation is a testament to the accuracy of FORA's blood glucose monitors. The glucose testing value should comply with the international standard:

EN ISO 15197:2015

Analytical performance evaluation 95% of the measurement to fall:

- ±15mg/dL (0.83mmol/L) when glucose concentrations＜100mg/dL (＜5.55mmol/L)
- ±15% when glucose concentrations≧100mg/dL (≧5.55mmol/L)

Q12. Why do I get different results in successive measurements using the same meter?

The variance between readings is acceptable within certain criteria, as established by the international standard ISO 15197:2015 referred to in Q11. Result variance exceeding the acceptable range may be affected by the below factors:

(1) Test strip problems:

A. Test strip expired

B. Test strip contaminated or damaged

C. Not enough blood was applied to the test strip

(2) Meter problems:

A. The meter is damaged.

B. Wrong code between test strip and meter

C. Unknown electronic elements defect

(3) The blood sampling surface is not clean, make sure to wash your hands before doing a test.

(4) Improper blood obtaining:

A. Excessively squeezing your finger can cause too much tissue fluid in the blood samples and get the wrong measuring value.

B. If you are using a site other than your fingertip and you think the reading is wrong, test again using blood from a fingertip. Blood samples from alternate sites are not as accurate as fingertip samples when your blood sugar level is rising or falling quickly.

(5) Extreme temperatures or humidity:

A. Keep your glucose meter and test strips at proper operating temperature and humidity based on the Owner's manual in each meter and strip.

(6) The number of red blood cells in your blood:

A. If you are dehydrated or your red blood cell count is low (anemia), your test results may be less accurate. Please refer to the Owner's manual and consult a doctor to check the suitable hematocrit range for testing.

Q13. What are the precautions for lancing devices?

1. Never share a lancet or a lancing device.
2. Always use a new, sterile lancet. Lancets are for single use only.
3. Avoid getting hand lotion, oils, dirt, or debris in or on the lancets and the lancing device.
4. The used lancet may potentially be biohazardous. Discard it according to your local regulations.

Q14. What is Alternative Site Testing (AST)?

Alternative site testing (AST) uses body areas other than the fingertips to measure blood glucose levels. The FORA test strips allow AST to be performed. Please consult your healthcare professional before performing AST.

Q15. Which testing sites can be used with FORA's BGMs?

1. Home use

(1) Fingertips (capillary), palm, forearm, and upper arm blood are the alternative testing sites in FORA's glucose and BG/HCT/HB (3 in 1) test strips.

(2) Fingertips (capillary) blood is the only testing site in β-Ketone, urine acid, and total cholesterol test strips.

2. Professional use

(1) Arterial blood can only be used on FORA 6 blood glucose test strips and FORA 6 BG/HCT/HB (3 in 1) test strips.

(2) Venous and capillary blood can be used on all FORA blood glucose, BG/HCT/HB (3 in 1), and β-Ketone test strips.

Q16. When do I use AST?

We strongly recommend that you use AST **ONLY** at the following times:

- During a pre-meal or fasting state (more than 2 hours since the last meal).
- Two hours or more after taking insulin.
- Two hours or more after exercise.

Do **NOT** use AST if:

- You think your blood glucose is low.
- You may not notice if you are hypoglycemic.
- Your AST results are inconsistent with the way you feel.
- You are testing for hyperglycemia.
- Your routine glucose results often fluctuate.

Q17. What is a ketone warning?

When your blood glucose result is higher than 240 mg/dL (13.3 mmol/L), the meter displays the blood glucose reading as well as a Ketone warning (flashing KETONE and"⚠"). The ketone warning is to notify you that you may be at risk of elevated Ketone levels, and a Ketone test is recommended.

Q18. Can hematocrit levels affect the result?

Hematocrit levels can affect results whether the sample is obtained from a forearm or a finger stick. You should refer to the specification of each BGM's Hematocrit tolerance range. For example, suppose the meter's hematocrit tolerance range is 30% to 55%. In that case, hematocrit levels less than 30% may cause falsely high readings, and hematocrit levels greater than 55% may cause falsely low readings. If the patient does not know their hematocrit level, they should consult their health care professional.

Caring for Your Devices

Q19. When should I clean and disinfect my FORA BGM?

Clean your meter once a week or when blood gets on the meter. You should also clean the meter before letting anyone else handle it.

Q20. How do I clean my FORA BGM?

To clean the exterior and the areas around the slots and openings of the device, wipe with a cloth moistened with tap water or a mild cleaning agent, then dry the device with a soft dry cloth.

Note:

Do **NOT** rinse with water.

Do **NOT** use organic solvents to clean the device.

Q21. How do I clean my lancing device?

1. Use mild soap and water to clean the lancing device.
2. **DO NOT** rinse the device with water.
3. Disinfect the cap by placing it in 70% alcohol for 10 minutes, and air dry it.
4. **Do NOT** place the device in a dishwasher or use detergents.

Q22. How do I dispose of my FORA BGM?

A used meter should be treated as contaminated and may cause infection during measurements. The batteries in a used meter should be removed, and the meter should be disposed of following local regulations. Please refer to the local regulations to discard the used blood glucose meter before removing batteries.

Test Strips

Q23. What do FORA test strips offer?

Blood Glucose Test Strips

FORA 6
(ACS045)

- **Applicable Meters:** FORA 6 Plus/ Connect/ GTel
- **Enzyme Type:** GDH-FAD
- **Sample Size:** 0.5 uL
- **Reaction Time:** 5 Seconds
- **Hematocrit Range:** 0 ~ 70%
- **Measuring Range:** 10 ~ 600 mg/dL (0.55 ~ 33.3 mmol/L)
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary, Venous, Arterial
- **Intended Use:** General Patient; Dialysis; Gestational; Neonatal
- **Code Type:** No code card

FORA Diamond
(ACS044)

- **Applicable Meters:** FORA Diamond PRIMA/ VOICE/ MINI/ GD50
- **Enzyme Type:** GDH-FAD
- **Sample Size:** 0.5 uL
- **Reaction Time:** 5 Seconds
- **Hematocrit Range:** 20 ~ 60%
- **Measuring Range:** 20 ~ 600 mg/dL (1.1 ~ 33.3 mmol/L)
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary, Venous
- **Intended Use:** General Patient; Dialysis; Gestational
- **Code Type:** No code card

FORA ADVANCED pro
(ACS047)

- **Applicable Meters:** FORA ADVANCED pro
- **Enzyme Type:** GDH-FAD
- **Sample Size:** 0.8 uL
- **Reaction Time:** 5 Seconds
- **Hematocrit Range:** 0 ~ 70%
- **Measuring Range:** 10 ~ 600 mg/dL (0.55 ~ 33.3 mmol/L)
- **Alternative Site Testing:** No AST
- **Applicable Sample:** Capillary, Venous
- **Intended Use:** General Patient; Dialysis; Gestational; Neonatal
- **Code Type:** No code card

FORA COMFORT
(ACS042)

- **Applicable Meters:** FORA COMFORT plus/ plus mini
- **Enzyme Type:** GOD
- **Sample Size:** 0.5 uL
- **Reaction Time:** 5 Seconds
- **Hematocrit Range:** 20 ~ 60%
- **Measuring Range:** 20 ~ 600 mg/dL (1.1 ~ 33.3 mmol/L)
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary
- **Intended Use:** General Patient
- **Code Type:** No code card

FORA COMFORT basic
(ACS041)

- **Applicable Meters:** FORA COMFORT basic
- **Enzyme Type:** GOD
- **Sample Size:** 0.7 uL
- **Reaction Time:** 7 Seconds
- **Hematocrit Range:** 20 ~ 60%
- **Measuring Range:** 20 ~ 600 mg/dL (1.1 ~ 33.3 mmol/L)
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary
- **Intended Use:** General Patient
- **Code Type:** No code card

FORA COMFORT check
(ACS043)

- **Applicable Meters:** FORA COMFORT check
- **Enzyme Type:** GDH-FAD
- **Sample Size:** 0.7 uL
- **Reaction Time:** 7 Seconds
- **Hematocrit Range:** 35 ~ 60%
- **Measuring Range:** 20 ~ 600 mg/dL (1.1 ~ 33.3 mmol/L)
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary, Venous
- **Intended Use:** General Patient
- **Code Type:** No code card

3 in 1 (BG/HCT/HB) Test Strip

FORA 6
(ACS051)

- **Applicable Meters:** FORA 6 Plus/ Connect/ GTel
- **Enzyme Type:** GDH-FAD
- **Sample Size:** 0.5 uL
- **Reaction Time:** 5 Seconds
- **Hematocrit Range:** 0 ~ 70%
- **Measuring Range:**
  BG: 10 ~ 600 mg/dL(0.55 ~ 33.3 mmol/L)
  HCT: 0 ~ 70%
  Hb: 0~23.8 g/dL
- **Alternative Site Testing:** Yes AST
- **Applicable Sample:** Capillary; Venous; Arterial
- **Intended Use:** General Patient; Dialysis; Gestational; Neonatal
- **Code Type:** No code card

β-Ketone (KB) Test Strip

FORA 6
(ACS053)

- **Applicable Meters:** FORA 6 Plus/ Connect/ GTel
- **Enzyme Type:** β- Hydroxybutyrate
- **Sample Size:** 0.8 uL
- **Reaction Time:** 10 Seconds
- **Hematocrit Range:** 10 ~ 70%
- **Measuring Range:** 0.1~8.0mmol/L
- **Alternative Site Testing:** No AST
- **Applicable Sample:** Capillary; Venous
- **Intended Use:** General Patient
- **Code Type:** Need code card

FORA ADVANCED pro
(ACS053)

- **Applicable Meters:** FORA ADVANCED pro
- **Enzyme Type:** β- Hydroxybutyrate
- **Sample Size:** 1.0 uL
- **Reaction Time:** 10 Seconds
- **Hematocrit Range:** 10 ~ 70%
- **Measuring Range: 0.1~8.0 mmol/L**
- **Alternative Site Testing:** No AST
- **Applicable Sample:** Capillary; Venous
- **Intended Use:** General Patient
- **Code Type:** Need code card

Uric Acid (UA) Test Strip

FORA 6
(ACS057)

- **Applicable Meters:** FORA 6 Plus/ Connect/ GTel
- **Enzyme Type:** Uric Acid Catalyst
- **Sample Size:** 1.0 uL
- **Reaction Time:** 15 Seconds
- **Hematocrit Range:** 0 ~ 70%
- **Measuring Range:** 3 ~ 20mg/dL (0.179~1.190mmol/L)
- **Alternative Site Testing:** No AST
- **Applicable Sample:** Capillary
- **Intended Use:** General Patient;
- **Code Type:** Need code card

Total Cholesterol (TCH) Test Strip

FORA 6
(ACS055)

- **Applicable Meters:** FORA 6 Plus/ Connect/ GTel
- **Enzyme Type:** Cholesterol esterase/ Cholesterol oxidase
- **Sample Size:** 3.0 uL
- **Reaction Time:** 60 Seconds
- **Hematocrit Range:** 0 ~ 70%
- **Measuring Range:** 100 ~ 400mg/dL (2.6~10.4mmol/L)
- **Alternative Site Testing:** No AST
- **Applicable Sample:** Capillary
- **Intended Use:** General Patient;
- **Code Type:** Need code card

Q24. Can I use the FORA test strips on an airplane?

Yes, you can use it on an airplane.

The most common physical factors for the accuracy of blood glucose strips are altitude (oxygen) and temperature. You can use the FORA's BGM on an airplane because the cabin pressure (oxygen) and temperature are within our tolerance range at any altitude.

However, 3257 m (10742 ft) is the upper altitude limit for FORA's glucose/3 in 1/ β-Ketone testing in mountain climbing based on oxygen issues. In total cholesterol, altitudes up to 2,438 m (8,000 ft) do not affect test results.

FORA's BG strips use the GDH-FAD (glucose dehydrogenase) technology in new test strips. Based on the literature review, the glucose-dehydrogenase-based meters are more accurate at high altitudes (overestimate within 5%) than glucose-oxidase-based meters (overestimate up to 6-15%).

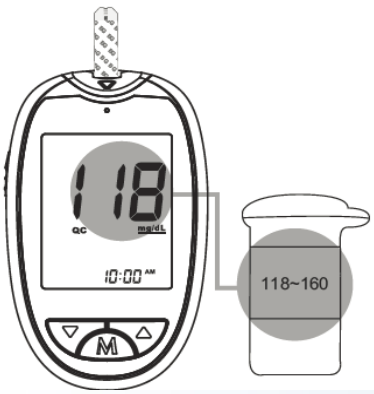
Q25. Can I use FORA test strips if I am on oxygen therapy?

Inaccurate results may occur in GOD strips undergoing oxygen therapy. Increases in oxygen tension lower glucose measured with GOD-based amperometric test strips. We recommend minimizing the effects of different oxygen tensions in blood samples on glucose measurements by using oxygen-independent (GDH-based) test strips for point-of-care glucose testing in critically ill and other patients with high or unpredictable blood pO2 levels.

Control Solution

Q26. How do I do control solution tests?

1. Insert the test strip into the test slot of the device. Wait for the device to display the blood drop.
2. **Auto QC mode in FORA 6 series and GD40g/h:** The meter automatically detects the difference between the control solution and blood samples, marking the result as a control solution test with “QC” displayed.
3. **Manual QC mode for other FORA meters:** Press the MAIN button to mark this test as a control solution test. With “QC” displaying, the device stores your test results in the memory under “QC”. If you press the MAIN button again, the “QC” disappears, and this test is no longer a control solution test.
4. Apply the control solution. Shake the control solution vial thoroughly before use. Squeeze out a drop and wipe it off, then squeeze another drop and place it on the tip of the vial cap. Hold the device to move the absorbent hole of the test strip to touch the drop. Once the confirmation window is filled, the device begins to count down.
5. Read and compare the result. The test result of the control solution appears on display after the countdown finishes. Compare this result with the range printed on the test strip vial or individual foil pack, which should fall within this range. If the test result is out of range, read the instructions again and repeat the control solution test.



Q27. Where can I find the control solution range?

The range of the control solution test is printed on the test strip vial or individual foil pack, and your test should fall within this range. If the test result is out of range, read the instructions again and repeat the control solution test.

Q28. Why didn't my control solution test results fall into the range provided?

Situation	Root Cause	Solution
The reading is higher than the range printed on the strip vial/ foil pack.	Some residue is on the control solution's carrier (cap or tip).	Clean the carrier (cap or tip of control solution) and test again. This time use the second drop of the control solution.
The reading is lower than the range printed on the strip vial/ foil pack.	(1) There are pollutants in the control solution. (2) Insufficient control solution is absorbed.	(1) Replace the control solution and test again. (2) Please test again and remove the strip only after hearing the "BEEP" sound from the meter.
The reading is higher/ lower than the range printed on the strip vial/ foil pack.	(1) It is not in the correct user mode (e.g., not in CTL or QC Mode during the control solution test). (2) You may be using a different control solution. (3) Control solution may have expired.	(1) Choose the correct user mode and test again. (2) Use ForaCare control solution only. (3) Discard after opening 90 days.
A significant fluctuation between measurements.	The temperature of the strips and meter is unstable.	Please test again after placing the strips and meter in the same environment for 30~60 minutes.

Universal Tone

Q29. What is universal tone, and which devices have this function?

Universal Tone is specially designed to assist the visually impaired in measuring blood glucose. When Universal Tone is turned on, the meter guides the user through the blood glucose test and outputs the results through a series of beep tones.

List of FORA devices that have universal tone:

1. FORA 6 series:

FORA 6 Plus (GD81), FORA 6 Connect (GD82), and FORA 6 Smart (GD83).

2. FORA ADVANCED pro series:

FORA ADVANCED pro (GD40g/h).

3. FORA Diamond series:

Diamond PRIMA (DM10), Diamond MINI (DM30a/b), and Diamond GD50 (GD50).

4. FORA COMFORT series:

FORA COMFORT plus (G30a), FORA COMFORT plus mini (G71a),
FORA COMFORT basic (G20), and FORA COMFORT check (G40).

Q30. How do I interpret the universal tone?

In universal tone, the blood glucose results break down into individual digits, and each digit represents the corresponding number of beeps. The result is repeated three times, with two quick beeps in between. For example, 2 quick beeps – results – 2 quick beeps – results – 2 quick beeps – result.

1. For mg/dL meters, the hundreds are always announced, even when the result is below 100.

   Examples:

   (1) 80 mg/dL is announced as 1 long beep (0) – 1 single pause – 8 single beeps (8) – 1 single pause – 1 long beep (0).

   (2) 182 mg/dL is announced as 1 single beep (1) – 1 single pause – 8 single beeps (8) – 1 single pause – 2 single beeps (2).

2. For mmol/L meters, the tens are always announced, even when the result is below 10. The decimal point is represented by 1 quick beep.

   Examples:

   (1) 6.0 mmol/L is announced as 1 long beep (0) – 1 single pause – 6 single beeps (6) – 1 single pause – 1 quick beep (.) – 1 single pause – 1 long beep (0)

Note:

Information or warnings in the form of symbols displayed and the results are not announced acoustically.

Q31. How does universal tone recall results?

Only the most recent result saved can be announced acoustically. If you press MAIN to turn the meter on, you will first hear a Long-Beep, which stands for power on, then the most recent result.

Only the average for the last 7 days is announced acoustically. If the 7-day average cannot be calculated, three horizontal bars are displayed, signaling acoustically with 3 long beeps representing 3 zeroes.

Data Management

Q32. What are the platforms for blood glucose management?

1. Smartphone APP (for Android and iOS):

(1) ***iFORA BG*** (free download)

For iOS platform, please go to:

https://itunes.apple.com/us/app/ifora-diabetes-manager/id528184925?mt=8

For Android platform, please visit:

https://play.google.com/store/apps/details?id=com.foracare.ifora&hl=en

(2) ***iFORA MP*** (free download)

For iOS platform, please go to:

https://itunes.apple.com/us/app/ifora-mp/id834184294

For Android platform, please visit:

https://play.google.com/store/apps/details?id=com.foracare.tdlink.mp

(3) ***iFORA HM*** (free download)

For iOS platform, please go to:

https://itunes.apple.com/us/app/ifora-hm/id1169357723

For Android platform, please visit:
https://play.google.com/store/apps/details?id=com.foracare.tdlink.hm

2. Windows-based software program (free download):

FORA Healthcare System software

http://www.foracare.com/downloads/pclink/FORA_Swiss_HealthCareMgtSys_Cable_V5.01_20190415.zip

FORA Healthcare System Manual

https://foracare-suisse-ag.box.com/s/y67jlec9698gjydvpdpvxdgq0pbi1dq8

3. Website-basedTelehealth System :

(Should ask us for the testing version and purchase the full version)

FORA TeleHealth System Manual

https://foracare-suisse-ag.box.com/s/el02o631cgzw79bdfpmy65fqv5jxpah5

FORA TeleHealth System Marketing Material

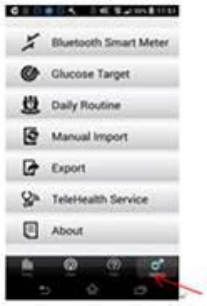
https://foracare-suisse-ag.box.com/s/hg38kqu21fzm0jo5wcvaqo3y7

Q33. What operating systems support FORA Healthcare system software?

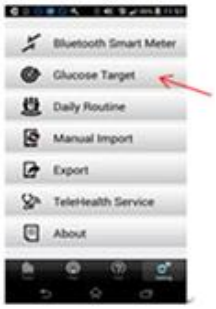
Device	Supported models	Release Date	Supported Operating System
Blood Glucose Monitors	FORA Diamond PRIMA FORA DiamondVOICE FORA Diamond MINI FORA Diamond GD50a FORA COMFORT G30 FORA 6 Plus	2020.12.08	Windows XP Windows 7 64Bit Windows7 32Bit Windows 8 Windows 10 Supported Languages: English, German, French, Italian, Dutch, Greek, Czech, Spanish
2-in-1 Blood Pressure Monitors	FORA D40 FORA D40Pro		
Blood Pressure Monitors	Diamond Cuff BP		

Q34. How do I switch the blood glucose unit in iFORA BG?

1. Select『Setting』



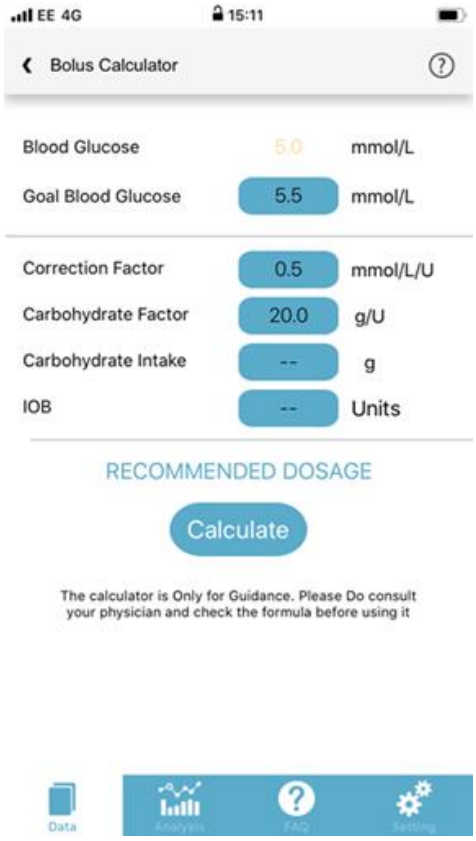
2. Select『 Glucose Target』



3. Press『mmol/L』to switch the unit.

4. And then, your measurement unit switches to mmol/L.

Q35. What does Bolus Calculator do in iFORA HM?



Bolus Calculator:

The Bolus Calculator is the formula to help patients calculate how much insulin should be used to reduce their actual blood glucose to their goal (target) blood glucose.

Blood glucose:

The patient's current blood glucose value before the meal.

Goal (Target) blood glucose:

The patient's ideal glucose value after injecting insulin.

Correction Factor:

The amount of blood glucose can be reduced per unit of "quick/short-acting" insulin.

Carbohydrate factor (also called Carbohydrate/Insulin ratio or C/I ratio):

The number of carbohydrates per unit insulin can handle.

Carbohydrate intake:

The amount of carbohydrate intake (unit: g).

IOB (Insulin on Board):

The calculation tells you how much insulin remains active in your body from previous bolus doses.

Bolus Calculator Formula:

$$\text{Bolus Insulin} = \frac{\text{Carbohydrate intake}}{\text{Insulin to carbohydrate ratio}} + \frac{\text{Current BG - Target BG}}{\text{Correction factor}} \times \text{Physiologic state - Insulin on board}$$

(Meal insulin) (BG intake)

Q36. What is the difference between Bluetooth V3 and V4?

1. Bluetooth V3

   (1) Bluetooth logo: Bluetooth®

   (2) You need to do pairing in the OS setting on smartphones first and then go to the APP (iFORA BG) to do pairing again.

   (3) Please connect to the meter by SPP (Serial Port Profile). The meter must be paired before any connection, and find the instruction in the meter manual for the pairing process. The meter supports SSP (Simple Secure Pairing), so a PIN is not required. If the host does not support SSP, please use 0000 as the PIN code if required.

2. Bluetooth V4 (BLE)

   (1) Bluetooth logo: Bluetooth®

   (2) You can directly pair with your APP (iFORA BG) without additional pairing on OS settings.

   (3) Low Energy (save electricity)

   (4) Please connect to the meter by following GATT service:

   UUID Base: 1212-efde-1523-785feabcd123

   Service UUID: 0x1523

   Characteristic: 0x1524 (write/notify)

Please refer to the following link for further information:

https://foracare-suisse-ag.box.com/s/h54mphhr6r92wnzw5x9hrtbs7xx1qn9r

Q37. How do FORA BGMs transmit data and manage media?

Product Name	Data Connection	Transmission Tool	Data management
FORA 6 Connect (GD82)	Bluetooth	Built-in Bluetooth	iFORA HM TeleHealth System
FORA 6 Plus (GD81)	Cable	Strip port to USB	Healthcare Software TeleHealth System
FORA 6 Gtel (GD84)	GPRS (3G/4G)	SIM Enabled (3G/4G)	TeleHealth System
Diamond PRIMA (DM10)	Cable	Micro-USB	Healthcare Software TeleHealth System
Diamond VOICE (DM20a)			
Diamond MINI (DM30a)			
Diamond GD50 (GD50a)		RS-232 to USB	
Diamond VOICE (DM20b)	Bluetooth	Built-in Bluetooth	iFORA BG Healthcare Software TeleHealth System
Diamond MINI (DM30b)*			
Diamond GD50 (GD50b)			
ADVANCED Pro (GD40g)	Cable	RS-232 to USB	Healthcare Software TeleHealth System
ADVANCED Pro (GD40h)	Bluetooth	Built-in Bluetooth	iFORA HM Healthcare Software TeleHealth System
COMFORT plus (G30a)	Cable	RS-232 to USB	Healthcare Software TeleHealth System
COMFORT plus mini (G71a)	N/A	N/A	N/A
COMFORT basic (G20)	N/A	N/A	N/A
COMFORT check (G40)	N/A	N/A	N/A

* The USB port on the DM30b meter can only be used for battery recharge. It does not have the function of data transmission.