

glooko



Glooko MeterSync Blue for iOS™ and Android™

INSTRUCTION GUIDE

*** Need more detailed instruction?**

Visit: support.glooko.com

! Warning:

Unplug the Glooko MeterSync Blue from your meter after each use. Leaving it plugged in can drain your meter's battery.

It is important that you do not sync your meter with Glooko app(s) while you are still testing for your blood glucose level.

Compatible glucose meters with Glooko MeterSync Blue

Abbott

FreeStyle Freedom Lite.....	5
FreeStyle Lite	5

Acon Laboratories

On Call Express	6
On Call Express II	6
On Call Express Voice.....	6

Arkray

GLUCOCARD 01.....	5
GLUCOCARD Shine XL	5
GLUCOCARD Vital	5
ReliOn Confirm.....	7
ReliOn Premier Classic	7
ReliOn Voice	7
ReliOn Prime	7

Ascencia (Bayer)

Breeze 2.....	4
Contour.....	4
Contour Next EZ	4
Contour XT	4

i-SENS

CareSens N	4
CareSens N POP	4

LifeScan

OneTouch Ultra2	6
OneTouch UltraLink	6
OneTouch UltraMini	6

Roche

Accu-Chek Aviva Expert.....	4
Accu-Chek Aviva Nano	4
Accu-Chek Aviva Plus Black	4
Accu-Chek Aviva Plus Silver.....	4
Accu-Chek Compact Plus	4
Accu-Chek Go	4
Accu-Chek Nano.....	4
Accu-Chek Performa	4
Accu-Chek Performa Nano	4

Trividia (Nipro)

TRUEbalance	6
TRUEread	6
TRUEresult.....	6



Glooko MeterSync Blue



Meter Connector



2.5 mm adapter

1) Download and open the Glooko app

Before you begin:

- Your mobile device's Wi-Fi or cellular connection must be turned ON.
- Check that you are using the latest version of the Glooko app.

2) Pair your Glooko MeterSync Blue with your iOS or Android device (one-time only)

If Bluetooth is not ON on your iOS or Android device, you will be prompted to activate Bluetooth in the Glooko app.

Note: You will not see the Glooko MeterSync Blue listed under devices in the Bluetooth Settings on your iOS or Android device. To check if your Glooko MeterSync Blue is connected, refer to Profile > Devices > MeterSync Blue

Open the Glooko app to pair with your Glooko MeterSync Blue:

- **First-time user:** Press Sync from the Home screen of the Glooko app to initiate the pairing and downloading tutorial.
- **Returning user:** If you have previously used Glooko, but are setting up the Glooko MeterSync Blue for the first time, pair from Profile > Devices > MeterSync Blue in the Glooko app.

Go to Profile > Devices > MeterSync Blue > Setup New Device to initiate the pairing tutorial.

3) Sync your glucose meter

Please visit support.glooko.com for more detailed instructions regarding your meter.

Accu-Chek® meters

You will need: Glooko MeterSync Blue.

1. With your meter OFF, press and hold down the arrow (or M and S) buttons until sync icons symbols appear on the meter's display.

Note: Be sure to press down on the meter buttons at the exact same time. If your meter turns ON instead turn it OFF and try again.

2. Rest the meter on a flat surface.
3. Point the infrared window of the Glooko MeterSync Blue so it faces the infrared window on your meter.
4. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
5. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

Ascensia® (Bayer®) meters

You will need: Glooko MeterSync Blue and the meter connector.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Plug the other end of the meter connector into your Bayer meter.
3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press the power button on your Bayer meter to turn it ON.
5. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

CareSens® meters

You will need: Glooko MeterSync Blue, meter connector, and 2.5 mm adapter.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Attach the 2.5 mm adapter to the other end of the meter connector and plug it into your CareSens meter.

3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press the S button to put your meter into data transfer mode.
5. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

FreeStyle® meters

You will need: Glooko MeterSync Blue, meter connector, and 2.5 mm adapter.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Attach the 2.5 mm adapter to the other end of the meter connector and plug it into your FreeStyle meter.
3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

Note: The FreeStyle meter can be turned ON or be kept OFF.

GLUCOCARD® meters

You will need: Glooko MeterSync Blue, meter connector, and 2.5 mm adapter.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Attach the 2.5 mm adapter to the other end of the meter connector and plug it into your GLUCOCARD meter.
3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

Trividia® (Nipro®) meters

You will need: Glooko MeterSync Blue and the meter connector.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Plug the other end of the meter connector into your Nipro meter.
3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

Note: The Nipro meter can be turned ON or be kept OFF

For the Nipro TRUEresult™ meter, one end of the meter connector will plug directly into the meter's docking station. Contact Nipro for more information

OneTouch® meters

You will need: Glooko MeterSync Blue and the meter connector.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device.

2. Plug the other end of the meter connector into your OneTouch meter.
3. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
4. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.

On Call® meters

You will need: Glooko MeterSync Blue, meter connector, and 2.5 mm adapter.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device.
2. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
3. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.
4. Attach the 2.5 mm adapter to the other end of the meter connector and plug it into your On Call meter.

ReliOn® meters

You will need: Glooko MeterSync Blue, meter connector, and 2.5 mm adapter.

1. Depending on if you're a new or returning user, press Sync > Select your Device from the list, or add a New Device
2. Plug one end of the meter connector into the audio port of the Glooko MeterSync Blue.
3. Press and hold the power button on the Glooko MeterSync Blue for one second – you will see a flashing green light.
4. Attach the 2.5 mm adapter to the other end of the meter connector and plug it into your ReliOn meter.

Troubleshooting

Problem	Possible Causes	Solution
Unable to PAIR the Glooko MeterSync Blue	Multiple Glooko MeterSync Blue devices are within range.	Move to a place where there are no additional Glooko MeterSync Blue devices and try to pair again.
	Battery has run out of power.	If the LED is not ON or blinks weakly upon pressing the power button, replace the battery (CR2032).
	Bluetooth is not enabled on your mobile device.	Turn ON Bluetooth in your mobile device to allow the Glooko MeterSync Blue to pair with your mobile device.
Unable to SYNC with the Glooko MeterSync Blue	Too much distance between the Glooko MeterSync Blue and your mobile device.	Bring the Glooko MeterSync Blue and your mobile device closer to each other.
	Interference with other apps.	Other Bluetooth-capable apps that stream audio may interfere with downloading. Hard quit your apps and then relaunch the Glooko app.
	Issue with mobile device.	Power off your mobile device and restart it.

Specifications

1. Product Name: Glooko MeterSync Blue for iOS and Android
2. Operating temperature: 50 - 100 °F

FCC Certified

This device 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.

This equipment has been tested and found to comply with the limits pursuant to Part 15, Subpart C of the FCC Rules. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna of the affected radio or television.

2. Increase the separation between the equipment and the affected receiver.
3. Connect the equipment and the affected receiver to power outlets on separate circuits.
4. Consult the dealer or an experienced radio/TV technician for help.

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Glooko, Inc. may void the user's authority to operate the equipment.

This device has been evaluated for and shown compliant with the FCC RF Exposure limits.

Trademark

Glooko is a registered trademark of Glooko, Inc., in the USA and/or other countries. All other brand names, product names, or trademarks belong to their respective holders. Glooko reserves the right to alter product and service offerings and specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may appear in this document.

©2025 Glooko, Inc., All rights reserved. All other trademarks are the property of their respective owners.



Glooko, Inc.

579 University Avenue

Palo Alto, CA 94301

www.glooko.com

Intended Use

The Glooko Mobile Application is a diabetes management platform that can be used at home by patients. It allows viewing of patient data from compatible medical devices and other health monitoring devices. It also allows Health Care Professionals to support the treatment of diabetes through analysis and monitoring of a patient's diabetes therapy and care program. Glooko Mobile is intended for use by individuals with diabetes.



Printed on recycled stock

IFU-0042-00-EN 07 Glooko MeterSync Blue