

# Frequently asked questions



Your OneTouch Verio® Blood Glucose Monitoring System Owner's Booklet that comes with your meter offers a complete explanation of how to use your meter and testing supplies.

If you have additional questions about your OneTouch Verio® Meter, and you can't find the answer here, consult your OneTouch Verio® Owner's Booklet, or contact our dedicated Customer Care team.

**ONETOUCH®**

# Q1: What is included in the OneTouch Verio® System Kit?

## A1: Your testing kit contains the following:

- OneTouch Verio® Blood Glucose Meter (batteries included)
- Carrying case
- OneTouch® Delica® Lancing Device
- 10 OneTouch® Delica® Sterile Lancets
- Owner's Booklet
- Get Started Guide

You will also need OneTouch Verio® Test Strips and OneTouch Verio® Control Solution which are available separately from your pharmacist or healthcare professional.



ONETOUCH VERIO® METER  
(2x AAA BATTERIES)



CARRYING  
CASE



ONETOUCH® DELICA®  
LANCING DEVICE



ONETOUCH® DELICA®  
STERILE LANCETS

## Q2: How do I turn on the OneTouch Verio<sup>®</sup> Meter

**A2: Insert a OneTouch Verio<sup>®</sup> Test Strip to perform a blood glucose test. Alternatively press and hold the 'OK' button on the side of the meter until the start-up screen appears. Once it is displayed, release the 'OK' button.**

## Q3: What are the functions of the buttons on the OneTouch Verio<sup>®</sup> Meter?

**A3: You will learn how to use the buttons as you become familiar with the meter. Please consult your Owner's Booklet for further information.**

### OneTouch Verio<sup>®</sup>

#### OK button

- Turns meter on/off (press and hold)
- Confirms menu selections (press and release)



**Up and down buttons**  
highlight the desired selection

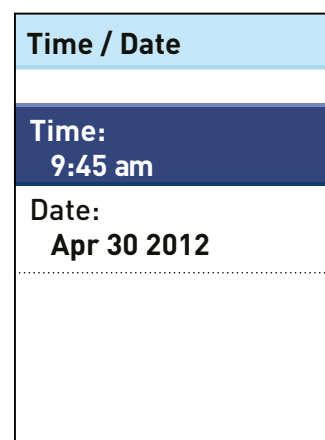
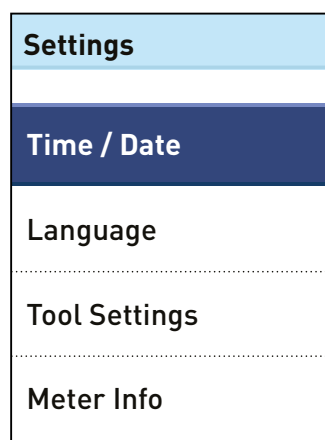
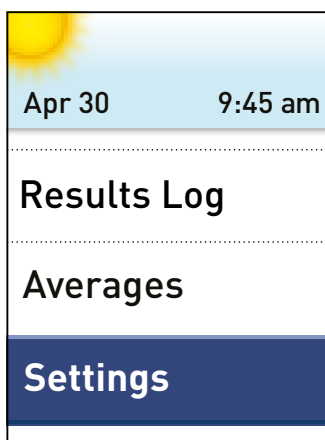
#### Back button

- Go back to the previous screen (press and release)
- Go back to the main menu (press and hold)

## Q4: How do I set the date and time on the OneTouch Verio® Meter?

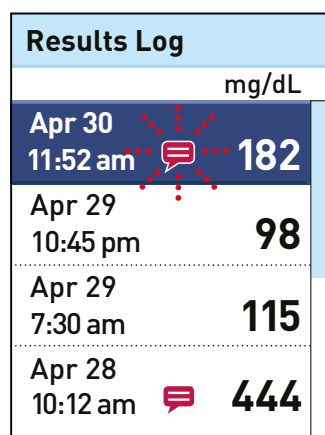
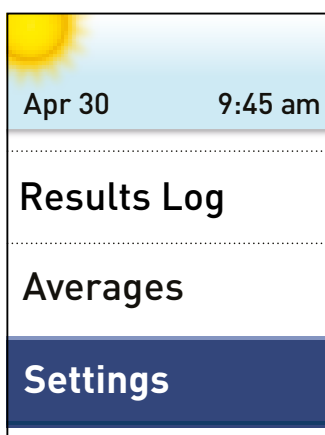
**A4: The first time you turn the meter on, the Set Language screen appears. After setting the language, the Set Time screen will be displayed next, followed by the Set Date screen.**

To edit the date and time settings once the meter is set up, press and hold the 'OK' button, then select Settings > Time/Date.



## Q5: How many results will the OneTouch Verio® Meter store and where can I find my result after it is displayed on-screen?

**A5: The meter stores your most recent 500 blood glucose test results and patterns in the Results Log.**



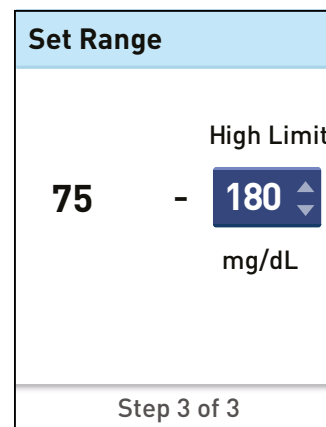
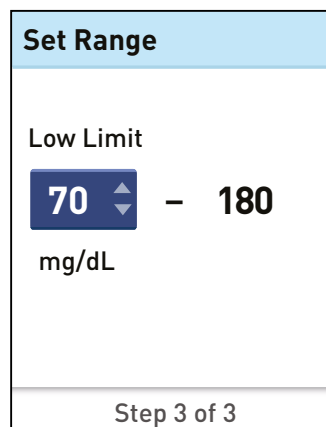
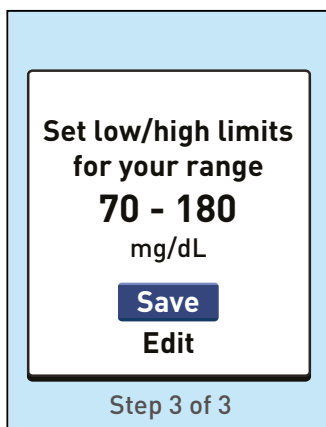
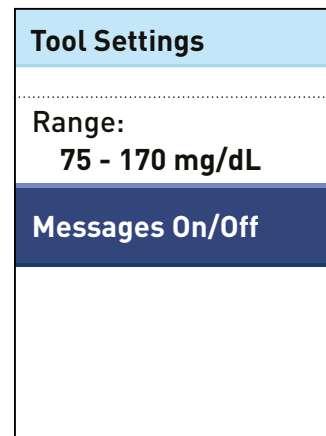
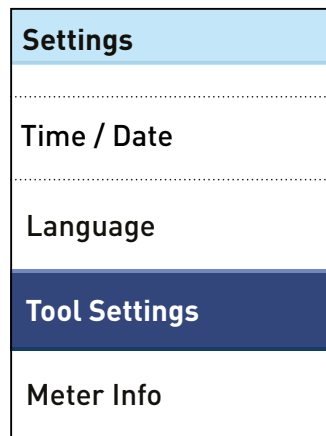
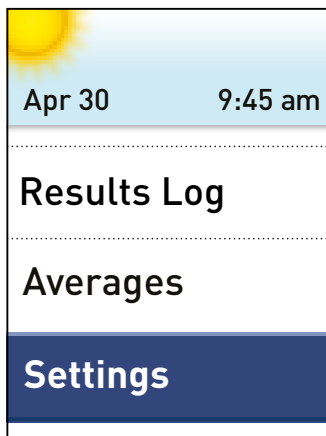
## Q6: What are the low and high range limits and what do they mean?

**A6: The meter is pre-set with a low limit of 70 mg/dL and a high limit of 180 mg/dL, which means that it will tell you when a test result is above, within or below the range limits by showing a colored dot on the screen.**

The low and high range limits can be adjusted but be sure to talk to your healthcare professional about the range limits that are right for you.

## Q7: How can I change the low and high range limits?

**A7: To access the range limit settings, press and hold the 'OK' button, then select Settings > Tool Settings > Range > Edit. The low and high range limits can be adjusted but be sure to talk to your healthcare professional about the range limits that are right for you.**



## Q8: What do the color coded range indicators mean?

**A8: The OneTouch Verio® Meter tells you when results are above, within, or below the high and low limits set in your meter. Each result comes with a color dot and message to make results simple to understand. A red dot comes with Above Range results, a green dot with In Range results, and a blue dot comes with Below Range results.**

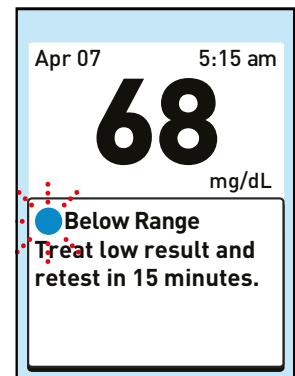


- **Above Range** messages let you know when you have high results
- **In Range** messages positively reinforce your success at staying within your target range
- **Below Range** messages alert you to critical information so you can take action

## Q9: What type of on-screen messages does the OneTouch Verio® Meter display?

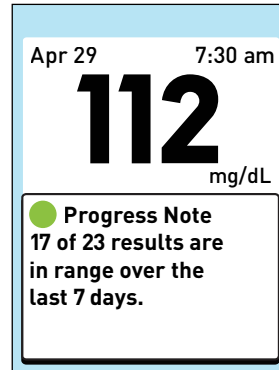
**A9: For a full list of messages, please consult your Owner's Booklet. Here is a selection of types of messages that may be displayed on the screen with your test result:**

- **Treat Low Result** - a prompt that tells you to treat a low blood glucose result
- **Progress Note** - informs you about the progress you are making and how often your blood glucose results are in range

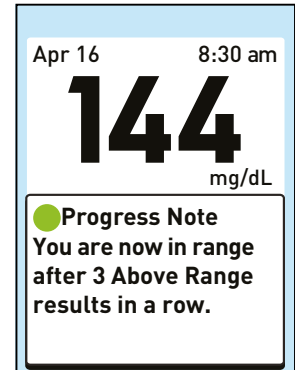


There are two types of Progress Notes

- *Consistency Message* lets you know how many of your results have been within range over a 7-day period
- *Achievement Message* is displayed when a glucose result is back in range after 3 or more consecutive results were above the high limit set in your meter

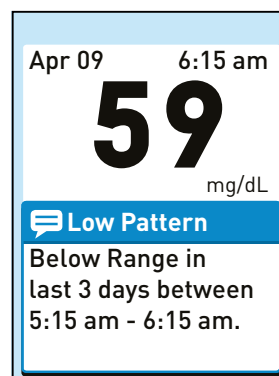


Consistency Message

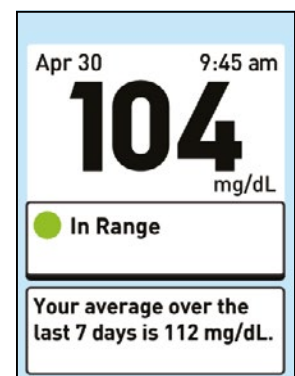


Achievement Message

- **Pattern Message** - helps guide you back in range by letting you know when your results (at about the same time of day) have been repeatedly above or below the range set in your meter
- **7-Day Average** - the average of all blood glucose results over the past 7 days



Pattern Message

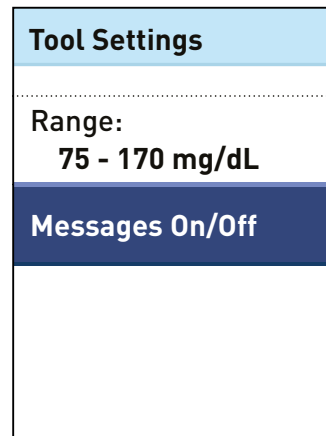
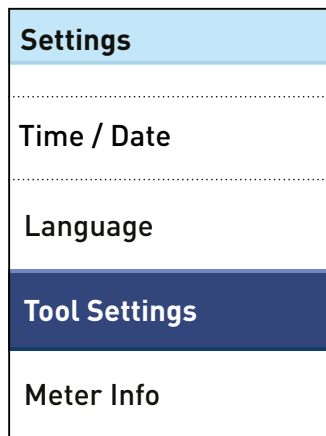
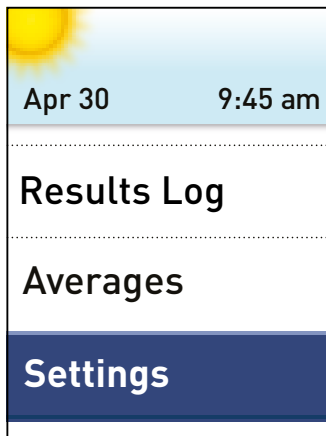


7-Day Average

# Q10: How do I turn the on-screen messages on or off?

**A10: To change the message settings, press and hold the 'OK' button to turn the meter on, then select Settings > Tool Settings > Messages On/Off. You can then turn the following message groups on or off:**

- Treat Low Results
- Progress Notes
- Patterns





## **Q11: Does the OneTouch Verio® Meter require manual coding?**

**A11: The OneTouch Verio® Meter does not require coding.**

## **Q12: Where can I get further information about my OneTouch Verio® Meter?**

**A12: You can find essential information about your meter in your 'Owner's Booklet' and 'Get Started Guide'.**

If you need any further support, please contact the **OneTouch® Customer Care** team at 1-888-567-3003 or visit **OneTouch.com**.

You can also submit questions online at [OneTouch.com/contact-us](https://www.onetouch.com/contact-us).

If you are looking for advice about your diabetes and treatment plan, please speak to your healthcare professional.

## Batteries

### **Q13: What batteries does the OneTouch Verio<sup>®</sup> Meter use and when should I change them?**

**A13: The OneTouch Verio<sup>®</sup> Meter uses two AAA alkaline batteries (included in your testing kit).**

#### Low Battery

When the 'Low Battery' symbol appears in the top right of your meter screen, although there is still enough power to perform a test, you should replace both batteries as soon as possible.

#### Battery Empty

A 'Battery Empty' icon means replace the batteries immediately as there is not enough power to perform a test.

**DO NOT** use rechargeable batteries.

Replace leaking batteries immediately.

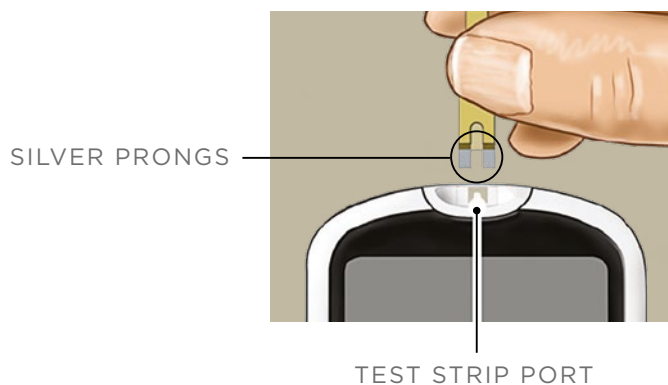
## Test strip

### **Q14: What test strip does the OneTouch Verio® Meter use?**

**A14: The OneTouch Verio® Meter will only work with OneTouch Verio® Test Strips.**

### **Q15: How do I insert the OneTouch Verio® Test Strip into the meter?**

**A15: Insert a OneTouch Verio® Test Strip into the test strip port with the gold side of the test strip and the two silver prongs facing you. When testing in low light conditions or in the dark, press and hold the 'OK' button before inserting the test strip to turn on the display backlight.**



## **Q16: How much blood do I need for the OneTouch Verio® Test Strip?**

**A16: The OneTouch Verio® Test Strips require 0.4 µL of blood to obtain a result. When you have applied enough blood to the Test Strip, the channel turns red and the meter will count down from 5 to 1.**

## **Q17: Where can I purchase OneTouch Verio® Test Strips?**

**A17: You can purchase OneTouch Verio® Test Strips at your local pharmacy, a retailer near you, or at [ShopOneTouch.com](http://ShopOneTouch.com).**

### **Control Solution**

## **Q18: What control solution should I use with my OneTouch Verio® Meter?**

**A18: Use only OneTouch Verio® Control Solution with your OneTouch Verio® Meter to check your blood glucose monitoring system.**

## **Q19: Where can I get the control solution for the OneTouch Verio® Meter?**

**A19: OneTouch Verio® Control Solution can be purchased at your local pharmacy, at [ShopOneTouch.com](http://ShopOneTouch.com), or where diabetes testing supplies are sold.**

## **Q20: What is the purpose of using OneTouch Verio® Control Solution?**

**A20: OneTouch Verio® Control Solution is used to check that the blood glucose meter and test strips are working together properly and that the test is performing correctly. Use only OneTouch Verio® Control Solution with your OneTouch Verio® Meter.**

For more information on performing a control solution test, refer to the Owner's Booklet.

## **Q21: Does the OneTouch Verio® Meter detect the difference between blood and Control Solution?**

**A21: Yes, it will detect the difference automatically and display "Control Solution" below the result. Use only OneTouch Verio® Control Solution with your OneTouch Verio® Meter.**

## **Q22: When should I use OneTouch Verio® Control Solution?**

### **A22: You should perform a Control Solution test:**

- Whenever you open a new vial of test strips
- If you suspect that the meter or test strips are not working properly
- If you have had repeated unexpected blood glucose results
- If you drop or damage the meter

## **Q23: Can I download my test results to a computer?**

**A23: You can download your OneTouch Verio® Meter results to your computer using OneTouch® Diabetes Management Software (DMS). OneTouch® DMS can store all of your records and help you spot patterns for planning meals, exercise, insulin dosing and medication.**

Go to [OneTouch.com/software\\_kit](https://www.onetouch.com/software_kit) to learn more about OneTouch® DMS.

## **Q24: How can I get the OneTouch Verio® Meter?**

**A24: The OneTouch Verio® Meter can be purchased at your local pharmacy or a retailer near you.**

**Talk to your doctor about getting a prescription for the OneTouch Verio® Meter and OneTouch Verio® Test Strips.**

## **Q25: Will my insurance company pay for my blood glucose meter and test strips?**

**A25: OneTouch® cares about your coverage.**

Whether you test with OneTouch Verio® Test Strips or OneTouch Ultra® Test Strips:

- OneTouch® Test Strips are covered at the lowest copay on most health plans\*
- OneTouch® is always covered by Medicare Part B\*

Choose a link below to learn more about your insurance coverage for:

- [OneTouch Verio® Test Strips](#)
- [OneTouch Ultra® Test Strips](#)

\*Not a guarantee of coverage and payment. Coverage and payment may be subject to co-insurance, deductible and patient eligibility requirements.