Infinovo Medical helpline book for Glunovo p3 CGM

2024

V1.0.8

Contents

1. **Software:** 3

Q: Why can't I install the app on my smartphone? 3

Q: Why is the app not functional on my smartphone? 3

Q: Will my data be lost when the Glunovo app is reinstalled? 3

Q: Can I change the smartphone while using CGM? 3

Q: Can I enable Silent / Power Saving / Do Not Disturb mode? 3

2. **Use Notice:** 4

Q: What should I do when readings are inaccurate or unstable? Ensure the following: 4

Q: Why is calibration not accepted by the application? 4

Q: Where should I apply the sensor? 4

Q: Can I wear the sensor on my upper arm? 4

Q: What should I do if the adhesive of the sensor is curled and almost peeled off? 4

Q: What if the sensor package is damaged? 5

Q: What should I do if there is bleeding after inserting the sensor? 5

Q: What if the insertion site is itchy or shows signs of an allergic reaction? 5

Q: What should I do if the sensor adhesive is not sticky enough? 5

Q: What if the insertion puncture needle is not fully retracted into the applicator? 5

Q: Can I take a shower or bath while wearing a CGM? 5

Q: Can I use p3 CGM during an MRI, CT scan, or diathermy treatment? 5

Q: What are the storage conditions for the p3 CGM system? 5

Q: Can I go through the safety check at the airport? 6

3. Troubleshooting.....7

System message "Connecting please wait" (Label: L01).....7

System message "The Bluetooth is disabled please enable the Bluetooth" (Label: B01).....7

System message "Syncing please wait" (Label: S03).....8

System message "System Recovering please wait" (Label: R01/R02/R03).....9

System message "System has stopped. Please replace sensor" (Label: S01).....11

Long connection time to the transmitter.....12

1. Software:

Q: Why can't I install the app on my smartphone?

You should install the app from the app market and ensure your phone is compatible:

- For Android: Download from Google Play.
- For iOS: Compatible with iPhone 6S and above, running iOS 13 and above.

Please visit Infinovo compatibility to check if your phone is compatible with the Glunovo app.

Q: Why is the app not functional on my smartphone?

1. Check if your smartphone is listed on the compatibility list.
2. Ensure you have the latest version of the app from Google Play Store or App Store.
3. Reinstall the Glunovo apps if necessary.
4. Avoid using test versions of the app or APK files directly.
5. Rooted or jailbroken phones are not compatible with Glunovo apps.
6. Follow the phone configuration instructions at Infinovo configuration.

Q: Will my data be lost when the Glunovo app is reinstalled?

- For Glunovo and Glunovo E2: You will lose your data if you reinstall the app. Please export and save your data as an Excel file from the “Settings - Export Data” page before reinstalling.
- For Glunovo E2S and Glunovo Pro: Your data is stored in the cloud. You can access your historical data at www.glunovoshare.com

Q: Can I change the smartphone while using CGM?

Yes. When the transmitter is still connected to the sensor, the current session’s data is stored in the transmitter. You can disconnect from the paired phone and use another smartphone with the Glunovo app to connect to the transmitter and download historical data. However, event notes (e.g., carb and insulin entries) are stored on the previous app and cannot be synced.

Q: Can I enable Silent / Power Saving / Do Not Disturb mode?

No. These modes interfere with the Glunovo app. Refer to Infinovo settings for phone configuration details. For Huawei phones, check Huawei support. Contact local technical support if issues persist.

2. Use Notice:

Q: What should I do when readings are inaccurate or unstable? Ensure the following:

- Calibrate the system only when glucose levels are stable.
- Use the same BG meter with low MARD in the same session.
- Use a second drop of blood and wash your hands with soap before testing.

For factory-calibrated items, there is an adaptation process of 12-48 hours after inserting the device. During this time, the wound may cause white blood cells to accumulate and consume surrounding glucose, affecting readings. CGM monitors tissue fluid glucose, while fingertip blood measures capillary glucose. A 5–10-minute delay exists between blood glucose and tissue fluid glucose. Use CGM to understand glucose fluctuation trends and the impact of different diets and habits on blood sugar.

Q: Why is calibration not accepted by the application?

Calibration may be denied under the following conditions:

- During the system recovery or warm-up phase.
- For factory-calibrated items, calibration is not recommended within the first 48 hours. Only calibrate if there is a significant difference between BG readings and device readings.
- Calibration is restricted during the first 24 hours after device activation.
- If the calibration value exceeds the algorithm's Coefficient of Variation (CV) limits.

Q: Where should I apply the sensor?

Apply the sensor on the abdomen, 5 cm away from the navel. Avoid areas with excessive hair, tattoos, scars, or sites used for insulin injections. Rotate application sites to allow the skin to rest.

Q: Can I wear the sensor on my upper arm?

No. The upper arm is not included in our indicated use.

Q: What should I do if the adhesive of the sensor is curled and almost peeled off?

Use extra medical tape to secure it. Before applying the sensor, clean the area with an alcohol wipe, avoid tattoos and scars, and shave surrounding areas if necessary.

Q: What if the sensor package is damaged?

Do not use the sensor. Contact your local technical support for more information.

Q: What should I do if there is bleeding after inserting the sensor?

- If bleeding is minimal and not painful, use medical cotton to stop it and clean the sensor base. Continue to monitor the sensor's performance.
- If bleeding is significant or painful, remove and replace the sensor. Note that Infinovo does not accept exchanges in this scenario.

Q: What if the insertion site is itchy or shows signs of an allergic reaction?

- If the allergy is mild, clean the area and consider using a topical spray.
- If the allergy is severe, remove the sensor. The adhesive contains acrylic acid, which may cause reactions in some users. Consult a healthcare professional if needed.

Q: What should I do if the sensor adhesive is not sticky enough?

Use extra medical tape to secure the sensor pad.

Q: What if the insertion puncture needle is not fully retracted into the applicator?

- Ensure the sensor base is attached to the body. If it is, connect the transmitter and use the sensor.
- If not, replace the sensor and contact local technical support.

Q: Can I take a shower or bath while wearing a CGM?

Yes. The device is waterproof with a grade of IPX7, meaning it is protected against temporary immersion in clean water.

Q: Can I use p3 CGM during an MRI, CT scan, or diathermy treatment?

No. Do not wear p3 CGM (sensor and transmitter) during MRI, CT scans, or diathermy treatments as magnetic fields and heat could damage the components.

Q: What are the storage conditions for the p3 CGM system?

- Sensor: Temperature 2° C (36° F) to 25° C (77° F), Humidity RH 15% to 85%.

- Transmitter: Temperature 0℃ (32° F) to 45℃ (113° F), Humidity RH 10% to 95%.

For more details, visit Infinovo storage.

Q: Can I go through the safety check at the airport?

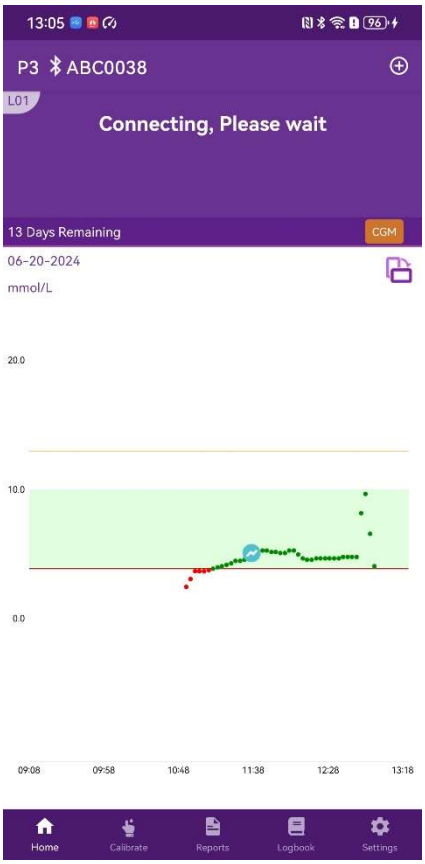
Yes. The device has been verified to be safe during airport security checks.

3. Troubleshooting

System message "Connecting please wait" (Label: L01)

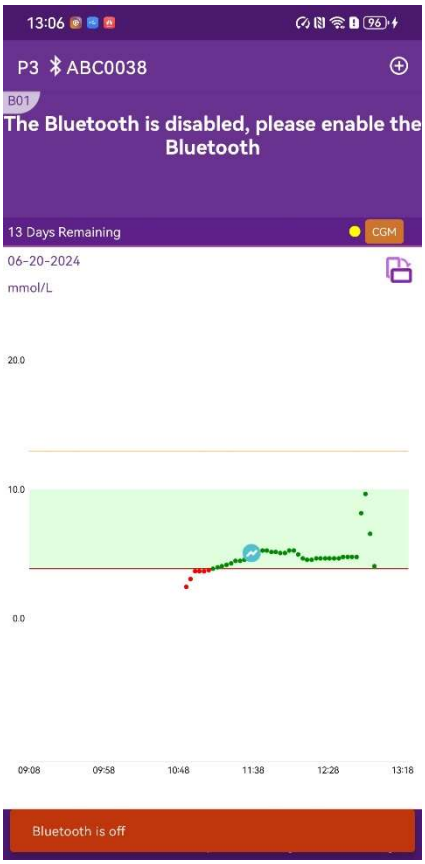
1. Keep the screen on and wait for 2 minutes while the app is running.
2. Check the embedding condition.
3. Reinstall the transmitter if necessary.
4. Upgrade to the latest version of the app.
5. Reboot the phone and restart Bluetooth and the app.

If the issue persists, provide phone model, app version, OS version, transmitter SN, and sensor lot number to local technical support.



System message "The Bluetooth is disabled please enable the Bluetooth" (Label: B01)

Enable Bluetooth in the settings and reconnect to the transmitter.

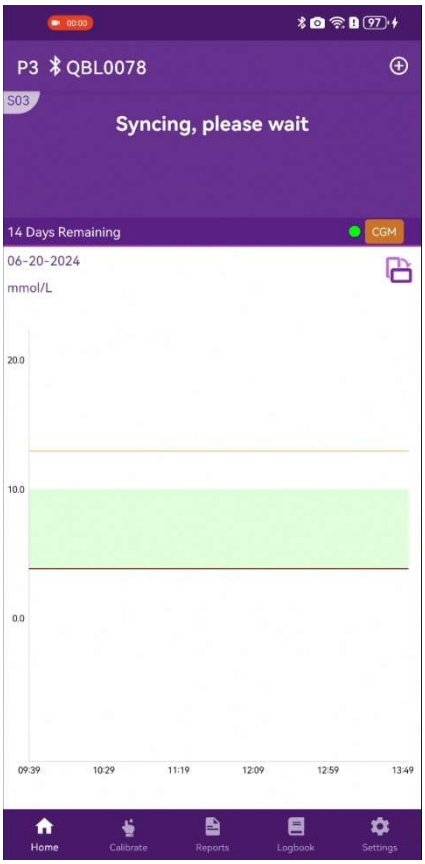


System message "Syncing please wait" (Label: S03)

Wait until all data is synced with the transmitter. Calibration is not accepted during this period.

If syncing issues occur:

1. Check the network connection.
2. Upgrade to the latest app version.
3. Open GN-Share and Glunovo simultaneously.
4. Ensure the latest data is uploaded from GN-Share.
5. Ensure connectivity between the transmitter and phone.
6. Uninstall trial versions and reinstall from Google Play Store or App Store.



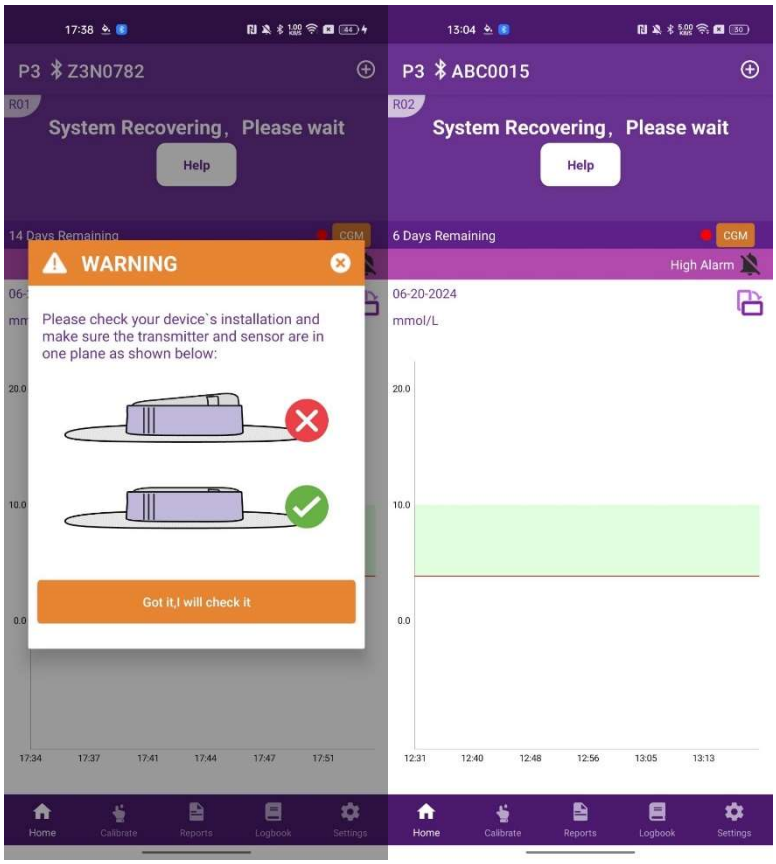
System message "System Recovering please wait" (Label: R01/R02/R03)

During warm-up phase

- R01 (low electric current) + transmitter embedding warning: Ensure the transmitter is properly snapped. Check if you'll receive the same prompts again.

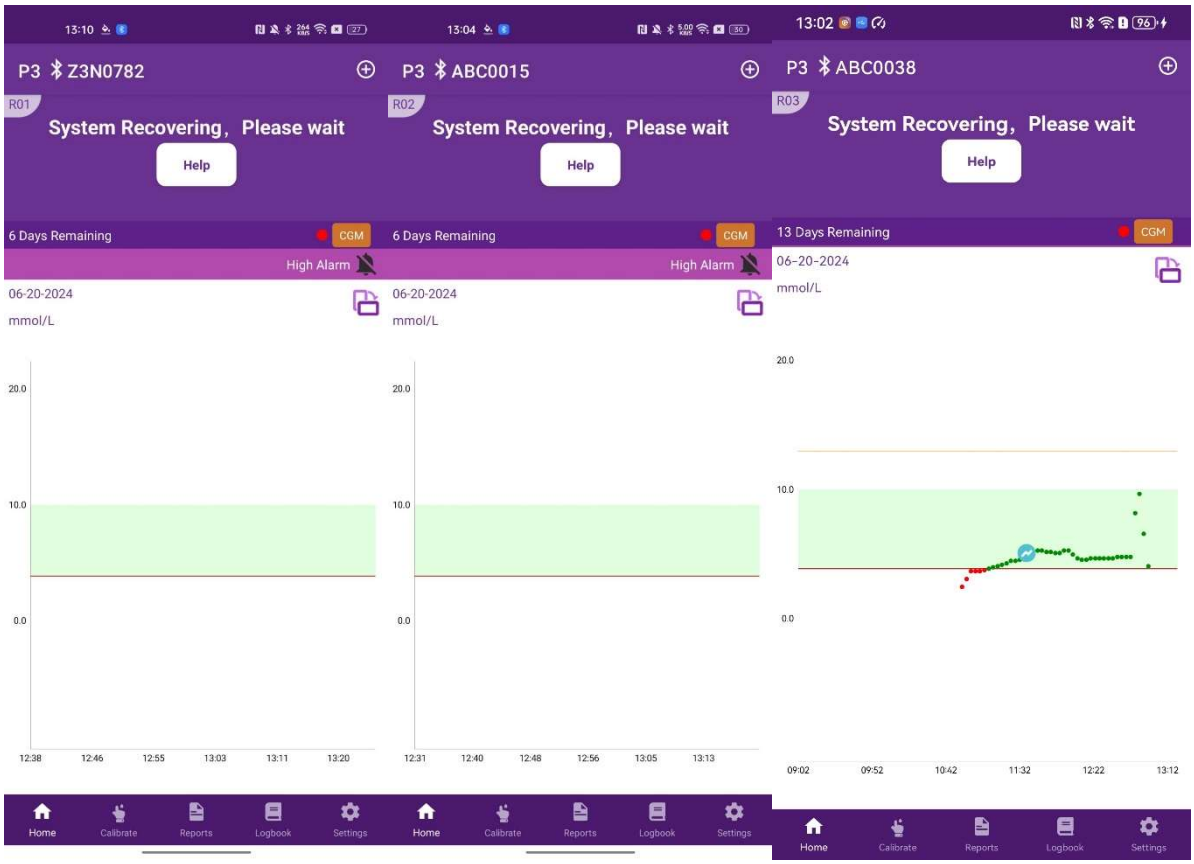
  *Note: Please keep the Glunovo App running in the background and pay close attention to any system messages. If the issue of improper attachment is not resolved during the 120-minute warm-up period, the system will terminate the current session in 121 minutes and prompt you to start a new sensor.

- R02 (high electric current): wait up to 3 hours. If the issue persists, replace the sensor and start a new one. If you continue to experience this problem, contact the technical support.



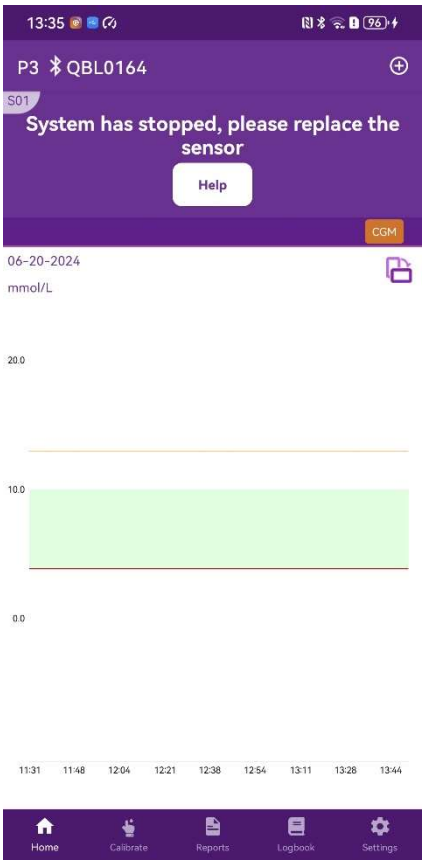
After warm-up phase

- R01 (low electric current): Wait up to 3 hours. If the issue persists, replace the sensor and start a new session.
- R02 (high electric current): Wait up to 3 hours. If the issue persists, replace the sensor and start a new one. If you continue to experience this problem, contact the technical support.
- R03 (abnormal CV): Wait up to 3 hours. If the issue persists, contact the technical support.



System message "System has stopped. Please replace sensor" (Label: S01)

1. Check the embedding condition. If not properly installed, reinstall the transmitter.
2. If embedded well, check the days remaining in the current session. If more than 2 days remain, exchange the sensor. If 2 days or less, report the sensor lot number as an individual case.



Long connection time to the transmitter

1. Follow phone configuration suggestions at Infinovo connection.
2. Ensure the transmitter is within a 2-meter range without interference.

If the issue persists, provide phone model, app version, OS version, transmitter SN, and sensor lot number to local technical support.

---END---