A step by step guide to downloading, installing and using Diabetes Management Software for better understanding of glucose results.
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Welcome to the TRUEmanager Diabetes Management Software. This program allows home users, care givers, Doctors and Healthcare Professionals to track and manage blood glucose results, medications, target ranges, and other information used in the management of diabetes. By providing personalized reports and information, this program also assists Doctors and Healthcare Professionals in the review, analysis, and evaluation of blood glucose test reports to aid in diabetes management.

The TRUEmanager Diabetes Management Software Program can:
- Store and track glucose results;
- Customize meal slots, target glucose ranges, days of the work week, etc.;
- Transfer blood glucose test results from compatible Nipro Diagnostics, Inc. meters;
- Enter blood glucose results manually from any meter;
- Choose from 7 reports to help quickly view and print results showing if glucose readings that are too high or too low, if results within, above, or below target blood glucose levels, and help identify meal related concerns;
- Export result data;
- Provide quick access to patient’s entered doctor/healthcare professional information, insurance information, medications; and
- Any other information that may be relevant to the management of diabetes.

Items needed that are not included:
- Computer with:
  - Pentium IV or higher,
  - Windows operating system Windows 2000, XP Professional with Service Pack 2 (SP2), Vista or Windows 7
  - USB port,
  - DVD-ROM drive,
  - Nipro Diagnostics, Inc. meter with upload capability (see meter Owner’s Booklet for information on data upload capability) or logbook with results,
- SmartData™ cable or the TRUEresult Docking Station with attached cable.
The TRUEmanager program is designed to perform like a regular Windows application on a computer. Common functions for navigation and operation such as tabs, toolbars, drop down lists, menus, text boxes, icons, click and double click work the same as a Windows application. This Manual assumes that the TRUEmanager system users have a basic understanding of how to use most of the common operations found in Windows.

Install

Installing Data Cables for Result Downloading

1. Locate a USB port on the computer and plug in the USB end of the SmartData cable or the USB end of the cable from the TRUEresult Docking Station. See label on cables for more information.

![Connecting the USB SmartData™ Cable](image)

Install TRUEmanager Diabetes Management Software

1. Remove the TRUEmanager Diabetes Management Software CD from the jewel case.
2. Insert the CD, label side up, into the CD-ROM in the computer. Close CD-ROM drive.
3. The install program automatically starts.

Note: If the install program does not immediately start, right click “Start” at the bottom left of the computer screen and click “Explorer”. Go to the CD-ROM drive and double click the file “Setup.exe” to begin the install.

Note: To cancel the setup at any time, click “Cancel” on the screen.

WARNING! Consult a Doctor or Diabetes Healthcare Professional about using this program to help manage diabetes. Always ask a Doctor or Diabetes Healthcare Professional when there is a question about the diabetes care plan.

Nipro Diagnostics, Inc. does not recommend accessing or altering the database of the TRUEmanager Diabetes Management System Program. Nipro Diagnostics, Inc. will not be liable for data manipulated outside of this program.
Uninstall

Note: If the database is to be saved, be sure to move the database file (TRUEmanager.bak) found in the TRUEmanager program folder to a safe storage area on the PC. See Database/Backup or Restore Data for more information on saving and restoring data.

1. Click “Start” at the lower left of the computer screen.
2. Click “Settings” and “Control Panel”.
3. Click “Add/Remove Programs”.
4. Find and highlight the TRUEmanager Diabetes Management Software program and click “Remove”.
5. Follow the Uninstall Instruction Wizard.

Note: If the TRUEmanager Diabetes Management System program is to be re-installed into the computer, reboot the computer before re-installation.

Using the TRUEmanager

Starting the TRUEmanager Program

Click the TRUEmanager Diabetes Management Software icon. This icon may be found on your desktop or accessed by clicking “Start” in the lower left corner of the screen, clicking “All Programs”, clicking “TRUEmanager Diabetes Management Software” folder and then clicking the ”TRUEmanager” program.
TRUEmanager opens to the Main window and then automatically opens to the Patient Management tab.

Note: If the program is not running, putting in the TRUEresult meter into the TRUEresult Docking Station starts the TRUEmanager program and begins to download the results from the meter. See Patient Management/Meters/Downloading Results for more information.

Note: If System Idle is “On” in the System Settings (see Options/System Settings), the program displays the Home Page after more than 10 minutes of inactivity. Clicking the space bar refreshes the screen to the screen that was being used before the inactivity.
Main Window

The Main Menu toolbar is shown below.

Main Menu Toolbar

Notes on Customizing the Main Menu Toolbar

The toolbar at the top of the screen may be customized to show three different views. The default view is shown above.

Other toolbar configurations may be shown by clicking the icon next to the printer icon ( ) in the upper left of the screen. Clicking “Show Below the Ribbon” shows the following screen for an alternative Main Menu toolbar configuration.

Below Ribbon Toolbar
The print icon and the customize configuration icon are now located below the Main Menu toolbar. Clicking “Minimize the Ribbon” hides all tabs under Patient Management and Reports.

The Patient Management and Reports toolbars are now accessed by clicking their respective tabs, and the Print and the Customize Configuration icons are now located above the two tabs.

**Patient Management**

Clicking the Patient Management tab at the top of the Main Menu toolbar displays three sections: Patients, Meters, and Results.

**Patients**

The Patients section in the Patient Management tab allows creation of a new Patient Profile, opening of a Patient Profile, saving of a Patient Profile, finding a Patient Profile, and deleting a Patient Profile.
New Patient

From the Main Menu screen, click the Patient Management tab and then the New Patient icon.

Note: New patient information may also be added by clicking the TRUEmanager icon at the top left of the screen and clicking “New Patient”.

Alternate New Patient

Patient

Enter the following information:
Patient Information Screen

Note: Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.

1 Patient ID - Unique identifier for the patient. The number can either be auto-generated by enabling “System Assign Patient ID” in the Options (see Options, System Settings) or manually entered. The identifier may be up to 31 numbers, letters or a combination of letters and numbers. A Patient ID must be entered to save the Patient Profile.

2 Name - First name, middle name/initial (optional), and last name of the patient. A first and last name must be entered to save the Patient Profile.

3 Suffix – The drop down menu allows Jr., Sr., III, or IV to be chosen, or free text may be entered.

4 Birthday - Numbers must be entered for the month, day, and year. To enter date, click to highlight the area for the date and then enter the number. The up/down arrows allows increase or decrease of each area of the date selection.
The drop down menu brings up a calendar box, where the date of birth may be entered by clicking the right or the left arrows at the top of the calendar box until the correct month and year is shown. Click to highlight and enter the correct day of the month. A numeric date must be entered to save the Patient Profile.

5 **Gender** - The drop down menu allows a choice between male and female or leaving it blank (optional).

6 **Street** - Street address for the patient (optional).

7 **City** - City for the address (optional).

8 **State/Province** - Abbreviations or full names may be used (optional).

9 **Postal Code** - Post office code for the address (optional).

10 **Country** - Country for the address (optional).

11 **Phone** - Number where the patient may be reached (optional).

12 **E-mail** - Email address used by the patient (optional).

After all information is entered, click the Save Patient icon (see **Save Patient**). If save was completed correctly, a saved pop up screen appears. Click “OK” to save information or “Cancel” not to save information.
Successful Save

Note: The only information that is required to be entered before saving the patient is the Patient ID, the first name, the last name and the numeric birthday. If any of the four have not been entered before saving the patient, an error message will appear indicating the fields that need to be entered.

Missing Information Warning

Practitioner/Insurance Tab

Note: Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.

Click the Practitioner/Insurance tab. The Practitioner/Insurance screen appears.
Enter doctor information, diabetes educator information, primary insurance information and secondary insurance information. All fields on this page are free text and optional.

**Practitioner / Insurance Screen**

**Medications Tab**

*Note: Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.*

Click the Medications tab. The Medications/Insulin screen appears. On this screen, any medications, including insulin, may be added for reference.
Add Medication/Insulin
Click to add a new medication or insulin.

The Add/Edit Medications/Insulin screen appears.
1) **Medication/Insulin List** - Click to highlight the correct medication/insulin. If there is more than one page of medications/insulin on the list, use the scroll bar to the right side of the list to find the name.

2) **Start Date** - Enter the date the medication/insulin was started.

   *Note: The Start Date defaults to today's date upon entry. The correct date may be entered or the up/down arrows and the drop down menu may be used to change the date.*

3) **End Date** – Enter the date the medication/insulin is to be/was discontinued.

   *Note: The End Date defaults to today's date upon entry. The correct date may be entered or the up/down arrows and the drop down menu may be used to change the date.*

4) **Dosage** – Enter the dosage of the medication/insulin.

5) **Frequency** – Enter the frequency of the medication/insulin dose.

6) **Other** – A free text field to enter any medications or insulin not listed.

When finished entering all information needed, click “OK” to save the information or “Cancel” not to save the information.

*Note: All fields on the screen are optional.*
**Edit Medication/Insulin**

If dosage, frequency, start date or end date changes, click the correct medication/insulin to highlight and click “Edit Medication/Edit Insulin”. The Add/Edit Medication/Insulin screen appears. Make any changes needed. Click “OK” to save.

**Delete Medication/Insulin**

Highlight and click “Delete Medication/Delete Insulin” if the medication/insulin is no longer being used.
Delete Medication/Insulin

A confirmation screen appears. Click “Yes” to save information or “No” not to save information.

Medication/Insulin Delete Confirmation Screens

Glucose Ranges Tab

**Note:** Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.

Click the Glucose Ranges tab. The Glucose Ranges screen appears.
Glucose Ranges Tab

Setting choices on this screen affect the information printed on the reports and the way results are viewed on the Meter Results tab. Enter the following information:

1. **Diabetes Type** - Click the arrow for the drop down menu. Click to highlight and choose the diabetes type (unknown, type 1, type 2, gestational, or other).

2. **Insulin Requiring** - Click the arrow for the drop down menu. Click to highlight and choose whether on insulin or not (Yes or No).

3. **Insulin Delivery** - Click the arrow for the drop down menu. Click to highlight and choose the insulin delivery type (none, pump, or injections) used.

4. **Glucose Units** - Click the arrow for the drop down menu. Click to highlight and choose the glucose units of measure (mg/dL or mmol/L) used for results.

Glucose Ranges Screen

1. **Diabetes Type** - Click the arrow for the drop down menu. Click to highlight and choose the diabetes type (unknown, type 1, type 2, gestational, or other).

2. **Insulin Requiring** - Click the arrow for the drop down menu. Click to highlight and choose whether on insulin or not (Yes or No).

3. **Insulin Delivery** - Click the arrow for the drop down menu. Click to highlight and choose the insulin delivery type (none, pump, or injections) used.

4. **Glucose Units** - Click the arrow for the drop down menu. Click to highlight and choose the glucose units of measure (mg/dL or mmol/L) used for results.
Note: mg/dL is the unit of measure for the US, Central and South America and mmol/L the unit of measure for Canada, Europe, Australia and most other countries. Changing the units of measure in the TRUEManager program will not change the units of measure within meters when downloading results from the meter.

5 Result Type - Click the arrow for the drop down menu. Click to highlight and choose if the results are to be reported as whole blood or plasma.

Note: The results downloaded from the meter are recalculated to the values chosen in this screen for the reports. If it is not known which unit of measure or result type to choose, check with Doctor or Diabetes Healthcare Professional.

6 Primary Test Method - Click the arrow for the drop down menu. Click to highlight and choose the primary test method (unknown, fingerstick, or alternate site) used.

Note: Check meter Owner’s Booklet and Test Strip Instructions for Use for more information about using alternate site sampling.

7 Glucose Target Range - Enter the Before Meal, After Meal, Overall and Hypoglycemic ranges.

Note: Check to make sure all the fields on the Glucose Ranges screen are correct before continuing. Glucose Target Ranges are set by the Doctor or Diabetes Healthcare Professional.

Mealtime Schedule Tab

Note: Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.

Click the Mealtime Schedule tab on the Patient Information screen.
The Mealtime Schedule screen appears. Using the drop down menus, click to highlight and choose the start meal time ranges and working / nonworking days.

**Note:** When entering time ranges, the “Until” time automatically populates 1 minute before the next time slot. Example: “Post-Dinner From” is entered as 7:00PM. “Pre-Dinner Until” will automatically be entered as 6:59 PM.

When downloading from meters, results are added to the set time slots if the meter time and date has been programmed correctly in the meter. Default values are set under Options/Mealtime Schedule.

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**Mealtime Schedule Screen**

**Note:** See meter Owner’s Booklet on how to set the date and time in the meter.

If any fields on this screen are changed after meter results for the Patient Profile have been downloaded, click “Update Results” to reformat reports that use the schedule. Click “Reset To Defaults” to reset the times to the default values from Options/Mealtime Schedule.

**Meter Results Tab**

**Note:** Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.
Click the Meter Results tab on the Patient Information screen.

The Meter Results screen appears.

The first block shows the number of manual results entered, the meters with their serial numbers with the number of results that have been downloaded. The second block shows results with the date, time, timeslot (from Mealtime Schedule screen), if the result is a blood result or a control result, or if the result is a manually entered result. Results that are entered manually are marked with a checkmark in the boxes under the Manual column.

Results may be sorted by date, time, and result by clicking the header of the column.

To see results from particular meters (or Manual Results), a checkmark must be in the box next to the meter (or Manual Results) in the first box. Checkmarks may be removed by clicking the box.
Notes Tab

Note: Open Patient Profiles are listed above tabs, below the toolbar. The highlighted Patient Profile is the profile that is shown on the screen. If more than one Patient Profile is opened, clicking on another Patient Profile on the toolbar highlights and opens another Patient Profile to access their information. Clicking on the “X” on the right side of the screen closes the currently open Patient Profile. Save any information entered in Patient Profile (see Save Patient) before closing Patient Profile.

Click on the Notes Tab.

Notes Tab

The Notes Screen appears. The Notes screen contains free text blocks where information may be entered. To add note, click “Add”. The Add/Edit Notes screen appears. Enter information and click “OK” to add note or “Cancel” not to add note.

Add/Edit Notes Screen

To edit notes already entered, click to highlight the note to be changed and click “Edit”. The Add/Edit Notes screen appears. Make changes to the text and click “OK” to save note or “Cancel” not to save note.
Edit / Delete Notes

To delete note, click to highlight the note to be deleted. Click “Delete”. A confirmation screen appears. Click “Yes” to delete the note or “No” to cancel deletion.

Delete Notes Confirmation Screen

Open Patient

The Open Patient icon is used to open a patient’s profile after finding it under Find Patient (see Find Patient).
Upon opening a selected Patient Profile, the Summary is the first tab under the Patient Management tab. The report/tab appears only upon opening a saved Patient Profile. This report shows a Modal Day graph (see Reports/Modal Day Report) generated for the last 30 days with the average, high result, low result, standard deviation, total number of results, and the average result per day.

**Summary Tab**

**Save Patient**

The Save Patient icon is used after entering all patient information, including results that have been manually entered or downloaded from a meter. After all information is entered, click the Save Patient icon. If save was completed correctly, a Saved Successfully confirmation screen appears. Click “OK” to save Patient Profile or click “Cancel” not to save Patient Profile.
Successful Save

The Patient Profile might also be saved by clicking the TRUEmanager icon, highlighting and clicking “Save Patient”.

Alternate Save Patient

If “Save Patient” is not performed after entering any information into the Patient Profile, including downloaded results from a meter, the information will not be saved. If closing currently open Profiles by clicking the “X” on the right of the screen and information has not been saved, a message appears to alert saving of the information. Click “Yes” to save information and close the Profile or “No” not to save information before closing the Profile.
Find Patient

The Find Patient icon is used to locate previously saved Patient Profiles. To find a Patient Profile, click the Find Patient icon. The Find Patient screen appears.

Find Patient Icon

Enter the first few letters of the patient’s name, either first or last. Click “Search”. A list of patients that match the letters for the patient’s name (either first or last) appears. Click the patient’s name to highlight. Double click the highlighted name to continue to the chosen Patient Profile or click the Open Patient icon.

Find Patient Screen

The screen automatically opens the Summary tab and shows a summary of the last 30 days of results for the patient (see Open Patient). Click the tabs at the top of the screen for further navigation.
Delete Patient

To delete a Patient Profile, start by clicking the Find Patient icon. Enter the first few letters of the patient’s name (either first or last). Click “Search”. A list of patients that match the entered letters for the patient’s name appears. Click the patient’s name to highlight the correct Patient Profile then click the Delete Patient icon.
Delete Patient Screen

A confirmation screen appears. Click “Yes” to cancel all patient information (including results) or “No” to cancel deletion. After clicking “Yes” to delete, a confirmation screen for the deletion appears.

Confirm Delete Screen

Patient Deleted Screen

Note: Patient Profiles deleted from the database may be restored if the database was saved before the deletion. See Database/Backup Data and Restore Data for more information on saving and restoring the database.

Meters

In the Meters section of the Patient Management tab, meter results from Nipro Diagnostics meters with upload capability (see meter’s Owners Booklet) are downloaded. Meter serial numbers with all associated results also may be deleted in this section.

Download Results

Download results to TRUEmanager from any Nipro Diagnostics meter that features upload capability (see meter’s Owner’s Booklet to find out if the meter has upload capability).
**Connecting SmartData cable™ Cable to Computer**

Before initiating a download, the meter must be connected to the computer that is running the TRUEmanager program. Locate the USB port on the computer and plug in the SmartData Cable.

![Connecting the USB SmartData Cable](image)

**Connecting SmartData™ Cable to Meter**

Once the SmartData cable™ USB end has been plugged into the computer, connect the SmartData cable™ to the meter using the communication port (see meter’s Owner’s Booklet for more details on the communication port).

![Connecting the Prestige IQ™ Meter](image)

![Connecting the TRUEtrack/TRUEread/TRUEbalance Meter](image)
Connecting the TRUEresult™ Docking Station to the Computer

Locate the USB port on the computer and plug in the USB cable end from the TRUEresult™ Docking Station cable.

Connecting the USB Cable

Connecting the TRUEresult Meter to the Docking Station

With the meter display facing forward, firmly seat the bottom of the TRUEresult meter into the Docking Station. When seated properly, the Strip Release Button (see TRUEresult Owner’s Booklet) should be covered by the front of the Docking Station.

Connecting the TRUEresult Meter

Initiating a Download

Once the meter and the computer are connected (either using the Docking Station or the SmartData cable™, begin the download by clicking the Download Results icon at the top of the screen.

Note: If the Docking Station is used, the download process will automatically begin after firmly inserting the meter into the Docking Station.
**Download Results Icon**

After the Download Results icon from Main Menu is clicked, the Connecting to the Meter screen appears and TRUEmanager begins to try to communicate with the attached meter. The “TRUE” screen flashes as the meter and the computer try to communicate.

**Connecting to Meter Screen**

**Synch Meter Screen**

*Note: If the Synch Mode under the Options/System Settings is enabled (“Synch Meter Time Upon Download”), the meter time and date will be reset to the computer time and date after the computer begins communication with the meter. If “Cancel” is clicked before the screen displays “Downloading Results” will cancel the synchronization of the meter and the computer.*
time and date and will also cancel the downloading of the results. To disable this setting, see Options/System Settings.

Download Results Screen

When the computer and the meter begin communicating, the arrows in the Download Results screen begin to spin.

If there is a problem with the communication with the meter and the computer, the Download Timeout screen will appear. Click “OK” or “Cancel” to remove the screen. Ensure that the USB cable end is seated correctly in the USB port on the computer and that the connection between the SmartData cable and the meter or the TRUEresult and the Docking Station is secure. Click the Download Results icon to retry downloading results. If the meter and the computer still do not start communication (Download Timeout screen appears), call Technical Services for assistance (see Options/Resources).

Results are being downloaded from the meter to the TRUEmanager. “Cancel” may be clicked at any point during the download to stop the downloading of the results. If “Cancel” is clicked, the Download Canceled screen appears. Click “OK” to remove message. TRUEmanager goes back to the screen where the Download Results icon was clicked. If “Cancel” is clicked, the program resumes downloading results.

Download Canceled Screen

If the download is interrupted (plug is removed, computer is turned off, power surge in the computer, etc.), the TRUEmanager cancels the download and shows the Download Timeout screen. Click “OK” or “Cancel” to remove message and go to the screen where
the Download Results icon was clicked. If download is interrupted, it must be re-started to download results to a Patient Profile. TRUEmanager will not display partially downloaded results.

Download Timeout Screen

All meter results contained in the meter’s memory are downloaded into the Meter Results tab. Multiple downloads of the same result, time, and date are only added once. If more results are added to the meter’s memory and the results are downloaded again, only the results that have not been previously downloaded to the TRUEmanager program are downloaded to the Meter Results tab.

Note: After the results are downloaded from the meter to the TRUEmanager, they are NOT deleted from the meter’s memory.

If the meter serial number has not been previously assigned to a Patient Profile, the Select Patient screen appears. Click “Search” for a list of all Patient Profiles or enter the first few letters of the patient’s name (last or first) and click “Search”. A listing of patients is shown. Find and click the patient’s name to highlight, ensuring that it is the correct Patient Profile by checking the birthday and address. Click “Select Patient” after the patient has been confirmed to assign the meter serial number and the results to the Patient Profile.
Select Patient Screen

If the patient name does not appear on the list, click “New Patient”. The Patient Information screen appears. Enter the information (see Patient Management/Patients/New Patient) and click the Save Patient icon.

*Note: If after downloading results to a Patient Profile and the Profile is not saved (see Save Patient), the results will not be saved.*

Delete Meter

To delete results from a specific meter, go to the Patient Information screen and click the Meter Results tab. A listing of all the meters and their results appears. Click to highlight the meter (and associated results) to be deleted.
Delete Meter/Results

Click the Delete Meter icon. The Delete Meter/Results Confirmation screen appears. Click “Yes” to delete the serial number of the meter and all results associated with that meter or “No” to cancel the deletion.

Delete Meter/Results Confirmation Screen

Note: Individual results downloaded from a meter may not be edited or deleted. Only individual results entered manually may be deleted. Meter serial numbers with their associated downloaded results deleted from the database may be restored if the database has not been saved with the deletion. See Database/Backup Data/Restore Data for more information on saving and restoring the database.

Results

The Results section of the Patient Management tab allows single blood and glucose control results to be entered, edited and deleted manually. Results that have been downloaded from a meter may not be edited or deleted in this section.
Reviewing Downloaded Results

View results by clicking the Meter Results tab in the Patient Profile.

Meter Results Screen

Results are displayed with the date and time, the result, the timeslot in which the result falls (see Mealtime Schedule), the result type (blood or glucose control) and if the result is a manual entry or not.

*Note: Results downloaded from meters are converted to the result type and the unit of measure found under the Glucose Ranges tab for viewing in the Meter Results tab and on the reports. Changing the units of measure in the TRUEmanager program will not change the units of measure within meters.*

Results may be sorted by date, time, result, timeslot, type and if result is manually entered or entered from downloading. Click the header of the column to sort results.

To see results from particular meters (or Manual Results), a checkmark must be in the box next to the meter (or Manual Results). Checkmarks may be added or removed by clicking the box.
Add Manual Result

*Note: The meter does not need to be connected to the SmartData™ cable or the TRUEresult Docking Station to manually enter results.*

Start by clicking the Meter Results tab in the Patient Profile. Click the Add Result icon.

The Add/Edit Result screen appears. Enter the following information:
Add/Edit Result Screen

1 **Result Date** - Add date of result. Numbers must be entered for the month, day, and year. The up/down arrows allows increase or decrease of each area of the date selection. The drop down menu brings up a calendar box, where the date of the result may be entered by clicking the right or the left arrows at the top of the calendar box until the correct month and year is shown and then clicking the correct day of the month. *(See Patient Management/Patients/New Patient/Birthday for more information on using the calendar box.)*

2 **Result Time** - Add the time of the result. Time may be scrolled by clicking the up or down arrows in the field until the correct time is shown.

3 **Result** - Numeric test result. Decimals are included for results in mmol/L unit of measure.

4 **Test Type** – Blood or glucose control solution.

5 **Glucose Units** – Units of measure preset under Glucose Ranges tab *(see Patient Management/Patients/Glucose Ranges)* or Options/Glucose Range. mg/dL is the unit of measure for the US, Central and South America and mmol/L the unit of measure Canada, Australia, Europe and for most other countries.

6 **Reference Method** – Results are shown in the result type indicated. This information may only be changed when entering manual results for Prestige IQ. See the Prestige IQ Owner’s Booklet for more information.

7 **Meter Model** – Choose from the drop down menu Prestige IQ, TRUEtrack, Sidekick, TRUEread, TRUEresult, TRUE2go, or TRUEbalance.
Click “OK” to save when all fields are completed. Click “Cancel” if results are not to be saved.

Note: The Result value must be entered before result can be saved.

Edit Result

Under the Meter Results tab of the Patient Profile, ensure that the box on the left side of the screen next to Manual Results is checked (click to check or uncheck box). Click boxes next to all other meters listed to uncheck. Only the manually results appear. Click to highlight the chosen manual result. Click the Edit Result icon.

Edit Results Icon

The Add/Edit Result screen appears. Make any changes necessary and click “OK” to save the result or “Cancel” not to save the result.
Delete Result

Under the Meter Results tab of the Patient Profile, ensure that the box on the left side of the screen next to Manual Results is checked (click to check or uncheck box). Click boxes next to all other meters listed to uncheck. Only the manually results appear. Click to highlight the chosen manual result. Click the Delete Result icon.

Delete Result Screen

The Delete Result Confirmation screen appears. Click “Yes” to delete the result or “No’ to cancel deletion.

Delete Result Confirmation Screen

Note: Once a result is deleted from the database, results can only be retrieved by reloading the Patient Profile from a backup file. See Database/Restore Data for more information.
Reports

Report Types

Reports are generated to give an overall pattern of blood glucose results over time. This pattern is used by Doctors and Healthcare Professionals to prescribe medication and/or evaluate goals. Comparing individual results from different meter models is **NOT** recommended for identifying the true overall pattern because results may vary and this may not reflect the true pattern(s). Once results have been entered into a Patient Profile, 7 different reports may be generated. These reports are:

- **Glucose Trend Report** – Displays possible trends in glucose results. This report helps quickly identify glucose results that are too high and too low.
- **Conformance Report** – A pie chart report that helps identify meal related problems and which results are within, above, or below target ranges for each time slot.
- **Log Book Report** – Shows a record of all the glucose readings in a time period chosen when printing the report.
- **Modal Day Report** – Shows daily patterns of glucose levels over a date range.
- **Modal Week Report** – Shows weekly patterns of glucose levels over a date range.
- **Extended Log Book Report** – A more comprehensive report than the Log Book Report.
- **Summary Report** - Provides a report that may include the modal day graph, modal week graph, overall conformance pie chart, and glucose trend graph. The Summary Report may be customized to show which parts to include. See **Options/Reporting** for more information on customizing this report.
Glucose Trend Report

The Glucose Trend Report displays possible trends in glucose results. This report helps quickly identify glucose results that are too high and too low.

The Header of the report identifies the patient ID and name; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; average and standard deviation of the results over the date/time range chosen; number of readings (results); percentage of results within, above and below target range; date and time report is printed; date range specified for the report; units of measure and result type; and the primary doctor.

The Body of the report is set up as an X-Y graph with the glucose results with the specified units of measure on the Y axis and the date on the X axis. The shaded areas indicate normal target range, above/below target range, and hypoglycemic results. The results are displayed as data points (dots) connected with a line. The dots (results) appear in chronological order from oldest to most recent. All results for the date range specified are included in the report. When the report appears on the computer, rolling the cursor over the individual data point shows the actual result with the date and time.

Note: The line that connects the glucose results in the graph does not reflect actual glucose levels. Mealtimes, medication, or exercise can cause blood glucose levels to be higher or lower throughout the day. Actual testing before and after these events are required to get a better picture of how they affect glucose levels.
Conformance Report

The Conformance Report is a pie chart report that helps identify meal related blood glucose results and which results are within, above, or below target ranges for each time slot. Each pie chart is color coded for the selected target ranges.

The Header of the report identifies the patient ID and name; primary doctor; unit of measure and result type; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; date and time report is printed; date range specified for the report; average and standard deviation of the results over the date/time range chosen; number of readings (results); and percentage of results within, above and below target range.

The Body of the report details the conformance of the glucose results for each time slot specified under the Patient Profile Mealtime Schedule tab. Each chart is divided and color coded into percentages of results within target, above target, below target, and hypoglycemic percentages. An overall pie chart contains all blood glucose results during the selected report time period and the night time pie chart are identified first. Pre- and Post- Meal charts are shown side by side for comparison to identify trends. The Pre-Meal charts are stacked as well as the Post-Meal charts for comparison of trends. If there is no result for a time slot, the place is held by the words “No Results” at the specific mealtimes.
Log Book Report

The Log Book Report shows a record of all the glucose readings in a selected time period. Log Book Reports may be customized by time and date range and may aid in insurance billing.

The Header of the report identifies the patient ID and name; primary doctor; unit of measure and result type; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; date and time report is printed; date range specified for the report; average and standard deviation of the results over the date/time range chosen; number of readings (results); and percentage of results within, above and below target range.
The Body of the report shows the results sorted in order by date and time. Manually entered results and control test results are indicated as such. The number of blood glucose results is calculated, as is the number of control test results, the number of test strips used, and average tests performed per day.

### Log Book Report

<table>
<thead>
<tr>
<th>Patient ID: 23621557</th>
<th>Report Date: 3/24/2009 4:07 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor: Carol Jones</td>
<td>Glucose Average: 137</td>
</tr>
<tr>
<td>Result Type: mg/dL / Plasma</td>
<td>Standard Deviation: 67</td>
</tr>
<tr>
<td>Before Meal Target: 80 - 160</td>
<td># of Readings: 21</td>
</tr>
<tr>
<td>After Meal Target: 80 - 160</td>
<td>% Within Target: 33.3%</td>
</tr>
<tr>
<td>Overall Target: 80 - 160</td>
<td>% Above Target: 42.9%</td>
</tr>
<tr>
<td>Hypoglycemic Level: 70</td>
<td>% Below Target: 23.8%</td>
</tr>
</tbody>
</table>

#### Blood Tests

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/18/2009 4:53 AM</td>
<td>47</td>
</tr>
<tr>
<td>3/18/2009 12:23 PM</td>
<td>29</td>
</tr>
<tr>
<td>3/18/2009 7:53 AM</td>
<td>156</td>
</tr>
<tr>
<td>3/19/2009 3:23 AM</td>
<td>101</td>
</tr>
<tr>
<td>3/19/2009 10:53 AM</td>
<td>94</td>
</tr>
<tr>
<td>3/19/2009 6:01 AM</td>
<td>159</td>
</tr>
<tr>
<td>3/20/2009 1:33 AM</td>
<td>60</td>
</tr>
<tr>
<td>3/20/2009 9:33 AM</td>
<td>209</td>
</tr>
<tr>
<td>3/22/2009 4:33 PM</td>
<td>112</td>
</tr>
<tr>
<td>3/21/2009 12:23 AM</td>
<td>186</td>
</tr>
<tr>
<td>3/21/2009 7:53 AM</td>
<td>122</td>
</tr>
<tr>
<td>3/21/2009 9:33 PM</td>
<td>206</td>
</tr>
<tr>
<td>3/21/2009 10:53 PM</td>
<td>69</td>
</tr>
<tr>
<td>3/22/2009 6:23 AM</td>
<td>111</td>
</tr>
<tr>
<td>3/22/2009 9:33 PM</td>
<td>113</td>
</tr>
<tr>
<td>3/22/2009 9:33 PM</td>
<td>39</td>
</tr>
<tr>
<td>3/23/2009 12:23 PM</td>
<td>229</td>
</tr>
<tr>
<td>3/23/2009 2:46 PM</td>
<td>180</td>
</tr>
<tr>
<td>3/23/2009 7:53 PM</td>
<td>174</td>
</tr>
</tbody>
</table>

**Manually Entered**

#### Control Tests

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/23/2009 4:04 PM</td>
<td>260</td>
</tr>
</tbody>
</table>

**Manually Entered**

**Total Blood Results: 20**
**Total Control Results: 1**
**Total Tests: 21**

**Strip Tests Per Day: 5.5**

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**Modal Day Report**

The Modal Day Report shows blood glucose readings by time of day over a one day period. All glucose target ranges are color coded for easy viewing.
The Header of the report identifies the patient ID and name; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; average and standard deviation of the results over the date/time range chosen; number of readings (results); percentage of results within, above and below target range; date and time report is printed; date range specified for the report; unit of measure and result type; and primary doctor.

The Body of the report is set up as an X-Y graph with the glucose results with the specified units of measure on the Y axis and the time on the X axis. The colored areas indicate normal target range, above/below the target range, or hypoglycemic result. The distribution of points within the shaded areas indicate how well blood glucose levels are controlled - clusters of points within the normal target range indicate average good control for that time of day. Clusters of points spread outside the target range indicate that more control is needed for that time of day. When the report appears on the computer, rolling the cursor over the individual data point shows the actual result with the date and time.
Modal Week Report

The Modal Week Report shows blood glucose readings by day and time of day over the date range that was selected. All glucose target ranges are color coded for easy viewing.

The Header of the report identifies the patient ID and name; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; average and standard deviation of the results over the date/time range chosen; number of readings (results); percentage of results within, above and below target range; date and time report is printed; date range specified for the report; unit of measure and result type; and primary doctor.

The Body of the report is set up as an X-Y graph with the glucose results with the specified units of measure on the Y axis and the time on the X axis. The colored areas indicate normal target range, above/below the target range, or hypoglycemic result. The distribution of points indicates how well blood glucose levels are controlled - clusters of points within the target range indicate average good control. Clusters of points spread outside the target range indicate that more control is needed. When the report appears on the computer, rolling the cursor over the individual data point shows the actual result with the date and time.
Modal Week Report

Patient ID: 23621567
Patient: Kelly Johnson
Before Meal Target: 80 - 160
After Meal Target: 80 - 160
Overall Target: 80 - 160
Hypoglycemic Level: 70

Glucose Average: 140
Standard Deviation: 65
# of Readings: 44
% Within Target: 40.9%
% Above Target: 38.6%
% Below Target: 20.5%

Report Date: 3/31/2009 1:38 PM
Result Type: mg/dL / Plasma
Doctor: Carol Jones

Modal Week Rollover Result

Data Point Rollover and Result

Modal Week Rollover Result
Extended Log Book Report

The Extended Log Book Report is a more comprehensive report than the Log Book Report.

The Header of the report identifies the patient ID and name; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; average and standard deviation of the results over the date/time range chosen; number of readings (results); percentage of results within, above and below target range; date and time report is printed; date range specified for the report; unit of measure and result type; and primary doctor.

The Body of the report details the results in a table format. The results are listed within their assigned time slots. The report then calculates the average result for the time slot, the number of results above the target range for that time slot, the number of results below the target range for that time slot, the number of hypoglycemic results for that time slot, and the percentages for above target range, below target range, within target range, and hypoglycemic range.
Summary Report

The Summary Report provides a quick snapshot of the modal day and week graphs, the glucose trend graph, the overall conformance pie chart, and the information from the Patient Profile (Patient Profile tab, Practitioner / Insurance tab, Glucose Ranges tab, Medications tab).

The Header of the report identifies the patient ID and name; primary doctor; unit of measure and result type; before and after meal glucose target ranges; overall glucose target ranges; hypoglycemic level; date and time report is printed; date range specified for the report; average and standard deviation of the results over the date/time range chosen; number of readings (results); and percentage of results within, above and below target range.

The Body of the report contains the modal day and week graphs, the glucose trend graph, the overall conformance pie chart, and the information from the Patient Profile (Patient Profile tab, Practitioner / Insurance tab, Glucose Ranges tab, Medications tab).

Note: If there are multiple results for a time slot, the result shown is the last test performed for that time slot.
Creating a Report

Click on the Patient Management tab on the top of the main toolbar. Click the Find Patient icon. Enter the first few letters of the patient’s name, either first or last. Click “Search”. A list of patients that match the letters for the patient’s name (either first or last) appears. Click the patient’s name to highlight. Double click the highlighted name to continue to the chosen Patient Profile or click the Open Patient icon.
Click the Reports tab at the top of the screen. The Reports Menu appears at the top of the screen.

Click the desired report icon. Open Reports and Patient Profiles are listed above tabs, below the toolbar. The highlighted report is the report that is shown on the screen. Clicking on the report/Patient Profile name highlights and opens another report/Patient Profile to access their information and reports. Clicking on the “X” on the right side of the screen closes the currently open report/Patient Profile. The report preview appears with the patient’s name and the name of the report.
Reports Screen

Report options are shown on the left side of the screen and a preview of the actual report appears in the right side of the screen.
For each report the following parameters may be specified:

1. **Report Range** – Use the drop down menu to choose 7, 14, 30, 60, 90, 120 days or a custom date range for result reporting. Choosing “Custom” from the drop down menu allows specific dates to be entered in the “From” and “To” fields. The up/down arrows allows dates to go forward or backwards in increments, where the down arrow brings up a calendar in which the date may be chosen. *(For more information on the calendar box, see Patient Management/Patients/New Patient/Birthday.)*

2. **Meters** – Clicking the small box to the left of the meter creates a report that includes results from the meter(s) chosen. If a meter’s results are not to be included in the report, click the box containing the checkmark of the meter not to be included. Reports may be customized to print only certain meter results or only manually entered results.

   **Note:** *If the checkmark in the box is removed, the checkmark reappears in the box after the report is run.*

3. **Glucose Units** – Units of measure in which the results are displayed. mg/dL is the unit of measure for the US, Central and South America and mmol/L is the unit of measure for Canada, Australia, Europe and some of the rest of the world. Use the drop down menu to highlight and click the appropriate unit of measure.

4. **Result Type** – Results may be reported as plasma or whole blood values. Confirm with your Doctor or Diabetes Healthcare Professional which values need to be reported. Use the pull down menu to highlight and click the appropriate result type.

When all options are chosen, click “Apply” at the bottom left of the screen to create the report with the new settings. The report preview is shown on the screen to the right of the options.

**Note:** *If there are no results entered for the date range chosen, a No Result Message screen appears. Click “OK” or “Cancel” to return to the Reports screen. Re-enter options and click “Apply” to generate a new report.*
Printing Reports

When the report preview is shown on the screen, click the Print button on the top left of the screen.

![Print Icon](image)

Print Report

Choose the printer where the report is to be printed. If “Print” is clicked, the report will print on the default printer for the computer.

Database

Clicking the TRUEmanager icon on the upper left of the screen brings down an Extended Options menu. From this menu, a new Patient Profile may be begun (see **New Patient**), a Patient Profile may be saved (see **Save Patient**), the current open report preview may be printed, (see **Reports**), the database may be backed up or restored, database may be exported into another file, the Options menu may be accessed, or the TRUEmanager program may be exited. Patient Profiles that have most recently been accessed appear in the box to the left.

![Extended Options Menu](image)
Backup Data

To backup Patient Profiles and their results, select the TRUEmanager icon on the top left of the screen. Click “Backup Data” from the menu.

Backup Icon

The Save Selected Patients screen appears. Using the drop down menu at the top of the screen, choose the location where the database is to be copied. The filename defaults to “TRUEmanager Backup (current date).bak, but may be changed for easier reference. File type must remain “TRUEmanager Backup File(*.bak). Click “Save” to save the database to the file location or “Cancel” to cancel the database backup.
When the backup of the database is complete, a confirmation message appears. Click “OK” or “Cancel” to continue to the program.

**Backup Completed**

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### Restore Data

To restore Patient Profile and their results from a prior backup, select the TRUEmanager icon on the top left of the screen. Click “Restore Data” from the menu.

---

### Restore Database

The Open Patient Backup screen appears. Click to highlight the backup file to restore and click “Open”.

---
Open Patient Backup Screen

An Import Complete screen appears. Click “OK” to restore database or “Cancel” not to restore database.

Restore Complete

If a Patient Profile does not exist in the active database but it is in the backup database, the name and information with the results are added to the active database when the backup is restored. However, if a Patient Profile does exist in the active database, only the information contained in the backup file but not in the active file is restored to the active database. Existing results and information is never overridden.

Check for Updates

Periodically, updates to the TRUEmanager program may be available. Backup the database before checking for updates. To begin the update process, click the TRUEmanager icon and then click “Check for Updates”. The TRUEmanager program
checks with the Nipro Diagnostics website for any new versions of the TRUEmanager program. Follow the instructions on the screen to upload any new versions, changes or fixes to the TRUEmanager program.

Export

Individual Patient Profiles or groups of Patient Profiles may be exported into an Excel spreadsheet (*.csv). Click on the TRUEmanager icon on the top left of the screen. From the drop down menu, highlight and click “Export”.

Export Database Icon
An Export screen appears to choose the Patient Profiles to be exported. Click on the selected Patient Profile to highlight and then click “Add”. This moves the selected Patient Profiles from the list on the left to the list on the right.

**Note:** Patient Profile database may be scrolled by clicking the arrows to the right or the left of each list box until the desired Patient Profile is located.

Click “Export Selected”. The Save Selected Patients screen appears.

**Note:** To select all Patient Profiles in the database, click “Export All”. To cancel export, click “Cancel”.

The Save Selected Patients screen appears. Using the drop down menu at the top of the screen, choose the location where the Patient Profile data is to be exported. The filename defaults to “TRUEmanager Export (current date), but may be changed for easier reference. File type must remain “TRUEmanager Export File(*.csv). Click “Save” to export the data to the file location or “Cancel” to cancel the data export.
Export Location Screen

Excel Export Data Worksheet

If “Save” is clicked, an Export Complete screen appears. Click “OK” or “Cancel” to continue.
Options

Certain information may be preset for all Patient Profiles under “Options”. Any information that is preset in the Options may be overwritten when updating or entering a specific Patient Profile. To access the Options, click on the TRUEmanager icon in the upper left of the screen. On the menu, click “Options”.

Choose from the list of Options.
Glucose Range

Glucose Range Settings entered on the screen defines the default settings on new Patient Profiles and impacts the result reporting. To change the default settings, click “Glucose Range” on the menu. The default Glucose Range Settings screen appears. Enter the following information:

Glucose Range Settings

- **Glucose Units**: mg/dL
- **Result Type**: Plasma
- **Glucose Target Range**:
  - **Before Meal**: 80 - 160 mg/dL, Plasma
  - **After Meal**: 85 - 180 mg/dL, Plasma
  - **Overall Range**: 80 - 180 mg/dL, Plasma
  - **Hypoglycemic**: 60 mg/dL, Plasma
1 **Glucose Units** – Units of measure for reporting purposes. Use the drop down menu to choose the glucose units of measure (mg/dL or mmol/L). When the units are set under the Options, the glucose units of measure converts the downloaded results units of measure to the units of measure set under Glucose Range Settings, but will not change the units of measure in the meter itself.

2 **Result Type** – Type of glucose result, whole blood or plasma. Check with Doctor or Diabetes Healthcare Professional for more information on setting. Use the drop down menu to choose the result type (whole blood or plasma).

3 **Glucose Target Range** – Glucose target ranges that default for each Patient Profile. Enter Before Meal ranges, After Meal ranges, Overall ranges, and Hypoglycemic level for report printing.

Click “OK” when completed or “Cancel” to abort.

*Note: Glucose Range Settings may be overwritten for each Patient Profile under the Glucose Ranges tab in the Patient Profile screen.*

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**Mealtime Schedule**

Mealtime Schedule Settings entered on the screen defines the default settings on the Patient Profiles and impacts the result reporting. To change the default settings, click “Mealtime Schedule” on the menu. The default Mealtime Schedule Settings screen appears. Enter the following information:

- Working Days and Non-working Days (Mon – Sun, click on circle to mark)
- Breakfast, Lunch, Dinner Pre – and Post-Meal time ranges
- Night time ranges

*Note: When entering time ranges, the “Until” time automatically populates 1 minute before the next time slot. Example: Post-Dinner From is entered as 7:00PM. Pre-Dinner Until will automatically be entered as 6:59 PM.*
Mealtime Schedule Settings

When all information has been entered, click “OK” to save information or “Cancel” not to save information.

Reporting

Report Settings entered on the screen defines the default settings for report auto-printing and what graphs and information will print when a Summary Report is generated (see Reports/Summary Report). To change the default settings, click “Reporting” on the menu. The default Report Settings screen appears.
Auto-Print Settings

A report may be automatically set to print whenever results are downloaded to from a meter and linked to a Patient Profile. Use the drop down menus to choose if the function is off or on; the desired report from the list of reports (see Reports); and the default report time range. The report selected will be the default report for auto-printing on any Patient Profile.
Summary Report Settings

Specify the reports that are included in the Summary Report (see Reports/Summary Report). Use the drop down menu for the following reports to include or not include the report in the Summary Report.

*Note: For a description of the different reports, see Reports.*

System Settings

System Settings are accessed by clicking “System Settings” under TRUEmanager Options. There are three fields on the System Settings.

1. **System Idle** - From the drop down menu, choose “On” or “Off”. “On” returns to the Main Window after 10 minutes of inactivity. Press the space bar or
click the screen to return to the last screen before inactivity. It is recommended to enable this feature for privacy reasons. “Off” does not return to the Main Window after 10 minutes of inactivity.

System Idle Home Page

2 Synch Mode – Allows meter time to be synchronized to the computer time when downloading results.

3 System Assign Patient ID – Autogenerates Patient ID numbers.

Resources

The Resources page gives access to more information about the TRUEmanager program and a phone number for calling for assistance.
Resources

1. Go to Nipro Diagnostics Online – Clicking on “Go Online” directs to the Nipro Diagnostics, Inc. website for more information on products and services offered by Nipro Diagnostics, Inc.

2. Go to TRUEmanager Registration - Brings up Nipro Diagnostics, Inc. website for registration of the TRUEmanager.

3. View License Agreement - Legal document that outlines the agreement to utilize the TRUEmanager program.

4. About TRUEmanager Diabetes Management Software - Contains the version of the TRUEmanager program and allows access to the pdf version of the Owner’s Manual for TRUEmanager.

5. Get Technical Support Call 1-800-803-6025 - As a part of our commitment to customer satisfaction, our Technical Support Team is ready to assist 24 hours a day, seven days a week. We can help with questions about any aspect of the TRUEmanager – from instruction to troubleshooting. We’re here to help.