

## TRUE METRIX Air Meter Starter Kit

# TRUE METRIX® AIR Meter Starter Kit - Instruction Manual

Model: Air Meter Starter Kit

## 1. INTRODUCTION

This manual provides comprehensive instructions for the proper use and maintenance of your TRUE METRIX® AIR Meter Starter Kit. This kit is designed for self-monitoring blood glucose levels and includes essential components for effective diabetes management.



Figure 1: Overview of the TRUE METRIX® AIR Meter Starter Kit.

The TRUE METRIX® AIR system utilizes advanced technology to provide accurate and reliable blood glucose readings, featuring Bluetooth Smart Connectivity for seamless data transfer to compatible mobile devices.

## 2. What's INCLUDED

Your TRUE METRIX® AIR Meter Starter Kit contains the following items:

- TRUE METRIX® AIR Meter
- 100 TRUE METRIX® Test Strips
- 100 30g TRUEplus® Single-Use Sterile Lancets
- TRUEdraw™ Lancing Device
- TRUEplus® Log Book
- METRIX® Control Solution (Level 1)

- Meter Carrying Case
- 1 CR2 battery (pre-installed)



Figure 2: Detailed view of the kit components, including the blood glucose monitor, compact carrying case, lancing device, self-test log book, level 1 control solution, test strips (100 count), and 30G lancets (100 count).

### 3. SETUP

#### 3.1. Battery Installation

The TRUE METRIX® AIR Meter comes with one CR2 battery pre-installed. If replacement is needed, ensure the meter is off, open the battery compartment, insert a new CR2 battery with the correct polarity, and close the compartment securely.

#### 3.2. Setting Up the Lancing Device

1. Unscrew the lancing device cap.
2. Insert a new sterile lancet firmly into the lancet holder.
3. Twist off the protective cap from the lancet.
4. Replace the lancing device cap.
5. Adjust the penetration depth by rotating the cap. Start with a shallower setting and adjust as needed for a sufficient blood sample.
6. Pull back the cocking barrel until it clicks, indicating it is ready for use.

### 3.3. Bluetooth Pairing with TRUE MANAGER™ AIR App

To wirelessly transfer your glucose results, pair your TRUE METRIX® AIR Meter with the TRUE MANAGER™ AIR app on your mobile device. Ensure Bluetooth is enabled on your mobile device and the meter is turned on.

1. Download and open the TRUE MANAGER™ AIR app from your device's app store (available on iOS and Android).
2. The first time you open the app, you will be prompted to agree to the End User License Agreement. Accept to proceed.
3. A Bluetooth pairing request will appear on your mobile device screen.
4. Locate the serial number (SN) on the back label of your TRUE METRIX® AIR Meter.
5. Enter the last six digits of the meter's serial number into the PIN field on your mobile device. This is the meter's PIN number.
6. Tap "OK" to confirm.
7. Wait for your mobile device to confirm its connection to the meter. Once paired, the app can upload glucose results from the meter.



# TRUTH BEHIND THE NUMBERS

**TRUE MANAGER™ AIR** Application is available on both iOS and Android operating systems. Simply search for **TRUE MANAGER™ AIR** in your App Store.

## Device Compatibility:



### Apple Devices

(iOS version 10.0 to 17.0)

#### iPhone:

- iPhone 6
- iPhone 6s
- iPhone 6 Plus
- iPhone 6s Plus
- iPhone 7
- iPhone 7 Plus
- iPhone 8
- iPhone 8 Plus
- iPhone X
- iPhone XS
- iPhone XS Max
- iPhone XR
- iPhone 11
- iPhone 11 Pro Max
- iPhone 12
- iPhone 13
- iPhone 14
- iPhone 15
- iPhone 15 Pro
- iPhone SE (2nd Generation)

#### iPad:

- iPad Mini
- iPad Mini 2
- iPad Mini 3
- iPad Mini 4
- iPad Air
- iPad Air 2
- iPad Pro 9
- iPad Pro 9.7"
- iPad Pro 10.5"
- iPad Pro 12.9"
- iPad Pro (3rd Generation)

### Android Devices

(OS version 7.0 - 14.0)

#### Samsung Galaxy:

- S6
- S6 Duos
- S6 Active
- S6 Sport
- S6 Edge
- S6 Edge+
- S8
- S8+
- S8 Active
- S9
- S9+
- S10
- S10e
- S10+
- S10 5G
- S20
- S20+
- S20 Ultra
- S21
- S22
- S23
- A20
- A20S
- A10e
- A30S
- A52
- J8
- Z Fold 2
- Z Fold 3
- Z Fold 4
- Z Fold 5
- Z Flip 3
- Z Flip 4
- Z Flip 5
- Note 8
- Note 9
- Note 10
- Note 10+
- Note 10 Lite
- Note 10 5G
- Note 20

### Motorola Moto:

- Moto Z3
- Moto Z3 Play
- Moto Z4
- Moto G6
- Moto G6 Plus
- Moto G6 Play
- Moto G7
- Moto G7 Plus
- Moto G7 Play
- Moto G7 Power
- Moto M8

### Google Pixel:

- Pixel
- Pixel 2
- Pixel XL
- Pixel 2XL
- Pixel 3
- Pixel 3a
- Pixel 4
- Pixel 4a
- Pixel 5
- Pixel 5a
- Pixel 6
- Pixel 6a
- Pixel 7
- Pixel 8 Pro
- Pixel Fold

### Huawei:

- P30
- Y9 Prime

### LG:

- LG K30
- LG Q7+

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Figure 3: Device compatibility chart for the TRUE MANAGER™ AIR app, showing supported iOS and Android devices.

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Video 1: "How to Pair, Manage and Sync to the TRUE Manager Air App" - This video demonstrates the process of pairing your TRUE METRIX® AIR meter with the TRUE MANAGER™ AIR app and syncing your blood glucose data.

## 4. OPERATING THE TRUE METRIX® AIR METER

### 4.1. Performing a Blood Glucose Test

1. Wash your hands thoroughly with soap and warm water. Dry completely.
2. Insert a new TRUE METRIX® Test Strip into the test strip port of the meter. The meter will turn on automatically.
3. When the blood drop symbol flashes, indicating the meter is ready for a blood sample.
4. Use the lancing device to obtain a blood sample from your fingertip.
5. Touch the tip of the test strip to the blood sample. The blood will be drawn into the strip.
6. The meter will display your blood glucose result in as fast as 4 seconds.
7. Remove and discard the used test strip safely.



Figure 4: Proper technique for applying a blood sample to the test strip.



Figure 5: The meter displaying the blood glucose result.

## 4.2. Event Tagging

The TRUE METRIX® AIR meter allows for event tagging, which helps you categorize your blood glucose readings based on various events such as before meal, after meal, exercise, sick, medication, or other. This feature provides valuable insights into how different activities and conditions affect your glucose levels.

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Video 2: "TRUE METRIX AIR Meter Glucose Monitor Starter Kit" - This video highlights the features of the TRUE METRIX® AIR meter, including event tagging capabilities.

## 4.3. Data Management and Syncing

The meter stores up to 1000 results with time/date stamps. To view and analyze your data, open the TRUE MANAGER™ AIR app on your paired mobile device. Press the sync button within the app to wirelessly transfer your new glucose results. The app provides various reports (Logbook, Averages, Conformance, Modal, Trend) to help you visualize and understand your blood glucose patterns.

# 5. MAINTENANCE

## 5.1. Cleaning the Meter

Regularly clean the exterior of your meter with a soft, damp cloth. Do not immerse the meter in water or use harsh cleaning agents. Ensure the test strip port is free of debris.

## 5.2. Storage

Store the TRUE METRIX® AIR Meter and test strips in a cool, dry place, away from direct sunlight and extreme



temperatures. Keep all components in the provided carrying case when not in use to protect them from damage.

## 6. TROUBLESHOOTING

### 6.1. Bluetooth Connectivity Issues

- Ensure Bluetooth is enabled on your mobile device.
- Verify the meter is turned on and within range of your mobile device.
- Re-enter the meter's PIN (last six digits of the serial number) during pairing if issues persist.
- Restart both the meter and your mobile device.
- Check the TRUE MANAGER™ AIR app for updates.

### 6.2. Inaccurate Readings

- Ensure test strips are not expired and are stored correctly.
- Verify proper blood sample application technique.
- Perform a control solution test to check meter and strip accuracy. Refer to the control solution instructions for details.
- Ensure hands are clean and dry before testing.

For other error codes or persistent issues, refer to the detailed troubleshooting section in the full User Guide (PDF) available for download, or contact customer support.

## 7. SPECIFICATIONS

Feature	Detail
Model Name	AIR
Sample Size	Tiny 0.5 microliter
Test Time	As fast as 4 seconds
Memory	Stores 1000 results with time/date
Connectivity	Bluetooth Smart
Battery Type	1 CR2 battery (included)
Manufacturer	Trividia Health
Item Model Number	Air Meter Starter Kit

## 8. WARRANTY AND SUPPORT



### 8.1. Legal Disclaimer

TRUE METRIX® AIR is intended for self-monitoring blood glucose only and not for multiple patient use. Only TRUE METRIX® PRO is intended for multiple patient use.

### 8.2. Customer Support

For any questions or concerns regarding your TRUE METRIX® AIR Meter Starter Kit or the TRUE MANAGER™ AIR app, please contact Customer Care:

**Toll-Free:** 1-800-803-6025

**Direct:** 1-954-677-9201

**Website:** [www.trividiahealth.com](http://www.trividiahealth.com)

Customer care representatives are available to personally assist you with any inquiries or help you connect your mobile device to your TRUE METRIX® AIR Self-Monitoring Blood Glucose Meter.