

Notes

- Additional FAQs are available at www.GluCurve.com/Help and an in depth user manual is included in the box
- Accuracy will vary during the first 12-36 hours until the pet's immune system adjusts to the device

Troubleshooting Appendix

1. Applying the GluCurve
2. Activating the GluCurve
3. Accuracy / Glucose Readings
4. Veterinary Web Portal
5. GluCurve app

1 Applying the GluCurve

Feature	Problem	Solutions
Orange Safety Lock	Won't slide to unlock position	<ul style="list-style-type: none"> • Instead of a fingernail, use an object such as the top or the orange releaser clip included in the GluCurve box, a coin, or something similar to slide over the tab • The orange tab must be slid completely over to the unlock position
Grey Applicator Button	The grey button on the top of the applicator won't deploy	Check the orange safety lock to ensure it is all the way over to the unlock position. Use an object such as the top of the orange release clip, a coin, or something similar if needed
Adhesive Pad	The adhesive pad isn't sticking to the pet's skin	<ul style="list-style-type: none"> • Ensure the area is shaven using a 40 blade clipper for optimal contact • Ensure the area is completely dry from alcohol or other substances
Adhesive Pad	The adhesive pad is wrinkled or bunched up	<ul style="list-style-type: none"> • DO NOT attempt to pull off the adhesive pad and reapply • Run your finger around the adhesive pad pressing down firmly to, wrinkles on the extended pad are okay
Transmitter	Can't insert transmitter into sensor / didn't hear two "clicks"	<ol style="list-style-type: none"> 1. The side of the transmitter next to the "G" in GluCurve has a protruding tab, angle that side in first. 2. Gently press on the "e" in GluCurve side to level out 3. Grasp the pet's skin and the outer edge of the clear purple sensor housing if needed for step 4 and 5 4. Firmly press the corner of the grey transmitter above/to the right of the "e" until you hear a distinct "click" noise 5. Firmly press the corner of the grey transmitter below/to the right of the "e" until you hear a distinct "click" noise

2 Activating the GluCurve

Feature	Problem	Solutions
Veterinary Web Portal	Don't have a username	<ul style="list-style-type: none"> • If this is the first GluCurve Pet CGM your clinic has used, go to www.GluCurve.com and click sign up to create an account. • If other veterinarians at your clinic have already created an account and used the GluCurve, they can add you from the main patient list screen by clicking "Add/Edit Veterinarian on account"
Activation text / email	Pet owner didn't receive an activation text / email	<ul style="list-style-type: none"> • In the veterinary portal, select edit in the action column of the list of patients. • Edit email/phone number if incorrect and click resend

How to: Troubleshoot the GluCurve



Feature	Problem	Solutions
Activation text / email	Registration link goes to a sign in page instead of the pet information page	<ul style="list-style-type: none"> • Enable Bluetooth on your device and re-click the registration link from the text/email • Hard close app by swiping up from bottom of device to access recently used apps. Locate GluCurve and swipe up to remove. Re-click registration link from text/email
GluCurve App	Pet information is wrong	Continue with activation. Changes can be made in the veterinary portal anytime by clicking the patient's name, then clicking edit patient info
GluCurve App	Don't have a Calibration code	The Calibration Code is located on the package for the GluCurve Applicator, it is unique to that sensor
GluCurve App / Bluetooth	Which Bluetooth serial number is the transmitter?	<ul style="list-style-type: none"> • The transmitter's serial number is located on the bottom of the GluCurve box • The format is XX-XXXXXXX (2 characters, dash, 7 characters)
GluCurve App / Bluetooth	Can't find Bluetooth serial number on the list	<ul style="list-style-type: none"> • Ensure Bluetooth is on and your device is within 1-3 feet of the GluCurve Pet CGM for optimal signal strength • Ensure the transmitter is properly inserted, remove and reinsert if needed. See applying the GluCurve troubleshooting for steps • Replace with new transmitter if needed

3 Accuracy / Glucose Readings

Feature	Problem	Solutions
Accuracy	The accuracy is varying during the first 12-48 hours	<ul style="list-style-type: none"> • Accuracy will stabilize once the pet's immune system adjusts to the device • All CGMs are less accurate during the first 12-48 hours due to the immune system
Accuracy	Short drop in glucose levels that don't match clinical signs	<ul style="list-style-type: none"> • The electrode in the pet's skin that reads interstitial glucose is smaller than a needle and flexible like a wire. The pet can't feel it, but certain movements can cause the electrode to temporarily shift which can cause low level readings • CGM's are used to find trends and better dose insulin injections, these variations are normal and to be expected
Accuracy	Long drop in glucose levels that don't match clinical signs	<ul style="list-style-type: none"> • Check the adhesive pad/CGM is firmly against the pet's skin and has not been scratched/bitten loose • Ensure transmitter is in place with two clicks by firmly pressing the corner of the grey transmitter above/to the right of the "e" and below/to the right of the "e" and see if you hear distinct "clicks"
Accuracy	Glucose readings in the table every 3 minutes don't match the graph	CGMs detect current in the interstitial fluid from the reaction of glucose, then translate it into glucose levels The graph averages the readings between each 15-minute interval to smooth out variations.
Accuracy	Glucose readings different between the GluCurve and a BGM	<ul style="list-style-type: none"> • All glucose monitoring equipment can differ as much as plus/minus 20% due to the nature of glucose oxidase enzymes. • CGMs are primarily used to detect trends to better dose insulin/diet/exercise therapies.

4 Veterinary Web Portal

Feature	Problem	Solutions
Login / Signup	Forgot username or password	Select the “Forgot Username” or “Forgot Password” link at www.GluCurve.com
Login / Signup	Don’t have username	<ul style="list-style-type: none"> If this is the first GluCurve Pet CGM your clinic has used, go to www.GluCurve.com and click sign up to create an account. If other veterinarians at your clinic have already created an account and used the GluCurve, they can add you from the main patient list screen by clicking “Add/Edit Veterinarian on account”
GluCurve Activation	Resend activation email/text to pet owner	On the main List of Patient screen In the veterinary web portal at www.GluCurve.com , locate the patient’s name and click the edit icon under the action column. Verify email/phone number is correct and resend
Patient information	Edit pet name or information	Select the patient from the main List of Patients screen, click edit patient info on the far left.

5 GluCurve App

Feature	Problem	Solutions
Graph / Table	Not getting glucose readings	<ul style="list-style-type: none"> Check the adhesive pad/CGM is firmly against the pet’s skin and has not been scratched/bitten loose Ensure transmitter is securely locked into place by firmly pressing the corner of the grey transmitter above/to the right of the “e” and below/to the right of the “e” and see if you hear distinct “clicks” Ensure it is within 14 days of when the CGM was applied to pet
CGM Connection	Bluetooth disconnected	<ul style="list-style-type: none"> Ensure you are logged into the app and Bluetooth is enabled on your device Ensure you are within 6 feet of the GluCurve Click “Reset Bluetooth Connection” in CGM connection tab of app Ensure transmitter is securely locked into place by firmly pressing the corner of the grey transmitter above/to the right of the “e” and below/to the right of the “e” and see if you hear distinct “clicks”
CGM Connection	Internet disconnected	<ul style="list-style-type: none"> Ensure your device has connection to the internet outside of the GluCurve app by checking a web browser or internet app Hard close GluCurve app by swiping up from bottom of device to access recently used apps. Locate GluCurve and swipe up to remove. Re-click registration link from text/email Reset device
CGM Connection	Resetting the CGM	<p>Resetting the CGM will require a new 120 minute warmup.</p> <ol style="list-style-type: none"> Remove transmitter from sensor using orange releaser clip Re-insert transmitter (see instruction in section 1, transmitter) Go to CGM connection in the GluCurve app and select “Activate Sensor/Transmitter” Reenter Calibration code, click start, select Bluetooth serial number CGM should now be warming up

How to: Apply the GluCurve on a pet

Feature	Problem	Solutions
Graph / table	Can't see individual readings / graph	<ul style="list-style-type: none">• If you are viewing the graph and want to see individual readings select "View List" at the top of the app.• If you are seeing individual readings and want to see the graph select "View Graph at the top of the app.

More information

 Access the following resources for the GluCurve Pet CGM at www.GluCurve.Com/Help:

- [How to: Apply the GluCurve on a Pet](#)
- [How to: Activate the GluCurve after applying](#)
- [How to: Troubleshoot the GluCurve](#)
- [How to: Use the Veterinary Web Portal](#)
- [How to: Use the GluCurve app for iOS and Android](#)
- [Help Videos](#)
- [FAQs and More](#)