

# Entering Diary Information for **non** insulin users

- 1 The screen will read 'How long is it since your last meal?' Select the relevant time using the cursor arrows - **press OK**
- 2 The phone will then offer 'Optional Questions'. Choose one of the following:

**ILLNESS** - If you have been ill select 'Illness' using cursor arrow - **press OK** **figure 1**. Using the cursor highlight relevant illness and check/tick box by pressing the centre button on cursor pad **figure 2** - Once finished **press OK**

A text box will appear which will allow you to type in a description of your condition using the key pad. When completed **press OK**

**OTHER** - If you are suffering from stress or are menstruating select 'other' using the cursor arrow - **press OK**

Using the cursor highlight the relevant condition and check/tick box by pressing centre button on cursor pad - **press OK** A text box will appear which will allow you to type in a description of your condition using the key pad. When completed - **press OK**

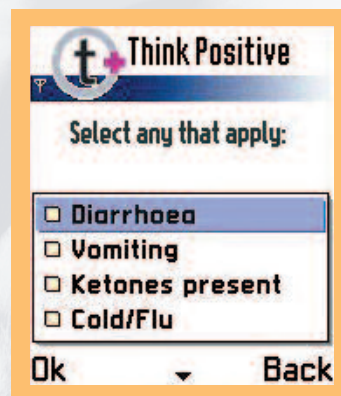
**FINISH** - To finish and send the data - **press FINISH**

You must complete the diary entries to be able to see the graphs on your phone.

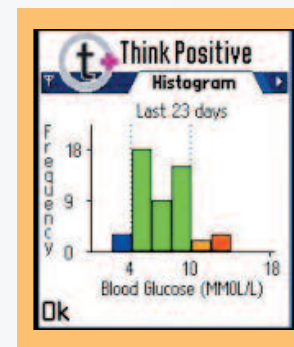
**figure 1**



**figure 2**

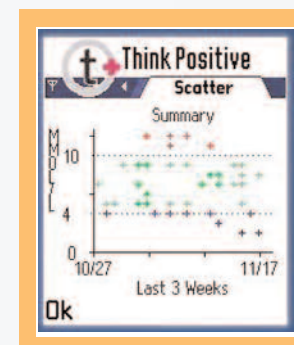


## Your feedback graphs



The graphs are shown automatically after a blood glucose reading has been sent to the phone and a diary entry completed. And it is while you are viewing your graphs that the data is sent to the server.

If you want to view the graphs at any other time, simply go to the main menu then **press Options or More** **press Feedback**



The phone shows two types of graph and a table of readings

- **A histogram** – the bar graph represents the number of readings taken recently. This summary allows you to see how well you are managing your glucose levels.
- **A scatter plot** which shows where your readings have fallen recently
- **A table of readings**, a simple list of the actual times and values

To change which graph is shown **press** the right or left cursor buttons.

To finish reading and return to the home page **press OK** (or **HOME**)

If the One Touch Ultra screen still reads 'PC' then **press** the **M** button on the meter to switch it off.

To exit t+ software on the phone **press EXIT**



# Postal reports

As a subscriber to the t+ diabetes management system you will receive a printed report in the post each month these reports summarise your recent blood glucose readings in a number of graphs.



Should you not want to receive these reports at any stage please contact the customer care team.

# Your t+ diabetes webpage

## Accessing your web page

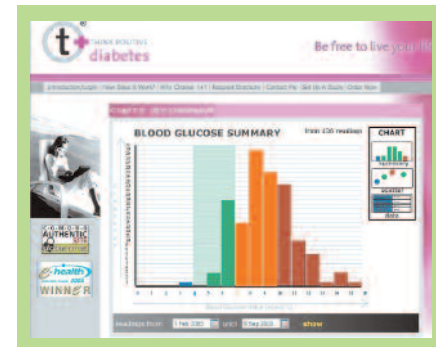
The web page can be accessed using a computer with an internet connection

- Type in the website address [www.thinkdiabetes.co.uk](http://www.thinkdiabetes.co.uk)
- Find the login box for existing customers on home page
- Enter your username
- Enter your password
- click LOGIN



## My Charts

The colour coded graphs show your readings over a selected period of time.



## Viewing your diary

This page shows you the additional information that you recorded using the mobile phone diary entry.



## Your medication

This page allows you to see which medications you are currently using. \*

## Order medication

You can order your repeat prescription medications from your pharmacy on this page. \*

\* Only available if your pharmacy offers a repeat prescription service, contact t+ diabetes customer support to find out your nearest pharmacist offering this service.

# Think positive diabetes

## Prescriptions Service

The **think positive diabetes** prescription service allows you to order registered repeat prescriptions at any time either through your mobile phone or online. If this service wasn't set up during your enrolment and you would like to receive its advantages, then please call our customer support line for more info.

### Automatic prescription reordering system

This system will automatically calculate the amount of prescribed items you have left, using the information given during enrolment and will send you a prompt when you are nearing the end of your prescription. When levels are low a message will be shown next time you enter the t+ software prompting you to reorder certain items.

Screen shows 'Suggested prescriptions reorder. Would you like to reorder your prescription?'. Highlight whether you would like to continue and reorder by selecting 'Yes' or 'No' by using the up/down cursor - **press SELECT**

### Manual prescription ordering

To place an order on your phone at any time, select 'Order Prescriptions' press the centre button on the cursor pad. Highlight the items required using the cursor key and press the centre button on the cursor pad to check the box - **press OK/ACCEPT**. The screen will show 'Prescription requested successfully' and you will be automatically returned to the t+ front page.

## Useful numbers and contact details

Should you wish to contact us with any technical problems contact the

**t+ diabetes customer support on 0844 8000167**

NHS Direct Line **0845 4647**

Diabetes UK Careline **0845 120 2960**

[www.thinkdiabetes.co.uk](http://www.thinkdiabetes.co.uk)

## Problem Solver

This section will help you solve any common problems.

Problem	Solution
Battery symbol shown on One Touch meter	You need to change the battery in the OneTouch meter. For a free replacement battery call Lifescan on 0800 121200.
Green status light does not light up the Bluetooth cradle	Try and hold the button on the cradle for about one second before releasing it. If that doesn't work then you need to change the battery in the Bluetooth cradle.
The OneTouch Ultra stays powered on	Press the M button on the OneTouch Ultra to switch it off. NB Ensuring you remove the test strip before transferring a reading to the phone should automatically switch off the OneTouch.
It asks me to enter the Bluetooth password 12345678 each time I upload a reading	You are pressing and holding the button on the cradle for too long, and this tells the cradle to pair each time. For normal usage press and then release the transmit button to switch the cradle on.
My readings appear on the phone graph but not on the website	You probably have a problem with your GPRS connection. If this only happens occasionally then you are in an area with poor GPRS coverage. If you haven't been able to upload 2 or more readings than call customer support to check your settings are correct.
Text message with software details not received	Text messages take a varying amount of time to be sent. If you have not received anything after 15 minutes then please contact the customer care line
I have forgotten my customer log in or password for the website	Call customer support and we can reissue a new password for you.

t+ diabetes customer support line 0844 8000 167;

The t+ diabetes customer support line is answered from 9am to 5:30pm Monday to Friday There is an answer phone outside these hours.

[www.thinkdiabetes.co.uk](http://www.thinkdiabetes.co.uk)