03 How do I set up my Bluetooth meter?

GDm-Health™

Task: Pair a Bluetooth meter   **Previous actions taken:** Download the GDm-Health app / Open the app / Activate the app
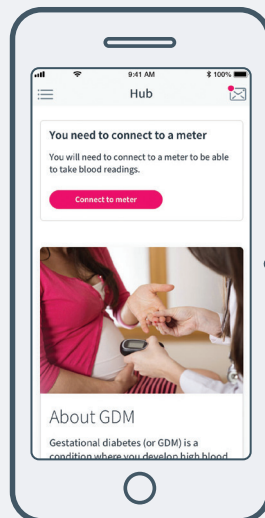
Step 1

If you have a meter that can be connected via Bluetooth to GDm-Health then please follow the steps in this guide.

If you are unsure if your meter connects to GDm-Health then please contact your care team.

This guide is for pairing your Bluetooth meter, there is a separate guide for syncing your blood glucose results.
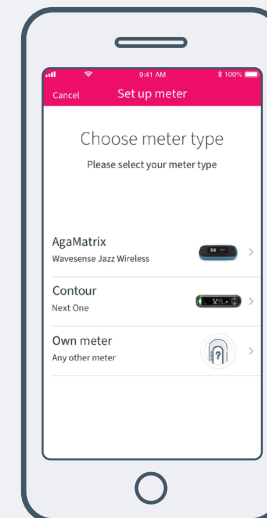
Step 2

Tap on the **Connect to meter** button.

Step 3

Select the meter you wish to connect in the **Choose meter type** list.

Step 4

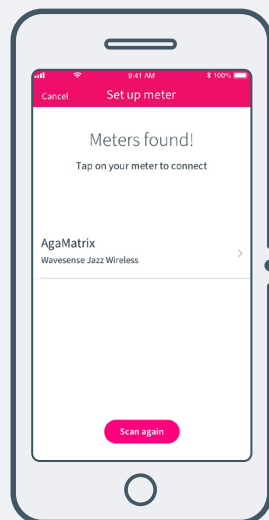Press the button on your meter to display a Bluetooth icon, this shows your meter is in pairing mode.

Some meters may require you to press and hold the button to display a flashing Bluetooth symbol.
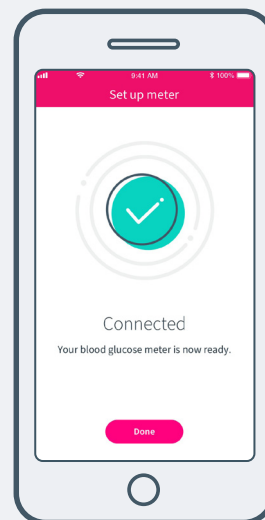
Step 5

Click scan to find your meter.

If this is the first time you are pairing your meter you may be prompted to enter a six digit code to identify the meter.

Step 6

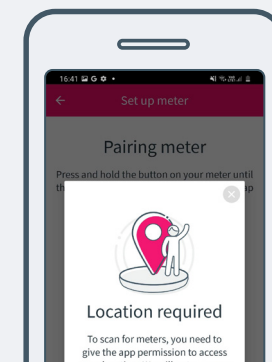A confirmation should appear once the meter is successfully paired.

Is your location on?

Step 7

Please note, if you are using an Android phone and have not allowed the app to use your location, you will be asked to grant permission.

If you do not grant permission, you will not be able to connect to the Bluetooth meter.
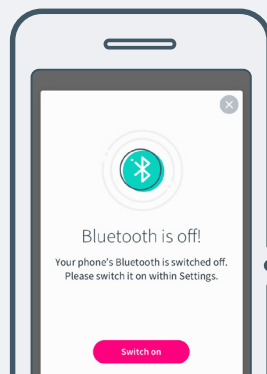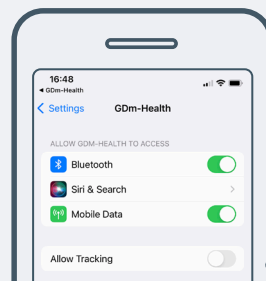
Is your Bluetooth on?

Step 8

If you have Bluetooth turned off on your phone, or if you do not have that ability on your phone, the following error message will appear:
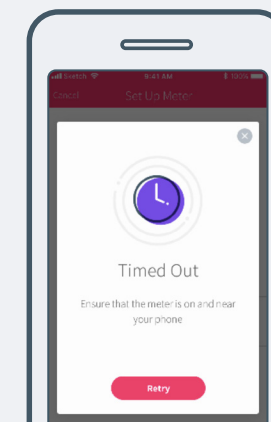
Step 9

Please turn on your Bluetooth functionality by going to your phone settings.

If you do not have this ability, please contact your diabetes care team.

Step 10

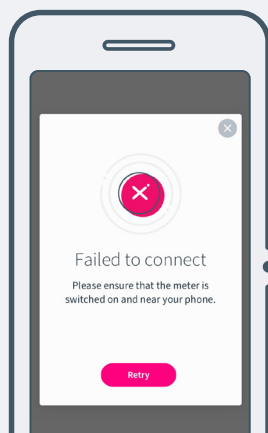If the phone cannot find your meter, you will see the following screen:

Step 11

Ensure your meter is turned on, in pairing mode (displaying the Bluetooth symbol) and nearby your phone, then tap **Retry**.

Step 12

If the meter cannot connect to the phone, you will see the following screen:

Step 13

Ensure your meter is turned on, in pairing mode (displaying the Bluetooth symbol) and nearby your phone, then tap **Retry**.

Step 14

If you are still having trouble connecting to your meter, then please contact your care team.