

TRUEmanager™

Frequently Asked Questions

Downloading Process

- 1 How long can I expect the downloading process to take?**
 - a. The initial downloading of the software can take up to 45 minutes.
- 2 Can I download the program onto a MAC computer?**
 - a. No. It is a Windows®-based program.
- 3 Can TRUEmanager™ be installed on a server?**
 - a. No. This version of TRUEmanager™ software can't be installed on a server, but the next release will be fully networkable.
- 4 How much memory should my computer have to run the program?**
 - a. 512MB is the minimum, 1GB is recommended.

Downloading Blood Glucose Results

- 1 How long does the average meter download take?**
 - a. About 40 seconds.
- 2 Once I download my results, can I send them to my doctor?**
 - a. Your blood glucose results may now be saved directly to a PDF file in TRUEmanager™, and you can send this file to your healthcare professional. The export to PDF feature is under the drop down menu and on the quick start tool bar.
 - b. You can also print your reports and share them during your next visit with your diabetes healthcare professional.
- 3 How many results will the TRUEmanager™ program store?**
 - a. TRUEmanager™ 3.2.1.9 has been enhanced to store more data. For a single user, it can store approximately 12 million results. For a multi-user environment, the system can store approximately 3,000 patients with a total of 7,800 results.

Software Maintenance

- 1 What is the process for receiving software updates?**
 - a. Nipro Diagnostics, Inc. will automatically e-mail you updates to your program (via your e-mail address on your registration card or your registration information) prior to you downloading the program.