PTEC CHATBOT FEATURES

The automated SMS service via a billingual chatbot is designed to provide you reminder service.

You will be receiving an SMS from PTEC Chatbot **'AMKP Assist' (+65 8241 0862)** to confirm the activation of the Chatbot service. Please follow the instructions and reply to the SMSes accordingly.

REMINDER
Prompts 3 days before the scheduled test date, and on the test day itself

BILINGUAL
Available in both English and Chinese
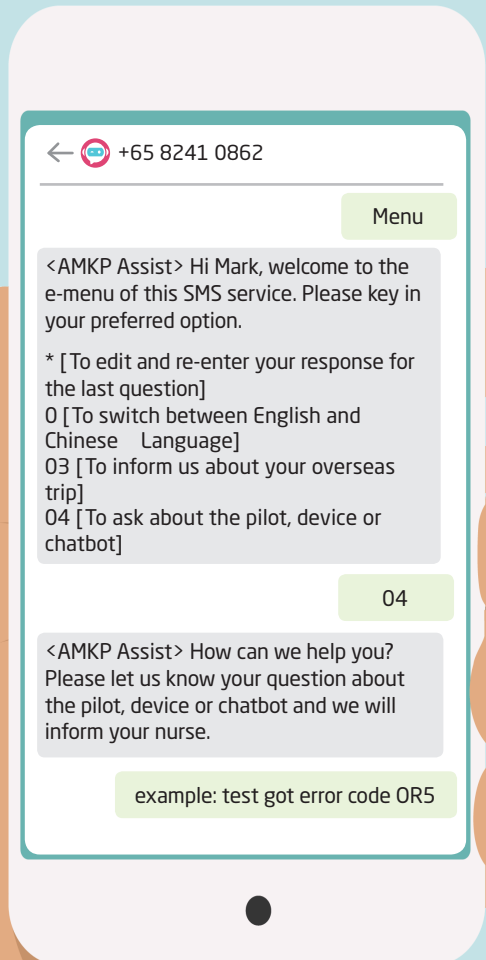
PTEC CHATBOT MENU

1. If you need assistance, you can type the word "**menu**" and send to **+65 8241 0862.** The menu on the right will appear.

2. You can then trigger the relevant Chatbot functions, if needed. E.g. You can contact your care team through the chatbot menu:

  1) Send 'Menu' to **+65 8241 0862**

  2) Reply '**04**'

  3) Let your care team know your query.

← 🔵 +65 8241 0862

> Menu

<AMKP Assist> Hi Mark, welcome to the e-menu of this SMS service. Please key in your preferred option.

* [To edit and re-enter your response for the last question]
0 [To switch between English and Chinese Language]
03 [To inform us about your overseas trip]
04 [To ask about the pilot, device or chatbot]

> 04

<AMKP Assist> How can we help you? Please let us know your question about the pilot, device or chatbot and we will inform your nurse.

> example: test got error code OR5

FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING

Q: What to do if I forgot my password and cannot log into the app?

A: If you previously signed up using your own email address, you may tap the "Forgot password" link on the app's login screen to reset your password. Please provide the same email address that you used when you signed up. An email will be sent to you to reset your password.

If you previously signed up via the activation code provided by your nurse, you may contact our IT support hotline at 6958 7998 to generate a new activation code.

Q: What to do if the app is not working?

A: If you are experiencing issues with your application, you can try the following:
- force quit the app and reopen it,
- restart your phone, or
- check for updates to the app.

If the app still does not work properly, you can contact our IT support hotline at 6958 7998.

Q: What to do if my Bluetooth device emits "beep" sound repeatedly?

A: If the device emits the "beep" sound repeatedly, and there are problems syncing your reading to the mobile app. This may indicate that the battery is low, please replace them with new batteries.

Q: What to do if the reading fails to transmit to the app?

A: If the reading fails to sync to the app, and an error message is displayed in the app, please perform the following steps:
1) Take a screenshot or note down the error message displayed in the app,

2) Submit your HbA1c reading in the app manually, and

3) Call tech support hotline +65 6958 7998, technical trained personnel will assist you to troubleshoot.
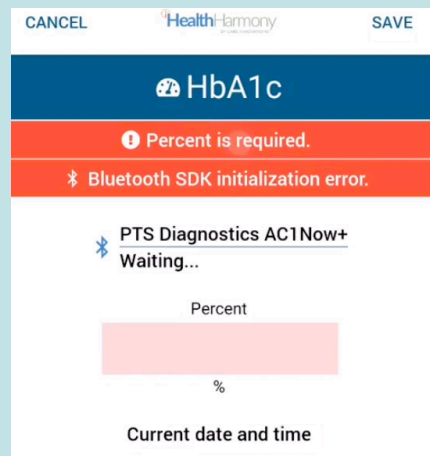
A1CNOW DEVICE - TROUBLESHOOTING

See the table below for a description of the A1CNow device operating and error codes

"OR"= Out of Range, "
QC"= Quality Control,
"E"= Analyzer Error.

Code	Possible Causes	Recommendations
OR 1	Blood sample has too little haemoglobin for test to work properly, or added too little blood	1) Repeat the test with a new cartridge. Squeeze the finger for more blood to ensure the collector is filled.
OR 3	Blood sample has too little blood for the test to work properly, or added too little blood	2) Follow the instruction guide and video to ensure you complete the steps accurately.
OR 2	The blood sample has too much haemoglobin for the test to work properly, or added too much blood	1) Repeat the test with a new cartridge. Wipe away excess blood from the collector before inserting into the shaker body
OR 4	The blood sample has too much blood for the test to work properly, or added too much blood	2) Follow the instruction guide and video to ensure you complete the steps accurately.
OR 5	The analyser temperature is below 18°C	Repeat the test with a new cartridge at room temperature 18 - 25°C.
OR 6	The analyser temperature is above 25°C.	Repeat the test with a new cartridge at room temperature 18 - 25°C. Recommend to perform the test in a cooler environment (e.g. morning, evening, or in an air-conditioned room)

Code	Possible Causes	Recommendations
QC 2	Occurs when you insert a cartridge that already has sample added to it.	To prevent error from happening, do not remove and re-insert a cartridge after adding sample. Discard the test cartridge and insert a new fresh cartridge.
QC 6	Sample was added to cartridge before "SMPL" display. This counts down one test on the analyser.	Remove and discard cartridge. To prevent this error from happening, do not add sample until the "WAIT" prompt clears and "SMPL" appears.
QC 7	The cartridge remained in the analyser without sample addition for 2 minutes after the "SMPL" Prompt. This counts down one test on the analyser.	Discard the test cartridge and insert a fresh one when you are ready to dispense the shaker.
QC 30 QC 31 QC 32 QC 33	The analyser was unable to obtain a valid initial reading.	Be sure to remove the shaker within one second after dispensing it into sample port. Do not disturb the analyser while the test is running.
QC 50 QC 51 QC 55 QC 56	Insufficient sample was delivered to the test cartridge.	To avoid this error be sure to fully insert the blood collector into the shaker and shake immediately.
All other QC codes	The quality control checks inside the analyser did not pass.	The test will need to do repeated with another kit.
E codes	The analyser is not working.	Contact your care team for device replacement through PTEC Chatbot (refer to page 1 of this guide for instruction).