

Nova 2.0 Glucose Meter Issue – “Charge Battery”

MEMO FROM THE POINT OF CARE TEAM

DATE: 5/21/2026

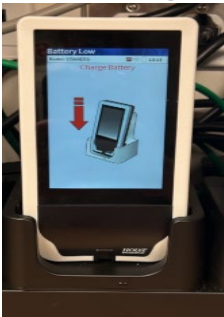
Glucose Meter Firmware Update: Issues Identified and Next Steps

OVERVIEW

- A firmware update was deployed to all Nova 2.0 glucose meters on May 7, 2026.
- After the update, some devices began displaying battery-related alerts that do not appear to reflect actual charging status.

ISSUE IDENTIFIED

Following the update, several units have displayed a “Charge Battery” alert even when the meter is properly seated in the docking station and actively charging. An example is shown below.



TESTING STAFF – TROUBLESHOOTING TIPS

- If a meter displays a “Charge Battery” message, please complete the following steps:
 - Press and hold the side button for 15–20 seconds
 - Continue holding until the screen turns off and back on
 - Allow the device to restart (reboot)
- This reboot may clear the alert and return the meter to normal operation.
- If reboot x2 does not work – bring meter to the Point of Care Office – 354 Doan Hall.

POINT OF CARE TEAM

- The POCT team is actively tracking affected meter serial numbers.
- All reported issues are being escalated to the vendor for review.

QUESTIONS OR CONCERNS

The POCT team is available to support staff during this transition.

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Office: 354 Doan

RESOURCES

SharePoint Site: [Point of Care Testing Page](#)

Website: [Communications from the Laboratory](#)

