



# diasend<sup>®</sup> Uploader

Instructions for use – for diasend<sup>®</sup> users



# Contents

**Find your device .....4-5**

**How to start using diasend® Personal .....6**

Log in or start a new account at [www.diasend.com](http://www.diasend.com) ..... 6

Download the software diasend® Uploader..... 6

Save the installation file ..... 7

Locate the installation file and run the file..... 7

Start diasend® Uploader ..... 7

Connect the cable for your diabetes device to the computer..... 8

Connect the diabetes device to the cable..... 8

Upload data from your diabetes device ..... 9

Log in at [www.diasend.com](http://www.diasend.com) to view your data ..... 9

Share your data with a clinic..... 9

View your uploaded data in the diasend® Mobile app..... 10

How to connect the mobile app from your device with diasend® ..... 11

**List of compatible devices .....13**

# Find your device



Glucose meter



CGM



Insulin pump

## Abbott



FreeStyle .....	13
FreeStyle Flash.....	13
FreeStyle Freedom .....	13
FreeStyle Freedom Lite .....	13
FreeStyle InsuLinx .....	13
FreeStyle Lite.....	13
FreeStyle Mini.....	13
FreeStyle Optium .....	13
FreeStyle Optium H.....	13
FreeStyle Optium Neo .....	13
FreeStyle Papillon .....	13
FreeStyle Papillon InsuLinx .....	13
FreeStyle Papillon Lite.....	13
FreeStyle Papillon Mini.....	13
FreeStyle Papillon Vision .....	13
FreeStyle Precision .....	13
FreeStyle Precision H.....	13
FreeStyle Xido .....	13
Optium Mini.....	13
Optium Xceed .....	13
Optium Xido .....	13
Precision Xceed .....	13
Precision Xtra.....	13



FreeStyle Libre .....	13
FreeStyle Libre 2 .....	13
FreeStyle Navigator II.....	13

## Acon Laboratories



On Call® Express .....	13
On Call® Express II .....	13
On Call® Express Voice .....	13
On Call® Sure.....	13
On Call® Sure Sync.....	13

## Agamatrix



Wavesense Jazz .....	13
----------------------	----

## Animas



IR1200.....	21
IR1250.....	21
2020 .....	21
OneTouch Ping.....	21
Vibe .....	21

## AktivMed



Glucocheck Gold TD-4289 .....	13
Glucocheck XL TD-4277 .....	13

## Arkray



GlucoCard 01 .....	14
GlucoCard Expression .....	14
GlucoCard Shine .....	14
GlucoCard Shine Connex.....	14
GlucoCard Shine Express.....	14
GlucoCard Shine XL .....	14
GlucoCard Vital.....	14
ReliOn Confirm .....	14
ReliOn Premier Blu.....	14
ReliOn Premier Classic.....	14
ReliOn Premier Voice.....	14
ReliOn Prime .....	14

## Ascensia/Bayer



Bayer Contour next.....	14
Breeze2.....	14
Contour .....	14
Contour care .....	14
Contour Fit .....	14
Contour link .....	14
Contour next .....	14
Contour next link.....	14
Contour next link 2.4 .....	14
Contour next One.....	14
Contour next USB.....	14
Contour plus .....	14
Contour plus One.....	14
Contour TS.....	14
Contour USB .....	14
Contour XT.....	14

## B. Braun



Omnitest 3 .....	14
Omnitest 5 .....	14

## Beurer



GL50 evo .....	14
----------------	----

## CARE-CHEK



TD-4206.....	15
TD-4255.....	15

## Dario



myDario.....	11
--------------	----

## Ekoweb



GlucoX (TD-4183).....	15
GlucoX Pro (TD-4183) .....	15

## Dexcom



G4 Platinum .....	15
G5 Mobile.....	11
G5 Receiver.....	15
SEVEN PLUS .....	15
Touchscreen Receiver (G5/G6) ...	15

## Equil/Wellion



MICRO-pump .....	27
------------------	----

## FaCare



TD-4277 .....	15
---------------	----

## ForaCare



FORA Diamond Prima .....	15
--------------------------	----

## GlucorX



Nexus .....	15
Nexus mini.....	15
Nexus mini Ultra .....	15
Nexus Voice .....	15
Q .....	15

## GlucoX






TD-4183.....	15
TD-4257.....	15
TD-4285.....	15


## i-SENS





alphacheck professional .....	16
COOL/Bravo .....	16
CareSens Dual.....	16
CareSens N .....	16
CareSens N POP .....	16
CareSens N Premier.....	16
CareSens N Voice .....	16
CareSens Pro.....	16
CareSens N POP .....	16
NoCoding1 Plus BLE.....	16
Tee2 Plus.....	16


<b>Insulet</b>	
 Omnipod® System .....	20
 Omnipod® DASH™ System .....	20

<b>Intuity</b>	
 POGO® Automatic™ .....	16


<b>LifeScan - OneTouch</b>	
 Ping .....	16
Select Plus .....	16
Select Plus Flex .....	16
Ultra .....	16
Ultra2 .....	16
UltraEasy .....	16
UltraMini .....	16
UltraSmart .....	16
Ultra Plus Reflect .....	16
Verio .....	16
Verio (old) .....	16
Verio Flex .....	16
Verio IQ .....	16
Verio Pro .....	16
Verio Reflect .....	16
VerioSync .....	16
Vita .....	16


<b>Lifesmart</b>	
 LS-946 (TD-4279) .....	16

<b>MedCore</b>	
 Care .....	16


<b>Medtrum</b>	
 A6 TouchCare® System .....	11

<b>Menarini</b>	
 GlucoMen areo .....	17
GlucoMen areo 2K .....	17
GlucoMen Gm .....	17
GlucoMen LX2 .....	17
GlucoMen LX Plus .....	17


<b>Menarini</b>	
 GlucoMen Day CGM .....	17


<b>Nipro</b>	
 4SURE Smart .....	17
TRUE METRIX .....	17
TRUE METRIX AIR .....	17
TRUEresult .....	17
TRUEyou .....	17
TRUEyou mini .....	17


<b>Prodigy</b>	
 AutoCode .....	17


<b>Roche - Accu-Chek</b>	
 Active .....	17
Aviva .....	19
Aviva Connect .....	17
Aviva Combo .....	19
Aviva Expert .....	19
Aviva Nano .....	19
Compact Plus .....	19
Guide .....	17
Guide Me .....	17
Instant .....	17
Mobile (IR) .....	19
Mobile (USB) .....	17
Performa Connect .....	17


 Insight .....	22
 Solo .....	20
Spirit .....	22
Spirit Combo .....	22


<b>Sanofi</b>	
 BGStar .....	17
MyStar Extra .....	17

<b>Senseonics</b>	
 CGM Transmitter .....	17

<b>Taidoc</b>	
 TD-4183 .....	15
TD-4141 .....	15
TD-4206 .....	15
TD-4255 .....	15
TD-4257(v1) .....	15
TD-4257(v2) .....	15
TD-4277 .....	15
TD-4279 .....	15
TD-4280 .....	15
TD-4285 .....	15
TD-4289 .....	15

<b>Tandem</b>	
 t:flex .....	20
t:slim .....	20
t:slim G4 .....	20
t:slim X2 .....	20


<b>URIGHT</b>	
 TD-4255 .....	18
TD-4277, PLUS One (TD-4277) ....	18
TD-4280 .....	18


<b>ViCentra</b>	
 Kaleido .....	20

<b>VTRUST</b>	
 TD-4279 .....	18

<b>Wellion</b>	
 Calla Mini .....	18

<b>XPER Technology</b>	
 E1 (TD-4141) .....	18
A1 (TD-4183) .....	18
Procheck Advance (TD-4206) .....	18
I1 (TD-4289) .....	18

<b>Ypsomed</b>	
 mylife Pura .....	18
mylife Unio .....	18

 mylife Omnipod .....	20
mylife YpsoPump .....	11

# About diasend®

diasend® Personal is a completely free service for patients with diabetes who want to monitor their glucose, CGM and insulin from home.

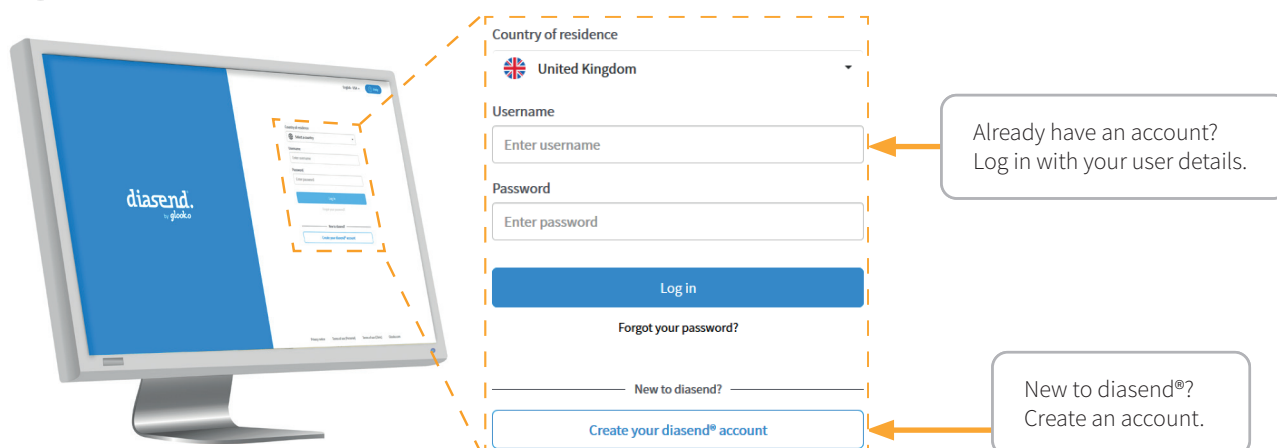
In order to upload data from your diabetes device(s), you first need to create an account and download the diasend® Uploader software.

## Intended use

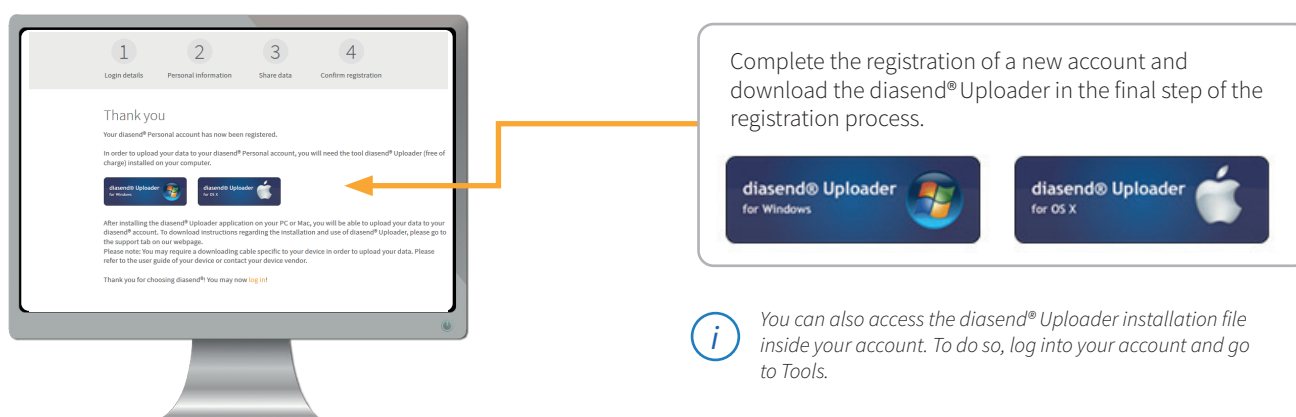
diasend® is indicated for use by individuals or health care professionals in the home or health care facilities for transmission of data from home monitoring devices such as glucose meters and insulin pumps to a server database to support diabetes management. diasend® is indicated for professional use and over-the-counter sales.

## How to start using diasend® Personal

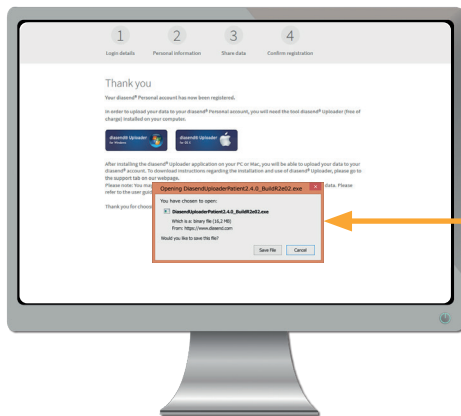
### 1 Log in or start a new account at [www.diasend.com](http://www.diasend.com)



### 2 Download the software diasend® Uploader



### 3 Save the installation file



You have chosen to open:

**DiasendUploaderPatient2.4.0\_BuildR2e02.exe**

Which is a: binary file (16,2 MB)

From: <https://www.diasend.com>

Would you like to save this file?

Save File

Cancel

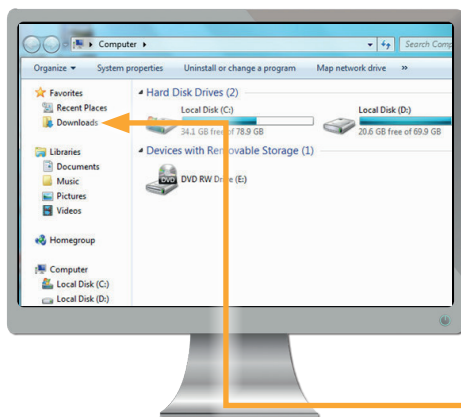


**Compatible operating systems:**

Windows 8 and 10.

macOS X 10.14–11.0

### 4 Locate the installation file and run the file



Depending on your web browser you may need to search for the downloaded installation file. Or you may just get the pop up window to run the file.

**If you are a PC user:**

Look in your recent downloads folder.

**If you are a Mac user:**

Look in the downloads folder in Finder.

Once you've located the file, double-click on it and follow the installation instructions on the screen.

### 5 Start diasend® Uploader

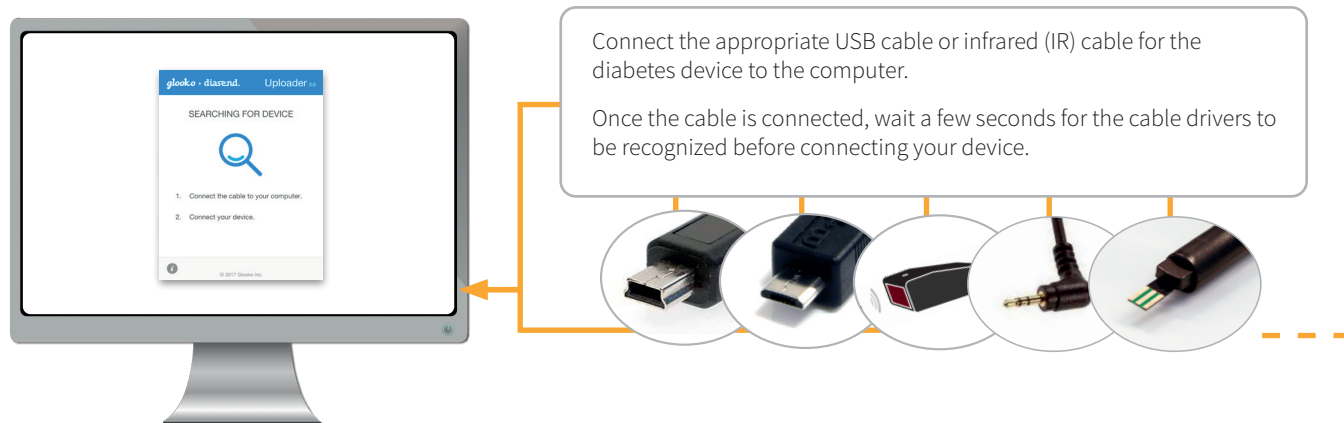


Double-click on the diasend® Uploader icon on your desktop to start the program.




*Make sure you have restarted your computer before starting up diasend® Uploader for the first time.*

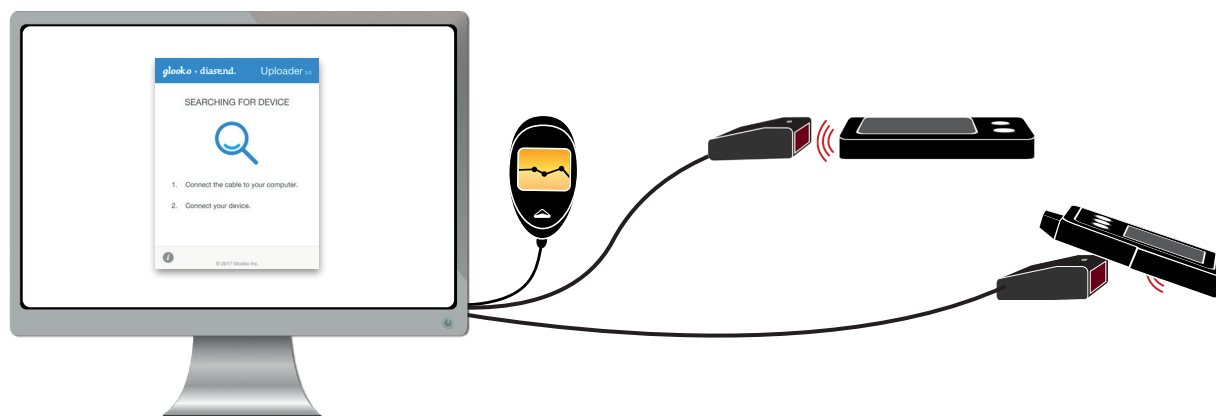
## 6 Connect the cable for your diabetes device to the computer



 *Make sure you use the cable that came with your diabetes device.*

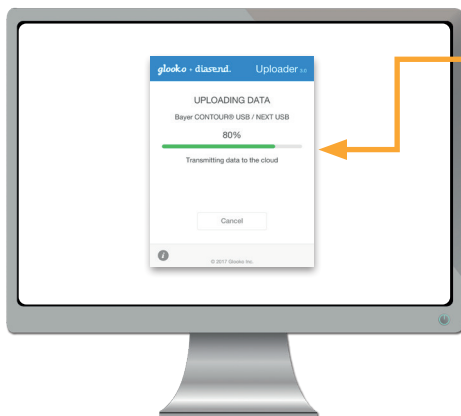
 **Missing a cable?**  
*Please contact the manufacturer of your specific diabetes device.*

## 7 Connect the diabetes device to the cable





## 8 Upload data from your diabetes device



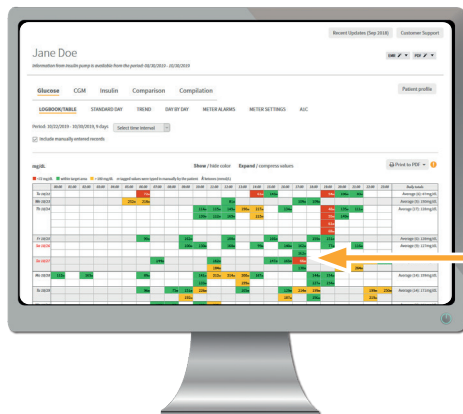
The first time you upload data from a device, you may be asked to validate your user account. Please enter your username and password to complete the upload and assign the device to your account.



*Animas® pumps and Roche Accu-Chek® meters require an Actisys IR wireless download cable (ACT-IR224UN-Li). Animas® patients on Windows 8 and 10 will require a specific cable (ACT-IR224UN-Li2).*

*The Accu-Chek® 360 USB cable is also compatible for Accu-Chek® IR devices. All other devices require their respective USB cable.*

## 9 Log in at [www.diasend.com](http://www.diasend.com) to view your data



All your uploaded data is presented in easy-to-grasp tables and graphs. Please refer to the **Report reference guide** on our website for further information.

The reports are divided into the following tabs:

Glucose

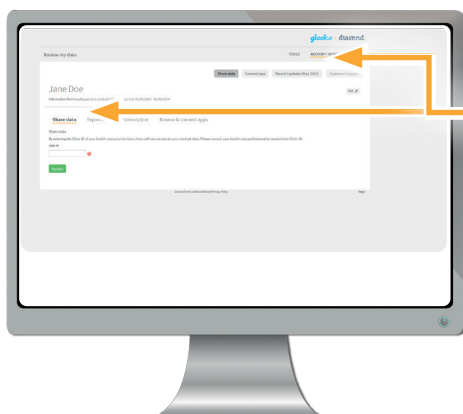
CGM

Insulin

Comparison

Compilation

## 10 Share your data with a clinic



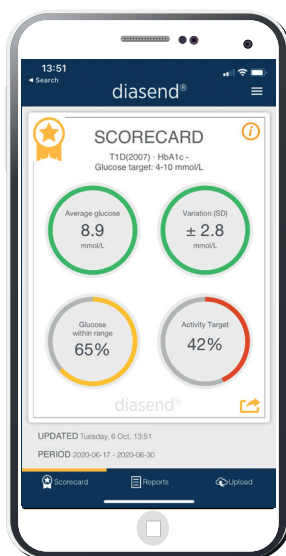
You can share your data with your health care provider by entering their Clinic ID, under the tabs **Account admin** and **Share data**. Don't forget to click **Update**.

ACCOUNT ADMIN

Share data

Update

## 11 View your uploaded data in the diasend® Mobile app



Download the app from Google Play or App Store.



Login with your diasend® Personal details or create a new account.



### With the diasend® Mobile app you get:

- A good summary of the latest uploaded data.
- Easy-to-grasp reports on your insulin intake and glucose levels over time.
- Ability to upload data directly with your smartphone - if the diabetes device and your phone supports NFC (Near Field Communication) or BLE (Bluetooth Low Energy).
- A great compliment to your diasend® Personal account at [www.diasend.com](http://www.diasend.com).

## How to connect the mobile app from your device with diasend®

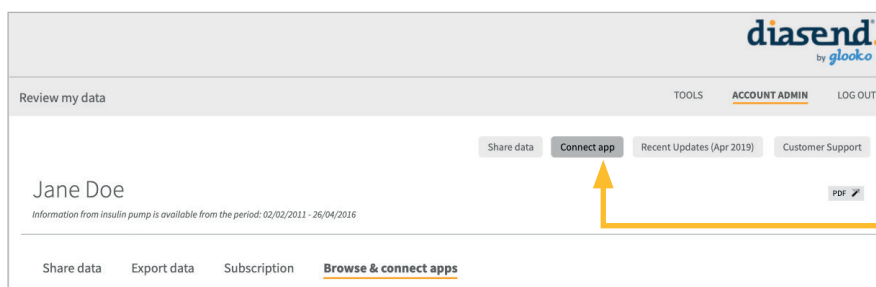
- Synchronize your diabetes data seamlessly into your diasend® account

This connection is available with the following apps:

- Dexcom G5/G6 (available outside of US)
- LibreLink (Restricted to Sweden and Norway by Abbott)
- Eversense (available outside of US)
- Medtrum Easy Touch (A6 TouchCare® System)
- mylife™ App (mylife™ YpsoPump®)
- myDario
- GlucoMen Day CGM

Requirements:

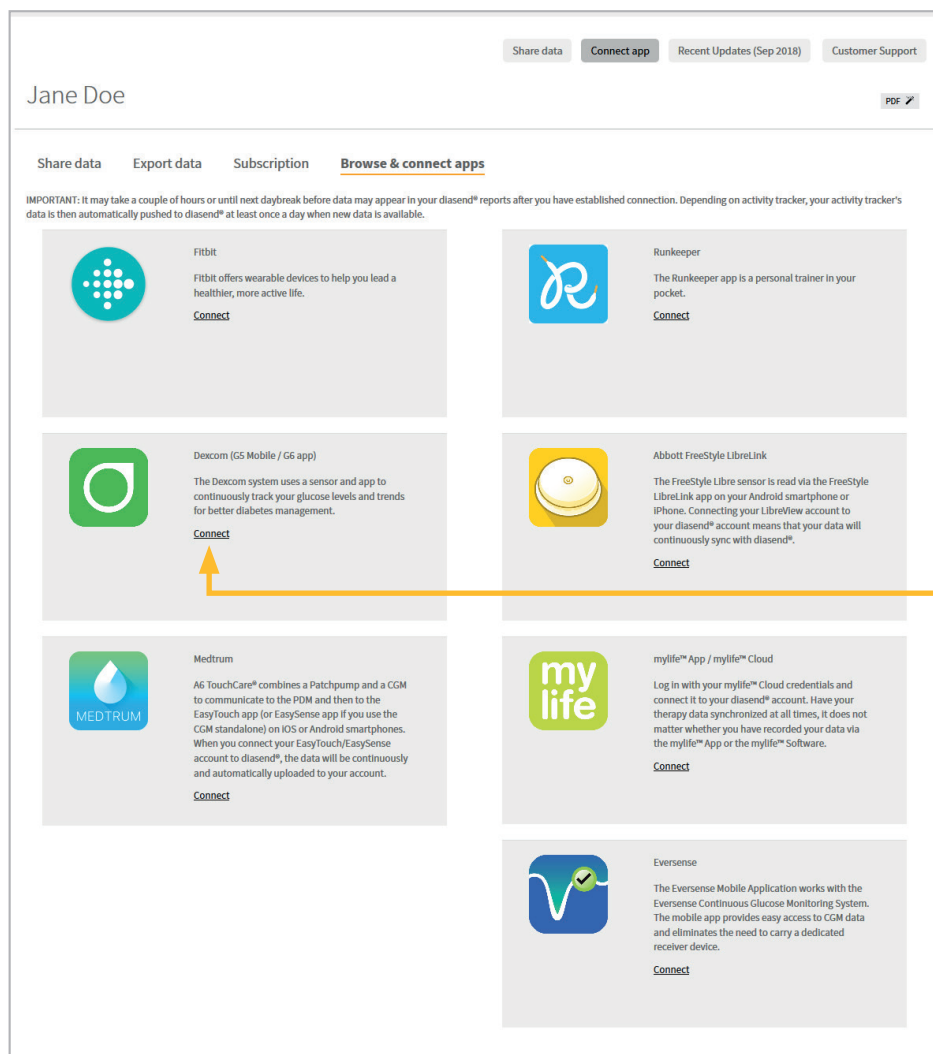
- a diasend® Personal account – FREE for patients!
- an Android smartphone or iPhone.



A

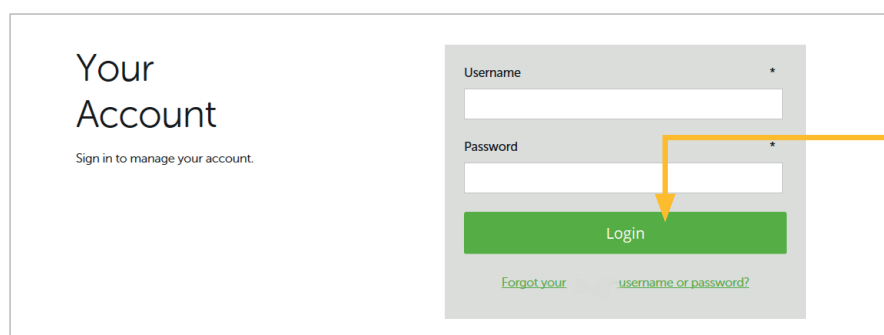
Log into your diasend® Personal account and click on the button **Connect app.**

Connect app



**B** Click on the **Connect** link for your chosen app.

**Connect**



**C** Sign in with your app's **username** and **password** to authorize and add the chosen app to your diasend® Personal account.

From now on the data on your phone will **appear** in your diasend® Personal account and can be **shared** easily with your clinic.

## Please note

### LibreLink

If you don't have an Android phone or iPhone you can upload data to diasend® using your FreeStyle Libre reader. You then simply use the diasend® Uploader software on your computer and connect the FreeStyle Libre reader with a micro USB cable to your computer. If you have other devices connected to your diasend® account, FreeStyle Libre data will be shown together with information from the additional devices. FreeStyle LibreLink is a mobile application, developed and provided by Abbott. Use of FreeStyle LibreLink requires registration with LibreView, a service provided by Abbott. The FreeStyle LibreLink app is compatible with NFC-enabled Android phones running OS 5.0 or higher – as well as iPhone 7 or later, running iOS 11 or higher.

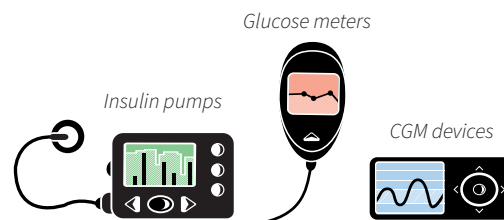
### Eversense

If you have other devices connected to your diasend® account, Eversense data will be shown together with information from the additional devices.

# List of compatible devices

Below is a list of compatible devices with diasend®. Unless explicit upload instructions are provided for the actual device, you simply need to connect it to your PC/Mac with its specific USB cable and it will upload automatically. (Visit [support.diasend.com](http://support.diasend.com) to see a current list of compatible devices and known limitations.)

*Please note that some of the following diabetes devices may not be available in your market.*



## Glucose meters and CGMs - connected with USB cable

### Abbott

FreeStyle  
FreeStyle Flash  
FreeStyle Freedom  
FreeStyle Freedom Lite  
FreeStyle Lite  
FreeStyle Mini  
FreeStyle Optium

FreeStyle Optium H  
FreeStyle Papillon  
FreeStyle Papillon Lite  
FreeStyle Papillon Mini  
FreeStyle Papillon Vision  
FreeStyle Xido  
Optium Mini



Abbott FreeStyle USB  
(2,5 mm)

FreeStyle InsuLinX  
FreeStyle Libre\*  
FreeStyle Libre 2\*

FreeStyle Optium Neo  
FreeStyle Papillon InsuLinX

Micro USB



\*Restricted to Sweden and Norway by Abbott.

FreeStyle Navigator II

Mini USB



FreeStyle Precision  
FreeStyle Precision H  
Optium Xceed

Optium Xido  
Precision Xceed  
Precision Xtra

Abbott Xceed USB



### AktivMed

Glucocheck Gold TD-4289

Micro USB



Glucocheck XL TD-4277

Mini USB



### Acon Laboratories

On Call® Express  
On Call® Express II  
On Call® Express Voice

On Call® Sure  
On Call® Sure Sync

On Call USB (2.5 mm)



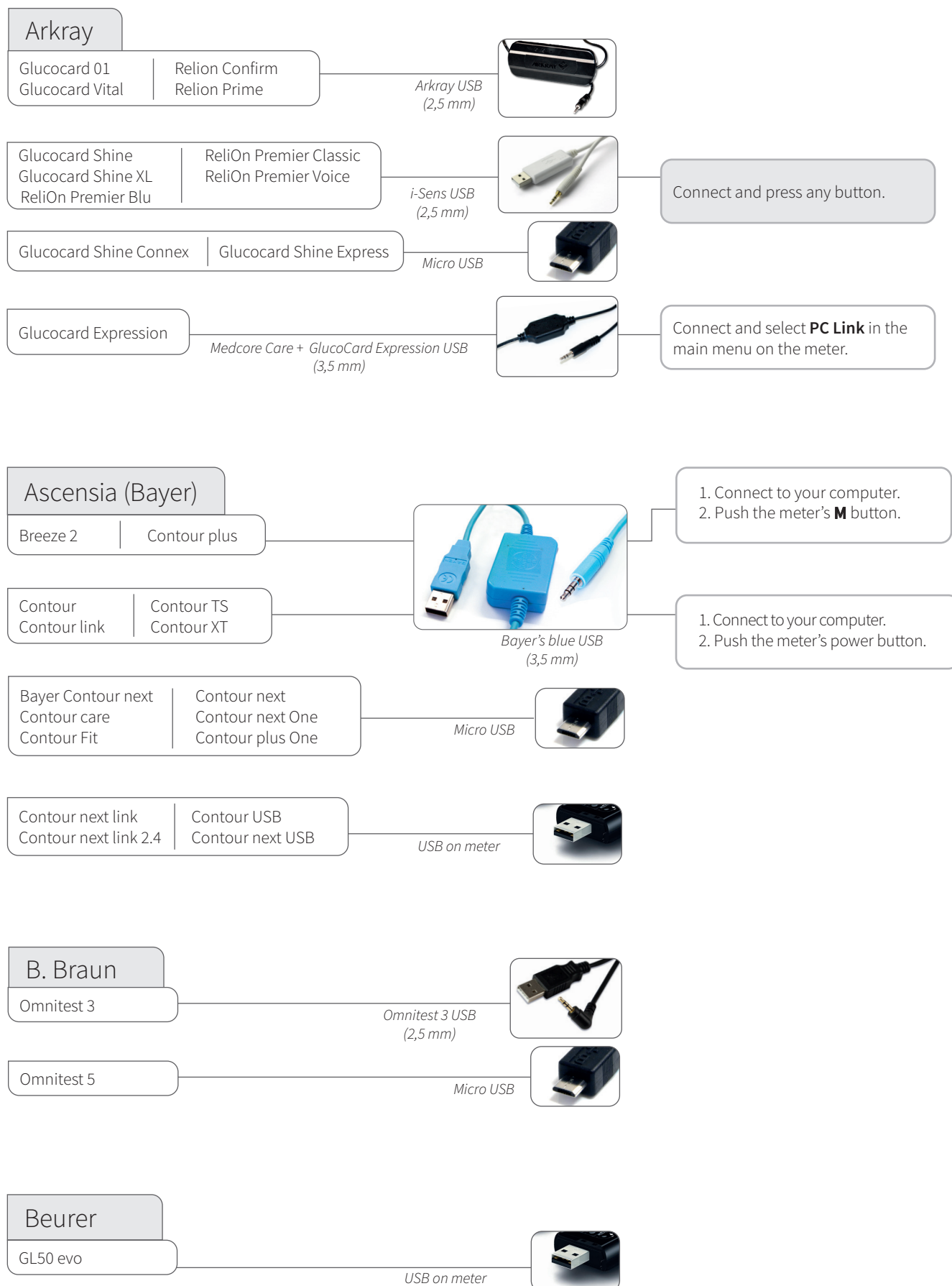
### Agamatrix

WaveSense Jazz

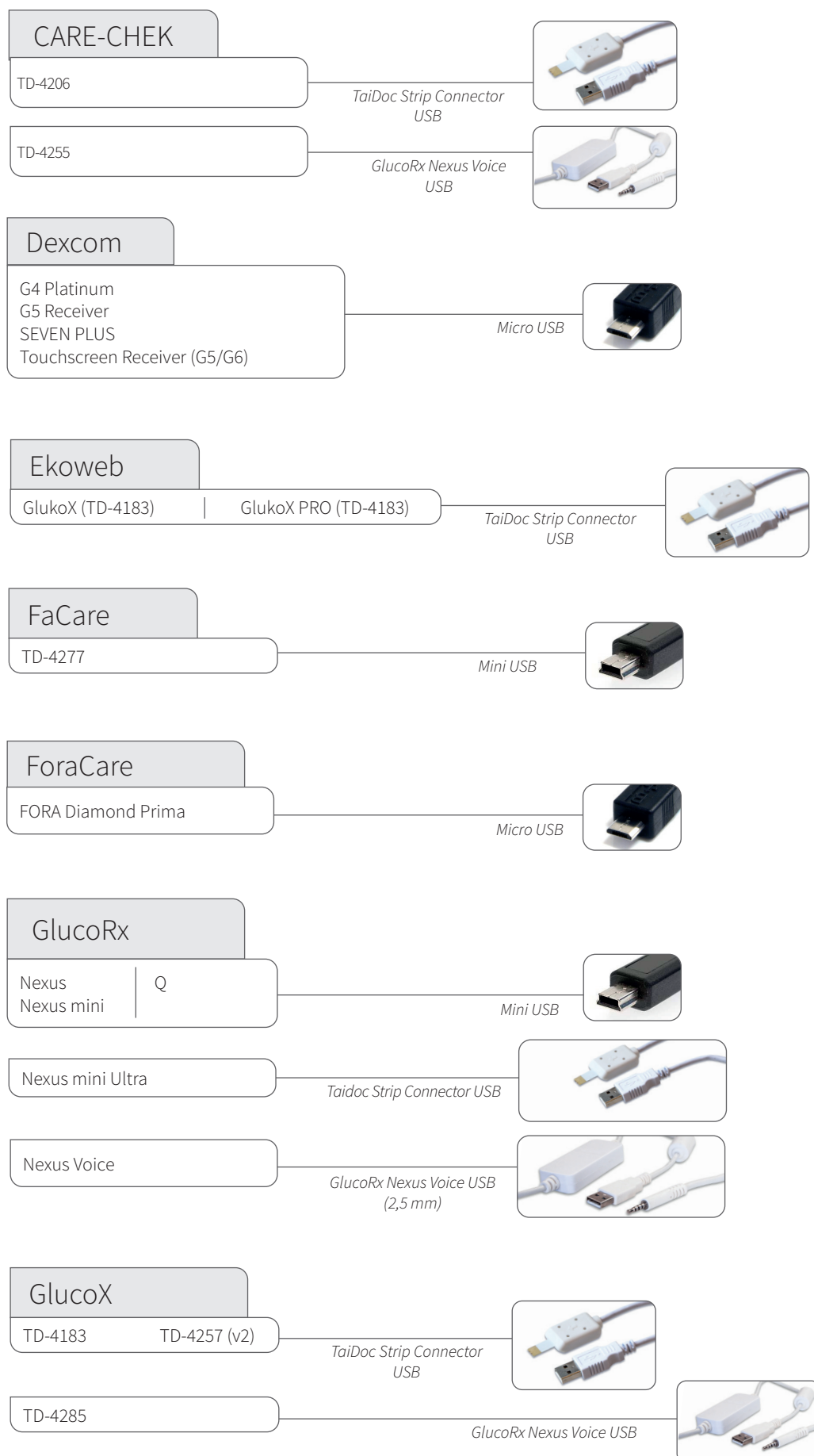
Agamatrix USB



## Glucose meters and CGMs - connected with USB cable



## Glucose meters and CGMs - connected with USB cable



## Glucose meters and CGMs - connected with USB cable

### i-SENS

Alphacheck professional

Mini USB



CareSens COOL/Bravo  
CareSens Dual  
CareSens N  
CareSens N POP  
CareSens N Premier

CareSens N Voice  
CareSens Pro  
CareSens TEE2 Plus  
NoCoding1 Plus BLE



i-Sens USB  
(2,5 mm)

1. Connect to your computer.
2. Push the meter's **S** button.

### Intuity

POGO® Automatic™

Micro USB



### LifeScan

OneTouch Ping

Mini USB



1. Connect to your computer.
2. Push the meter's power button.

OneTouch Select Plus  
OneTouch Select Plus Flex  
OneTouch Ultra Plus Reflect

OneTouch Verio  
OneTouch Verio Flex  
OneTouch Verio Reflect

Micro USB



OneTouch Verio IQ  
OneTouch Verio Pro

OneTouch Verio Sync

Mini USB



OneTouch Ultra  
OneTouch Ultra2  
OneTouch UltraEasy

OneTouch UltraMini  
OneTouch Verio (old)  
OneTouch Vita

LifeScan USB  
(2,5 mm)



OneTouch UltraSmart

LifeScan USB  
(2,5 mm)

1. Connect to your computer.
2. Push the left black button.

### Lifesmart

LS-946 (TD-4279)

TaiDoc Strip Connector  
USB



### MedCore

Care

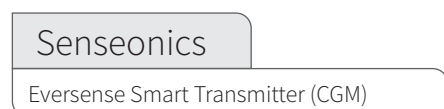
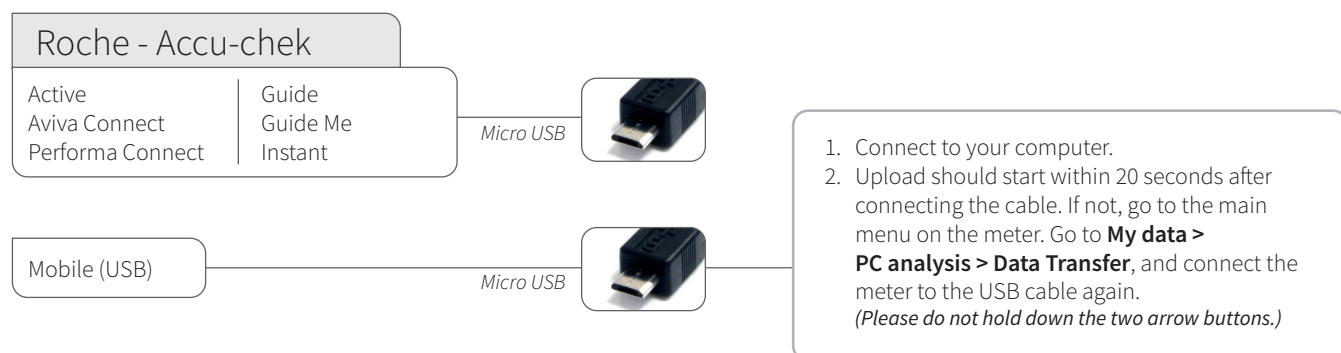
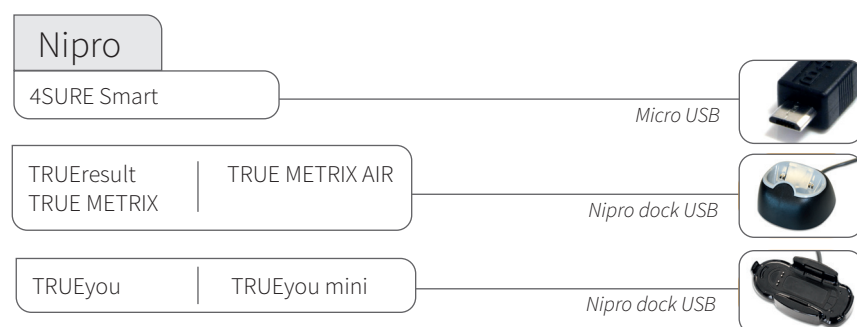
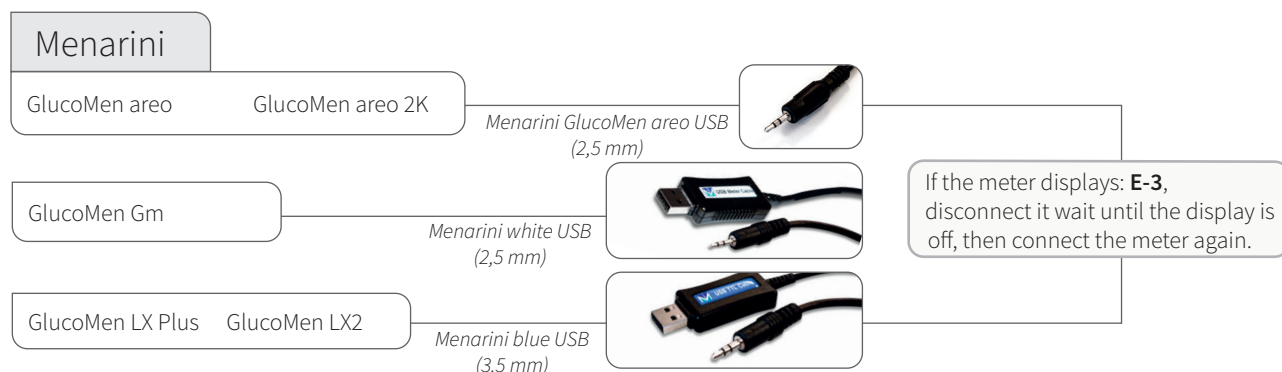
Medcore care USB  
(3,5 mm)



1. Connect to your computer.
2. Push the meter's power button.



## Glucose meters and CGMs - connected with USB cable

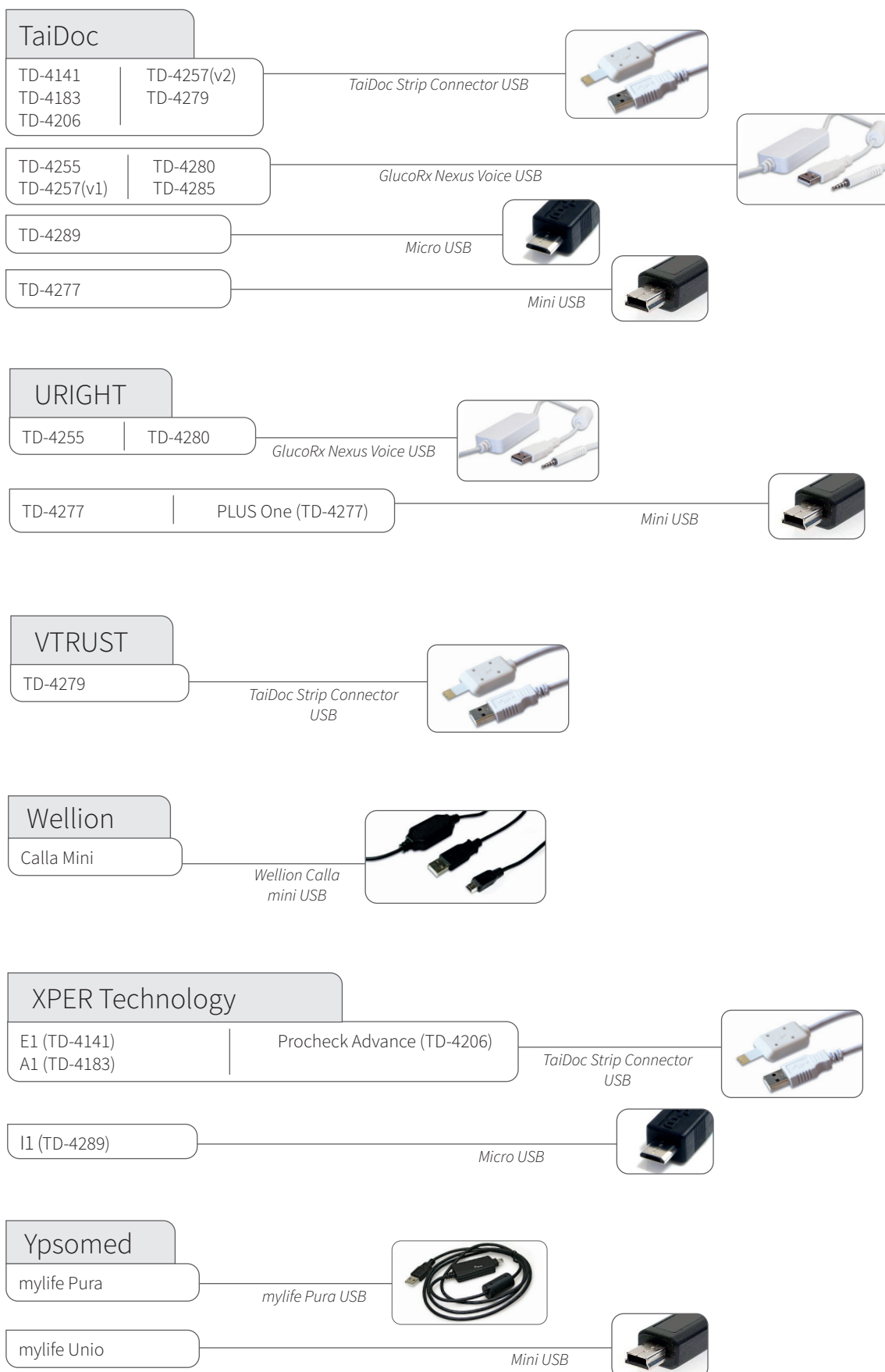


**NOTE!**

The Eversense Smart Transmitter (CGM) can not be uploaded via diasend® Uploader.

The data from the Eversense CGM can only be uploaded to diasend® via **"Connect app"** in the patient's diasend® account. Please see page 10 in this guide.

## Glucose meters and CGMs - connected with USB cable





## Infrared glucose meters

### Roche (IR)

Accu-Chek Aviva  
Accu-Chek Nano



ACTiSYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. Activate IR transmission by pushing and holding the two arrow buttons until two arrows appear in the display.

Accu-Chek Compact Plus



ACTiSYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. Activate IR transmission by pushing and holding the buttons **S** and **M** below the display until two arrows appear in the display.

Accu-Chek Aviva Combo  
Accu-Chek Aviva Expert



ACTiSYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. In the main menu, go to **My data** and select **Data transfer**.

Accu-Chek Mobile (IR)



ACTiSYS Li, Li2 or Accu-Chek 360°

1. Connect IR cable to your computer.
2. Press and hold the two arrow buttons.
3. In the data transfer menu, select the first alternative (**for analysis**).



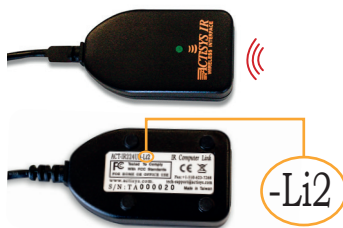
## Compatible infrared cables

### ACTiSYS - Li cable



**Compatible operating systems:**  
macOS X: 10.14–11.0  
Windows: -

### ACTiSYS - Li2 cable



**Compatible operating systems:**  
macOS X: 10.14–11.0  
Windows: 8, 10

### Accu-Chek - 360° cable (Realtyme)



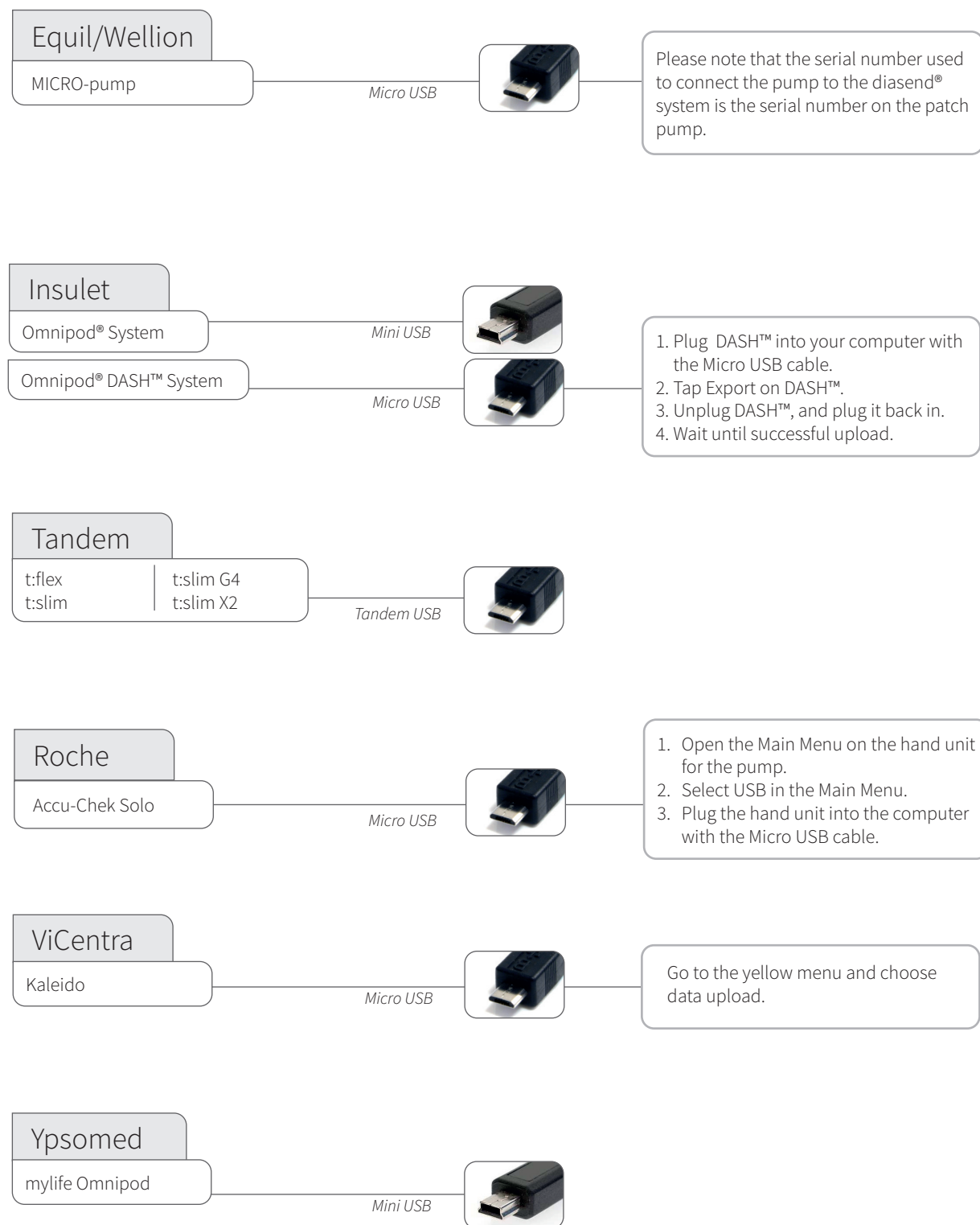
**Compatible operating systems:**  
macOS X: 10.14–11.0  
Windows: 8, 10



### Missing a cable?

Please contact the manufacturer of your specific diabetes device.

## Insulin pumps - connected with standard USB cable

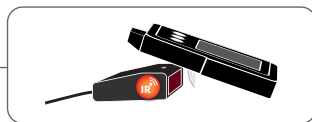




## Infrared insulin pumps

### Animas (IR)

1200  
1250  
2020  
OneTouch Ping  
Vibe



ACTiSYS Li or Li2  
Note! If you are using Windows 8 or 10,  
you need to use the ACTiSYS Li2 cable.

1. Suspend the pump. (**MAIN MENU**, scroll to **Suspnd/Resum** and press **OK**; **Suspend** is highlighted).
2. Press **OK**.
3. Place the pump with its back towards the Actisys IR wireless download cable.
4. When the transmission is finished: Resume pump (**MAIN MENU**, scroll to **Suspnd/Resum** and press **OK**; **Resume** is highlighted). Press **OK**.



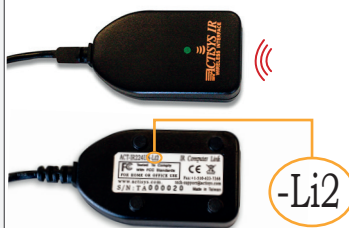
## Compatible infrared cables

### ACTiSYS - Li cable



**Compatible operating systems:**  
macOS X: 10.14–11.0  
Windows: -

### ACTiSYS - Li2 cable



**Compatible operating systems:**  
macOS X: 10.14–11.0  
Windows: 8, 10



### Missing a cable?

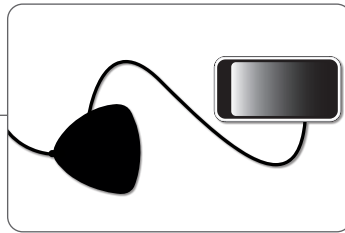
Please contact the manufacturer of your specific diabetes device.



## Infrared insulin pumps

Roche

Accu-Chek Insight



**Smart Pix 2**

*Note! Connect the handset of your pump with a micro USB cable to the Smart Pix 2.*

1. Connect the Smart Pix 2 cable to your computer and wait for the blue indicator on the Smart Pix 2 to start flashing slowly.
2. Connect the handset to the Smart Pix 2 with a micro USB cable.
3. In the handset menu select **Connect to PC** and press **OK**.
4. Ensure that the pump is within reach of the handset.
5. The blue indicator on the Smart Pix 2 is on while the data is being transmitted from the device to the Smart Pix 2.
6. The blue indicator turns itself off and both Smart Pix 2 and device emit a sound to signal that the data is being transmitted from the Smart Pix 2 to Uploader. Do not disconnect the Smart Pix 2 yet!
7. Wait for Uploader to signal the upload was successful.

Roche

Accu-Chek Spirit  
Accu-Chek Spirit Combo



**Smart Pix or Smart Pix 2**

*Note! Smart Pix software version 3.02 or higher is required when using Smart Pix.*

1. Connect the Smart Pix to your computer and wait for the blue indicator on the Smart Pix to start flashing slowly.
2. Put the pump in **Data Transfer** mode (stop the pump and enter the **Data Transfer** menu).
3. Place the pump with its IR eye towards the Smart Pix. The blue indicator signals the data is being transmitted to the Smart Pix.
4. Wait for the blue indicator to start flashing slowly again or stop flashing altogether.
5. The data is now being transmitted from the Smart Pix to Uploader. Do not disconnect the Smart Pix yet!
6. Wait for Uploader to signal the upload was successful.



## Compatible infrared cables

Roche Accu-Chek  
Smart Pix cable



**Compatible operating systems:**

macOS X: 10.14–11.0

Windows: 8, 10

Roche Accu-Chek  
Smart Pix 2 cable



**Compatible operating systems:**

macOS X: 10.14–11.0

Windows: 8, 10



### Missing a cable?

Please contact the manufacturer of your specific diabetes device.





### **WARNING!**

Always consult your GP if you discover anomalies in your information displayed in diasend®. Never change your medication doses prior to consulting your GP! All patient medical diagnoses and treatments are to be performed under supervision of qualified healthcare professionals! diasend® is not intended to provide automated treatment decisions or to be used as a substitute for professional healthcare judgment. diasend® is not intended for emergency calls or for transmission or indication of any real-time alarms or time-critical data! diasend® is not intended as a substitute for direct medical supervision or emergency intervention.



Glooko AB  
+46 (0)31-762 08 88  
Nellickevägen 20  
412 63 Göteborg  
SWEDEN

Glooko Inc  
411 High Street  
Palo Alto, CA 94301  
USA

Support USA  
1-888-DIASEND  
1-888-342 7363  
[usa@diasend.com](mailto:usa@diasend.com)  
[www.diasend.com](http://www.diasend.com)

Support Canada  
1-888-DIASEND  
1-888-342 7363  
[canada@diasend.com](mailto:canada@diasend.com)  
[www.diasend.com](http://www.diasend.com)

