diasend® Uploader

Instructions for use – for diasend® users
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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

   ![Log in or start a new account](image)

   Already have an account? Log in with your user details.

   New to diasend®? Create an account.

2. Download the software diasend® Uploader

   ![Download the software](image)

   Complete the registration of a new account and download the diasend® Uploader in the final step of the registration process.

   You can also access the diasend® Uploader installation file inside your account. To do so, log into your account and go to Tools.
3 Save the installation file

![Save the installation file](image)

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?

**Compatible operating systems:**
Windows 8 and 10.
macOS 10.13-10.15.

4 Locate the installation file and run the file

![Locate the installation file and run the file](image)

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

![Start diasend® Uploader](image)

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

- Connect the appropriate USB cable or infrared (IR) cable for the diabetes device to the computer.
- Once the cable is connected, wait a few seconds for the cable drivers to be recognized before connecting your device.

7 Connect the diabetes device to the cable

- Make sure you use the cable that came with your diabetes device.
- Missing a cable? Please contact the manufacturer of your specific diabetes device.
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 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.
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.
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.

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

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

- Synchronize your diabetes data seamlessly into your diasend® account

**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.

Please note:

- Connect B
- 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.
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 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 InsuLinx
- FreeStyle Libre
- FreeStyle Libre 2

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

**AktivMed**
- Glucocheck Gold TD-4289
- Glucocheck XL TD-4277

**Acon Laboratories**
- On Call® Sure
- On Call® Sure Sync

**Agamatrix**
- WaveSense Jazz

**Arkray**
- Glucocard 01
- Glucocard Vital
- Relion Confirm
- Relion Prime

- Glucocard Shine
- Glucocard Shine XL
- Relion Premier Blu

- Relion Premier Classic
- Relion Premier Voice

- i-Sens USB

**Medcore Care + GlucoCard Expression**

- Medcore Care + GlucoCard Expression USB

- Connect and select **PC Link** in the main menu on the meter.
Continued from previous page

Glucose meters and CGMs - connected with USB cable

**Ascensia (Bayer)**
- Breeze 2
- Contour plus
- Contour Care
- Contour TS
- Contour XT
- Bayer Contour next
- Contour One
- Contour next One

**B. Braun**
- Omnitest 3
- Omnitest 5

**Beurer**
- GL50 evo

**Dexcom**
- G4 Platinum
- G5 Receiver
- SEVEN PLUS
- Touchscreen Receiver (G5/G6)

**ForaCare**
- FORA Diamond Prima

**GlucoRx**
- Nexus
- Nexus mini
- Nexus mini Ultra
- Nexus Voice

1. Connect to your computer.
2. Push the meter’s M button.

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

Bayer’s blue USB (3,5 mm)

USB on meter

Bayer Contour next

USB on meter

Bayer’s blue USB (3,5 mm)

Micro USB

Omnitest 3 USB (2,5 mm)

Micro USB

USB on meter
Continued from previous page

Glucose meters and CGMs - connected with USB cable

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

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

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

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

If the meter displays: E-3, disconnect it wait until the display is off, then connect the meter again.
Continued from previous page

Glucose meters and CGMs - connected with USB cable

**Nipro**
- 4SURE Smart (Micro USB)
- TRUEresult
- TRUE METRIX
- TRUE METRIX AIR (Nipro dock USB)
- TRUEyou
- TRUEyou mini (Nipro dock USB)

**Prodigy**
- AutoCode (Mini USB)

**Roche - Accu-chek**
- Active
- Aviva Connect
- Performa Connect (Guide Instant)
- Guide Me
- Mobile (USB) (Micro USB)

**Sanofi**
- BGStar
- MyStar Extra (Sanofi USB)

**Senseonics**
- Eversense Smart Transmitter (CGM)

**TaiDoc**
- TD-4141
- TD-4153
- TD-4206
- TD-4257(v2)
- TD-4257(v1)
- TD-4259
- TD-4279
- TD-4280
- TD-4285
- TD-4289 (Micro USB)
- TD-4277 (Mini USB)

**Ypsomed**
- mylife Pura (mylife Pura USB)
- mylife Unio (Mini USB)

**Wellion**
- Calla Mini (Wellion Calla mini USB)

1. Connect to your computer.
2. Upload should start within 20 seconds after connecting the cable. If not, go to the main menu on the meter. Go to My data > PC analysis > Data Transfer, and connect the meter to the USB cable again. 
   *Please do not hold down the two arrow buttons.*

**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.
Infrared glucose meters

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.

Roche (IR)

Accu-Chek Aviva
Accu-Chek Nano

ACTiSYS Li, Li2 or Accu-Chek 360°

Accu-Chek Compact Plus

ACTiSYS Li, Li2 or Accu-Chek 360°

Accu-Chek Aviva Combo
Accu-Chek Aviva Expert

ACTiSYS Li, Li2 or Accu-Chek 360°

Accu-Chek Mobile (IR)

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**.

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: 10.13-10.15
Windows: -

**ACTiSYS - Li2 cable**

*Compatible operating systems:*
macOS X: 10.13-10.15
Windows: 8, 10

**Accu-Chek - 360°cable (Realtyme)**

*Compatible operating systems:*
macOS X: 10.13-10.15
Windows: 8, 10

**Missing a cable?**
Please contact the manufacturer of your specific diabetes device.
Insulin pumps - connected with standard USB cable

**Insulet**
- OmniPod® System
  - Mini USB
- OmniPod® DASH™ System
  - Micro USB

**Tandem**
- t:flex
  - Tandem USB
- t:slim
  - Tandem USB
  - Micro USB
- t:slim G4
- t:slim X2

**Roche**
- Accu-Chek Solo
  - Micro USB

**ViCentra**
- Kaleido
  - Micro USB

**Ypsomed**
- mylife OmniPod
  - Mini USB

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### Infrared insulin pumps

**Animas (IR)**
- 1200
- 1250
- 2020
- OneTouch Ping
- Vibe

1. Plug DASH™ into your computer with the Micro USB cable.
2. Tap Export on DASH™.
3. Unplug DASH™, and plug it back in.
4. Wait until successful upload.

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

**ViCentra**
- Kaleido
  - Micro USB

1. Plug the hand unit into the computer with the Micro USB cable.
2. Select USB in the Main Menu.
3. Open the Main Menu on the hand unit for the pump.
4. Go to the yellow menu and choose data upload.

**Compatible infrared cables**

**ACTiSYS - Li cable**
- Compatible operating systems:
  - macOS X: 10.13-10.15
  - Windows: -

**ACTiSYS - Li2 cable**
- Compatible operating systems:
  - macOS X: 10.13-10.15
  - Windows: 8, 10

Missing a cable?
Please contact the manufacturer of your specific diabetes device.
1. Connect the Smart Pix 2 cable to your computer and wait for the blue indicator 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.

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

Smart Pix or Smart Pix 2

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

Compatible infrared cables

Roche Accu-Chek
Smart Pix cable

Compatible operating systems:
macOS X: 10.13-10.15
Windows: 8, 10

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

Compatible operating systems:
macOS X: 10.13-10.15
Windows: 8, 10
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.