



Glooko Transmitter

Instructions for use – for Glooko users

Contents

- Find your device4–5
- General Information.....6
 - Product description.....6
 - About Glooko.....6
 - Intended use.....6
 - Warnings.....6
- Getting started.....7
- Quick Tips7
- Setting up Glooko Transmitter8
 - Setup without a cable box8
 - Setup with a cable box8
 - Connecting a diabetes device.....9
 - Uploading data.....9
- Additional Information10
 - Ethernet setup.....10
- Compatible devices and transmission methods11

Find your device



Glucose meter



CGM



Insulin pump



Insulin pen

Abbott



FreeStyle Freedom Lite	11
FreeStyle InsuLinx	11
FreeStyle Lite	11
FreeStyle Optium Neo	11
FreeStyle Precision Neo	11
Precision Xtra	11
Precision Xceed	11

Abbott



FreeStyle Libre	11
-----------------------	----

Acon Laboratories



On Call® Advanced	11
On Call® Express	11
On Call® Express II	11
On Call® Express Voice	11
On Call® Plus	11
On Call® Resolve	11
On Call® Vivid	11

AgaMatrix



WaveSense Jazz™	12
-----------------------	----

Animas



OneTouch Ping (meter)	12
-----------------------------	----

Animas



OneTouch Ping (pump)	17
Vibe	17
Vibe Plus	17

Arkray



GlucoCard 01	12
GlucoCard Expression	12
GlucoCard Shine	12
GlucoCard Vital	12
GlucoCard Shine Connex	12
GlucoCard Shine Express	12
GlucoCard Shine XL	12
ReliOn Confirm	12
ReliOn Premier Blu	12
ReliOn Premier Classic	12
ReliOn Premier Voice	12
ReliOn Prime	12

Ascensia (Bayer)



Breeze 2	12
Contour	12
Contour Care	12
Contour Fit	12
Contour Link	12
Contour Next	12
Contour Next (Bluetooth)	12
Contour Next One	12
Contour Next EZ	12

Contour Next Link	12
Contour Next Link 2.4	12
Contour Next USB	12
Contour Plus	12
Contour Plus Blue	12
Contour Plus Elite	12
Contour Plus One	12
Contour TS	12
Contour USB	12
Contour XT	12

Beurer



GL50 evo	12
Beurer GL 44	12
Beurer GL 48	12
Beurer GL 49	12

Bionime



GE100	13
-------------	----

Bioseven



lineaD ORO	13
------------------	----

Dexcom



G4 Platinum	16
G4 Platinum with S share	16
G5	16
Touchscreen Receiver (G5/G6)	16

Equil/Wellion



MICRO-pump	17
------------------	----

ForaCare



FORA 6 Connect	16
Diamond Mini DM30	16
ForaCare Fora GD40	16

GlucoRx



HCT	13
Nexus	13
Nexus Mini	13
Q	13

i-SENS



Alphacheck Professional	13
CareSens BGM/TEE2	13
CareSens Dual	13
CareSens N	13
CareSens N POP	13
CareSens N Voice	13
CareSens N Premier	13
No Coding Plus	13
TEE2+	13

	iCare	
	Palmdoc II	13
	Infopia	
	Fintetest Lite.....	13
	Glucolab.....	13
	Insulet	
	Omnipod® System.....	17
	Omnipod® Dash™ System.....	17
	Intuity	
	POGO® Automatic™	13
	LifeScan	
	OneTouch Select Plus.....	13
	OneTouch Ultra.....	13
	OneTouch Ultra2	13
	OneTouch UltraEasy.....	13
	OneTouch UltraMini.....	13
	OneTouch Ultra Plus Reflect.....	13
	OneTouch Verio	13
	OneTouch Verio Flex.....	13
	OneTouch Verio IQ	13
	OneTouch Verio Reflect.....	13
	OneTouch Verio Sync.....	13
	Medtronic	
	630G.....	17
	640G.....	17
	670G	17
	Menarini	
	GLUCOCARD G+	14
	GLUCOCARD SM	14
	Glucifix Tech	14
	Glucomen areo	14
	Glucomen areo 2K.....	14
	Glucomen LX2.....	14
	Nipro	
	4SURE Smart	14
	4SURE Smart Duo	14
	NovoNordisk	
	NovoPen® 6.....	19
	NovoPen Echo® Plus.....	19
	Prodigy	
	AutoCode.....	14
	Roche	
	Accu-Chek Active	14
	Accu-Chek Aviva Combo.....	15
	Accu-Chek Aviva Connect.....	14
	Accu-Chek Aviva Expert.....	15
	Accu-Chek Aviva Insight.....	19
	Accu-Chek Aviva Nano	15

	Accu-Chek Aviva Plus Black.....	15
	Accu-Chek Aviva Plus Silver.....	15
	Accu-Chek Compact.....	15
	Accu-Chek Compact Plus.....	15
	Accu-Chek Guide.....	14
	Accu-Chek Guide Me	14
	Accu-Chek Instant.....	14
	Accu-Chek instant S.....	14
	Accu-Chek Mobile (USB).....	14
	Accu-Chek Nano.....	15
	Accu-Chek Performa.....	15
	Accu-Chek Performa Connect	14
	Accu-Chek Performa Insight	18
	Accu-Chek Performa Nano.....	15
	Accu-Chek Spirit Combo.....	18

	Roche	
	Accu-Chek Aviva Insight.....	18
	Accu-Chek Performa Insight	18
	Accu-Chek Solo.....	17

	Sanofi	
	BGStar	14
	MyStar Extra.....	14

	Tandem	
	t:flex.....	17
	t:slim	17
	t:slim X2.....	17
	t:slim G4.....	17

	Terumo	
	Medisafe Fit Smile.....	16

	Terumo	
	Medisafe WITH	19

	Trividia (Nipro)	
	TRUE METRIX	14
	TRUE METRIX AIR.....	14
	TRUEresult	14
	TRUEyou mini	14

	Wellion	
	Calla Light.....	14
	Calla Mini	14
	Galileo GLU/KET.....	14
	Leonardo GLU/KET	14

	Ypsomed	
	Mylife Aveo.....	14

General information

Product description

Glooko Transmitter is indicated for use by healthcare professionals in healthcare facilities to transfer predefined data from home monitoring devices to a server database.

About Glooko

Glooko offers healthcare providers an online solution that collects and stores all their diabetes patients' data centrally, without worrying about any software installation. Regardless of whether the device transmits using a cable or an infrared connection, all uploaded information will immediately be available online in a secure Glooko account. All data from multiple devices will be consolidated and presented in one report.

Intended use

Glooko is a data management software intended for use in home and professional settings that assists individuals with diabetes and healthcare professionals in reviewing, analysing and evaluating device data in order to support an effective diabetes management programme. Glooko connects to compatible medical devices and trackers to allow users to transfer their data to the Glooko system. Glooko is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice.

Warning!

Glooko does not measure, interpret, or make decisions on the data it conveys nor is it intended to provide automated treatment decisions or be used as a substitute for professional judgment. All medical diagnosis and treatment are to be performed under the supervision and oversight of an appropriate healthcare provider.

All patient medical diagnoses and treatments must be performed under supervision of qualified healthcare professionals! Glooko is not intended to provide automated treatment decisions or to be used as a substitute for professional healthcare judgement. Glooko is not intended to make emergency calls or for transmission or indication of any real-time alarms or time-critical data! Glooko is not intended as a substitute for direct medical supervision or emergency intervention.

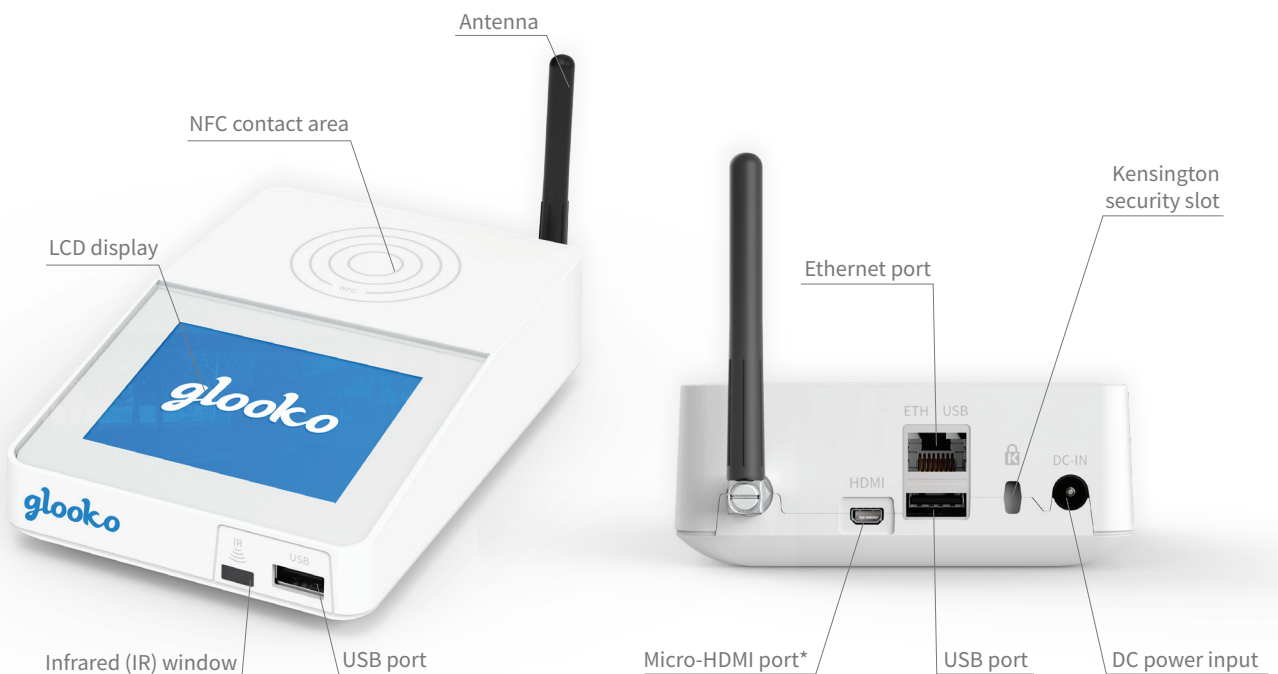
Getting started

You will need:

1. A compatible blood glucose meter, insulin pen, insulin pump or continuous glucose monitor (CGM);
2. Glooko Transmitter;
3. A Glooko account with access to Population Tracker;
4. The device upload cable specific to the diabetes device. Please note that Glooko does not supply these cables. If you do not have a specific cable, please contact the [device manufacturer](#).

Quick tips

- No network connection? Try moving Glooko Transmitter to a new location within your clinic, keeping in mind mobile network reception.
- Device not uploading? Verify that Glooko Transmitter is displaying “Ready to transfer” before connecting your diabetes device.

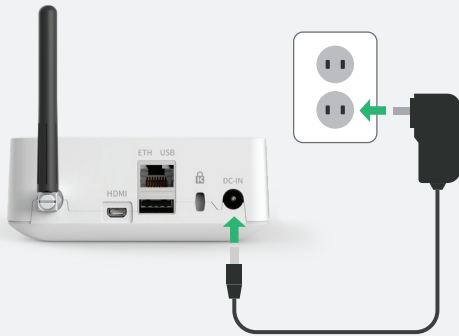


* The Micro-HDMI port is disabled.

Setting up Glooko Transmitter

Setup without a cable box

1A Connect Glooko Transmitter



1. Connect the power supply, as shown above, and plug it into a power outlet.

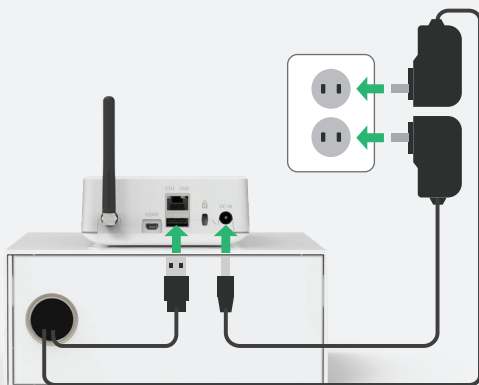
2A Start up



1. Follow the on-screen instructions to complete setup.
2. "Ready to transfer" will be displayed once setup is complete.

Setup with a cable box

1B Connect Glooko Transmitter and USB hub



1. Place the USB hub inside the cable box.
2. Connect the USB hub to Glooko Transmitter (using the USB cable) and plug its power supply into a power outlet.
3. Place Glooko Transmitter on top of the cable box. Connect its power supply, as shown above, and plug it into a power outlet.

2B Start up



1. Follow the on-screen instructions to complete setup.
2. "Ready to transfer" will be displayed once setup is complete.

3 Connect a diabetes device



Each diabetes device is connected in one of the following ways:

- USB cable (USB port or USB hub)
- Infrared (built-in IR receiver or, for some devices, a SmartPix cable).
- NFC (Near field communication)
- BLE (Bluetooth Low Energy)

4 Upload data



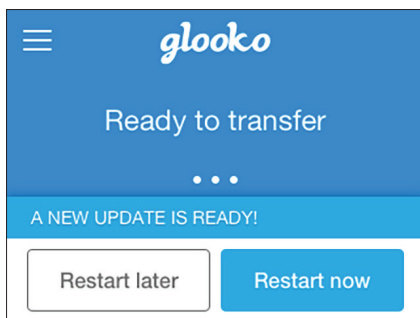
Follow the specific instructions on how to upload all compatible diabetes devices on pages 11–19. Your transfer is complete when the screen turns green.

5 Sign into your Glooko account

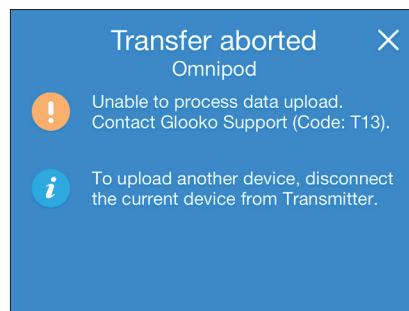


Go to <https://my.glooko.com> to sign into your Population Tracker. Navigate to the Assign Devices tab to retrieve the uploaded data.

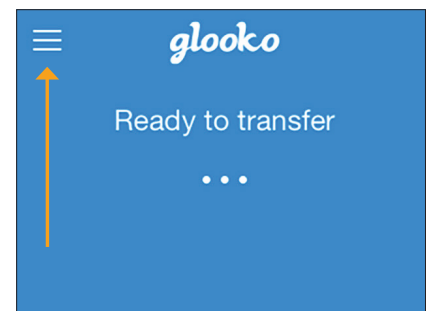
i For more information about using Glooko Transmitter, please refer to: [Glooko for clinics – Quick start guide](https://support.glooko.com) at <https://support.glooko.com>



If an update is ready, you can choose to restart immediately. Otherwise Glooko Transmitter will update automatically after 10 hours.

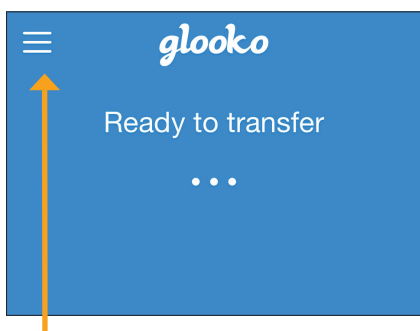


If the upload process was unsuccessful you will be notified. Please follow the on-screen instructions.

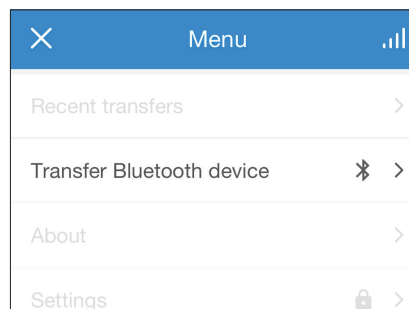


More functions are available by tapping the menu icon.

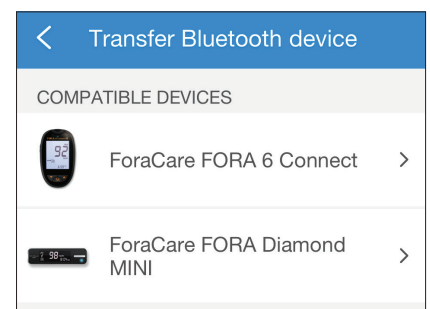
Transfer Bluetooth devices



Open Glooko Transmitter menu by tapping the menu icon.



Select "Transfer Bluetooth device"



Select the device you want to transfer and follow the on-screen instructions.

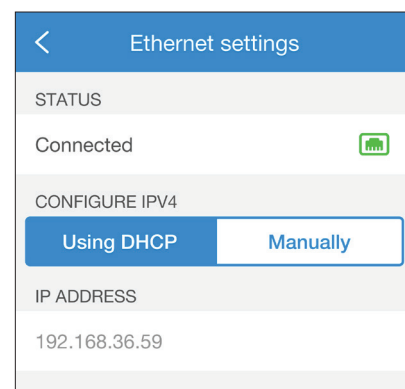
Ethernet setup

When connecting an Ethernet cable, Glooko Transmitter will automatically try to connect to the internet via Ethernet.

If you want to configure the Ethernet connection manually or read the MAC address, please go to:

Menu > Settings > Network settings > Ethernet settings

If the configured Ethernet network is not available, Glooko Transmitter will automatically revert to mobile network connection.



Compatible devices and transmission methods

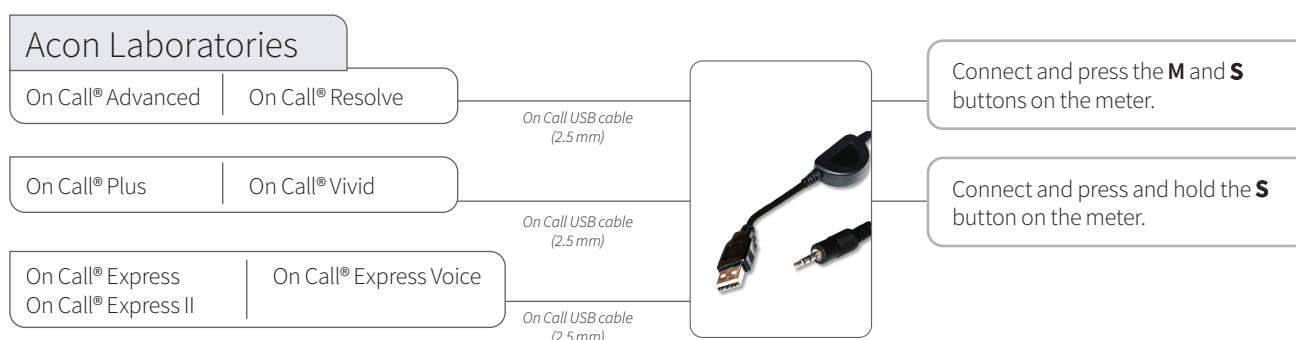
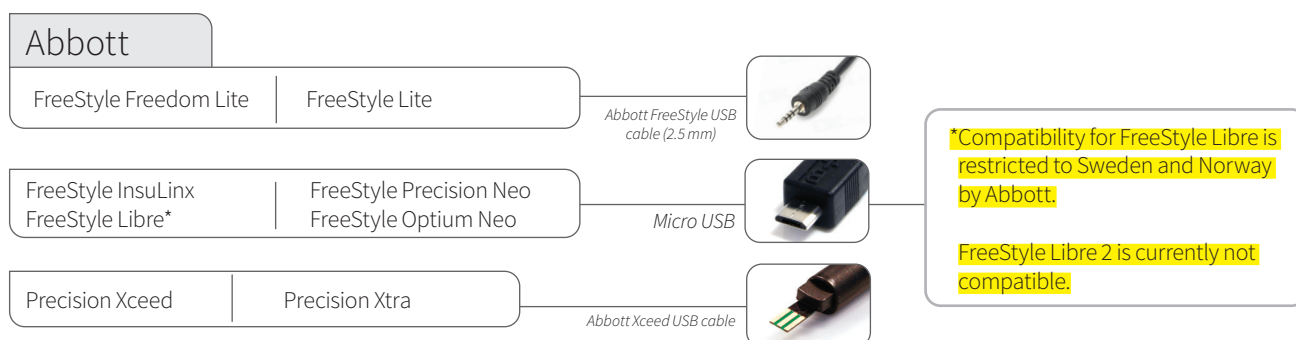
Below are instructions on how to upload diabetes data from a compatible device using Glooko Transmitter. Unless explicit upload instructions are provided for the device, you simply need to connect it to the Transmitter or USB hub with its specific USB cable or via IR, Bluetooth or NFC and it will upload automatically.

You will need a Glooko account with access to Population Tracker. The data uploaded using Glooko Transmitter will synchronise with your Population Tracker account, which can be accessed using your Glooko professional account login information. An internet (mobile network or Ethernet) connection is necessary for the uploaded data to synchronise to the Glooko server.

 Glooko Transmitter uploads glucose data from the meters, insulin pumps, and CGM listed below. Please note that some of the diabetes devices may not be available in your market.

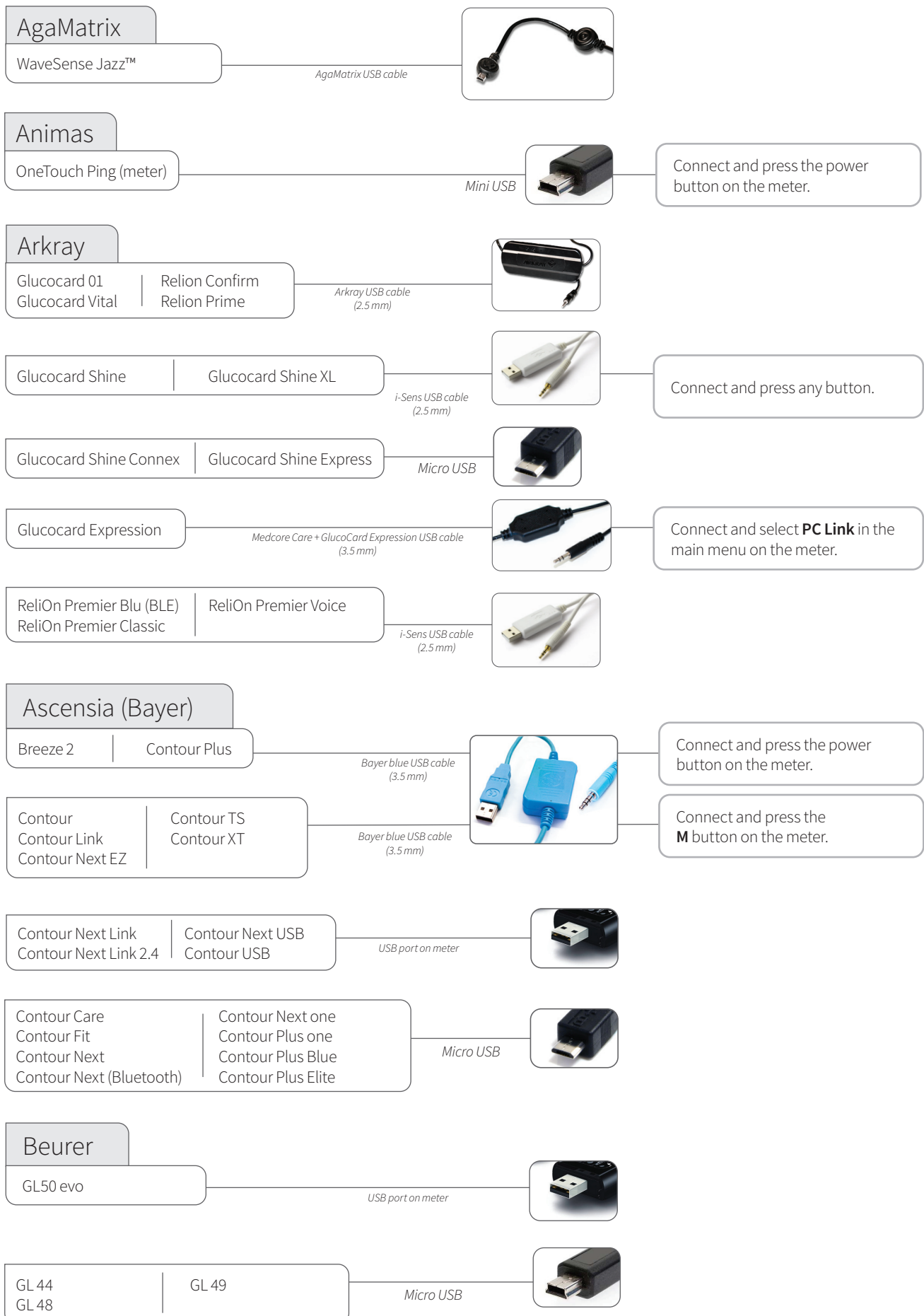
Glucose meters and CGMs - connected with USB cable

 Note: If you have a USB hub connected to Glooko Transmitter, the USB hub must have its own power supply.



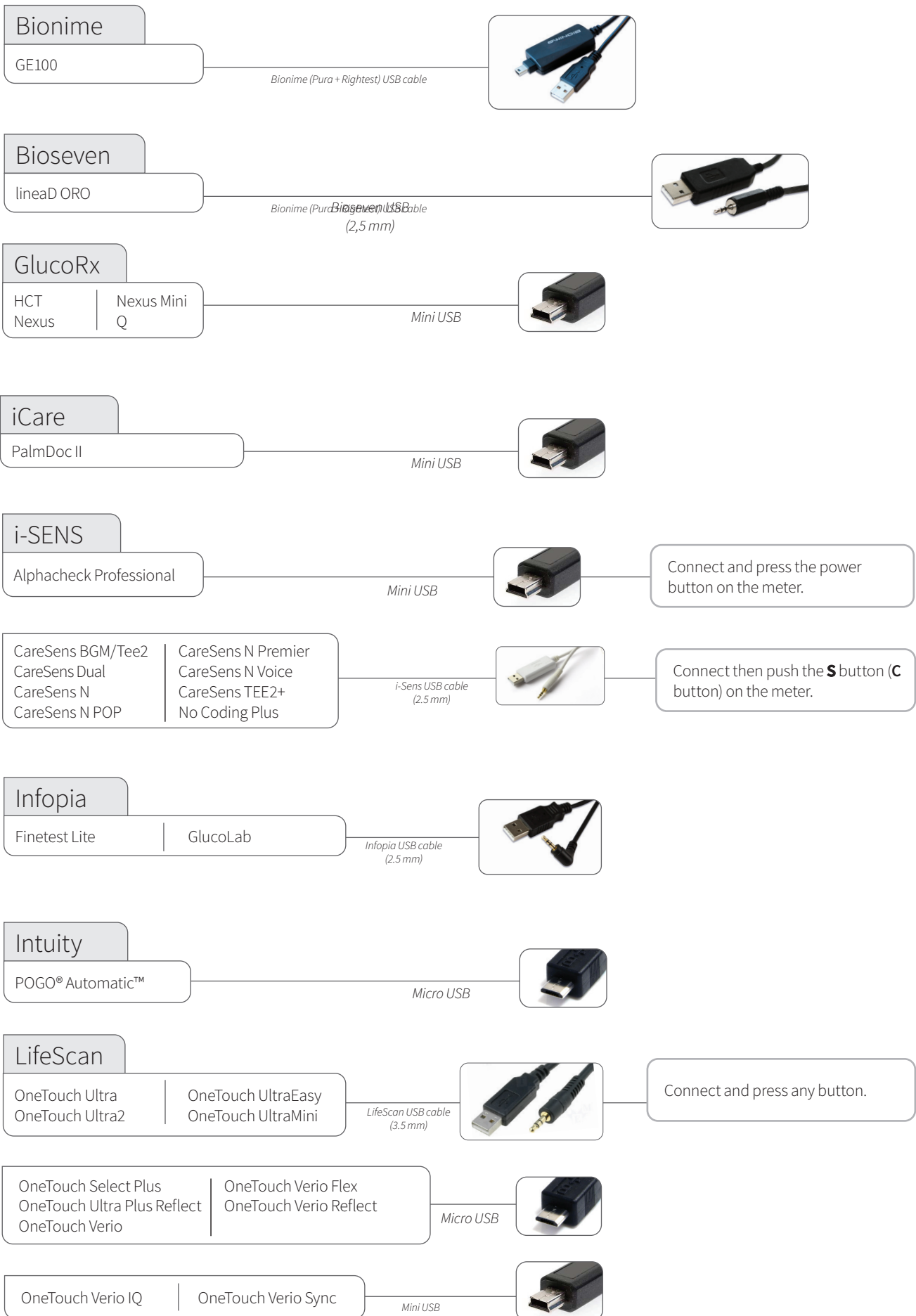
Glucose meters and CGMs – connected via USB cable

Continued from previous page



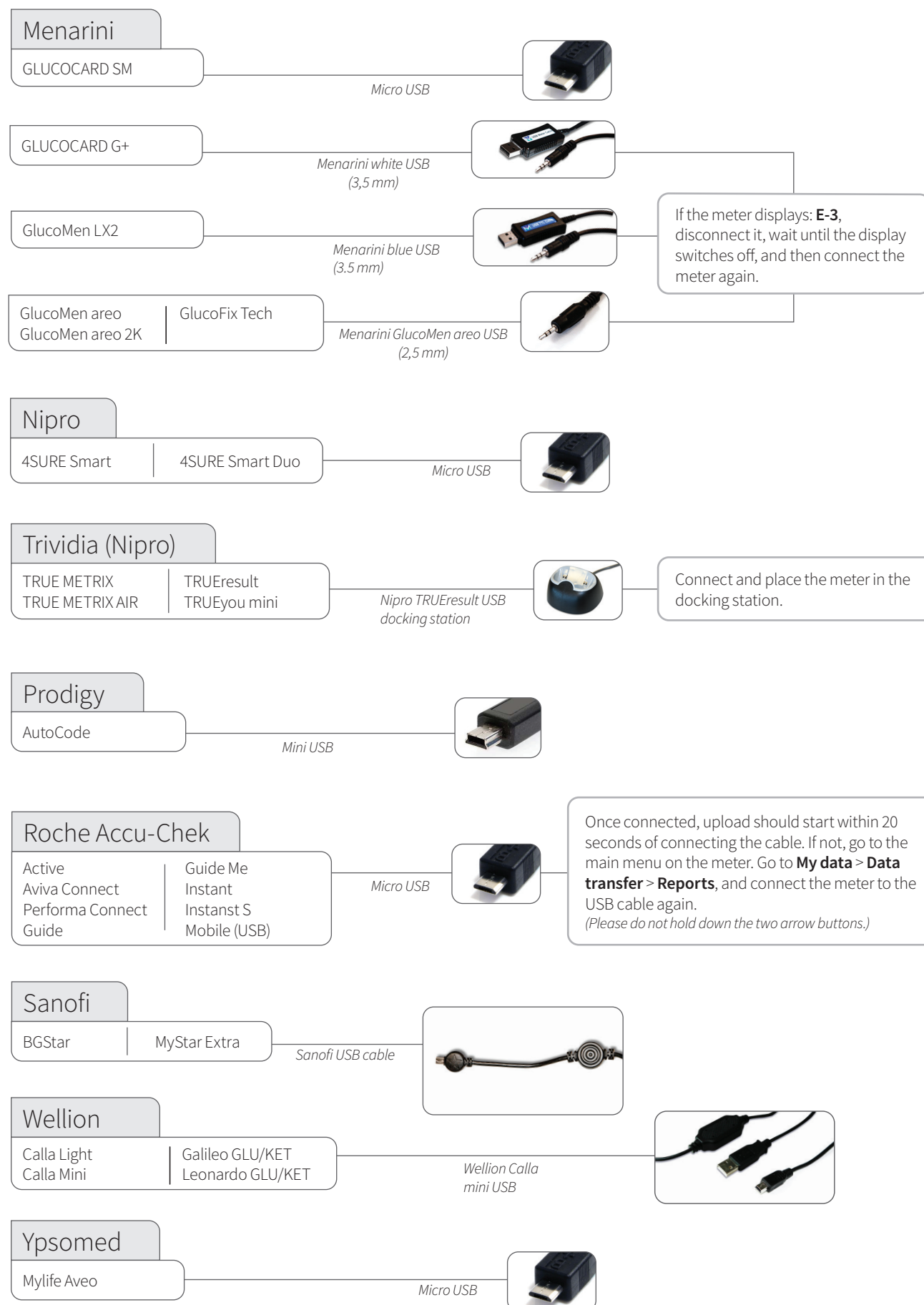
Glucose meters and CGMs – connected via USB cable

Continued from previous page



Glucose meters and CGMs – connected via USB cable

Continued from previous page



Blood glucose meters – with infrared connection

Set the meter to upload mode by following the instructions below. Place the top end of the glucose meter facing towards the IR window on Glooko Transmitter.

 Please make sure the device is kept completely still during the upload.
Do not remove the device until the screen displays: Transfer complete!

IR window on Glooko Transmitter



Roche Accu-Chek

Aviva Nano
Aviva Plus Black
Aviva Plus Silver
Nano
Performa
Performa Nano



With the meter off, activate IR transmission by pressing and holding the two arrow buttons until two arrows appear in the display.

Aviva Combo
Aviva Expert



In the main menu, go to **My data** and select **Data transfer**.

Compact



Activate IR transmission by pressing and holding the top two buttons on the meter until two arrows appear in the display.

Compact Plus



Activate IR transmission by pressing and holding the **S** and **M** buttons below the display until two arrows appear in the display.

Glucose meters & CGMs - connected with Bluetooth or NFC



ForaCare

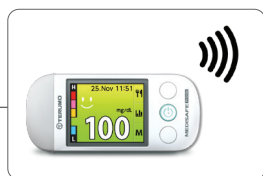
FORA 6 Connect
FORA Diamond MINI DM30
FORA GD40h



Please see the instructions regarding transferring Bluetooth devices on page 10.

Terumo

Medisafe Fit Smile



Place the glucose meter on the NFC pad on top of Glooko Transmitter and follow the on-screen instructions.

CGMs – connected via USB cable



Note: If you have a USB hub connected to Glooko Transmitter, the USB hub must have its own power supply.



Dexcom

G4 Platinum
G4 Platinum with Share
G5
Touchscreen Receiver (G5/G6)

Micro USB

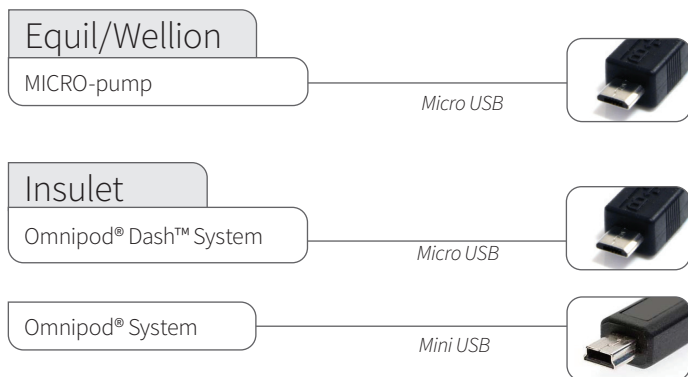


If the upload fails to start, disconnect the receiver and select Shutdown in the menu to turn the receiver off. Turn the receiver on again and connect it to Glooko Transmitter.

Insulin pumps – connected via standard USB cable



Note: If you have a USB hub connected to Glooko Transmitter, the USB hub must have its own power supply.



1. Plug DASH™ into Transmitter using the USB-A to Micro cable.
2. Tap Export on DASH™.
3. Unplug DASH™, and plug it back in.
4. Once the upload is complete, Glooko Transmitter will display Transfer Complete.



1. Connect a Contour Next Link 2.4 meter to Glooko Transmitter.
2. Follow the on-screen instructions to upload data from your Medtronic pump.



1. Open the Main Menu on the pump's hand unit.
2. Select USB in the Main Menu.
3. Connect the hand unit to Glooko Transmitter with the micro USB cable.



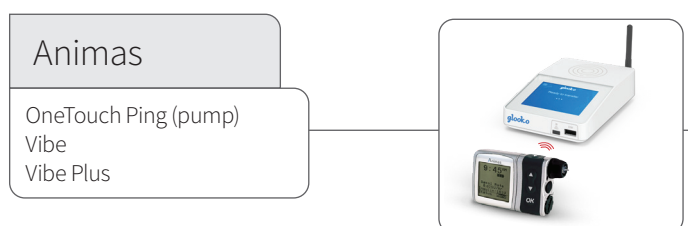
Insulin pumps – with infrared connection



For Animas pumps, please make sure the pump is suspended and the screen is illuminated when transmission begins. The screen does not need to remain illuminated during the full transmission.

Keep the pump completely still, and do not remove the pump until the screen displays: Transfer complete!

IR window on Glooko Transmitter



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 facing the IR window on Transmitter.
4. When the transmission is finished: Resume pump (**MAIN MENU**, scroll to **Suspnd/Resum** and press **OK**; Resume is highlighted). Press **OK**.

Insulin pumps – connected via infrared cables

Compatible infrared cables

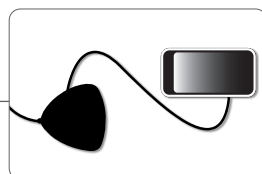
Roche Accu-Chek
Smart Pix cable



Roche Accu-Chek
Smart Pix 2 cable



Roche
Accu-Chek Aviva Insight
Accu-Chek Performa Insight



Smart Pix 2
Note! Connect the pump handset to Smart Pix 2 using a micro USB cable.

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

Roche
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 Glooko Transmitter 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 window 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 Glooko Transmitter. Do not disconnect the Smart Pix yet!
6. Wait for Glooko Transmitter to confirm the upload was successful.

Insulin pumps - connected with NFC



Terumo
Medisafe WITH



1. Make sure the main menu is showing on the remote control for the pump.
2. Place the remote control on the NFC pad on top of Glooko Transmitter – and follow the on-screen instructions.

Please note that the transmission symbol on the back of the remote control needs to be aligned with the centre of the NFC pad on Glooko Transmitter.

Insulin pens - connected with NFC



NovoNordisk

NovoPen® 6
NovoPen Echo® Plus



Place the connected pen on the NFC pad on top of Glooko Transmitter – and follow the on-screen instructions.

Technical specifications

Enclosure protection	IP20 – Indoor use only
GSM/GPRS	850/900/1800/1900 MHz
Operating temperature	°5C to °40C
UMTS/HSPA	800/850/900/1700/1900/2100 MHz
Power supply	Input: 100–240 V AC, 0.6 A, 50/60 Hz
	Output: 12 V DC, 2.0 A, LPS



Glooko AB
Nellickevägen 20
SE-412 63 Göteborg
SWEDEN

Glooko Inc
411 High Street
Palo Alto, CA 94301
USA

Support
support@glooko.com
<https://support.glooko.com>
1-800-206-6601