Glooko Transmitter

Instructions for use – for Glooko users

glooko®
BETTER TOGETHER

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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

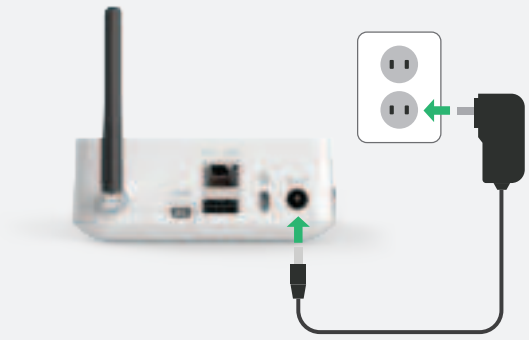
- No network connection? Try moving Glooko Transmitter to a new location within your clinic, keeping in mind mobile network reception.
- Device not uploading? Verify that Glooko Transmitter is displaying “Ready to transfer” before connecting your diabetes device.

** The Micro-HDMI port is disabled.*

Setting up Glooko Transmitter

Setup without a cable box

1A Connect Glooko Transmitter



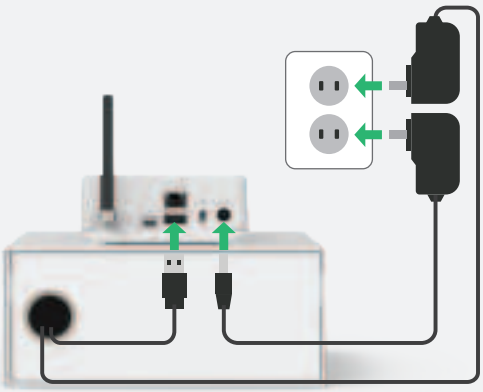
1. Connect the power supply, as shown above, and plug it into a power outlet.

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.

Note: If you want to connect Glooko Transmitter to the internet using Ethernet (instead of the built-in mobile connection), plug in the Ethernet cable and Glooko Transmitter will configure itself. For further instructions, see page 10.

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)

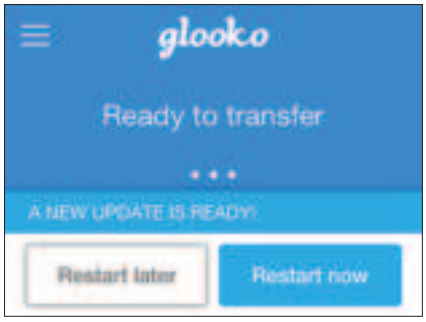
4 Upload data

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

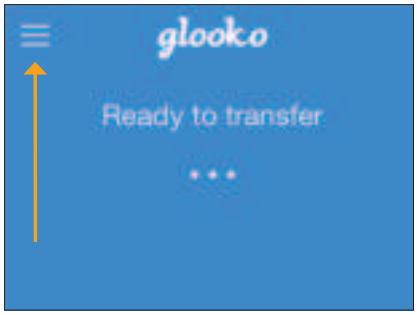
Go to https://my.glooko.com to sign into your Population Tracker. Navigate to the Assign Devices tab to retrieve the uploaded data.

For more information about using Glooko Transmitter, please refer to: Glooko for clinics – Quick start guide at https://support.glooko.com



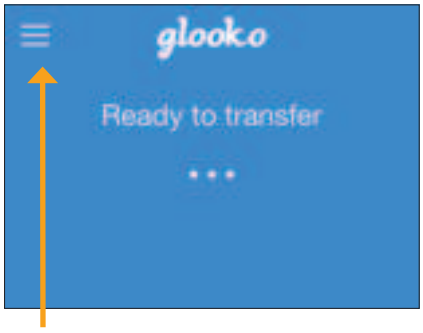
If an update is ready, you can choose to restart immediately. Otherwise Glooko Transmitter will update automatically after 10 hours.

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

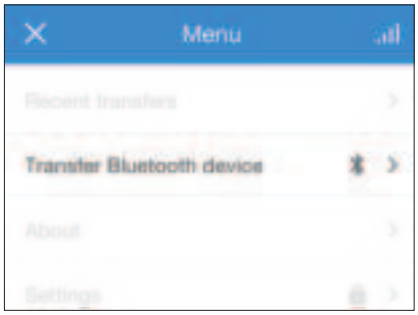


More functions are available by tapping the menu icon.

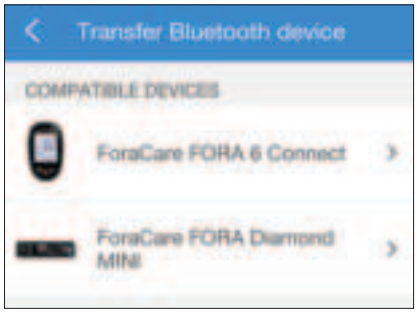
Transfer Bluetooth devices



Open Glooko Transmitter menu by tapping the menu icon.



Select "Transfer Bluetooth device"



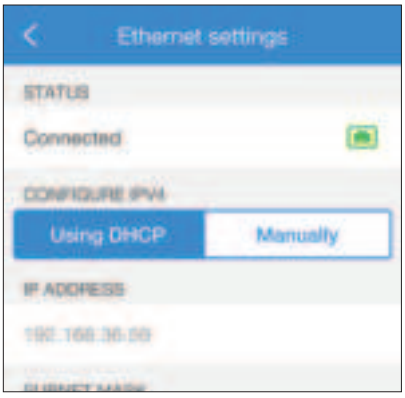
Select the device you want to transfer and follow the on-screen instructions.

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.

Abbott

FreeStyle Freedom Lite	FreeStyle Lite	*Abbott FreeStyle USB cable (2.5 mm)*
FreeStyle InsuLinx FreeStyle Libre*	FreeStyle Precision Neo FreeStyle Optium Neo	*Micro USB*
Precision Xceed	Precision Xtra	*Abbott Xceed USB cable*

*Compatibility for FreeStyle Libre is restricted to Sweden and Norway by Abbott.

FreeStyle Libre 2 is currently not compatible.

Acon Laboratories

On Call® Advanced	On Call® Resolve	*On Call USB cable (2.5 mm)*
On Call® Plus	On Call® Vivid	*On Call USB cable (2.5 mm)*
On Call® Express On Call® Express II	On Call® Express Voice	*On Call USB cable (2.5 mm)*

Connect and press the **M** and **S** buttons on the meter.

Connect and press and hold the **S** button on the meter.

Glucose meters and CGMs – connected via USB cable

Continued from previous page

AgaMatrix

WaveSense Jazz™

AgaMatrix USB cable

Animas

OneTouch Ping (meter)

Mini USB

Connect and press the power button on the meter.

Arkray

Glucocard 01 | Relion Confirm
Glucocard Vital | Relion Prime

Arkray USB cable (2.5 mm)

Glucocard Shine | Glucocard Shine XL

i-Sens USB cable (2.5 mm)

Connect and press any button.

Glucocard Shine Connex | Glucocard Shine Express

Micro USB

Glucocard Expression

Medcore Care + GlucoCard Expression USB cable (3.5 mm)

Connect and select **PC Link** in the main menu on the meter.

ReliOn Premier Blu (BLE) | ReliOn Premier Voice
ReliOn Premier Classic

i-Sens USB cable (2.5 mm)

Ascensia (Bayer)

Breeze 2 | Contour Plus

Bayer blue USB cable (3.5 mm)

Connect and press the power button on the meter.

Contour
Contour Link
Contour Next EZ
Contour TS
Contour XT

Bayer blue USB cable (3.5 mm)

Connect and press the **M** button on the meter.

Contour Next Link | Contour Next USB
Contour Next Link 2.4 | Contour USB

USB port on meter

Contour Care
Contour Fit
Contour Next
Contour Next (Bluetooth)
Contour Next one
Contour Plus one
Contour Plus Blue
Contour Plus Elite

Micro USB

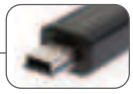
Beurer

GL50 evo

USB port on meter

GL 44
GL 48
GL 49

Micro USB



Glucose meters and CGMs – connected via USB cable

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Bionime

GE100

Bionime (Pura + Rightest) USB cable

Bioseven

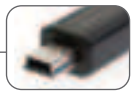
lineaD ORO

Bionime (Pura + Rightest) USB cable
Bioseven USB (2,5 mm)

GlucoRx

HCT
Nexus
Nexus Mini
Q

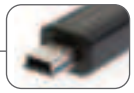
Mini USB



iCare

PalmDoc II

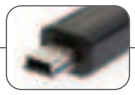
Mini USB



i-SENS

Alphacheck Professional

Mini USB



Connect and press the power button on the meter.

CareSens BGM/Tee2
CareSens Dual
CareSens N
CareSens N POP
CareSens N Premier
CareSens N Voice
CareSens TEE2+
No Coding Plus

i-Sens USB cable (2.5 mm)

Connect then push the **S** button (**C** button) on the meter.

Infopia

Finetest Lite
GlucoLab

Infopia USB cable (2.5 mm)

Intuity

POGO® Automatic™

Micro USB

LifeScan

OneTouch Ultra
OneTouch Ultra2
OneTouch UltraEasy
OneTouch UltraMini

LifeScan USB cable (3.5 mm)

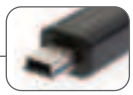
Connect and press any button.

OneTouch Select Plus
OneTouch Ultra Plus Reflect
OneTouch Verio
OneTouch Verio Flex
OneTouch Verio Reflect

Micro USB

OneTouch Verio IQ
OneTouch Verio Sync

Mini USB



Glucose meters and CGMs – connected via USB cable

Continued from previous page

Menarini

GLUCOCARD SM

Micro USB

GLUCOCARD G+

Menarini white USB (3,5 mm)

GlucoMen LX2

Menarini blue USB (3.5 mm)

GlucoMen areo | GlucoFix Tech
GlucoMen areo 2K

Menarini GlucoMen areo USB (2,5 mm)

If the meter displays: **E-3**, disconnect it, wait until the display switches off, and then connect the meter again.

Nipro

4SURE Smart | 4SURE Smart Duo

Micro USB

Trividia (Nipro)

TRUE METRIX | TRUEresult
TRUE METRIX AIR | TRUEyou mini

Nipro TRUEresult USB docking station

Connect and place the meter in the docking station.

Prodigy

AutoCode

Mini USB

Roche Accu-Chek

Active | Guide Me
Aviva Connect | Instant
Performa Connect | Instanst S
Guide | Mobile (USB)

Micro USB

Once connected, upload should start within 20 seconds of connecting the cable. If not, go to the main menu on the meter. Go to **My data** > **Data transfer** > **Reports**, and connect the meter to the USB cable again.
(Please do not hold down the two arrow buttons.)

Sanofi

BGStar | MyStar Extra

Sanofi USB cable

Wellion

Calla Light | Galileo GLU/KET
Calla Mini | Leonardo GLU/KET

Wellion Calla mini USB

Ypsomed

Mylife Aveo

Micro USB

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!

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.

Equil/Wellion

MICRO-pump — *Micro USB*

Insulet

Omnipod® Dash™ System — *Micro USB*

Omnipod® System — *Mini USB*

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.

Medtronic

630G | 670G
640G

USB port on meter

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.

Roche

Accu-Chek Solo — *Micro USB*

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.

Tandem

t:flex | t:slim X2
t:slim | t:slim G4

Micro USB

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

Animas

OneTouch Ping (pump)
Vibe
Vibe Plus

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

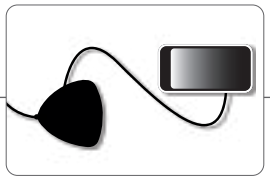
Compatible infrared cables

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

CE

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