diasend® Transmitter

Instructions for use – for diasend® users

glooko®
BETTER TOGETHER

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About diasend®

diasend® offers health care providers an online solution that collects and stores all their diabetes patients' data centrally, without worrying about any software installation. No matter if the device transmits using a cable, Bluetooth, infrared or a mobile app, all uploaded information will immediately be shown online in a secure diasend.com account. All data from multiple devices will be consolidated and presented in one report.

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.

Warnings

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.

How to start using diasend® Clinic

1 Plug diasend® Transmitter into your power outlet

2 The diasend® Transmitter is ready to use when:

1. Green ok indicator has stopped flashing.
   Slow flashing means the transmitter is starting up.
   Rapid flashing means the transmitter is updating.
2. Blue send indicator is flashing slowly.

Note: if you have a USB hub connected to the diasend® Transmitter, please note that the USB hub must be powered by its own power supply.

Note: Please see page 11 for a thorough explanation of the indicators on the diasend® Transmitter.

3 Connect patient device to the diasend® Transmitter

Each patient device connects in one of the following three manners:

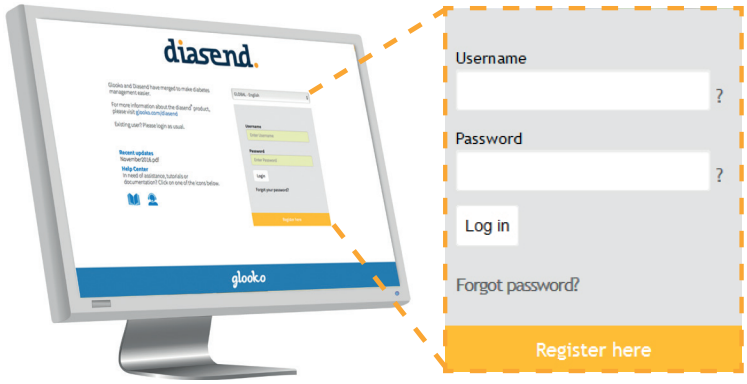
- USB cable (USB port or USB hub)
- Bluetooth (requires specific Bluetooth device)
- Infrared (built-in IR receiver or for some devices a SmartPix cable).

Please see page 11 of this guide for specific instructions on how to upload all compatible patient devices.

4 Transfer data

1. Connect the patient device - the blue send indicator will flash rapidly whilst uploading the data.
2. Wait until the blue send indicator stops flashing rapidly and the green ok indicator is lit.
3. Once the green ok indicator is lit, you can log in and view the data at www.diasend.com or continue uploading more patient devices. Click Reload page if you were already logged in. Please note that since diasend® is cloud-based, you can review the uploaded data at any time.

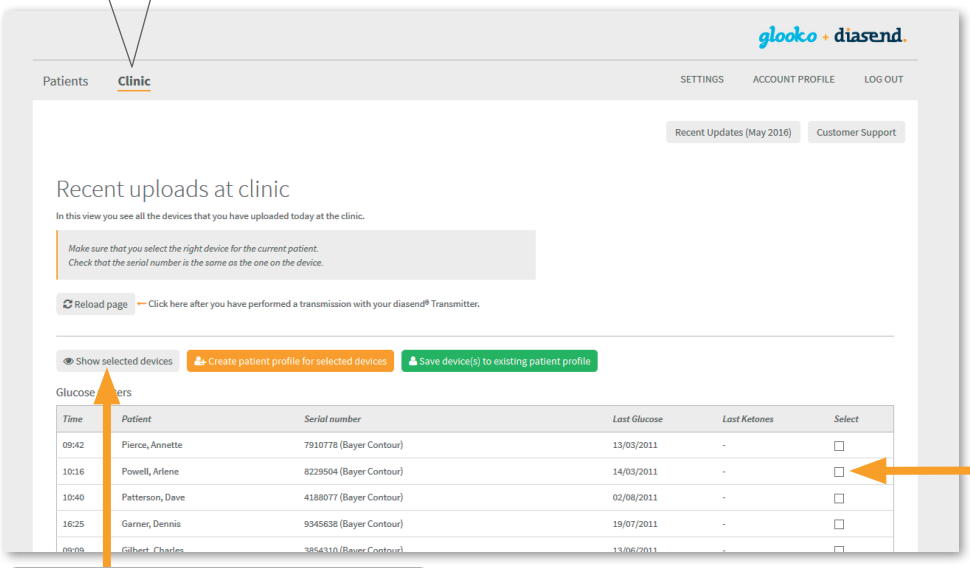
5 Log in to your diasend® Clinic account



Go to www.diasend.com to log in to diasend® and retrieve the uploaded data.

6 Viewing the data

Clinic ← In the clinic tab it's possible to view the data without creating a patient profile.



Tick the box of the upload you wish to view. 1

Click on **Show selected devices** to view the upload. 2

Please note that all uploads are removed from the Clinic view after midnight the same day, but no data is erased.

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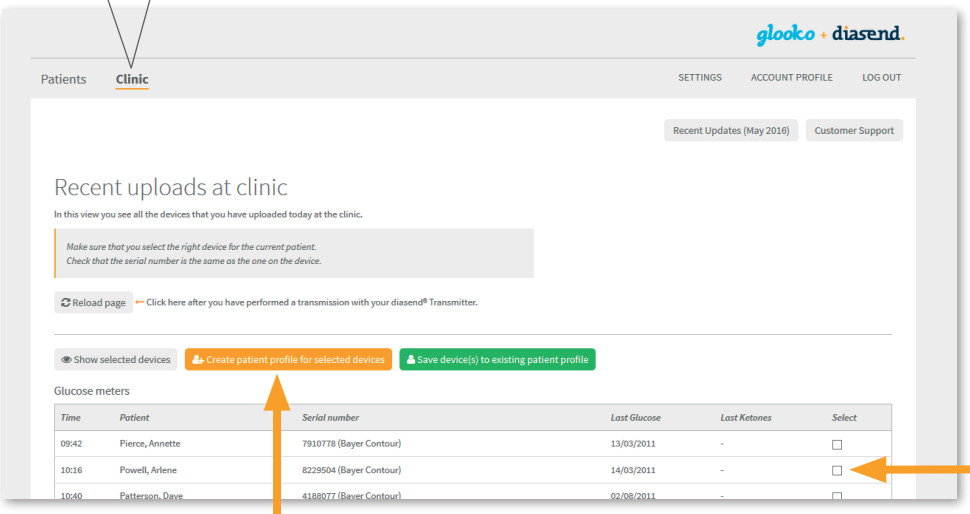
7 Creating a patient profile and saving patient devices

There are two ways to create a patient profile. In the Clinic tab and in the patient tab.

Clinic ← How to create a patient profile in the clinic tab:



Tick the box of the upload you wish to create a patient profile for. 1

Click here to create a patient profile for the selected device. 2

We recommend this method of registerering devices to a patient, in order to avoid registering the patient device manually in the patient tab.

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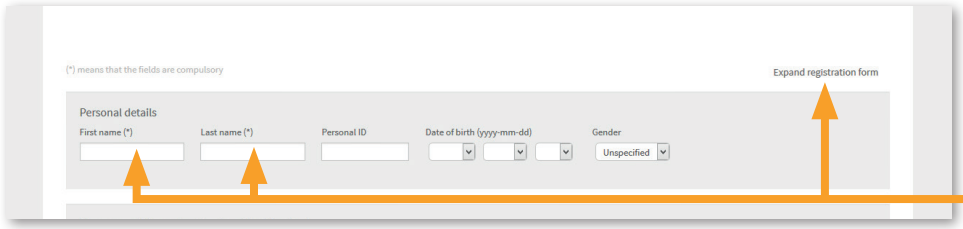
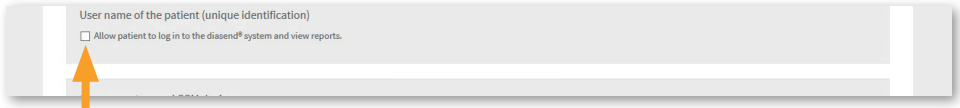
Patients How to create a patient profile in the patient tab:

Click on **New patient**. 1



The mandatory fields are first and last names. You will find further options under **Expand registration form.** 2

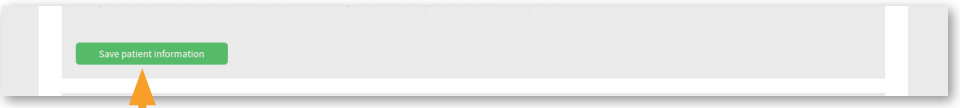


To allow a patient to view their data from home, tick the box:
”Allow patient to log in to the diasend® system and view reports”

- If you do this in the registration process you will have to create a username and a password for the patient.
- If you tick the box after you have created a patient account, you will notice that diasend® has created a username for you. In this case, you only need to create a password.

Please note that this only allows the patient to log in and view previously uploaded data. It does however not mean that a patient can log in and upload data from home. If patients want to upload data from home they need to create their own diasend® Personal account and share their data with the clinic.

3



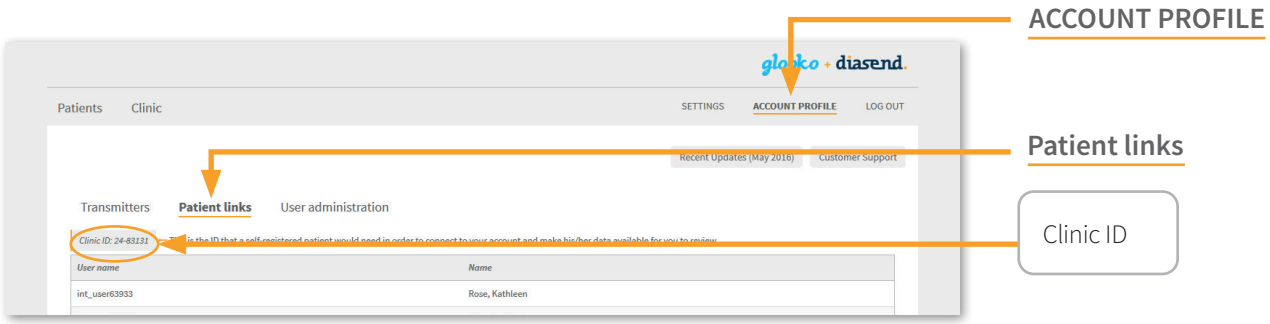
When you’re done click on: ”**Save patient information**”. 4

8 Displaying the data from the patients devices

The data is displayed in the five tabs above, where you can access the glucose, CGM and insulin data. Please refer to the diasend® Report reference guide on our website for further details on our reports.

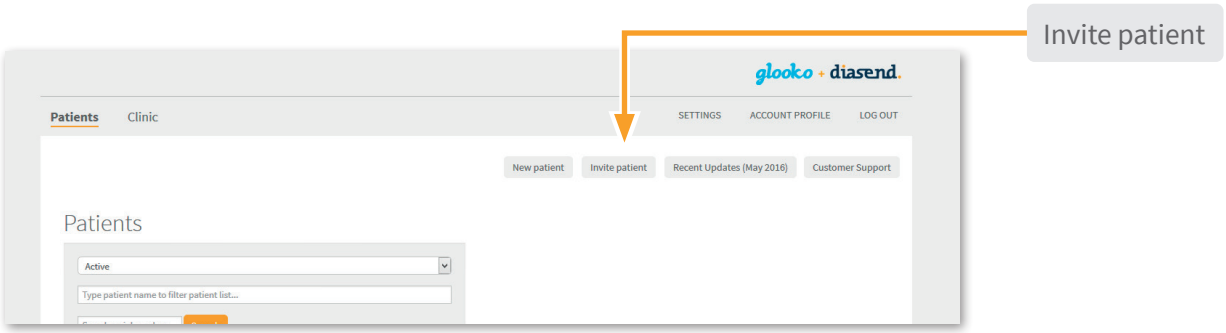
9 Sharing the data

Patients with their own diasend® Personal account can upload their patient devices at home, and they can share their uploaded data with up to two different healthcare facilities. To enable patients to share their data with you, they will require your unique identifier in diasend® called “Clinic ID”. You will find it under “Account profile” > “Patient links”.



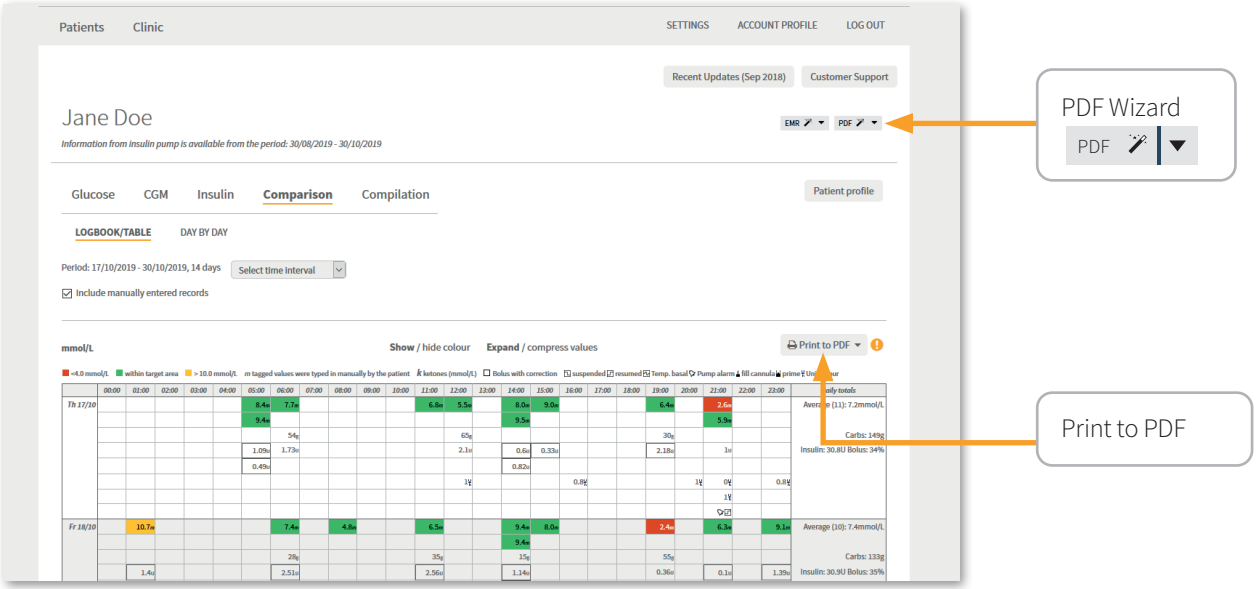
10 Invite patients to upload from home

To make it easier for clinics and patients to share data we’ve added an invite button in the web application. This means clinics can invite patients to upload data from home.



11 Creating reports and printing as PDF

There are two ways to generate a report as a pdf. You can either click the “Print to PDF” icon to immediately generate a report of the current view. Or you can click the PDF Wizard button to generate a report with preset variables. You can adjust this tool under “Settings”.



Explanation of the diasend® Transmitter indicators:

ok

- SLOW FLASHING
  The ok indicator flashes slowly when the transmitter is connecting to the GSM network.
- RAPID FLASHING
  The Transmitter is updating itself. The ok indicator flashes rapidly and during a sustained period of time. You can start using the transmitter once the blue send indicator flashes slowly again.
- STEADY LIGHT ON
  The indicator signals a successful upload.

send

- SLOW FLASHING
  The transmitter is ready for use.
- RAPID FLASHING
  Data is being uploaded.

error

- STEADY LIGHT ON
  The indicator signals that the latest upload was not successful. This is most likely due to temporary issues related to the wireless GSM network. Please try to upload the patient device again.
- RAPID FLASHING
  The indicator flashes alongside the ok indicator when the Transmitter cannot find a network. Please note that you can check the strength and quality of your signal under “Account Profile” on your account.

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diasend® Transmitter behavior when everything is working properly:

The Transmitter is connected to a power outlet.

The green ok indicator flashes slowly for approx 2 mins. when starting up.

The blue send indicator starts flashing slowly. The transmitter is now in stand-by mode, i.e ready for use.

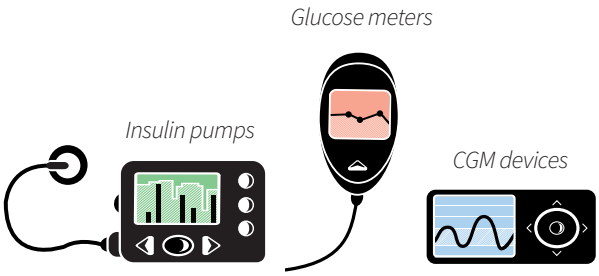
A device is connected to the transmitter.

The blue send indicator starts flashing rapidly as the data is being uploaded.

If the upload was successful, the green ok indicator has a steady light on and the blue send indicator starts flashing slowly again. The transmitter is now ready for another transmission.

List of compatible devices

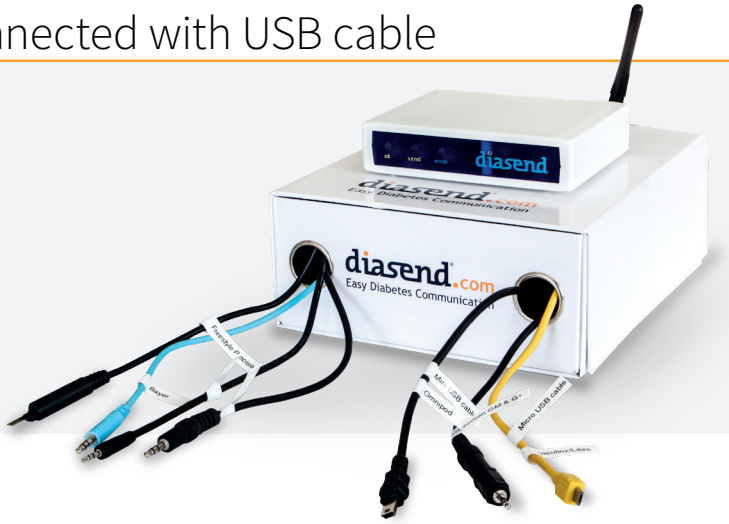
Below is a list of compatible devices with diasend®. Unless explicit upload instructions are provided for the actual device, you simply need to connect it to the transmitter or USB hub with its specific USB cable and it will upload automatically. (Visit diasend.com to see a current list of compatible devices and known limitations.)



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

Glucose meters and CGMs - connected with USB cable

Please make sure that the USB hub is connected to a power outlet. And that the USB hub is connected to the diasend® Transmitter.



Abbott

FreeStyle	FreeStyle Optium H
FreeStyle Flash	FreeStyle Papillon
FreeStyle Freedom	FreeStyle Papillon Lite
FreeStyle Freedom Lite	FreeStyle Papillon Mini
FreeStyle Lite	FreeStyle Papillon Vision
Freestyle Mini	FreeStyle Xido
FreeStyle Optium	Optium Mini

Abbott FreeStyle USB (2.5 mm)

FreeStyle InsuLinx	FreeStyle Optium Neo
FreeStyle Libre*	FreeStyle Papillon InsuLinx

Micro USB

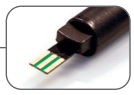
*Compatibility for FreeStyle Libre is restricted to Sweden and Norway by Abbott.

FreeStyle Navigator II

Mini USB

FreeStyle Precision	Optium Xido
FreeStyle Precision H	Precision Xceed
Optium Xceed	Precision Xtra

Abbott Xceed USB



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Glucose meters and CGMs - connected with USB cable

Acon Laboratories

- On Call® Resolve
- On Call® Advanced

On Call USB (2.5 mm)

- On Call® Plus
- On Call® Vivid

On Call USB (2.5 mm)

- On Call® Express
- On Call® Express II
- On Call® Express Voice
- On Call® Sure
- On Call® Sure Sync

On Call USB (2.5 mm)

Connect and press the meter's **M** and **S** buttons.

Connect and press and hold the meter's **S** button.

AgaMatrix

- Wavesense Jazz™

AgaMatrix USB

AktivMed

- Glucocheck Gold

Micro USB

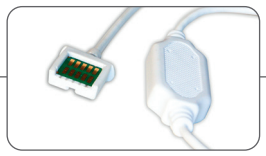
- Glucocheck XL

Mini USB

Apex Bio

- GlucoSure Extra
- GlucoSure Max

Apex Bio USB



Connect and press the meter's power button.

Arkray

- Glucocard 01
- Glucocard Vital
- Glucocard X-meter
- Glucocard X-mini plus
- Relion Confirm
- Relion Prime

Arkray USB (2.5 mm)

- Glucocard Shine
- Glucocard Shine XL
- ReliOn Premier Blu
- ReliOn Premier Classic
- ReliOn Premier Voice

i-Sens USB (2.5 mm)

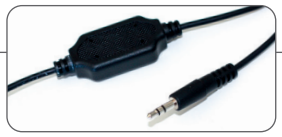
Connect and press any button.

- Glucocard Shine Connex
- Glucocard Shine Express

Micro USB

- Glucocard Expression

Medcore Care + GlucoCard Expression USB (3.5 mm)



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

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Glucose meters and CGMs - connected with USB cable

Ascensia (Bayer)

Breeze 2
Contour plus

Bayer's blue USB (3.5 mm)

Connect and press the meter's **M** button.

Contour | Contour TS
Contour link | Contour XT

Bayer's blue USB (3.5 mm)

Connect and press the meter's power button.

Bayer Contour next | Contour next
Contour care | Contour next One
Contour Fit | Contour plus One

Micro USB

Contour next link | Contour USB
Contour next link 2.4 | Contour next USB

USB on meter

Beurer

GL50 evo

USB on meter

B. Braun

Omnitest 3

Omnitest 3 USB (2,5 mm)

Omnitest 5

Micro USB

Cambridge Sensors

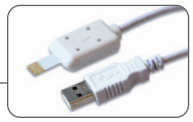
Microdot+

Microdot+ USB (2.5 mm)

CARE-CHEK

TD-4206

TaiDoc Strip Connector USB



TD-4255

GlucoRx Nexus Voice USB

Dexcom

G4 Platinum
G5 Mobile Receiver
Touchscreen Reciever G5/G6

Micro USB

If the upload doesn't start, disconnect the meter, select **Shutdown** in the menu to turn the meter off. Turn the meter on again and connect it to the Transmitter.

SEVEN PLUS

Seven Plus USB (Micro USB)

Continued from previous page

Glucose meters and CGMs - connected with USB cable

Diastesse

XPER

Mini USB

Ekoweb

GlukoX (TD-4183) | GlukoX PRO (TD-4183)

TaiDoc Strip Connector USB

Everymed

EveryX3

Micro USB

Connect and press the meter's **OK** button.

FaCare

TD-4277

Mini USB

ForaCare

FORA Diamond Prima

Micro USB

GE

GE100

Bionime (Pura + Rightest) USB (Mini USB)

GlucoRx

HCT
Nexus
Nexus Mini
Q

Mini USB

Nexus Mini Ultra

GlucoRx Strip Connector USB

Nexus Voice

GlucoRx Nexus Voice USB (2.5 mm)

GlucoX

TD-4183
TD-4257 (v2)

TaiDoc Strip Connector USB

TD-4285

GlucoRx Nexus Voice USB

i-SENS

alphacheck professional NFC/ACURA PLUS
alphacheck professional

Mini USB

Connect and press the meter's power button.

CareSens BGMS/TEE2
CareSens COOL/Bravo
CareSens Dual
CareSens N
CareSens N POP
CareSens N Voice
CareSens N Premier
CareSens TEE2 Plus
CareSens Pro
NoCoding1 Plus BLE

i-Sens USB (2,5 mm)

Connect and press the meter's **S** button (**C** button).

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Glucose meters and CGMs - connected with USB cable

iCare

PalmDoc I

i-Care Palmdoc I USB (2.5 mm)

PalmDoc II

Mini USB

Infopia

Element
Fintest Lite
GluNEO
GlucoLab

Infopia USB (2.5 mm)

Inside Biometrics

KEYA Smart

Micro USB

Connect and select **Data TX** > **USB** in the main menu on the meter.

Intuity

POGO® Automatic™

Micro USB

LifeScan

OneTouch Ping

Mini USB

Connect and press the meter's power button.

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

Micro USB

OneTouch Verio Pro
OneTouch Verio IQ
OneTouch Verio Sync

Mini USB

OneTouch Select
OneTouch Ultra
OneTouch Ultra2
OneTouch Verio (old)
OneTouch Vita

LifeScan USB (2.5 mm)

OneTouch UltraEasy
OneTouch UltraMini
OneTouch UltraSmart

LifeScan USB (2.5 mm)

Connect and press any button.

Continued from previous page

Glucose meters and CGMs - connected with USB cable

Lifesmart

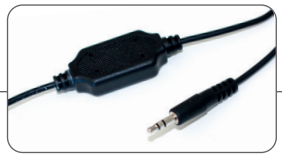
LS-946 (TD-4279)

TaiDoc Strip Connector USB

Medcore

Care

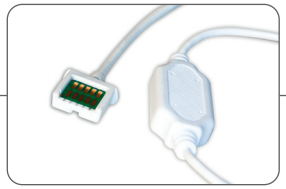
Medcore care USB (3,5 mm)



Connect and press the meter's power button.

GlucoSure Extra
GlucoSure Max

Medcore USB



Connect and press the meter's power button.

Menarini

GLUCOFIX TECH
GlucoMen areo
GlucoMen areo 2K

Menarini GlucoMen areo USB (2,5 mm)

Glucocard MX
Glucofix iD
GlucoMen Gm

Menarini white USB (2,5 mm)

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

GLUCOCARD SM

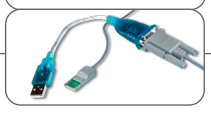
Micro USB

GlucoMen READY

Mendor discreet USB (2,5 mm)

GlucoMen Visio

Menarini GlucoMen Visio USB



Connect and press the meter's power button.

Glucofix miò
GlucoMen LX

Menarini strip connector USB

Glucofix miò Plus
Glucofix Premium
GlucoMen LX Plus
GlucoMen LX2

Menarini blue USB (3.5 mm)

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

GlucoMen G+

Menarini white USB (3,5 mm)

Continued from previous page

Glucose meters and CGMs - connected with USB cable

Mendor

Discreet

Mendor discreet USB (2,5 mm)

Connect and press the meter's power button.

Nipro

4SURE Smart
4SURE Smart Duo

Micro USB

Nova

Max Link
Max Plus

Nova USB

Pharma Supply

Advocate Redi-Code+

Mini USB

Connect via a USB hub.

Pic Solution

BeGlic | GoGlic

Micro USB

Pic GlucoTest
Pic GlucoTest Diary

Pic Solution USB

Connect and press the meter's power button.

Pic Safe Gluco Monitor

VivaChek USB

Connect and press the meter's power button.

Prodigy

AutoCode

Mini USB

Continued from previous page

Glucose meters and CGMs - connected with USB cable

Roche Accu-Chek

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

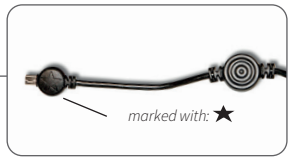
Micro USB

Once connected, upload should start within 20 seconds after 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



Senseonics

Eversense CGM Transmitter

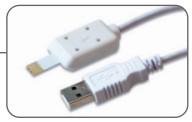
NOTE!
The Eversense Smart Transmitter (CGM) can not be uploaded via diasend® Transmitter.

The data from the Eversense CGM can only be uploaded to diasend® via "**Connect app**" in the patient's diasend® account. Please see further instructions in the user guide for patients at:
https://support.diasend.com/hc/sections/360000427618

TaiDoc

TD-4141	TD-4257(v2)
TD-4183	TD-4279
TD-4206	

TaiDoc Strip Connector USB



TD-4255	TD-4280
TD-4257(v1)	TD-4285

GlucoRx Nexus Voice USB

TD-4289

Micro USB

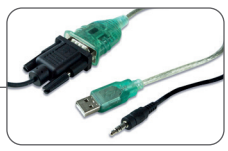
TD-4277

Mini USB

Terumo

Finetouch

Terumo USB



Trividia

TRUEresult
TRUE METRIX
TRUE METRIX AIR
TRUEyou

Nipro TRUEresult USB docking station

Connect and place the meter in the docking station.

TRUEyou mini

Nipro TRUEyou mini USB docking station

Connect and place the meter in the docking station.

Continued from previous page

Glucose meters and CGMs - connected with USB cable

URIGHT

TD-4255 | TD-4280

GlucoRx Nexus Voice USB

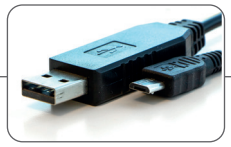
TD-4277 | PLUS One (TD-4277)

Mini USB

VivaChek

Fad

VivaChek USB

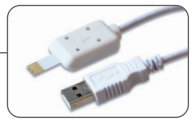


Connect and press the meter's power button.

VTRUST

TD-4279

TaiDoc Strip Connector USB



Wellion

Calla Dialog

Wellion Calla USB (3,5 mm)

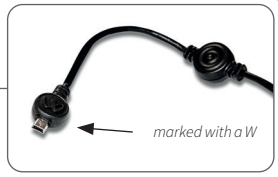
Connect and select **PC Link** in the main menu on the meter.

Calla Light
Calla Mini
Calla Premium
Galileo Compact
Galileo GLU/KET
Galileo GLU/CHOL
Leonardo Compact
Leonardo GLU/CHOL
Leonardo GLU/KET

Wellion Calla mini USB

Linus

Wellion Linus USB



LUNA Duo

Wellion LUNA Duo USB (2,5 mm)

XPER Technology

E1 (TD-4141)
A1 (TD-4183)
Procheck Advance (TD-4206)

TaiDoc Strip Connector USB

I1 (TD-4289)

Micro USB

Ypsomed

mylife Pura

mylife Pura USB

mylife Unio

Mini USB

Bluetooth glucose meters

To be able to transmit data from Bluetooth devices, you need a Bluetooth USB adapter. Bluetooth as a transmission method requires the device to be placed within a close proximity to the diasend® Transmitter.

Abbott

FreeStyle Navigator

On the meter, go to **Menu** > **System** > **Upload**. Select and confirm to activate.

FORACARE

FORA Diamond MINI

1. To enable Bluetooth, turn the meter on by holding down its power button.
2. Turn the meter off by holding down its power button. The LED indicator in the lower right-hand corner of the meter flashes blue to indicate that Bluetooth is activated. It then turns solid to indicate that the data is being uploaded.

   Note: The supported version is the one with integrated Bluetooth.

Infrared glucose meters

Set the meter in upload mode by following the instructions below. Place the glucose meter's top end directed towards the IR eye on the diasend® Transmitter.

Please make sure to keep the device completely still during the upload. Do not remove the device until the green ok indicator is lit.

Roche

Accu-Chek Aviva Accu-Chek Aviva Nano Accu-Chek Nano Accu-Chek Performa Accu-CHek Performa Nano		Activate IR transmission by pressing and holding the two arrow buttons until two arrows appear in the display.
Accu-Chek Compact		Activate IR transmission by pressing and holding the meter's two topmost buttons until two arrows appear in the display.
Accu-Chek Compact Plus Accu-Chek Compact Plus GT		Activate IR transmission by pressing 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		In the main menu, go to **My data** and select **Data transfer**.
Accu-Chek Mobile (IR)		1. Press and hold the two arrow buttons. 2. In the **data transfer** menu, select the first alternative (**for analysis**). NOTE: If the meter's serial number begins with U1, please refer to the instructions for Accu-Chek Mobile (USB) on page 19.

Insulet

OmniPod® System	*Mini USB*	1. Plug DASH™ into diasend® Transmitter with the Micro USB cable. 2. Tap Export on DASH™. 3. Wait for diasend® Transmitter to confirm the upload was successful.
OmniPod® DASH™ System	*Micro USB*	

Insulin pumps - connected with standard USB cable

Equil/Wellion

MICRO-pump

Micro USB

Please note that the serial number used to connect the pump to the diasend® system is the serial number on the patch pump.

Tandem

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

Micro USB

ViCentra

Kaleido

Micro USB

Go to the yellow menu and choose data upload.

Ypsomed

mylife OmniPod

Mini USB

Infrared insulin pumps

For the Animas pumps: Please make sure that the pump is suspended and the screen is illuminated when transmission begins (the screen does however not need to be illuminated during the entire transmission). Keep the pump completely still and do not remove the pump until the green ok indicator is lit.

IR eye on Transmitter

Animas

IR1200
IR1250
2020
OneTouch Ping
OneTouch Vibe Plus
Vibe

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

Smiths Medical

CoZmo 1700

1. Press the down arrow button in order to activate the pump.
2. Place the pump with its back towards the centre of the front panel on the diasend® Transmitter.

Note: The battery in the CoZmo insulin pump must be well-charged in order to transmit successfully!

Insulin pumps - connected with infrared cables

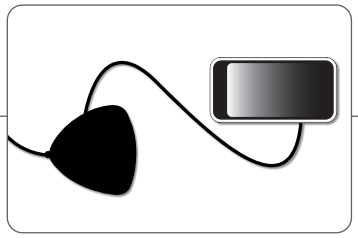
Compatible infrared cables

Roche Accu-Chek Smart Pix cable

Roche Accu-Chek Smart Pix 2 cable

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 the Transmitter 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 the Transmitter. Do not disconnect the Smart Pix 2 yet!
7. Wait for the Transmitter to signal the upload was successful (green ok indicator has a steady light).

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 the 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 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 the Transmitter. Do not disconnect the Smart Pix yet!
6. Wait for the Transmitter to signal the upload was successful (green ok indicator has a steady light).

Bluetooth insulin pumps

To be able to transmit data from Bluetooth devices, you need a Bluetooth USB adapter. Bluetooth as a transmission method requires the device to be placed within a close proximity to the diasend® Transmitter.

SOOIL

DANA Diabecare R

1. Select **Main menu**.
2. Go to **Setting**.
3. Select **Discovery**.
4. The send indicator should begin to flash rapidly. If it doesn't and the pump turns itself off, try again.
5. Wait until the send indicator stops flashing rapidly and the ok indicator is lit.

Insulin pens - connected with standard USB cable

To be able to transmit data from an insulin pen, please follow the instructions below.

Please make sure that the USB hub is connected to a power outlet. And that the USB hub is connected to the diasend® Transmitter.

Pendiq

pendiq

Mini USB

Make sure that the cable is properly inserted. The insulin pen's control lamp will start flashing, and the upload will be initiated after 10-15 seconds.

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A2032v2W IFU_GB_diasend_Transmitter (2022-02-01)

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BETTER TOGETHER