



Glooko Transmitter

Instructions for use – for Glooko users


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General information

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

Contraindications

None known.

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.

Precautions

- Do not submerge or subject Glooko Transmitter to liquid. Liquids can damage Glooko Transmitter.
- Glooko Transmitter is reusable. Discontinue use and contact Customer Support if Glooko Transmitter shows signs of damage (such as frayed wires or material degradation).

Device Requirements

A Glooko Account is required to store data transferred from Glooko Transmitter. The initial Admin Account for the Clinic is created by the Glooko Support Team. Additional individual accounts can be created by the Administrator at the Clinic using the Glooko Web Application. Refer to the [Glooko for Clinics](#) User Guide for more instructions about the Glooko Web Application.

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](#).

Cleaning Glooko Transmitter

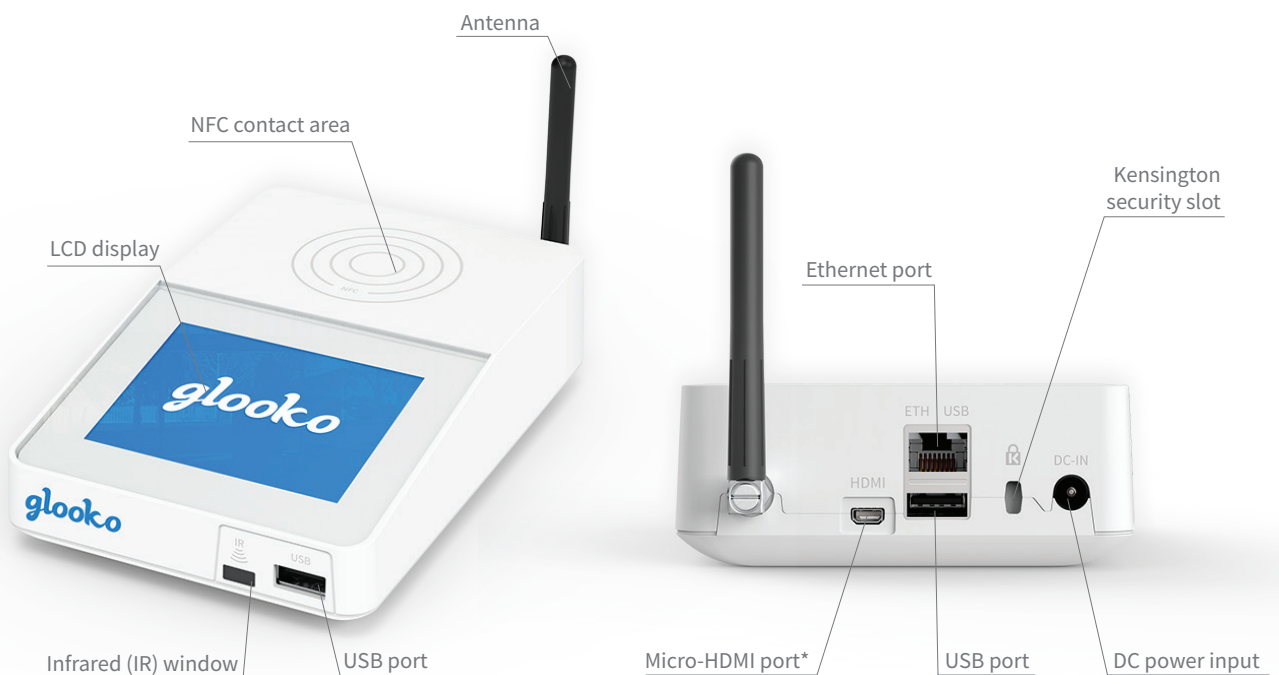
To clean Glooko Transmitter, use a microfiber towel to remove any dust or particulate. Do not subject Glooko Transmitter to any liquids.

Disposal instructions

Dispose in accordance with your local regulations.

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.

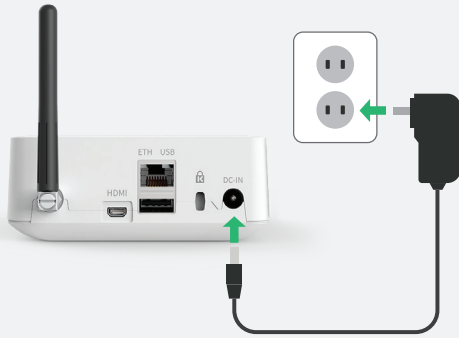


* The Micro-HDMI port is disabled.

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.

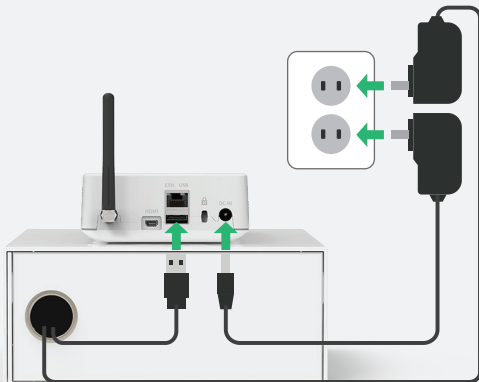
2A Start up



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




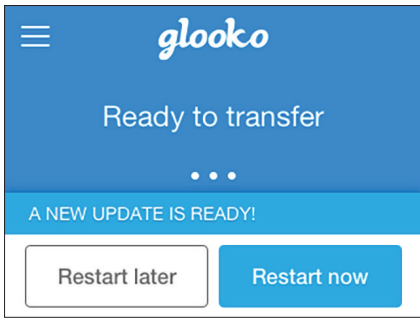
Follow the specific instructions on how to upload all compatible diabetes devices on pages 11–19. Your transfer is complete when the screen turns green.

5 Sign into your Glooko account

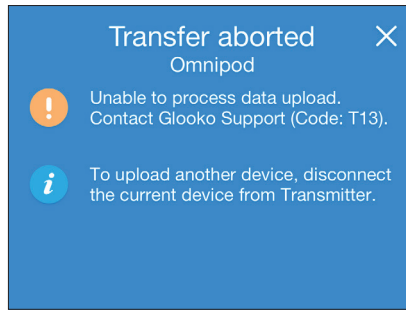


Go to <https://my.glooko.com> to sign into your Population Tracker. Navigate to the Assign Devices tab to retrieve the uploaded data.

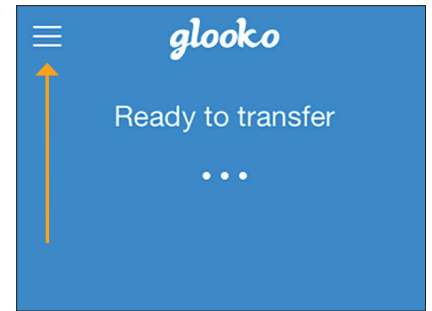
 For more information about using Glooko Transmitter, please refer to: [Glooko for clinics – Quick start guide at https://support.glooko.com](https://support.glooko.com)



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

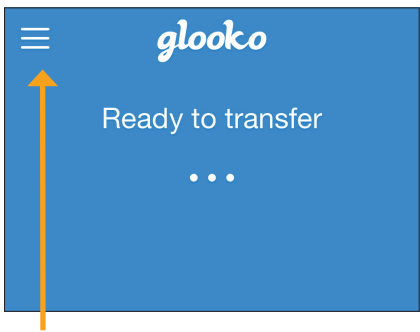


If the upload process was unsuccessful you will be notified. Please follow the on-screen instructions.

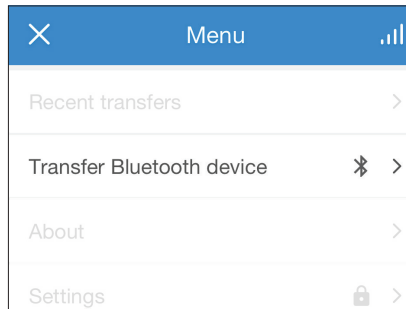


More functions are available by tapping the menu icon.

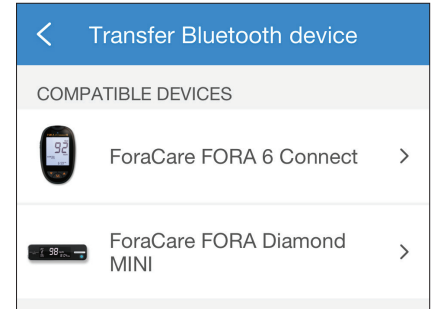
Transfer Bluetooth devices



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.

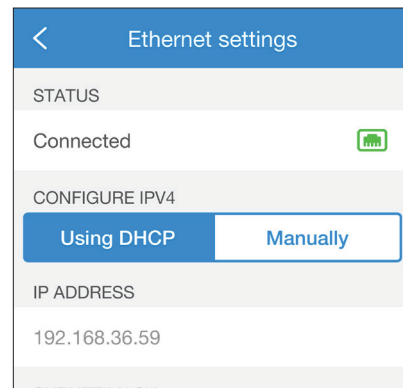
Ethernet setup

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

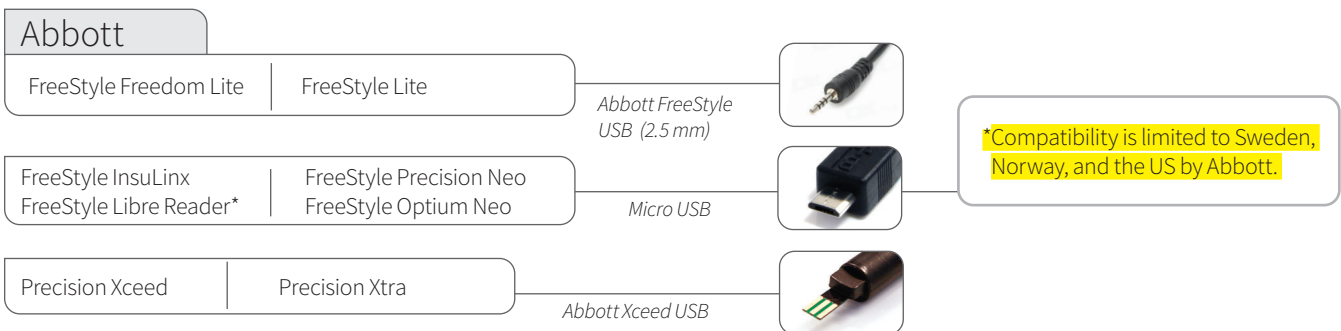
Below are instructions on how to upload diabetes data from a compatible device using Glooko Transmitter. Unless explicit upload instructions are provided for the device, it will upload automatically when you connect it to the Transmitter or USB hub via its specific USB cable or IR.

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.

i Glooko Transmitter uploads glucose data from the FDA cleared meters, insulin pumps and CGMs listed below.

Glucose meters and CGMs – connected via USB cable


i 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

Acon Laboratories




On Call® Advanced	On Call® Resolve		<p>Connect and press the M and S buttons on the meter.</p> <p>Connect and press and hold the S button on the meter.</p>
On Call® Plus	On Call® Vivid		
On Call® Express On Call® Express II On Call® Express Voice On Call® Extra	On Call® Extra Voice On Call® Sure On Call® Sure Sync		

On Call USB (2.5 mm)

On Call USB (2.5 mm)

On Call USB (2.5 mm)





AgaMatrix

WaveSense Jazz™	AgaMatrix USB	
Ally BGK	Micro USB	
Ally BGM	i-Sens USB (2.5 mm)	

Animas

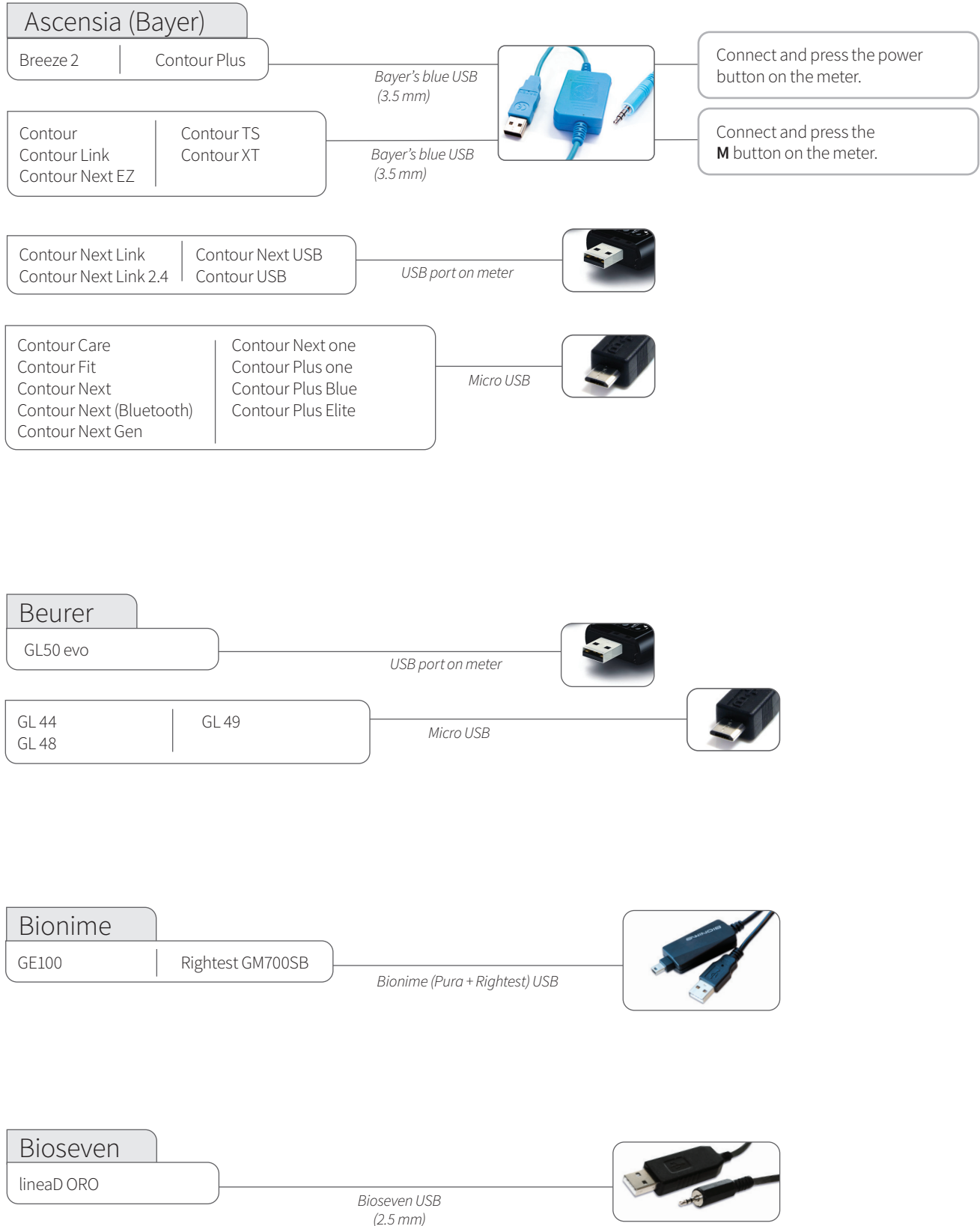
OneTouch Ping (meter)	Mini USB		Connect and press the power button on the meter.
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Arkray

Glucocard 01	Glucocard Vital	Arkray USB (2.5 mm)		
Glucocard Shine	Glucocard Shine XL	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.	

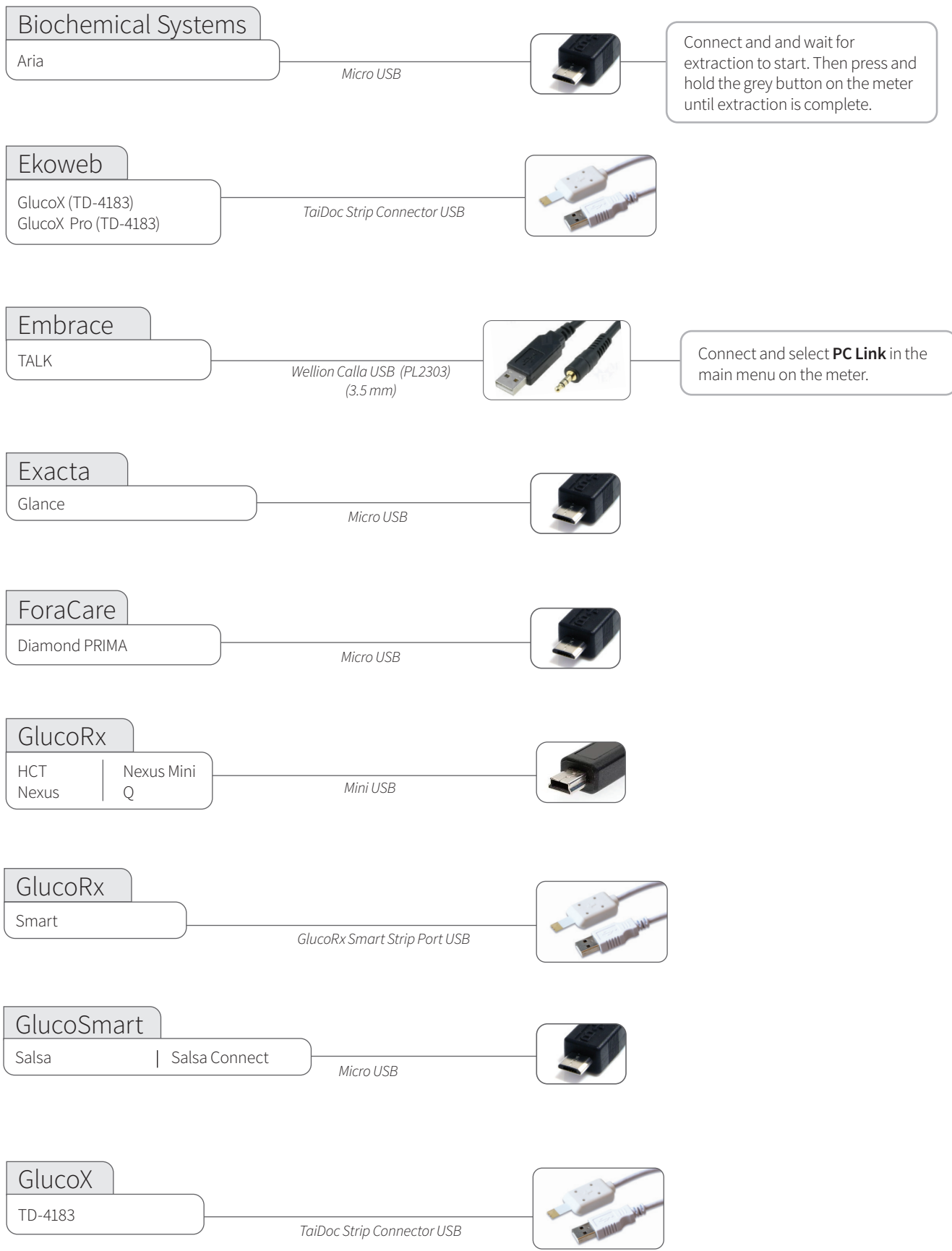
Glucose meters and CGMs – connected via USB cable

Continued from previous page



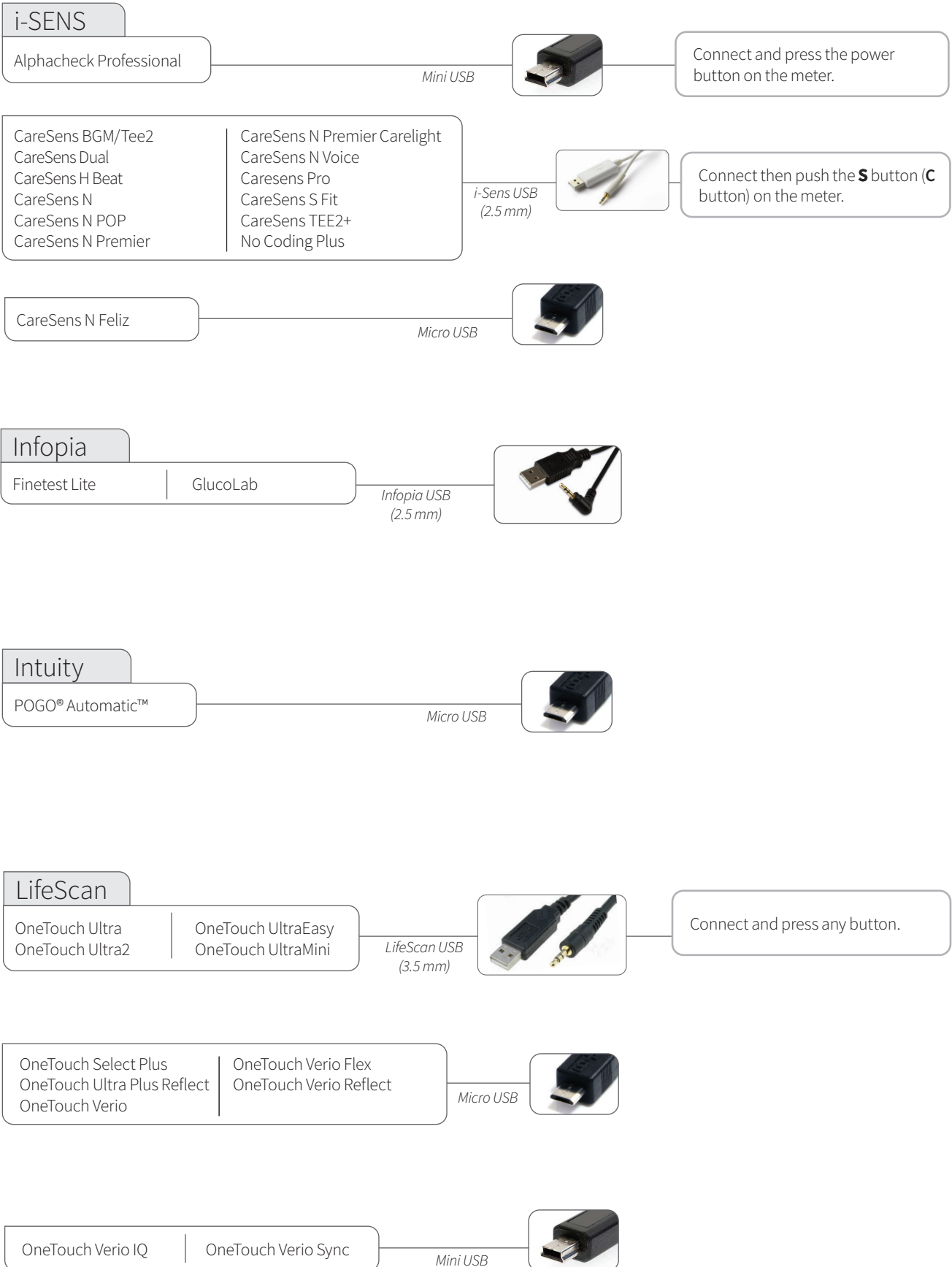
Glucose meters and CGMs – connected via USB cable

Continued from previous page



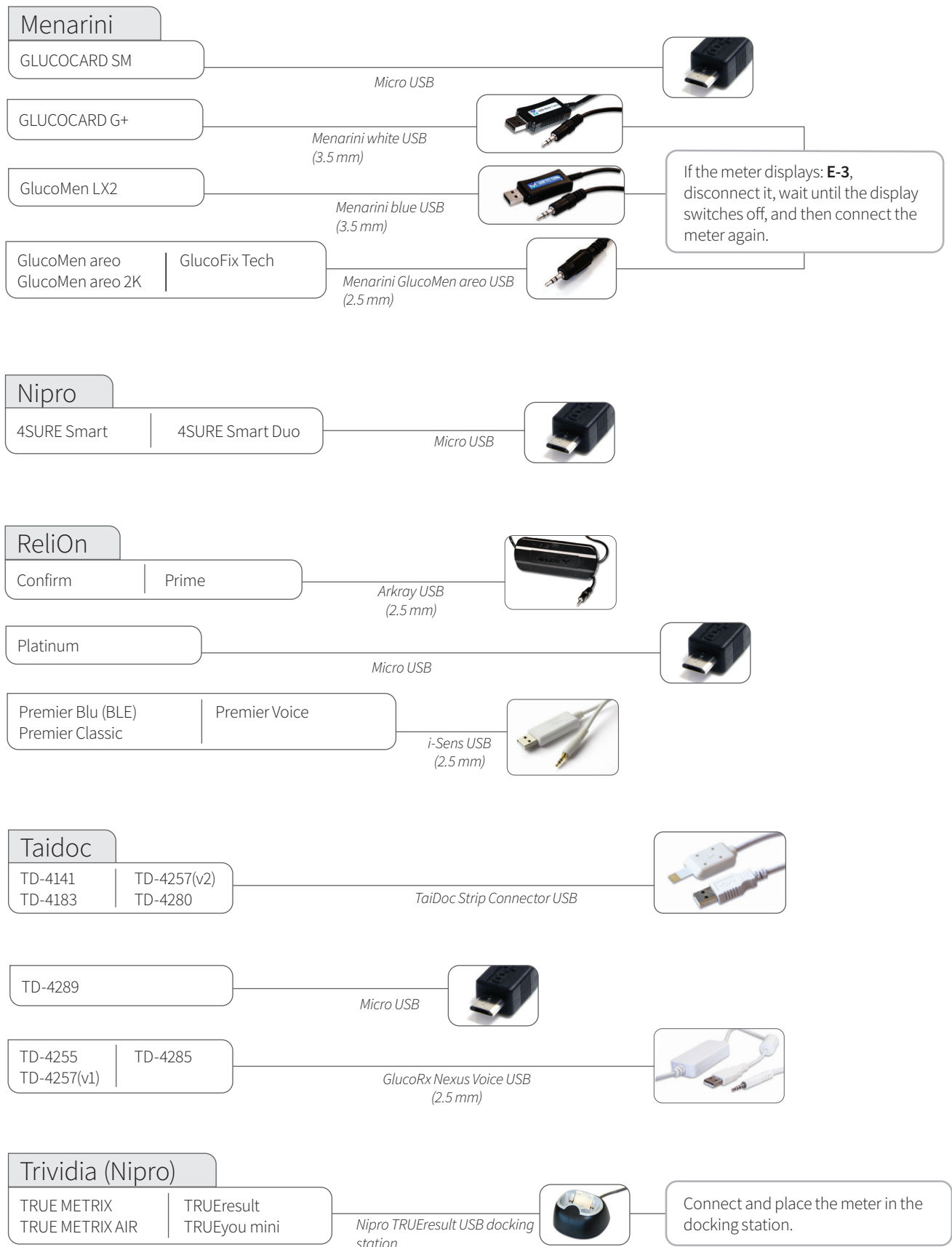
Glucose meters and CGMs – connected via USB cable

Continued from previous page



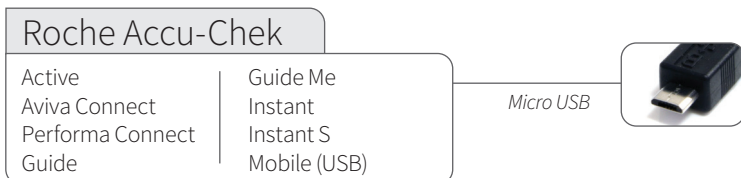
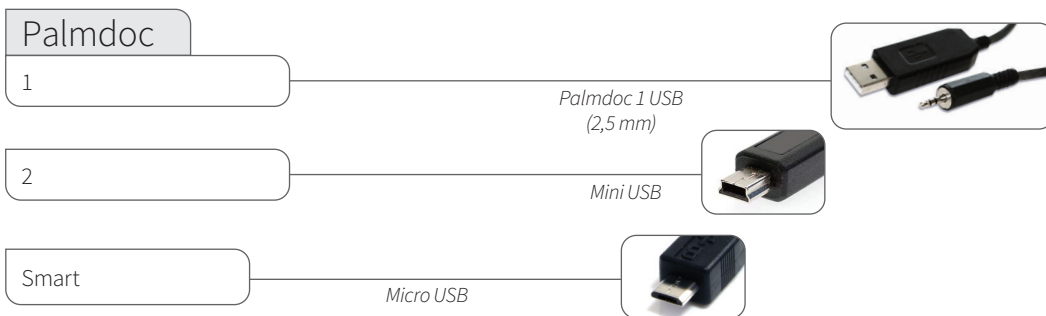
Glucose meters and CGMs – connected via USB cable

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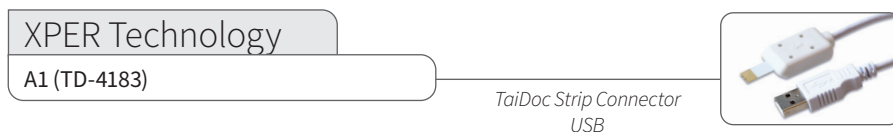
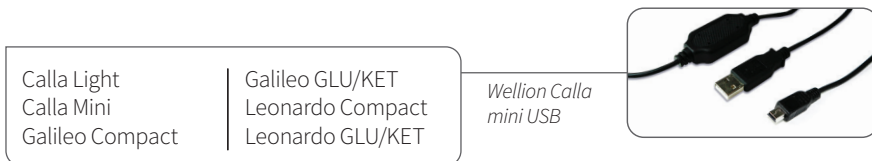
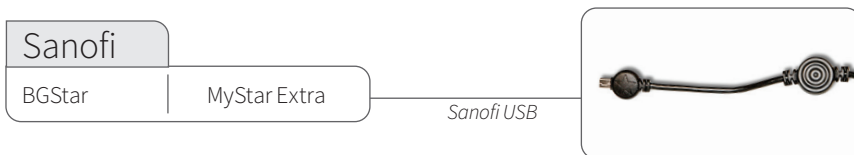


Glucose meters and CGMs – connected via USB cable

Continued from previous page




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.)



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



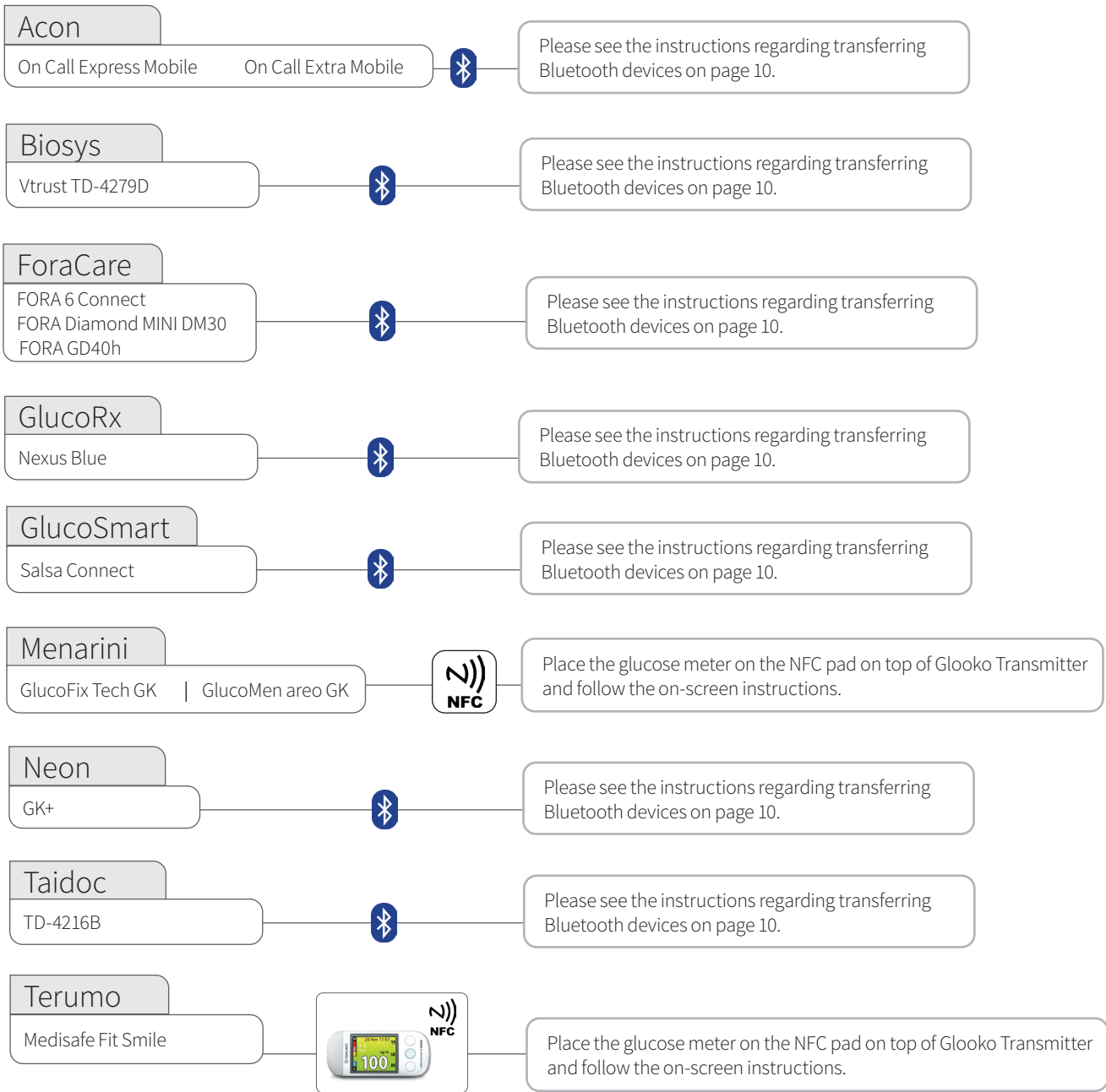
Activate IR transmission by pressing and holding the top two buttons on the meter until two arrows appear in the display.

Compact Plus



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

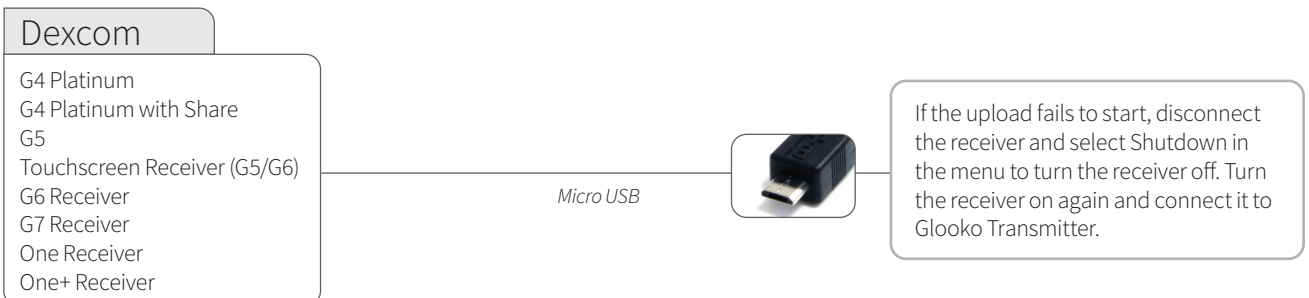
Glucose meters & CGMs - connected with Bluetooth or NFC



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.



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 Aviva Solo
Accu-Chek Guide 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



Vicentra

Kaleido

Micro USB



Go to the yellow menu and choose data upload.

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

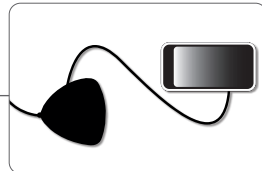


Roche Accu-Chek Smart Pix 2 cable



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

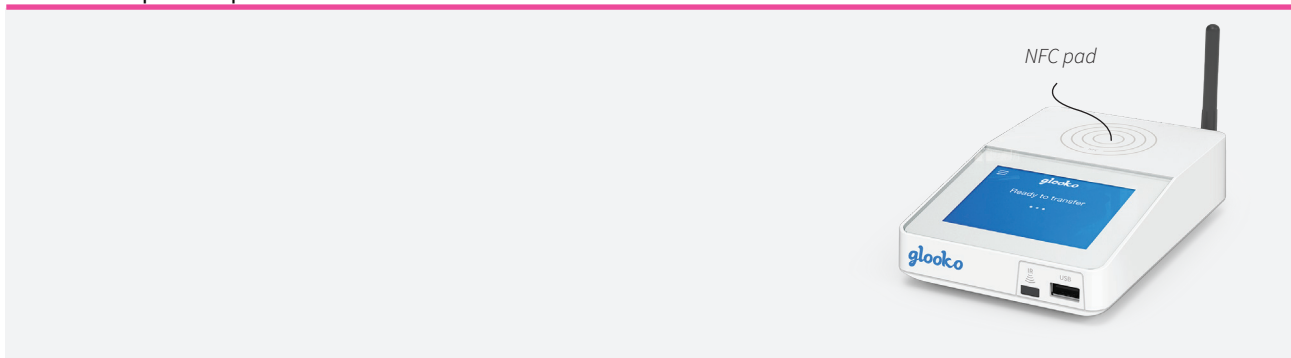
Accu-Chek Spirit Combo



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



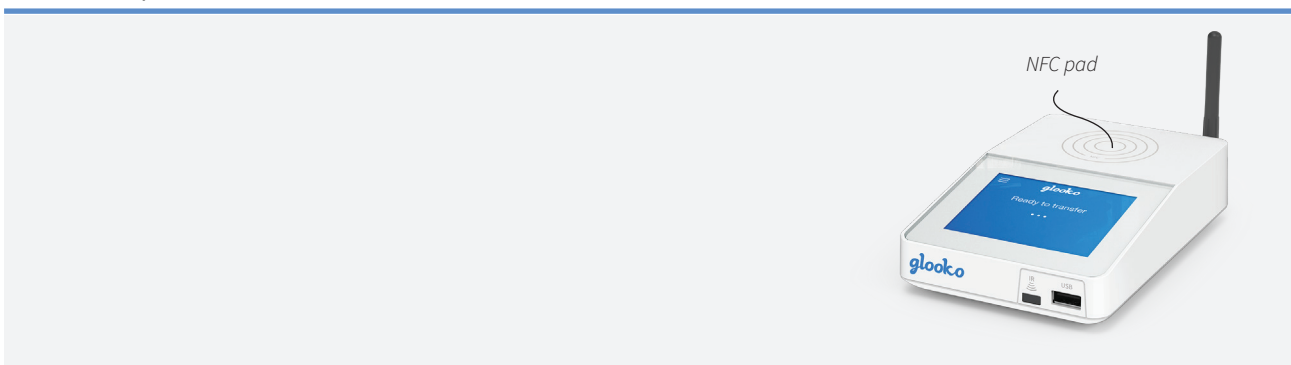
Terumo
Medisafe WITH



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.

The following information applies to Glooko Transmitters with serial numbers starting with 21 (e.g. S21XXXXXX) or lower (e.g. S20XXXXXX, S19XXXXXX, etc.).

Technical specifications

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

Australian Local Sponsor & Distributor

AMSL Diabetes
2 McCabe Place Chatswood NSW
2067
AUSTRALIA

New Zealand Local Sponsor & Distributor

NZMS Diabetes
2A Fisher Crescent, Mt Wellington
Auckland 1060
NEW ZEALAND



Glooko AB
Nellickevägen 20
SE-412 63 Göteborg
SWEDEN

Glooko Inc
579 University Avenue
Palo Alto, CA 94301
USA

The following information applies to Glooko Transmitters with serial numbers between 22000000 and 24079999.

Technical specifications

Enclosure protection	IP20 – Indoor use only
CE	GPRS: 900/1800 MHz WCDMA: Band I/VIII LTE: Band 1/8
FCC	GPRS: 850/1900 MHz WCDMA: Band II/IV LTE: Band 2/4/5/12
Operating temperature	5 °C to 40 °C
Storage/Transport temperature	-20 °C to 70 °C
UMTS/HSPA	800/850/900/1700/1900/2100 MHz
Power supply	Input: 100–240V AC, 0.6A, 50/60 Hz
	Output: 12V DC, 2.0A, LPS

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Emergo Australia
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201 Sussex Street
Sydney NSW 2000
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Australian Distributor

AMSL Diabetes
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New Zealand Distributor

NZMS Diabetes
2A Fisher Crescent, Mt Wellington
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REF REF-0003



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579 University Avenue
Palo Alto, CA 94301
USA



NOTICE: Any serious incident that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which you and/or your patient is established.

If you have questions, our Support Team is always happy to help. You can reach out to us in any of the following ways:

- Web Support: <https://support.glooko.com>
- Email Support: diabetes@amsl.com.au or diabetes@nzms.co.nz
(Our distributor in Australia and New Zealand)
- Tel. Support: [+61 1300 851 056](tel:+611300851056) or [+64 9 259 4062](tel:+6492594062)
(Our distributor in Australia and New Zealand)

The following information applies to Glooko Transmitters with serial numbers starting with 2408 (e.g. S2408XXXX) or higher (e.g. S25XXXXXX).

Technical specifications

Enclosure protection	IP20 – Indoor use only
GPRS, WCDMA, LTE	GPRS: 900/1800 MHz WCDMA: Band I/VIII LTE: Bands 1/2/3/4/5/7/8/12/13/18/19/20/26/28/38/40/41
Operating temperature	5 °C to 40 °C
Storage/Transport temperature	-20 °C to 70 °C
UMTS/HSPA	800/850/900/1700/1900/2100 MHz
Power supply	Input: 100–240V AC, 0.6A, 50/60 Hz
	Output: 12V DC, 2.0A, LPS



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Palo Alto, CA 94301
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201 Sussex Street
Sydney NSW 2000
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New Zealand Local Sponsor

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P O Box 766
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NEW ZEALAND

Australian Distributor

AMSL Diabetes
2 McCabe Place Chatswood NSW
2067
AUSTRALIA

New Zealand Distributor

NZMS Diabetes
2A Fisher Crescent, Mt Wellington
Auckland 1060
NEW ZEALAND

The following information applies to Glooko Transmitters within the country of the United Arab Emirates.

Technical specifications

Enclosure protection	IP20 – Indoor use only
GPRS, WCDMA, LTE	GPRS: 900/1800 MHz WCDMA: Band I/VIII LTE: Bands 1/2/3/4/5/7/8/12/13/18/19/20/26/28/38/40/41
Operating temperature	5 °C to 40 °C
Storage/Transport temperature	-20 °C to 70 °C
UMTS/HSPA	800/850/900/1700/1900/2100 MHz
Power supply	Input: 100–240V AC, 0.6A, 50/60 Hz
	Output: 12V DC, 2.0A, LPS



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SWEDEN

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(Our distributor in Australia and New Zealand)

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New Zealand Distributor

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2A Fisher Crescent, Mt Wellington
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NEW ZEALAND

Appendix: Glooko Transmitter Installation guide



glooko[®]
BETTER TOGETHER

Transforming diabetes care

Setup Sequence

1



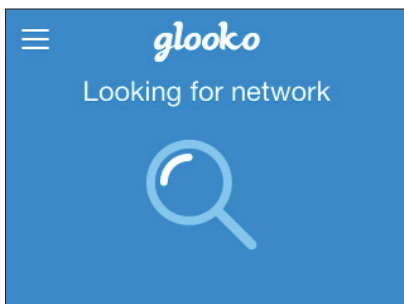
Connect the power supply to the back of your Glooko Transmitter and a wall socket.

2



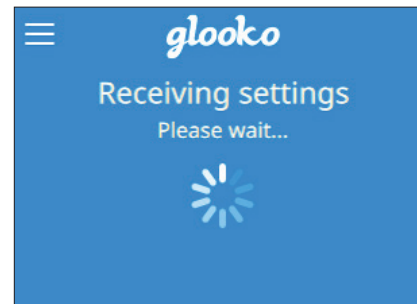
Glooko Transmitter is starting up.

3



Glooko Transmitter will automatically connect to an available cellular network.

4

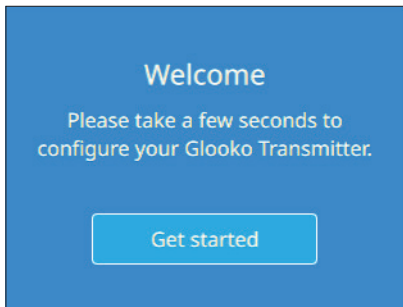


Glooko Transmitter will automatically receive initial settings.



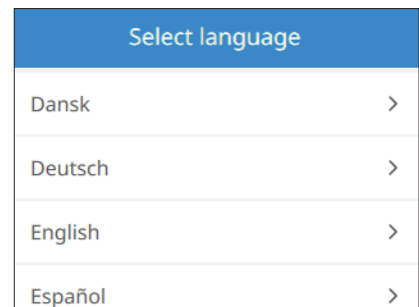
Setup Sequence

5



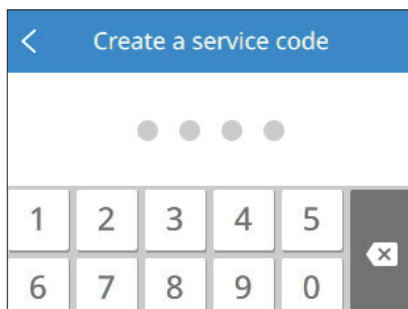
Tap the **"Get started"** button to begin the configuration.

6



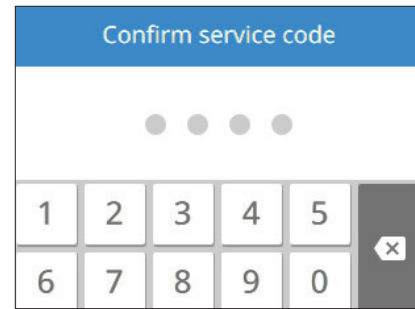
Select your preferred language by tapping it.

7



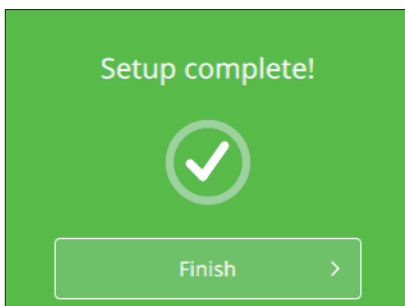
Create a service code to access and adjust settings in the future.

8



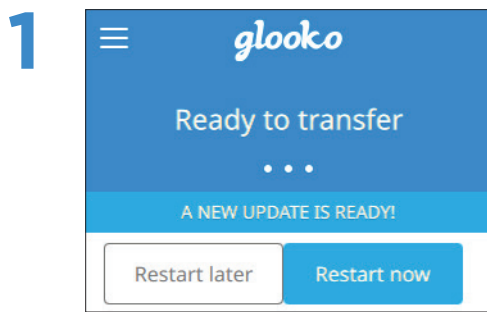
Confirm the service code you just created.

9



Setup is complete. Tap the **"Finish"** button.

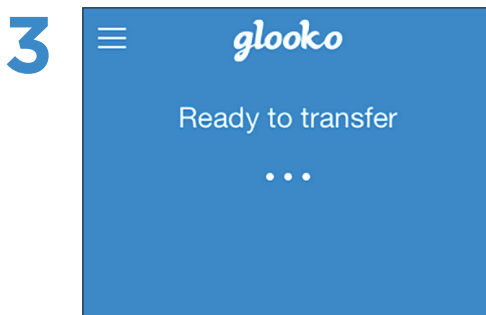
Updating your Glooko Transmitter



If an update is available, a message will appear on the display. Tap **“Restart now”** to install the update.

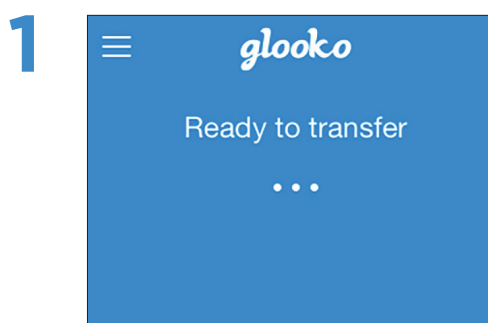


Glooko Transmitter will automatically connect to an available network and receive the new settings.

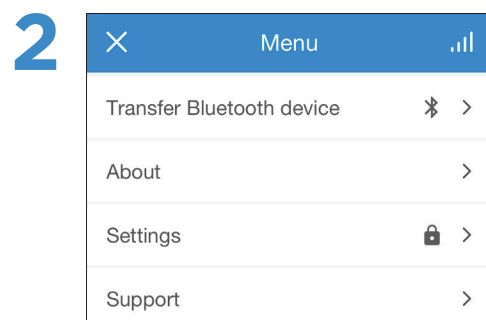


Glooko Transmitter has finished updating.

Changing time zone on Glooko Transmitter



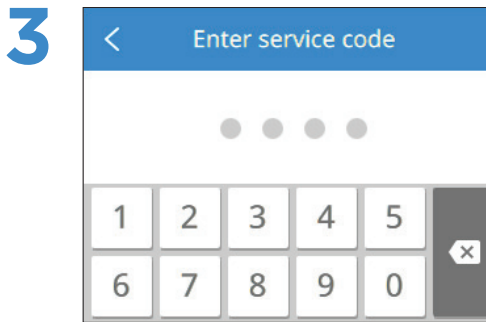
Tap the menu icon in the upper left corner (☰).



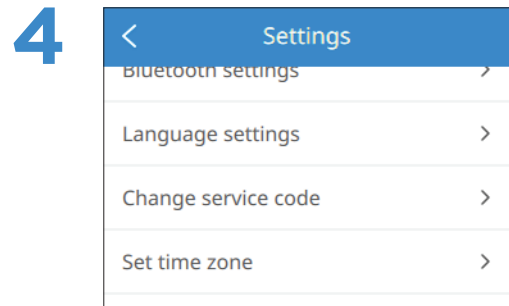
Tap **“Settings”** in the menu.



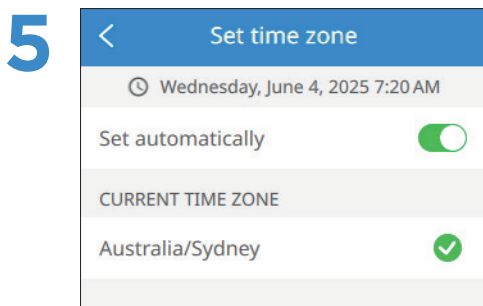
Changing time zone on Glooko Transmitter



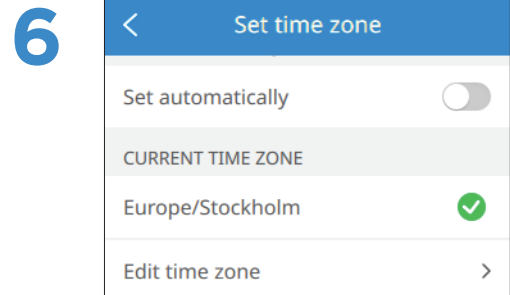
Enter your service code.



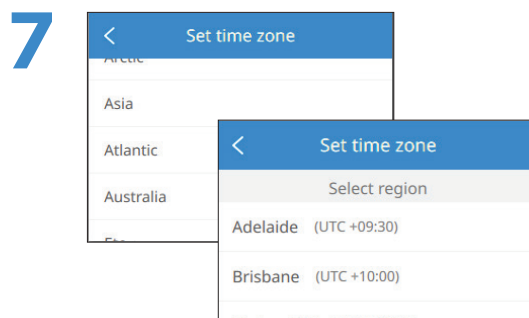
Tap **“Set time zone”**.



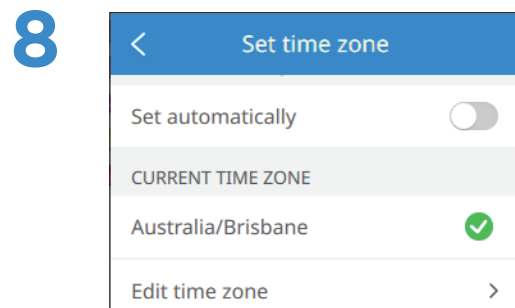
Check whether the current time zone is correct. If not, tap the toggle switch next to **“Set automatically”** to make changes.



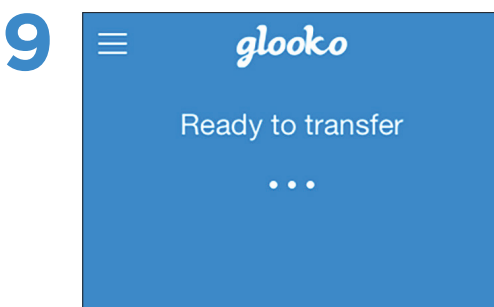
Tap **“Edit time zone”**.



Find your country in the list and tap it, then select your region.



Ensure the correct time zone is displayed, then tap the back button in the upper left corner (◀).



You are now ready to start uploading data from a device.