Request technical support

HELP **If you have data-transfer problems,**
we're happy to help you as part of our responsibility

• Please make sure that **the error causes described overleaf** can be excluded

• Carry out a **computer restart** and then try again

• If the problem persists: turn to our free support

If you do not have a maintenance contract:
Give us the following information by email or fax:

• Short description that details the problem (e.g., "data transfer breaks off")

• Description of the device model suffering the problem

• If the cable requires a driver installation: check in Windows device manager which COM connection the cable is assigned to and let us know this. Further relevant information can be found in the operating instructions.

• Which of our products (e.g., *DIABASS® PRO*, med-import®, gluconet®, glucobridge®) is suffering the problem

• Which product version are you using (shown on program start-up)

• Which Windows version are you using

If you have a maintenance contract with telephone support i.e., support ticket:
Call the number given on the contract or ticket to reach the hotlineand give your contract/ticket number. A technician will then go through the necessary steps with you or dial up via remote maintenance. Alternatively, you can also let us know the problem by email or fax.

So erreichen Sie unseren Support

✉ **E-Mail:**

support@mediaspects.de

🖨 **Fax:**

+49 (0) 7531 91204

📞 **Phone:**

(only for users **with maintenance contract/support ticket**, contact details are printed on these)

mediaspects

mediaspects GmbH

Postfach 10 07 31
D-72307 Balingen

Tel.: +49 (0) 7531 17122
Fax: +49 (0) 7531 91204

E-Mail: info@mediaspects.de
Internet: www.mediaspects.de

X021-30082015

Problems with data transfer?

DIABASS® PRO
One software for all glucose meters

MED IMPORT

gluconet ®
Diabetes Data Transfer

If data transfer from a measuring device no longer functions, **frustration and anger are pre-programed.** That leads more often than not to, "the software's causing problems" – and we as the manufacturersof *DIABASS®*, med-import® and gluconet® bear the brunt of it.

Small cause, big problem
Most difficulties actually have nothing to do with the software; the responsibility lies with the manufacturer of the measuring device. Data transfer problems are almost always caused by the data-transfer cable no longer being in an operational condition.

Special data cables required
Most blood-sugar measuring devices require a special data-transfer cable. This cable must be installed using a driver supplied by the manufacturer. Only then it is ready for use and can be used for data transfer. With many devices, the "connective intelligence" is built in internally, so that a common USB cable is sufficient. For the connection of cable and device, a suitable driver must still be installed. The contact for this purpose is the device manufacturer or the corresponding field service.

Finding the right cable
Only very few devices permit the use of a normal USB cable without a driverbeing installed first. Examples are Accu-ChekMobileU1, Contournext, OneTouchVerio or mylifeUnio.

In the following, we have provided an overview of common devices that require a special cable or driver installation.

Table 1 – Common measuring devices requiring cable installation

Installation of cable / driver needed!

▶ A device can't be found. What to do?

Make sure
- that the cable is installed correctly and is fit for use.
  Please revert to the field service offered by the respective device manufacturers. Only they are responsible for the function of their products.
- that no other software is active in the background that is blocking the cable – such as the manufacturer's own software, but also programs like iTunes or ActiveSync, which scan through all available connections to devices
- that the USB jack on the PC functions and has enough power. Try putting the cable in another socket.
- that a USB connection is not subject to security programs/restricted rights
- that the device actually has data in its memory

⚠ Only when all of these error sources have been excluded, the problem can be attributed to our software. Data transfer is otherwise not possible.

Measuring device	Manufacturer	Cable	Tips/common error sources
CONTOUR® XT, CONTOUR®, CONTOUR® LINK and BREEZE® 2	Bayer	Bayer USB-Kabel (blue)	• Push the plug all the way into the device
Glucomen LX Plus	Menarini	Data cable for LX Plus	
Glucomen Ready	Menarini	Data cable für Glucomen Ready	
Glucomen Areo	Menarini	Data cable for Glucomen Areo	
Glucomen Gm	Menarini	Datenkabel for Glucomen Gm	
BGStar, myStar Extra	Sanofi	Zero-Click data cable	
OneTouch Vita, OneTouch Ultra, OneTouch UtraEasy	LifeScan	OneTouch data cable	
OneTouch VerioIQ, OneTouch VerioPro	LifeScan	Common Mini-USB-cable	• Driver installation necessary
FreeStyle Lite, FreeStyle Freedom Lite	Abbott	FreeStyle data cable	
FreeStyle Precision	Abbott	Precision data cable	
myLife Pura	Ypsomed	myLife Pura data cable	
Omnitest 3	B. Braun	Data cable for Omnitest	
Glucosmart Swing	MSP Bodmann	Data cable for GlucoSmart	
gluco-test plus	Aristo-Pharma	Data cable for gluco-test plus	
Beurer GL32, GL34 and BGL60	Beurer	Beurer data cable	
Wellion CALLA Light, Wellion CALLA Premium, Wellion CALLA Mini	Wellion/ MedTrust	Wellion CALLA Light / Mini / Premium USB cable	
DexCom G4	Nintamed	Common micro USB cable	• Driver installation necessary

Table 2 – Common measuring devices that do not need cable installation

Plug&Play–no installation needed!

▶ A device can't be found. What to do?

Make sure
- that the cable is installed correctly and is fit for use.
- that no other software is active in the background that is blocking the cable – especially the manufacturer's own software (e.g., SmartPix, 360, FreeStyle, AutoAssist)
- that the USB jack on the PC functions and has enough power. Try putting the cable in another socket.
- that a USB connection is not subject to security programs/restricted rights
- that the device actually has data in its memory

⚠ Only when all of these error sources have been excluded, the problem can be attributed to our software. Data transfer is otherwise not possible.

Measuring device	Manufacturer	Cable	Tips/common error sources
CONTOUR® next usb, CONTOUR® next link	Bayer	No cable needed (USB)	• Wait for Windows to recognize the device as ready, and only then click further • The software installed on the device cannot be launched
CONTOUR® next	Bayer	Common Micro-USB-cable	
Accu-Chek Mobile (until October 2012), Accu-Chek Aviva Nano, Accu-Chek Aviva Combo, Accu-Chek Aviva, Accu-Chek Aviva Expert, Accu-Chek Compact Plus, Accu-Chek Compact Accu-Chek Spirit Combo, Accu-Chek Spirit, Accu-Chek D-TRONplus	Roche	SmartPix-Interfacebox	• Manufacturer software cannot be opened • Perhaps close lighthouse symbol in the status list
Accu-Chek InSight	Roche	Accu-Chek SmartPix Interfacebox 2.0	• Herstellersoftware darf nicht geöffnet sein • ggf. das Leuchtturmsymbol in der Statusleiste schließen
Accu-Chek Mobile U1, Accu-Chek Aviva Connect	Roche	Common Micro-USB-cable	• On successful connection to PC, there must be a new device e.g., "removable mediadevice" • Manufacturer software cannot be opened • Perhaps close lighthouse symbol in the status list
OneTouch Verio, OneTouch Verio Flex, OneTouch Select Plus	LifeScan	Common Micro-USB-cable	
FreeStyle Insulinx, FreeStyle Precision Neo, FreeStyle Libre	Abbott		• Auto-Assist-Software (Butterfly-symbol) must be closed
myLife Unio, myLife Omnipod	Ypsomed	Common Mini-USB-cable	mylife Omnipod: • On successful connection to PC, there must be a new device e.g., "removable media device" • It can take a while for the PDM to be ready – only then click FURTHER in *DIABASS*®