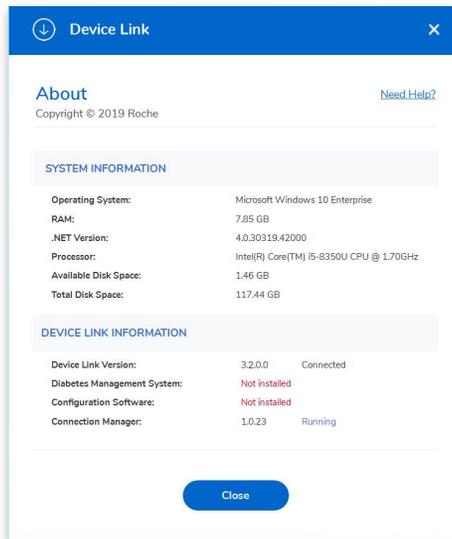# RocheDiabetes Care Platform
Device Link Help Guide

About This Guide

Device Link is a desktop application software to upload data from glucometers or pump devices to RocheDiabetes Care Platform.

RocheDiabetes Care Platform is a web-based application that enhances diabetes management for healthcare professionals (HCPs) and persons with diabetes (PwD). It is intended to be a support decision tool that will help HCPs, PwDs, and caregivers to organize and visualize at a glance the information related to their diabetes.

This guide is intended for the use of Healthcare Professionals (HCP) and Persons with Diabetes (PwD) of the RocheDiabetes Care Platform application. All efforts have been made to ensure that the information contained in this guide is correct at the time of its publishing. Nonetheless, Roche Diabetes Care reserves the right to make changes deemed necessary without prior notice as part of product development.

Disclaimers:

Screens shown through the user guide are representational only. The screens or data you see may differ from the screens in the app. This would include time format and units of measurement, (mmol/L or mg/dL) for example. Feature options are not available in every country. For clarification of available features in your region, please contact Customer Support for your country.
A list of contact information is located at the end of this Help Guide.
Not all devices are available in every country.

It is recommended to read through this guide carefully before using the application as this guide contains the necessary information on the proper use and configuration of the application.

Version note:

This guide is valid for the Device Link software versions 3.0, 3.1. and 3.2

Optional Updates
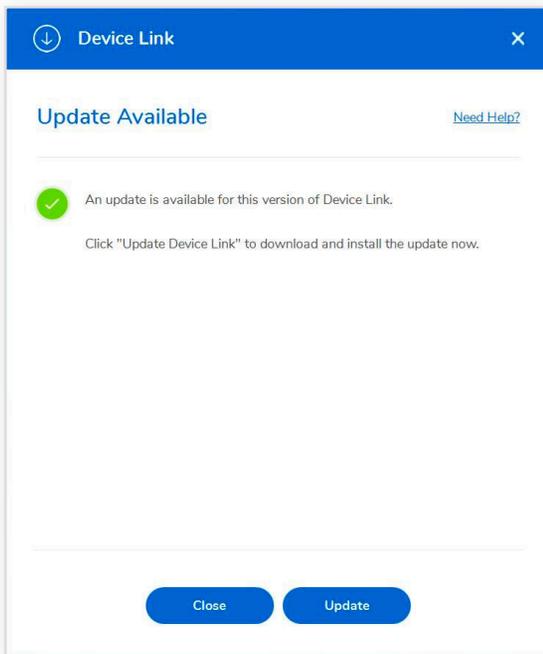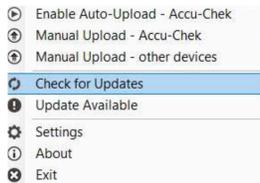
When optional updates for Device Link software are available, the Device Link icon changes, to inform the user of the option to install and update the latest version of the software.

To see if any optional updates are available for Device Link software:

Windows OS - Right-click on the Device Link icon from the notification area (system tray) on your computer's taskbar and select Check for Updates.

macOS - Right-click on the Device Link icon that appears on your computer's menu bar, at the top of your screen.

If an update is available, a notification appears under this option, Update Available.

The Update window opens.
Click Update to download and install the update now.
Click Close if you would prefer to update at a later time.

Note: When a mandatory update is required, Device Link will prompt you to install and update your software.

1 | Upload Data from a Device (part 1)

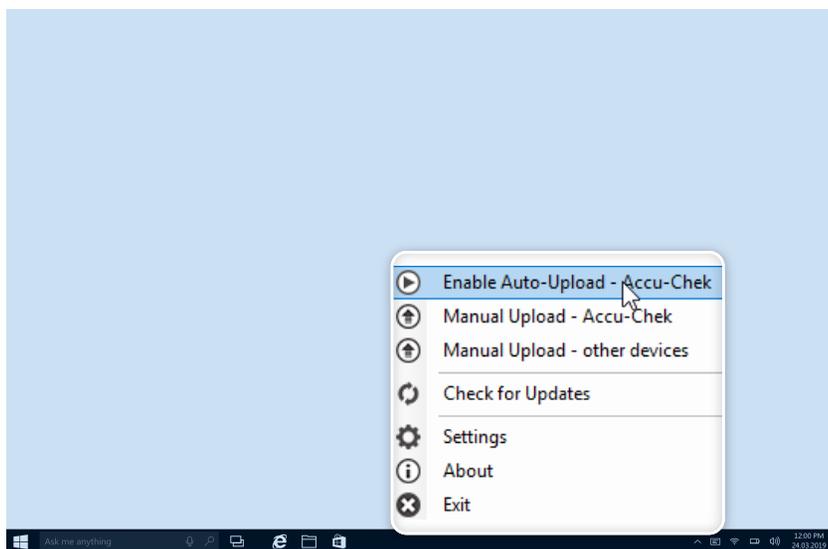Refer to the appropriate section for your operating system and the device type.

1.1 | Upload Data from Accu-Chek Devices
Windows OS

Upload Data from Accu-Chek Devices │ Windows OS

To transfer data from an Accu-Chek blood glucose meter or an insulin pump for Windows operating systems:

① Make sure that Device Link and Accu-Chek 360° Connection Manager icons appear in your notification area (system tray) on your computer's taskbar.

② Connect your device using a USB cable, Accu-Chek 360° cable, or via Smart Pix Reader 1 or Smart Pix Reader 2.

③ On the screen that appears, select Accu-Chek Device.

If you have an Infrared device, via Smart Pix Reader 1, or 2, or Accu-Chek 360° cable, make sure it is in communication mode.

Note:
• Uploads are automatic by default on connecting your device. If you don't have this enabled, right-click the Device Link icon from the notification area (system tray) on your computer's taskbar and select Manual Upload - Accu-Chek. Alternatively, select Enable Automatic Uploads to enable automatic uploads for all future data uploads.

• A complete list of Accu-Chek supported devices and how to configure them to upload data can be found in your Device Link help user guide.

1.2 | Upload Data from Accu-Chek Devices macOS

Upload Data from Accu-Chek Devices | macOS

To transfer data from an Accu-Chek blood glucose meter or an insulin pump using mac operating systems:

① Make sure that the Device Link icon appears on your computer's menu bar, at the top of your screen.

② Connect your device using a USB cable, Accu-Chek 360° cable or via Smart Pix Reader 1 or Smart Pix Reader 2.
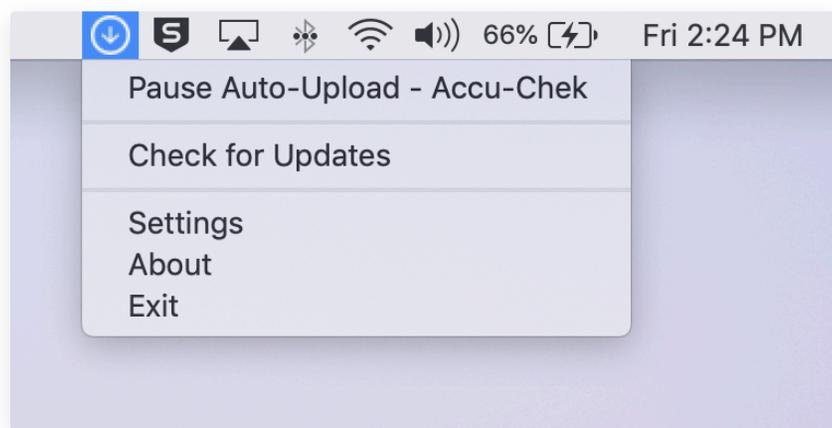
③ On the screen that appears, select Accu-Chek Device.

If you have an Infrared device, via Smart Pix Reader 1, or 2, or Accu-Chek 360° cable, make sure it is in communication mode. Please see Prepare the Devices for Communication section of this Help Guide, which follows these instructions.

Note:
• Uploads are automatic by default on connecting your device. If you don't have this enabled, right-click the Device Link icon on your computer's menu bar, at the top of your screen, and select Enable Automatic Uploads to enable automatic uploads for all future data uploads.

• A complete list of Accu-Chek supported devices and how to configure them to upload data can be found in your Device Link help user guide.

1.3 | Upload Data from Other Product Supported Devices - Windows OS

Upload Data from Other Product Supported Devices
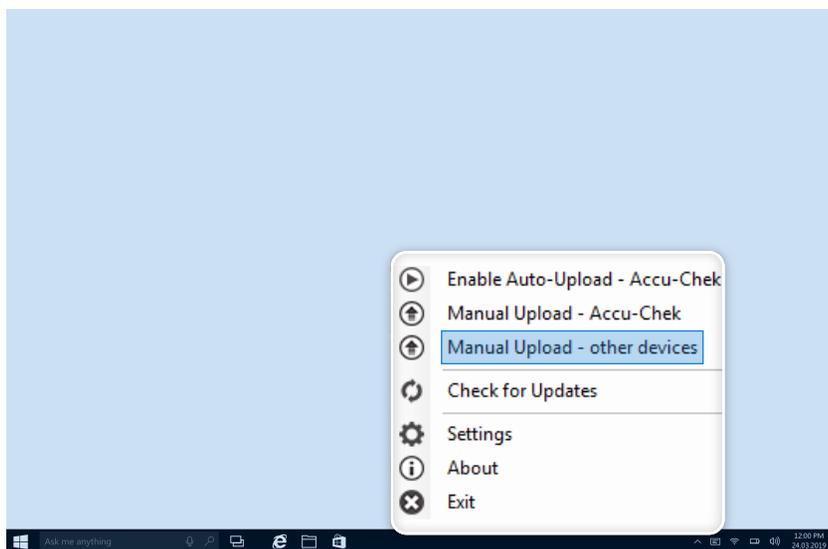
To upload data from other product supported devices:

① Right-click on the Device Link icon from the notification area (system tray) on your computer's taskbar and select Manual Upload - other devices.

This opens the SINOVO Connection Center window.

Note:
• The Open Connectivity option must be enabled on RocheDiabetes Care Platform in order to perform a data upload from other product supported devices. If you do not have Open Connectivity enabled please contact your system administrator, or Customer Support for your country. A list of contact information is located at the end of this Help Guide.
• Open Connectivity (Sinovo Connection Center) is not compatible with Device Link for macOS.

Upload Data from Other Product Supported Devices | Select Device
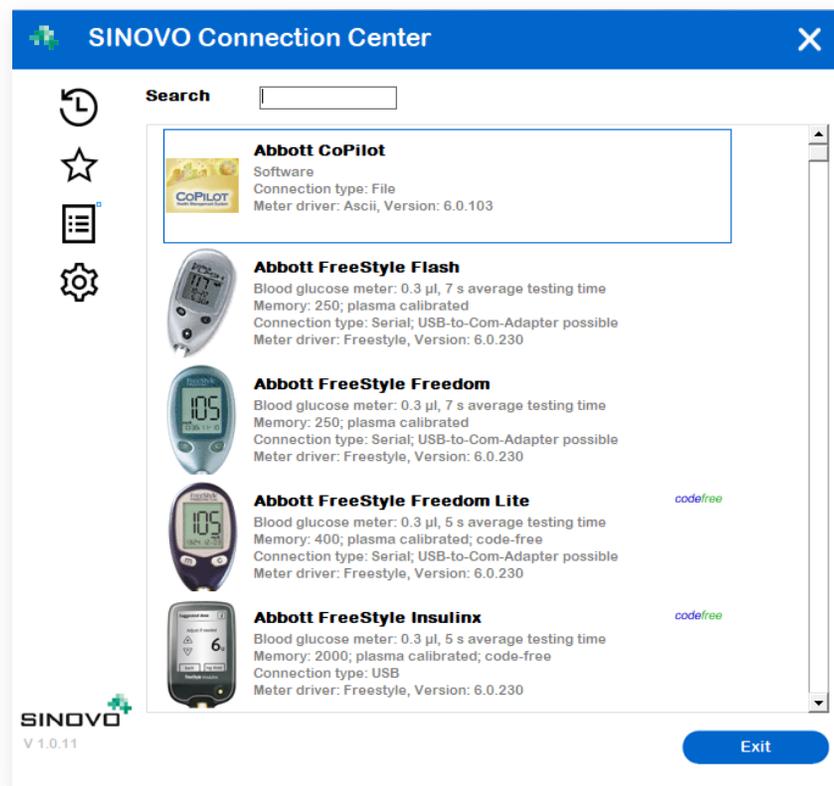
To select the device from which you want to upload data:

① Enter the device name in the search bar, or scroll to the correct device from the alphabetized list, and then click on it.

② Click Next.

③ Connect your device to the computer and click Import data.

You can use the icons on the left hand side of your Connection Center to filter/customize your list for future uploads.

🕐 Displays the most recently used import drivers/filters.

☆ Displays only the import drivers/filters marked as Favorite.

📋 Displays all available import drivers/filters.

⚙ Opens the settings dialog where you can mark import drivers/import filters as favorites. In Settings, you can hide the meters that you do not use.

Upload Data from Other Product Supported Devices │ Connection Type
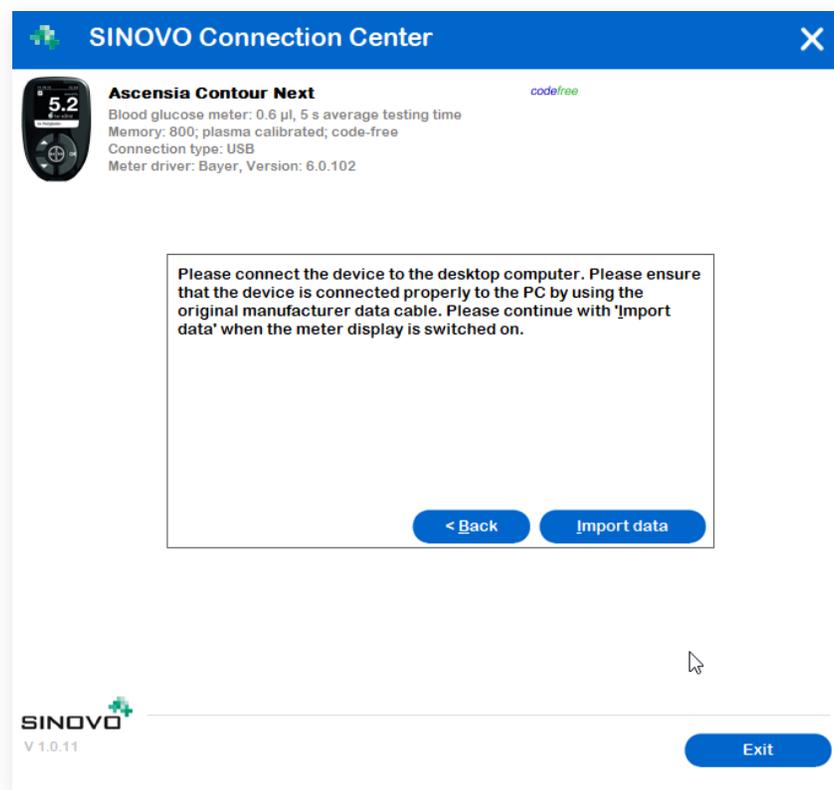
Once you have selected the device you want to upload data from, you have different ways to upload data based on the connection type of the device.

USB - Connect your device to your computer using your USB cable and click import data. Nothing else is required.

Bluetooth, Serial, USB-to-Com-Adapter - Some devices transfer data using serial protocol. This requires a Windows system driver to be installed.

If no such driver is already installed for the selected device, Connection Center recognizes this and offers to install the appropriate system driver.

File - Some other brand devices require you to download a file containing the device data and then import this file using Connection Center.

Note: Detailed information on how to upload data for the 3 connection types above can be found in your Device link help file.

Upload Data from Other Product Supported Devices | USB Connection
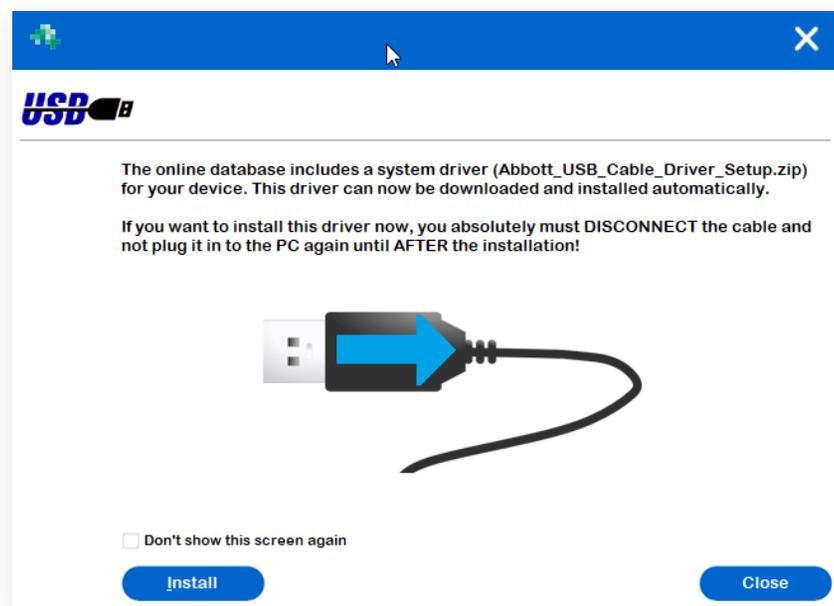
USB

If the device connects via USB:

① Connect the device to your computer using the USB cable.

② Click Import data.

If the driver is not yet installed for the selected device, the application prompts you to install the appropriate device driver.

Click Install and follow the installation instructions displayed. The application will download the corresponding system driver from the Internet and install it on your computer. Please make sure you have an Internet connection before proceeding with the installation process.

Note: It is **very important** to disconnect the cable from the PC when installing the driver. Failure to do so could result in a problem when reading data from this device.

Upload Data from Other Product Supported Devices

Bluetooth, Serial, Com2USB Connection 1 / 3
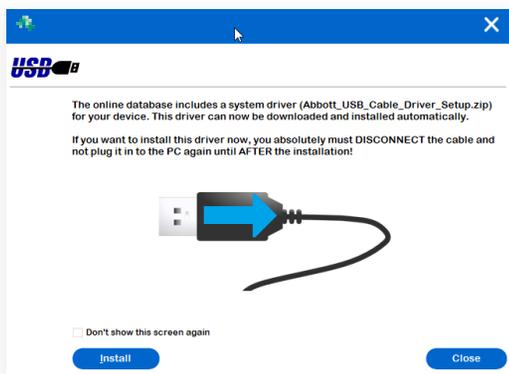
Bluetooth, Serial, USB-to-Com-Adapter

Some devices transfer data using serial communication. For these devices, a Windows system driver must be installed.

If no such driver is already installed for the selected device, Connection Center recognizes this and offers to install the appropriate system driver.

Click Install.

The corresponding system driver will be downloaded via the Internet and installed on your operating system.

You will be prompted through the various screens to complete this installation process.

Note:
- If you do not have an Internet connection on your computer, you will need to install the driver manually.

- It is **very important** to disconnect the cable from the PC when installing the driver. Failure to do so could result in a problem when reading data from this device.
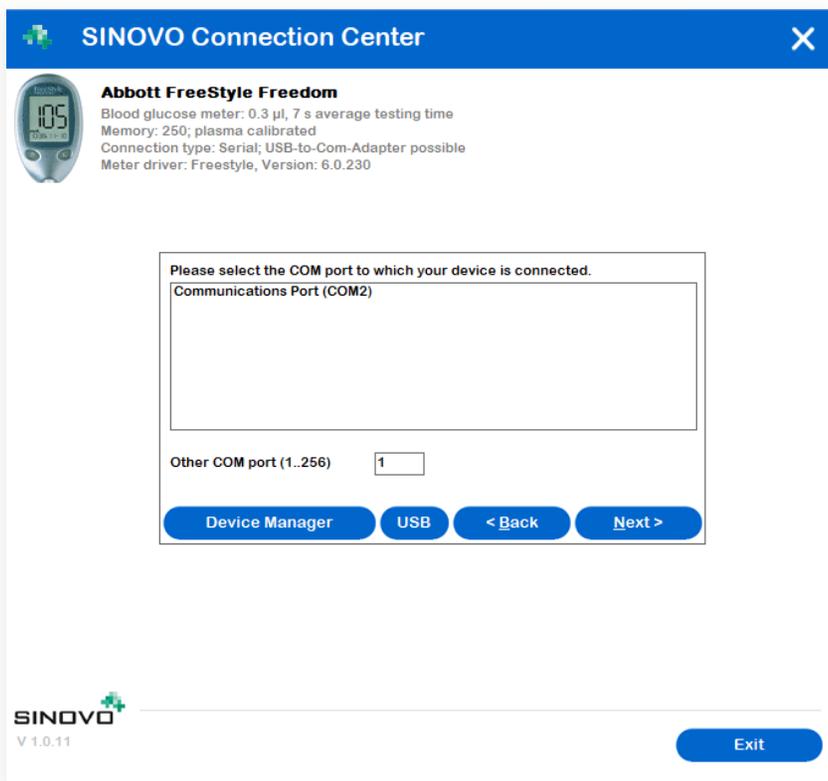
Upload Data from Other Product Supported Devices

Bluetooth, Serial, Com2USB connection 2 / 3
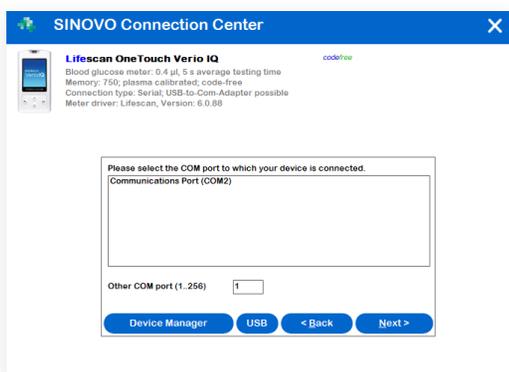
In the next step you can select the COM port to which the meter is connected to your computer

Most manufacturers offer a serial interface and an appropriate transfer cable.

Click Device Manager to open Windows device manager and check if there are any device conflicts.

Click USB to open a message box with a link to the SINOVO-driver-website. A lot of standard drivers have been collected, in case you have lost the driver CD from the manufacturer.

Once you have selected the Com-Port, click Next to continue with the data upload.
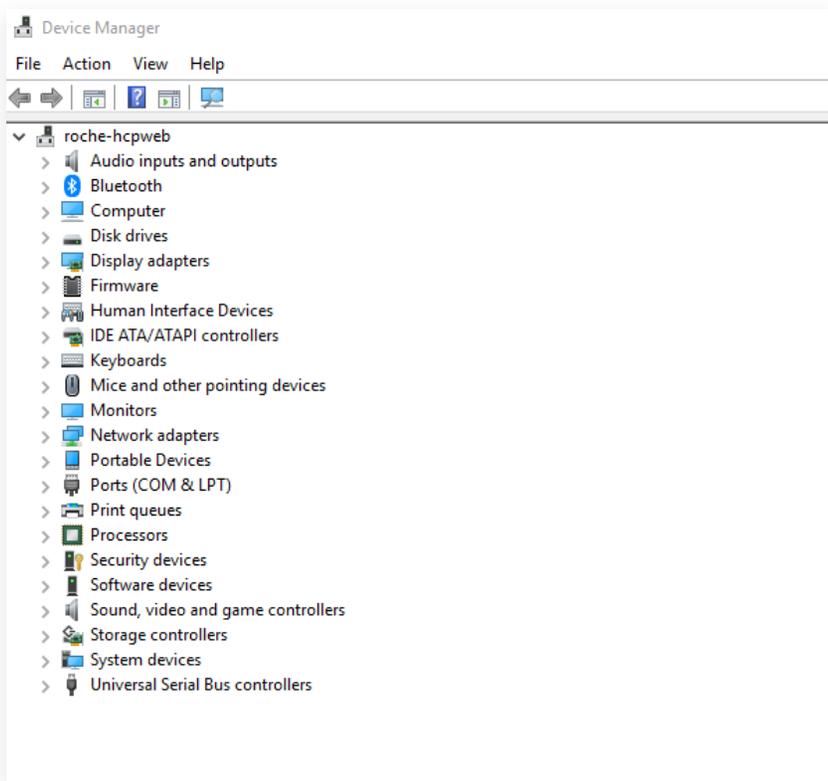
Upload Data from Other Product Supported Devices

Bluetooth, Serial, Com2USB connection 3 / 3
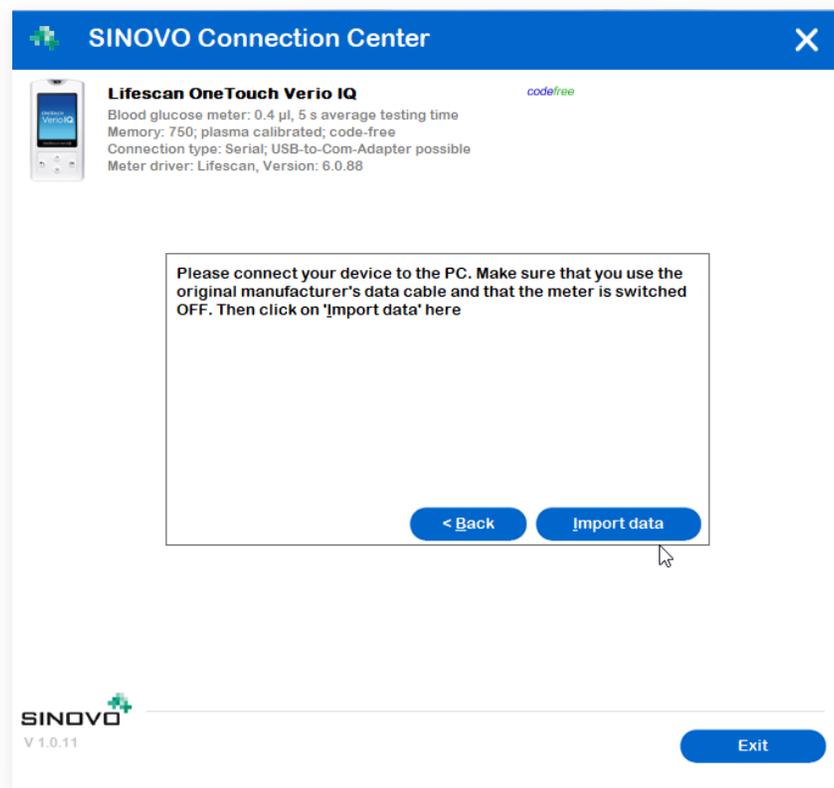
On the screen that follows, click Import data to start the connection with your device.

Upload Data from Other Product Supported Devices | File connection
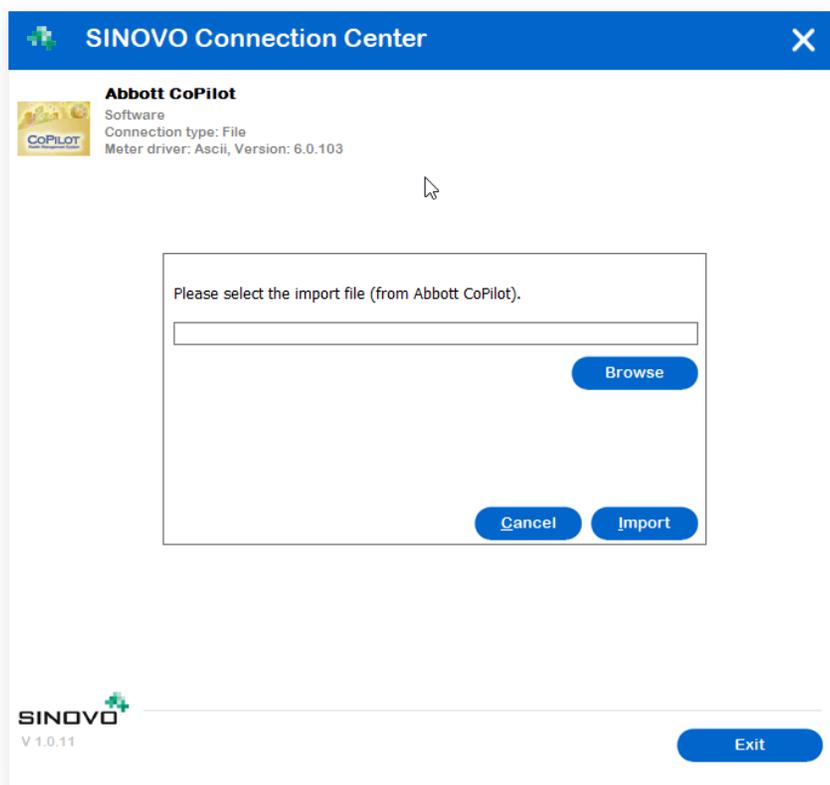
File

If your device requires a file connection, first you need to import the data from your computer and store the created file on your computer.

After the file is stored on your computer:

① Click Browse.

② Search for and select the file on your computer.

③ Click Import.

2 | Upload Data from a Device (part 2)

Connect your Device for the First Time

Device Link

Setup Device
Need Help?

Link this device to your RocheDiabetes Care Platform account

Email

Password   Forgot Password

☑ Remember me

*Note: For Healthcare professionals only. Credentials will be saved for new device associations.

ACCU-CHEK Guide

S/N 123456789

Sign In to Account

On the Setup Device screen:

PwD
Enter your email address and password to link this device to your RocheDiabetes Care Platform account.

HCP
Enter your email address and password (not your patient's) to link this device to your RocheDiabetes Care Platform account.

Click Sign In to Account to continue.

Note: For HCPs, to skip this step (within a 24-hour timeframe) and sign in without having to enter your email and password, Select the checkbox, Remember Me.

Finalize Data Upload

Device Link ⊙   ✕

Data Upload Confirmation   Need Help?

Lazaro Paredes   **ACCU-Chek Guide**
                  S/N 123456789

Click Next to continue with the data upload for this patient

Cancel   Next
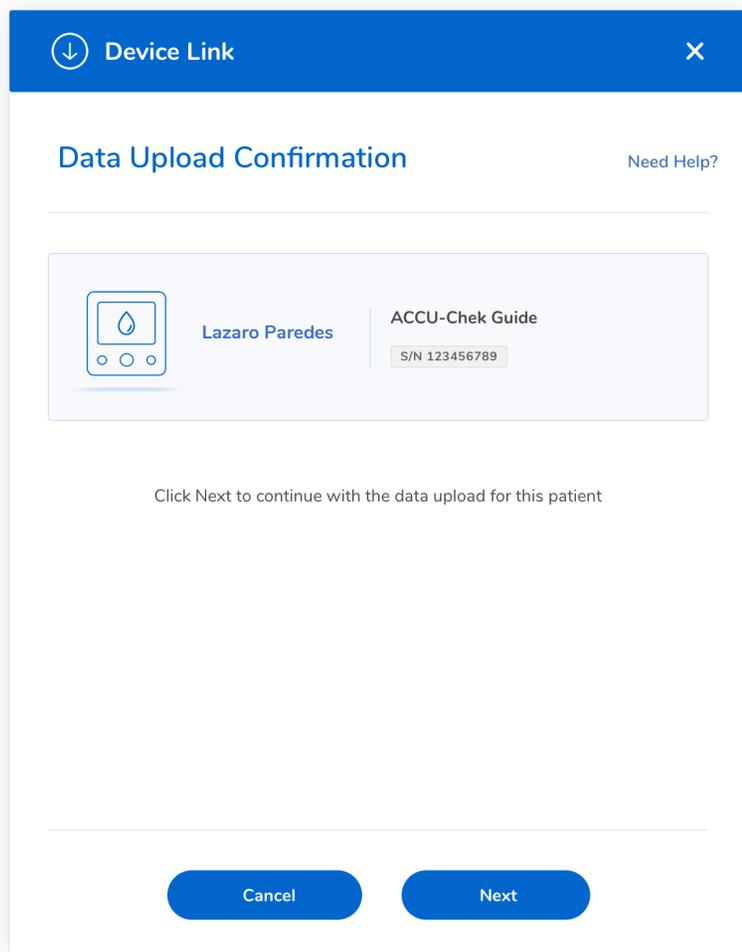
The Data Upload Confirmation screen displays information about the connected device (name and serial number).

PwD
Check that the information that displays is correct and click Next to continue with the upload. Please wait while Device Link reads the data.

HCP
If this is <u>not</u> the first time connecting this device, this screen displays your patient's full name and the name and serial number of the connected device.

In the instance that you are connecting this device for the first time, no information about the patient is displayed, as the device still needs to be assigned.

Check that the information that displays is correct and Click Next.

Please wait while Device Link reads the data.

Device Not Assigned

Device Link ✕

Device Not Assigned Need Help?

❗ The device has not yet been assigned to a patient.

1. Please complete patient mapping on your ACCU-CHEK Connect online account.
2. Reconnect this device to apply the BG target ranges.

ACCU-CHEK Guide

S/N 123456789

Assign Patient to Device

The device model and serial number displays with a message reminding you that this device is not assigned to a patient yet.

* If this is not the first time connecting this device, this screen will **not** appear.

3 | Prepare the Device for Communication

Prepare the Device for Communication

Infrared Device

Please see the table below for devices that can communicate via infrared.

> **Prior to connecting these devices for communication, please:**
>
> - Ensure that the infrared cable is securely inserted into a USB port on your computer.
> - Remove any devices near the infrared cable that could interfere with its function, such as mice, keyboards and notebook devices that have infrared windows.
> - Avoid placing the infrared cable and infrared windows in direct sunlight.
> - Ensure that the device is in receiving range of the infrared cable.

Now, set the meter on a flat surface with the top of the meter facing towards the front of the infrared cable. The meter should be approximately 10 cm (4 inches) from the cable. Do not move the meter or the cable while the devices are in communication. Follow the instructions for each device to prepare for communication.

USB Devices	Plug the small end of the USB cable into the USB port on the meter and the large end into the USB port.

Prepare the Device for Communication

Insulin Pumps

Before attempting to connect insulin pumps for communication with the **RocheDiabetes Care Platform** online diabetes management system, follow these recommendations for the following Insulin Pumps:

Accu-Chek Spirit

Accu-Chek Spirit Combo

Accu-Chek Insight *Please see instructions for Accu-Chek Aviva/Performa Insight*

Accu-Chek Guide SoloM

- Check the USB connection. Make sure the infrared cable is securely inserted into a USB port on your computer.
- Use only an approved infrared cable. Built-in infrared windows in portable computers are not currently supported.
- Relocate any devices near the infrared cable that may interfere with its proper function, such as keyboards, mice, PDAs, and notebook computers with infrared windows.
- Avoid direct sun exposure to the infrared cable and the infrared window of the insulin pump.
- Make sure that only the device used for the communication is within receiving range of the infrared cable.

Instructions to Prepare Accu-Chek Device for Communication

Device Name	Type of Device	Communication Mode	How to Prepare Device for Communication
Accu-Chek Active	Meter	Infrared	Turn meter off, Press M until PC appears on meter's screen.
Accu-Chek Aviva	Meter	Infrared	Turn meter off, hold two arrows on the meter until 2 buttons appear on the screen.
Accu-Chek Aviva Combo	Meter	Infrared	From the main menu, Select My Data and then Data Transfer.
Accu-Chek Aviva Expert	Meter	Infrared	From main menu, select My Data and then Data Transfer.
Accu-Chek Aviva Nano	Meter	Infrared	Turn meter off, hold two arrows on the meter until 2 buttons appear on the screen.
Accu-Chek Compact	Meter	Infrared	Turn meter off, press and hold Mem and Set buttons at the same time until two arrows appear on the screen.

Instructions to Prepare Accu-Chek Device for Communication

Device Name	Type of Device	Communication Mode	How to Prepare Device for Communication
Accu-Chek Compact Plus	Meter	Infrared	Turn meter off, hold the M and S buttons at the same time until two arrows appear on the screen.
Accu-Chek Mobile	Meter	Infrared	With the meter off, press and hold the two arrow buttons on the meter at the same time until the meter turns on. Select Data transfer.
Accu-Chek Performa	Meter	Infrared	Turn meter off, hold two arrows on the meter until 2 buttons appear on the screen.
Accu-Chek Performa Combo	Meter	Infrared	From main menu, select My Data and then Data Transfer.
Accu-Chek Performa Expert	Meter	Infrared	From main menu, select My Data and then Data Transfer.
Accu-Chek Performa Nano	Meter	Infrared	Turn meter off, hold two arrows on the meter until 2 buttons appear on the screen.

Instructions to Prepare Accu-Chek Device for Communication

Device Name	Type of Device	Communication Mode	How to Prepare Device for Communication
Accu-Chek Aviva Connect	Meter	USB	Turn meter off, press and hold back and OK buttons. Select Data Transfer.
Accu-Chek Aviva Insight	Meter	USB	Turn meter off and plug the small end of the USB cable into the USB port on the meter and the large end into the USB port.
Accu-Chek Performa Insight	Meter	USB	Turn meter off and plug the small end of the USB cable into the USB port on the meter and the large end into the USB port.
Accu-Chek Guide	Meter	USB	Turn meter off and plug the small end of the USB cable into the USB port on the meter and the large end into the USB port.
Accu-Chek Guide Me	Meter	USB	Turn meter off and plug the small end of the USB cable into the USB port on the meter and the large end into the USB port.
Accu-Chek Instant	Meter	USB	Plug the small end of the USB cable into the USB port on the meter and the large end into the USB port. If the meter is turned off, it will turn on when connected to the computer.

Instructions to Prepare Accu-Chek Device for Communication

Device Name	Type of Device	Communication Mode	How to Prepare Device for Communication
Accu-Chek Instant S	Meter	USB	Plug the small end of the USB cable into the USB port on the meter and the large end into the USB port. If the meter is turned off, it will turn on when connected to the computer.
Accu-Chek Performa Connect	Meter	USB	Turn meter off, press and hold back and OK buttons. Select Data Transfer and then plug the small end of the USB cable into the USB port on the meter and the large end into the USB port
Accu-Chek Spirit	Insulin Pump	Infrared	Put the pump in Stop mode. Press the button four times to arrive at the Communications screen. Press the ✓ button to move to the Data Transfer screen. A melody will play to confirm that your device is ready for communication.
Accu-Chek Spirit Combo	Insulin Pump	Infrared	Put the pump in Stop mode. Press the ✓ button to move to the Data Transfer screen. Press ✓ to select. Press ✓ again.

Instructions to Prepare Accu-Chek Device for Communication

Device Name	Type of Device	Communication Mode	How to Prepare Device for Communication
Accu-Chek Insight	Insulin Pump	N/A	Device Link does not support direct communication with the Accu-Chek Insight insulin pump. If the pump is paired with an Accu-Chek Aviva or Performa Insight meter, the information can be downloaded from the paired meter.
Accu-Chek Guide Solo	Insulin Pump	USB	Connect the small end of the USB cable into the USB port of the meter. Navigate into main menu, and select USB icon.
Accu-Chek Aviva Solo	Insulin Pump	USB	Connect the small end of the USB cable into the USB port of the meter. Navigate into main menu, and select USB icon.
Accu-Chek Performa Solo	Insulin Pump	USB	Connect the small end of the USB cable into the USB port of the meter. Navigate into main menu, and select USB icon.

4 | Other Product Supported Devices

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Abbott	Freestyle Freedom	Serial/Com2USB	Read
Blood glucose meter	Abbott	Freestyle Freedom Lite	Serial/Com2USB	Read
Blood glucose meter	Abbott	Freestyle Insulinx	USB	Read
Blood glucose meter	Abbott	Freestyle Lite	Serial/Com2USB	Read
Blood glucose meter	Abbott	Freestyle Mini/Flash	Serial/Com2USB	Read
Blood glucose meter	Abbott	Freestyle Optium Neo	USB	Read
Blood glucose meter	Abbott	Freestyle Precision Neo	USB	Read
Blood glucose meter	Abbott	Freestyle Precision Xceed	Serial/Com2USB	Read
Blood glucose meter	Abbott	Freestyle Precision Xtra	Serial/Com2USB	Read
Measuring Device	Abbott	Freestyle Optium Neo	USB	Read
Blood glucose meter	Acon	On Call Express	Serial/Com2USB	Read
Blood glucose meter	Acon	On Call Platinum	Serial/Com2USB	Read
Blood glucose meter	Acon	On Call Plus	Serial/Com2USB	Read
Blood glucose meter	Acon	On Call Vivid	Serial/Com2USB	Read
Blood glucose meter	Advocate	Redi Code+	Serial/Com2USB	Read
Blood glucose meter	Advocate	TD-4223E	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Agamatrix	Wavesense Jazz	Serial/Com2USB	Read
Blood glucose meter	Agamatrix	Wavesense Presto	Serial/Com2USB	Read
Blood glucose meter	Agamatrix	Wavesense Jazz Wireless	Bluetooth	Read
Blood glucose meter	aktivmed	GlucoCheck Comfort	Serial/Com2USB	Read
Blood glucose meter	aktivmed	GlucoCheck Excellent	Serial/Com2USB	Read
Blood glucose meter	aktivmed	GlucoCheck Gold	USB	Read
Blood glucose meter	aktivmed	ClucoChek XL	USB	Read
Software	Animas	Vibe	File	Import the exported files from this software
Blood glucose meter	Arkray	Glucocard 01	Serial/Com2USB	Read
Blood glucose meter	Arkray	Glucocard Expression	Serial/Com2USB	Read
Blood glucose meter	Arkray	Glucocard Vital	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour 2	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour Link	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour Next	USB	Read
Blood glucose meter	Ascensia	Contour Next Link	USB	Read
Blood glucose meter	Ascensia	Contour Next Link 2.4	USB	Read

Other brand supported devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Ascensia	Contour Next One	USB	Read
Blood glucose meter	Ascensia	Contour Next USB	USB	Read
Blood glucose meter	Ascensia	Contour TS	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour USB	USB	Read
Blood glucose meter	Ascensia	Contour XT	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour Plus	USB	Read
Blood glucose meter	Ascensia	Contour Plus Link 2.4	Serial/Com2USB	Read
Blood glucose meter	Ascensia	Contour Care	USB	Read
Blood glucose meter	Ascensia	Contour Next	Serial/Com2USB	Read
Blood glucose meter	Axonlab	Glucocard X-mini Plus	Serial/Com2USB	Read
Blood glucose meter	BBraun	Omnitest 3	Serial/Com2USB	Read
Blood glucose meter	BBraun	Omnitest 5	Serial/Com2USB	Read
Blood glucose meter	BBraun	Omnitest Plus	Serial/Com2USB	Read
Blood glucose meter	Beurer	GL32	Serial/Com2USB	Read
Blood glucose meter	Beurer	GL34	Serial/Com2USB	Read
Blood glucose meter	Beurer	GL40	USB	Read
Blood glucose meter	Beurer	GL43	USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Beurer	GL44	USB	Read
Blood glucose meter	Beurer	GL50	USB	Read
Blood glucose meter	Beurer	GL50 Evo	USB	Read
Blood glucose meter	Bionime	GM 300 Rightest	Serial/Com2USB	Read
Blood glucose meter	Bionime	GM 550	Serial/Com2USB	Read
Software	Bodytel	Glucotel-Csv	File	Import the exported files from this software
Blood glucose meter	Clever Chek	TD 4227	Serial/Com2USB	Read
Blood glucose meter	diabetikerbedarf db	adia	USB	Read
Blood glucose meter	Fora	Comfort Pro GD40a	USB	Read
Blood glucose meter	Fora	Diamond Mini USB XT	USB	Read
Blood glucose meter	Fora	Diamond Prima DM10	USB	Read
Blood glucose meter	Fora	Diamond Voice DM20	USB	Read
Blood glucose meter	Fora	Diamond Mini BT	Bluetooth	Read
Blood glucose meter	HMM	smartLABsprint	Serial/Com2USB	Read
Blood glucose meter	HMM	smartLABGlobal	Bluetooth	Read
Blood glucose meter	HMM	smartLABGenie	Bluetooth	Read
Blood glucose meter	Home Diagnostics	Prestige IQ	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Insulin Pump	IME-DC	Dana Diabecare R	Bluetooth	Read
Blood glucose meter	IME-DC	IME DC	Serial/Com2USB	Read
Blood glucose meter	IME-DC	Fidelity	Serial/Com2USB	Read
Blood glucose meter	IME-DC	iDia	Serial/Com2USB	Read
Insulin pump	Insulet	Omnipod	File	Read
Blood glucose meter	i-SENS	alphacheck professional	Serial/Com2USB	Read
Blood glucose meter	i-SENS	CareSens N	Serial/Com2USB	Read
Blood glucose meter	i-SENS	CareSens N Pop	Serial/Com2USB	Read
Software	i-SENS	TEE2	Serial/Com2USB	Read
Software	i-SENS	TEE2 Plus	Serial/Com2USB	Read
Software	Lifescan	OneTouch	File	Import the exported files from this software
Blood glucose meter	Lifescan	OneTouch Select	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Select Plus	USB	Read
Blood glucose meter	Lifescan	OneTouch Ultra	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Ultra Mini	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Ultra 2	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Ultra Smart	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Lifescan	OneTouch UltraEasy	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Verio	USB	Read
Blood glucose meter	Lifescan	OneTouch Verio Flex	USB	Read
Blood glucose meter	Lifescan	OneTouch Verio IQ	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch VerioPro	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Vita	Serial/Com2USB	Read
Blood glucose meter	Lifescan	OneTouch Select Plus Flex	Bluetooth	Read
Blood glucose meter	Lifescan	OneTouch Ultra Plus Flex	Bluetooth	Read
Blood glucose meter	Lifescan	OneTouch Ultra Plus Reflect	Bluetooth	Read
Measuring Device	Lifescan	OneTouch Verio Reflect	USB	Read
Blood glucose meter	MED TRUST	Wellion Calla Dialog	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Calla Light	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Calla Mini	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Calla Premium	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion GALILEO GLU/CHOL	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion GALILEO GLU/KET	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion LEONARDO GLU/CHOL	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	MED TRUST	Wellion LEONARDO GLU/KET	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Linus	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Luna Duo	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Sensocard Plus	IrDA	Read
Blood glucose meter	MED TRUST	Wellion Luna Trio	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Galileo Compact	Serial/Com2USB	Read
Blood glucose meter	MED TRUST	Wellion Luna Duo Style	Serial/Com2USB	Read
Blood glucose meter	MedCore	Care	Serial/Com2USB	Read
Blood glucose meter	MedCore	GlucoSure Max	Serial/Com2USB	Read
Software	Medtronic	CareLink Personal	File	Import the exported files from this software
Software	Medtronic	CareLink Pro	File	Import the exported files from this software
Software	Menarini	Dialogue	File	Import the exported files from this software
Blood glucose meter	Menarini	Glucocard G+	Serial/Com2USB	Read
Blood glucose meter	Menarini	Glucocard X-Meter	Serial/Com2USB	Read
Blood glucose meter	Menarini	GlucoMen areo 2k	Bluetooth	Read
Blood glucose meter	Menarini	GlucoMen areo	Serial/Com2USB	Read
Blood glucose meter	Menarini	GlucoMen Gm	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Menarini	GlucoMen LX	Serial/Com2USB	Read
Blood glucose meter	Menarini	GlucoMen LX Plus	Serial/Com2USB	Read
Blood glucose meter	MSP	GlucoSmart Swing	USB	Read
Measuring Device	Neon	diagnostics LDT FineTest Lite	Serial/Com2USB	Read
Measuring Device	Nipro	True You	Serial/Com2USB	Read
Measuring Device	Nipro	4Sure One	USB	Read
Measuring Device	Nipro	4Sure Smart	USB	Read
Measuring Device	Nipro	4Sure Smart Duo	USB	Read
Blood glucose meter	OK Biotech	Diacont	Serial/Com2USB	Read
Blood glucose meter	ProGen	GlucoTalk	IrDA	Read
Insulin Pen	pendiq 2	pendiq 2 Insulin Pen	Serial/Com2USB	Read
Blood glucose meter	ReliOn	Confirm	Serial/Com2USB	Read
Blood glucose meter	ReliOn	Prime	Serial/Com2USB	Read
Blood glucose meter	ReliOn	Ultima	Serial/Com2USB	Read
Software	Sanofi	iBGStar Diabetes Manager	File	Import the exported files from this software
Blood glucose meter	Sanofi	myStar Extra	Serial/Com2USB	Read
Blood glucose meter	Sanofi	Aventis BGStar	Serial/Com2USB	Read

Other Product Supported Devices

Device Type	Manufacturer	Device/Name	Connectivity	Actions
Blood glucose meter	Simple Diagnostics	CleverChoice AC Pro	Serial/Com2USB	Read
Blood glucose meter	Simple Diagnostics	CleverChoice AC Voice	Serial/Com2USB	Read
Blood glucose meter	Simple Diagnostics	CleverChoice Mini	Serial/Com2USB	Read
Blood glucose meter	STADA	Gluco Result	USB	Read
Blood glucose meter	STADA	Gluco Result To Go Plus	USB	Read
Measuring Device	TaiDoc	GlucoRX Nexus	USB	Read
Measuring Device	TaiDoc	GlucoRx Nexus Mini	USB	Read
Measuring Device	TaiDoc	GlucoRx Nexus Mini Ultra	USB	Read
Blood glucose meter	Telcare	BGM	File	Read
Blood glucose meter	Terumo	FineTouch	Serial/Com2USB	Read
Blood glucose meter	TESTAmed	GlucoCheck Plus	Serial/Com2USB	Read
Blood glucose meter	US Diagnostics	Infinity	Serial/Com2USB	Read
Blood glucose meter	VivaCheck	Ino	Serial/Com2USB	Read
Blood glucose meter	Ypsomed	mylife Pura	Serial/Com2USB	Read
Blood glucose meter	Ypsomed	mylife Unio	USB	Read

RocheDiabetes Care Platform

System Information

Minimum System Requirements

RocheDiabetes Care Platform is compatible with the following browsers:

Minimum screen resolution 1024 x 768 and 16-bit color

Browser	Min version
Chrome on Windows	75.0.3770.142
Chrome on macOS	75.0.3770.142
Firefox on Windows	68.0
Firefox on macOS	68.0
Edge on Windows 10	44.18362.1.0
Internet explorer Windows 10	11
Safari / OSX Mojave (10.14.4)	12.1.1

Device Link is compatible with the following OS

Windows 10

Windows 8

Window 7

OSX High Sierra and later versions

Explanation Of Symbols

These symbols may appear in the online portal or in the help.

▲	**Manufacturer**

⎍	**Date of manufacture**

CE	**This product fulfils the requirements of the European Directive 93/42/EEC on medical devices.**

Contact Customer Support

In the event that this help guide has not solved your problem or if you have any other queries, please do not hesitate to contact us for further assistance.

	Health Care Professionals	People with Diabetes
Australia	1800 251 816, australia.softwaresupport@roche.com	1800 251 816, australia.softwaresupport@roche.com
Austria	01/ 277 27-355	01/ 277 27-355
Belgium	0800 93 626	0800 93 626
Brazil	0800 77 20 126	0800 77 20 126
Chile	800 471 800	800 471 800
Colombia	0800 00 388	0800 00 388
Denmark	4580828471	4580828471
Ecuador	1-800-222824	1-800-222824
Egypt	8000009187	8000009187
Finland	0800-92066	0800-92066
France	0805 372 194, contact.france@roche.com	0800 272 693, meylan.diabete@roche.com
Germany	0800 4466800	0800 4466800
Hong Kong	2485 7512	2485 7512
India	1800 120 6020	1800 120 6020
Indonesia	800 1 222 999	800 1 222 999

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	Health Care Professionals	People with Diabetes
Italy	800822189	800822189
Japan	0120-642-860	0120-642-860
Kingdom of Saudi Arabia	8008500829	8008500829
Korea	80 909 2222	80 909 2222
Lebanon	1388488	1388488
Lithuania	52526442	52526442
Malaysia	1 800 88 1313	1 800 88 1313
Mexico	5550 81 58 57	5550 81 58 57
Norway	21 400 100	21 400 100
Pakistan	0800-76243	0800-76243
Panama	800 34 22, 800-DIAB	800 34 22, 800-DIAB
Peru	1800 222 824	1800 222 824
Philippines	2 77187575, 2 77187588, 9175359398	2 77187575, 2 77187588, 9175359398
Poland	801 080 104	801 080 104
Portugal	800 914 944, soporte.dms@roche.com	800 914 944, soporte.dms@roche.com

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	Health Care Professionals	People with Diabetes
Republic of Ireland	800 701000	800 701000
Singapore	6272 9200	6272 9200
Spain	900 400 000, soporte.dms@roche.com	900 400 000, soporte.dms@roche.com
Sweden	020 41 00 42	020 41 00 42
Switzerland	0800 803 303	0800 803 303
The Netherlands	0800 - 022 05 85	0800 - 022 05 85
Trinidad & Tobago	868 675 5000	868 675 5000
UAE	8000320433	8000320433
UK	800701000	800701000
USA	1-800-628-3346, accu-chek.care@roche.com	1-800-628-3346, accu-chek.care@roche.com
Vietnam	1800 1597	1800 1597

RocheDiabetes Care Platform
Device Link Help Guide

ACCU-CHEK, ACCU-CHEK SMART PIX, ACCU-CHEK 360°, ACCU-CHEK ACTIVE, ACCU-CHEK AVIVA, ACCU-CHEK AVIVA COMBO, ACCU-CHEK AVIVA CONNECT, ACCU-CHEK AVIVA EXPERT, ACCU-CHEK AVIVA INSIGHT, ACCU-CHEK AVIVA NANO, ACCU-CHEK COMPACT, ACCU-CHEK CONNECT, ACCU-CHEK GUIDE, ACCU-CHEK INSTANT, ACCU-CHEK INSIGHT, ACCU-CHEK MOBILE, ACCU-CHEK NANO, ACCU-CHEK PERFORMA, ACCU-CHEK PERFORMA COMBO, ACCU-CHEK PERFORMA CONNECT, ACCU-CHEK PERFORMA EXPERT, ACCU-CHEK PERFORMA INSIGHT, ACCU-CHEK PERFORMA NANO, ACCU-CHEK SOLO, ACCU-CHEK SPIRIT, ACCU-CHEK SPIRIT COMBO, and MYSUGR are trademarks of Roche.