

Medtronic

CareLink™ iPro™

Therapy Management Software for Diabetes

User Guide

Medtronic



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Introduction

Welcome to CareLink iPro Therapy Management Software for Diabetes

Thank you for your trust in Medtronic products and services.

- This user guide provides the information that you need for setting up and using the CareLink iPro Therapy Management Software for Diabetes.
- There is a page like this at the beginning of each chapter. This page gives you a basic overview of that chapter, and the steps to take to complete each task.

CareLink iPro Therapy Management Software

CareLink iPro Therapy Management Software for Diabetes, MMT-7340 (CareLink iPro software), is a Web-based system designed to generate reports and store data.

The iPro2 digital recorder, MMT-7741 (iPro2 recorder), collects and stores data from a glucose sensor. The data can be uploaded into the CareLink iPro Therapy Management Software for Diabetes. The iPro2 recorder can collect up to seven 24-hour periods of data, after which it shuts off automatically.

Indications for use

CareLink iPro software is intended for use by health care professionals, for the purpose of analyzing and displaying uploaded data. This information is intended to supplement, not replace, blood glucose information obtained using standard home glucose monitoring devices. The information may allow identification of patterns of glucose-level excursions above and below a desired range, facilitating therapy adjustments, which may minimize these excursions.

Contraindications

None known.

Storage and transportation information

Not applicable.

Disposal information

Not applicable.

Uploading Meter Data

You can upload data to CareLink iPro software from a number of blood glucose meters. You need a meter cable that is supplied by the meter manufacturer. Meter cables are not supplied as part of the iPro2 system. If you use a meter that is not compatible with CareLink iPro software, you can enter the BG (Blood Glucose) meter readings manually into CareLink iPro software. The list of compatible meters is found on <http://www.carelinkipro.com>.

Computer system requirements

Computers that run CareLink iPro software must have the following software installed.

- Operating system:
 - Microsoft Windows 7 Ultimate, 32-bit or 64-bit
 - Microsoft Windows 8 Enterprise, 32-bit or 64-bit, from the desktop only
 - Microsoft Windows 8.1 Enterprise, 32-bit or 64-bit, from the desktop only

- Microsoft Windows 10, 32-bit or 64-bit, from the desktop only
 - Mac OS 10.10 (Yosemite)
 - Mac OS 10.11 (El Capitan)
 - Mac OS 10.12 (Sierra)
 - MAC OS 10.13 (High Sierra)
 - MAC OS 10.14 (Mojave)
- Internet browser:

NOTE: On Windows 8 and 8.1, from the Start screen, click the Desktop tile and make sure you are viewing the desktop before you open your browser.

- On Windows only: Microsoft Internet Explorer 8, 9, 10, or 11, 32-bit or 64-bit
 - Mozilla Firefox 38 or later
 - On Mac OS only: Apple Safari 8, 9, 10, 11 or 12
- Adobe™ Reader™ 5.0 or greater
 - Display: 1024 x 768 resolution (minimum)
- Depending on the brand and model of blood glucose meter you have, you may need a serial (COM) port for CareLink uploader to communicate with the meter.
- (Windows only) USB (Universal Serial Bus) device drivers for meters that use a USB cable to connect to the computer for uploading data. For more information, see the instructions provided by the meter manufacturer.

NOTE: Some meter manufacturers may not provide a USB device driver for uploading to Windows 7, 8, 8.1, and 10 (32-bit and 64-bit). If your computer is running one of these operating systems, you may need to use the meter's manufacturer's serial cable.

CareLink iPro software does not support USB uploads for all meters.

- (Mac OS only) Serial port driver to upload blood glucose meters. For details, see *Setup for uploading your meter on Mac on page 14*.

Also, computers running CareLink iPro software must be compliant with IEC 60950-1 or an equivalent safety standard.

Assistance



If you need help, contact one of the following resources:

Support	Contact information
24 Hour HelpLine, Advanced Software Support Monday through Friday, 5 a.m. to 5 p.m. (PST)	800 646 4633 818 576 5555
Medtronic Diabetes Website	www.medtronicdiabetes.com

One-time CareLink iPro software and computer setup

Key Notes:

- Do not connect the Dock to the computer until specifically told to do so in this procedure. If you connect the Dock before the CareLink uploader application is installed, it can prevent the iPro2 Dock driver from installing properly.
- Set up each computer that is used to upload sensor data from an iPro2 recorder.
- Usernames for CareLink iPro software must be unique among all clinics in the system, not just your clinic.
- Choose at least two people to be administrative users. One of them should complete the CareLink iPro software setup for the clinic.

Register clinic and create administrative user

When you access CareLink iPro software for the first time, you are guided through a process to register your clinic and create an administrative user. The administrative user is the person who creates, adds, and deletes user accounts for the rest of the clinic's staff.



NOTE: Initially choose one person to be the first administrator for your clinic, and register your clinic one time only using the Register Clinic link. After the initial registration, it is a good idea to give administrative privileges to at least two users to ensure administrative access at all times.

CAUTION: Do not create more than one clinic account for your clinic. If each user registers another clinic, then the patient records will be divided into separate clinic accounts and will not be accessible to all users.

- 1 On the computer, open your Internet browser and go to <http://www.carelinkipro.com>.

NOTE: On Windows 8 and 8.1, from the Start screen, click the Desktop tile and make sure you are viewing the desktop before you open your browser.

If you have any trouble accessing the CareLink iPro software, check your web browser settings to verify that JavaScript and Transport Layer Security 1.2 are enabled. See [Required Internet browser settings on page 13](#) for additional information. If you still cannot access the website, check with your network administrator to find out if your Internet access is restricted.

- 2 If necessary, click **Change country/language**, and follow the on-screen instructions.
- 3 Click the **Register Clinic** link near the bottom of the screen and follow the on-screen instructions.
- 4 Enter the information for your clinic, and click **Continue**.

- 5 Enter the information for your administrative user account (also known as Admin), and click **Continue**.



To create user accounts for other users at the clinic, sign in with this Admin user account.

- 6 Click **Finish** to return to the Sign-in screen.

Sign in

- 1 Go to <http://www.carelinkipro.com>. If you just registered the clinic, you are already at this web site.
- 2 Enter your username and password, and click **Sign in**.

The Home tab for your clinic appears. The clinic name and clinic ID is at the top of the screen. The clinic ID is randomly generated by the system. Your clinic's **Patient List** is in the middle of the screen. The Patient List shows one sample patient record. There are no other patients listed until you have conducted evaluations using an iPro2 recorder.

To sign out of CareLink iPro software, click **Sign out** near the top right corner of your screen.

Create user accounts

Each staff member who might upload data from an iPro2 recorder or a blood glucose meter, enter Logbook data, review, or print reports, needs a CareLink iPro software user account.



Any user with administrative privileges, also known as an Admin user, can add and delete user accounts. An Admin user can also access a user account to change the password or other information in the user account.

It is a good idea to give administrative privileges to at least two users. The reason to have more Admin users, is that the clinic does not have to rely on only one person for things like setting up new user accounts, or removing users when they no longer need access. As staff changes at a clinic, make sure that two or more staff members have administrative privileges.

- 1 Get a list of names and email addresses for staff members who need CareLink iPro software user accounts.
- 2 In the Clinic Settings tab, click **Users**. The existing user accounts are displayed.
If you are not logged in as an Admin user, you cannot see the Users tab.
- 3 Click the **Create new user** button. The Create New User screen appears.
- 4 Enter the required information about the user.
- 5 If you want this user to have permission to manage user accounts, select the **Administrative Privileges** check box.

Important: Always make sure that at least two people have administrative privileges. If an Admin user leaves the clinic, add a new one.

- 6 Click **Save**.

NOTE: Usernames for CareLink iPro software must be unique among all clinics in the system, not just your clinic. If the username you entered is not available, the system informs you that you must try a different username.

- 7 Make a note of the username and password so that you can provide them to the user. The user needs this information to sign in and select a new password.

Repeat this procedure for each user account that you need to create.

Set clinic report settings

The clinic report settings are the default settings for each new patient record. They are like a template for new patient records.




NOTE: Changes to the Clinic Report Settings do not affect any existing patient evaluations or reports.

If a particular patient has unique needs, you can override these settings later for individual patients as needed.

1 Click the **Clinic Settings** tab. The Report Settings for the clinic are displayed.

If you do not see the **Clinic Settings** tab, click the **Home** tab. You should now see the **Clinic Settings** tab.

2 In **Report Settings**, set the **General Report Settings** and the **Analysis Reports Settings**.

For more information about these settings, see the following two sections, or click the help icon  in CareLink iPro software for each section.

3 When you are finished, click **Save**.

After you change the settings, the clinic settings take effect for all new patients added to the system. Previously added patients and previously generated reports are not affected.

However, changes to Glucose Units and Time Display will apply to all patients in the system.

For more details about how to set different report settings for a particular patient, see [Patient Report Settings on page 29](#).

General Report Settings

The General Report Settings determine how glucose and time information appears in patient reports.

- **Glucose Target Range** fields: Select a glucose target range to use in the reports.
 - For **High value**: Enter the glucose measurement that is considered to be the upper limit of euglycemia (target) for this patient. CareLink iPro software uses the High value in reports to show the range that is above the euglycemic or glucose target range.
 - For **Low value**: Enter the glucose measurement that is considered to be the lower limit of euglycemia (target) for this patient. CareLink iPro software uses the Low value in reports to show the range that is below the euglycemic or glucose target range.
- **Glucose Limits** fields: Select a glucose range to use in the reports.
 - For **Highest Limit**: Enter the glucose measurement considered to be Highest Limit for this patient. CareLink iPro software uses the Highest Limit in reports to show glucose excursions that are above the Highest Limit.
 - For **Lowest Limit**: Enter the glucose measurement considered to be the Lowest Limit for this patient. CareLink iPro software uses the Lowest Limit in reports to show glucose excursions that are below the Lowest Limit.
- **Glucose Units**: Select the appropriate units for reporting glucose amounts (mg/dL or mmol/L).
- **Time Display**: Select 12-hour or 24-hour time display format.

Analysis Reports Settings

The Glucose Target Range fields specify a Before Meal and After Meal glucose target range for each of the three meal periods. The overnight periods of Evening and Sleeping contain a single target range. Enter a high glucose value and low glucose value for a target range according to the following rules.

- When selecting mg/dL as the Glucose Units:
 - The format to enter the Low value for the target range is xxx mg/dL (for example, 123 mg/dL).
The low value can range from at least 10 mg/dL higher than the Lowest Limit value to 140 mg/dL.
 - The format to enter the High value for the target range is xxx mg/dL (for example, 123 mg/dL).
The High value can range from 80 to 20 mg/dL lower than the Highest Limit value.
- When selecting mmol/L as the Glucose Units:
 - The format to enter the Low value for the target range is xx.x mmol/L (for example, 12.3 mmol/L).
The Low value can range from at least 0.6 mmol/L higher than the Lowest Limit value to 7.8 mmol/L.
 - The format to enter the High value for the target range is xx.x mmol/L (for example, 12.3 mmol/L).
The High value can range from 4.4 to 1.1 mmol/L lower than the Highest Limit value.

Time periods are used to identify which meal to associate with each meal marker. For example, if the breakfast time period is set from 6:00 a.m. to 10:00 a.m. and lunch is set from 10:00 a.m. to 3:00 p.m., then a meal marker entered for 9:30 a.m. would be interpreted as a breakfast marker, and a meal marker entered for 12:30 p.m. would be interpreted as a lunch marker.

The duration of each period must be at least 0.5 hours. The end time of the period is the same as the start time of the next period.

The end time of a period can be different from the start time of the next period, so gaps between periods may exist. The one exception to this rule is that the end of Evening must be the same as the start of Sleeping.

A post-meal analysis is used to generate statistics from data collected after a meal. The Post-Meal Analysis window can extend up to 4.0 hours after a meal event. The duration of the analysis window must be at least 0.5 hours. The start time can range from 0.0 to 3.5 hours and the end time can range from 0.5 to 4.0 hours.

Setting up computers to upload data and review reports

The CareLink iPro software needs the CareLink uploader application installed to upload patient data from the iPro2 recorder. Also, you need Adobe Reader installed to view reports.



Before you begin, please note:

- Some operating systems require administrative privileges for each computer used to upload the installer and meters. Ask a user with administrative privileges, such as a network administrator, to sign into each computer to allow the software to be installed.
- You must do this for each computer used to upload data from an iPro2 recorder.
- If the computer is running Windows 7, Windows 8, Windows 8.1, or Windows 10, see [Required settings for Windows users on page 13](#) before completing this procedure.
- If you use a Mac computer, you may need to get a new cable and install a software driver so that you can upload your blood glucose meter. For details, see [Setup for uploading your meter on Mac on page 14](#).

CAUTION: Do not connect the Dock to the computer until specifically told to do so when reviewing the on-screen instructions. If you connect the Dock before the CareLink uploader is installed, you might see the Window "Found New Hardware Wizard". Close the wizard screen or click Cancel, and do not follow the instructions in the Wizard. It can prevent the iPro2 Dock driver from installing properly.

- 1 Sign in to CareLink iPro software.
- 2 On the Home screen, a patient list is displayed. Click to select a patient from the **Patient List**.
When installing the CareLink uploader for the first time on each computer, choose the patient, **Patient M. Sample**. If you already have a list of patients, type **Sample Patient** in the **Search** box to find the sample patient in the **Patient List**, and click to select.
- 3 At the bottom of the screen, click **Open patient**. The patient record appears on the **Patient** screen.
- 4 To go to the required link, click the **Upload iPro2**.

NOTE: If you see a message asking you if you want to upload another evaluation for the sample patient, click Yes. This dialogue is to prevent multiple evaluation uploads for the same patient on the same day. This dialogue is not relevant when installing the CareLink uploader.

- 5 Within 20 seconds you should see the "CareLink uploader installation needed " dialogue box. Click the **Download CareLink Uploader Installer** link. The CareLink uploader installer must be installed one time per computer.
- 6 Choose the installation language, and click **OK**.
- 7 When prompted to allow the uploader to install on your computer, follow the on-screen instructions to set up the CareLink uploader.
 - Allow time for the installation process.
 - Read the License Agreement.
 - Click "**I accept the agreement**" to continue.
 - Confirm all medical devices are disconnected, when you receive the following message **Please disconnect all medical devices from this computer, then press OK to continue.**
 - Click **OK**.
- 8 When the installation is complete, click **Finish**. This returns you to the installation dialogue box, click the **Red X** in the top right corner to close this page.
- 9 Choose the patient record, **Patient M. Sample** and click **Upload iPro2** to launch the uploader.

NOTE: If you see a message asking you to upload another evaluation for the patient, click Yes.

- 10 The browser prompts you to confirm that you want to launch the CareLink Launcher.

NOTE: The prompt varies depending on your browser. You have the option to remember your preferences on the computer. Do this if you DO NOT want these security prompts to be displayed each time the Uploader is launched, which occurs each time you click the Upload iPro2 button.

- 11 When you confirm the Uploader launched successfully, click the **Home** tab to close the sample patient record. The computer is now ready for you to upload patient data.
- 12 Repeat this process on each computer that is used to upload sensor data from an iPro2 recorder.
- 13 On each computer that is to view reports only, make sure that Adobe Reader is installed. If Adobe Reader is not installed, go to <http://www.adobe.com/reader> to download and install Adobe Reader, so that you can open and view reports.

Required settings for Windows users

If your computer is running the Windows operating system, there are some additional steps to prepare your computer for uploading device data.

- 1 Make sure that User Account Control is enabled. By default, User Account Control is enabled already, so it is likely that you do not have to enable it. For details, please see the Microsoft documentation.
- 2 Close Internet Explorer.
- 3 If you use the Windows 7 operating system:
 - a. Navigate to **Start > All Programs**.
 - b. Right-click on the Internet Explorer menu item.

If you use the Windows 8 or Windows 8.1 operating system:

- a. From the Start screen, click the Desktop tile and make sure you are viewing the desktop.
- b. Right-click on the Internet Explorer icon in the task bar.
- c. In the menu that appears, right-click again on Internet Explorer.

If you use the Windows 10 operating system:

- a. Navigate to **Start > All Apps > Windows Accessories**.
- b. Right-click on the Internet Explorer menu item.

- 4 Select **Run as Administrator**.
- 5 When the User Account Control window is displayed, click **Allow** or **Yes**.

NOTE: If you are not logged in as an administrator on your computer, you may be asked to enter an administrator user's password.

- 6 The system now allows software components to be installed. Complete the procedure described in *Setting up computers to upload data and review reports on page 11*.

Required Internet browser settings

On all computers where you plan to use CareLink iPro software, your Internet browser must have the following settings enabled:

- JavaScript
- Transport Layer Security (TLS) version 1.2
- Cookies
- ActiveX

Enable JavaScript

The software uses JavaScript to perform some of its functions. JavaScript is enabled by default for most Internet browsers. If the JavaScript setting for your Internet browser is disabled, you need to follow your Internet browser's instructions to enable this setting.

Secure Browsing

To keep your therapy management information private, always remember to log off the system by clicking the **Sign out** hyperlink. In addition, if you want to prevent others from seeing that you visited this therapy management website, enable the security settings of your browser. You will need to follow your Internet browser's instructions to enable these features.

Setup for uploading your meter on Mac

To upload a supported Ascensia meter (BREEZE, CONTOUR, or CONTOUR NEXT family of products) that has a USB connector on a Mac computer, you can select your meter and complete the upload procedure. No additional setup is needed.

To upload any other blood glucose meter on a Mac computer, please follow the instructions below for your meter and operating system version. After you have set up your computer for uploading your meter, you do not need to complete these steps again.

NOTE: Medtronic Diabetes cannot guarantee the availability of cables, adapters, and software drivers from other manufacturers. Websites of other manufacturers may change.

Setup of LifeScan meters on Mac on page 14

Setup for all other meters or ComLink on Mac on page 15

Setup of LifeScan meters on Mac

- 1 Get a serial cable from the meter manufacturer. You need a serial cable because at the time of this publication, the USB cable from LifeScan does not work with Mac OS.
- 2 Get a USB-to-serial adapter that is compatible with your Mac operating system, such as the [USBGEAR™ RS-232 Serial Adapter DB-9 Male](#). You need a USB-to-serial adapter because Mac computers do not have serial ports.



Important: If you have a different adapter, you should install the driver provided by the adapter manufacturer. Do not continue with these driver installation steps.

- 3 If you have the USBGEAR RS-232 Serial Adapter, click the following hyperlink to install the software driver: http://www.ftdichip.com/Drivers/VCP/MacOSX/FTDIUSBSerialDriver_v2_2_18.dmg

Please note that this website is in English only.

Select the driver called FTDIUSBSerialDriver_10_4_10_5_10_6_10_7 and follow the on-screen instructions.

- 4 When prompted, enter your Mac username and password. The username you enter must be an Administrator on your computer.
- 5 Restart your computer when you are instructed to do so.

Setup for all other meters or ComLink on Mac

- 1 Get a serial cable from the meter manufacturer. You need a serial cable because most meter manufacturers that provide USB cables do not provide support for Macintosh computers.
- 2 Get a USB-to-serial adapter that is compatible with your Mac operating system, such as the [USBGEAR™ RS-232 Serial Adapter DB-9 Male](#). You need a USB-to-serial adapter because Mac computers do not have serial ports.



Important: If you have a different adapter, you should install the driver provided by the adapter manufacturer. Do not continue with these driver installation steps.

- 3 If you have the USBGEAR RS-232 Serial Adapter, click the following hyperlink to install the software driver: http://www.ftdichip.com/Drivers/VCP/MacOSX/FTDIUSBSerialDriver_v2_2_18.dmg

Select the driver called FTDIUSBSerialDriver_10_4_10_5_10_6_10_7 and follow the on-screen instructions.

- 4 When prompted, enter your Mac username and password. The username you enter must be an Administrator on your computer.
- 5 Restart your computer when you are instructed to do so.

Download and print resources

After you are finished with setting up CareLink iPro software for the clinic, you can click the **Resources** hyperlink in CareLink iPro software to download document resources such as Patient Log Sheets, Clinic Equipment Log Sheets, and other useful materials.

For example, you can download a sample Patient Consent Form in Microsoft Word format. This form allows you to easily create actual Patient Consent Forms that are appropriate for your office.

These resources are free from Medtronic for your use with your iPro2 system. Medtronic may occasionally update these resources based on feedback from users like you.

User security advisory

Your patients' safety and the privacy of your patient's information are of highest importance to Medtronic. To help us ensure that our CareLink iPro software products work correctly and securely, please consider these good practices and precautions to help keep your computer system safe and secure:

- Use a supported operating system and browser. Even though CareLink iPro software may let you proceed with an operating system or browser that is not validated, it is better to use one of the fully supported configurations.
- The industry responds to newly discovered security issues with updates. Keep your PC or Mac system up to date with the most current updates for your operating system, browser, plug-ins, and Java run-time environment.
- Use a strong password. The most important factors are length and avoiding common spellings of words. Some password vaults offer the ability to create very strong passwords and provide them on demand.
- Do not disclose your password to anybody.
- Medtronic Customer Service never asks for your password. If you get a request to disclose your password by email, please contact Customer Service immediately and do not reply to the email.
- Refuse to provide your password and request to speak to a manager immediately if any Medtronic Customer Service representative asks for your password.
- Change your password immediately if you think your password has been compromised.
- It is good practice to change your password every 3-6 months.
- If you suspect your account may have been accessed by somebody you have not shared your password with, please contact Customer Service immediately.
- Use reputable security software on your PC or Mac that provides protection against viruses, "adware" and other forms of malicious software ("malware").

- Take advantage of “software firewall” features in your security software as added protection for your PC or Mac.
- Consult with your Internet Service Provider about security for your access point (typically your modem) and router. Additional protection, such as firewall features, may be available to you.
- Be aware that many websites and emails are malicious and are designed to compromise your computer system. Always be careful about opening email from somebody you do not know, or going to websites from links in emails.
- Use the strongest settings on your PC or Mac security software that you can to help guard against accidental contact with malicious software.

Entering data into CareLink iPro software

Key Notes:

- If the patient used the iPro2 myLog app, look for the patient name in bold to open the patient record. If the patient did not use the iPro2 myLog app you can create a new patient record, or check to see if a record has been created already for that patient. Use your Internet browser to upload the iPro2 recorder data for that patient.
- You can upload patient meter data directly into CareLink iPro software. The meter data adds automatically into the CareLink iPro Logbook. Do not change the time or date on the meter before uploading.
- Enter any additional data that a patient has recorded on a log sheet into the CareLink iPro Logbook. You can exclude BG meter readings or remove manually entered patient data from the Logbook if necessary.
- BG readings are essential for iPro2 reports. BGs can be uploaded automatically into CareLink software if the patient entered them into the myLog app, or BGs can be entered manually into CareLink software from the patients log sheet.

Open the patient record

- 1 On the computer, open your Internet browser and go to <http://www.carelinkipro.com>.
- 2 Sign in to CareLink iPro software using your username and password.
If you are signed in already, click the **Home** tab.
- 3 Type any of the following into the Search box to find the patient record:
 - First name
 - Last name
 - Patient ID or Management ID
 - Date of Birth or Patient Creation Date

As you type, the Patient List displays matching patient records from previous evaluations.

NOTE: Depending on the CareLink iPro software settings in your country you may not be allowed to enter personal identifying information.

- 4 When you see the patient in the list, select the patient and click the **Open patient** button. Also, you can double-click the patient in the list.
If your patient is using the iPro2 myLog app, in some cases you see a screen confirming the information entered into the app. The patient record was created. The patient name is in bold, indicating this is a new patient evaluation.

CAUTION: If your patient is using the iPro2 myLog app make sure to confirm the patient record in bold first, and then upload the iPro2 recorder. If the patient data is not uploaded to the pending patient record created through the myLog app you cannot merge the iPro2 data. You must either upload the meter again or manually enter the data to this separately created record.

- 5 If your patient does not use the myLog app, or has never done an iPro recorder evaluation you do not see the patient's name in the Patient List. To add the patient to CareLink iPro software, click **New patient**.

The Create New Patient screen is displayed.

CAUTION: Always thoroughly search for the patient in CareLink software before adding a new patient record. If your clinic already conducted an evaluation for the patient, open the existing patient record. Avoid creating multiple records for one patient, as this makes the patient's data more difficult to find in the software.

- 6 Enter the identifying information for the patient. The patient's name or patient ID that you enter appears on reports. Click **Save** when you are finished.

You can modify the patient information later by clicking the **Edit patient information** link on the patient's record.

Upload blood glucose meter data

If the patient uses a supported meter, you can upload meter data directly into CareLink iPro software. The software automatically puts the BG meter readings into the patient's CareLink Logbook. If the patient entered events on the meter, some of these events also upload automatically into the Logbook.

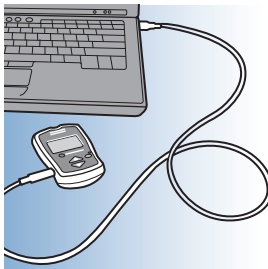
CareLink iPro software compares the time and date of the computer to the time and date of the meter. If the meter time is incorrect, CareLink iPro software uses the computer's time to correct the BG meter reading times automatically. Do not change the time or date on the meter before uploading.

NOTE: If you have uploaded an evaluation from an iPro2 recorder and there has been a time change, contact the 24 Hour HelpLine for assistance in uploading the meter.

If the patient uses a meter that is not on the list of CareLink iPro software supported meters, you can enter BG meter readings manually. See the list of supported meters on

NOTE: You can upload only one meter per evaluation.

- 1 When the CareLink uploader completes uploading the iPro2 recorder data successfully, the message **The upload has successfully completed** appears, click **OK**.
The CareLink uploader closes and the page updates to reflect the new evaluation.
Also, you can choose to enter BG meter readings manually using the Logbook. For details, see [Enter Patient Log Sheet data on page 21](#).
- 2 To re-launch the CareLink uploader to upload the BG readings from the meter, click **Upload BG meter**.
- 3 Follow the on-screen instructions.
- 4 When prompted, connect the meter to the computer using the appropriate cable (supplied by the meter manufacturer).



CareLink iPro software tells you when the upload is completed successfully.

- 5 Disconnect the meter from the computer.

Enter Patient Log Sheet data

The Logbook screen in CareLink iPro software allows you to manually enter BG meter readings and other events that the patient recorded on a Log Sheet, such as meals, medication, exercise, insulin, sleep, and notes. You can include details of an event, such as the intensity of the exercise or the size of the meal.

You can exclude BG meter readings from being used for sensor calibration, and update or remove manually entered events from the patient data if necessary.



Open the Logbook

If you have just finished uploading the patient's meter, click **Continue** to open the Logbook. Also, you can open the Logbook by clicking the **Open Logbook** button found on the patient record screen.

If your patient used the iPro2 myLog app, the events entered in the app populate automatically in the Logbook when it is opened.

Add Logbook entries

CareLink iPro software calibrates the sensor glucose data using the patient's BG meter readings. If you cannot upload data from the patient's meter, then you must enter BG meter readings manually in CareLink iPro's Logbook. It is easier to use the mouse when entering events.

- 1 Click the **Add** button. A small window appears, where you can make a Logbook entry.
- 2 Enter the date and time. If the entry is a BG meter reading, enter the BG value. If the entry is an event, select the event.

If the patient recorded more than one entry at the same time, such as a meal and a BG meter reading, you must enter them both in one entry.

NOTE: If a daylight saving time change occurred during the evaluation, or after the evaluation but before you are entering the data, enter all log sheet events that occurred before the time change according to the new time.

- 3 Click **Enter**. The information goes into the Logbook, but a new empty data entry window stays open and is ready for the next entry.
- 4 When you are finished adding Logbook entries, click the X in the upper right corner of the data entry window to close it.
- 5 When you are finished using the Logbook, click **Done** to return to the patient's main record screen.

NOTE: Only BG meter readings between 40 and 400 mg/dL (2.2 and 22.2 mmol/L) are for calibration.

Exclude BG meter readings

You can exclude a BG meter reading so that it is not used to calibrate the sensor glucose data and is not included in the reports.

For example, if the patient allowed a different person to use the meter, you would not want these BG meter readings to be used for sensor calibration.

- 1 In the patient's Logbook screen, click the **Exclude** check box for each BG entry that you want to exclude from calibration.
- 2 When you are finished using the Logbook, click **Done** to return to the patient's main record screen. The reports are regenerated automatically.

When you view the patient's reports, the BG meter readings that you excluded are not shown.

Edit Logbook entries

You can edit Logbook entries that have been entered manually. Also, you can hover over the icons in the Logbook to see additional details. Events that were uploaded from a meter cannot be edited; you can only exclude them from calibration and reports.

- 1 In the patient's Logbook screen, click on a Logbook entry to highlight it, and then click the **Edit** button. The Logbook entry opens in a small window.
- 2 Edit the information as needed, and click **Enter**.
- 3 When you are finished using the Logbook, click **Done** to return to the patient's main record screen. The reports are regenerated automatically.

Remove Logbook entries

You may want to remove events from the Logbook so that they do not show up on the patient's reports. You can remove Logbook entries.

- 1 In the patient's Logbook screen, click on a Logbook entry to highlight it, and then click the **Remove** button.
- 2 A small window appears, asking you to confirm that you want to remove the item. Click **Remove**. The event no longer appears in the Logbook. When you view the patient's reports, the events that you removed do not appear on the reports.
- 3 If you are finished using the Logbook, click **Save** to return to the patient's main record screen. The reports are regenerated automatically.

Sort the Logbook entries

You can sort the events in the Logbook by clicking on a column heading. This can help you find items in the Logbook. It does not affect how patient data appears on reports.

You may need to click the column heading twice to reverse the sort order.

CareLink iPro reports

Key Notes:

- You can modify a patient's Report Settings, such as the glucose target range and meal periods, and re-generate reports from an evaluation.
- Reports show up to seven 24-hour periods of evaluation data.
- The PDF (Portable Document Format) reports easily print and store electronically.

View and print patient reports

After you upload and enter all the patient's evaluation data into CareLink iPro software, you have two options for viewing the patient's reports:

- View and print the reports individually
 - Print all reports
- 1 If you are not currently viewing the patient record, go to the Home tab and use the **Search** box to find the patient record.

If you need more instructions on how to find a patient record, see [Open the patient record on page 19](#).
 - 2 On the patient record screen, you can find the dates for all the evaluations conducted for this patient. The most recent evaluation is displayed first. You might need to scroll down to find older evaluations.
 - 3 Select the desired evaluation. To view, click the name of the report. To print all the main reports, click **Print all reports**.
 - 4 To print, use the print functions that are set up on the computer. For example, you may need to click a printer icon, or you may need to select **File > Print**.

Tips for successful report generation

- Use the Logbook to exclude BG meter readings that do not accurately reflect the patient's blood glucose, such as:
 - BG meter readings from someone other than the patient
 - BG meter readings from a control solution
 - BG meter readings that were taken before the patient changed the meter's time or date. If the patient changed the time on the meter during the evaluation, first exclude all BG meter readings before the time change. Then, use information from the Patient Log Sheets to manually enter the BG meter readings at the correct times into the Logbook in CareLink iPro software.

These inaccurate BG meter readings can cause calibration errors, which can result in gaps in the sensor plot on reports. Excluding these bad BG meter readings often eliminates data gaps.

- Keep in mind that you need BG meter readings within 12 hours of each other to avoid data gaps.
- Modify a patient's Report Settings to change the target range for blood glucose, the patient's meal periods, or other settings.

- There are a few instances in which information collected in iPro2 myLog app does not appear on reports. If your patient is connected to a wearable device, for example wristbands or smartwatches, any carb data that is blank or zero in the app does not appear in reports. If your patient is connected to a wearable device and has a BG reading outside of the range of 20 to 600 mg/dL, that BG reading does not appear on reports. It does not appear in CareLink, and cannot be used for calibrations. Also, although your patient can enter specific medication names into iPro2 myLog app, those details do not appear on reports. Additionally, your patient can input into iPro2 myLog app the type of meal consumed, for example a snack. The reports do not capture what was selected in the "What meal?" box, but only show a meal was consumed. Lastly, in the **All** section of the app, when entering a BG reading your patient can input that a meal was consumed. That information is not captured in reports. Only meals logged in the **Meal** section appear on reports.

About reports

CareLink iPro reports show up to seven 24-hour periods of evaluation data. The reports are created in PDF format, so they can easily be stored electronically or printed. The five main reports are:

- Daily Overlay (one page) - provides a comparison of the sensor traces for each day on a single 24-hour graph, to look for trends or excursions that occur around the same time each day. Also, this report provides daily statistical information, including an Excursion Summary of highs and lows, and Duration Distribution pie charts. The Duration Distribution charts show what percent of each day the patient spent above, below, and within the target range.
- Overlay by Meal (two pages) - provides a comparison of the sensor traces from each day of the evaluation, broken down into meal and overnight periods. The meal overlay graphs are only created if meal events are entered into the CareLink iPro Logbook. The patient's Report Settings, if different from the clinic Report Settings, determine what the periods are. The sensor traces for each day are overlaid, so that you can look for trends at certain times related to meal or overnight periods. This report lines up glucose sensor traces before and after each meal and is especially useful if patients eat meals at varying times each day.
- Daily Summary (two pages) - provides a summary of each full or partial 24-hour period of the evaluation, including both the sensor trace and events such as meals, medication, and exercise. The report includes details of the events, for example the intensity of the exercise or the size of the meal.
- Pattern Snapshot (one page) - provides a summary of daily glucose information and up to three observed patterns. This report has three sections consisting of general statistics, observed patterns and some possible causes, and an overlay graph.
- Patient Notes - provides a summary of the event markers recorded in the system. This report includes a chronological listing of all patient events for a given time period. Each event is represented by a corresponding icon and includes event details.

Optimal accuracy

CareLink iPro software automatically performs certain checks for optimal accuracy of the data in an evaluation. These checks are designed to help you become aware of any data that might be less than optimal for making therapy decisions.

The system evaluates the accuracy of the data on a calendar day basis, from midnight to midnight for each day that sensor glucose values are recorded. There are three measurements to determine the accuracy of the data: number of valid calibrations, mean absolute difference percentage (MAD %), and correlation.

Days that do not meet one of the thresholds are designated as **Use Clinical Judgment**. This designation appears in two places: on the Daily Overlay Report, and on the Daily Summary Report for the individual day graph. On the Daily Overlay Report, those days that do not satisfy the criteria are marked with an **X** in the **Designation** row.

If the Designation area is blank for a certain day on the Daily Overlay Report, then the data for that day passes all optimal accuracy criteria.

- **MAD%:** the threshold for MAD% varies depending on the range of BG meter values for the calendar day. If the calendar day does not meet this threshold, it is designated with an X (Use Clinical Judgment).

If the BG meter reading range is greater than or equal to 100 mg/dL (or 5.6 mmol/L), then an MAD% of 28.0 or less is considered optimal.

If the BG meter reading range is less than 100 mg/dL (or 5.6 mmol/L), then an MAD% of 18.0 or less is considered optimal.

- **# Valid Calibrations:** 3 or more is considered optimal. If there are less than 3 valid calibrations in a calendar day, then that day does not meet this threshold and is designated with an X (Use Clinical Judgment). This commonly occurs on a partial day of sensor wear, such as the last day of the evaluation.

The system evaluates the accuracy of the sensor glucose values in comparison with the BG meter readings used for the calibration. Each BG meter reading used for calibration is paired with the corresponding sensor glucose value generated by the calibration algorithm at the same point in time.

Not all BG meter readings used for calibration are considered valid for purposes of optimal accuracy evaluation. If no other BG meter reading (used for calibration) exists within 12 hours before or after a calibration, then the BG meter reading is not considered valid for purposes of optimal accuracy determination.

Only BG meter readings between 40 and 400 mg/dL (2.2 and 22.2 mmol/L) are used for calibration.

- **Correlation:** 0.79 or greater is considered optimal. If the Correlation is less than 0.79, then that calendar day does not meet this threshold and is designated with an **X** (Use Clinical Judgment).

When the BG meter reading range is less than 100 mg/dL (or 5.6 mmol/L) or the number of valid calibrations is less than 3, then the **Correlation** is reported as **N/A** and is not evaluated, for purposes of optimal accuracy.

If the correlation is high (close to 1.0), but the MAD% is high, this can be due to a single outlying BG meter reading. This would cause a Use Clinical Judgment designation.

Also, there are two other designations that can appear on the Daily Overlay Report: **S: No Sensor Data** and **C: No Calibration BG's**.

- **S: No Sensor Data:** This designation occurs on a calendar day in which there is no sensor data. Therefore, there are no sensor values on the reports for that day. The Daily Summary graph for that day shows only BG meter readings plotted, if there are any, and no sensor data.
- **C: No Calibration BG's:** This designation occurs on a calendar day in which there are sensor values available, but there are no valid BG meter readings with which to calibrate the sensor values. Sensor data that cannot be calibrated is missing from the reports for that day.

Area under the curve (AUC)

Area under the curve (AUC) information appears in the Excursion Summary on the Daily Overlay Report. AUC provides more insight into how much time the patient's glucose was high or low, as well as the severity of excursions outside of the target range. A high AUC indicates more excursions or more severe excursions. The closer that AUC is to zero, the more that the patient's glucose stayed within the target range.

AUC calculations are reported in mg/dL per day (or mmol/L per day). The Daily Overlay Report provides two AUC amounts for each day: **AUC Above Limit** and **AUC Below Limit**.

- **AUC Above Limit:** this statistic provides a relative indication of the overall extent and duration of high glucose excursions over the entire day. The calculation is dependent on the patient Glucose Target Range High setting. The High limit value is subtracted from each individual sensor glucose value that exceeds the limit. The differences are added, and the sum is divided by the total number of sensor glucose values that exist for the day.
- **AUC Below Limit:** this statistic provides a relative indication of the overall extent and duration of low glucose excursions over the entire day. The calculation is dependent on the patient Glucose Target Range Low setting. Each individual sensor glucose value that exceeds the limit is subtracted from the Low limit value. The differences are added, and the sum is divided by the total number of sensor glucose values that exist for the day.

Patient Report Settings

When you first add a patient into CareLink iPro software, the patient's Report Settings are set based on the current Clinic Report Settings that are defined on the **Clinic Settings** tab. The Clinic Report Settings are like a template for creating the Report Settings for each new patient. After a patient record has been created, you can change the Report Settings for that patient's reports.

For example, the patient's meal periods may not match the default meal periods, which were defined for your clinic in the Clinic Report Settings. Or, the target glucose range for the patient may be different from the default range set in the Clinic Report Settings.

In these cases, you can modify a patient's report settings manually.

- If you change the Patient Report Settings before generating reports, future reports generate based on the changes you made.
- If you change the Report Settings after generating reports, you must choose whether you want to apply the new settings to the most recent reports. Also, you can apply the new settings to older evaluations. Existing evaluation reports do not update automatically based on the new settings.

After viewing the first reports you generate for a patient, you may decide to modify the Patient Report Settings, and then generate the reports again based on the new settings.

Modifying Patient Report Settings

- 1 Click the **Edit** link in the Patient Report Settings section of the patient record screen.
The patient's General Report Settings and Analysis Reports Settings are displayed.
- 2 Change the settings as needed. For more information about the General Report Settings and Analysis Reports Settings, see [General Report Settings on page 9](#) or [Analysis Reports Settings on page 10](#).
- 3 Click **Save**. A small window appears, asking if you want to apply these report settings to the most recent set of reports.
 - To apply the settings to the most recent reports, click **Yes**. The report settings screen closes, and the patient record screen appears, where you can view and print the updated reports.
The new Report Settings have been applied to the most recent evaluation. You can then click any of the reports for the most recent evaluation to view and print one of them, or click **Print All** to print all the reports.
 - To save the Report Settings for the patient but not apply them to any evaluations yet, click **No**.
To apply the new Report Settings for the patient to one or more evaluations, find the evaluation on the patient record screen and select **Regenerate reports** from the **Other Options** drop-down list. The reports are re-generated using the new Reports Settings.

Restore the default report settings

To set a patient's report settings to the current default settings for your clinic, you can do this in the Patient Report Settings. You then have the option to choose which of the patient's evaluations you want to show the changes to the report settings.

- 1 Click the **Edit** link in the Patient Report Settings section of the patient record screen.
The patient's General Report Settings and Analysis Reports Settings are displayed.
- 2 Click the **Restore defaults** button on the patient's report settings screen.
- 3 Click **Save**. A small window appears, asking if you want to apply these report settings to the most recent set of reports.
 - To apply the settings to the most recent reports, click **Yes**. The report settings screen closes, and the patient record screen appears, where you can view and print the updated reports.
The new Report Settings have been applied to the most recent evaluation. You can then click any of the reports for the most recent evaluation to view and print one of them, or click **Print All** to print all the reports.
 - To save the Report Settings for the patient but not apply them to any evaluations yet, click **No**.
To apply the new Report Settings for the patient to one or more evaluations, find the evaluation on the patient record screen and select **Regenerate reports** from the **Other Options** drop-down list. The reports are re-generated using the new Reports Settings.

Generate a Data Table report

If necessary, you can generate a Data Table report (about 40 pages for a complete seven-day evaluation). This report lets you view detailed sensor glucose readings, and events that are recorded in the Logbook. The Data Table is used by Medtronic employees for troubleshooting purposes. Most of the time, you do not need it to understand an evaluation.

- 1 In the patient record screen, select **Generate Data Table** from the **Other Options** drop-down list.
After a few moments, a new **Data Table** PDF link appears.
- 2 Click the link to view the report. The report opens in a new browser window or tab.
Or, click **Print** to print the report without viewing it first.

Export data to CSV file

If necessary, you can export report data as a character-separated values (CSV) file for further analysis. A CSV export is raw data, typically for clinical evaluation use. Additional information in the data is used by Medtronic employees for troubleshooting purposes. Most of the time, you do not need it to understand an evaluation.

- 1 In the patient record screen, select **Export data** from the **Other Options** drop-down list.
After a few moments, a dialog box opens, allowing you to save the file on the computer.
- 2 Save the file on your computer or network. You can now open the file directly, for example, in Microsoft Excel or Access.

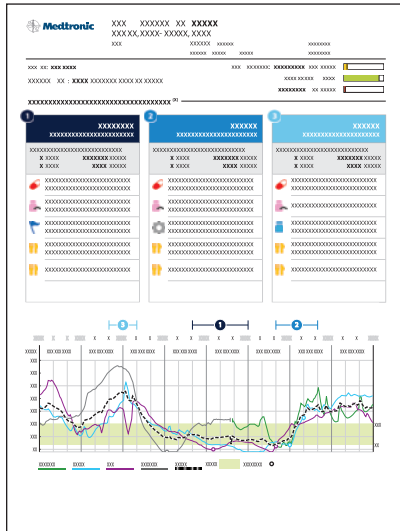
Pattern Snapshot report

Key Notes:

- The Pattern Snapshot report displays general statistics, observed patterns and some possible causes, and an overlay graph.
- General statistics include Avg SG and Time in range.
- The Pattern Snapshot report displays up to three observed patterns.
- The overlay graph displays information gathered from the evaluation period.

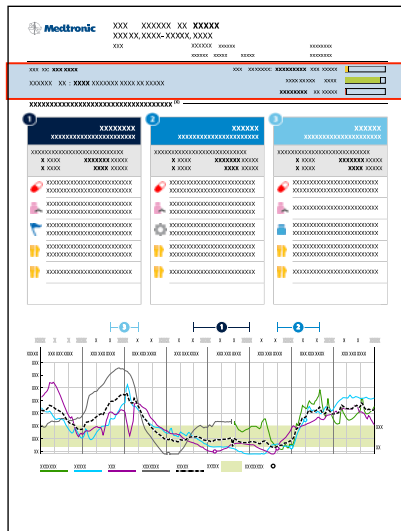
Overview of the Pattern Snapshot report

The Pattern Snapshot report displays general statistics, observed patterns and some possible causes, and an overlay graph.



General statistics

This section of the Pattern Snapshot report shows general statistics, including Avg SG (average sensor glucose value), and Time in range.



Item	Description
Avg SG	Avg SG is the average of all SG values during the current evaluation. If this patient has a previous evaluation in CareLink iPro software, the most recent previous Avg SG displays.
Time in range	Time in range displays the percentage of time the patient is above, below, or within the high or low thresholds set in clinic settings, during the evaluation.

Observed patterns and some possible causes

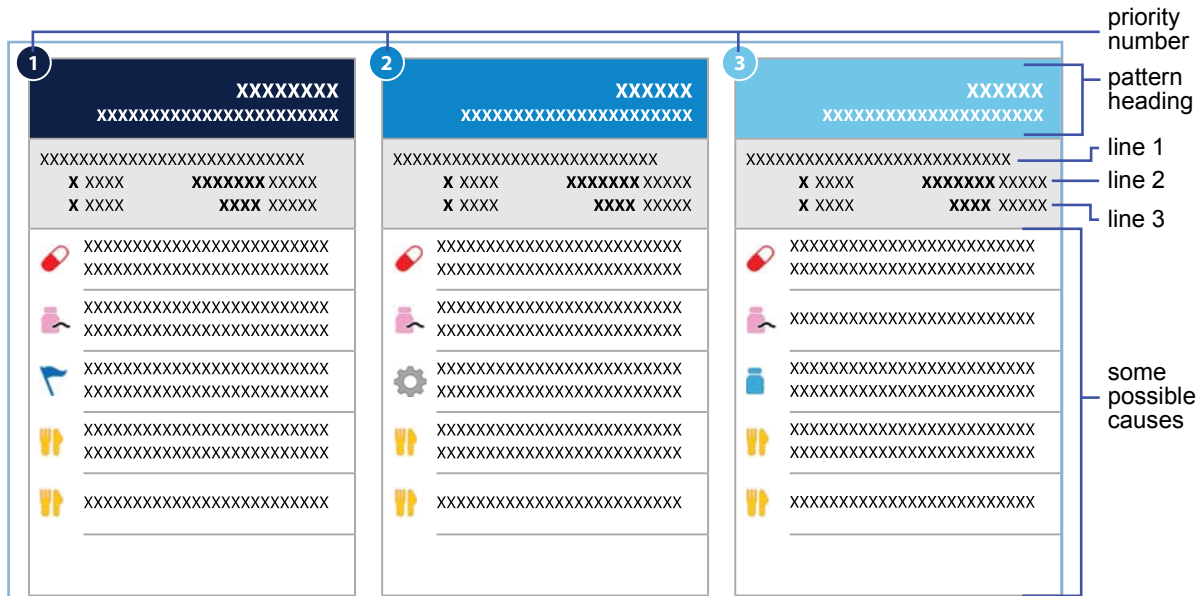
Observed patterns

The Pattern Snapshot report displays up to three observed patterns. The pattern title consists of glycemic issues and an analysis period in which the issue was observed.

NOTE: Time periods in between the selected time ranges are not analyzed.

During an evaluation, if there are at least two days with meal markers occurring in a meal period, pre-meal, and post-meal analysis is performed, otherwise an analysis is performed for the time period. When pre-Breakfast analysis cannot be performed because there are not at least two meal markers during the Breakfast period, then the Fasting period is used for analysis in addition to Breakfast time period.

- Post meal analysis period is based on patient settings.
- Pre-meal analysis period is fixed, and it is the hour immediately prior to the meal marker.



Data elements displayed	
Priority number	The priority number corresponds to the priority of the pattern and its location on the SG graph. Up to three patterns may be shown.
Pattern heading	<p>The pattern heading displays the SG pattern and corresponding time period. SG patterns are High, Low, Variable with Low, or Variable. Time periods are defined by meal times, such as Breakfast, Lunch, and Dinner. For more information on time periods, see Analysis Reports Settings on page 10.</p> <hr/> <p>NOTE: Overnight time is the combination of Evening and Sleeping time periods.</p> <hr/>
Line 1	<p>For High SG and Low SG patterns, Line 1 displays the number of days out of the number of evaluation days when an excursion was observed. For example, High SG during the fasting period might be seen on only two days out of the three-day evaluation.</p> <p>For Variable SG and Variable SG with Low SG patterns, Line 1 displays the number of excursions per day that occurred.</p>
Line 2	<p>For High SG and Low SG patterns, Line 2 displays the number of days when excursions occurred between Lowest Limit and the Low value or between the High value and Highest Limit.</p> <p>For Variable SG and Variable SG with Low SG patterns, Line 2 displays the number of excursions per day that occurred below the Lowest Limit.</p>
Line 3	<p>For High SG and Low SG patterns, Line 3 displays the number of days when excursions occurred below the Lowest Limit or above the Highest Limit.</p> <p>For Variable SG and Variable SG with Low SG patterns, Line 3 displays the number of excursions per day that occurred above the high limit.</p>
Some possible causes	For a list of some possible causes, see Some possible causes on page 36 .

Some possible causes

The tables in this section list the causes shown with each SG pattern observed.

NOTE: The causes listed are not a complete list of all possible causes and some causes may not apply. Healthcare professionals should use best judgment on other causes that might be relevant.

Low SG – Overnight
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in evening(s) too high?
Insulin to carbohydrate ratio not optimal in prior evening(s)?
Less food intake in prior evening(s)?
More exercise in prior evening(s)?
Alcohol consumed in prior evening(s)?

High SG – Overnight
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injection in evening(s) too low?
Insulin to carbohydrate ratio not optimal in prior evening(s)?
High calorie or high fat foods in prior evening(s)?
Late evening snack?

Variable SG – Overnight
Inconsistent food intake day before?
Inconsistent exercise schedule day before?
Inconsistent sleep pattern?
Oral medication(s) day before missed or incorrectly timed?
Basal insulin injection missed?
Pre-meal insulin in prior evening(s) incorrectly timed or missed?

Variable SG with Low SG - Overnight
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in evening(s) too high or missed?
Pre-meal insulin in prior evening(s) incorrectly timed or incorrect dose?
Inconsistent food intake day before?
Inconsistent exercise schedule day before?
Alcohol consumed in prior evening(s)?

Low SG - Pre-breakfast*
Oral medication(s) too high or incorrectly timed in evening(s)?
Basal insulin injection in evening(s) too high?
Less food intake in prior evening(s)?
Breakfast delayed?
More exercise in prior evening(s)?
Alcohol consumed in prior evening(s)?

Low SG - Post-breakfast**
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in evening(s) too high?
Pre-breakfast insulin too high?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
Less food intake than usual?
Exercised around breakfast?

Low SG - Breakfast
Oral medication(s) too high or incorrectly timed in evening(s)?
Basal insulin injections too high?
Pre-breakfast insulin too high?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
Delayed or less food intake than usual?
Exercised around breakfast?

High SG - Pre-breakfast*
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injection in evening(s) too low?
Rebound hyperglycemia after nocturnal hypoglycemia?
High calorie or high fat foods in prior evening(s)?
Late evening snack?

High SG - Post-breakfast*
Oral medication(s) missed, too low, or incorrectly timed?
Pre-breakfast insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
High calorie or high carbohydrate foods?

High SG - Breakfast
Oral medication(s) missed, too low, or incorrectly timed?
Pre-breakfast insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
High calorie or high carbohydrate foods?

Variable SG - Pre-breakfast*
Inconsistent food intake day before? Breakfast time not consistent?
Inconsistent exercise schedule day before?
Inconsistent sleep pattern?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Basal insulin injection missed?
Alcohol consumed in prior evening(s)?

Variable SG with Low SG - Pre-breakfast*
Oral medication(s) too high or incorrectly timed in evening(s)?
Basal insulin injection in evening(s) too high or missed?
Inconsistent food intake day before?
Breakfast time not consistent?
Inconsistent exercise schedule day before?
Alcohol consumed in prior evening(s)?

Variable SG - Post-breakfast*
Inconsistent food intake?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-breakfast insulin incorrectly timed, incorrect dose, or missed?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?

Variable SG with Low SG - Post-breakfast*
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in evening(s) too high or missed?
Pre-breakfast insulin incorrectly timed or incorrect dose?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
Inconsistent food intake?
Exercised around breakfast time?

Variable SG - Breakfast
Inconsistent food intake?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-breakfast insulin incorrectly timed, incorrect dose, or missed?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?

Variable SG with Low SG - Breakfast
Oral medication(s) too high or incorrectly timed in evening(s)?
Basal insulin injection in evening(s) too high or missed?
Pre-breakfast insulin incorrectly timed, incorrect dose, or missed?
Insulin to carbohydrate ratio not optimal for pre-breakfast insulin?
Inconsistent food intake?
Exercised around breakfast time?

Low SG - Fasting
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in evening(s) too high?
Less food intake in prior evening(s)?
Breakfast delayed?
More exercise in prior evening(s)?
Alcohol consumed in prior evening(s)?

High SG - Fasting
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injection in evening(s) too low?
Rebound hyperglycemia after nocturnal hypoglycemia?
High calorie or high fat foods in prior evening(s)?
Late evening snack?

Variable SG - Fasting
Inconsistent food intake day before? Breakfast time not consistent?
Inconsistent exercise schedule day before?
Inconsistent sleep pattern?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Basal insulin injection missed?
Alcohol consumed in prior evening(s)?

Variable SG with Low SG - Fasting
Oral medication(s) too high or incorrectly timed in evening(s)?
Basal insulin injection in evening(s) too high or missed?
Inconsistent food intake day before?
Breakfast time not consistent?
Inconsistent exercise schedule day before?
Alcohol consumed in prior evening(s)?

Low SG - Pre-lunch*
Oral medication(s) too high or incorrectly timed?
Basal insulin injections in morning(s) too high?
Lunch delayed?
Exercised before lunch?

Low SG - Post-lunch*
Oral medication(s) too high or incorrectly timed?
Basal insulin injections in morning(s) too high?
Pre-lunch insulin too high?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?
Less food intake than usual?
Exercised around lunch?

Low SG - Lunch
Oral medication(s) too high or incorrectly timed?
Basal insulin injections too high?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?
Less food intake than usual?
Lunch delayed?
Exercised around lunch?

High SG - Pre-lunch*
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injections too low?
Pre-lunch insulin incorrectly timed, too low, or missed?
High calorie or high carbohydrate in prior meal?
Previous meal delayed or snacking?

High SG - Post-lunch*
Oral medication(s) missed, too low, or incorrectly timed?
Pre-lunch insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?
High calorie or high carbohydrate foods?

High SG - Lunch
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injections too low?
Pre-lunch insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?
High calorie or high carbohydrate in prior/current meal?
Previous meal delayed or snacking?

Variable SG - Pre-lunch*
Occasional snack between meals?
Inconsistent meal schedule or meal size?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-meal insulin for prior meal(s) incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?

Variable SG with Low SG - Pre-lunch*
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in morning(s) too high or missed?
Pre-meal insulin for prior meal(s) incorrectly timed, dosed, or missed?
Inconsistent meal/snack schedule or size?
Inconsistent exercise in morning(s)?

Variable SG - Post-lunch*
Inconsistent food intake?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-lunch insulin incorrectly calculated?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?

Variable SG with Low SG - Post-lunch*
Oral medication(s) too high or incorrectly timed?
Pre-lunch insulin incorrectly timed or incorrect dose?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?
Inconsistent food intake?
Exercised around lunch time?

Variable SG - Lunch
Occasional snack between meals?
Inconsistent meal schedule or meal size?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-meal insulin for prior meal(s) incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-lunch insulin?

Variable SG with Low SG - Lunch
Oral medication(s) too high or incorrectly timed in morning(s)?
Basal insulin injection in morning(s) too high or missed?
Pre-meal insulin for prior meal(s) incorrectly timed, dosed, or missed?
Inconsistent meal schedule or meal size?
Exercised around lunch time?

Low SG - Pre-dinner*
Oral medication(s) too high or incorrectly timed?
Basal insulin injections too high?
Dinner delayed?
Exercised before dinner?

Low SG - Post-dinner*
Oral medication(s) too high or incorrectly timed?
Basal insulin injections too high?
Pre-dinner insulin too high?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?
Less food intake than usual?
Exercised around dinner?

Low SG - Dinner
Oral medication(s) too high or incorrectly timed?
Basal insulin injections too high?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?
Less food intake than usual?
Dinner delayed?
Exercised around dinner?

High SG - Pre-dinner*
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injections too low?
Pre-dinner insulin incorrectly timed, too low, or missed?
High calorie or high carbohydrate in prior meal?
Previous meal delayed or snacking?

High SG - Post-dinner*
Oral medication(s) missed, too low, or incorrectly timed?
Pre-dinner insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?
High calorie or high carbohydrate foods?

High SG - Dinner
Oral medication(s) missed, too low, or incorrectly timed?
Basal insulin injections too low?
Pre-dinner insulin incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?
High calorie or high carbohydrate in prior/current meal?
Previous meal delayed or snacking?

Variable SG - Pre-dinner*
Occasional snack between meals?
Inconsistent meal schedule or meal size?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-meal insulin for prior meal(s) incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?

Variable SG with Low SG - Pre-dinner*
Oral medication(s) too high or incorrectly timed?
Basal insulin injection in morning(s) too high or missed?
Pre-meal insulin for prior meal(s) incorrectly timed, dosed, or missed?
Inconsistent meal/snack schedule or size?
Inconsistent exercise in morning(s)?

Variable SG - Post-dinner*
Inconsistent food intake?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-dinner insulin incorrectly calculated?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?

Variable SG with Low SG - Post-dinner*
Oral medication(s) too high or incorrectly timed?
Pre-dinner insulin incorrectly timed or incorrect dose?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?
Inconsistent food intake?
Exercised around dinner time?

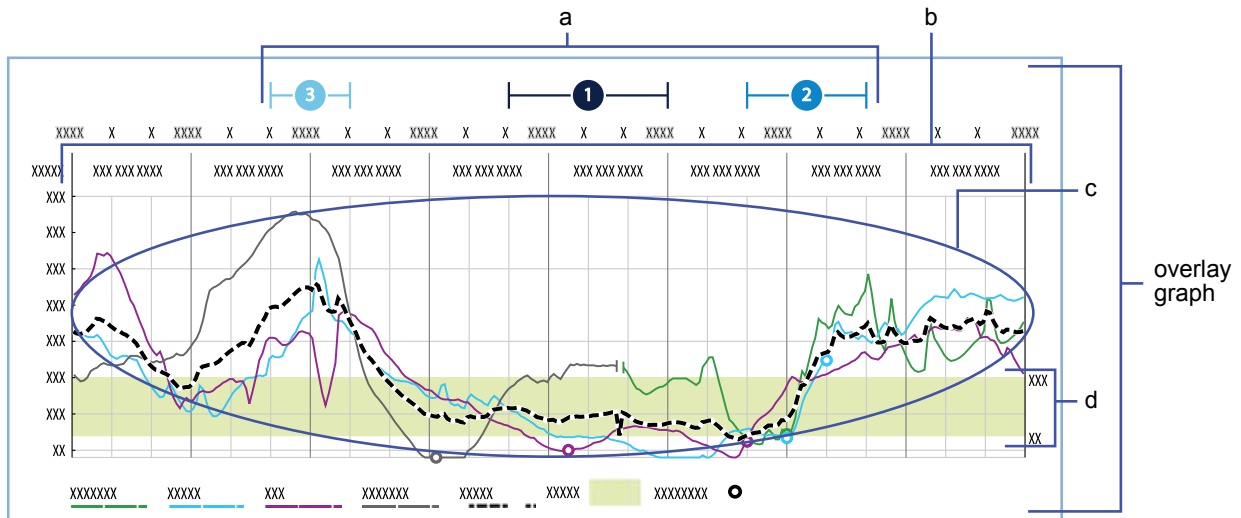
Variable SG - Dinner
Occasional snack between meals?
Inconsistent meal schedule or meal size?
Oral medication(s) intermittently missed, too low, or incorrectly timed?
Pre-meal insulin for prior meal(s) incorrectly timed, too low, or missed?
Insulin to carbohydrate ratio not optimal for pre-dinner insulin?

Variable SG with Low SG - Dinner
Oral medication(s) too high or incorrectly timed in morning(s)?
Basal insulin injection in morning(s) too high or missed?
Pre-dinner insulin incorrectly timed, incorrect dose, or missed?
Inconsistent meal schedule or meal size?
Exercised around dinner time?

*Patterns with sufficient meal markers.

Sensor data graph

The overlay graph displays information gathered from the evaluation period.



Item	Description
a	Priority number indicators for the patterns listed in the Observed patterns & some possible causes section. The horizontal lines indicate the period of the observed pattern (for example, Breakfast).
b	Average SG values are displayed for every 3-hour periods.
c	Solid colored lines trace daily SG values. The dotted line traces the Avg SG for the evaluation period. Open circles on the plot lines represent meal markers. <i>NOTE: Meal markers are plotted on the SG trace line for the day they occur and may not be at the BG value recorded for that marker.</i>
d	Light green band represents the target range as defined by the High and Low Glucose Target Range in Patient Report Settings.

CareLink iPro software ongoing use

Key Notes:

- Click the **Resources** hyperlink in CareLink iPro software to print the newest log sheets and other forms.
- Only administrative users can add, modify, and delete CareLink iPro software user accounts. Always make sure more than one person has administrative privileges.
- Any CareLink iPro software user can edit patient information when needed.

User tasks

Print more log sheets and other forms

Your original iPro2 system shipment may have included samples of Patient Log Sheets, Clinic Equipment Logs, and other documents that your clinic wants to use regularly. You can easily download and print more of these documents.



- 1 Click the **Resources** link at the bottom of the CareLink iPro software screen.
- 2 Find the document that you want and open it.
- 3 Select the print option in your browser.

Change your password or other user information

As a CareLink iPro software user, you can change your own password, email address, and other information in your user account.

- 1 Sign in to CareLink iPro software.
- 2 Click the **My Info** link. The My Info screen is displayed.
- 3 To change your password, select the **Change Password** check box. The password fields become active. Enter your current password in the **Enter Your Current Password** field, type your new password in the **New Password field** field, and then re-type it in the **Re-enter new Password** field.
- 4 Modify the other information as needed.
- 5 Click the **Save** button.

Edit patient information

You may occasionally need to update patient information. Such as the patient's name, therapy type, or physician. Any user can update any patient's information for your clinic.

- 1 On the patient record screen, click the **Edit patient information** link.
- 2 Update the patient's information as needed.
- 3 Click the **Save** button. The changes save. Any information that shows up on reports updates the next time you generate reports for the patient.

Move a patient evaluation

If you accidentally upload an evaluation to the wrong patient record in CareLink iPro software, you can move the evaluation to the correct patient record.

Use the Clinic Equipment Log if needed, to help you find the dates when each patient wore the iPro2 recorder.

- 1 Confirm that the patient, whose evaluation was uploaded incorrectly, has been added to CareLink iPro software. If the patient record does not exist yet, you need to create it now. For details, see [Open the patient record on page 19](#).
- 2 After you have confirmed that the correct patient exists in the system, open the patient record that contains the evaluation that needs to be moved.
- 3 Find the evaluation that you want to move in the list of evaluations for that patient.
- 4 If you see a message that the evaluation is incomplete, enter the patient's BG meter readings by uploading the meter or using the Logbook.
- 5 In the **Other Options** drop-down list, select **Move this evaluation**.
- 6 Follow the on-screen instructions to find the correct patient and move the evaluation to that patient's record.

When the move is complete, the reports regenerate for the correct patient.

Modify clinic information

You may periodically need to edit the identifying information of the clinic that was entered when the clinic account was first created. Some of this information appears on patient reports, so it is important to keep the clinic information accurate.

- 1 In the **Clinic Settings** tab, click **Clinic Information**. The clinic information is displayed.
If you do not see the **Clinic Settings** tab, click the **Home** tab. You should now see the **Clinic Settings** tab.
- 2 Update the information as needed and click the **Save** button.
- 3 When you are finished, click **Close clinic settings** to return to the Patient List.

Administrator tasks

If you are an administrative user, you must create, modify, or delete CareLink iPro software user accounts for your clinic as needed. For details on creating user accounts, see [Create user accounts on page 7](#).



Modify user accounts

If you have administrative privileges, you can modify a user account. For example, you may need to change a user password, or grant or remove administrative privileges.

- 1 In the **Clinic Settings** tab, click **Users**. The existing user accounts are displayed.
- 2 Select the user account and click the **Open user** button. The user account information appears.
- 3 To edit the user account information, such as the password, enter the information and click the **Save** button.

Delete user accounts

If you have administrative privileges, you can delete a user account. You need to delete user accounts for users who no longer should have access to CareLink iPro software for your clinic, so that they can no longer access patient records.

- 1 In the **Clinic Settings** tab, click **Users**. The existing user accounts are displayed.
- 2 Select the user account and click the **Open user** button. The user account information appears.
- 3 To delete the user account, click the **Delete User** button.
- 4 In the confirmation screen, click **Yes**.

Troubleshooting


This appendix contains troubleshooting information for the CareLink iPro Therapy Management Software for Diabetes. Please refer to these instructions before contacting the 24 Hour HelpLine.



Troubleshooting reference

Problem	Possible causes	Next steps
<p>The reports only show a partial evaluation. Data ends before evaluation was supposed to end.</p>	<p>A common cause of a partial evaluation is sensor pullout.</p> <p>If the sensor was not pulled out, the iPro2 recorder battery may not have had sufficient power to complete the evaluation. CareLink iPro software checks the battery and displays a message during the upload process to warn you that there might be a problem:</p> <p>The iPro2 Recorder battery is not charging properly. Please refer to the User Guide for assistance.</p> <p>Also, the Dock displays a solid red warning light when there may be a problem with the iPro2 recorder battery.</p>	<ul style="list-style-type: none"> • If the sensor pulled out, make sure that the sensor is fully inserted and properly taped to the skin for future evaluations. • If you did not see an error message in CareLink iPro software during the uploading process, it could be that there are not enough BG meter readings for calibration after a certain point in the evaluation. <p>Make sure that you have entered all the patient's BG meter readings into CareLink iPro software. CareLink iPro software needs good BG meter readings to calibrate sensor data. Less than three BG meter readings per day, or more than 12 hours between BG meter readings, can result in data gaps.</p> <ul style="list-style-type: none"> • If you saw a CareLink iPro software error message, see the troubleshooting steps for that error message in this section.

Troubleshooting reference		
Problem	Possible causes	Next steps
There are gaps in the sensor data in the reports.	<p>A common cause of data gaps is partial sensor pullout.</p> <p>Also, there can be calibration problems due to an insufficient number of BG meter readings, readings that are more than 12 hours apart, or readings that are out of the expected range.</p>	<ul style="list-style-type: none"> • Make sure that you have entered all the patient's BG meter readings into CareLink iPro software. CareLink iPro software needs good BG meter readings to calibrate and report sensor data. Less than three per day can result in data gaps. • Also check the sensor trace on reports to see if there are BG meter readings not used for calibration. Bad BG meter readings are identified as calibration errors. These BG meter readings are not used for calibration and cause the sensor plot to stop. The sensor plot starts again at a good BG meter reading. You can eliminate some data gaps by excluding bad BG meter readings using the Exclude feature in the Logbook. • Some sensor pullouts can be avoided by applying an adhesive dressing over the iPro2 recorder and sensor. • Always advise patients to test their blood glucose at least four times a day.
I uploaded the wrong meter for a patient. Can I fix this?	The wrong patient meter was uploaded.	<ul style="list-style-type: none"> • In the Logbook screen, check the Exclude check box to exclude all the BG meter readings that came from the wrong meter. The readings from the wrong meter is still in the Logbook, but they do not affect sensor calibration or reports. If you find the right meter or log sheets for the patient, you can enter the BG meter readings from the right meter manually. • Also, you can still upload the meter to the correct patient evaluation.
I uploaded the wrong evaluation for a patient. Can I fix this?	The wrong patient evaluation was uploaded.	Yes, you can move the entire evaluation from the incorrect patient record to the correct patient record. For details, see Move a patient evaluation on page 48 .
I uploaded the recorder and I do not see the myLog app events that my patient recorded.	iPro2 data was not uploaded to the bold pending patient record.	Please confirm you uploaded the recorder under the same patient record created with the myLog app. Once the recorder uploads to a patient record, the data from the recorder is erased, you cannot upload the recorder again. If you've uploaded the recorder under the wrong patient record, you must enter the events manually by looking at the patient's mobile device.

CareLink iPro software error messages

CareLink iPro software error messages		
Problem	Possible causes	Next steps
<p>CareLink iPro software displayed this message during the upload process:</p> <p>iPro2 Dock not found. Please connect the iPro2 Dock to the computer. If none of the lights on the iPro2 Dock are on, please try connecting the iPro2 Dock to a different USB port on your computer.</p>	<p>A Dock is not connected to the computer, it is not connected securely, or it has insufficient power from the computer to operate.</p>	<ul style="list-style-type: none"> • If the white Dock power light is on, then the USB cable might not be connected securely. Make sure that the cable is plugged in all the way to the Dock and to the computer. • If the white Dock power light is not on, try connecting the Dock to a different USB port on the computer. Wait for all three lights to flash, followed by a solid white light. If the Dock is connected to the computer but none of the lights turn on, there may be other USB devices connected that are using up power. Disconnect other devices. Do not connect more than one Dock at a time to a computer. • If you are using a USB hub, it may not be receiving enough power for the Dock to operate. Try using a powered hub, which has its own electrical plug that connects to an electrical socket.
<p>CareLink iPro software displayed this message during the upload process in the applet or the CareLink uploader:</p> <p>Device not found in iPro2 Dock. Please connect iPro2 Recorder. If an iPro2 recorder is connected, please try disconnecting and reconnecting the iPro2 recorder to the iPro2 Dock.</p> <p>Or</p> <p>No device was detected connected to the iPro2 Dock. Please check that the device is properly seated in the iPro2 Dock.</p>	<p>The iPro2 recorder is not in the Dock, or it is not connected properly. Also, this message might appear if the iPro2 recorder connector pins are damaged or corroded, or if there is moisture in the connector opening.</p>	<ul style="list-style-type: none"> • If your iPro2 recorder is connected, try disconnecting and reconnecting the iPro2 recorder to the Dock. • If the white Dock power light is on, but the three lights do not flash when you connect the iPro2 recorder, the iPro2 recorder may be damaged. Check the iPro2 recorder connector pins for moisture, damage, or corrosion. For assistance in locating the connector pins, see the iPro2 System User Guide. • If the iPro2 recorder pins are damaged or corroded, the iPro2 recorder cannot communicate with the Dock or CareLink iPro software. Contact the 24 Hour HelpLine. It may be time to replace the iPro2 recorder.
<p>CareLink iPro software displayed this message during the upload process:</p> <p>iPro2 recorder is not responding. Please confirm the connected device is an iPro2 recorder and try again.</p> <p>The red warning light on the Dock is on.</p> 	<p>The Dock only works with iPro2 recorders. You may be trying to upload the wrong device. The iPro2 recorder has an "i" on the front of it.</p>	<ul style="list-style-type: none"> • If you are sure that the device is an iPro2 recorder, it might not be connected properly. Try disconnecting the iPro2 recorder from the Dock and then reconnecting it. • If the problem continues, check the iPro2 recorder connector pins for moisture, damage, or corrosion. For assistance in locating the connector pins, see the iPro2 System User Guide. If the pins are damaged or corroded, contact the 24 Hour HelpLine. It may be time to replace the iPro2 recorder. • If the iPro2 recorder connector pins are not damaged, the iPro2 recorder might need to be reset. For instructions, see the iPro2 System User Guide.

CareLink iPro software error messages		
Problem	Possible causes	Next steps
<p>CareLink iPro software displayed this message during the upload process in the applet or the CareLink uploader:</p> <p>The iPro2 Recorder battery is not charging properly. Please refer to the User Guide for assistance.</p> <p>Or</p> <p>Possible damage to iPro2 recorder battery. Please refer to User Guide for assistance.</p> <p>The red warning light on the Dock is on.</p> 	<p>The iPro2 recorder battery may be reaching the end of its life. However, this message might appear also if the iPro2 recorder connector pins are damaged or corroded, or if there is moisture in the connector opening.</p>	<ul style="list-style-type: none"> • Disconnect the iPro2 recorder and reconnect it to the Dock. Allow the iPro2 recorder to charge for 20 minutes. The green charging light may flash at first, but if the red warning light turns on again, check the iPro2 recorder connector pins for moisture, damage, or corrosion. For assistance in locating the connector pins, see the iPro2 System User Guide. • If the red warning light continues to turn on, perform a reset as described in the iPro2 System User Guide. Please note that if you saw this error message in CareLink iPro software, the recent patient data was uploaded successfully, but confirm this before performing the reset. If the Dock displays a solid green charging light, the reset was successful. • If the iPro2 recorder connector pins are damaged or corroded, or the Dock still displays a red warning light for the iPro2 recorder after the reset, contact the 24 Hour HelpLine. It may be time to replace the iPro2 recorder.
<p>CareLink iPro software displayed this message during the upload process:</p> <p>Possible damage to iPro2 Recorder circuitry. Please refer to the User Guide for assistance.</p> <p>The red warning light on the Dock is on.</p> 	<p>There may be moisture, damage, or corrosion in the iPro2 recorder connector opening, or the iPro2 recorder may need to be reset.</p>	<ul style="list-style-type: none"> • Disconnect the iPro2 recorder and reconnect it to the Dock. Charge the iPro2 recorder for 20 minutes. If the Dock displays a solid green charging light, the reconnection was successful. • If the green charging light flashes at first, and then the red warning light turns on, check the iPro2 recorder connector pins. For assistance in locating the connector pins, see the iPro2 System User Guide. • If you do not find any problems inside of the connector opening, and the green charging light never remains on without flashing when you connect the iPro2 recorder to the Dock, perform a reset as described in the iPro2 System User Guide, and charge the iPro2 recorder for one hour. Please note that if you saw this error message in CareLink iPro software, the recent patient data was uploaded successfully, but you may wish to confirm this before performing the reset. If the Dock displays a solid green charging light, the reset was successful. • If the red warning light continues to turn on, contact the 24 Hour HelpLine. It may be time to replace the iPro2 recorder.
<p>CareLink iPro software displayed this message during the upload process:</p> <p>Transfer failed: An unrecoverable data error has been detected in the device's data. Please refer to User Guide for assistance.</p>	<p>The data on the iPro2 recorder cannot be recovered. CareLink iPro software cannot complete the data upload. There might be a problem with the device.</p>	<p>Contact the 24 Hour HelpLine for assistance. You may be instructed to reset the iPro2 recorder. Please note that resetting the iPro2 recorder erases all data from the iPro2 recorder.</p>

CareLink iPro software error messages		
Problem	Possible causes	Next steps
<p>CareLink iPro software displayed this message during the meter upload process:</p> <p>An unrecoverable data error has been detected in the device's data. Please refer to the User Guide for assistance.</p>	<p>This message is different from the message above. It appears when CareLink iPro software cannot complete the meter data upload.</p>	<p>Enter the BG meter readings manually using the Logbook screen in CareLink iPro software.</p>
<p>CareLink iPro software displayed this message when initiating an iPro2 upload:</p> <p>More than one iPro2 Dock is connected to the computer. Please connect only one iPro2 Dock.</p>	<p>There may be multiple iPro2 Docks attached to the computer.</p>	<p>Disconnect all Docks except the one containing the iPro2 recorder to upload and try again.</p>

CareLink iPro software error messages		
Problem	Possible causes	Next steps
<p>CareLink iPro software displayed this message during an iPro2 upload:</p> <p>The iPro2 recorder data could not be cleared. Check the patient record to ensure that the data has been received by the CareLink iPro software. You may reset the iPro2 recorder using the iPro2 Dock. For instructions on how to reset the iPro2 recorder, refer to the User Guide</p>	<p>The iPro2 recorder battery might be damaged.</p>	<ul style="list-style-type: none"> • Disconnect the iPro2 recorder and reconnect it to the Dock. Charge the iPro2 recorder for 20 minutes. If the Dock displays a solid green charging light, the reconnection was successful. • If the green charging light flashes at first, and then the red warning light turns on, check the iPro2 recorder connector pins. For assistance in locating the connector pins, see the iPro2 System User Guide. • If you do not find any problems inside of the connector opening, and the green charging light never remains on without flashing when you connect the iPro2 recorder to the Dock, perform a reset as described in the iPro2 System User Guide, and charge the iPro2 recorder for one hour. Please note that if you saw this error message in CareLink iPro software, the recent patient data was uploaded successfully, but you may wish to confirm this before performing the reset. If the Dock displays a solid green charging light, the reset was successful.
<p>CareLink iPro software displayed this message during an iPro2 upload:</p> <p>The iPro2 recorder does not contain any patient evaluation data. Please verify that the correct iPro2 recorder is connected to the computer. If this iPro2 recorder has been reset using the iPro2 Dock reset button, then all data has been cleared.</p>	<p>The iPro2 device contains no patient evaluation data. One of several events might have occurred:</p> <p>The reset button on the iPro2 recorder was pressed.</p> <p>The recorder data has already been read and loaded into CareLink iPro software. The recorder data is cleared intentionally by the CareLink uploader application after the iPro2 recorder is read successfully and accepted by the CareLink iPro software.</p> <p>The iPro2 recorder has not been used in an evaluation; perhaps it is a new recorder or mistaken for another recorder that was used in an evaluation.</p>	<ul style="list-style-type: none"> • Confirm the correct iPro2 device has been uploaded. • If you are uploading the correct iPro2 device, confirm that the current evaluation was not uploaded already, as the data would have been erased upon a successful upload. You can check to confirm the upload occurred in the correct patient record.

NOTE: For definitions of symbols displayed on the device and package labeling, please see: www.medtronicdiabetes.com/symbol-definitions

Glossary

A1C - Glycosylated hemoglobin

Area Under the Curve (AUC) - Indicates the amount in high and low excursions as determined by preset values. Excursion data indicates the frequency of highs or lows. AUC indicates the magnitude of events by showing how far out of range and for how long.

BG - Blood Glucose

BG reading - Blood glucose measurement that is taken by a blood glucose meter.

Calibrate - Check, adjust, or set to a standard. Sensor data is calibrated using BG meter readings.

Docking station (Dock) - Device that performs two functions: uploading glucose sensor data from an iPro2 recorder to CareLink iPro software; and charging the iPro2 recorder. The Dock can be connected to a computer or to an electrical socket.

Evaluation - Refers to the period of time that a patient wears a glucose sensor and iPro2 or Envision Pro recorder. This word also refers to an upload of glucose sensor data from an iPro2 or Envision Pro recorder into CareLink software, along with any Logbook entries and a meter upload from an iPro2 recorder. Each evaluation has its own set of reports.

iPro2 digital recorder (iPro2 recorder) - Device that continuously records sensor glucose data while connected to a glucose sensor. You can upload the data to CareLink iPro software by connecting the iPro2 recorder to a Dock, and view the sensor data on reports.

Logbook - A screen in CareLink iPro software that lets you manually enter events such as BG meter readings, meals, exercise, and medication taken, so that these events show up on reports. The Logbook also displays BG meter readings, and possibly other events, that you upload from a supported blood glucose meter into CareLink iPro software.

Mean Absolute Difference % (MAD%) - Represents the level of accuracy in calibration of the sensor to BG meter readings. The lower this number, the greater the calibration accuracy. MAD% is calculated by taking the difference between closely occurring pairs of sensor glucose and BG meter readings, dividing by the BG meter reading, and then averaging across all pairs.

Mean Absolute Difference (MAD) - Represents the level of accuracy in calibration of the sensor to BG meter readings. The lower this number, the greater the calibration accuracy. MAD is calculated by taking the difference between closely occurring pairs of sensor glucose and BG meter readings and then averaging across all pairs.

Meter - A medical device for determining the approximate concentration of glucose in the blood. A small drop of blood is placed on a disposable test strip, which the meter reads and uses to calculate the blood glucose level. The meter then displays the level in mg/dL or mmol/L.

PDF - Portable Document Format

TLS - Transport Layer Security

Upload - The process of transferring diabetes device data to the CareLink iPro software.

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