

Recent updates:

SEPTEMBER 2018



Hello there!

We are very excited to inform you about our latest updates to your diasend® service.

- New compatible devices with diasend® Transmitter [2](#)
- New compatible devices with diasend® Uploader [3](#)
- New contact number for diasend® support in Germany [4](#)
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Please note!

How to update diasend® Transmitter

If you are using the diasend® Transmitter and want the latest software, please restart it by disconnecting and then reconnecting the power cable. Note that it might take a few minutes for the new update to download and install. Whilst updating, the green ok light will flash rapidly. When the blue light starts flashing slowly your diasend® Transmitter is updated and ready for use.

Are you using a 3G dongle with your diasend® Transmitter? If so, please follow these four simple steps to download and install this system update:

1. Unplug the diasend® Transmitter power cable
2. Unplug the USB hub
3. Reconnect the USB hub
4. Reconnect the diasend® Transmitter power cable

How to update diasend® Uploader

If you are using the diasend® Uploader and want the latest software, please follow the directions when asked if you want to download the new update. Once retrieved, click “Run” or “Continue” to start the installation and don’t forget to restart your computer once the installation is complete. In order to update the diasend® Uploader you need administrative rights to your computer and therefore might need assistance from your local IT support. Please note that this update has to be done within 90 days.



New compatible devices - with diasend® Transmitter



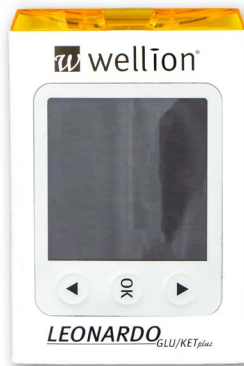
Insulet
Omnipod Dash



Pic
Glucotest



Wellion
GALILEO GLU/KET



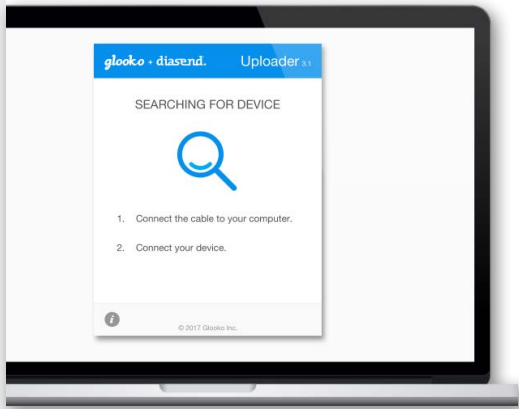
Wellion
LEONARDO GLU/KET



VivaChek
Fad

For specific instructions on how to upload these new devices,
please refer to the Quick Guide for clinics at: <https://support.diasend.com>





New compatible devices - with diasend® Uploader



Insulet
Omnipod Dash



GlucRx
Q



GlucRx
Nexus mini ultra

For specific instructions on how to upload these new devices,
please refer to the Quick Guide for clinics at: <https://support.diasend.com>

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New contact number for diasend[®] support in Germany

The new number if you need to contact diasend[®] support in Germany is 0800 0800 033.

Questions?

Should you have any questions, please do not hesitate to contact our customer support.

SUPPORT
click here

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