



# DreaMed

## Advisor Uploader

### Device Guide

If you need further assistance, contact DreaMed support: [support@dreaMed.ai](mailto:support@dreaMed.ai)  
[www.dreaMed-diabetes.com](http://www.dreaMed-diabetes.com)

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Guides to illustrate how to upload using the Advisor Uploader installed on your computer.

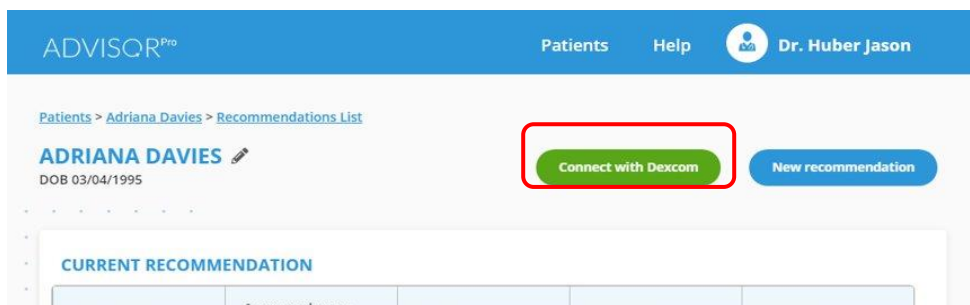
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# Uploading your Dexcom data

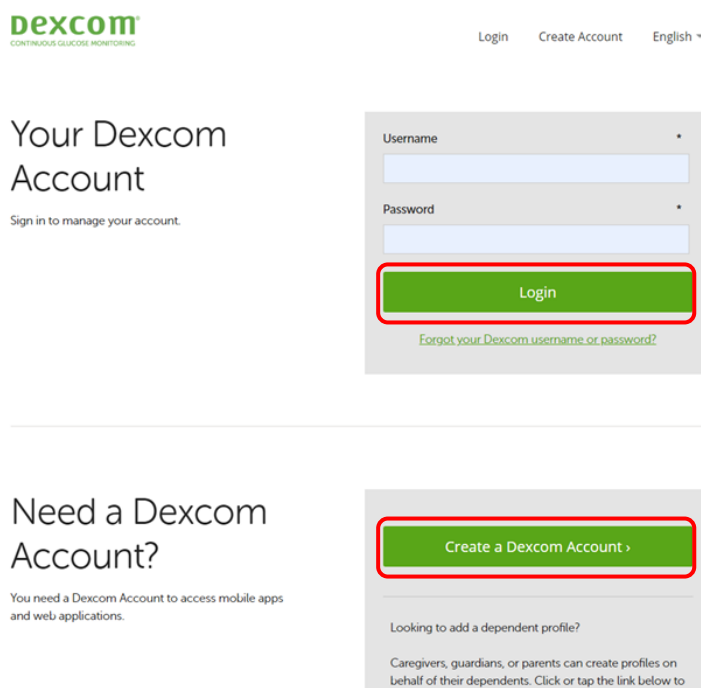
Dexcom data can be shared with Advisor Pro by connecting the Dexcom patient account to Advisor Pro directly. Once connected, Advisor Pro can access the patient data to generate a recommendation without additional actions from the patient or the clinic team.

A patient can connect Advisor Pro with their Dexcom account either from the HCP application, the patient web application or DreaMed Diary mobile application.

To connect a Dexcom account, visit the Patient screen and click the **Connect with Dexcom** button.



The following screen displays. The patient may log in with an existing Dexcom account or with a new one.



Once logged in, the Dexcom screen closes and the screen indicates that the patient is connected with Dexcom.

Once Dexcom account is connected to Advisor Pro, Dexcom readers can be uploaded to Clarity and data will be shared with Advisor directly.

## Uploading Dexcom CGM data from your Mobile phone

If you use your mobile phone to receive Dexcom G5 or G6 CGM data using the Dexcom app: **please connect your Dexcom account to Advisor Pro – see above.**

## Uploading Dexcom CGM data from your Tandem insulin pump

If you use your t:slim X2 as your Dexcom receiver, your Dexcom CGM data will upload along with your insulin pump data: **please follow** [these instructions to upload your t:slim X2 to Advisor](#).

## Troubleshooting

If your Dexcom fails to upload:

- Check that your device is charging when plugged into the cable — if it is not, then you may have a faulty cable or a faulty USB port on your receiver.
- Unplug the device from the micro-USB cable and plug it back in. Wait for the receiver to confirm it is charging before clicking “*Upload*” again.
- Switch the USB port that the Receiver is attached to on your computer, wait for the receiver to confirm it is charging before clicking “*Upload*” again.
- Try another micro-USB cable. Some micro-USB cables are designed to carry a signal for power only.
- If you are on a Windows PC, please make sure you have installed the latest Windows updates as this can keep the computer from correctly recognizing the device.

If you uploaded your data, and see nothing in your Advisor Pro Account:

- Click ‘Refresh’ in the ‘View Current Data’ page or request a new recommendation.
- Please make sure that you are in the correct time period. The Dexcom Receiver only holds up to ~30 days of data.
- The last 3 hours from time of data upload will not appear.

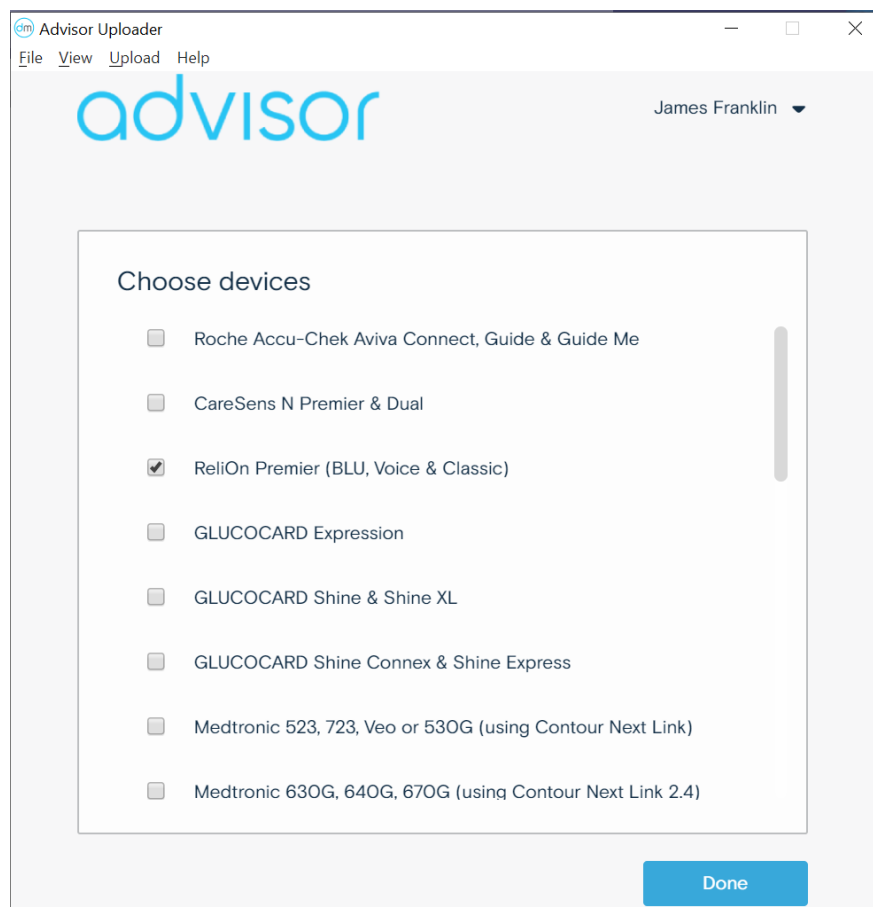
# Uploading your ReliOn Premier BLU, Voice, or Classic meter

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A ReliOn data cable** to connect your ReliOn Premier meter to your computer. Contact Arkray Support at 1-800-818-8877 and use extension 4301 to obtain a cable if you need one.

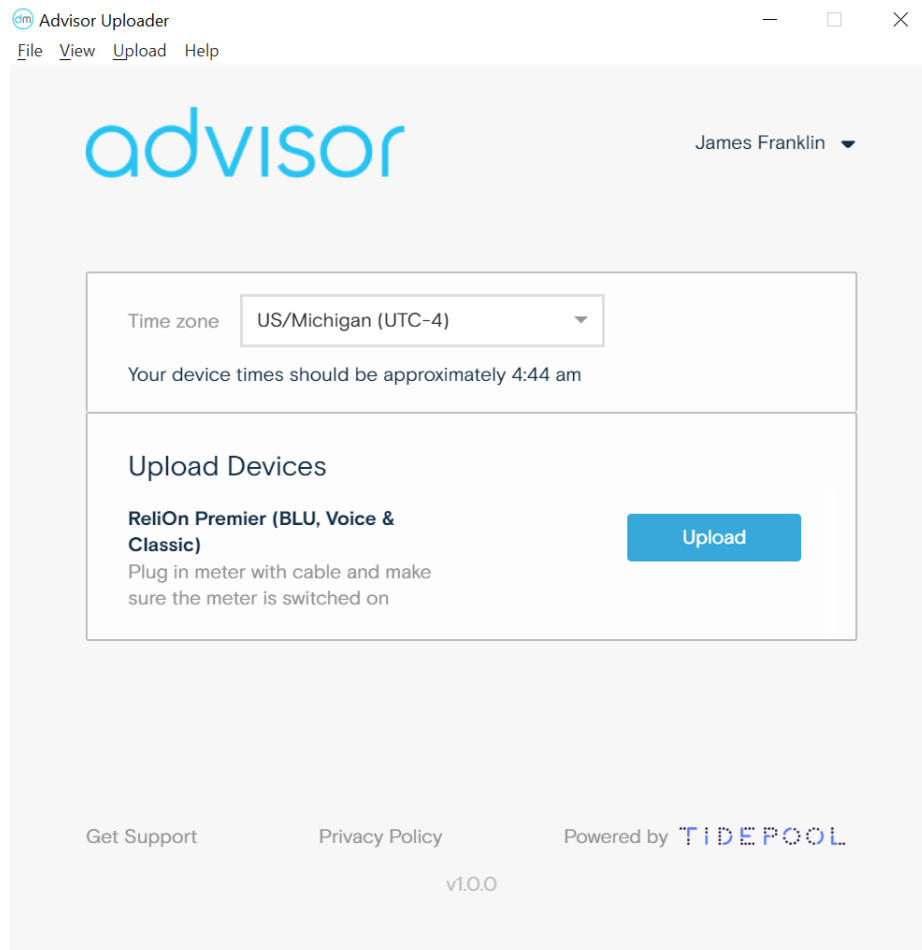
## 1. Connect your device

- Launch Advisor Uploader and log into your account.
- Confirm "ReliOn Premier (BLU, Voice & Classic)" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.
- Connect your ReliOn Premier BLU, Premier Voice, or Premier Classic meter to your computer using the data cable. See the note above for where to obtain a cable if you do not already have one.



## 2. Upload

- Confirm Advisor Uploader is set to the time zone that matches your location.
- Click "Upload" to upload the data from your meter.



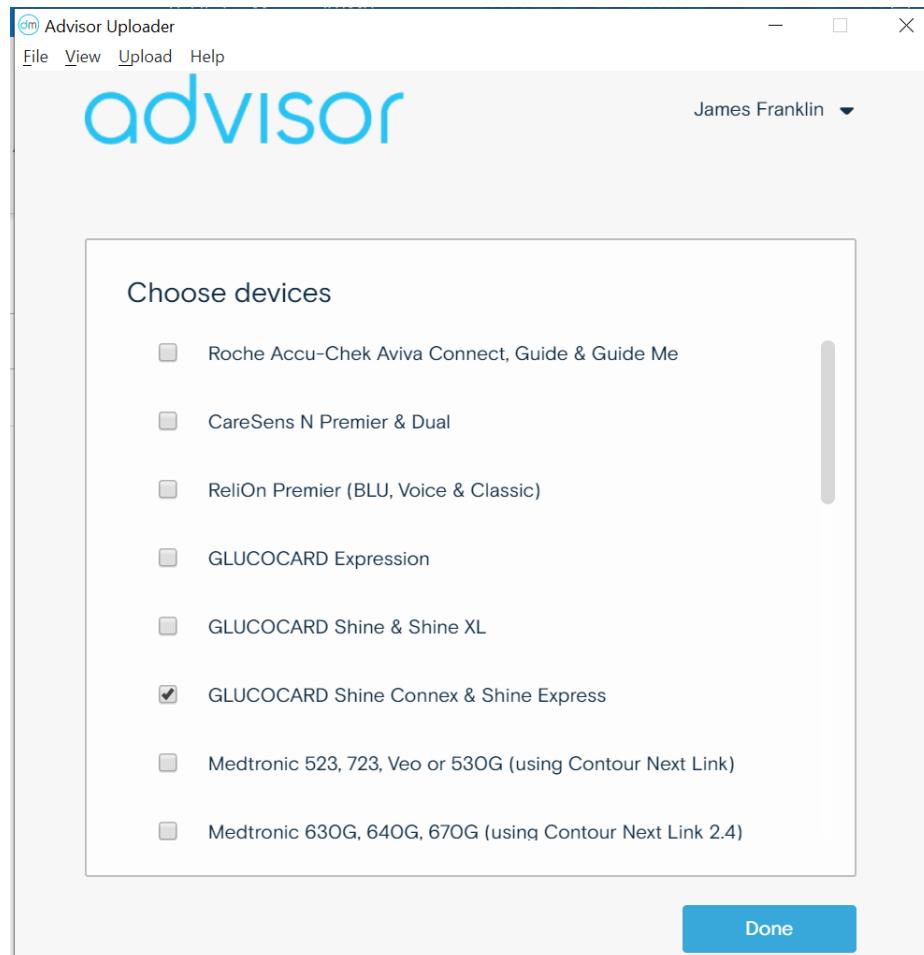
## Uploading your Arkray GLUCOCARD Shine Connex or Shine Express Meter

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A data-capable Micro USB** to connect your Arkray GLUCOCARD Shine Connex or Shine Express meter to your computer.

### 1. Connect your device

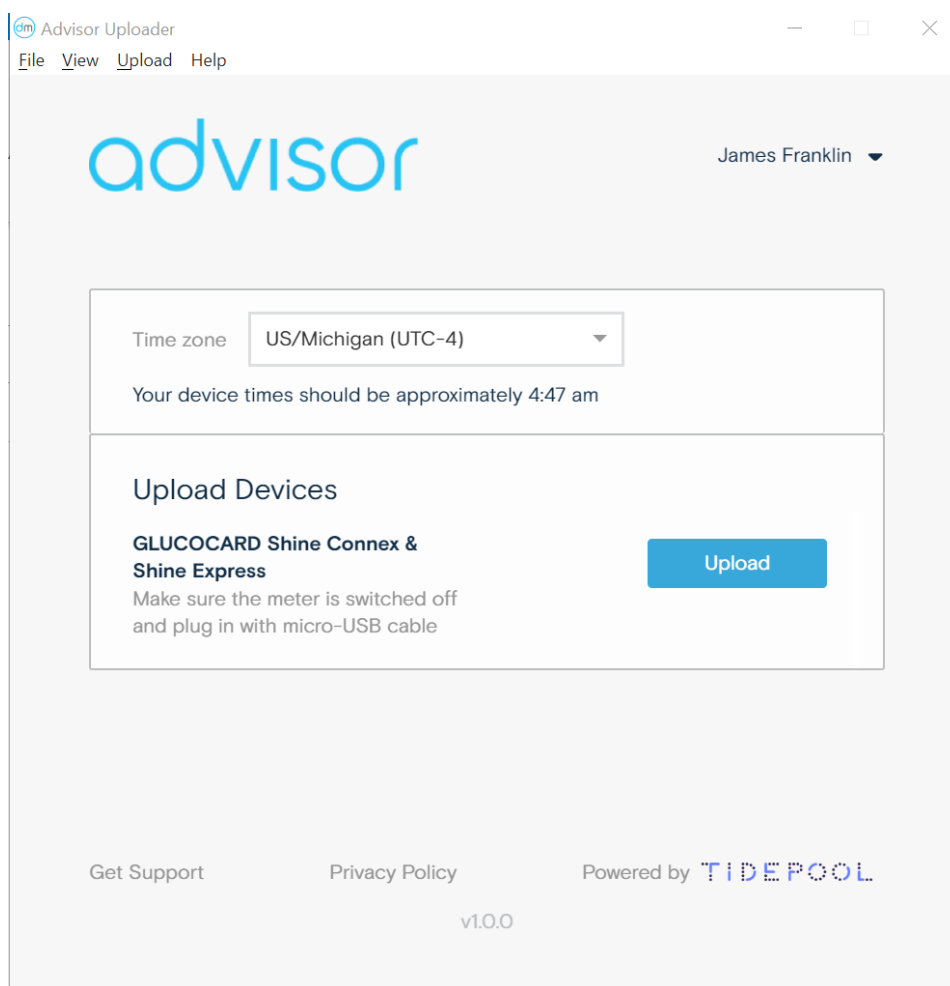
- Ensure your meter is off and then plug your data-capable Micro USB cable into your Shine Connex or Shine Express meter and then into one of the USB ports on your computer.
- Launch Advisor Uploader and log into your account.
- Confirm "GLUCOCARD Shine Connex & Shine Express" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm Advisor Uploader is set to the time zone that matches your location.

- Click "Upload" to upload the data from your meter.



## Uploading your Arkray GLUCOCARD Shine or Shine XL Meter

This article assumes you have:

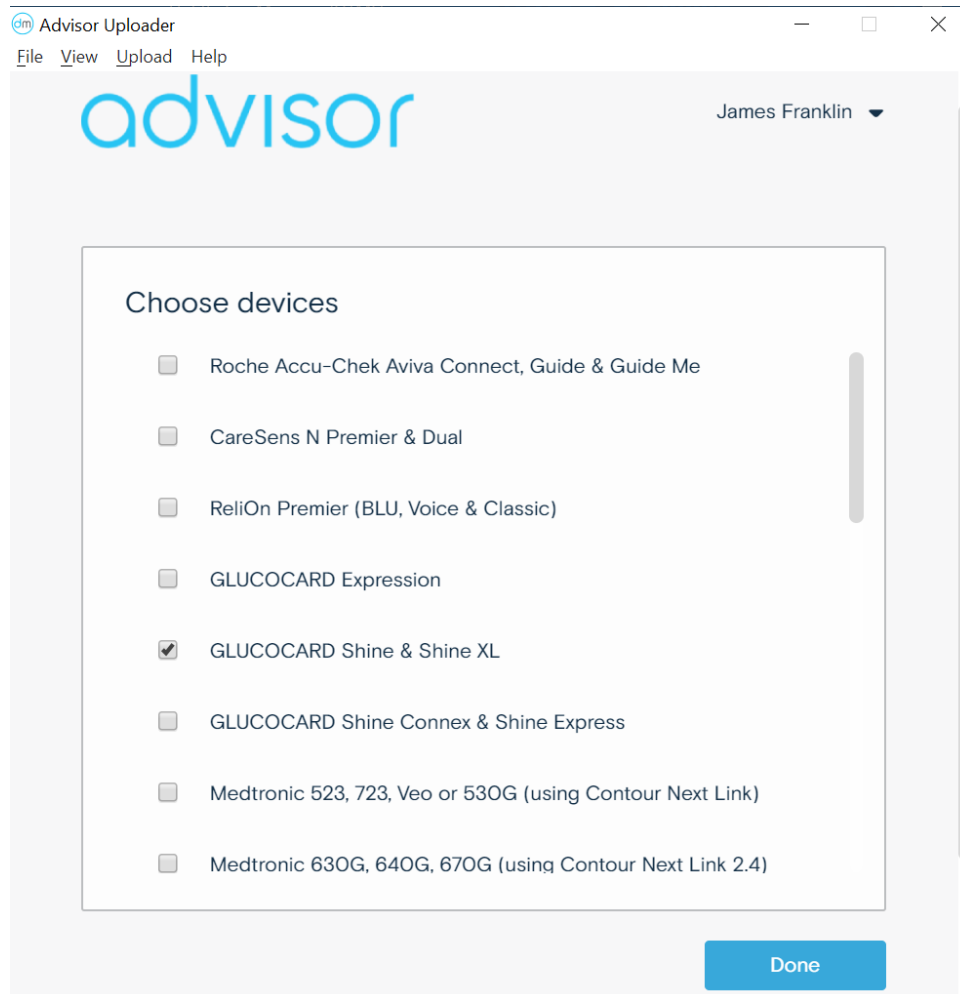
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A GLUCOCARD Shine/Shine XL data cable** to connect your Arkray GLUCOCARD Shine or Shine XL meter to your computer. Contact Arkray Support at 1-800-818-8877 and use extension 4301 to obtain a cable if you need one.

### 1. Connect your device

- Plug the data cable into your Shine or Shine XL meter and then into one of the USB ports on your computer.
  - **For the Shine meter, press the << or >> button.**



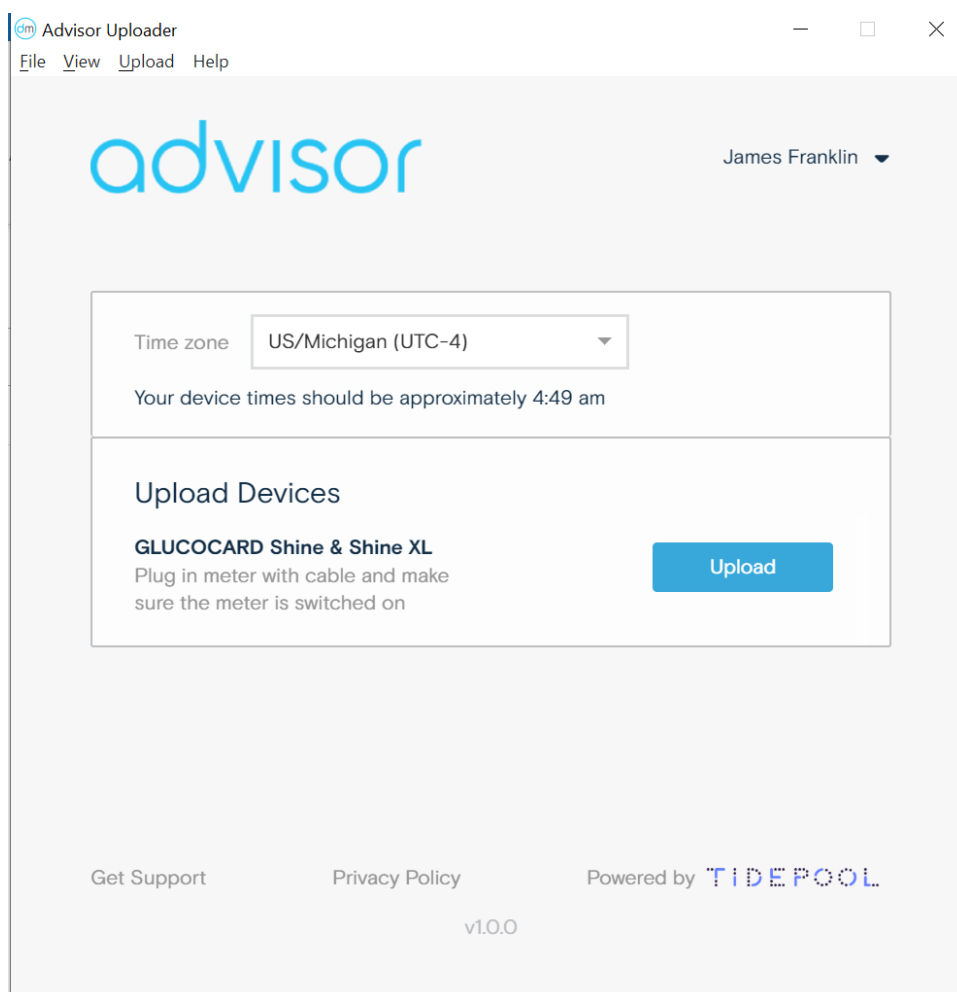
- **For the Shine XL meter, press the < or (|) button.**
- Launch Advisor Uploader and log into your account.
- Confirm "GLUCOCARD Shine & Shine XL" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm Advisor Uploader is set to the time zone that matches your location.

- Click "Upload" to upload the data from your meter.



## Uploading your Arkray GLUCOCARD Expression Meter

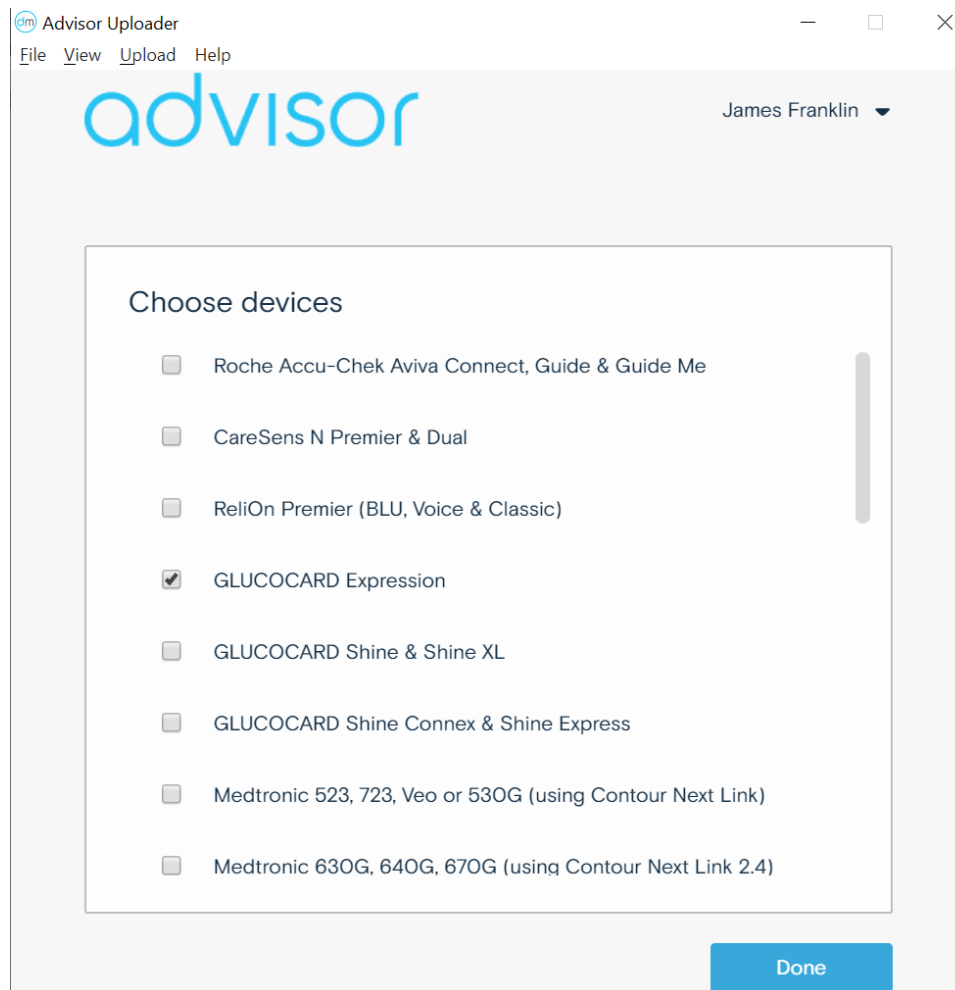
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A GLUCOCARD Expression data cable** to connect your Arkray GLUCOCARD Expression meter to your computer. Contact Arkray Support at 1-800-818-8877 and use extension 4301 to obtain a cable if you need one.

### 1. Connect your device

- Before connecting your Expression meter into your computer via the cable, follow these steps:

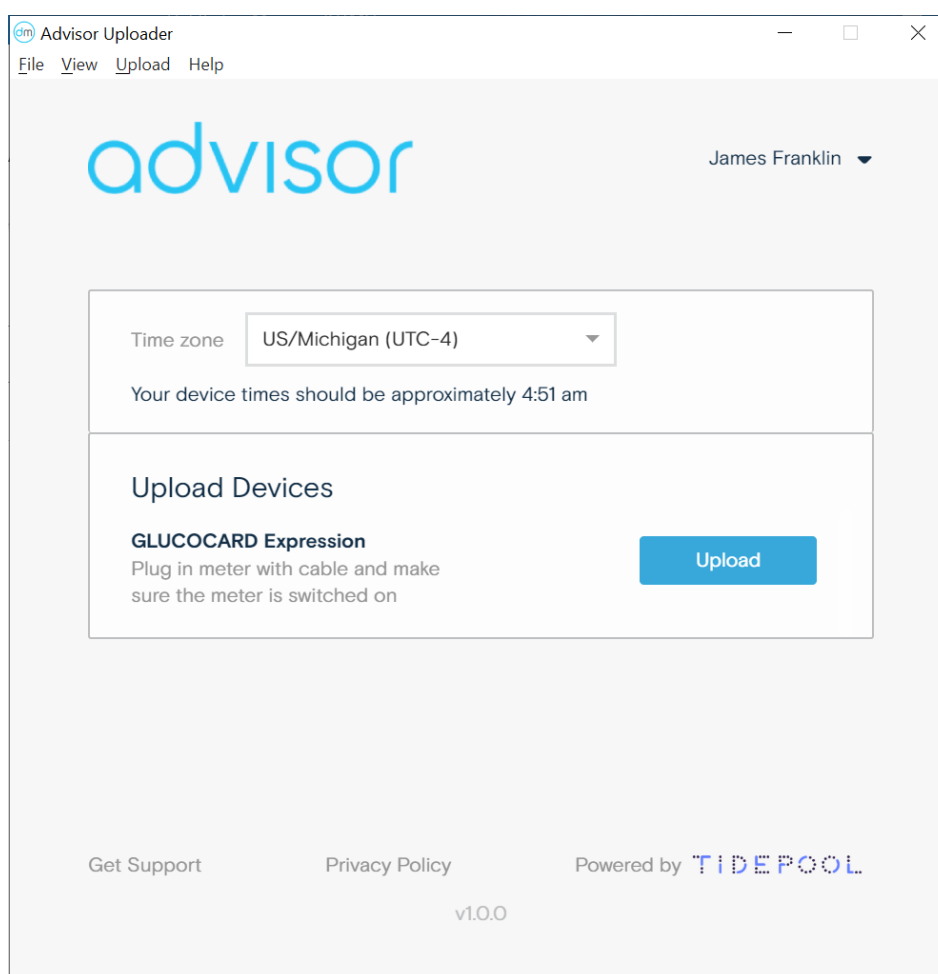
- Press and hold Enter (|) to turn the meter on.
- Press Enter (|) to open the Setup Screen.
- Press the > button once to navigate to the PC Link Mode.
- Press (|) to select PC Link Mode. Wait until you see "PC" blinking on the meter screen.
- Now plug the data cable into your Expression meter into one of the USB ports on your computer.
- Launch Advisor Uploader and log into your account.
- Confirm "GLUCOCARD Expression" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm Advisor Uploader is set to the time zone that matches your location.

- Click "Upload" to upload the data from your meter.



### 3. After Uploading

- When done, unplug the data cable from the computer and meter.
- Press > button to get out of the PC Link Mode, and then hold Enter button to switch the meter off.

## Uploading your Ascensia (Bayer) Contour, Contour Next EZ, Contour Link, or Contour Plus Meter

This article assumes you have:

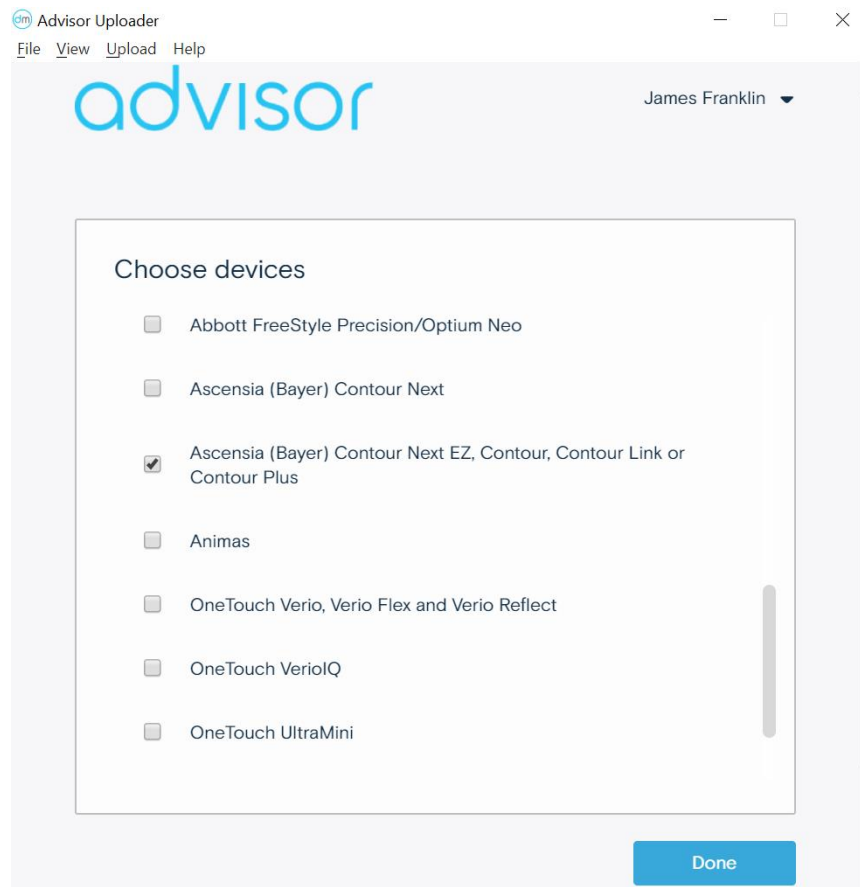
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreame-d-diabetes.com/uploader>.

- **An older Ascensia (Bayer) Contour Meter** - This includes the Contour, Contour Next EZ, Contour Link Meter, and Contour Plus
- **A compatible data cable** - Ascensia no longer sells the cable for these meters, but you can still buy a third-party version from manufacturers on Amazon such as [this cable](#).

If you have a newer Contour Next, Contour Next One, Contour Next USB, Contour USB, or Contour Next Link meter, please see this article - [Uploading your Ascensia \(Bayer\) Meter](#)

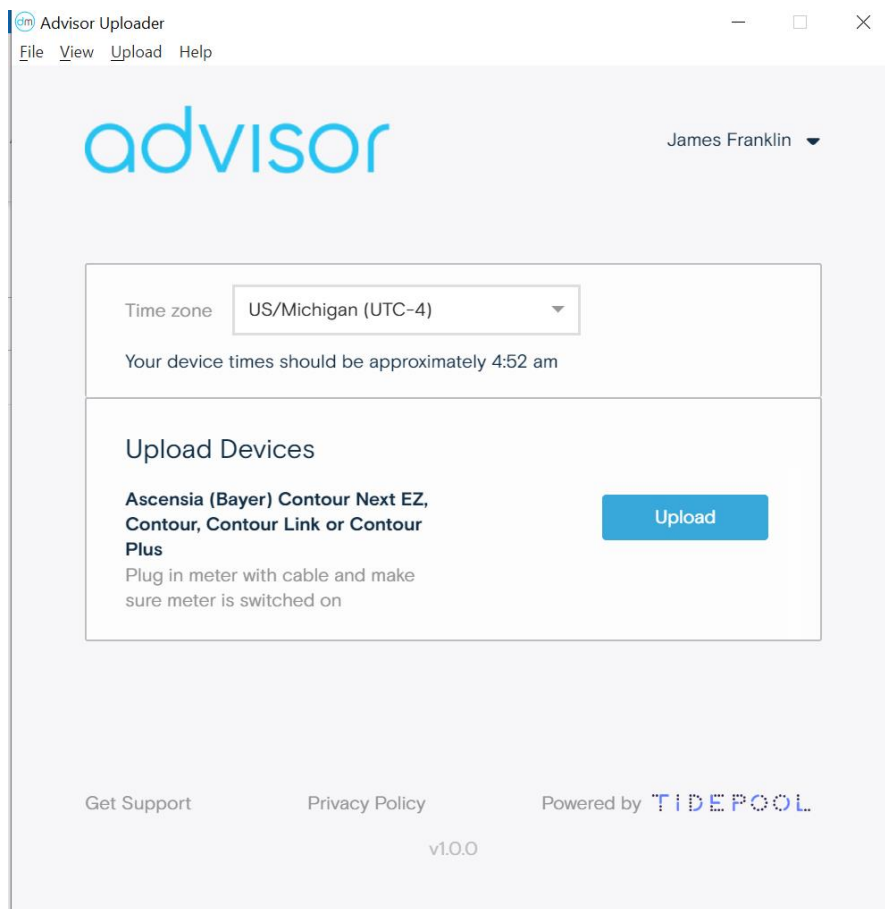
## 1. Connect your Device

- Connect your device to your computer.
- Launch Advisor Uploader and log in to your account.
- Confirm "Ascensia (Bayer) Contour, Contour Next EZ, Contour Link or Contour Plus" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm the Advisor Uploader is set to the right time zone.
- Click "Upload" to upload your data. Leaving the Uploader selected on your computer (in front of other windows) will allow it to execute the upload more quickly.



- After the upload is complete, you can upload another device .

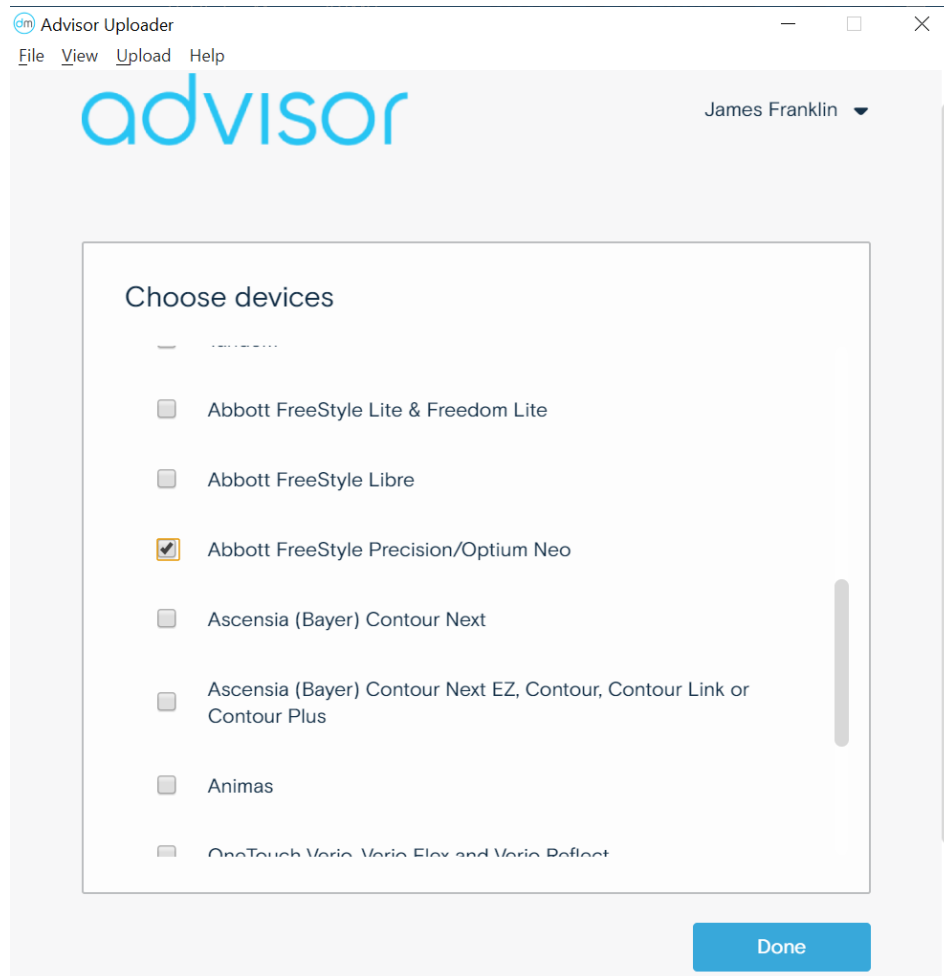
## Uploading your Abbott FreeStyle Precision/Optium Neo Meter

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A micro-USB cable** to connect your Abbott FreeStyle Precision/Optium Neo Meter to your computer.

### 1. Connect your device

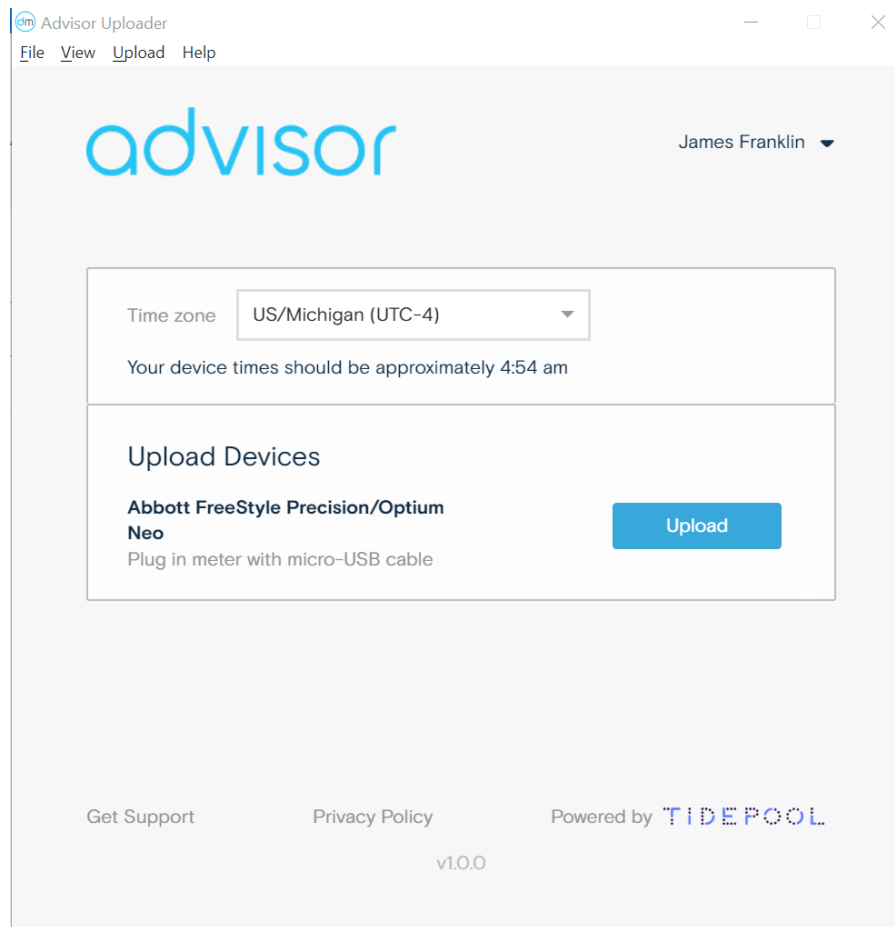
- Plug the micro-USB cable into your Abbott FreeStyle Precision or Optium Neo meter into one of the USB ports on your computer.
- Launch Advisor Uploader and log into your account.
- Confirm "Abbott FreeStyle Precision/Optium Neo" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm Advisor Uploader is set to the time zone that matches your location.

- Click "Upload" to upload the data from your meter.



## Uploading your CareSens N Premier or Dual meter

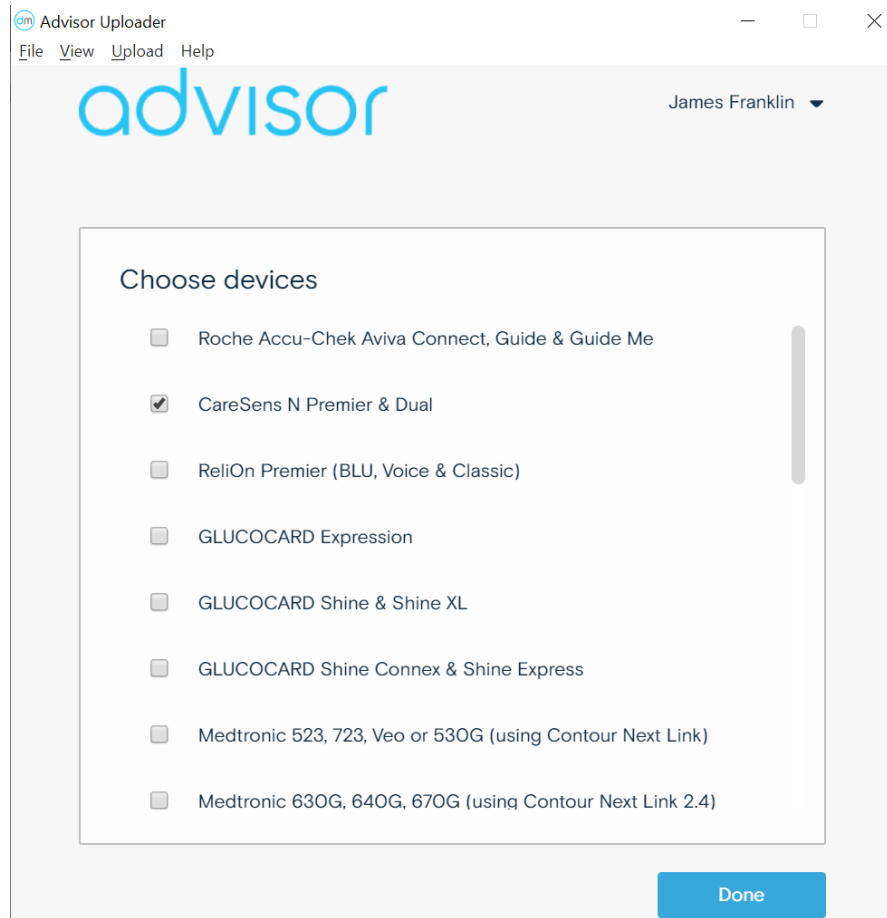
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A CareSens N Premier or Dual meter.**
- If using **Bluetooth**, a macOS computer with Bluetooth 4.0 ([skip to section](#))
- If using **USB**, a **micro USB** cable to connect your **CareSens N Premier or Dual meter**

### 1a. Connect your device (using USB)

- Launch the Advisor Uploader and log in to your account
- Confirm "CareSens N Premier & Dual" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name. After checking the box, click Done.

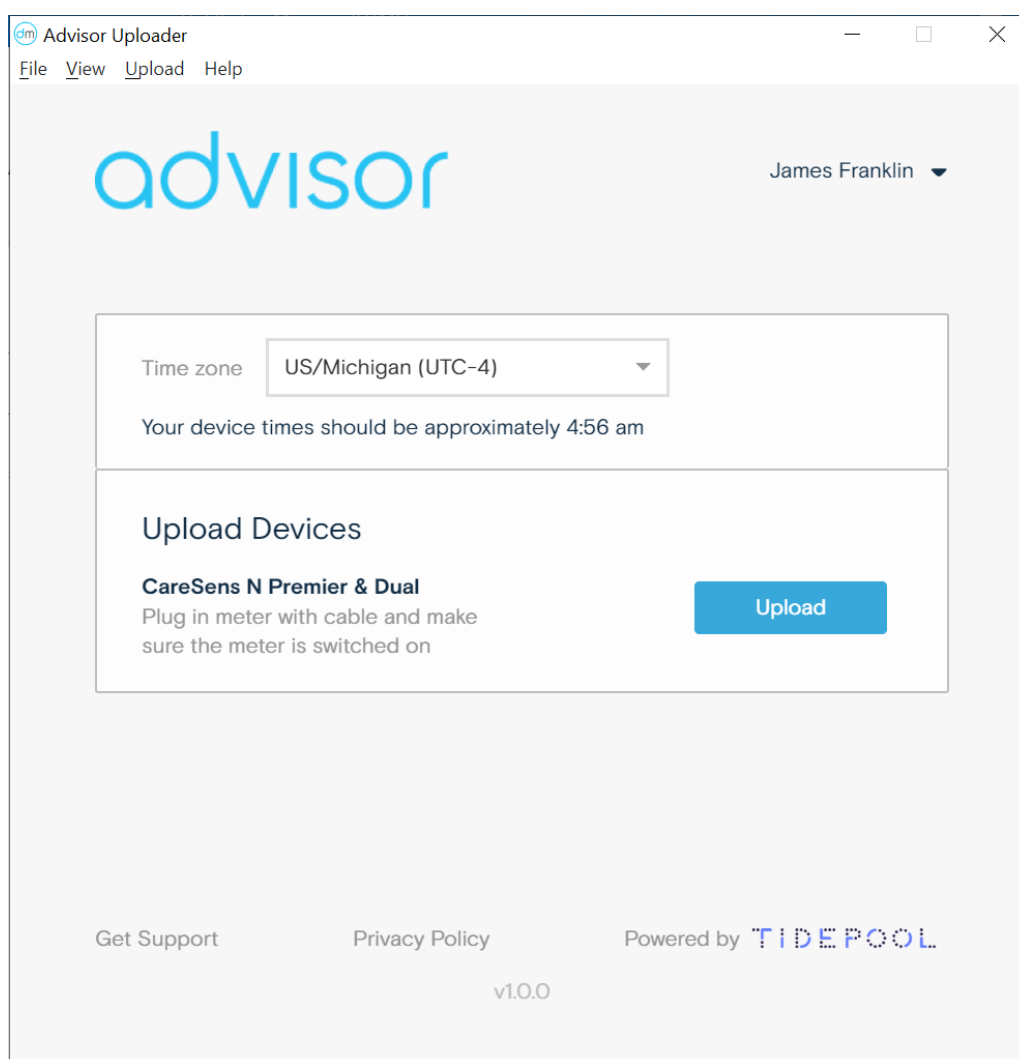




## 2a. Upload Your Data

- Confirm the Advisor Uploader is set to the right time zone.

- Click "Upload" to upload your data.



## 1b. Pairing your meter with the Uploader (using Bluetooth) – Mac Only

- Launch the Advisor Uploader and log in to your account
- Confirm "CareSens N Premier & Dual (using Bluetooth)" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name. After checking the box, click Done.
- Hold in S-button Until "SET" appears on screen.
- Press right arrow to select "YES" and press S-button.
- Press right arrow until it says bT PAIr"
- Press S-button - screen should say "PIIn".
- Click "Upload" in the Advisor Uploader.
- Enter the PIN displayed on the meter and press "OK".

## 2b. Upload Your Data

- If your meter is already paired, you don't need to pair the meter again. Just hold in the right arrow on the meter until "bT SEnd" appears on the screen and then click "Upload" in the Advisor Uploader.
- After the upload is complete, you can upload another device.

## Uploading your Abbott FreeStyle Libre

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **An Abbott FreeStyle Libre or Libre Pro Reader** — the reader stores your blood glucose data.
- **A micro-USB cable** — this will connect your Libre reader to your computer.

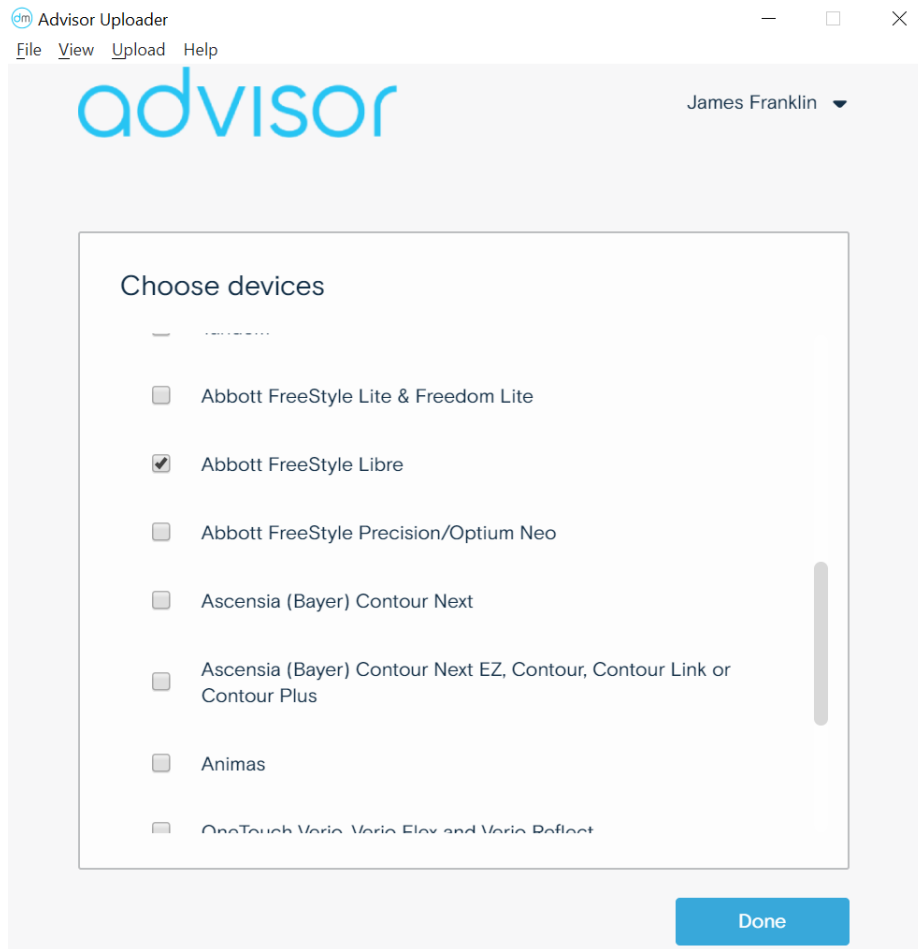
Unfortunately, Advisor Uploader does not support the Libre 2 or Libre 3, or have the ability to connect to the Libre apps on iPhone or Android

### 1. Connect your device

- Using a micro-USB cable, connect your FreeStyle Libre reader to your computer.
- After you connect your reader, please make sure no other software is running on your computer.

### 2. Launch Advisor Uploader

- Launch Advisor Uploader and log in to your account.
- Confirm "Abbott FreeStyle Libre" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



### 3. Upload your data

- Confirm Advisor Uploader is set to the right time zone.

- Click "Upload" to upload your data.

The screenshot shows the 'Advisor Uploader' application window. The title bar reads 'Advisor Uploader' with standard window controls. The menu bar includes 'File', 'View', 'Upload', and 'Help'. The main interface features the 'advisor' logo in blue on the left and the user name 'James Franklin' with a dropdown arrow on the right. A central form contains a 'Time zone' dropdown menu set to 'US/Michigan (UTC-4)', followed by the instruction 'Your device times should be approximately 5:00 am'. Below this, the 'Upload Devices' section lists 'Abbott FreeStyle Libre' with the note 'Plug in meter with micro-USB cable' and a blue 'Upload' button. The footer contains links for 'Get Support', 'Privacy Policy', and 'Powered by TIDEPOOL', along with the version number 'v1.0.0'.

Advisor Uploader

File View Upload Help

advisor

James Franklin ▼

Time zone US/Michigan (UTC-4) ▼

Your device times should be approximately 5:00 am

Upload Devices

**Abbott FreeStyle Libre**  
Plug in meter with micro-USB cable

Upload

Get Support Privacy Policy Powered by TIDEPOOL

v1.0.0

# Uploading your Insulet Omnipod DASH

This article assumes you have:

- **An Insulet Omnipod DASH system.**
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A data-capable micro USB cable.**

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- [2. Select your device](#)
- [3. Upload your data](#)
- [Troubleshooting](#)
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  - b) [PDM/computer connection issues](#)

## 1. Connect your device

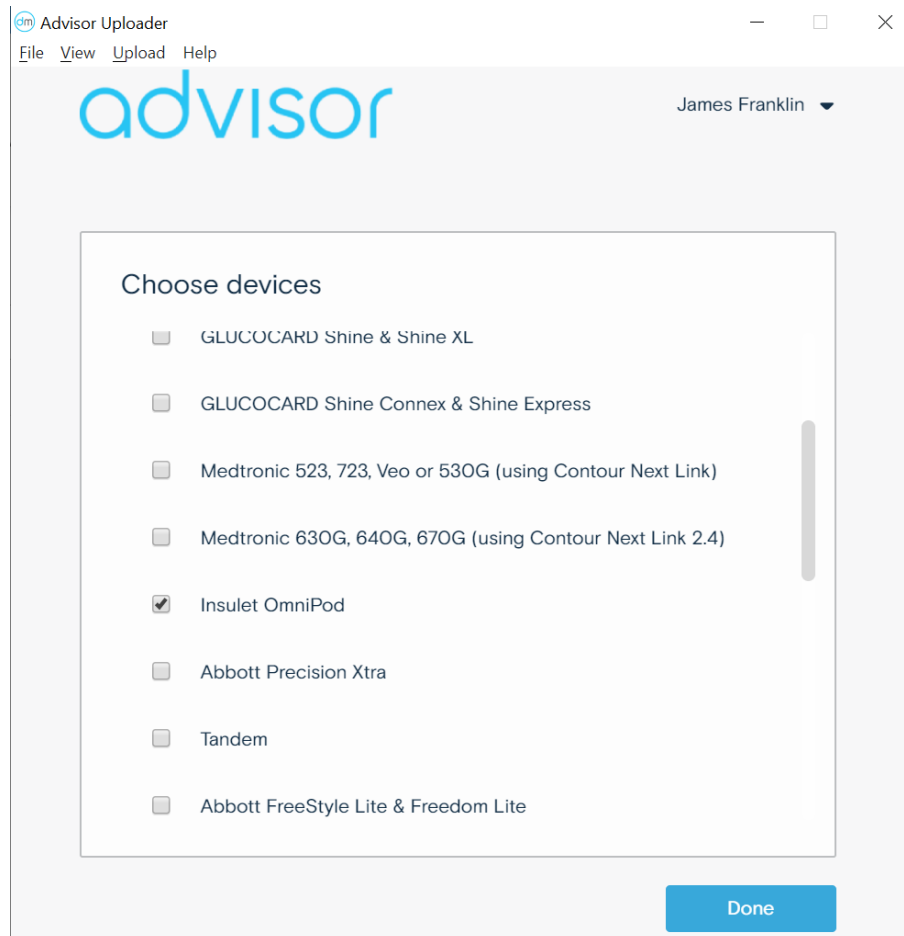
- **Important First Step:** Unlock the DASH personal diabetes manager (PDM) using the PIN number. (If you have forgotten the PIN, you can use the last four digits of the serial number on the back of the DASH PDM.)
- After unlocking your PDM, connect your DASH PDM to your computer, and tap "Export" on the DASH PDM screen.

If you do not see the Export button, unplug your PDM from the computer, ensure the PDM is unlocked, and then reconnect to your computer via the Micro USB cable.

Once the export is complete you will receive a message on the DASH PDM screen saying, "Your PDM data is ready for export."

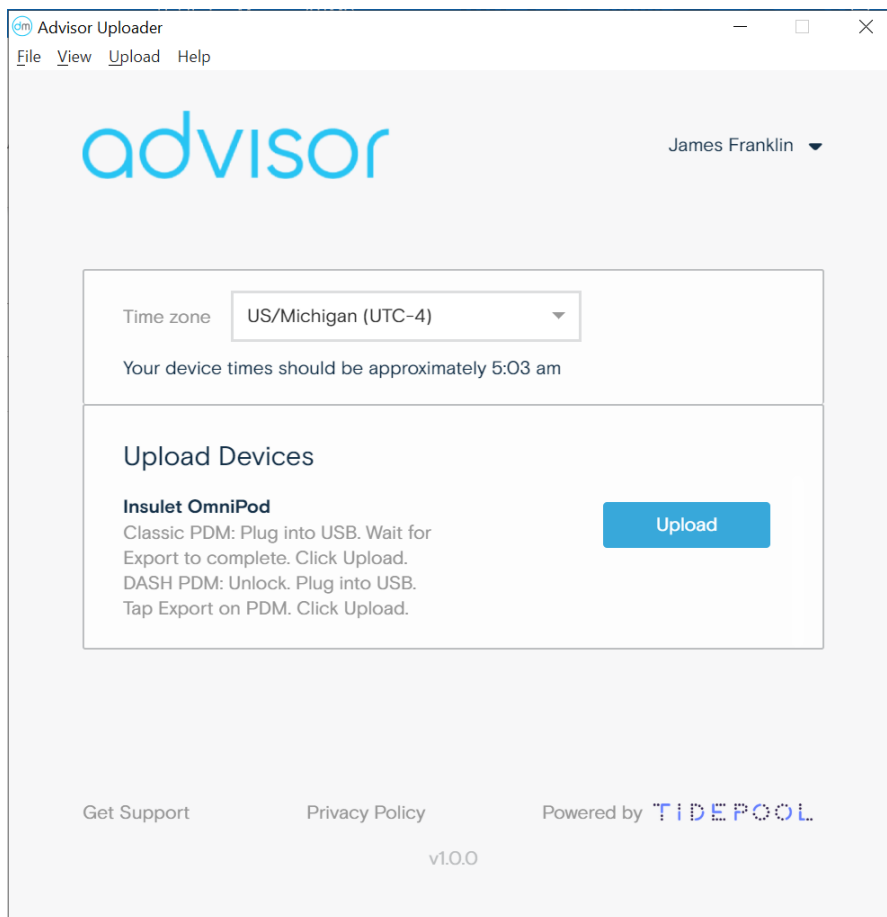
## 2. Select your device

- Launch Advisor Uploader and log in to your account.
- Confirm "Insulet Omnipod" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



### 3. Upload your data

- Confirm Advisor Uploader is set to the right time zone and that your DASH PDM has the correct date and time set on the device.



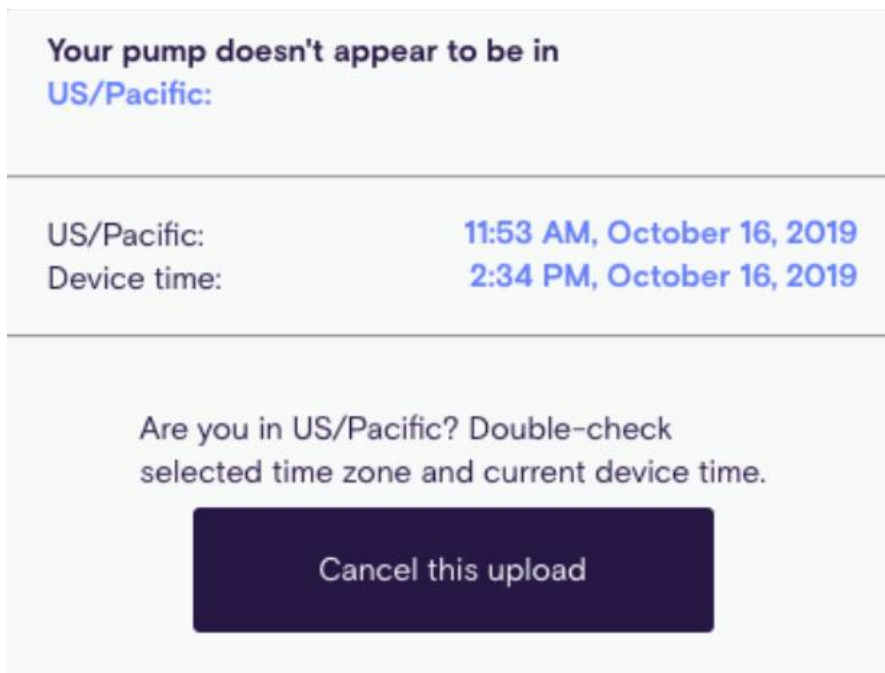
- Click the "Upload" button in Advisor Uploader to begin the upload of the data from your DASH PDM.

## Troubleshooting

### a) Error Message about DASH PDM having the wrong time or date

Advisor Uploader is looking at the date and time inside the special file that was exported from your DASH PDM. If more than 15 minutes have passed since when you exported the file, Advisor Uploader thinks the date/time is wrong on your DASH PDM and will show an error message that looks like this





The solution to this is to disconnect your DASH PDM from your computer and go through the steps again to generate a new export. Follow the instructions in Section [1. Connect your device](#) again and retry your upload

#### b) PDM/computer connection issues

If you connect your DASH PDM but it does not appear to respond to the computer's connection, you may need to try a different USB cable. Some micro USB cables are power only and do not have the circuitry for a data connection. If you have a cable that you know carries data, please try another USB port on your computer.

## Uploading your Animas Ping or Vibe Insulin Pump

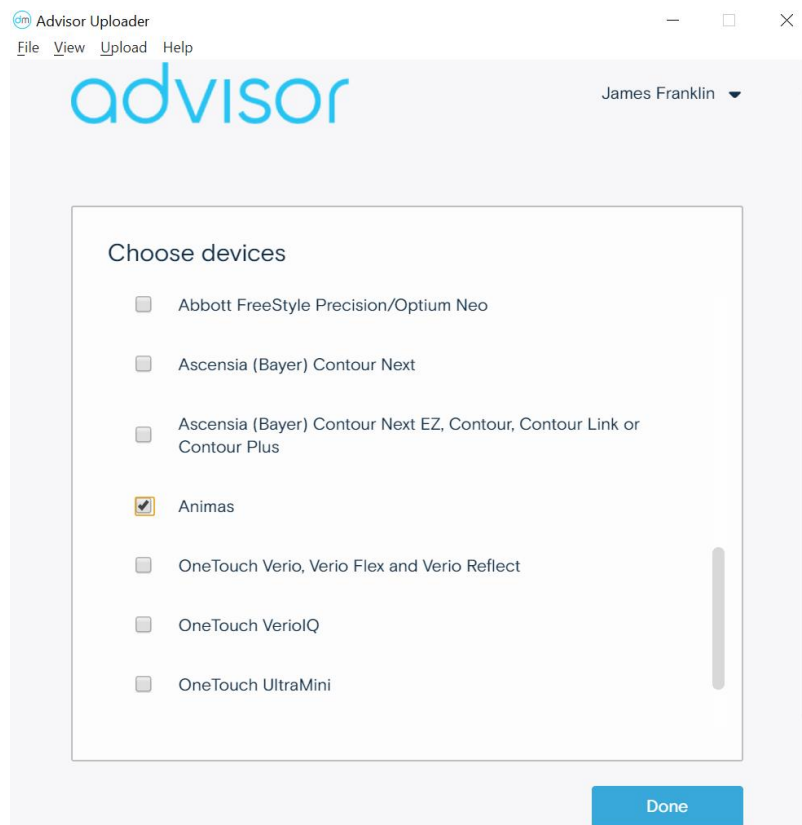
This article assumes you have:

1. **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
2. **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
3. **An Animas Ping or Vibe insulin pump.**
4. **An Animas IR Cable** (pictured below) - to read data from an Animas pump, you must use a custom USB-to-infrared cable. This is the cable that typically comes with the Animas pump.

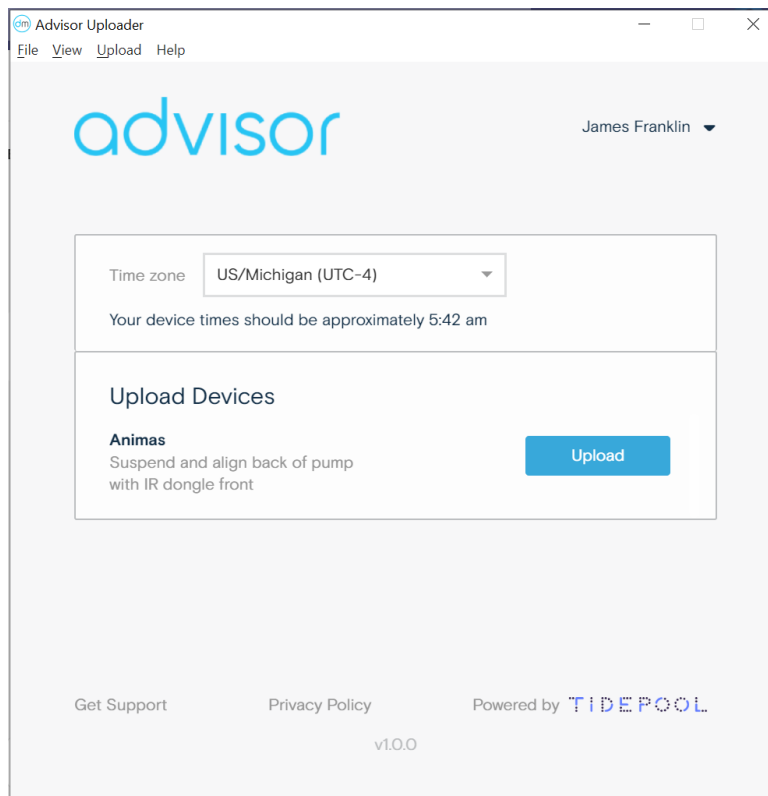


## 1. Connect your device

- Connect the Animas IR Cable to your computer.
- Launch the Advisor Uploader and log in to your account.
- Confirm "Animas" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



- Confirm the Advisor Uploader is set to the right time zone.



- Disconnect your Animas pump and put it in Suspend mode.
- **Note:** you must upload your pump within 15 minutes of suspending, or you will receive an error that the time does not match the pump. If this happens, you will need to unsuspend the pump and re-suspend before attempting to upload again.
- Align the back side of the pump with the end of the IR cable. Ideally, the cable and the device will be a few inches apart. If the pump and the IR dongle are not communicating as intended, try turning the cable's end onto its side, or raising the IR dongle to get the pump and cable into closer alignment.



- The pump screen must stay lit and the pump and cable must remain in alignment for the duration of the upload. Please do not move either device.

## 2. Upload your device

Click Upload. Leaving the Uploader selected on your computer (in front of other windows) will allow it to execute the upload more quickly. If you are using your Animas Vibe as your Dexcom G4 receiver, your Dexcom data will upload along with your pump data.

After the upload is complete, resume insulin delivery. You can upload another device.

# Uploading your Insulet Omnipod

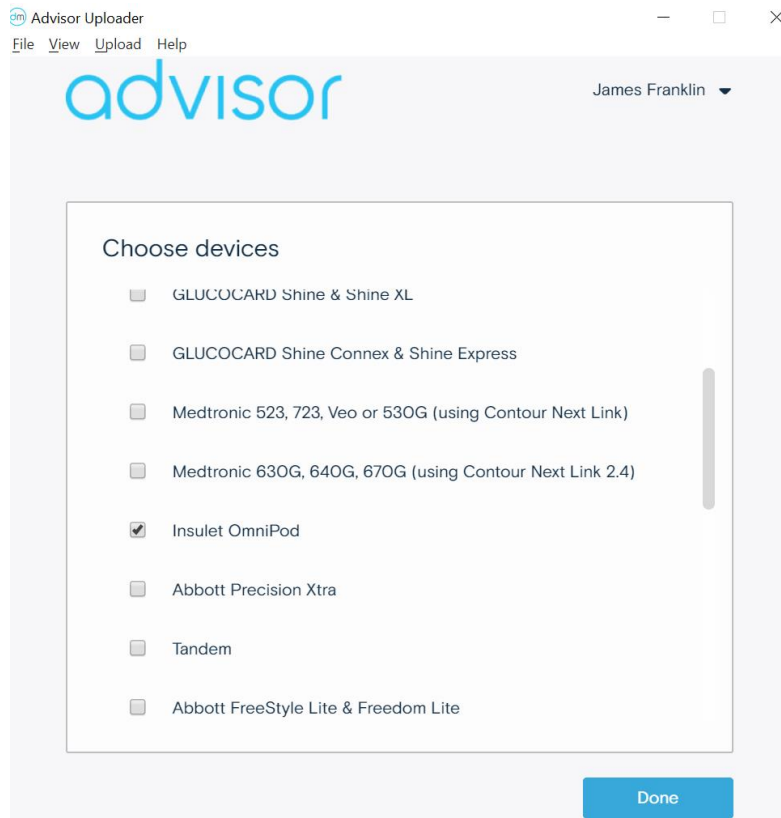
If you are using the Omnipod DASH system, please see this guide - [Uploading your Insulet Omnipod DASH](#)

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **An Original Omnipod PDM and a USB A-Male to Mini-B cable** - Your PDM should have come with this cable, but if you need to purchase a replacement here is a link on Amazon to buy one - [AmazonBasics USB A-Male to Mini-B](#)

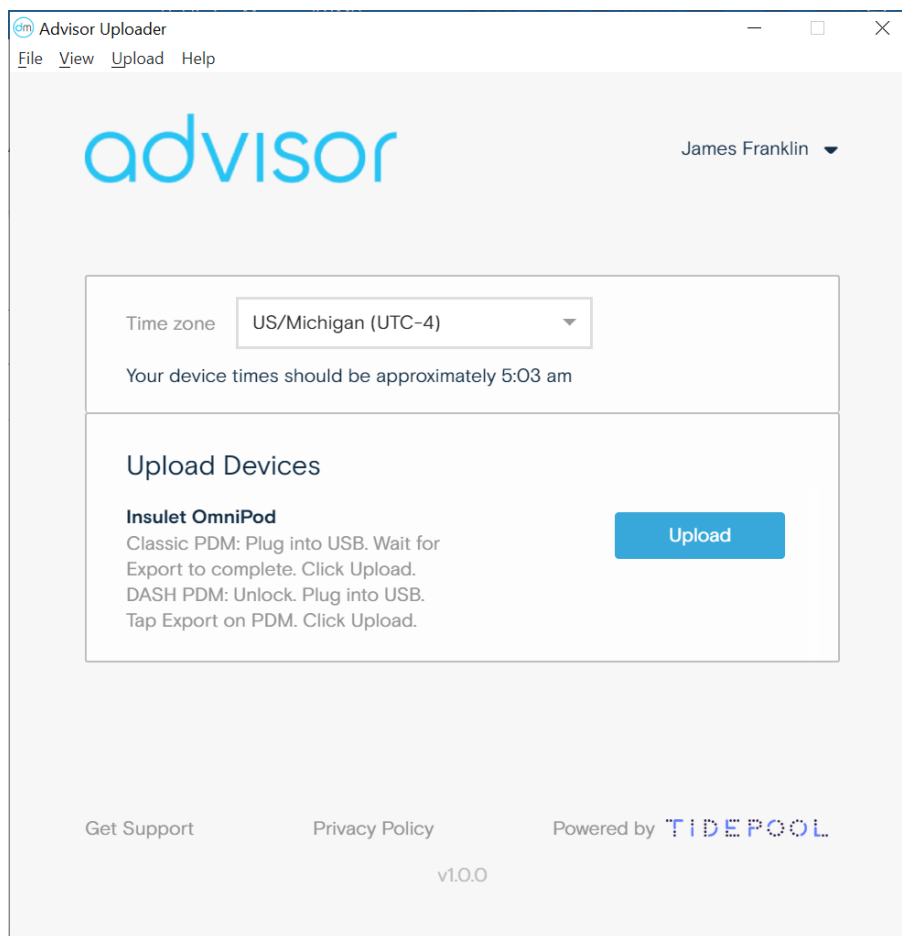
## 1. Connect your device

- Connect Your Omnipod PDM to Your Computer. Wait for the PDM to read "USB device ready" at the top of the screen before proceeding.
- Launch the Advisor Uploader and log in to your account.
- Confirm "Insulet Omnipod" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload your data

- Confirm that the Advisor Uploader is set to the right time zone and that your PDM has the correct date and time set on the device.



- Click the "Upload" button in Advisor Uploader to begin the upload of the data from your PDM.

## Uploading your Medtronic 523, 554, 530G, 723, or 754 Insulin Pump

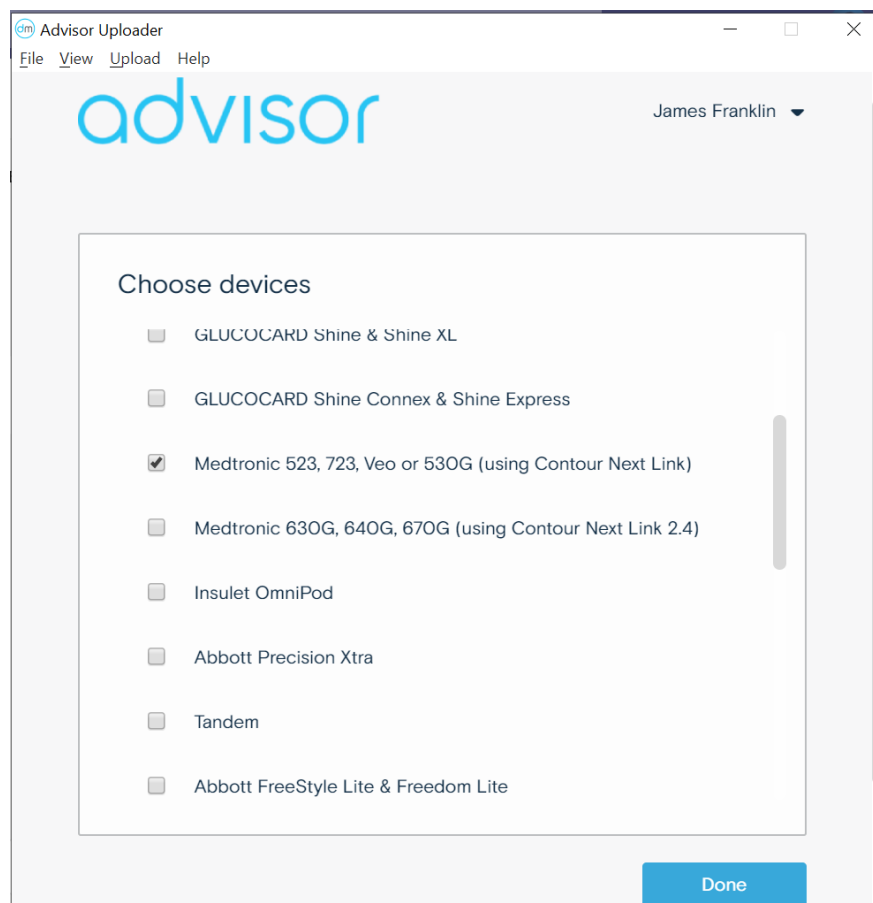
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
  - **A Medtronic 523, 554, 530G (551/751), 723, or 754 Insulin Pump.**
  - **A Contour Next LINK Meter.** Please confirm the back of your meter reads "Contour Next Link". It's easy to get this meter confused with the Contour Next Link 2.4 meter, which will only work with newer Medtronic 6xx pumps.



## 1. Connect your device

- Confirm “Medtronic 523, 723, Veo or 530G (using Contour Next Link)” is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name



- Enter your insulin pump’s serial number. If you are uploading from your personal computer, you can check “Remember serial number” to have the Advisor Uploader remember your serial number

Advisor Uploader

File View Upload Help

advisor

James Franklin

Time zone US/Michigan (UTC-4)

Your device times should be approximately 5:44 am

Upload Devices

**Medtronic 523, 723, Veo or 530G**

Connect your Contour Next Link to your computer

Enter your 6 digit serial number found on the back of your pump.

123456

☒ Remember serial number

Upload

Get Support Privacy Policy Powered by TIDEPOOL

v1.0.0

- Connect your Contour Next Link meter to one of your computer's USB ports.

## 2. Upload your data

- Confirm Advisor Uploader is set to the time zone that matches your location
- Click Upload





- After your upload is complete, you can upload additional devices, or click “See data” to view your diabetes data.

## Troubleshooting Tips

1. Make sure you have the latest version of Advisor Uploader installed. See our [Advisor Uploader](#) guide for instructions on how to update.
2. Confirm the serial number you entered in the Uploader matches your Medtronic 523, 554, 530G, 723, or 754 insulin pump.
3. Shut down and restart the Advisor Uploader if it has been left open for an extended period of time.
4. Disconnect/reconnect your **Contour Next Link** meter if it has been connected to your computer for an extended period of time.

If you are seeing an error repeatedly after trying to upload your Medtronic 523, 554, 530G, 723, or 754 insulin pump, please copy the error message text or capture a screenshot of the error message and contact us at [support@dreamed.ai](mailto:support@dreamed.ai) so we can diagnose the problem.

## About Our Medtronic Upload Compatibility

Advisor Uploader is currently compatible with Medtronic 523, 554, 530G, 630G, 640G, 670G, 723, and 754 insulin pumps. [Click here to view our guide for uploading 630G, 640G, and 670G insulin pumps.](#)

Why doesn't Advisor Uploader work with Medtronic 522 or 722 insulin pumps?

As far as Medtronic 522 and 722 insulin pumps are concerned, the main issue for us relies in extracting reliable scheduled basal rate start times. While we can extract all of the settings

from Medtronic 522 and 722 insulin pumps, including scheduled basal schedules, the problem is that these pumps do not store when the scheduled basal actually starts.

Because the programmed start time and the actual start time can be affected by various factors, they are not always the same. Trying to infer when the scheduled basal rates actually start and stop, when we only have temp basal start events, suspend/resume times, and basal schedule settings is not worth the risk of presenting possibly inaccurate information.

## Uploading your Medtronic 630G, 640G, or 670G insulin pump

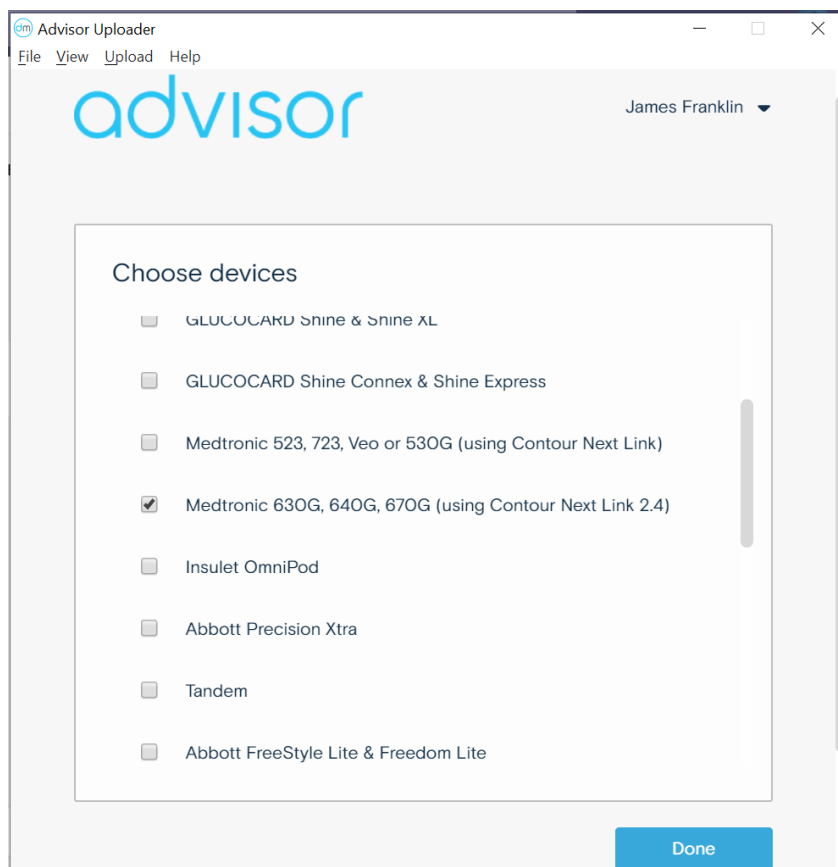
This article assumes you have:

1. **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
2. **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
3. **A Medtronic 630G, 640G, or 670G insulin pump.**
4. **A Contour Next Link 2.4 Meter.** Please confirm the back of your meter reads "Contour Next Link 2.4." It's easy to get this confused with other Contour Next Link meters because the text is light and the "2.4" is printed in small text. **Please note: The Uploader will not work with the CareLink Stick 2.4 at this time** — we only work with the Contour Next Link 2.4 Meter.



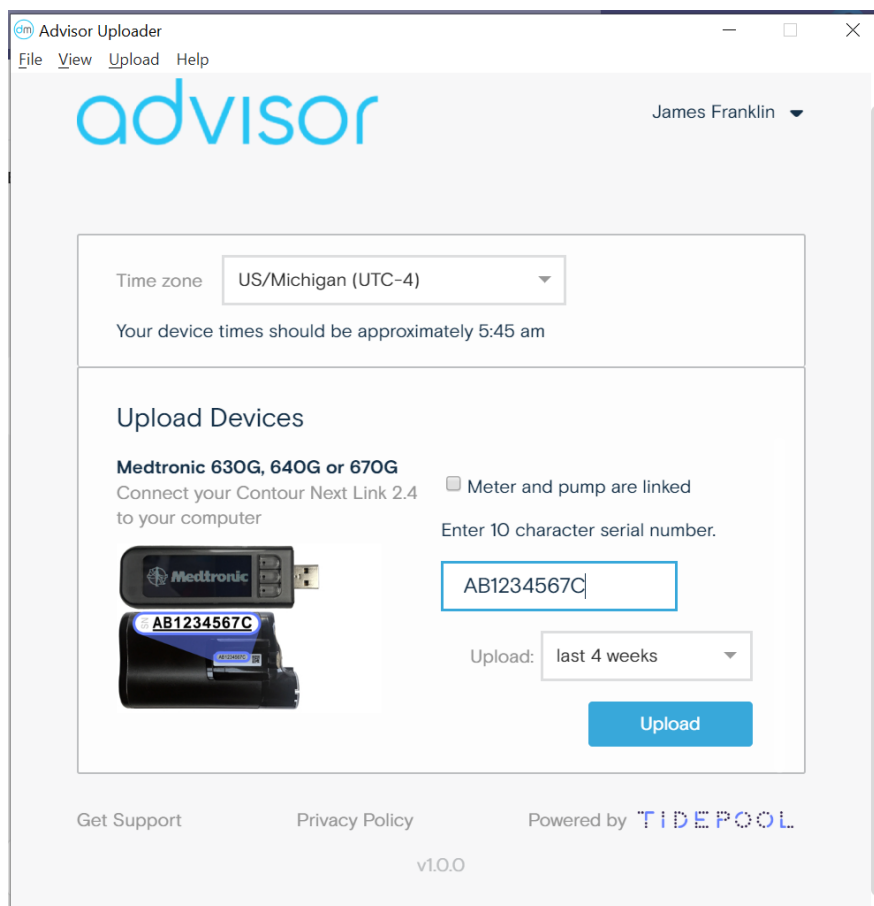
### 1. Choose your device

- Confirm "Medtronic 630G, 640G, or 670G (using Contour Next Link 2.4)" is one of your devices. Or you can change your devices by selecting "Choose Devices" from the menu under your name.



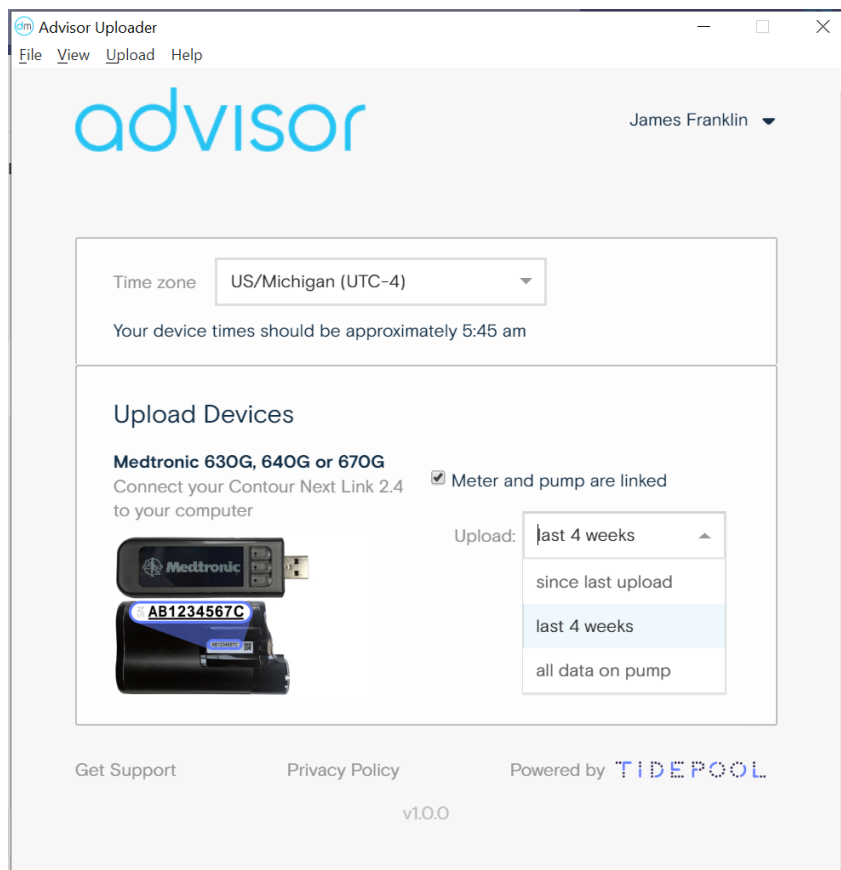
## 2. Confirm if your meter and pump are linked

- If your insulin pump and Contour Next Link 2.4 meter are linked, check the "Meter and pump are linked" checkbox.
- If the pump and meter are not linked, uncheck "Meter and pump are linked", and enter your insulin pump's serial number found on the back of the pump.



### 3. Connect your device

- Connect your Contour Next Link 2.4 meter to one of your computer's USB ports.
- Select the amount of data you wish to upload.

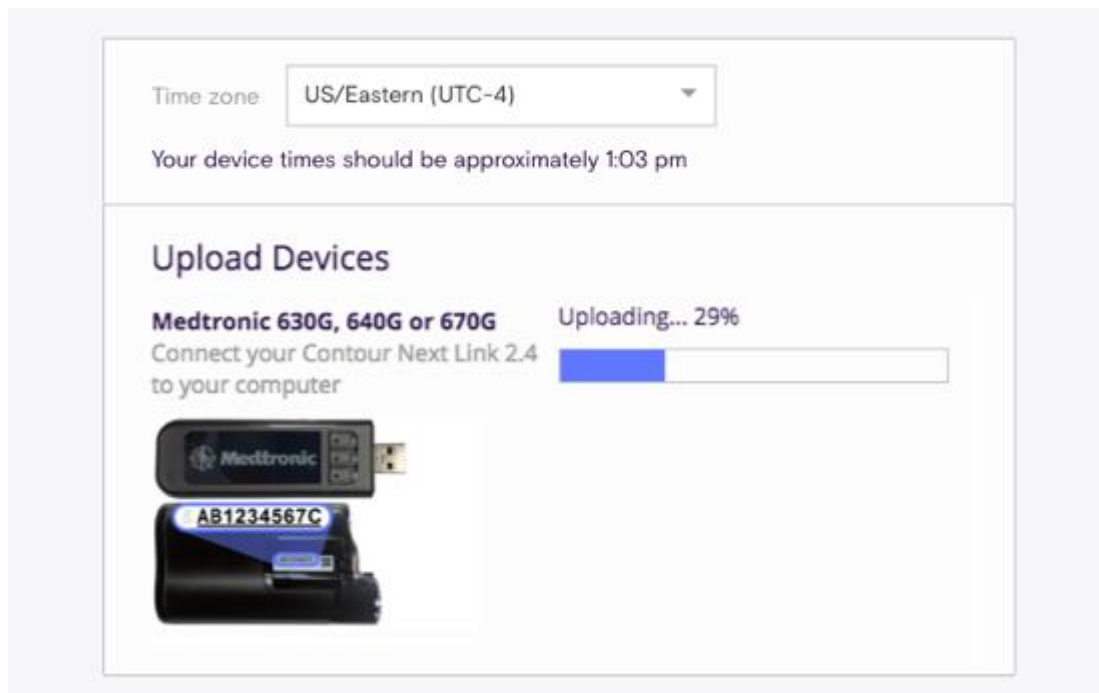


Please note: Your first upload of a Medtronic 630G, 640G, or 670G insulin pump, especially if your pump has lots of data on it, will take a little time. After the first one, future uploads will be much quicker.

- **Clinicians:** Selecting "last 4 weeks" is recommended for initial uploads only.

## 4. Upload your data

- Click Upload.



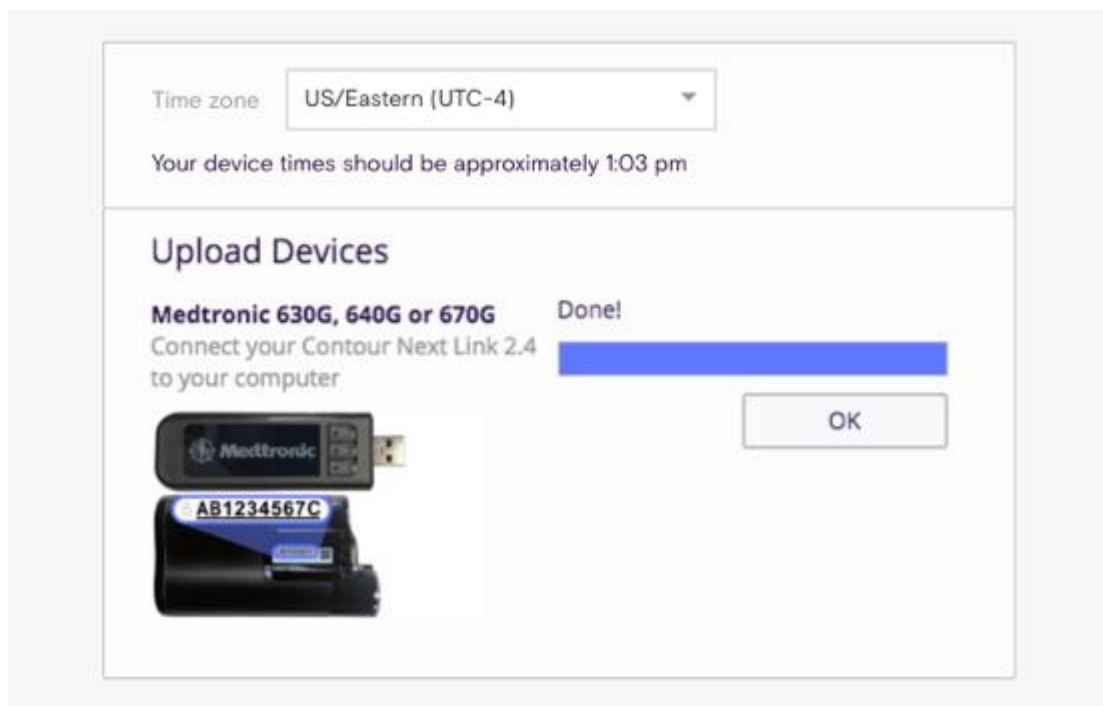
- If you are using an un-linked meter to upload data, you will need to confirm the connection request on your pump before the upload can proceed.



- Select **Yes** to begin the upload.



- 



## Other Troubleshooting Tips

- Confirm you have downloaded the latest version of the Advisor Uploader. The version of the Uploader can be found in the footer of the Uploader window. You can download the latest version at <https://dreamed-diabetes.com/uploader>.
- Disconnect/reconnect your Contour Next Link 2.4 meter if it has been connected to your computer for an extended period of time.
- Shut down and restart the Advisor Uploader if it has been left open for an extended period of time.
- Confirm the serial number you entered in the Uploader matches your Medtronic 630G, 640G, or 670G insulin pump.
- If possible, clear all pump error messages prior to uploading your Medtronic 630G, 640G, or 670G insulin pump.
- If you do not see "Medtronic 630G, 640G, 670G (using Contour Next Link 2.4)" as a device you can upload, you may need to add that device to your list. [Follow this guide to add a new device.](#)
- If you are seeing an error repeatedly after trying to upload your Medtronic 630G, 640G, or 670G insulin pump, please copy the error message text or capture a screenshot of the error message and contact us at [support@dreamed.ai](mailto:support@dreamed.ai) so we can diagnose the problem.

## Uploading your Tandem insulin pump

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A Tandem insulin pump** — Advisor Uploader is compatible with t:slim, t:slim G4, t:flex, and t:slim X2 insulin pumps.
- **A micro-USB cable** — this is a common cable and one should have come with your pump. *If you receive an error message, "Error: Hmm, your device doesn't appear to be connected" please try another micro-USB cable that you are using is capable of carrying data. (Many that come with devices can only be used to recharge).*

For more information about viewing data from your Tandem t:slim X2 insulin pump with Control-IQ technology, please see [this support article](#)

### Table of Contents

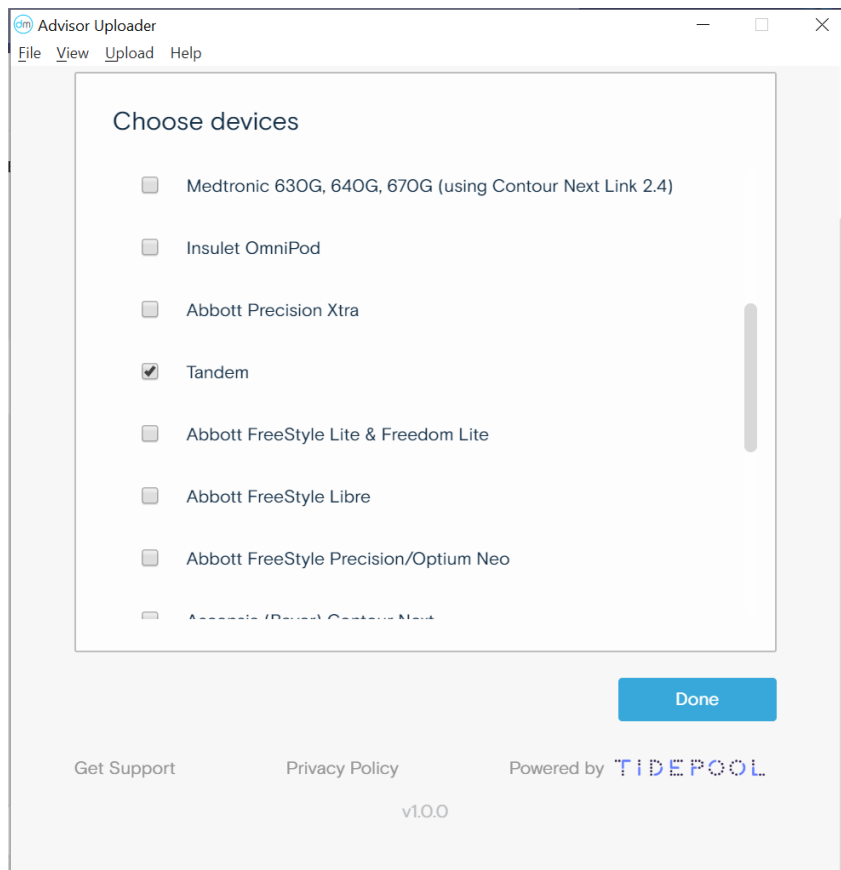
1. [Connect your Tandem pump to your computer](#)
2. [Upload your data](#)
3. [Troubleshooting](#)

## 1. Connect your Tandem pump to your computer

- Connect your Tandem pump to your computer via the micro-USB cable.

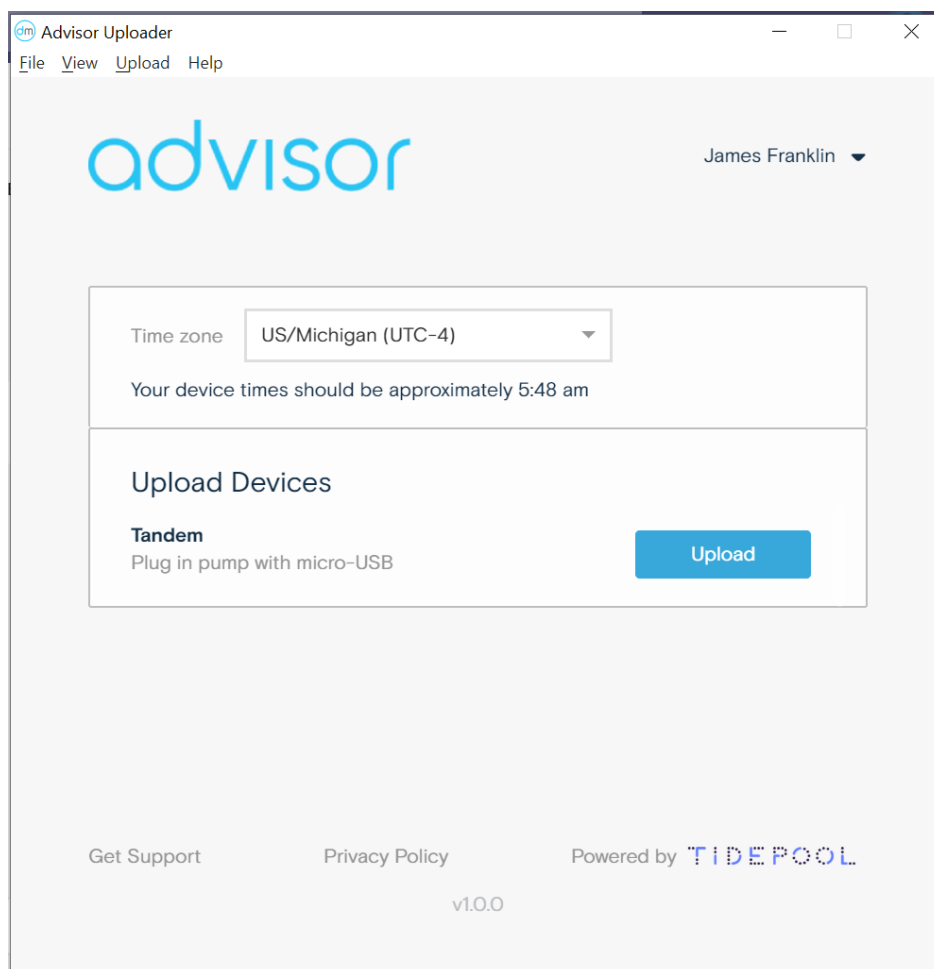


- Launch Advisor Uploader and log in to your account.
- Confirm "Tandem" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload your data

- Confirm you have the correct time zone selected.
- Click "Upload" to upload your data. Leaving Advisor Uploader selected on your computer (in front of other windows) will allow it to execute the upload more quickly.

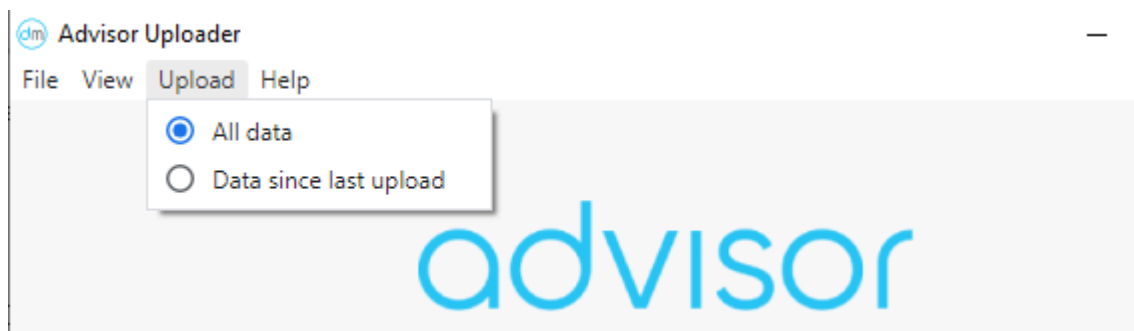


- If you encounter issues uploading on a Windows computer, please see these articles for common troubleshooting steps: [Troubleshooting: Uploading on Windows](#)

## 4. Troubleshooting

If you upload your Tandem pump but are missing some of your pump and/or CGM data when viewing in Advisor Pro, we recommend you retry uploading with the "All data" option enabled in Advisor Uploader.

- Open Advisor Uploader and log in if not already logged in.
- Left-click the **Upload** menu (not the button) and left-click **All data**.



- Now connect the pump via micro-USB and click the Upload button in the main Advisor Uploader window as seen in Step 2 of this guide.
- This upload will take much longer as it is retrieving all the records from the pump and can take anywhere from 10-30 minutes, depending on the amount of data on the pump.
- Once completed, log into [Advisor Web](#) and you should now see the previously missing data.

## Uploading your Abbott Freestyle & Freedom Lite Meter

This article assumes you have:

- **An Abbott Freestyle Meter.**
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A Windows PC** — The Freestyle and Freedom Lite devices can only be uploaded on Windows computers.
- **A FreeStyle Data Cable** — The cable can be purchased from Abbott on their website [here](#).

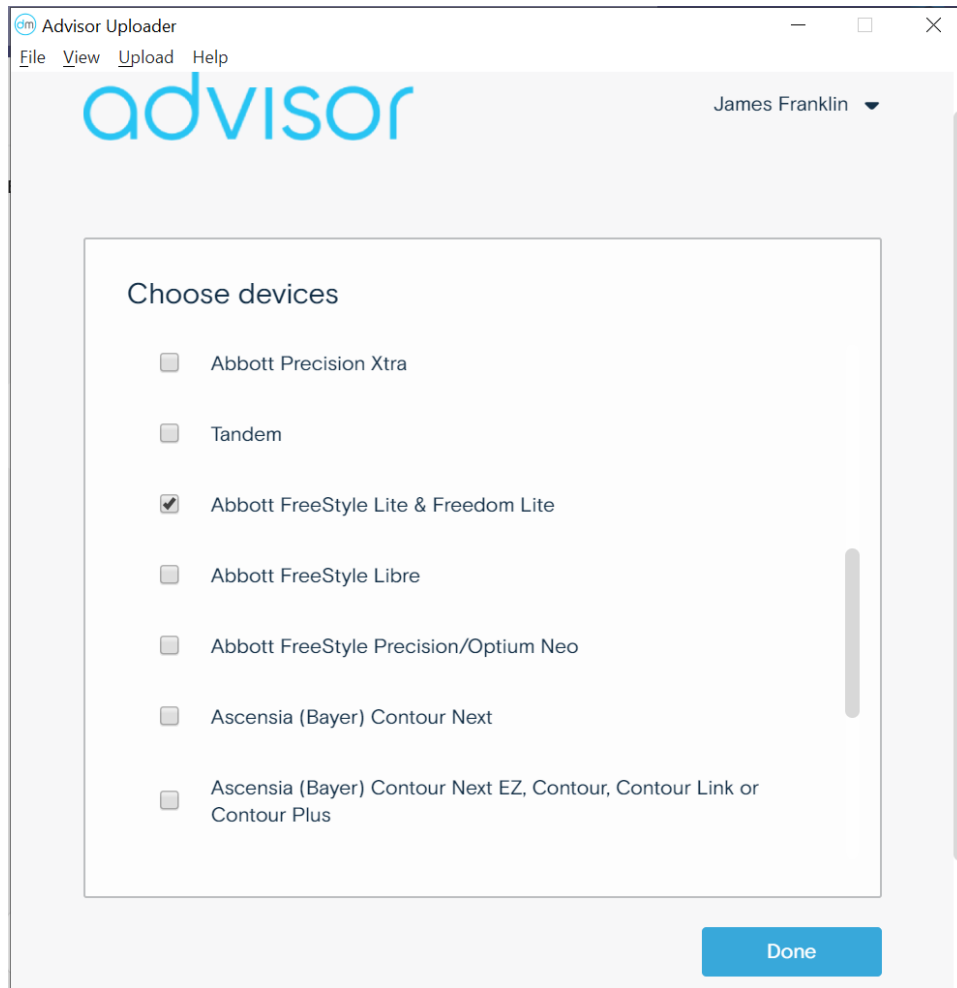
Please note: The Abbott Freestyle and Freedom Lite are dependent upon specific serial cables to upload. **These cables are only supported on Windows at this time.**

### 1. Connect your device

- Using the serial cable specific to your meter, connect your meter to your Windows PC.

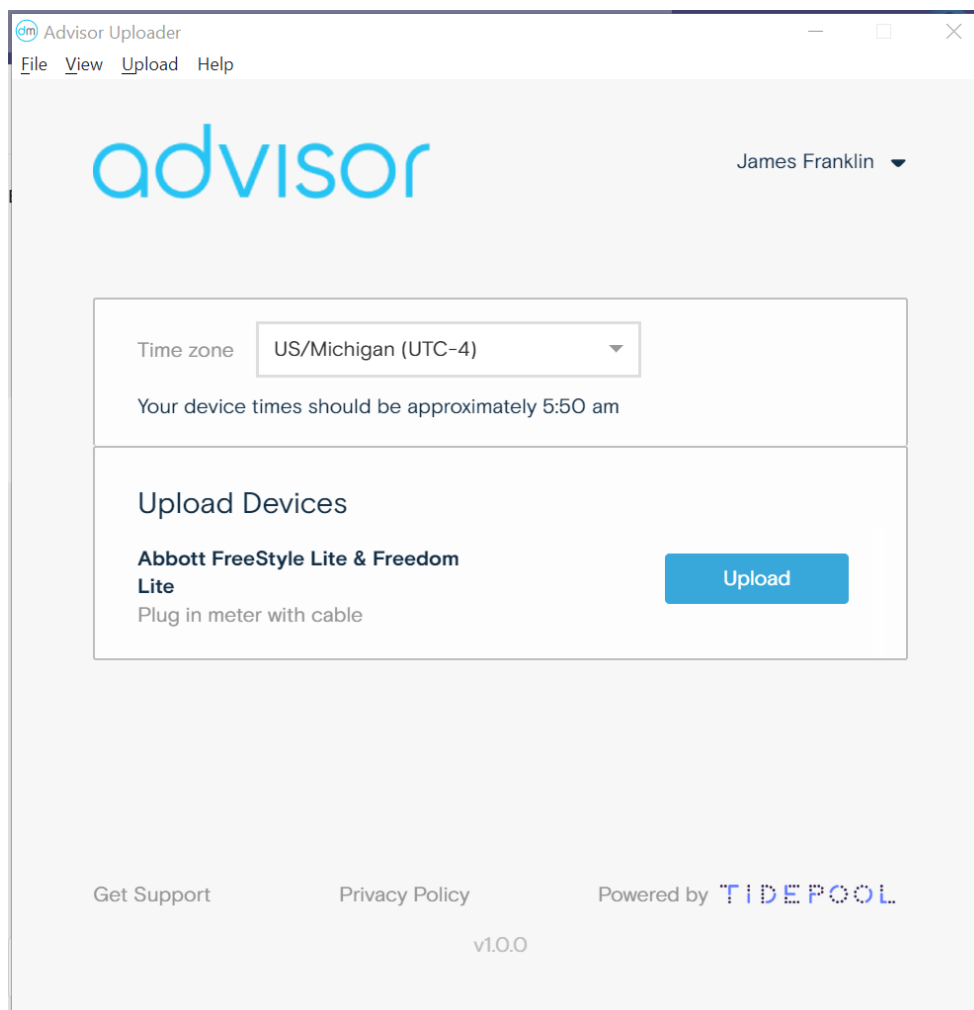
### 2. Select your device

- Launch Advisor Uploader and log in to your account.
- Confirm Abbott Freestyle Lite & Freedom Lite is one of your devices. You can change your devices by selecting "Choose devices" from the menu under your name.



### 3. Upload your data

- Confirm Advisor Uploader is set to the right time zone.
- Click "*Upload*" to upload your data. Leave the Uploader selected on your computer (in front of other windows) to upload more quickly.



## Uploading your Abbott Precision Xtra Meter

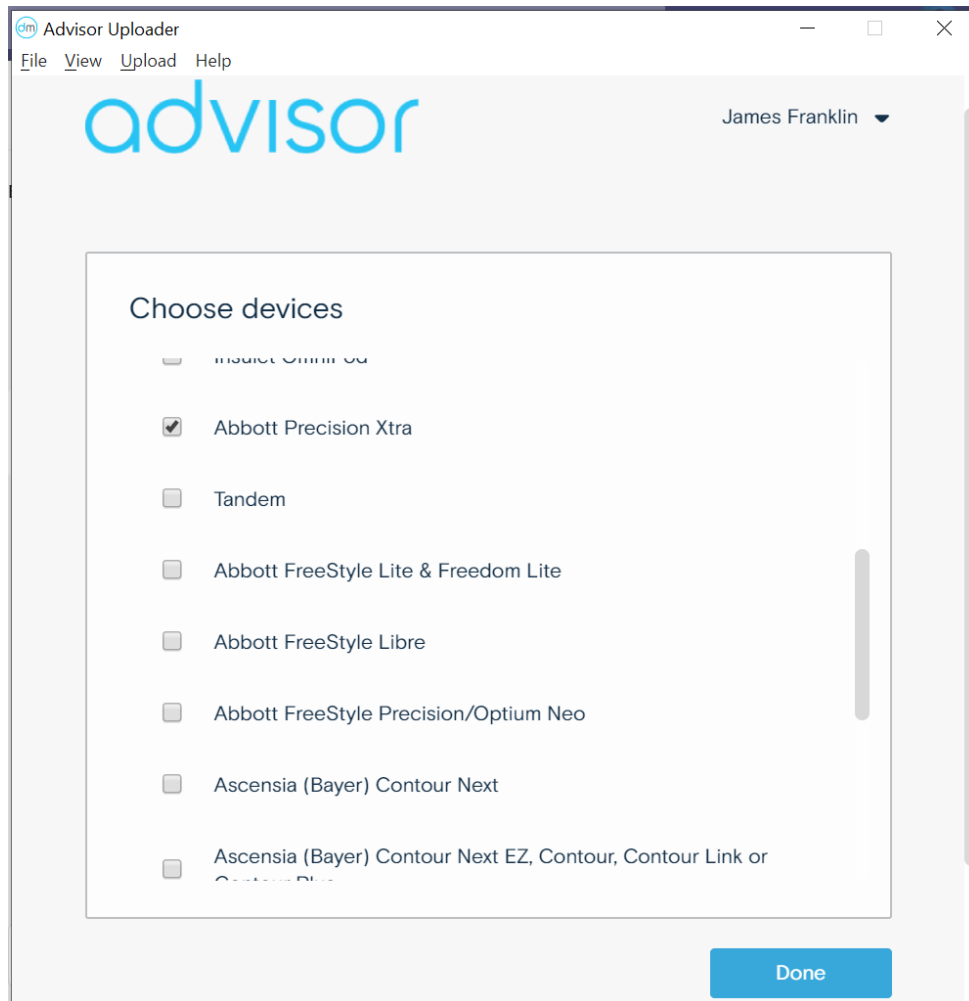
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A Windows PC** - the Precision Xtra can only be uploaded via a Windows PC at this time.
- **A special cable, specific to the Precision Xtra** - Abbott sells the cable directly from their [website](#), but you may be able to find it from other sellers online.

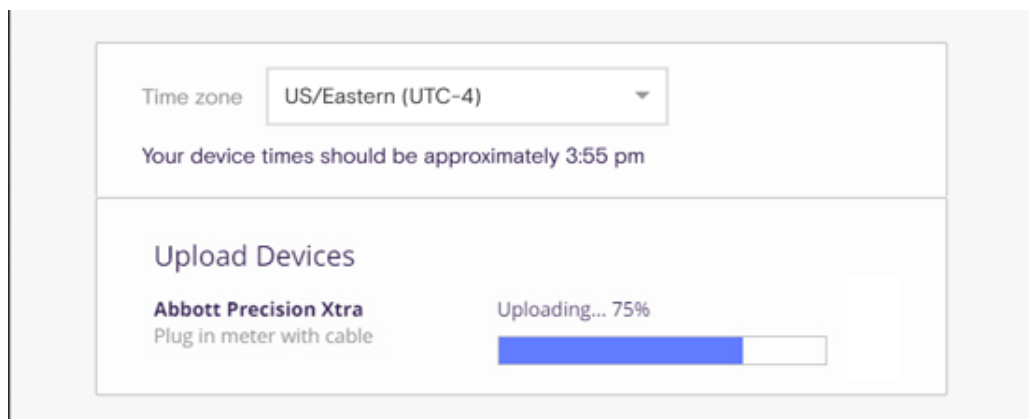
### 1. Uploading Your Precision Xtra

- Connect your Precision Xtra to your Windows computer via the special USB cable and wait for the glucose meter to show "[ ]--PC".

- Ensure Abbott Precision Xtra is one of your selected devices. If not, click your name at the top right and click **Choose Devices** and select it from the list. Click **Done** to confirm.



- Double-check that you have the correct time zone selected for where you live
- Click Upload in the main Advisor Uploader window to begin the upload
- The Uploader will begin to process your data and you will see a progress bar. It is common for the Uploader progress bar to pause at various percentages throughout this process.



- Once the upload finishes, you can upload any other devices you would like to upload or you can click “See data” to open Google Chrome and view your data.

## 2. Troubleshooting

If your Precision Xtra fails to upload, please try the following:

- Please remember, the Precision Xtra only uploads on Windows currently.
- Unplug the device from the special USB cable and plug it back in, then click “Upload” again.
- If you see the message "Error: Device not recognized / Unable to read device" pop up on your screen
  - Try switching to a different USB port. The first time a device is plugged into a USB port, Windows will take anywhere from seconds to a couple of minutes to install a driver on that port. Switching to a USB port where the driver has already been installed means it will work immediately.
- Please make sure you have installed the latest Windows updates as this can keep the computer from correctly recognizing the device.

## Uploading your Ascensia (Bayer) Contour Next Meter

This article assumes you have:

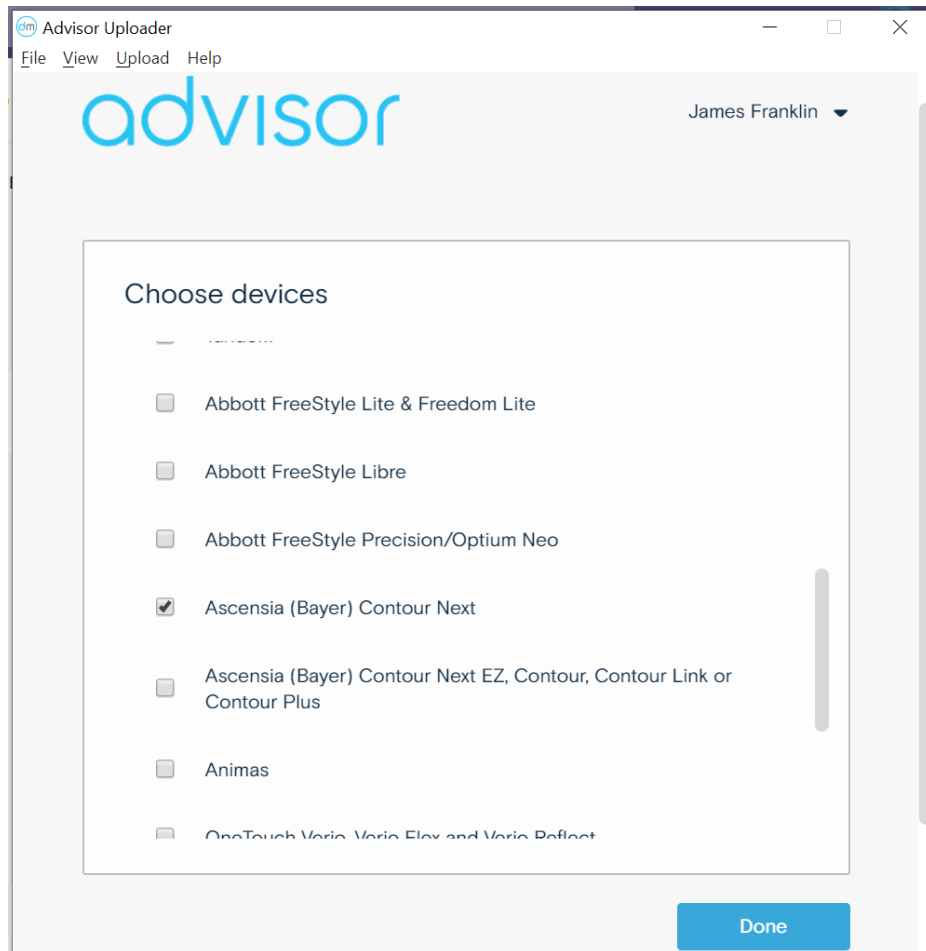
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreame-d-diabetes.com/uploader>.
- **A Compatible Ascensia (Bayer) Contour Meter** - Advisor Uploader supports the Contour Next, Contour Next One, Contour Next USB, Contour USB, and Contour Next Link meters.
- **If necessary, a micro USB cable** - this is required for Contour Next and Contour Next One meters.

If you have an older Contour, Contour Next EZ, Contour Link, or Contour Plus meter, please see this article - [Uploading your Ascensia \(Bayer\) Contour, Contour Next EZ, Contour Link, or Contour Plus Meter](#)

## 1. Connect your Device

- Connect your device to your computer. If you are using a Contour Next or Contour Next One meter you will need a Micro USB cable to connect the meter to your computer. If you have a Contour USB, Contour Next USB, or a Contour Next Link, those meters have a built-in USB connection, which means you can connect them directly to your computer's USB ports.
- Launch Advisor Uploader and log in to your account.

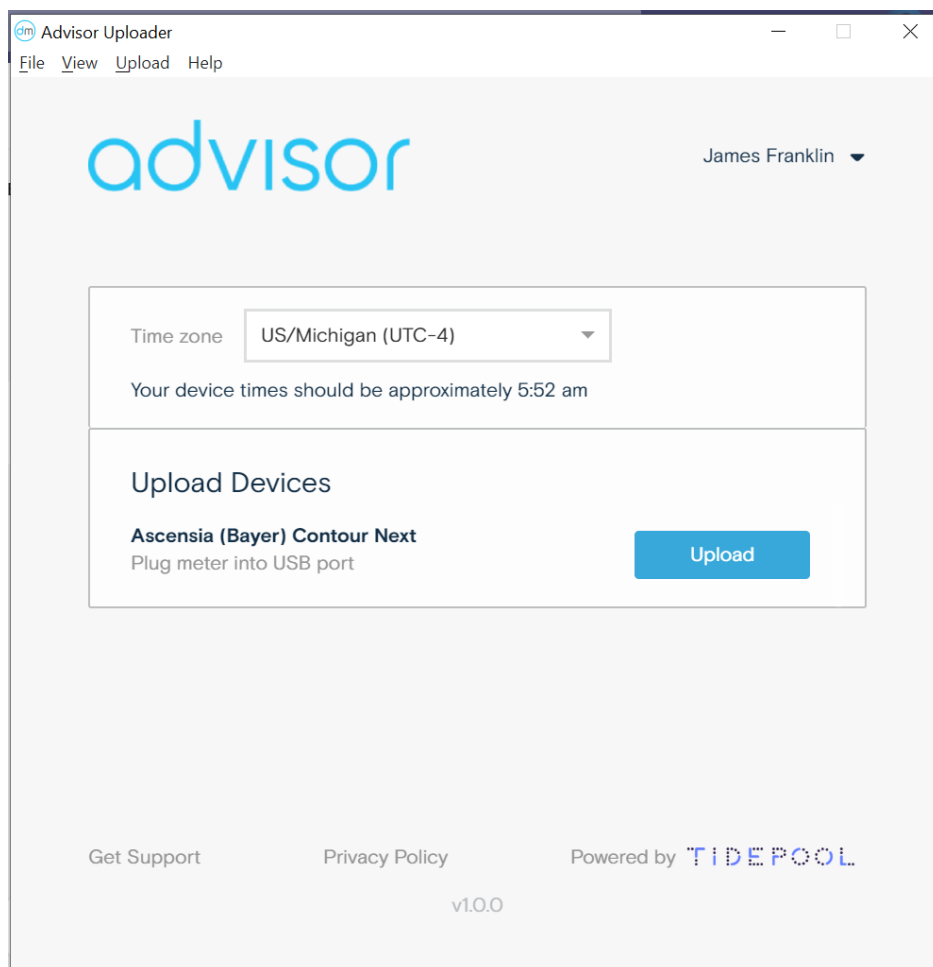
- Confirm "Ascensia (Bayer) Contour Next" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload

- Confirm the Advisor Uploader is set to the right time zone.
- Click "Upload" to upload your data. Leaving the Uploader selected on your computer (in front of other windows) will allow it to execute the upload more quickly.





- After the upload is complete, you can upload another device .

## Uploading your Roche Accu-Chek Guide, Guide Me, or Aviva Connect Meter

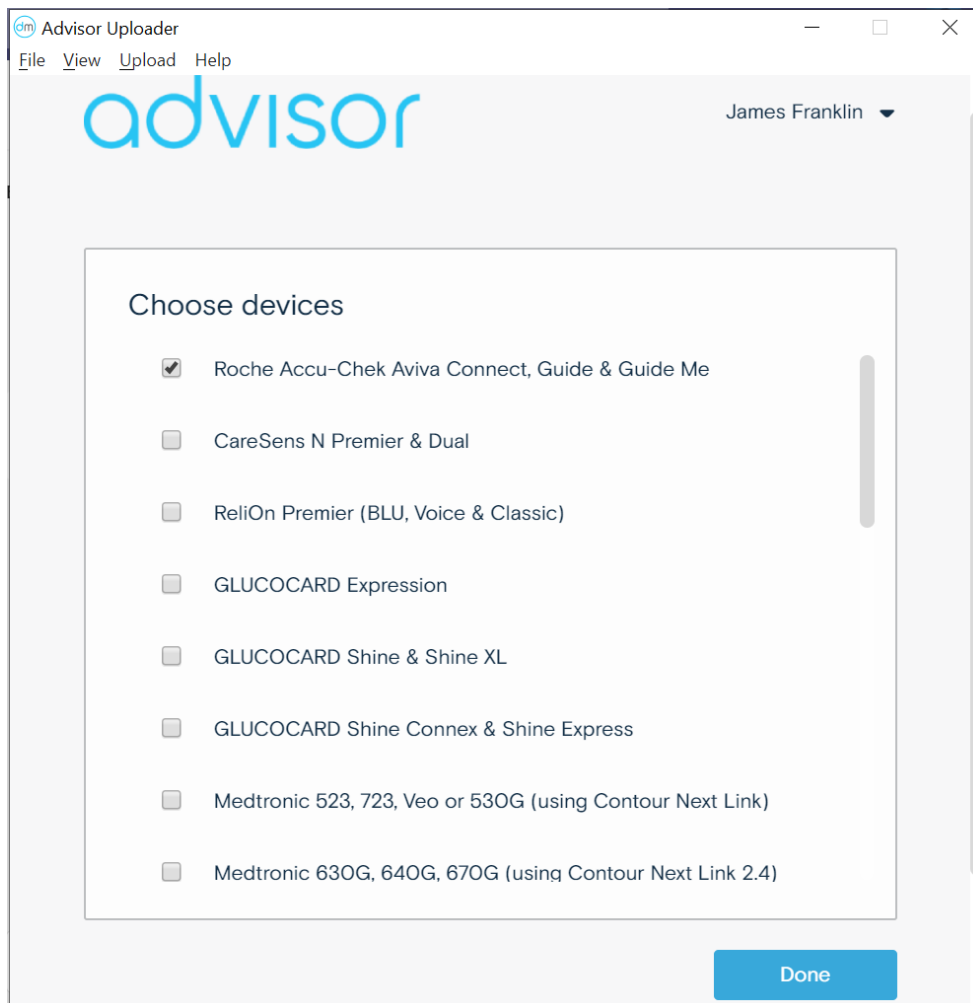
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamead-diabetes.com/uploader>.
- **A Roche Accu-Chek Guide, Guide Me, or Aviva Connect blood glucose meter.**
- **A micro USB cable to connect your Roche Accu-Chek Guide, Guide Me, or Aviva Connect meter to your computer**

### 1. Connect your Device

- Using a micro USB cable for the Roche Accu-Chek Guide, Guide Me, or Aviva Connect meter, connect your meter to one of your computer's USB ports.
- Launch the Advisor Uploader and log in to your account

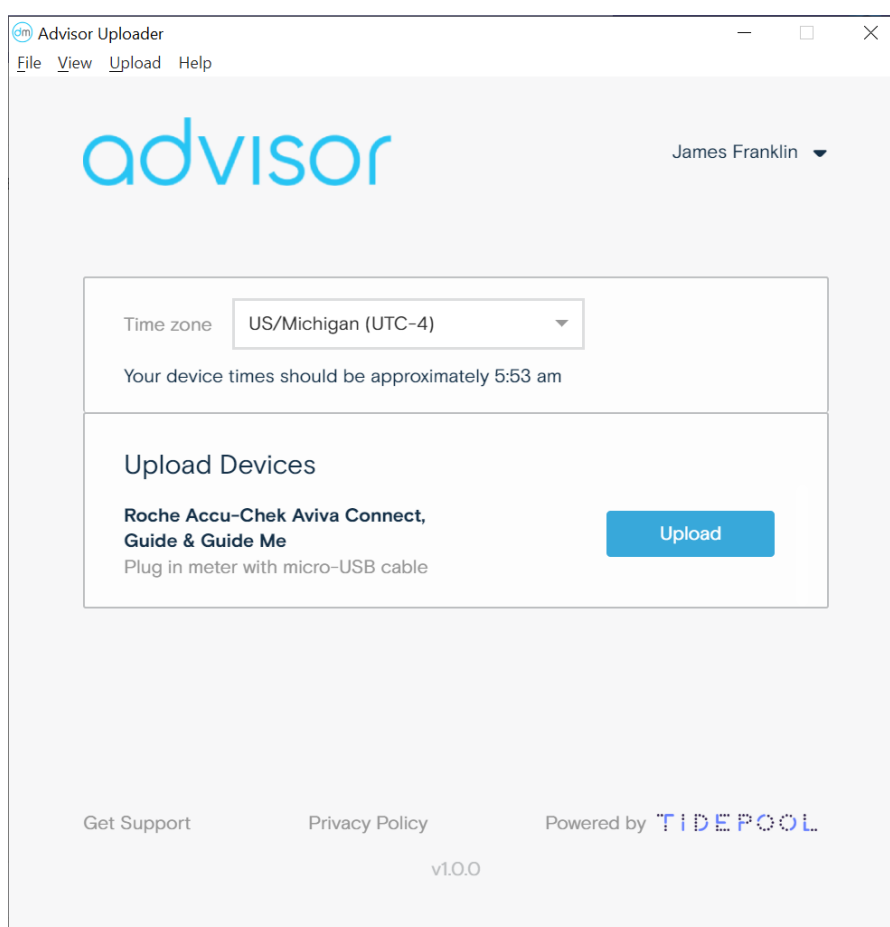
- Confirm "Roche Accu-Chek Aviva Connect, Guide & Guide Me" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name. Select this device for all supported Roche Accu-Chek meters.



## 2. Upload

- Confirm the Advisor Uploader is set to the right time zone.

- Click "Upload" to upload your data.



- After the upload is complete, you can upload another device .

## Uploading your OneTouch UltraMini Meter

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- A **OneTouch UltraMini** blood glucose meter.
- A **compatible FTDI cable** to connect your meter to your computer - [Contact OneTouch](#) for information about obtaining a cable if you do not have one already.

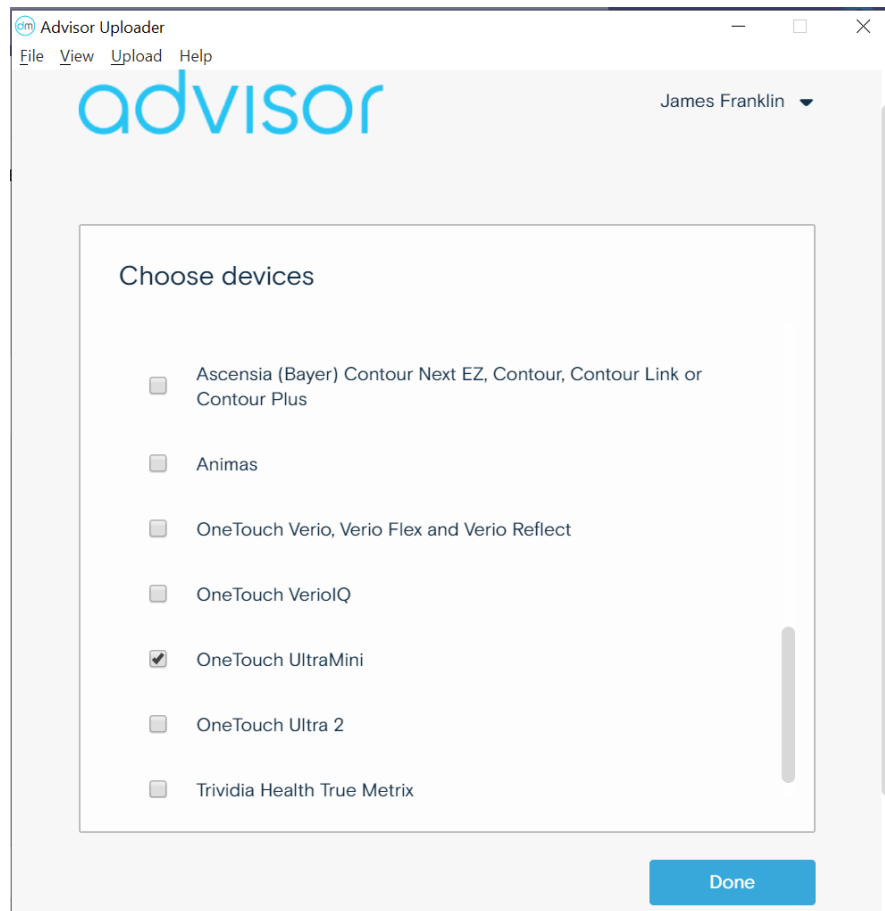
### 1. Connect Your Device

- Using your FTDI cable, connect your meter to one of your computer's USB ports.

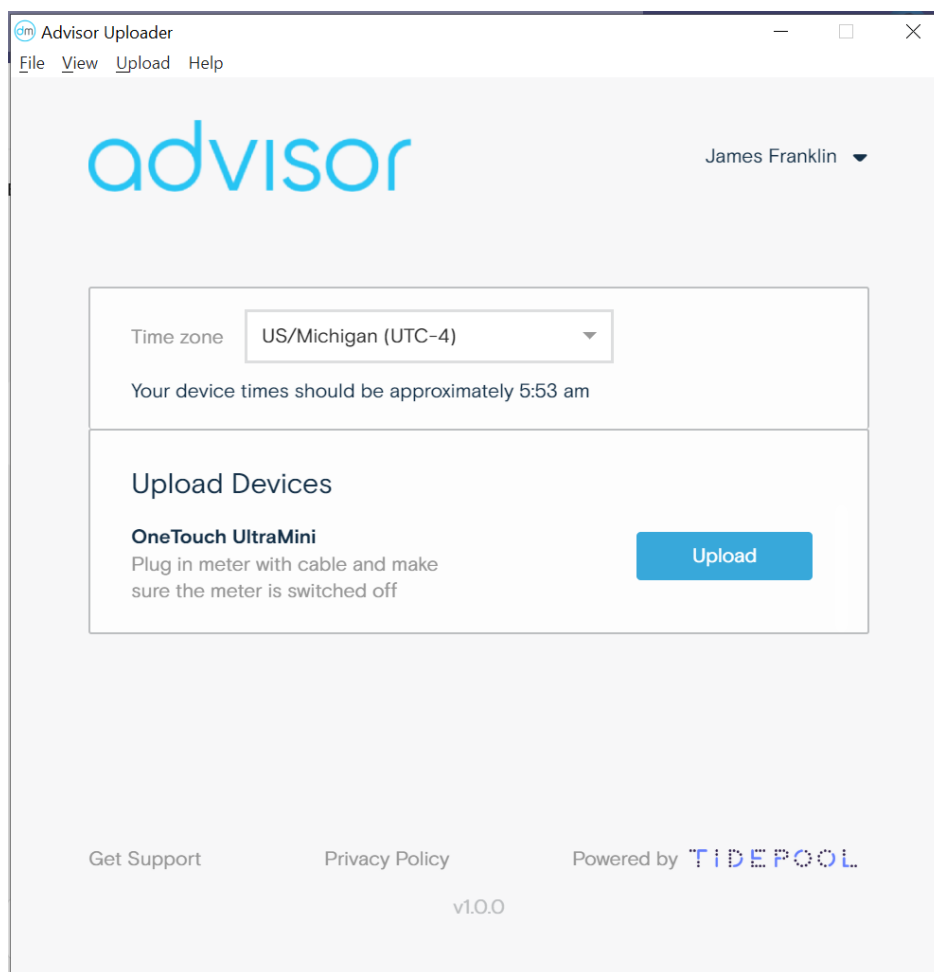
### 2. Upload Your Data

- Launch the Advisor Uploader and log in to your account

- Confirm "OneTouch UltraMini" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



- Confirm the Advisor Uploader is set to the right time zone.
- Click "Upload" to upload your data.



- After the upload is complete, you can upload another device .

## Uploading your OneTouch Ultra 2 Meter

This article assumes you have:

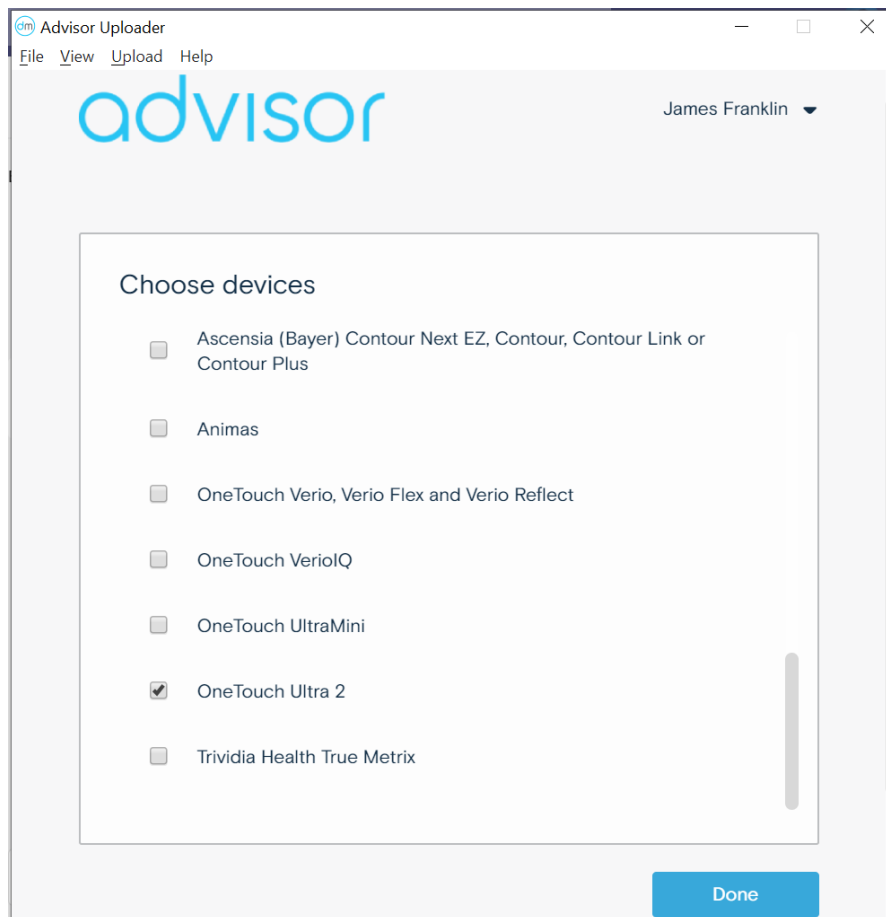
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A OneTouch Ultra 2** blood glucose meter.
- **A compatible FTDI cable to connect your meter to your computer** - this can be the official cable that came with your meter or was acquired from the manufacturer or any generic FTDI cable

### 1. Connect Your Device

- Using your FTDI cable, connect your meter to one of your computer's USB ports.

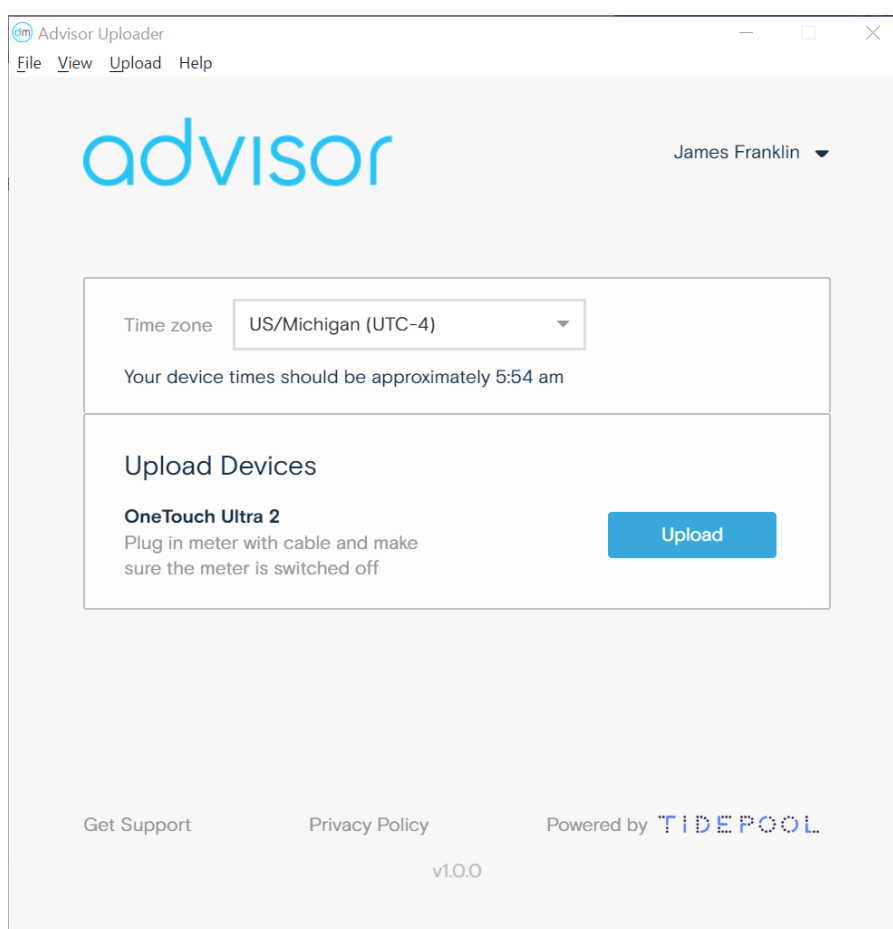
### 2. Upload Your Data

- Launch the Advisor Uploader and log in to your account
- Confirm "OneTouch Ultra 2" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



- Confirm the Advisor Uploader is set to the right time zone.

- Click "Upload" to upload your data.



- After the upload is complete, you can upload another device .

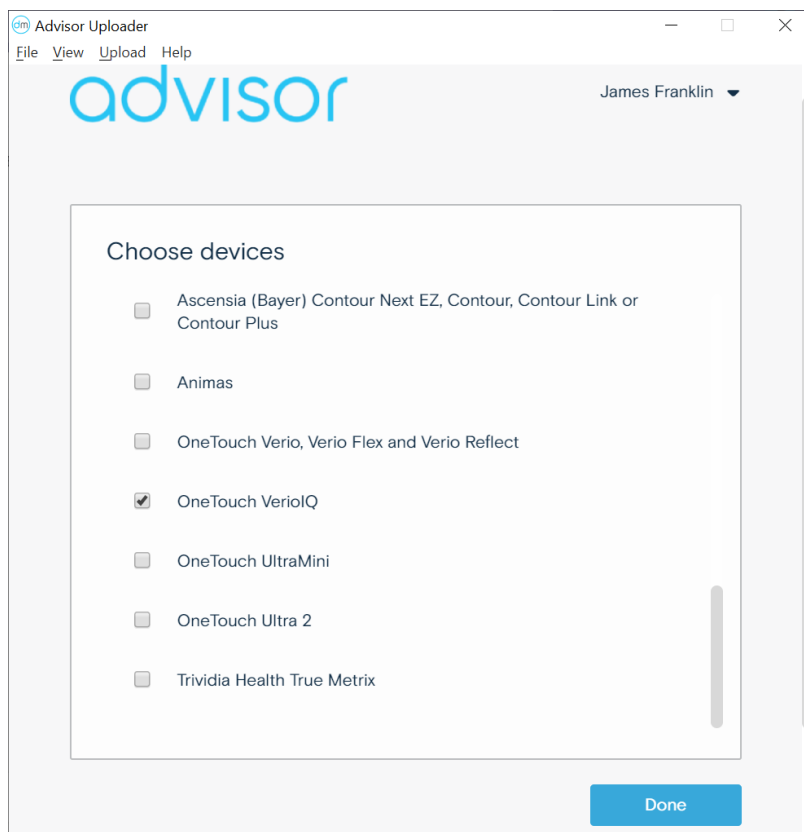
## Uploading your OneTouch Verio IQ Meter

This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A OneTouch Verio IQ meter and a mini USB cable** - this cable is required to connect your OneTouch Verio IQ meter to your computer.

### 1. Connect your device

- Connect your device. Your meter should display "PC Connected" when properly connected to your computer.
- Launch the Advisor Uploader and log in to your account.
- Confirm "OneTouch Verio IQ" is one of your devices. You can change your devices by selecting "Choose Devices" from the menu under your name.

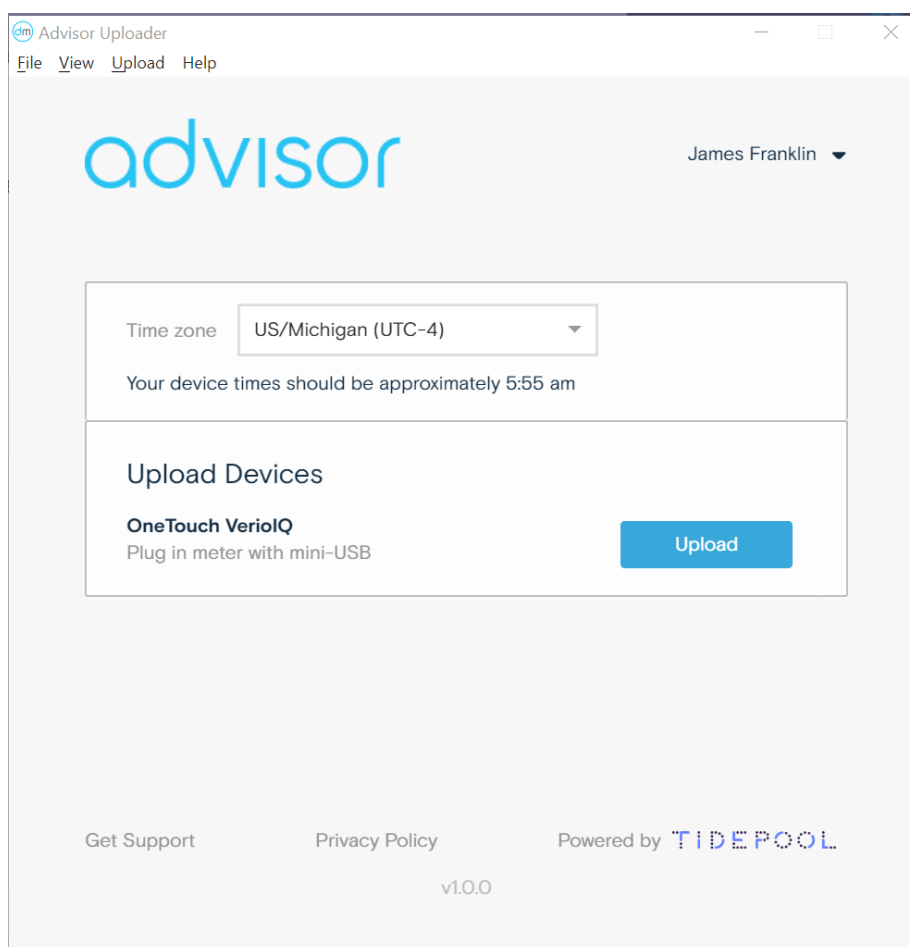


## 2. Upload your data

- Confirm the Advisor Uploader is set to the right time zone.



- Click "Upload" to upload your data.



- After the upload is complete, you can upload another device .

## Uploading your OneTouch Verio, Verio Flex, or Verio Reflect Meter

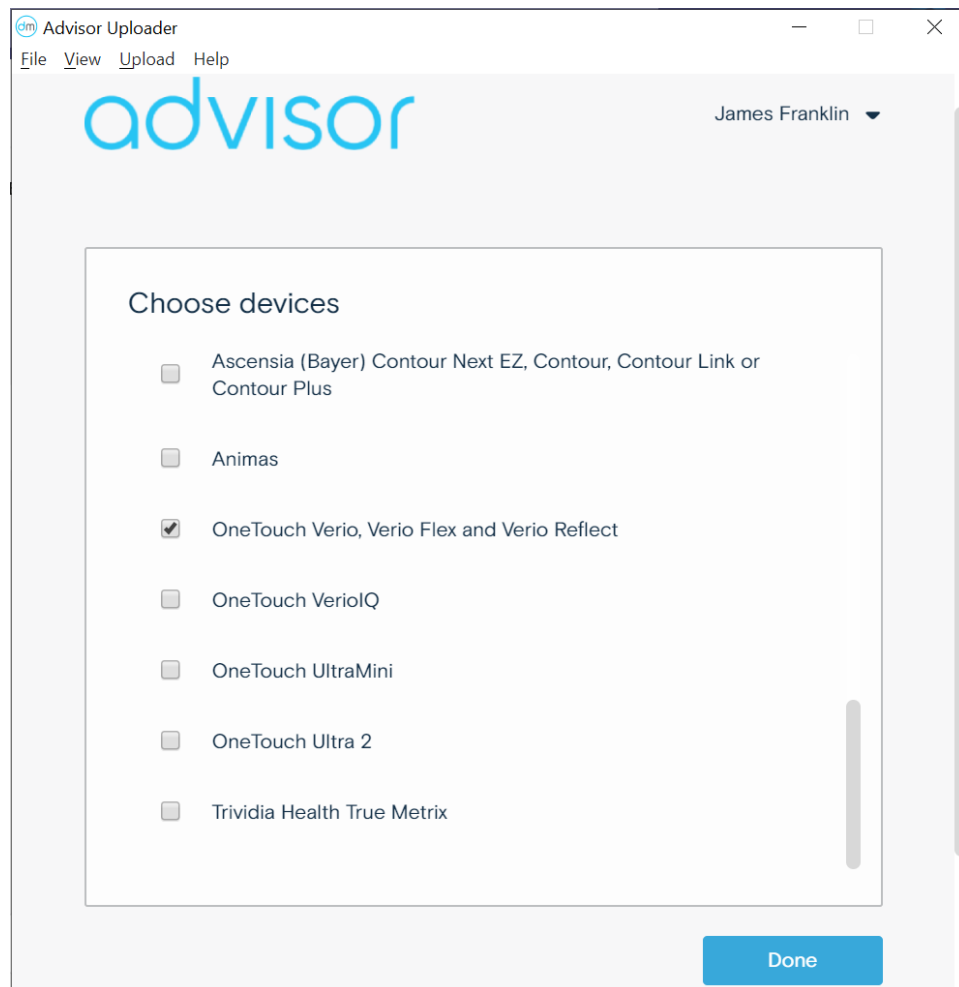
This article assumes you have:

- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A OneTouch Verio, Verio Flex, or Verio Reflect meter and a micro-USB cable** - this cable is required to connect your OneTouch Verio, Verio Flex, or Verio Reflect meter to your computer.
- **macOS 10.15 Catalina & macOS 11 Big Sur Special Note** - You will need to provide your Mac computer password at upload to give Advisor Uploader permission to access your OneTouch Verio, Verio Flex, or Verio Reflect meter. [Click here to jump down to Troubleshooting.](#)

### 1. Connect your device

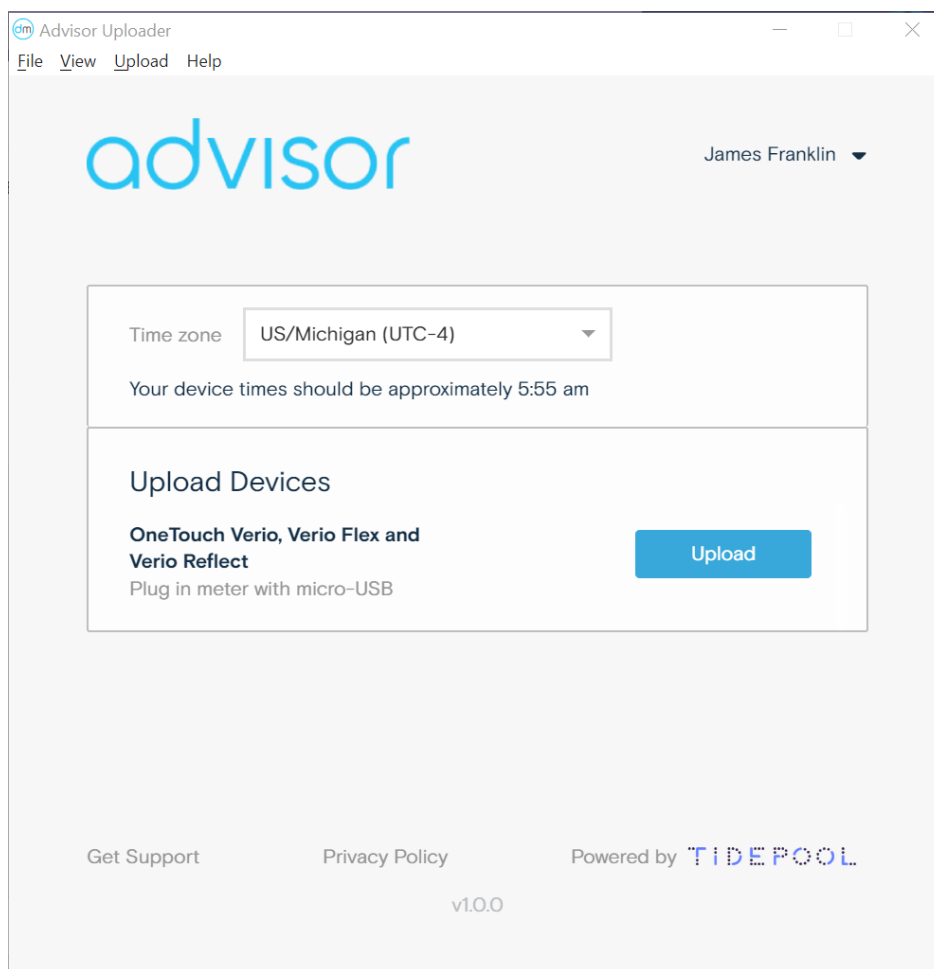
- Your meter should display "PC Connected" when properly connected to your computer.

- Launch the Advisor Uploader and log in to your account.
- Confirm "OneTouch Verio, Verio Flex and Verio Reflect" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name.



## 2. Upload Your Data

- Confirm the Advisor Uploader is set to the right time zone.
- Click "Upload" to upload your data.
- If you are on a Mac running macOS 10.15 Catalina or macOS 10.14 Mojave you may be prompted to input your computer password to allow Advisor Uploader to access your OneTouch Verio, Verio Flex, or Verio Reflect meter



- After the upload is complete, you can upload another device .

### 3. Troubleshooting

- For Mac users who have already input their password at the time of uploading their Verio, Verio Flex, or Verio Reflect meter, but are still receiving an error message check the following to make sure Advisor Uploader has the ability to read data from your Verio, Verio Flex, or Verio Reflect meter.
  - Click on the Apple Logo and then click System Preferences
  - Click on **Security & Privacy**
  - Click on **Privacy** from the 4 options towards the top
  - Scroll down on the list on the left pane until you see **Files and Folders**
  - Click on **Files and Folders**
  - Examine the right pane to see if you see Advisor Uploader listed with a checkbox for **Removable Volumes**
  - If you see the box unchecked, use the padlock to Unlock the pane and check the box
  - Then close System Preferences and retry your upload in Advisor Uploader

# Uploading your Trividia Health True Metrix Meter

This article assumes you have:

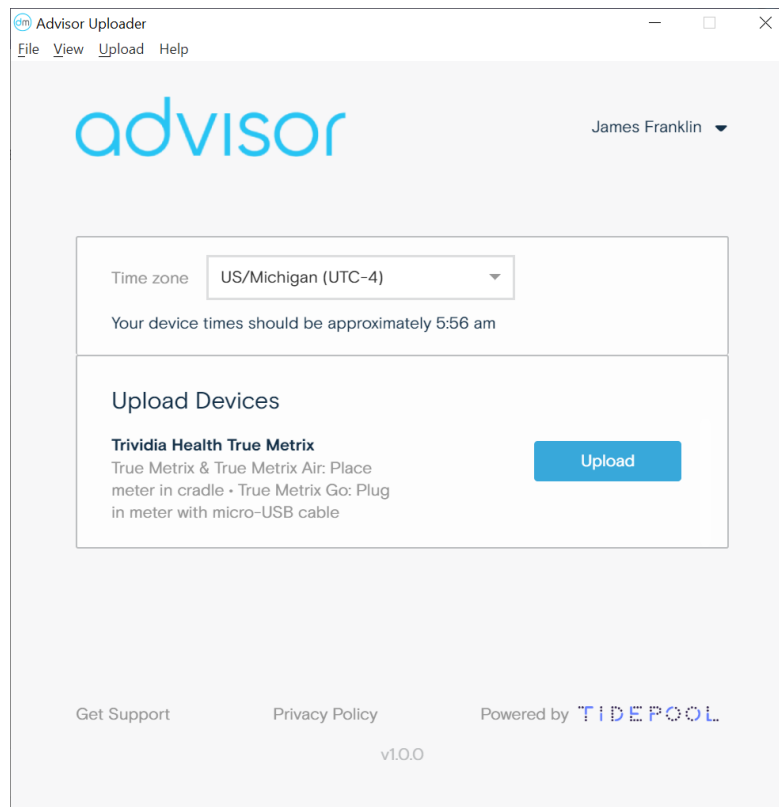
- **An Advisor account** - If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **Installed the latest version of the Advisor Uploader** - if you have not installed the Advisor Uploader, you can download the latest version at <https://dreamed-diabetes.com/uploader>.
- **A Trividia Health True Metrix, True Metrix Air, or True Metrix Go blood glucose meter.**
- **A micro USB cable to connect your True Metrix Go meter to your computer**
- **A USB cradle that comes with your True Metrix or True Metrix Air meter** - this is the only way to upload data from those two meters. If you need to order a replacement cradle, we recommend calling Trividia directly at **1-800-803-6025** (their customer service is great).

## 1. Connect the Device

- Using a micro USB cable for the True Metrix Go or the USB cradle for the True Metrix or True Metrix Air, connect your meter to one of your computer's USB ports.
- Launch the Advisor Uploader and log in to your account
- Confirm "Trividia Health True Metrix" is one of your Devices. You can change your devices by selecting "Choose Devices" from the menu under your name. Select this device for all supported Trividia meters.
- Confirm the Advisor Uploader is set to the right time zone.

## 2. Upload

- Click "Upload" to upload your data.



- After the upload is complete, you can upload another.