DreaMed

Advisor Uploader

User Manual

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# Getting Started with Advisor Uploader

This checklist will help you get started using Advisor Uploader.

1. **[Download and Install Google Chrome](#).**
   Google Chrome is currently the only browser that is compatible with Advisor Pro and Advisor Uploader. You are able to use other Chromium based browsers, but we recommend Chrome as the browser we test against.
2. **Receive your Advisor Pro account invitation from your clinician.**
   In the Advisor Pro email invitation, you will find a link to claim your account and your create a password. Also you will find the link to install Advisor Uploader.
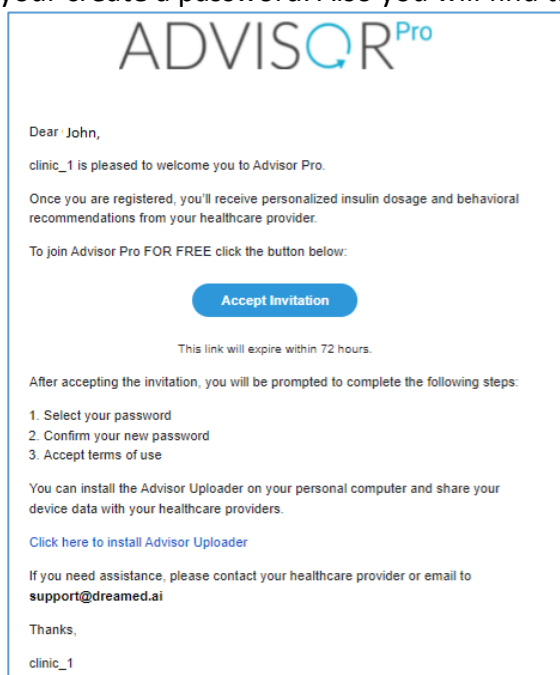
3. **Install Advisor Uploader on your Mac or Windows PC.**
   You need to download and install Advisor Uploader on your computer to upload your data to Advisor. You can [find detailed instructions in this walkthrough](#) or go directly to https://dreamed-diabetes.com/uploader to download the latest version of Advisor Uploader.
4. **Use Advisor Uploader to upload your diabetes device data.**
   1. [This walkthrough explains how to use Advisor Uploader.](#)
   2. If you need specific instructions for your insulin pump, CGM, or blood glucose meter, you can find upload instructions in [this group of device guides](#).

Installing Advisor Uploader

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.
- **A computer with a compatible operating system**
  - PC: Windows 8.1 or Windows 10
  - Mac: macOS 10.14 Mojave and higher

1. Installing Advisor Uploader

Advisor Uploader is an app that you can install on your Mac or Windows PC that allows you to upload your diabetes devices to Advisor Web.

Go to https://dreamed-diabetes.com/uploader to download the latest version of Advisor Uploader. Make sure the version of Advisor Uploader you're installing is compatible with your computer's operating system (Mac or Windows) and follow the installation instructions.

2a. Windows PC installation notes

- Double-click the '*Advisor Uploader Setup 1.X.X.exe*' file that you downloaded from the step above.
- If prompted, input your Administrator password at the window that appears.
- A blue window cautioning to protect your computer will prompt. Click 'More info'
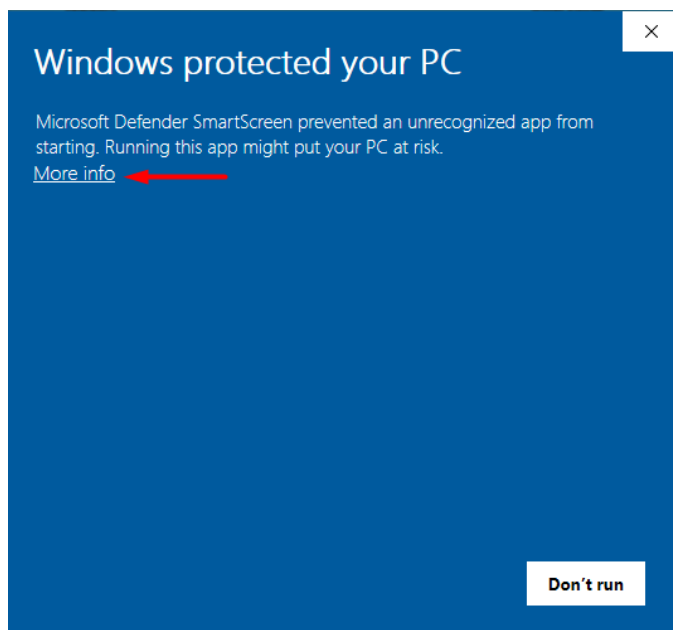
- Then click 'Run anyway'.
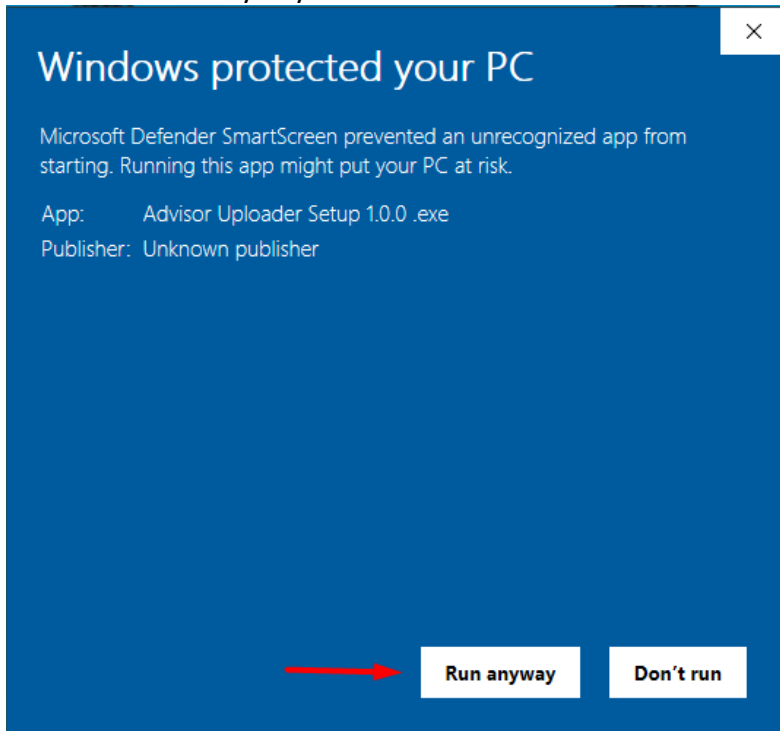
- Next you will be prompted with the request to allow the app to make changes to your device. Click **Yes**.
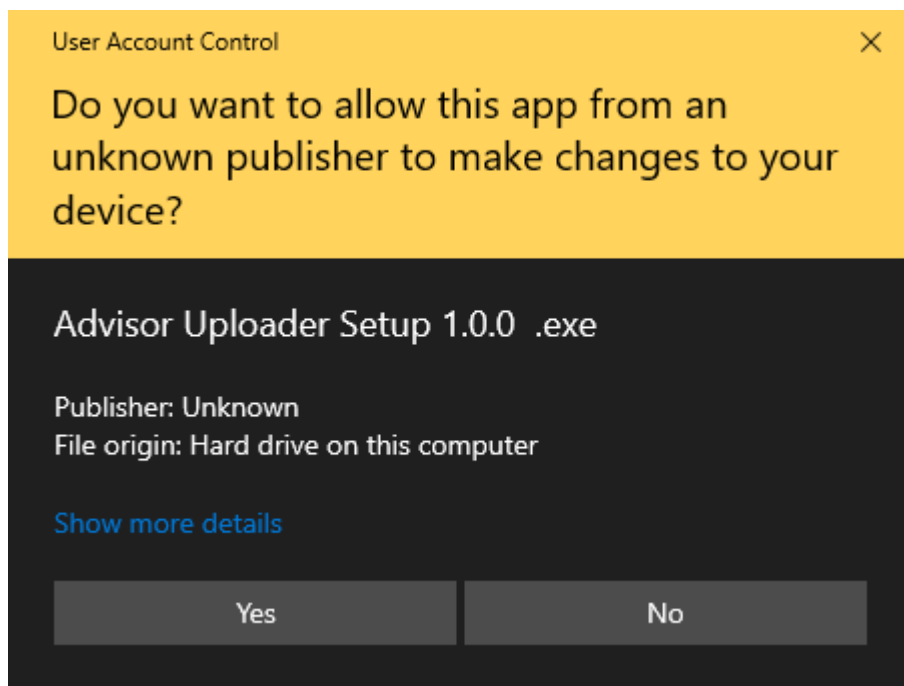
- Follow the prompts in the next few sets of screens and click Next to advance through the installer.
- Be sure to click Next on the Advisor USB Driver Installer that comes up in a separate window.

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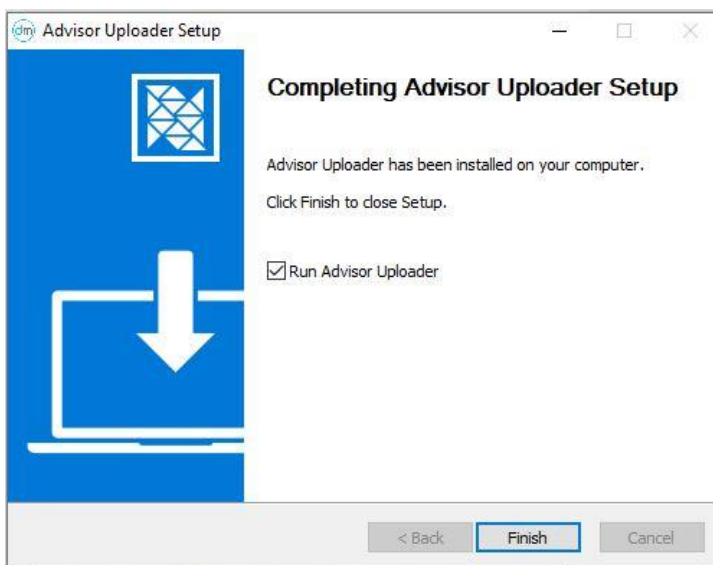
2b. Mac installation notes

- After downloading Advisor-Uploader-1.XX.XX.dmg, double-click on it to open the DMG.
- In the window that appears, drag the Advisor Uploader application to your Application folder to complete the installation process.
- Now navigate to your Applications folder and double-click Advisor Uploader to launch it.
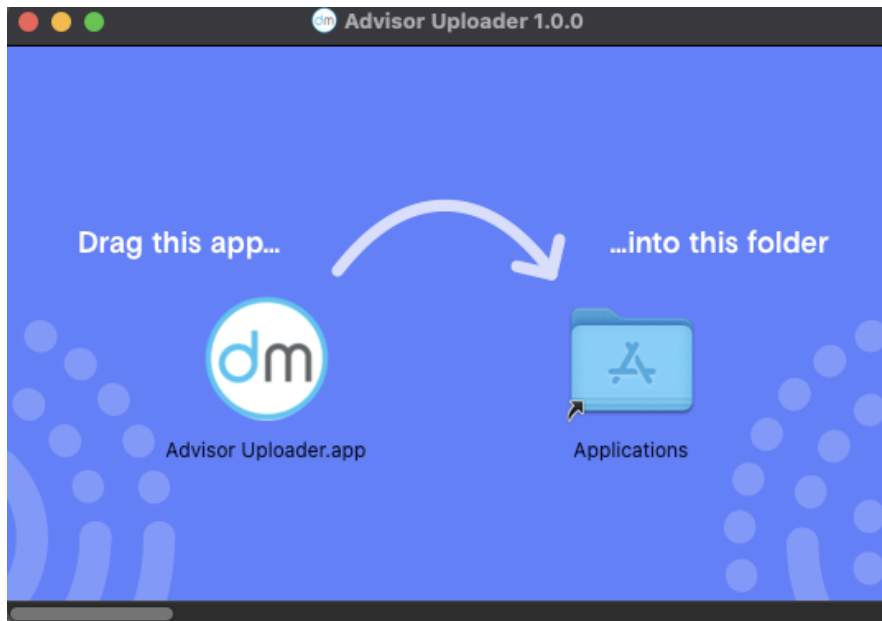
How to use the Advisor Uploader

Whether it's your first time or you just want a refresher, here is a quick walkthrough of the process to upload data via the Advisor Uploader.

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. **The latest version of Advisor Uploader installed on your computer.** See this guide on updating the Advisor Uploader for more information.
3. **Your diabetes devices.** That's where the data is, after all.
4. **Device-specific cables to connect your devices to your computer.** Some of these cables are common, others are rather unique. Use our device guides at the bottom of this page to see what cables you will need to upload your data.

1. Launch Advisor Uploader

- Log in to your account.
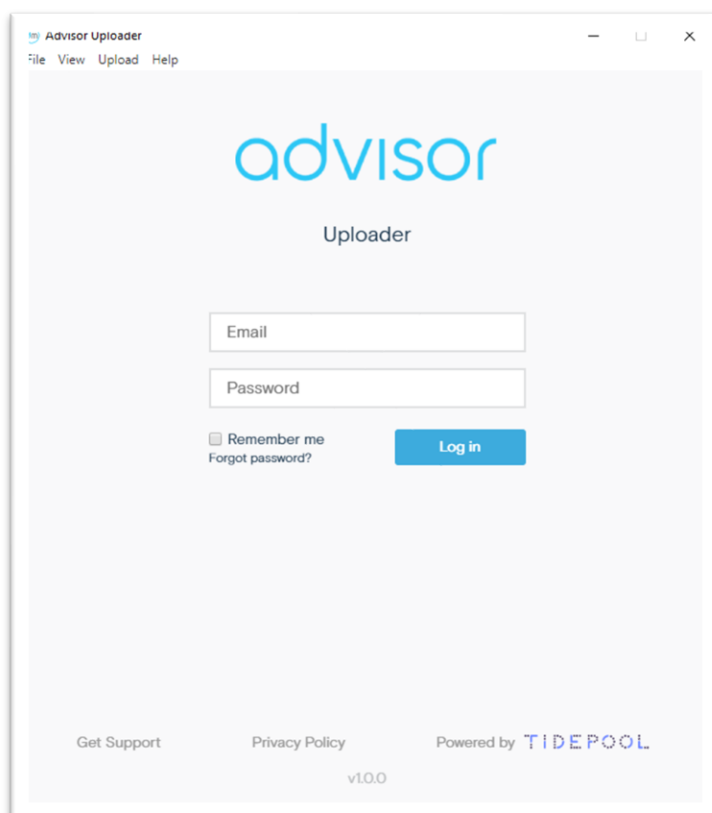
2. Confirm your diabetes devices are selected

- For Patients: You can change your devices by selecting "Choose Devices" from the menu under your name.
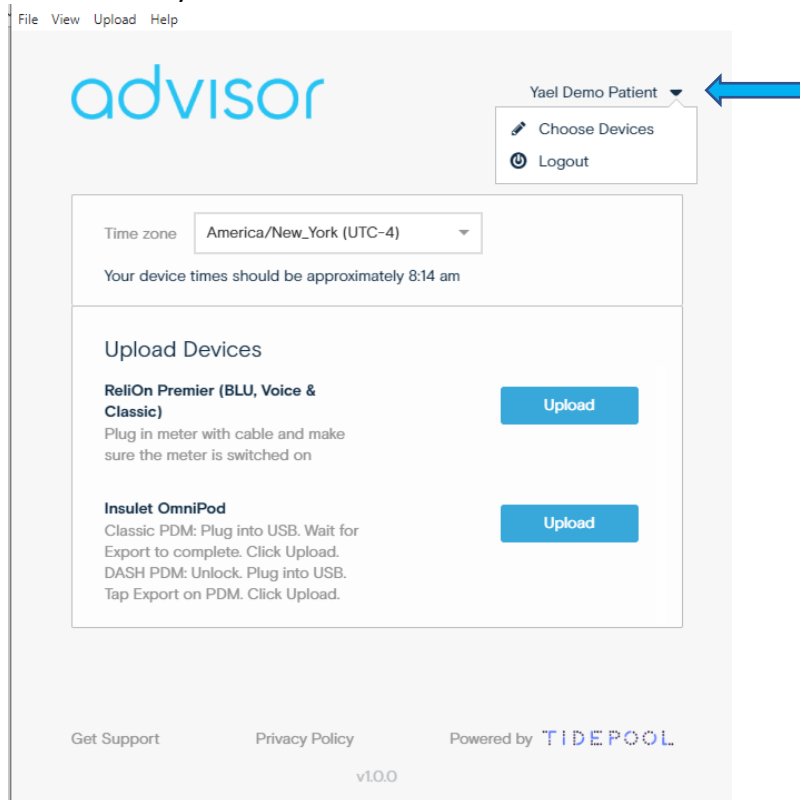
- For Clinic: choose patient name from drop down list and then choose patient's devices or click 'Change Device' in the Device secion.

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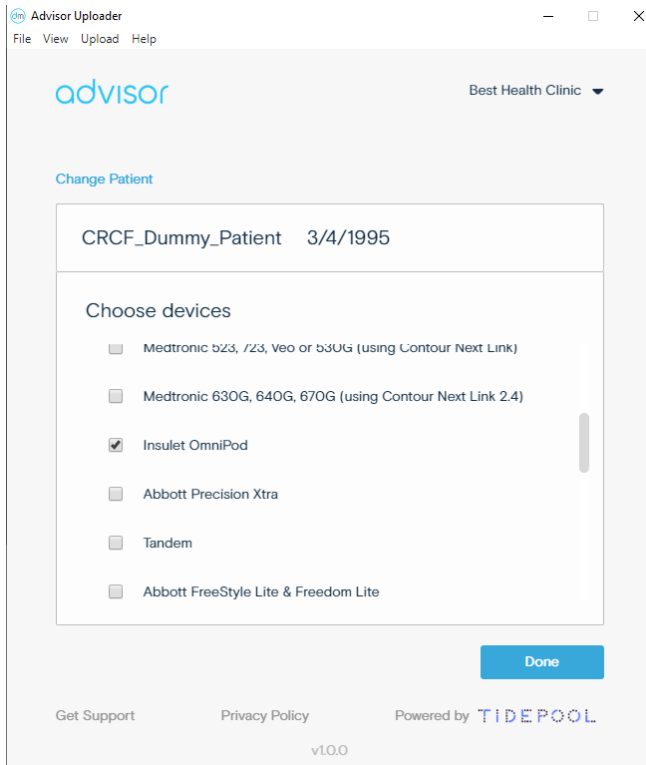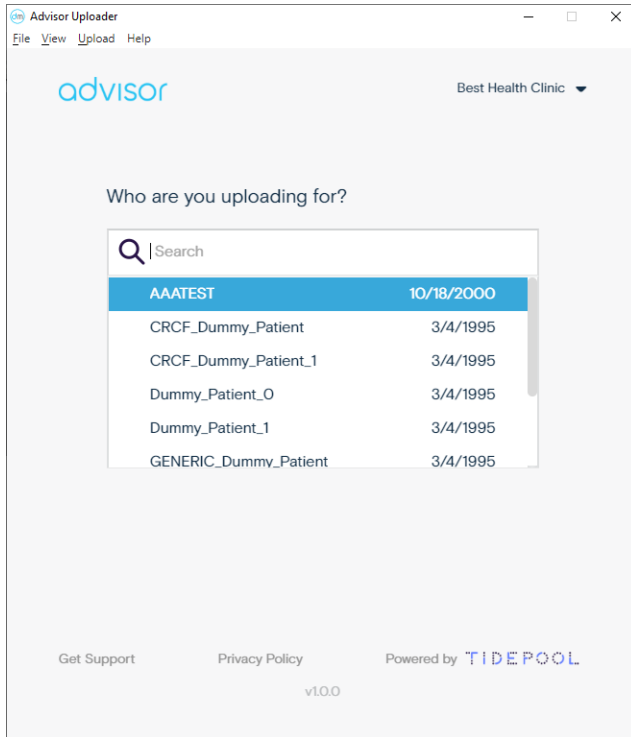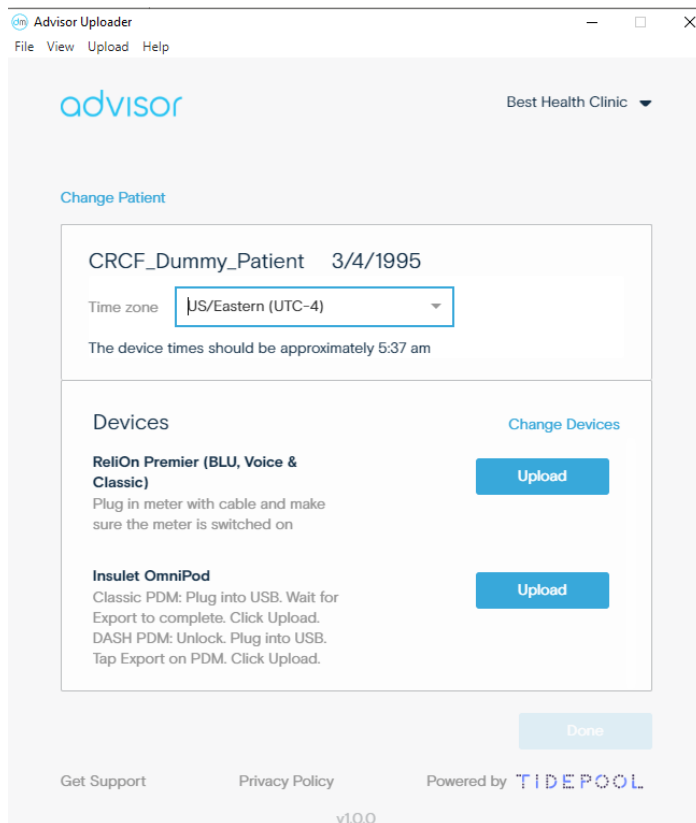
3. Confirm the time zone is correct

- Confirm Advisor Uploader is set to the right time zone. This helps us keep your data in sync.

4. Connect your device

- Connect the diabetes device you wish to upload to your computer. Different devices require different cables to connect to your computer. Review our guides for each device you use to make sure you can properly upload your diabetes data.

5. Upload your data

- 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.

Next steps

You're done! After the upload is complete, you can upload another device (see step 4).

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What Devices does Advisor Support & How Do I Request Support for a New Device?

This article assumes that you have:

- **An Advisor account** – If you don't have an account, ask your healthcare provider to send you an invitation to Advisor Pro.
- **The Advisor Uploader software on your computer**. See [this article](#) for more info

1. What devices does Advisor Support?

See [Advisor Uploader- Device Guide](#) for a complete list of what devices Advisor supports.

2. How do I request support for a new device?

Send us an email to support@dreamed.ai . Include as much information about the device as you can, such as:

- Company Name
- Device Name
- Device Model

If we have already received requests for this device, we will add your feedback to our tracking to inform prioritization of the work to add additional devices. If it is a request for an entirely new device, we will add it to our list of requested devices.

We do our best to support as many new devices as possible, and we prioritize adding support for new devices based on the number of requests we receive for a device.

Changing your device selection in Advisor Uploader

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 .

1. Changing or adding devices

- Log into your Advisor account in the Advisor Uploader.
- Click your name in the upper right corner and select "Choose Devices".
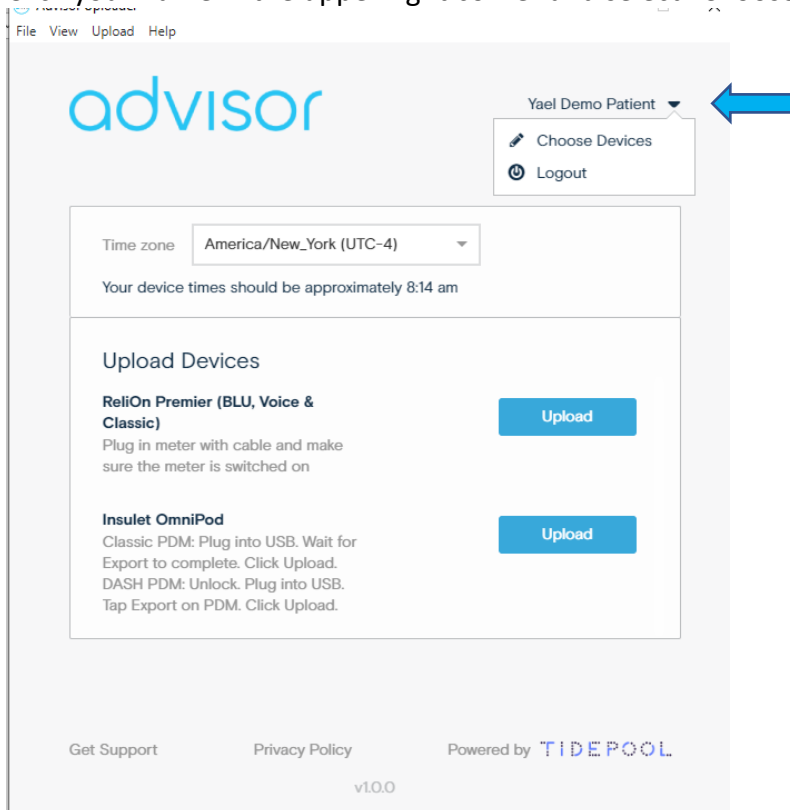
- Add or remove your desired devices.
- Click "Done" and resume uploading your devices.

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Fixing the time settings on blood glucose (BG) meters and CGM receivers with Advisor Uploader

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 .

Please note: Insulin pumps are unable to support this feature and require manual updating on the pump.

Automatic time correction

Advisor Uploader gives you the option to automatically correct the device time on your blood glucose (BG) meter or continuous glucose monitor (CGM) receiver if your device time is detected to be off by more than 15 minutes.

This detection is based on the time zone you've selected in Advisor Uploader, and the time on your computer.
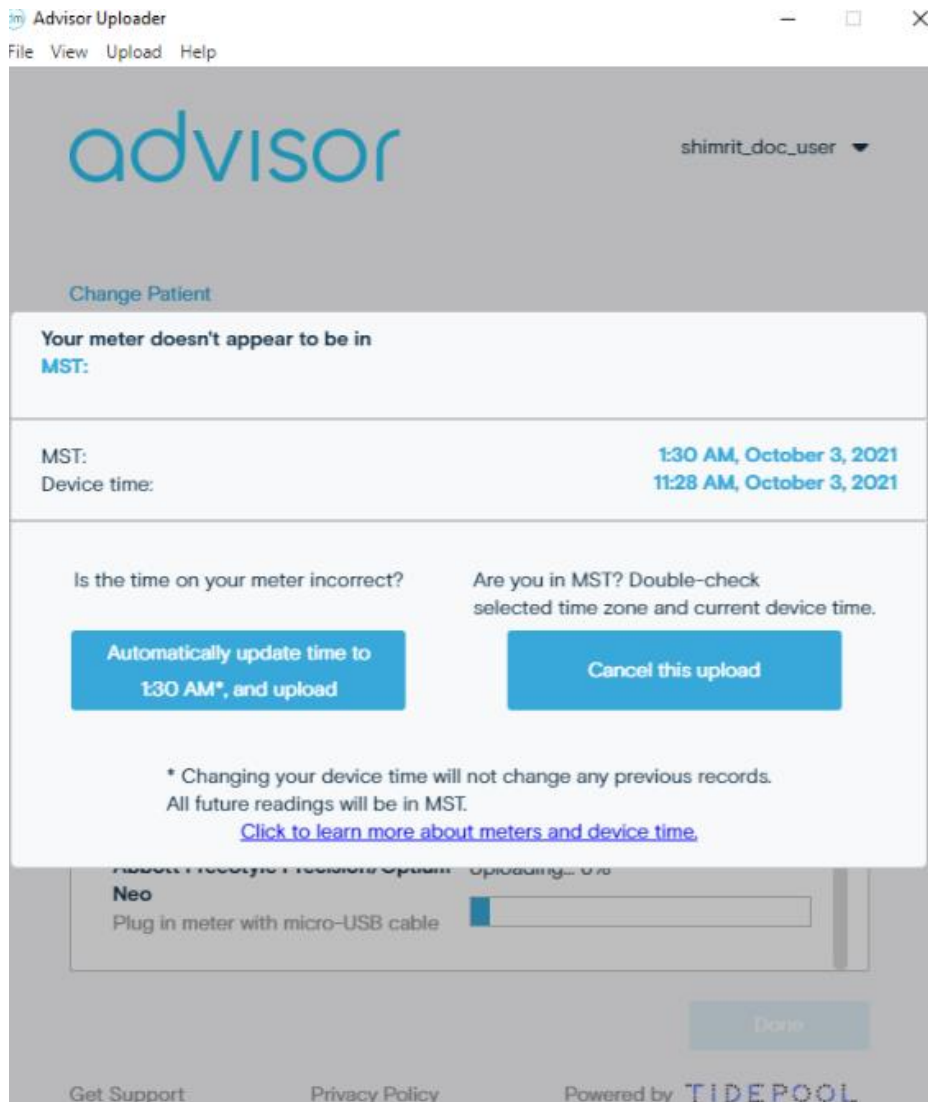
Fixing time on CGM receivers

Advisor Uploader can update the time on Dexcom CGM receivers, and adjust the time for past events, ensuring all your data is in sync with the rest of your diabetes events.

Fixing time on BG meters

Past readings on your blood glucose meter cannot be adjusted. Most BG meters do not store when time changes occur, which prevents Advisor Uploader from adjusting the time for past readings to keep your data in sync. Any blood glucose readings currently on your blood glucose meter will be uploaded with their existing time stamp.

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Once the time on your blood glucose meter has been corrected, all future recordings will be more accurate, and BG meter data displayed in Advisor Web will reflect the updated, correct time setting.

Please note: Trividia True Metrix glucose meters do not support the automatic time updating feature. Please visit their [Customer Care](#) website for information on manually updating the time on your glucose meter.

Troubleshooting: Uploading on Windows

1. General

Install the latest updates:
Please make sure that you have installed the latest updates for your computer. In some cases, not having the most recent updates can prevent the Advisor Uploader from being able to connect with devices connected to your computer, such as the Dexcom, Abbott Precision Xtra, and others. Please refer to this page for information on how to check if your computer is up to date: [Windows Support Page: Is my computer up to date?](#)

Try another port:
Occasionally, your device may have trouble communicating with the uploader due to a hiccup with the driver and the USB port. This can correct itself if you change the port that you are using to connect via USB to the device.

Close other device software:
Sometimes the USB port can only communicate with one piece of software at a time. If you have other diabetes device data management software open, close it. Then try again.

Try another cable:
Some USB cables are designed to only carry power, and lack the ability to carry data and to communicate with your devices. Damaged cables can also prevent a connection to the device. If you are having inexplicable issues connecting to your device, connecting via another cable may resolve the issue.

Restart your computer:
Classic, no? Occasionally restarting your computer can allow drivers and other unmentionables to reset and allow your hardware to resume normal functioning.

2. Device-specific:

Dexcom:

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.
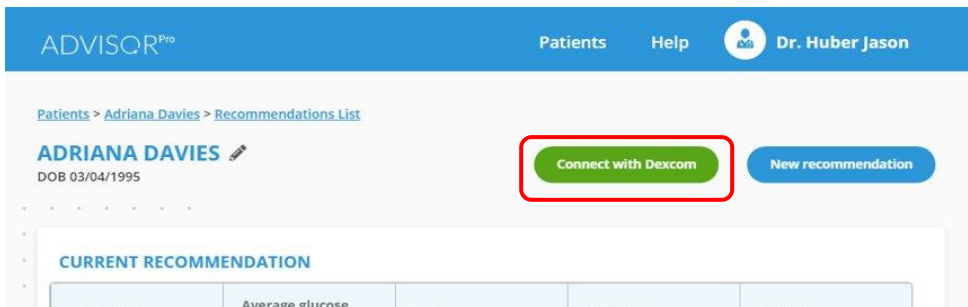
The following screen displays. The patient may log in with an existing Dexcom account or with a new one.
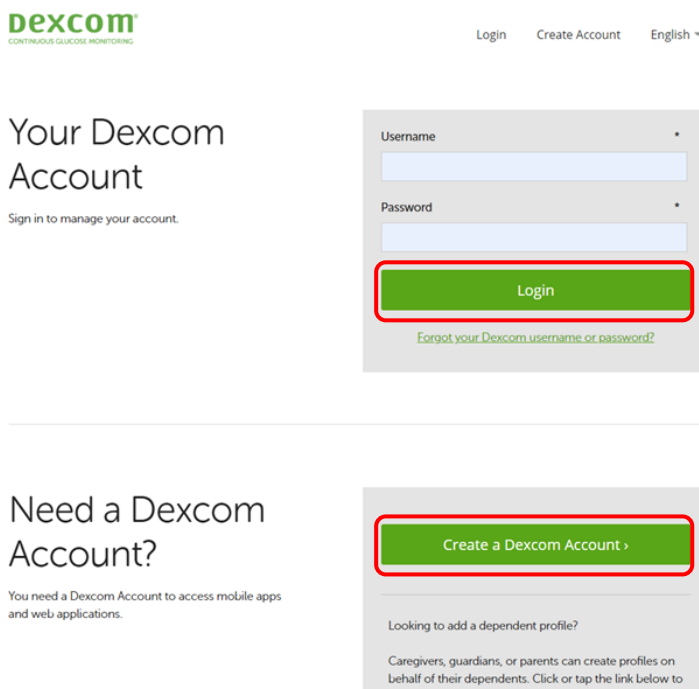
Once logged in, the Dexcom screen closes and the screen indicates that the patient is connected with Dexcom.

OneTouch:

Please ensure that you have installed the latest version of the Advisor Uploader from https://dreamed-diabetes.com/uploader . You can learn more about installing the Advisor Uploader from this article.

Abbott:

Please ensure you are using the correct cable for your meter. See guide on uploading each device for your specific Abbott device.

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Advisor Pro Uploader – Supported Devices

Device Company	Device Model	Device Type	Cable/s
Animas	Ping	Insulin Pump	An Animas IR Cable
Animas	Vibe	Insulin Pump	An Animas IR Cable
Insulet	Omnipod	Insulin Pump	An Original Omnipod PDM & a USB A-Male to Mini-B cable
Insulet	OmnipodDASH	Insulin Pump	A data-capable micro USB cable
Medtronic	523	Insulin Pump	A Contour Next LINK Meter
Medtronic	554	Insulin Pump	A Contour Next LINK Meter
Medtronic	723	Insulin Pump	A Contour Next LINK Meter
Medtronic	754	Insulin Pump	A Contour Next LINK Meter
Medtronic	530G	Insulin Pump	A Contour Next LINK Meter
Medtronic	630G	Insulin Pump	A Contour Next Link 2.4 Meter
Medtronic	640G	Insulin Pump	A Contour Next Link 2.4 Meter
Medtronic	670G	Insulin Pump	A Contour Next Link 2.4 Meter
Tandem	t:flex	Insulin Pump	A micro USB cable
Tandem	t:slim	Insulin Pump	A micro USB cable
Tandem	t:slimG4	Insulin Pump	A micro USB cable
Tandem	t:slimX2	Insulin Pump	A micro USB cable
Abbott	FreeStyleLibre(Reader)	Continuous Glucose Monitor	A micro USB cable
Abbott	FreeStyleLibrePro(Reader)	Continuous Glucose Monitor	A micro USB cable
Dexcom	G4	Continuous Glucose Monitor	Upload to Clarity and connect Dexcom account with Advisor Pro
Dexcom	G5	Continuous Glucose Monitor	Upload to Clarity and connect Dexcom account with Advisor Pro
Dexcom	G6	Continuous Glucose Monitor	Upload to Clarity and connect Dexcom account with Advisor Pro
Medtronic	EnliteSensor(frompump)	Continuous Glucose Monitor	A Contour Next Link 2.4 Meter
Medtronic	GuardianSensor(frompump)	Continuous Glucose Monitor	A Contour Next Link 2.4 Meter
Abbott	FreeStyleFreedomLite	Blood Glucose Meter	A FreeStyle Data Cable
Abbott	Free Style Lite	Blood Glucose Meter	Only for Windows - A FreeStyle Data Cable
Abbott	FreeStyleOptiumNeo	Blood Glucose Meter	A micro USB cable
Abbott	Free Style Precision Neo	Blood Glucose Meter	A micro USB cable
Abbott	PrecisionXtra	Blood Glucose Meter	A special cable, specific to the Precision Xtra
Accu-Chek	AvivaConnect	Blood Glucose Meter	A micro USB cable
Accu-Chek	Guide	Blood Glucose Meter	A micro USB cable
Accu-Chek	GuideMe	Blood Glucose Meter	A micro USB cable
Ascensia (Bayer)	Contour	Blood Glucose Meter	An older Ascensia (Bayer) Contour Meter & A compatible data cable

Ascensia (Bayer)	ContourLink	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & A compatible data cable
Ascensia (Bayer)	ContourNext	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
Ascensia (Bayer)	ContourNextEZ	Blood Glucose Meter	An older Ascensia (Bayer) Contour Meter & A compatible data cable
Ascensia (Bayer)	ContourNextLink	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
Ascensia (Bayer)	ContourNextLink2.4	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
Ascensia (Bayer)	ContourNextOne	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
Ascensia (Bayer)	ContourNextUSB	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
Ascensia (Bayer)	ContourPlus	Blood Glucose Meter	An older Ascensia (Bayer) Contour Meter & A compatible data cable
Ascensia (Bayer)	ContourUSB	Blood Glucose Meter	A Compatible Ascensia (Bayer) Contour Meter & If necessary, a micro USB cable
CareSens	Dual	Blood Glucose Meter	Bluetooth or micro USB cable
CareSens	NPremier	Blood Glucose Meter	Bluetooth or micro USB cable
Glucocard	Expression	Blood Glucose Meter	A GLUCOCARD Expression data cable
Glucocard	Shine	Blood Glucose Meter	A GLUCOCARD Expression data cable
Glucocard	ShineConnex	Blood Glucose Meter	A data-capable micro USB cable
Glucocard	ShineExpress	Blood Glucose Meter	A data-capable micro USB cable
Glucocard	ShineXL	Blood Glucose Meter	A GLUCOCARD Shine/Shine XL data cable
OneTouch	Ultra2	Blood Glucose Meter	A compatible FTDI cable
OneTouch	UltraMini	Blood Glucose Meter	A compatible FTDI cable
OneTouch	Verio	Blood Glucose Meter	A micro USB cable
OneTouch	VerioFlex	Blood Glucose Meter	A micro USB cable
OneTouch	VerioIQ	Blood Glucose Meter	A OneTouch Verio IQ meter & a mini USB cable
OneTouch	VerioReflect	Blood Glucose Meter	A micro USB cable
ReliOn	PremierBlu	Blood Glucose Meter	A ReliOn data cable
ReliOn	PremierClassic	Blood Glucose Meter	A ReliOn data cable
ReliOn	PremierVoice	Blood Glucose Meter	A ReliOn data cable
Trividia	TrueMetrix	Blood Glucose Meter	A micro USB cable & A USB cradle
Trividia	TrueMetrixAir	Blood Glucose Meter	A micro USB cable & A USB cradle
Trividia	TrueMetrixGo	Blood Glucose Meter	A micro USB cable & A USB cradle

If you need further assistance, contact DreaMed support: support@dreamed.ai

www.dreamed-diabetes.com