



# Glucofacts<sup>®</sup>

## DELUXE

DIABETES MANAGEMENT SOFTWARE



- Display meter readings
- View a variety of reports
- Personalize meter settings
- Easy-to-use database

## USER GUIDE

For use with Bayer's *CONTOUR*<sup>®</sup> and  
*BREEZE*<sup>®</sup> meter families

## Introduction

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GLUCOFACTS<sup>®</sup> DELUXE software is intended for use by Health Care Professionals and patients with diabetes for viewing and printing reports that display blood glucose readings from Bayer's CONTOUR<sup>®</sup> (7152A, 7152B, 7186, 7187, 7188, 9588, and 9589) and BREEZE<sup>®</sup> (6118G, 1462, and 1463) meter families. When the software is installed on a personal computer, a database can be used to store multiple users' profiles and their meter readings. (The database is not available when using the software directly from the CONTOUR USB meter.)

The GLUCOFACTS DELUXE reports can be customized to display meter readings by specific dates and includes trends and summaries. There are also options for customizing the report ranges for Above Target, Target, and Below Target blood glucose readings, and setting the daily time periods.

GLUCOFACTS DELUXE makes meter setting changes easy for all supported meters. You can set time format (24 or 12 hour), date format and alarm Off or On. If your CONTOUR meter allows you to set target ranges and change alarms settings or optional levels, these changes can be made from GLUCOFACTS DELUXE.

### Additional Materials Needed:

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- Bayer's CONTOUR<sup>®</sup> and Bayer's BREEZE<sup>®</sup> meter families are compatible with the GLUCOFACTS DELUXE application.
- An appropriate cable from Bayer to connect your meter with your computer. This can be Bayer's serial cable – connected to a serial/pin port on your computer, or Bayer's USB cable – connected to a USB port on your computer.

**NOTES: Bayer's CONTOUR USB meter includes an extension cable in your meter kit for added convenience.**

- A computer with the following:
  - Microsoft<sup>®</sup> Windows XP<sup>®</sup> SP3, or Vista<sup>®</sup> SP2 operating system
    - Java<sup>®</sup>1.6.0\_07 or higher (by Sun Microsystems Inc.)
    - Hardware requirements ---  
PC with a USB or Serial port, and a CD drive (if using CD installation), or internet connection (if using internet download installation).
  - Mac<sup>®</sup> OS 10.5.7 or later and an intel-based 64 bit processor  
The Mac operating system is only compatible for use with Bayer's CONTOUR USB meter.
    - Java<sup>®</sup> SE 6 or higher (by Sun Microsystems Inc.)
    - Hardware requirements ---  
Mac with a USB port, and a CD drive (if using CD installation), or internet connection (if using internet download installation).

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## Installing Glucofacts® Deluxe

If you have a previous version of WinGlucofacts™ installed, GLUCOFACTS DELUXE will not replace that software. You can import the files from your WinGlucofacts software.

**To download and install from the internet site, go to [www.bayerdiabetes.ca](http://www.bayerdiabetes.ca) and follow the directions on the screens.**

### Installing from a CD

1. Turn on your computer and insert the GLUCOFACTS DELUXE CD into your computer's CD drive. If the installation does not begin automatically, locate the GLUCOFACTS DELUXE 2.01.exe (GLUCOFACTS DELUXE 2.01.mpkg for Mac®) file on the CD and double-click the file to start the installation. GLUCOFACTS DELUXE works with Java® software, and will verify your version of Java. If needed, you will be directed to update your Java version at the Java website.
  - If you do not have an internet connection, please go to the Java folder on the CD and double-click the file in that folder to install the Java update.
  - After the Java update has completed, you must re-start the installation of GLUCOFACTS DELUXE by finding the GLUCOFACTS DELUXE 2.01.exe file (GLUCOFACTS DELUXE 2.01.mpkg for Mac) on the CD. Double-click the file to re-start the installation.
2. You will be directed through a few screens to set up the location for the database for GLUCOFACTS DELUXE, language choice and other preferences, and the installation will complete.
3. Read the End User License Agreement displayed on your screen, and if you agree, click the "I agree" button.

A shortcut icon will be setup on your desktop for easy access to the application after installation.



### Connecting a Meter (Please see the Connecting a Meter section of this User Guide.)

1. If you have Bayer's USB cable simply follow the installation instructions that came with the USB Cable.
2. If you have Bayer's CONTOUR® USB meter, simply plug it in using the connector built into the meter.
3. If you have Bayer's serial or "Y" cable with two different ends, insert the 9-pin connector into the computer port and the prong end into your BREEZE® or CONTOUR® meter.

# Welcome to Glucofacts® Deluxe

**Glucofacts®  
DELUXE**

**Simplify Life with Diabetes**

**To get started...**  
To get started, simply plug in a supported Bayer meter to this computer and turn it on.

**View Records**      **Set Up**      **Help**

simplewins™ | Bayer HealthCare Diabetes Care

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The Welcome or Home screen of GLUCOFACTS® DELUXE has links to all of the options available.

## Connecting a Meter


### Connect a Meter to a Computer

GLUCOFACTS® DELUXE supports the CONTOUR® and BREEZE® meter families.

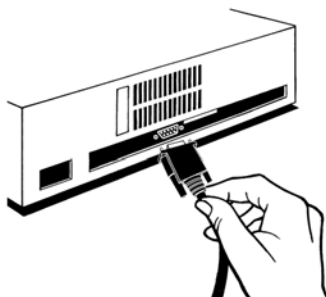
If you have Bayer's CONTOUR USB meter, simply plug it into the USB port or use the additional USB cable provided in your meter kit.

None of the connection steps listed below are needed for the CONTOUR USB meter.

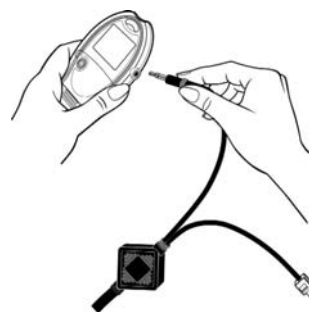
Locate the appropriate cable for your meter-computer connection. If you do not have a cable, visit the Bayer Diabetes Care website [www.bayerdiabetes.ca](http://www.bayerdiabetes.ca) or call 1-800-268-7200.

Your PC will have a serial port that has 9-pin holes for a serial cable, or a USB port , or both. The cable you use must fit one of the ports available on your PC.

#### If you are using Bayer's serial/pin cable:



Serial Cable



With the meter turned OFF, firmly plug the cable into the meter and insert the other end into the computer's serial/pin port. Your computer should recognize the serial cable without any installation steps. *Please verify that your meter plug is inserted completely.*

**Note:** If you are using Bayer's serial cable (a 'Y' cable), only the round metal end fits into the meter.

#### If you are using Bayer's USB cable:



USB Cable



Please follow the instructions received with your USB Cable for first time installation:

Plug the USB connector into the PC's USB port. This will start the Found New Hardware Wizard.

Insert the CD that is included with your USB cable from Bayer into the computer's CD drive. The Wizard will guide you through the setup of USB drivers and then you must repeat the steps for the serial drivers. Be sure to follow the instructions from the Wizard and install both sets of drivers.

With the meter turned OFF, completely insert the round metal end of the USB cable into the meter. *Please verify that your meter plug is inserted completely.*

**Note: For your convenience, you can leave your cable from Bayer connected to the computer at all times. Do not leave your meter connected while testing.**

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## Order a Cable from Bayer






1. Identify the type of cable you need (serial or USB) for your computer.
2. You can order a cable directly by calling 1-800-268-7200. You may also visit [www.bayerdiabetes.ca](http://www.bayerdiabetes.ca).

**Note: If an Internet connection is not available, please call the Bayer Diabetes Support Group phone number on the back of your meter.**

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## Designate COM Ports


If you are using Bayer's USB cable or Bayer's CONTOUR® USB meter, you do not have to manually configure the meter-computer connection.

1. Click the Settings  button on the top toolbar.
2. Click the  tab, and then Click  to view all available ports for the computer's operating system.
3. If you know the COM Ports you want GLUCOFACETS® DELUXE to use, check the "Use" box next to each COM Port.
4. To see which port the meter is connected to:
5. Connect the meter, and turn it on.
6. Click "Scan for Meter". When GLUCOFACETS® DELUXE detects the meter on a port, it places a check in the port's "Use" column.
7. Select one of the communication options:
  - Use only the currently detected meter's port. (This option is only available if a meter is connected and the application has detected the meter on a port.)
  - Scan ALL ports. (This may interfere with other devices connected to your computer.)
  - Scan only SELECTED ports. (This option is only available if one or more COM Ports have been checked in the "Use" column.)
8. Click  or click .

**Note: You can change auto setup at any time.**

### Automatic Meter Detection

GLUCOFACTS® DELUXE is set to automatically detect a meter whenever it is connected to your computer.

If you would like to change these settings, click the Settings  button and you can change these settings on the **General** tab.

**NOTE:** If you have a CONTOUR® USB meter and run GLUCOFACTS® DELUXE from your meter, your screen will appear differently than shown here. Your buttons will appear a bit differently and you will not have a “View Records” button. Please see the separate section in this User Guide for features specific to the CONTOUR USB meter.



To download your meter’s readings, simply plug it in, and turn the meter on.




**NOTE:** Bayer’s CONTOUR USB meters turn on automatically when connected to USB port and GLUCOFACTS DELUXE is on.

When initially downloading a meter that is not associated with a person, you have four options:



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### Add a New Person

1. Click the “Add New Person” button. 
2. Complete First and Last name fields. These are the only required fields. You can use your tab key to move from field to field.
3. If you want to add Date of Birth, click the ▼ beside each Date of Birth field to open the list of choices for each. Move the blue scroll bar to browse through the options, or click ▼ to move one option at a time. Click on the desired Day, Month, and Year.
4. Complete other fields as desired.
5. Click  or click .

**Note:** If a ‘Duplicate Person’ window pops up, the person you saved has the same First Name, Last Name, and Date of Birth of someone already in GLUCOFACTS® DELUXE. To save the new person, you may: Click “Edit Profile”, change one of the identical fields, and save again or Click “Save As Duplicate”, and a number will be added to the end of the Last Name, for example ‘Jane Doe [2]’.

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### Associate a Meter to a Person


1. From the New Meter Detected dialog box, click .  
Note that this option will not be available if there are no people in the database.
2. Follow the instructions on the pop-up box. As you type, all people that may be a match appear on the list.
3. Click on the name in the list to select the person you want, and the name will be copied into the text box.
4. If the name in the text box is correct, click . The meter is now assigned to the person you selected, and your screen will display the person’s reports.

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## View or Print Reports Without Setting up a Person in the Database



If you want to view or print reports for a meter without adding the person to the database, you can. This will create a temporary person in the database for this meter.

You can view and print all reports for the temporary person, as well as select the temporary person from the People  list until the next meter is downloaded or you close the application. If you use the “View Reports Only” or “Print Reports Only” again, it will create a new temporary person for that meter. Meter reports will be saved for this temporary person until the next time you choose to View Reports Only or Print Reports only. You can have one temporary person in the database at a time.

Until you download another “temporary report” you can choose to associate this record to a person or set up a new person.

To do this, see the links near the top of your screen. Click either the “new profile” or “associate this meter. . .” link if desired.



Please see the System Utilities section of this User Guide for more information about finding a person, editing and adding people, and managing the list of people in your GLUCOFACTS® DELUXE software’s database.

## View Reports

This is a Logbook Report. Other views are available by selecting one of these links.



Reports
Profile Details
Setting Preferences
Meter Information

Logbook
Trend
Standard Day
Standard Week
Summary

Logbook Range: May 2, 2009 to May 16, 2009      Reference Method: plasma      Change Date Range

| Date                     | Morning<br>12:00 AM - 8:00 AM |     |     | Midday<br>8:00 AM - 5:00 PM |     |      | Evening<br>5:00 PM - 12:00 AM |     |      |
|--------------------------|-------------------------------|-----|-----|-----------------------------|-----|------|-------------------------------|-----|------|
|                          | No Mark                       | 🍏   | 🕒   | No Mark                     | 🍏   | 🕒    | No Mark                       | 🍏   | 🕒    |
| Monday<br>May 4, 2009    |                               | 4.9 |     | 3.9                         | 5.1 |      |                               |     | 8.1  |
| Tuesday<br>May 5, 2009   |                               |     |     | 4.4                         | 4.9 |      |                               | 5.5 | 10.3 |
| Wednesday<br>May 6, 2009 | 4.9                           |     |     | 5.1                         |     |      | 6.8                           |     |      |
| Thursday<br>May 7, 2009  | 5.1                           |     | 8.8 |                             | 5.6 | 10.4 |                               |     |      |
| Friday<br>May 8, 2009    |                               | 4.9 |     | 6.1                         |     |      | 6.1                           |     |      |
| Saturday<br>May 9, 2009  |                               | 3.8 |     | 6.7                         |     | 9.2  |                               | 4.4 | 9.9  |

**DATA ANALYSIS**

|                 |     |     |     |     |     |      |     |     |      |
|-----------------|-----|-----|-----|-----|-----|------|-----|-----|------|
| No. of Readings | 4   | 6   | 7   | 5   | 5   | 7    | 2   | 5   | 7    |
| Std. Deviation  | 1   | 0.6 | 1.2 | 1.4 | 0.7 | 1.7  | 1.4 | 1.1 | 1.9  |
| Average Reading | 4.7 | 4.2 | 6.6 | 5.7 | 5.6 | 8.9  | 7.8 | 5.6 | 8.8  |
| Lowest Reading  | 3.3 | 3.7 | 4.9 | 3.9 | 4.9 | 5.8  | 6.8 | 4.4 | 6.4  |
| Highest Reading | 5.5 | 4.9 | 8.8 | 7.2 | 6.7 | 10.6 | 8.8 | 7.1 | 11.2 |

**LEGEND**

- 🍏 Before Meal
- 🕒 After Meal
- 📖 Logbook
- ☑ Manual Entry
- ☒ Deleted Reading
- 🟡 Above Target  
9.9-33.3 mmol/L
- 🟢 Target Reading  
3.9-9.8 mmol/L
- 🟠 Below Target  
0-3.8 mmol/L

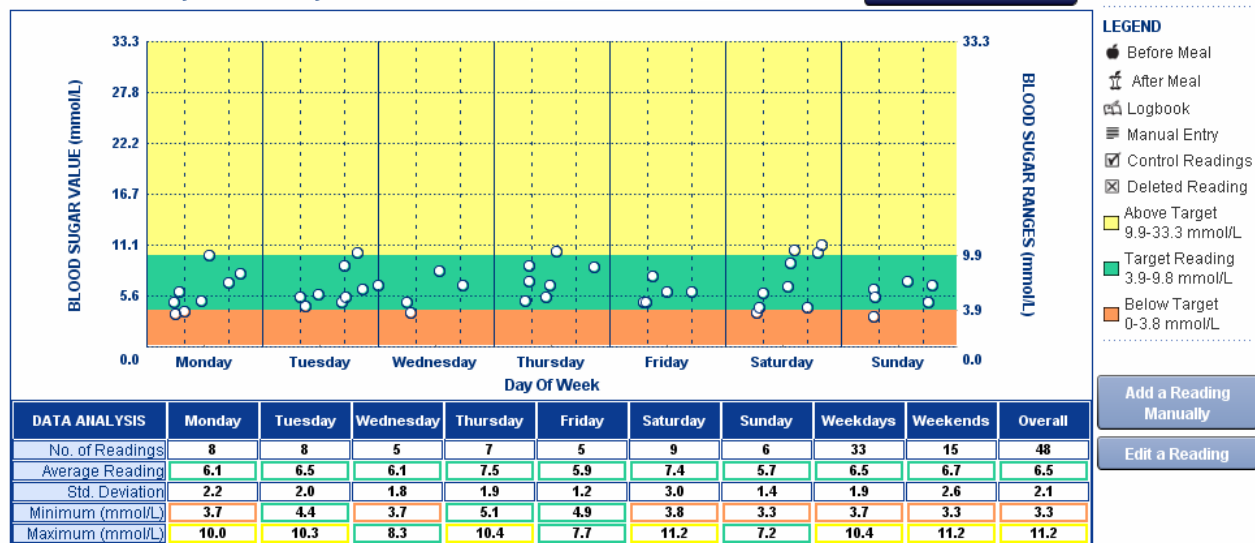
Add a Reading Manually
Edit a Reading

After a successful meter download, you will be automatically directed to the **Logbook Report**. The features of the report will be similar to the above image. The meter readings will be color coded to show any readings as Above Target (yellow), Target (green), or Below Target (orange).

- A legend appears on the right side of the screen explaining the symbols used in the reports.
- You can view the details about each blood glucose reading by pointing your mouse to the logbook entry.
- All readings will appear in the “No Mark” column unless the meter is set up to mark Before Meal and After Meal. The “No Mark” column indicates that meal markers were not used. There may be other results in this column such as a control test, a deleted reading or a logbook marker.
  - The Before 🍏 and After Meal 🕒 readings will appear in the column under their symbols.
- Entries marked in the meter with the Logbook symbol will have a 📖 marker or note within the reading.
- Any control tests will have a ☑ marker within the reading.
- Readings that have been marked as deleted in the meter (All BREEZE and a few CONTOUR meters) will be marked with a ☒ in GLUCOFACTS® DELUXE. Please review your meter’s User Guide to confirm whether this applies to your meter.

Standard Week: May 2, 2009 to May 16, 2009

Change Date Range




The above image is an example of a Standard Week Report displaying readings from multiple weeks designated by day of the week.

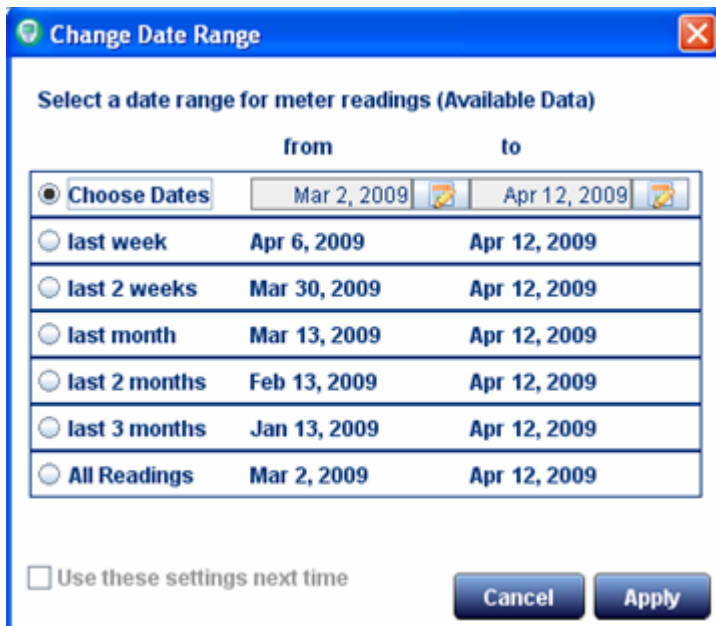
### Report Definitions

|                      |  |
|----------------------|--|
| Trend Report         | A graph of blood glucose readings by day for a specified date range. Readings marked deleted or control are not included in the report.  |
| Logbook Report       | A record of meter and manual blood glucose readings by day and time for a specified date range.  |
| Standard Day Report  | A graph that displays blood glucose readings by time of day as if all readings occurred in one day. Readings marked deleted or control are not included in the report.   |
| Standard Week Report | A graph that displays blood glucose readings by day of the week as if all readings in the date range occurred in one week. Readings marked deleted or control are not included in the report.  |
| Summary Report       | An overview of all meter readings in a specified date range that includes information such as the number of readings; the minimum and maximum blood glucose reading (units); the number of control and deleted readings; and the average blood glucose reading. This can be displayed as a pie chart or a bar chart. |

---

## Change the Date Range Used for GLUCOFACTS® DELUXE Reports

1. Click  in the upper right corner of the report.





The dialog box titled "Change Date Range" has a close button in the top right. The main heading is "Select a date range for meter readings (Available Data)". Below this, there are two columns labeled "from" and "to". The "Choose Dates" option is selected, with "Mar 2, 2009" in the "from" field and "Apr 12, 2009" in the "to" field. Below this are seven radio button options, each with a corresponding "from" and "to" date range:

| Option  | From         | To           |
|---|--------------|--------------|
| <input checked="" type="radio"/> Choose Dates | Mar 2, 2009  | Apr 12, 2009 |
| <input type="radio"/> last week               | Apr 6, 2009  | Apr 12, 2009 |
| <input type="radio"/> last 2 weeks            | Mar 30, 2009 | Apr 12, 2009 |
| <input type="radio"/> last month              | Mar 13, 2009 | Apr 12, 2009 |
| <input type="radio"/> last 2 months           | Feb 13, 2009 | Apr 12, 2009 |
| <input type="radio"/> last 3 months           | Jan 13, 2009 | Apr 12, 2009 |
| <input type="radio"/> All Readings            | Mar 2, 2009  | Apr 12, 2009 |

At the bottom, there is a checkbox labeled "Use these settings next time" which is currently unchecked. To the right of the checkbox are two buttons: "Cancel" and "Apply".

The Change Date Range window shows the 'From' and 'To' dates that will be used for each option, based on the date of the most recent reading in the meter (not the current date).







2. Click the desired date range, or click  **Choose Dates** to enter your own date range.  
Note: The 'From' date you enter CANNOT BE EARLIER than the earliest 'From' date in the Date Range list. If you enter an unacceptable date, the box will turn red until you enter a valid date.
  3. To use the same (non-custom) date range for all GLUCOFACTS® DELUXE reports the next time you download meter readings, check  **Use these settings next time**.  
Note: By default, Glucofacts DELUXE uses 'Last Month' as the standard date range for reports. You can change this default by checking 'Use these settings next time' before applying your date range.
  4. Click  to change the date range, or click .
- Note: The date range you choose for online reports does not change the date range for automatically printed reports. For more information see Change Settings for Automatically Printed Reports.

---

### View Details About Readings on a Report

Move your cursor over any data point on a graph or over an entry in the Logbook.

A 'tool tip' will open and display the date, time, Before Meal or After Meal marker (if applicable), blood glucose value, HbA1c reading (if manually entered), and any other icons associated with this reading, such as:

Logbook   Manual Entry  Control Reading  Deleted Reading   Before Meal  After Meal

---






### View Same Day or Same Week Readings in a Report

Click a data point on the Standard Day or Standard Week report graph. GLUCOFACTS® DELUXE will connect this reading with all readings that occurred the same day or week, within the selected date range.

To disconnect the line, click anywhere in the graph outside a data point.

---


## Manually Add a Blood Glucose Reading or HbA1c to a Person's Record

1. Click the Logbook report tab.
2. Click the  icon below the Legend. GLUCOFACETS® DELUXE fills in the date, the time (the start time of the Time Period) and the meal marker based on the cell you selected. You can change these fields if desired.
3. Enter a date or click the calendar  icon to select a date from the calendar. If you use the calendar tool, click the desired date and you will be returned to the pop-up window.
4. Enter the time, or click the time tool  icon to select the time.
5. Click "OK" to set the time.
6. Enter the blood glucose value. If applicable, select Before Meal or After Meal Marker or No Mark.
7. If desired, enter an HbA1c percent measurement (as one decimal point: example 5.4%).
8. Enter any notes or comments in the Comments text box.
9. Click , or click .

---

## Add a Note to a Blood Glucose Reading in the Logbook






You can add a note or comment to any entry in the Logbook.

1. Click the Logbook report tab.
2. Click the entry/reading.
3. Click the  button on the right side of your screen, below the Legend.
4. Enter your note or comment in the comment box.
5. Click , or click .

---

## Edit or Delete an Entry in a Person's Logbook






**Note: Only entries that have been manually added can be deleted.**

1. Select the person from the People  list.
2. Click the person's  Reports tab to open the most recently viewed report.
3. Click the Logbook tab.
4. Find the entry in the cell and click it to highlight.
5. Click the  button below the Legend.
6. Change field values as needed.
7. Click , or click .

---

## Print a Report





To print a report while you are viewing it, follow these steps. This will not affect your automatic printing options.

1. Select the person from the  list.
2. Click the person's  **Reports** tab. GLUCOFACTS® DELUXE opens the most recently viewed report.
3. Click the  button in the upper right corner of the screen. The report you are viewing is already selected.
4. Click in the box beside each report you wish to print. To de-select a report for printing, click again in the check box.
5. Select one date range for this report. The current date range is already selected but can be changed.
6. Click , or click .

---

## Change Settings for Automatically Printed Reports






This will change how your reports will print if you have automatic printing selected in your preferences.

1. Click  on the top toolbar.
2. Click the  **Print Reports** tab.
3. Check the box beside each report you want to print.
4. Click the number of days you would like to print for all selected reports. You may only select one date range: Last Week, Last 2 Weeks, Last Month, Last 2 Months, or Last 3 Months.
5. Click . To cancel your changes, click .

---

## Save or Export a Report as a PDF (Adobe Acrobat®) File

You can save the report as an Adobe Acrobat or PDF file. This will make it easier to send the report via email.

1. Select the person from the  list. For detailed instructions, see **Find a Person** in the software help  or in this User Guide.
2. Click the person's  **Reports** tab to access the most recently viewed report.
3. Click  in the upper right corner of the screen.
4. Select the report and date range, then click .
5. When the Save window displays, change the 'Save in' file location if needed.
6. Click Save.

**Note:** A PDF file can only be viewed or printed with Adobe® Reader®. However, you can print from the software without saving as a PDF.

---

## View Blood Glucose Reading Details in a Report


If you move your mouse cursor over any data point on a graph or in the Logbook report, a 'tool tip' will appear displaying detailed information for this reading.

## Personal Settings

GLUCOFACETS® DELUXE allows you to change settings for an individual person, keeping the system settings for all others.

If you are running GLUCOFACETS® DELUXE from your CONTOUR USB meter, your settings will be different. For Contour USB meters, please see the separate section in this User Guide.

### Find a Person in GLUCOFACETS DELUXE

1. Click  on the top toolbar. GLUCOFACETS® DELUXE lists all people currently stored in the system. You can move through the list by using the scroll bar on the right or you can search for the person.
2. Type the ID, First Name, Last Name, or Date of Birth in the text box. As you type, GLUCOFACETS DELUXE lists all the people that are a match.

|      |                        |
|------|------------------------|
| jo   | <b>Find Person</b>     |
|      | Joe S Doe Jun 4, 1933  |
|      | John Doe Mar 21, 1946  |
| a203 | Jane Jones Feb 5, 1952 |

3. Click on the row to select the person you want. GLUCOFACETS® DELUXE copies the whole row into the text box.
4. If the name in the text box is correct, click **Find Person**, and the person's row will be highlighted.
5. Click once on the highlighted row to go to the person's logbook page. You will see the previously downloaded readings.

NOTE: Any changes made to the settings or meter information for this person will not affect the system settings for other people in the system.

### Change the Sorting Order of the People List

By default, the People list is sorted in descending order A to Z by Last Name, but you can sort the list in ascending or descending order by any column.




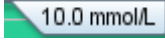
1. Click the People  button on the top toolbar.
2. Click on the column header, for example, 'Date of Birth'.

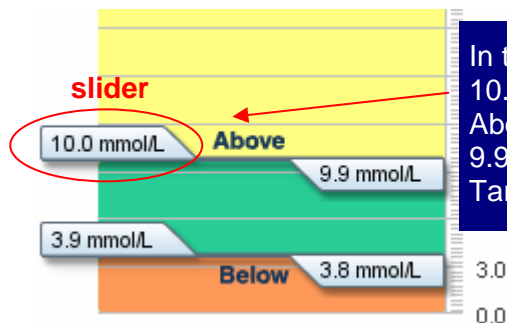
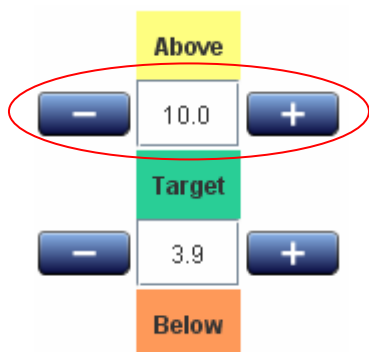
| First Name | Last Name | Date Of Birth ▲ |
|------------|-----------|-----------------|
| Joe S      | Doe       | Jun 4, 1933     |
| John       | Doe       | Mar 21, 1946    |
| Jane       | Smith     | Oct 13, 1950    |

3. When the small arrow displays in the column header, it will be pointing down ▼ or up ▲ ,
4. To reverse the sort order of the column, click on the heading again.



---

## Set Personal Blood Glucose Ranges

1. Select the person from the  list.
2. Click the person's  tab.
3. Click the **BLOOD SUGAR** link on the upper left side of your screen.
4. Click  Use Personal Settings in the upper left area of the screen. (It will turn green when selected.)
5. To change the blood glucose ranges, click and drag the slider 'handles' , or click the plus (+) and minus (-) signs, or type the target numbers in the white boxes.









In this image, 10.0 mmol/L is in the Above Target range and 9.9 mmol/L is in the Target (green) range.

6. Click , or click . The application will use your saved settings instead of the default (standard) settings.

**IMPORTANT NOTE: Changes to personal or application settings in GLUCOFACTS® DELUXE do not affect the settings in a person's meter. They will change how your reports will appear.**

---

## Customize a Person's Daily Time Periods

1. Select the person from the  list. (For detailed instructions, see Find a Person.)
2. Click the person's  tab.
3. Click the **TIME PERIOD** link.
4. Click  Use Personal Settings in the upper left area of the screen. The text will turn green when selected.
5. If desired, change the number of time periods, and type in new Time Period descriptions (for example, 'Early Morning'). Be sure that the descriptions in the text boxes are not the same and that all text boxes contain time periods.
6. To change the start times, click and drag the column slider 'handles' .
7. Click , or click  to cancel your changes.





**IMPORTANT NOTE: Changes to personal or application settings in GLUCOFACTS® DELUXE do not affect the settings in a person's meter.**

---

## Change a Meter's Blood Glucose Ranges to Match GLUCOFAC<sup>®</sup> DELUXE





If the connected meter from Bayer supports Above Target and Below Target (some meters call them “high” and “low”) blood glucose settings, GLUCOFAC<sup>®</sup> DELUXE warns you if the ranges in the connected meter are not the same as the application's blood glucose ranges.

After a download while the meter is still connected:




1. Click the  **Setting Preferences** tab.
  2. Click the  **Use GLUCOFAC Settings** button on the left side of the screen.
  3. Select the  **Meter Information** tab, and click the  button.
- 

## Change Meter Settings

Make sure your meter is connected to GLUCOFAC<sup>®</sup> DELUXE and turned on.


1. Click  on the top toolbar.
2. Click the  **Meter Information** tab.
3. Under the Meter Settings heading, each setting currently selected will be marked.
4. To change a setting, click the button beside the desired setting.
5. Click  , or click  .

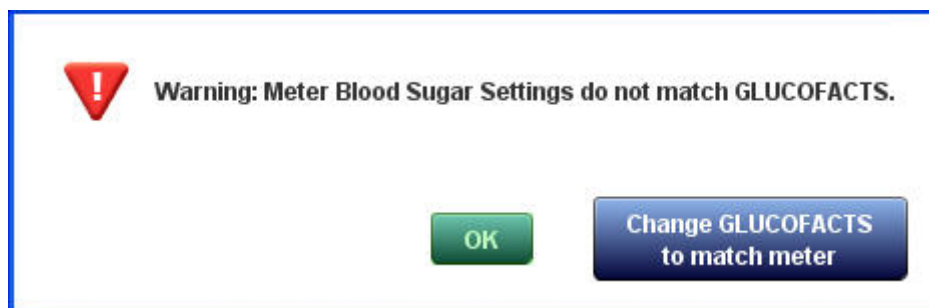
To change the blood glucose settings on CONTOUR models that allow changes, make sure your meter is connected and turned on. To change your settings on your meter to match the software:


1. Click  **Setting Preferences** and then click **Use Personal Settings**.
  2. Click the  **Meter Information** tab, and click the  button.
- 

## Change Software to Match Individual Meter Settings

If you unintentionally change the software settings for yourself or an individual, you can restore GLUCOFAC<sup>®</sup> DELUXE settings to match the individual meter.

1. After changing your blood glucose or time period settings in  **Setting Preferences** , you will see a pop up message alerting you.



2. Click the  button to change the software to match your meter.


## System Settings

These options are available if you are running GLUCOFACTS® DELUXE from your computer. If you have a Contour USB meter and run GLUCOFACTS DELUXE from your meter, you will not have all of the options in this section.


### Glucofacts® Deluxe product updates

Go to [www.bayerdiabetes.ca](http://www.bayerdiabetes.ca) to check for and download updates for your software. If you do not have access to the internet, contact Bayer Diabetes Care Support at 1-800-268-7200.



### View and Change System Settings

You can view and change the standard application settings when you click  on the top toolbar. There are four types of application settings:

- General (meter, communication ports and language settings)
- Blood Sugar (Glucose) Ranges for your Reports
- Time Period (daily time period settings)
- Print Reports (report types and date ranges for automatic printing)

Application (system) settings apply to everyone in GLUCOFACTS DELUXE unless a person has personal Blood Sugar (Glucose) or Time Period settings. GLUCOFACTS DELUXE allows you to personalize these settings for anyone in the People  list through using the “Setting Preferences” tab. Changes to a person’s Blood Glucose and/or Time Period settings are used by GLUCOFACTS DELUXE for that person instead of the application settings.

### Setup Automatic Downloading and Report Printing

1. Click the Settings  button on the top toolbar.
2. Click the  tab if it is not already showing.
3. In the center area of the screen, review the options for automatic downloading and printing.
4. Select the options you want when a meter is recognized after connecting, and your options when a meter is not recognized.

#### If a meter is recognized....

- Always Ask Me What I Want to do
- Automatically Download Readings
- Automatically Download Readings and Print Reports

*Go To Print Reports tab to see options*



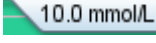
#### If a meter is not recognized...

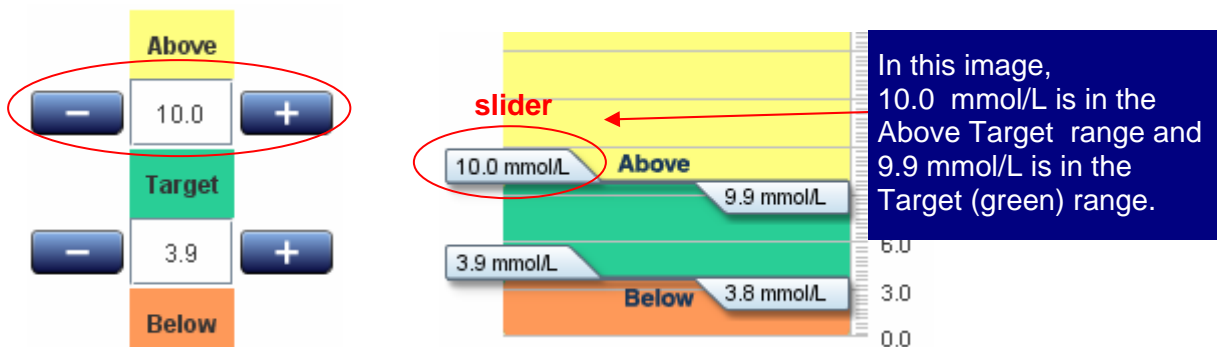
- Always Ask Me What I Want to do
- Automatically View Reports Only
- Automatically Print Reports Only

*Go To Print Reports tab to see options*

5. Save any changes you have made.

## Change the Blood Sugar (Glucose) Ranges Used for All GLUCOFACTS® DELUXE reports

1. Click the Settings  button on the top toolbar.
2. Click the  tab.
3. To change the blood sugar (glucose) ranges (High or Above Target, Low or Below Target), click and drag the slider 'handles' , or click the plus (+) and minus (-) signs, or type the target numbers in the white boxes.






4. Click , or click .

**NOTES:** Changes to the application's standard blood glucose ranges or time periods, will remain in effect for all meter downloads unless other ranges have been specified individually for a person. Changes to personal or application settings do not change the settings in a person's meter.

---


## Change the Daily Time Period Settings Used for GLUCOFACTS® DELUXE Reports

1. Click the Settings  button on the top toolbar.
2. Click the **Time Period** tab.
3. Change the Number of Time Periods, if desired by clicking the drop down arrow .
4. If desired, type in new Time Period names, or use the pre-set names provided. Be sure that the time period names are different for each time period, and none are left blank.
5. To change the start times of the time periods, click and drag the column slider 'handles' .
6. Click **Save Changes**, or click **Cancel** to cancel your changes.

**Note: Changes to the application's standard daily time periods will apply to all reports unless other time periods have been specified for a person.**



---

## Associate Meter Data with a Temporary Person

1. If you do not associate a newly downloaded meter to an existing person, or add a new person for this meter, GLUCOFACTS® DELUXE automatically assigns a 'temporary person' to this meter.
2. You can view and print all reports for the temporary person, as well as select the temporary person from the People  list until the next meter is downloaded or you close the application. You can only have one temporary person in the database.

---

## Change the language used in GLUCOFACTS® DELUXE

1. Click the Settings button  on the top toolbar.
2. Click the **General** tab.
3. Click down-arrow  in the Language box to select the desired language.
4. Click **Save Changes**, or click **Cancel**.

## Contour<sup>®</sup> USB Settings in Glucofacts<sup>®</sup> Deluxe

This section is intended for CONTOUR USB meters. There are two versions of GLUCOFACTS DELUXE: one version can run directly from your CONTOUR USB meter, and the other has more options and is available to download and install from the Bayer Diabetes Care website ([www.bayerdiabetes.ca](http://www.bayerdiabetes.ca)) The screens will differ if you are running GLUCOFACTS DELUXE from your CONTOUR USB meter or using the GLUCOFACTS DELUXE version installed on your computer. Most button images in this section display GLUCOFACTS DELUXE running from your meter, not your PC.

For details about your CONTOUR USB meter, see your meter's User Guide.







A few notes about CONTOUR USB meter's AutoLog feature, making changes to your meter settings, and initial launch of GLUCOFACTS DELUXE from your meter:

- The first time you launch GLUCOFACTS DELUXE from your CONTOUR USB meter, please allow a few minutes. After the initial launch, you will see your GLUCOFACTS DELUXE screens more quickly.
- If AutoLog is off, the Meter Information screen in the GLUCOFACTS DELUXE application will only display the high (hyperglycemic) and low (hypoglycemic) settings. You cannot change overall blood sugar target settings from that screen.
- You can change targets or ranges in GLUCOFACTS DELUXE and then match the meter to the application. See "Change Overall Blood Glucose Target Settings Currently in the Meter" in this section of the User Guide.
- If AutoLog is on – you will see overall targets, but will not be able to change the overall target in GLUCOFACTS DELUXE or on the meter. Before meal and after meal targets may be changed when AutoLog is on.

---



### Personalize Meter Profile

To personalize your CONTOUR USB meter profile with your name and date of birth:

1. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .
2. Click the  tab.
3. Enter a first and last name.
4. Use the drop-down arrow  to enter Date of Birth, if desired.
5. Click  or .

---

### Change Meter Trend Settings

1. Make sure your CONTOUR USB meter is connected.
2. Click  on the top toolbar.
3. Click the  tab.
4. Under the Meter Settings heading (lower left side of screen), click the Trends button that you wish to set (either 7, 14 or 30 day):

Trends:     7 day     14 day     30 day




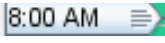


Click  or .

For a definition of Trends, please see the Glossary.

---

## Change Personal Daily Time Periods




To change your personal time periods on your CONTOUR<sup>®</sup> USB meter:

1. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .
2. Click the  tab.
3. Click the **TIME PERIOD** link near the top of the screen.
4. Change Number of Time Periods, if desired.
5. If desired, type in new time period labels (for example, 'Early Morning'). Be sure that no labels are the same and that no labels are left blank.
6. Click and drag the column sliders  to move the start times up or down as needed.
7. Click  or . The application will use your saved settings instead of the default (standard) settings.

---

## Change Before Meal / After Meal Blood Sugar (Glucose) Targets on your Meter

You may adjust the high and low settings on your meter, and they can be different than the targets set within the software.

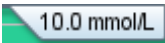


1. Your CONTOUR USB meter must be connected.
2. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .
3. Click the  tab. If View All is selected under Blood Glucose Settings, the meter's current target settings are shown, plus High (hyper) and Low (hypo) limits.

**Note: If AutoLog is OFF on the meter, only “High (hyper) / Low (hypo)” will appear. Each blood glucose range is colour-coded.**

4. Under **View All**, select the item you want to change. Only one type of setting can be changed at a time.

- View All**
- Target**
- Before Meal**
- After Meal**
- High(hyper)/Low(hypo)**

To change the meter's Before Meal blood glucose limits:

- Click (or press and hold) the plus and minus buttons OR click and drag the target slider 'handles' .
- Click  or .






If AutoLog is ON, to adjust hyper/hypo limits the overall target may need to be changed. Overall target range may only be changed if AutoLog is turned off. After turning AutoLog OFF, and adjusting target range, change the meter to match the software. Then adjust Before Meal/After Meal as necessary and then adjust your hyper/hypo limits. This will only be needed if your hyper/hypo limits extend into any other target ranges on the meter.

---

## Change Overall Blood Glucose Target Settings Currently in the Meter

These values can be changed to the range you and / or your health care professional decide are your personal targets.






**Note:** if AutoLog is turned OFF in the meter, only the overall Blood Sugar Target range will be editable in the meter. Overall Target can be changed through GLUCOFACTS DELUXE as follows:

1. Make sure your meter is connected.
2. Click on the top toolbar.
3. Click the  **Setting Preferences** tab.
4. Click the **BLOOD SUGAR** tab/link.
5. Change the blood glucose Target Low and Target High as needed. For detailed instructions, see Help>How Do I> Change Personal Blood Sugar Settings in GLUCOFACTS DELUXE Help.
6. Click  or .
7. Now click the  **Meter Information** tab. A warning message displays.
8. Click  to update the meter with the new overall target range.

---

## Printing a Report





To print a report you are viewing:

1. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .
2. Click the  **Reports** tab. GLUCOFACTS® DELUXE opens the Reports section.
3. Click the  button in the upper right corner of the screen.
4. Click in the checkbox beside each report you wish to print. To de-select, click again.
5. Select the number of days to appear in the report. The current date range is already selected but can be changed.
6. If you wish to keep these print settings for your reports, check  **Make this default**
7. Click .

---




## Printing Reports Automatically

To print reports automatically when running the application from your CONTOUR® USB meter:

1. Click  on the top toolbar. If you are viewing Settings, this icon will appear as .
2. Under “When the CONTOUR USB meter is plugged in” click the button for “Automatically Download Readings and Print Reports”.
3. Click  or . Reports will print to your default printer.

---

## Change Meter Formats and Settings



1. Make sure your CONTOUR USB meter is connected.
2. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .
3. Click the  tab.
4. Under the Meter Settings heading, each setting currently selected will be marked.

### METER SETTINGS

**Date Format:**  MM/DD/YY  DD.MM.YY  
**Set Date:**    
**Time Format:**  12 hour  24 hour  
**Set Time:**    
**Buzzer State:**  on  off  
**AutoLog:**  On  Off  
**Trends:**  7 day  14 day  30 day  
**Select Language:** English 



Example of Meter Settings

5. To change a setting, click in the button beside the setting.
6. Click  or .

For more about the advanced features of your CONTOUR USB meter, see your meter's user guide.



---

## Change Hyper / Hypo Limits in the Meter

If you have “AutoLog” turned on, you will see more options on your screen. See page 28 of your meter’s User Guide for more information about AutoLog.

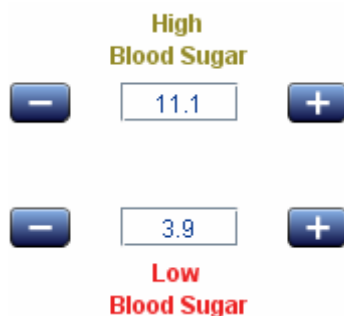
You may adjust the target settings on your meter, and they can be different than the targets set within the software. However, there may be issues if you extend your hypo/hyper limits into the overall target ranges.



1. Make sure your meter is connected.

2. Click  on the top toolbar. If you are viewing Trends, this icon will appear as .

3. Click the  tab.

4. On the right side of your screen, click  **High(hyper)/Low(hypo)** (if needed) and your screen will show an image similar to this:



5. Click the plus  or minus  to change your settings.


6. Click  or .

Note: The meter’s High (hyper) and Low (hypo) settings can only be changed through GLUCOFACETS DELUXE. Hypo and Hyper limits must be within the limits set by the meter and must not extend into any other target ranges in the meter.




---

## Change Blood Sugar (Glucose)Targets on your Meter

You may adjust the high and low settings on your meter, and they can be different than the targets set for the reports in the software.

1. Your CONTOUR USB meter must be connected. Click  on the top toolbar.
2. Click the **Meter Information** tab. If View All is selected under Blood Sugar (Glucose) Settings, the meter’s current target settings are shown, plus High (hyper) and Low (hypo) limits.

**Note: If AutoLog is OFF on the meter, only “High (hyper) / Low (hypo)” will appear. Each blood sugar range is color-coded.**

3. On the right side of your screen, under **View All**, select the item you want to change. Only one type of setting can be changed at a time.  
For example, to change the meter’s Before Meal blood sugar limits:
  - Click (or press and hold) the plus and minus buttons OR click and drag the Target slider ‘handles’ .
  - Click  or .

## System / Utilities

This section relates to GLUCOFACTS DELUXE running from your computer, not from your CONTOUR USB meter.

### GLUCOFACTS® DELUXE Product Updates

Please go to [www.bayerdiabetes.ca](http://www.bayerdiabetes.ca) to check for product updates.




If you do not have an internet connection, contact Bayer Diabetes Care Support at 1-800-268-7200 for product updates available as a CD.

### Remove the GLUCOFACTS® DELUXE Application

1. Open the Control Panel window.
2. Double-click Add or Remove Programs.
3. Review the list of currently installed programs and click the Glucofacts DELUXE application name to highlight it.
4. Click Remove.

NOTE: The Control Panel and Add or Remove Programs windows may vary slightly across operating systems. If you remove the application, all data within the application will be deleted.




### Remove a Person From the Application

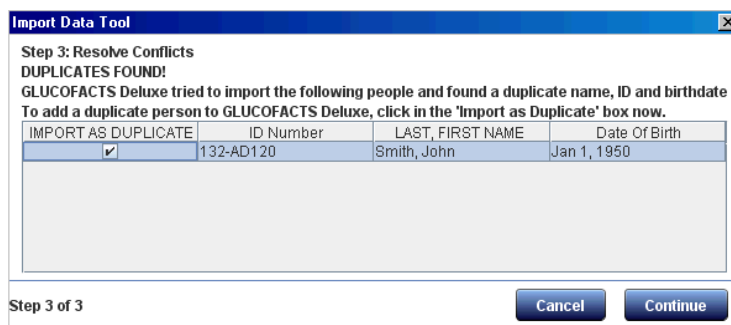
1. Click  on the top toolbar.
2. Select the person from the list.
3. When the person's page displays, click  in the upper right corner of the screen.
4. When you are prompted to confirm the delete, click .



NOTE: Once a person is removed, you can only restore the records by re-entering the person and their data.

## Copy / Import a Person from Bayer's WinGlucofacts™ Software into GLUCOFACETS® DELUXE

You may import one person or a group of people from Bayer's WinGlucofacts into GLUCOFACETS DELUXE one time. This feature is not available for Mac® computers or computers with 64 bit Operating Systems.



1. Click  on the top toolbar.
2. Click the  button in the upper right corner of the screen and click Continue to proceed.
3. In the Import Data Tool window, enter the folder name that contains the Bayer's WinGlucofacts person or group you wish to import, or Click the Browse button to navigate to the correct file. Highlight the file or folder and click Open to select the file (file type must be '.dex').
4. When the file/folder is displayed in the Locate Data box, click .
5. If GLUCOFACETS DELUXE finds a Bayer's WinGlucofacts person with the same name and birth date as someone in the application, for example, 'John Smith' below:



- Check the Import as Duplicate box  to create a second entry for this person (for example, 'Smith [2], John') OR leave the box blank to stop the import of this person.
6. Click Continue to complete the import, or click  at any time to stop the import process. GLUCOFACETS DELUXE tells you when the import finishes successfully.
  7. Click  to close the pop-up window.

---



## Create a New Database (if running from a computer)

1. Click the  button on the top toolbar.
2. Click Database Setup to the right of Database Information.
3. Check Create a New Database and Choose the Location. GLUCOFACTS® DELUXE provides a default location.
4. To change the location of the new database, click the Browse button, select the desired directory and folder, then click Open.
5. When the correct database location (path) displays in the Create a New Database box, click Create.
6. GLUCOFACTS DELUXE updates the application and returns you to the  screen.

**NOTE:** Every new database is created using the standard settings for Blood Sugar (Glucose) and Time Periods. GLUCOFACTS DELUXE can be used with or without a people database provided it is running from a computer (and not from a CONTOUR® USB meter). To run the application without a database, simply create a temporary person by using the View Reports or View and Print Reports when downloading a meter.

---


## Use a Different Database of People

1. Click  on the top toolbar.
2. Click the Database Setup button to the right of Database Information.
3. On the Database Setup screen check Select an Existing Database, then click the Browse button.
4. Select the folder that contains the desired database (file type must be '.db') and click Open.
5. When the correct database file displays in the Existing Database box, click Select.
6. GLUCOFACTS DELUXE updates the application and returns you to the  screen.

**NOTE:** The database you change to may have different Blood Glucose and Time Period settings than the original database. Please review your database settings to confirm.

---





## Location of Database File for GLUCOFACTS® DELUXE





Click  on the top toolbar.  
The current location (path) of the database is displayed in the Database Information area of your screen.

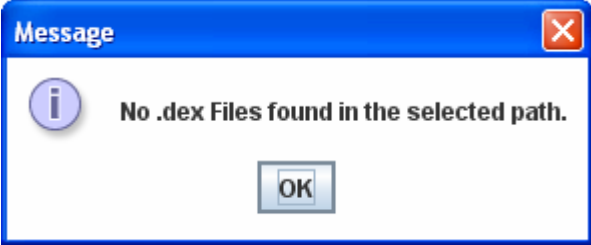



**NOTE:** GLUCOFACTS DELUXE can be used with or without a people database. To use without a database, you can download meter data to a temporary person. See “Downloading a Meter” section of this User Guide.


## Troubleshooting


| Item                     | Response  |
|--------------------------|---|
| Meter Timed Out          | <p>If the Home screen displays a disconnected meter picture  or the Current Status on a person's Meter Information screen is 'Meter is not detected', your meter has probably timed out/turned off.</p> <p>Simply turn your meter back on. GLUCOFACTS DELUXE will detect your meter and resume activities.</p> <p>NOTE: To view the Meter Information screen, select the meter owner from the  list, then click the  <b>MeterInformation</b> tab.</p>  |
| Connection Problems      | <p>Disconnect the meter.</p> <p>Click  on the top toolbar.</p> <p>Follow the instructions for connecting your meter. For details about connecting your meter to the cable see "Connecting a Meter" section of this User Guide.</p>   |
| Meter Not Found          | <p>I connected my meter and turned it on, but the Home screen still shows no meter connected.</p> <p>Make sure the cable is firmly plugged into the meter and that proper cable drivers are installed for the cable you are using. Your meter screen will usually display three dashes when the meter is properly connected to the computer.</p> <p>If you have used your meter with GLUCOFACTS DELUXE in the past, there may be a problem with the COM port(s) you set up. See the COM ports section in this User Guide.</p> <p>If you are using GLUCOFACTS DELUXE for the first time, follow the steps in the "Automatic Meter Detection" section of this User Guide.</p> <p>If the problem persists, contact Bayer Diabetes Support at 1-800-268-7200.</p> |
| Download Interrupted     | <p>GLUCOFACTS DELUXE returned a meter communication error (an error code with the prefix 'ME') and the download was interrupted.</p> <p>Verify all cables are securely connected from your meter to the computer. If using a meter that does not have rechargeable batteries, make sure the meter's batteries are not low: unplug the meter, turn it on, and see whether the low battery icon displays.</p> <p>Try to download your readings again.</p>   |
| Unsupported Meter        | <p>GLUCOFACTS DELUXE supports the CONTOUR<sup>®</sup> and BREEZE<sup>®</sup> meter families. Please connect a supported meter from Bayer and try again.</p>   |
| Long Meter Download Time | <p>The download seems to be taking too long.</p> <p>GLUCOFACTS DELUXE will notify you if there is a communication problem. Note that the download time increases as the number of readings in the meter increases.</p>  |

| Item                             | Response   |
|----------------------------------|--|
| Port Problems                    | <p>GLUCOFACETS DELUXE displayed a message that another application may be using this COM Port.</p> <p>This message indicates that Bayer’s GLUCOFACETS DELUXE cannot communicate with your meter using this port.</p> <p>Solution #1: Change your communication port (COM Port) settings:</p> <p>Click  on the top toolbar. Under the Meter Detection heading, click . If you know the COM Port(s) you want GLUCOFACETS DELUXE to use, check the Use box to the right of each COM Port in the Detected Ports column. The port you check should have a status of ‘Available’.</p> <p>Select “Scan selected ports only”. Click Save.</p> <p>Solution #2: Check to see whether another application is using this port and wait until that application is finished before running Bayer’s GLUCOFACETS DELUXE.</p> <p>NOTE: Some programs may open a communication port and keep it open all the time, preventing other applications from using this COM port. A COM port may only be opened by one program at a time. Exiting the application or rebooting your computer will most likely make the Com port available for your meter.</p> |
| Personal Settings Are Greyed Out | <p>The Blood Glucose and/or Time Periods Personal Settings are greyed out (inactive).</p> <p>If you selected “Use GLUCOFACETS Settings” in the upper left corner of a person’s Blood Sugar (Glucose) or Time Periods screen, these personal settings will be inactive.</p> <p> Use GLUCOFACETS Settings</p> <p>Click  Use Personal Settings to edit and use personal settings. “Use Personal Settings” will appear in green when it is available.</p>  |
| Logbook Printout Too Long        | <p>The Logbook Report printout is longer than expected. Is this normal? Yes. Every day in a specified date range is displayed as a row in the Logbook report, regardless of whether there were blood glucose results on that day. The Logbook row will be blank for days without tests.</p> <p>Try selecting a shorter date range for the Logbook report so fewer blank rows will print. For details on changing the date range, see Reports &gt; Change Date Range in this User Guide.</p>  |
| Logbook Reading ‘High’/‘Low’     | <p>Some readings in the Logbook are displayed as text - ‘high’ or ‘low’ instead of as a number.</p> <p>A ‘High’(‘HI’) or ‘Low’ (‘LO’) meter reading displays in GLUCOFACETS DELUXE reports as ‘High’ or ‘Low’ instead of as a number result.</p> <p>For a definition of High and Low readings, see the Glossary in this User Guide or Help in the software. Your meter’s User Guide will also give you more details about High/HI and Low/LO.</p>  |

| Item  | Response   |
|---|--|
| Need to Choose a Reference Method for Reports | <p>The application displayed a message asking me to select a Reference Method to use for GLUCOFACETS DELUXE reports. Why?</p> <p>Although most meters report blood glucose values using the ‘Plasma’ Reference Method, some meters use other Reference Methods such as ‘Whole Blood’. In some cases, a person may download readings from meters that use different Reference Methods.</p> <p>Since GLUCOFACETS DELUXE cannot display readings from different Reference Methods in the same report view, it asks you to choose the method you wish to use. A drop-down menu at the top of the report allows you switch Reference Methods as you view the reports, as follows: Click the down arrow in the Reference Method box at the top of the report, and click on the desired Reference Method.</p>   |
| Error During Import                           | <p>The application displayed the following error message during an Import:</p>  <p>Only files with a ‘.dex’ extension can be imported from Bayer’s WinGlucofacts™ into GLUCOFACETS DELUXE. The folder you selected contained files with other extensions.</p> <p>Click  and select a different folder.</p>  |
| Non-Meter Devices Not Working                 | <p>Since I started using GLUCOFACETS DELUXE with my meter, one of my other devices (for example, my PDA) is not working when I connect it to my computer.</p> <p>GLUCOFACETS DELUXE and your non-meter device may be trying to use the same COM port. Here are some things you can do to fix this problem:</p> <p>You can close down GLUCOFACETS DELUXE while you are using a non-meter device to prevent a conflict over a port</p> <p style="text-align: center;">OR</p> <p>You can turn automatic meter detection ON each time you run GLUCOFACETS DELUXE and avoid connecting any other device to the computer while the application is running. You can then turn detection OFF when you have finished using GLUCOFACETS DELUXE.</p> <p>NOTE: Even if your meter is not connected to GLUCOFACETS DELUXE, the application will continue to search for a port(s) while it is running as long as automatic meter detection is turned ON.</p> <p>(For directions on setting meter detection, see the section on Turn On/Off Meter Detection)</p> <p>OR</p> <p>If you know the COM port(s) that your non-meter device always uses, you can manually change the port settings in Glucofacts® DELUXE to avoid these ports. For more information, see Setup Automatic Downloading and Report Printing in this User Guide.</p> <p>NOTE: A conflict between GLUCOFACETS DELUXE and other software will not damage any non-meter device or its software.</p> |

| Item                 | Response  |
|----------------------|---|
| E-14 Meter Error     | <p>The meter download was successful but my meter is displaying an 'E-14' error message.</p> <p>This is not a GLUCOFACETS DELUXE issue. After each successful download, some meters display an 'E-14' and automatically disconnect from the application. Your data is not affected, and you can press the M button on the meter to turn it off.</p> <p>If you want the meter to stay connected to GLUCOFACETS DELUXE:<br/>Turn off your meter and turn it on again.</p> <p>The meter error message no longer displays and you can continue working with this meter.</p> |
| Error During Update  | <p>GLUCOFACETS DELUXE displayed an error message during a product update from the Internet.</p> <p>Check to see that you are still connected to the Internet.</p> <p>Re-start GLUCOFACETS DELUXE: The application will again try to download product updates from the website.</p> <p>If the error message displays again, contact Bayer Diabetes Support at 1-800-268-7200.</p>  |
| Meter Cable Purchase | <p>To order a serial or USB cable, contact <a href="http://www.bayerdiabetes.ca">www.bayerdiabetes.ca</a> or call Bayer Diabetes Care Support at 1-800-268-7200.</p>  |

| <b>Meter Communication Error Codes  As They Appear in the Software</b> |  |
|---|--|
| Error Code ME02   | <p>GLUCOFACTS has encountered a communication error. Please reconnect the meter and try again.</p> <p>Possible Cause: There was a communication error during download. The user may have changed the hyper or hypo settings in the meter to values that conflict with one of the non-visible targets in the meter.</p> |
| Error Code ME08   | <p>The connected meter is not supported. Please connect a supported meter.</p> <p>Possible Cause: The meter is not supported.</p>  |
| Error Code ME10   | <p>GLUCOFACTS has encountered an error while updating the meter date/time. Please check the PC date/time settings and try again.</p> <p>Possible Cause: The PC date is invalid for the meter.</p>  |
| Error Code GE03   | <p>Readings downloaded from your meter may not be deleted.</p> <p>Possible Cause: the user tried to delete meter readings.</p>   |
| Error Code IO02   | <p>GLUCOFACTS has encountered an unexpected error. Please contact Customer Support.</p> <p>Possible Cause: Help file is missing</p>  |
| Error Code IO03   | <p>GLUCOFACTS has encountered an error while loading important settings. They have been replaced with valid values.</p> <p>Possible Cause: Settings file may have been corrupted.</p>  |
| Error Code RD01   | <p>GLUCOFACTS has encountered an error while loading one or more Blood Glucose Readings. They have been ignored.</p> <p>Possible Cause: Blood Glucose Readings may have been corrupted.</p>  |
| Error Code DB01   | <p>GLUCOFACTS has encountered an error while performing a database operation.</p> <p>Possible Cause: The database location is empty in the properties file.</p>  |
| Error Code DB02   | <p>GLUCOFACTS has encountered an error. Database location is not set</p> <p>Possible Cause: User tries to close the application before any database commit is completed.</p>   |
| Error Code DB03   | <p>GLUCOFACTS has encountered an error. Database not present in the specified location</p> <p>Possible Cause: The database is not present in the specified location.</p>   |
| Error Code DB04   | <p>GLUCOFACTS has encountered an error. Database file is read-only.</p> <p>Possible Cause: The database file has read-only permissions.</p>  |
| Error Code DB05   | <p>GLUCOFACTS has encountered an error. Database file name must be Bayer.db Possible Cause: The selected database file name is not 'Bayer.db'</p>  |

| <b>Meter Communication Error Codes  As They Appear in the Software</b> |  |
|---|--|
| Error Code DB06   | GLUCOFACTS has encountered an error. Invalid database file.<br>Possible Cause: Invalid database file.  |
| Error Code DB07   | GLUCOFACTS has encountered an error. Invalid database file.<br>Possible Cause: The database schema validation failed due to table mismatch.  |
| Error Code DB10   | Selected database is same as current database. Please select a different database file and proceed.<br>Possible Cause: The currently used database is selected.  |
| Error Code DB11   | GLUCOFACTS has encountered an error. Database already present at this location. Do you want to overwrite?<br>Possible Cause: Trying to create a new database at the same location of an existing database. |
| Error Code DB12   | GLUCOFACTS has encountered an error. Invalid location. Please select a valid folder and try again.<br>Possible Cause: User selects an invalid or non existent location.                                    |
| Error Code DB13   | GLUCOFACTS has encountered an error. Read-only folder. Please select a valid folder and try again.<br>Possible Cause: Trying to create a new database at the same location of an existing database.        |
| Error Code PR01   | GLUCOFACTS has encountered an error. Settings cannot be found.<br>Possible Cause: The settings/properties file cannot be found.  |
| Error Code WGF01  | GLUCOFACTS has encountered an error. Corrupted data in .dex files.<br>Possible Cause: If the data is corrupted.  |
| Error Code WGF02  | GLUCOFACTS has encountered an error. Corrupted .dex file in the selected path.<br>Possible Cause: The selected file version is older than the supported version.   |
| If you have problems with GLUCOFACTS DELUXE, please contact Customer Support at 1-800-268-7200.   |  |

| Glossary              |   |
|-----------------------|---|
| Abbreviations & Terms | Definition  |
| %                     | Percent. A portion of the total, where the total is represented by 100. If the percent of readings in the Target range is 50%, then 50 out of 100 readings are in the Target range.   |
| Above Target          | Blood glucose readings that are above the 'Target' blood glucose range. Example: If the Target range is 4.4 – 10.0 mmol/L, a reading of 10.1 mmol/L or higher will be considered 'Above Target'.  |
| AutoLog: ON/OFF       | <p>The AutoLog feature present in the Contour USB meters and allows you to mark your test result as Before Meal or After Meal during the 5 second test countdown. You can select No Mark if you are testing at times other than before or after a meal. The meter comes with AutoLog turned ON.</p> <p>When AutoLog is ON, a result will not appear until it is marked as Before Meal, After Meal, or No Mark, unless the result is in the High (hyperglycemic) or Low (hypoglycemic) ranges.</p> <p>You can change Before Meal and After Meal Target blood sugar ranges when AutoLog is enabled.</p> |
| After Meal Reading    | <p>Post-meal reading. A blood glucose meter reading marked on the meter by the user to indicate the reading was taken after food, where food is generally thought of as breakfast, lunch, dinner or a substantial snack.</p> <p>A few CONTOUR® meters and all BREEZE® meters do not provide meal and logbook markers.</p>   |
| Avg                   | <p>Average. The average blood glucose reading for the specified date range. Calculated by dividing the sum of all blood glucose readings by the number of individual readings.</p> <p>In GLUCOFACTS DELUXE, a minimum of three readings is required to calculate average.</p>   |
| Avg. Tests Per Day    | Calculated for the Summary report as the total number of blood glucose tests taken in the specified date range, divided by the Days Covered.  |
| Bar Chart             | A chart where the height of each bar (column) represents the percent of blood glucose readings in each blood glucose range, compared to the total number of readings. Also called a Bar Graph.  |
| Before Meal Reading   | <p>Pre-meal reading. A blood glucose meter reading marked on the meter by the user to indicate the reading was taken before food, where food is generally thought of as breakfast, lunch or dinner or a substantial snack.</p> <p>A few CONTOUR® meters and all BREEZE® meters do not provide meal and logbook markers.</p>   |
| Below Target          | Blood glucose readings that are below the 'Target' blood glucose range. Example: If the Target range is 4.4 mmol/L, a reading of 4.4 mmol/L or lower will be considered 'Below Target'.   |

## Glossary

| Abbreviations & Terms        | Definition   |
|------------------------------|--|
| Blood Glucose                | Glucose in the form of glucose in the blood. The concentration of glucose in the blood, measured in millimoles of glucose per Liter of blood (mmol/L). This application uses the term 'blood sugar for all references to blood glucose.  |
| Blood Sugar (Glucose) Ranges | The three levels that blood glucose readings can belong in: 1) Low or Below Target, 2) Target, and 3) High or Above Target. Blood glucose ranges can be changed by the user in the Settings function of GLUCOFACETS DELUXE.  |
| Cable Driver                 | A set of computer files that enable your computer to connect your meter to GLUCOFACETS DELUXE.   |
| COM Port                     | Communication port. The port (connector) on the computer that is used to attach a device, such as a meter or printer, to the computer using a cable.   |
| Control Reading              | A meter reading obtained by testing a control solution, used to ensure the blood glucose monitoring system is functioning properly. Control readings are not included in calculations of average or standard deviation.  |
| Daily Time Period            | A time range within a day, for example, a 'Morning' time period may range from 5:30 a.m. (inclusive) to 10:00 a.m. (exclusive). All times in GLUCOFACETS DELUXE appear with a 12 hour time format.   |
| Daily Time Period Label      | The name associated with a Daily Time Period, for example 'Morning', 'Evening', editable by the user.  |
| Days Covered                 | The number of days in the specified date range. Displayed in the Summary report.   |
| Default                      | The standard or preset value in GLUCOFACETS DELUXE. Users can change default settings for blood glucose ranges, daily time periods, and date ranges for reports.   |
| Deleted Reading              | A blood glucose reading marked on the meter as 'deleted' by the user. Deleted readings are not included in calculations of average or standard deviation. Note that only certain meters allow the user to delete readings.   |
| Glucofacts Settings          | The application's settings for blood sugar ranges and time periods that are pre-set (have default values) in GLUCOFACETS DELUXE. Users can customise these settings for an individual by selecting the Use Personal Settings option. This option tells the application to use the customised blood sugar and time period settings instead of the GLUCOFACETS settings for this individual. |
| HbA1c                        | A measurement of a person's three month average blood glucose, displayed as a decimal percent, for example, 6.8 (6.8%). Also known as 'A1C'.   |
| High/HI Reading              | A meter reading with a value greater than the highest allowable value for the meter. For example: if the meter range is 0.6 – 33.3 mmol/L, a 'High' or "HI" reading is 33.3 + 0.1 mmol/L or 33.4 mmol/L or greater. Displayed as 'High' in GLUCOFACETS DELUXE reports. See your meter's User Guide for specific meter limits.  |

## Glossary

| Abbreviations & Terms        | Definition  |
|------------------------------|---|
| Hyperglycemic Limit          | Any random blood glucose measurement above 11.1 mmol/L, according to 2009 ADA recommendations <sup>1</sup> . The hyperglycemic limit is set in some meters from Bayer and can be modified in GLUCOFACTS DELUXE.   |
| Hypoglycemic Limit           | Any random blood glucose measurement below 3.9 mmol/L, according to 2009 ADA recommendations <sup>1</sup> . The hypoglycemic limit is set in some meters from Bayer and can be modified in GLUCOFACTS DELUXE  |
| Logbook Marker               | A marker for a reading that can be used as a reminder to check the Logbook for more information about the reading. Some CONTOUR® meters and all BREEZE® meters do not provide meal and logbook markers. The CONTOUR USB meter also refers to these as “Notes”.  |
| Low/LO Reading               | A meter reading with a value less than the lowest allowable value for the meter. For example: if the meter range is 0.6 – 33.3 mmol/L, a ‘Low’ or “LO” reading is under 0.5 mmol/L. Displayed as ‘Low’ in GLUCOFACTS DELUXE reports. See your meter’s User Guide for specific meter limits.                               |
| Max                          | Maximum. The highest blood glucose reading in a specific set of readings.   |
| Min                          | Minimum. The lowest blood glucose reading in a specific set of readings.  |
| No Mark                      | The column header in the Logbook report that indicates the readings in this column are not marked as ‘before meal’ or ‘after meal’. Unmarked readings, control test readings and readings marked ‘logbook’ are included in this column.   |
| Personal Settings            | The blood sugar ranges and time period settings that can be customized for an individual in GLUCOFACTS DELUXE. Users can modify these settings in the person's Settings Preferences > Blood Sugar and Time Periods tabs.  |
| Pie Chart                    | A chart that resembles a pie, where each slice is a percent of blood glucose readings in each blood glucose range, compared to the total number of readings.  |
| Std. Deviation               | Standard Deviation. A measure of how much the blood glucose results vary. A low standard deviation means the blood glucose readings are similar; a high standard deviation means the blood glucose results vary widely.<br>In GLUCOFACTS DELUXE, a minimum of three readings is required to calculate standard deviation. |
| Standard Day / Standard Week | A graphical ‘time of day’ or ‘day of the week’ analysis of blood glucose levels for a selected date range, where readings are displayed as if they occurred in a single day or a single week.   |

## Glossary

### Abbreviations & Terms

### Definition

|        |  |
|--------|--|
| Trends | <p>A feature of the CONTOUR<sup>®</sup> USB meter that allows users to view the 14-day Before Meal Average; the 14-day After Meal Average; and the 14-day Total Average when the AutoLog feature is ON.</p> <p>When AutoLog is ON, the Total Trends Average will include readings marked as 'No Mark'.</p> <p>You can only change the meter's Trend Average days to 7 or 30 by setting them in GLUCOFACTS DELUXE.</p> <p>Note: When AutoLog is OFF, only the 14 Day Results total will display on the meter's Trends screen.</p> |
|--------|--|

## Report Definitions

|                      |  |
|----------------------|--|
| Trend Report         | A graph of blood glucose readings by day for a specified date range. Readings marked deleted or control are not included in the report.  |
| Logbook Report       | A record of meter and manual blood glucose readings by day and time for a specified date range.  |
| Standard Day Report  | A graph that displays blood glucose readings by time of day as if all readings occurred in one day. Readings marked deleted or control are not included in the report.   |
| Standard Week Report | A graph that displays blood glucose readings by day of the week as if all readings in the date range occurred in one week. Readings marked deleted or control are not included in the report.  |
| Summary Report       | An overview of all meter readings in a specified date range that includes information such as the number of readings; the minimum and maximum blood glucose reading (units); the number of control and deleted readings; and the average blood glucose reading. This can be displayed as a pie chart or a bar chart. |

<sup>1</sup> American Diabetes Association: Standards of Medical Care in Diabetes (Position Statement). *Diabetes Care* 32 (Suppl. 1):S22, 2009.

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