

NEW CARELINK[®] SYSTEM HOW TO GUIDE

Medtronic

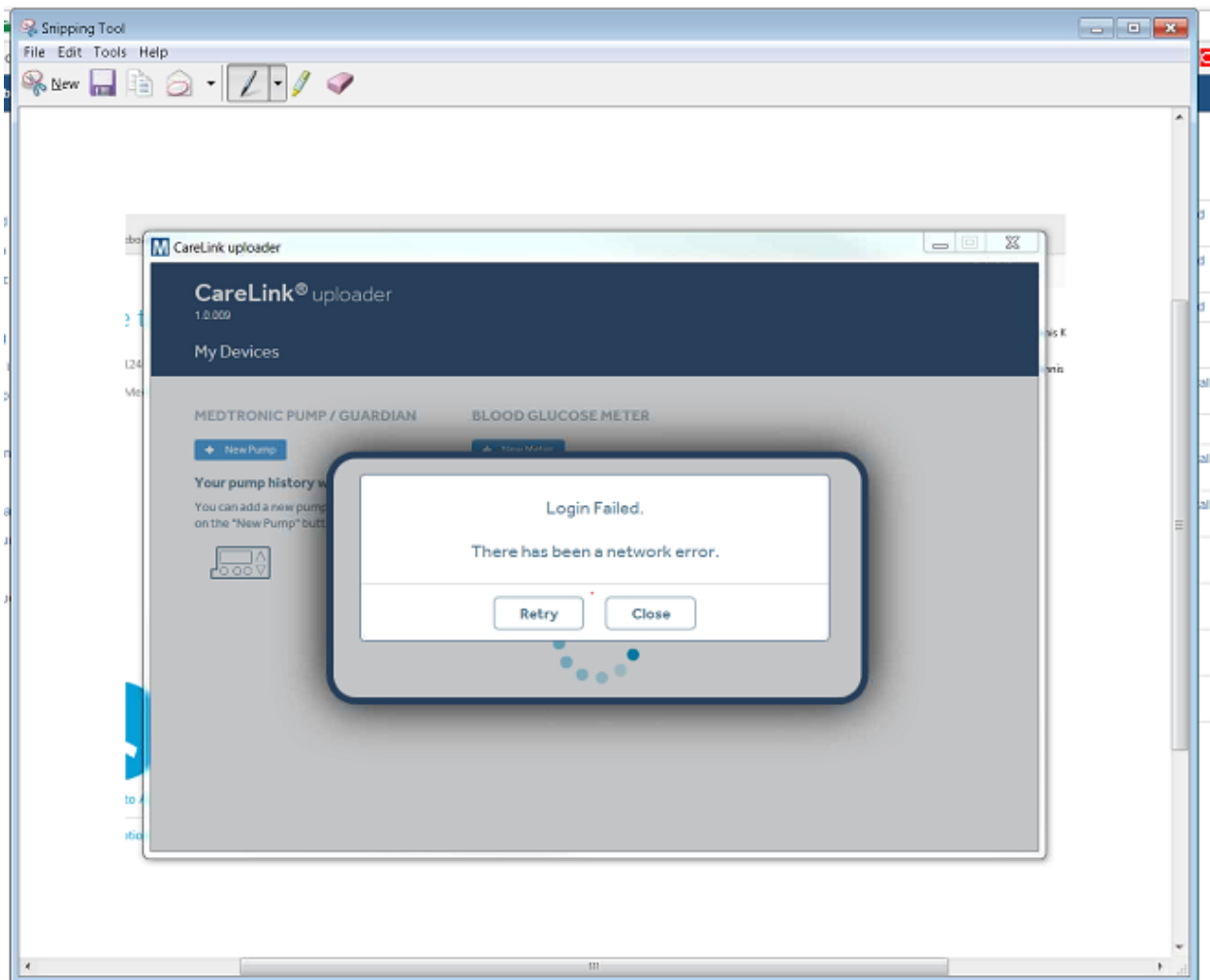
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Connection Issues

Server connection problem

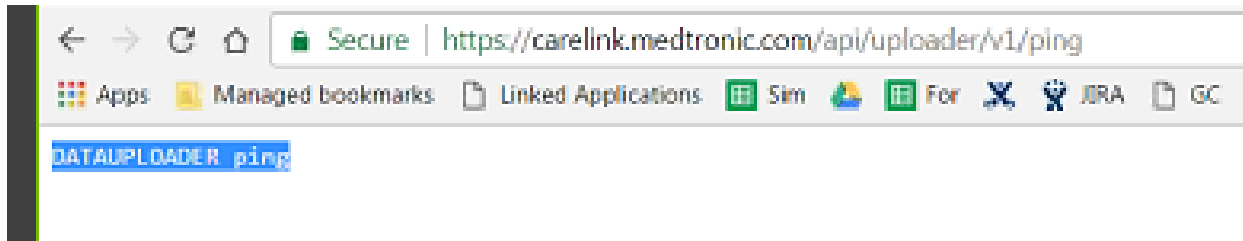
The following error message appears when there are network connection problems with the CareLink server. The steps below outline what actions can be taken to check if there is a server connection problem.



Steps to check for CareLink server connection:

1. In a browser window, please enter the following URL:
<https://carelink.medtronic.com/api/uploader/v1/ping>
2. A ping to the CareLink server will be made to test if there is a connection.

3. If the ping was successful, this message will appear on the browser screen = DATAUPLOADER ping.



- a. This means there is an internet connection to the CareLink server.
 - b. If there is connection to the server, then the issue is likely related to an internal configuration at the clinic.
 - c. Assistance is needed from the clinic's network IT to help to troubleshoot (e.g., firewalls, certificates, etc.).
4. If the ping was NOT successful, a "Not Found" or similar message will indicate that there is no connection to the CareLink server. Please check:
 - a. All cable and other networks connections to the computer are in place.
 - b. Confirm that there is nothing blocking an external connection to the CareLink server.
 - c. Contact the 24-hour Helpline at (800) 646-4633 to troubleshoot.

CareLink migrator connection problem

A problem can be encountered when migrating a clinic's CareLink Pro database to the new CareLink system. The steps below outline what actions can be taken to address a migration connection problem.

Steps to check if a connection is available for the migrator to the CareLink server:

1. In a browser window, please enter the following URL:
<https://carelink.medtronic.com:7194/migrate/DataMigrationWebServiceImplService>
2. The completely populated message screen below indicates that the clinic's computer can connect to the CareLink servers.

Endpoint	Information
Service Name: {http://soap.migration.pro.carelink.diabetes.medtronic.com/}DataMigrationWebServiceImplService	Address: https://carelink.medtronic.com:7194/migrate/DataMigrationWebServiceImplService
Port Name: {http://soap.migration.pro.carelink.diabetes.medtronic.com/}DataMigrationWebServiceImplPort	WSDL: https://carelink.medtronic.com:7194/migrate/DataMigrationWebServiceImplService?wsdl Test
	Implementation class: com.medtronic.diabetes.carelink.pro.migration.soap.DataMigrationWebServiceImpl

3. If there was no connection to the CareLink server, a “Not Found” or similar message will be displayed. Please refer to the following options for troubleshooting.
 - a. The issue is likely related to an internal configuration at the clinic.
 - b. Assistance is needed from the clinic’s network IT to help to troubleshoot (e.g., firewalls, certificates, other security measures).
 - c. Have IT allow connection to port 7194.

Browser Issues

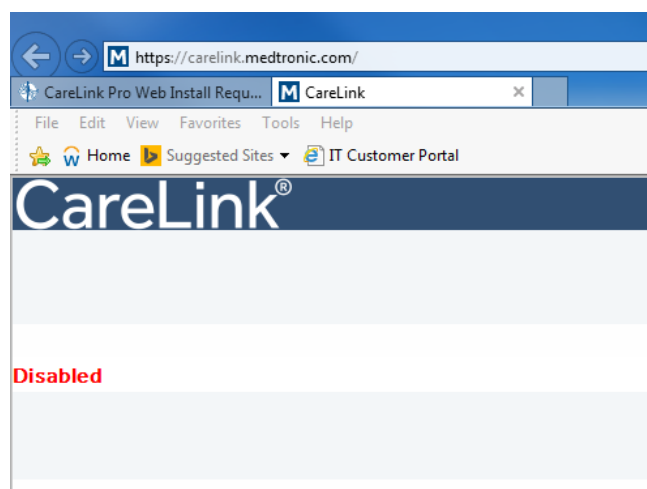
The new CareLink system supports the following operating systems (OS):

- Microsoft® Windows® 7, 8.1, and 10
- MacOS® 10.10, 10.11, and 10.12

If OS-related issues are being encountered, please confirm that a compatible version is being used.

‘Disabled’ message on Internet Explorer problem

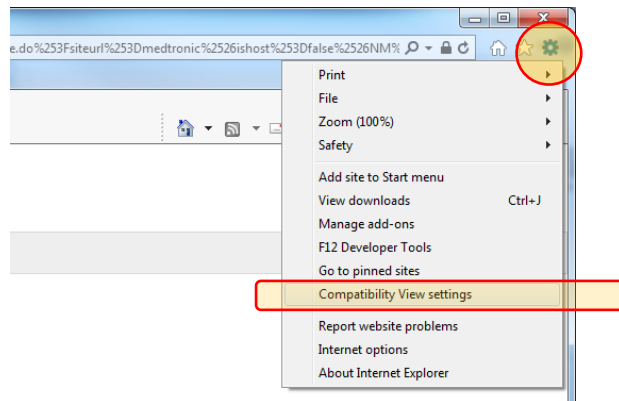
If Internet Explorer® is used to access the new CareLink system, the following **DISABLED** error message might appear. The steps below outline what actions to take to remove the error message.



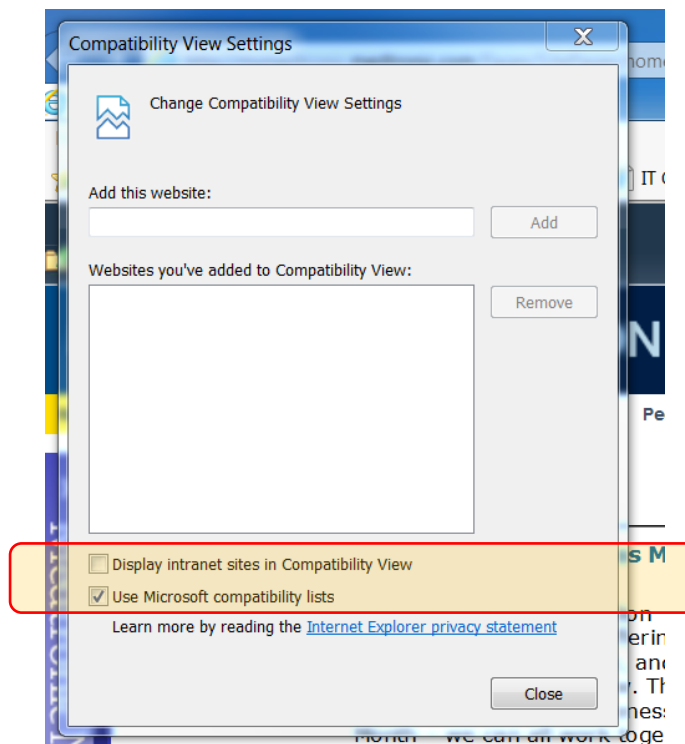
Steps to address **DISABLED** error message:

The new CareLink system can be used if Internet Explorer is not used in 'Compatibility View'.

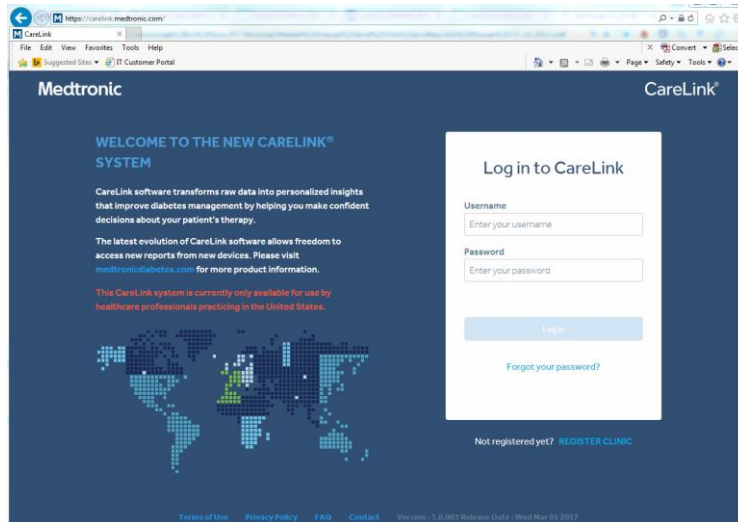
1. Disable compatibility mode by going to Settings, then Compatibility View settings in Internet Explorer.



2. Be certain that:
 - a. The 'Display intranet sites in Compatibility View' box is not checked.
 - b. The box 'Use Microsoft compatibility list' is checked.
 - c. Press the "Close" button to accept the changes.



3. When the Web page is reloaded, CareLink should display as shown below.



Dependence between the new CareLink system and Java

Java is used by Medtronic patients with their CareLink Personal software. The CareLink Personal software uses Java to gather and upload data from a Medtronic supported medical device (e.g., insulin pump) to a computer or laptop.


The new CareLink system has no dependency on installing Java, or Java applets. There should be no browser related problems (e.g., extraction of data from a Medtronic supported medical device needing a Java applet with the browser) associated with Java with the new CareLink system.

Operating System Issues

Check what OS is running on a local computer

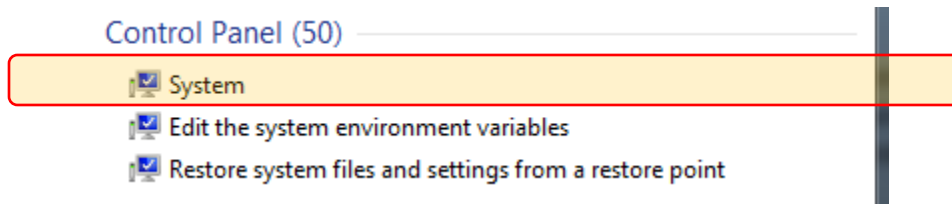
It is oftentimes helpful to Medtronic technical support to know what OS is running on a local computer. The steps below outline what actions to take to check the OS that is running on a local computer.

Steps to check the OS in Windows 7 or Vista:

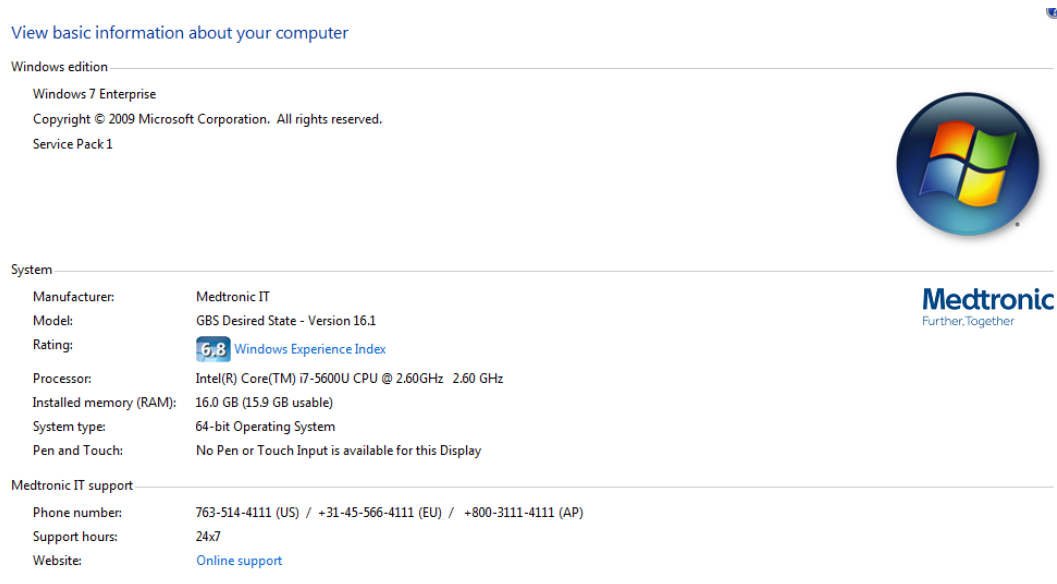
1. Click the Windows **Start**  button.
2. Type "system" in the **Start Search** box.



3. Click **System** in the **Programs** list.




4. The operating system is displayed.



Steps to check the OS in Windows 8:

1. Swipe in from the right edge of the screen.
2. Tap "Search". (Or, if you are using a mouse, point to the lower-right corner of the screen, and then click "Search").
3. Type "system" in the search box.
4. Tap or click Settings.
5. Tap or click System.

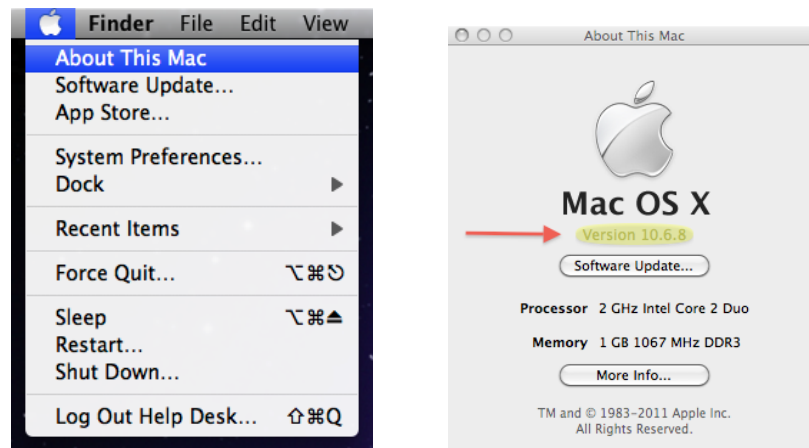
Steps to check the OS in Windows 10:

1. Click the Windows **Start**  button.
2. Enter the word, "Computer" in the search box.
3. Right-click Computer.

4. Click "Properties".
5. Look under Windows edition for the version and edition of Windows that your PC is running.

Steps to check the OS on an Apple®/Mac®:

1. In the menu bar, click on the Apple logo.
2. Select "About This Mac".
3. A window will appear.
4. The version of OS X will be displayed below the letters OS X. It should say Version 10.**.



Uploader Issues

Uninstall the uploader

If the CareLink Uploader software fails to install during the initial installation process, it may be necessary to uninstall the software. The steps below outline what actions to take to uninstall the CareLink Uploader software.

Steps to uninstall the uploader software

1. On the desktop for the local computer, confirm that the 'M' icon, which represents the CareLink Uploader window, is not running before doing an uninstall .



- a. If the 'M' icon is running as shown in the example, the CareLink Uploader window should be closed.

Steps to uninstall uploader on Windows OS:

1. Access "Control Panel".
2. Locate "Programs/Programs and Features".
3. Locate "CareLink Uploader".
4. Right Click and select "Uninstall".
5. Reinstall CareLink Uploader by completing steps online.
6. Once CareLink Uploader has been reinstalled, launch CareLink Pro and attempt to download device.

Steps to uninstall uploader on Mac OS X:

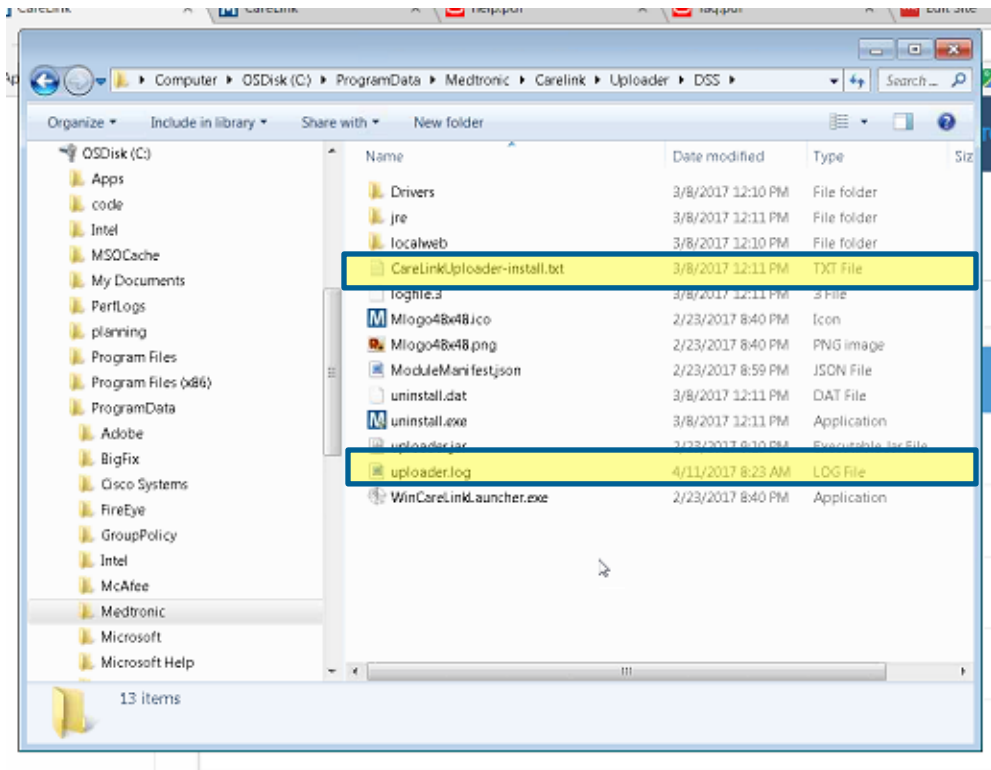
1. Access "Finder".
2. Click on Applications.
3. Locate & Place "CareLink Launcher" in Trash bin.
4. Reinstall CareLink Uploader by completing steps online.
5. Once CareLink Uploader has been reinstalled, launch CareLink Pro and attempt to download device.

The following files may be requested from Helpline when technical support is requested. These files can be found in the following directory.

C:\ProgramData\Medtronic\Carelink\Uploader\DSS

Files

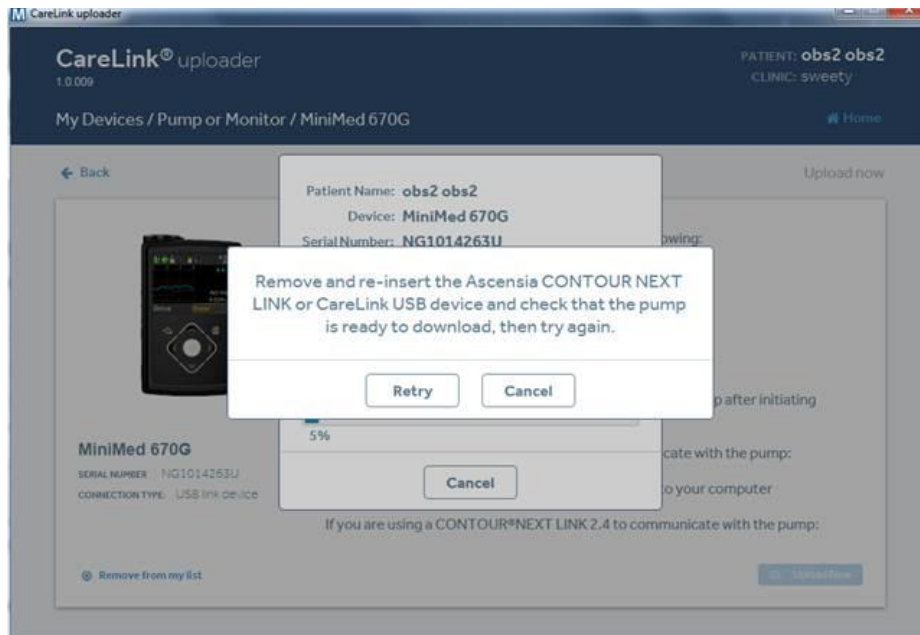
- CareLinkUploader-install.txt
- Uploader.log



Meter Issues

Error message to “remove and re-insert Ascensia CONTOUR NEXT LINK....”

It may be necessary to perform a data upload using a linked Contour Next Link Meter. When uploading with a Contour Next Link Meter, an error message may appear (see screenshot below) that says to ‘remove and insert the meter and check the pump is ready to communicate’.



This error generally appears when:

1. The MiniMed® pump (e.g., 630G, 670G) and Contour Next Link Meter has a permanently paired connection.
2. Using a CareLink USB and there is an iPro docking station connected at the same time.
3. The Contour Next Link Meter is not recognized by the computer.
4. Excessive interference from other MiniMed devices (i.e., 630G and 670G insulin pumps).
5. New Contour Next Link Meter that has not been initialized.

Depending on the circumstance, there are different actions that can be taken to address the problem.

Steps to take when the pump and meter have a permanently paired connection (scenario 1):

1. Check if the meter is linked with a pump.
2. If linked, unlink the meter and retry.

Steps to take when using a CareLink USB and there is an iPro docking station connected at the same time (scenario 2):

1. Unplug the iPro docking station.
2. Close uploader, and restart again.

Steps to take when the Contour Next Link Meter is not recognized by the computer (scenario 3):

1. Pair the Contour Next Link Meter with the computer.

Steps to take when there is excessive interference from other MiniMed devices (i.e., 630G and 670G insulin pumps) (scenario 4):

1. Ensure that there is enough distance between each station.
2. The upload device is not close to a patient waiting area where there are other MiniMed devices (i.e., 630G and 670G insulin pumps).
3. Use a radio frequency (RF) isolation box.

Steps to take when new Contour Next Link Meter has not been initialized (scenario 5):

1. Follow instructions that came with the meter.
2. Pair the Contour Next Link Meter with the computer.

Steps to take for an overall clean-up when source of error is unknown:

1. Disconnect all devices from computer (i.e., iPro dock, CareLink USB, Contour Next Link Meter, etc.).
2. Uninstall the uploader via Control Panel.
3. Delete the "CareLink" folder in C:\ProgramData\Medtronic\Carelink.
4. Reboot the computer.
5. Re-install the uploader.
6. Once the link device is connected, wait at least 30 seconds before starting the upload.

Note: In some cases, a machine's speed may play a role in the uploader not detecting the link device which may cause the error.

Ensure reliability and accuracy of uploaded data

All Medtronic devices should work to their optimal performance. However, when uploading data to the new CareLink system, the Contour Next Link Meter has demonstrated to have higher reliability in extracting and sending data compared to the CareLink USB. Due to this performance advantage, it is strongly recommended to use the Contour Next Link Meter to upload data.

General Issues

Link the new CareLink system with CareLink Personal for enhanced data access

In order to have a complete and comprehensive view of a patient's data, the patient should be encouraged to upload their device data to CareLink Personal from home before going to see their HCP. Once at the clinic, the patient's CareLink Personal account can be linked and viewed on the new CareLink system to view and analyze the uploaded data.

What to do should all solutions fail

If all the standard solutions should fail, please contact our 24-hour Helpline at (800) 646-4633.

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