



Medtronic

Installation Guide

CareLink[®] Pro

THErapy MANAGEMENT SOFTWARE FOR DIABETES

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REF MMT-7335

R_x Only 

CareLink® Pro is designed to simplify and enhance the management and treatment of patients with diabetes. The software transforms insulin pump, glucose meter, and glucose sensor data into actionable information through a series of reports. These reports enable healthcare professionals to make more informed treatment decisions for their patients with diabetes.

This version of CareLink Pro is an English-only application.

Computer system requirements

- This application has been validated and approved for use on laptops or desktops with the following operating systems:
 - Microsoft® Windows XP Professional 32-bit, Service Pack 2 or 3
 - Microsoft® Windows Vista®, 32-bit or 64-bit, Service Pack 2
 - Microsoft® Windows 7, 32-bit or 64-bit

NOTE: Not all blood glucose meter manufacturers support 64-bit technology. Before installing CareLink Pro on a 64-bit operating system, make sure that the blood glucose meter(s) that you plan on uploading provide 64-bit support. To verify this, and obtain pre-installation requirements, contact your blood glucose manufacturer.

- Adobe Reader software (minimum of version 7.0).
- Minimum of 512 MB of RAM (1 GB or greater recommended).
- Minimum of 300 MB of free hard disk space for program installation. And up to 4GB for establishing and expanding a patient database.
- Minimum screen resolution of 800 x 600 pixels (1024 x 768 recommended).
- Serial communication port available for connection to a Paradigm Link® Monitor*, Com-Station™, ComLink™, or supported meters.
- USB communication port available for connection to a CareLink® USB, Paradigm Link® Monitor*, or other meter that uses a USB cable for uploading (Paradigm Link is supported on 32-bit operating systems only).

NOTE: You must install the software driver provided by the meter manufacturer before you will be able to upload a meter to CareLink Pro using a USB cable. Also, check with the meter manufacturer to ensure that the USB driver is compatible with your operating system.

- CD-ROM drive for program installation.

* *Not available in all countries.*

Supported devices and hardware accessories

For supported devices and hardware, see the *CareLink® Pro User Guide*. To view the user guide, refer to “Accessing the user guide” on page 5.

CD handling

To protect the non-label side from scratches, fingerprints, dust particles, and smears, never touch the non-label side or place it face down on a hard surface. Avoid exposing the disc to direct sunlight, high temperatures, humidity, dust, or dirt.

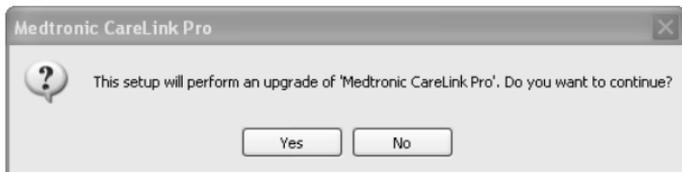
Upgrading the software

If you are already using CareLink Pro, you can use this CD to upgrade your application. Follow the steps in this section. If you are installing CareLink Pro for the first time, see “Installing the software.”

NOTE: It is recommended that you back up your database before upgrading. For instructions, see the *CareLink Pro System Administration Guide*, located on the CD-ROM for this software:

```
\\program files\Medtronic\CareLink\AppDir\Documentation\  
SystemAdminGuide7335.pdf
```

1. Close all software programs running on your computer.
2. Insert the CareLink Pro installation CD into the CD drive. The following message is displayed.



3. Click YES to continue the CareLink Pro upgrade.
4. A message is displayed indicating that the installer will upgrade your database. Click NEXT to continue the upgrade process.
5. You will see the progress of the upgrade. When it is complete, a message is displayed, indicating that CareLink Pro has been successfully installed.
6. Click FINISH to exit the wizard.

Installing the software

Always read and follow instructions as they appear on your computer screen. These steps are for a typical installation. For advanced installation decisions,

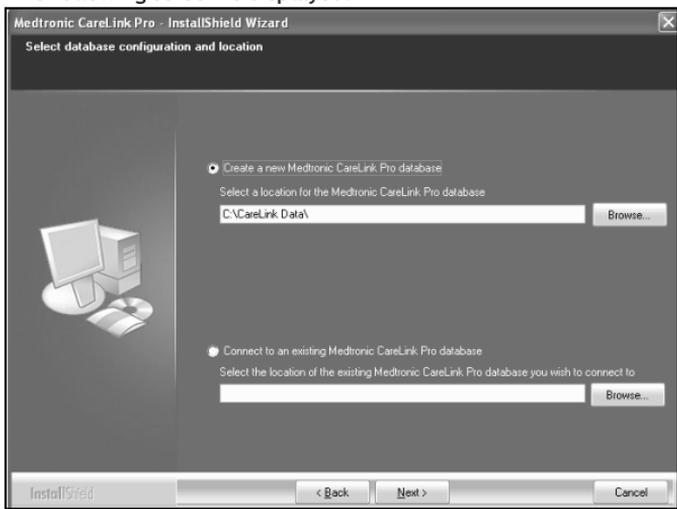
see the *CareLink Pro System Administration Guide*, located on the CD-ROM for this software:

`\\program files\Medtronic\CareLink\AppDir\Documentation\SystemAdminGuide7335.pdf`

NOTE: You must have Windows administrative rights to install this software. If you do not, or you are having trouble installing this software, see “Troubleshooting” on page 6.

1. Close all software programs running on your computer.
2. Insert the CareLink Pro installation CD into the CD drive.
The installation wizard is displayed.
3. Click NEXT.
4. To accept the default location where CareLink Pro files will be installed, click NEXT. To pick a new location, click CHANGE, select a new location, and click NEXT.

The following screen is displayed.



5. Decide whether you will create a new database or connect to an existing one. The database is where CareLink Pro stores all the patient information. If you are the first person or only person to install this software, you will likely create a new database.

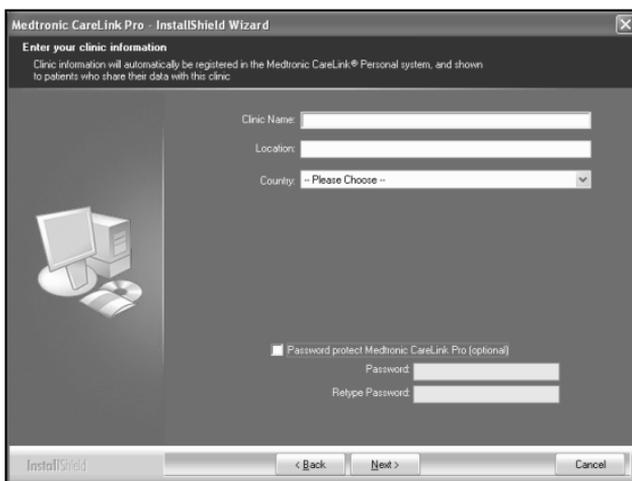
If you plan to install the software on multiple, networked PCs, you are likely to want all the PCs to connect to a single database. One way to do this is to create a new database during the first installation of CareLink Pro (in a location that the other PCs can access, such as a network drive). Then, when

you install the software on other networked PCs, connect to this existing database during the installation process.

Follow the steps for the appropriate option.

Option 1: Create a new database

- a) Click *Create a new Medtronic CareLink Pro database*.
- b) Click NEXT to accept the default location. Or, click BROWSE to specify the location of the new database (on your PC or on a network drive), and click NEXT. The following screen is displayed:



The screenshot shows the 'Medtronic CareLink Pro - InstallShield Wizard' window. The title bar includes the text 'Medtronic CareLink Pro - InstallShield Wizard' and a close button. The main content area is titled 'Enter your clinic information' and contains the following elements: a sub-header 'Enter your clinic information', a note stating 'Clinic information will automatically be registered in the Medtronic CareLink® Personal system, and shown to patients who share their data with this clinic.', a 3D illustration of a computer monitor, keyboard, and mouse on the left; a form with three input fields: 'Clinic Name', 'Location', and 'Country' (with a dropdown arrow and the text 'Please Choose'); a checkbox labeled 'Password protect Medtronic CareLink Pro (optional)'; and two password input fields labeled 'Password' and 'Retype Password'. At the bottom, there is a navigation bar with the text 'InstallShield' on the left and three buttons: '< Back', 'Next >', and 'Cancel'.

- c) Type your clinic's name and location, and click NEXT. This information displays each time you start the software. It is also how patients identify you through their CareLink Personal account.
- d) (Optional) To password-protect the software, select the check box next to *Password Protect Medtronic CareLink Pro*. Then, type the password in both the *Password* and *Retype Password* fields.

NOTE: If you password-protect the software, write down the password and store it in a secure place. If you cannot remember the password, you will need to re-install the software. Once you re-install the software, a new database will be created and you will not be able to access any patient information that was in the previous database.

If you do not want to password-protect the software, clear the check mark next to *Password Protect Medtronic CareLink Pro*.

Option 2: Connect to an existing database

- a) Click *Connect to an existing Medtronic CareLink Pro database*.

- b) Click BROWSE and locate the existing database to which you want to connect. The CareLink Pro database file has a filename extension of .cldb. It has a default location, but may be stored in a different directory:
C:\CareLink Data
6. Read the Software License Agreement. Click *I accept the terms of the license agreement*, and then click NEXT to continue.
7. Click NEXT and follow the on-screen instructions.
8. After CareLink Pro is installed on your system, the CareLink Pro icon will be displayed on your desktop. Icons will also be added to the Start menu, including shortcuts to the User Guide and Report Reference Guide.

Accessing the user guide

Once you have installed CareLink Pro, you can view a PDF version of the user guide from the Help menu of the software. Take the following steps:

1. Click the **Help** menu option.
2. Click **View User Guide (PDF)** and select English.

The CareLink Pro user guide opens in the specified language.

Opening the user guide from the CD

To open and view the user guide directly from the CareLink Pro installation CD, take the following steps:

1. Make sure the CareLink Pro installation CD is inserted in your CD drive.
2. Open My Computer from your desktop or the Start menu, and double-click the CD drive icon.
3. Go to the **program files\Medtronic\CareLink\AppDir\Documentation** directory.
4. Double-click the **UserGuide** directory.
5. Double-click the user guide file.

NOTE: If you cannot access the user guide, you may need to install Adobe Reader. See the next section.

Installing Adobe Reader from the CD

To install Adobe Reader directly from the CareLink Pro CD, take the following steps:

1. Close the CareLink Pro software.
2. Insert the CareLink Pro installation CD into the CD drive.
3. Open My Computer from your desktop or the Start menu, and double-click the CD drive icon.
4. Double-click the **AdbeRdr930_en_US.exe** file.

5. Follow the on-screen instructions for installation.
6. If prompted, restart the computer.

NOTE: If you encounter problems installing Adobe Reader, refer to the Adobe Web site at www.adobe.com.

Troubleshooting

Below are some problems you may encounter when installing this software, and how to handle them.

No Administrator rights on this computer

If you receive an error message saying that you do not have administrator privileges for this computer, you can do one of the following:

- Install the software using a different user account that has administrator privileges for this computer.
- Contact your computer support department, and have them either change your privileges or install the software for you.

Installation wizard not displayed

If the installation wizard is not displayed, one or both of the following conditions may apply.

- If components required by CareLink Pro are missing from your system, you will be notified. Click NEXT and follow the on-screen prompts to allow CareLink Pro to install the missing items now.
- If you are installing CareLink Pro on a system with an operating system other than the validated one, a message is displayed. Click YES to continue the CareLink Pro installation.

Once the above conditions are met, the installation wizard will be displayed.

Cannot create a new database

You will not be allowed to create a new database in a directory that already contains a CareLink Pro database. You must do one of the following:

- Create a new database in a different directory from the one containing the existing database.
- Move the existing database to a different location on the computer, and then install the software.

Assistance

For guidance with installation and software problems, please contact one of the following, as appropriate for your region:

U.S. and Canada

Department	Telephone number
24 Hour HelpLine (Monday through Friday from 5:00 a.m. to 5:00 p.m. PST)	(800) 646-4633 (818) 576-5555
Medtronic Diabetes Web site	www.medtronicdiabetes.com

Outside the U.S. and Canada

Please contact your local country representative. Access the following URL for international contact information:

<http://www.medtronicdiabetes.com/help/contact/locations.html>

Icon table

The following table describes the icons that appear on the product labeling.

Description	Icon
One per container/package	(1x)
CD enclosed	
Attention, see instructions for use	
Date of manufacture (Year)	
Catalogue number	REF
Conformité Européene (European Conformity). This symbol means that the device fully complies with MDD 93/42/EEC and R&TTE Directive 1999/5/EC.	

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