



# USER GUIDE

**EZ Smart 608**  
For **DIACHEX Series** Blood Glucose Monitoring System Use  
**DIACHEX + Series**

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## Introduction

### Welcome

Thank you for choosing TysonBio Link Health Management System. You will quickly recognize your blood glucose level by TysonBio Diabetics Management Software.

### About this Software

“TysonBio Link Health Management System” is a tool enables you to transfer your test results from the EZ Smart 608 / DIACHEX serious / DIACHEX + serious Glucose Meter to your computer to help you manage your diabetes. You can review, manage, analysis and document your test results and make better decisions through the clearer information. The characteristic of this software is:

- Multiple Users Management Platform
- Automatic Transferring of Data to PC
- Automatic tracking of average day/weeks/months trends and statistics
- Easy to read and printable several types of reports and statistics

### About this Guide

This guide contains information about using the commands and features of the “TysonBio Link Health Management System”. It is strongly recommended that you read the whole guide before using to ensure smoothly operating. Please keep this guide for future reference.

Throughout this guide, operating items are denoted in **bold font** as this example: “Take the window of **Main Menu** and **Add User** for example”. The section of instructions is denoted in ***bold italic font***.

### About the Product Packing

The TysonBio Link Health Management System product contains the following items:

- One TysonBio Link Software CD (option)
- One USB cable
- User’s Manual (included in CD disk)

#### Note:

1. Contact your dealer immediately if any items are missing, appear damaged, or if the CD-ROM does not work.
2. For the package without CD disk, please visit website: [www.tysonbio.com](http://www.tysonbio.com) to download the software and user’s manual.

## Starting TysonBio Link Health Management System

### System and Equipment Required

- Supported EZ Smart-608 / DIACHEX serious / DIACHEX + Serious Blood Glucose Monitoring System.
- A PC/Notebook which have followed specifications :
  - Microsoft® Windows®2000/XP
  - Minimum 100 MB of free hard disk space or more
  - Intel® Pentium® III 850 MHz processor or better
  - Minimum 128 MB of RAM or better
- USB 2.0 port
- Mouse and Keyboard
- Printer (Optional)

#### Note:

1. If there is no USB 2.0 port in your PC/Notebook, please contact your dealer for suitable adapter.
2. Printer is optional depending on printing measured data or not. Refer to "**Print Preview**" for instructions.

## Software Installation

2 items have to be installed:

- (1) Install the TysonBio Link Health Management System software
- (2) Install the USB cable driver

You can install the software through the TysonBio Link CD or download the software from the website first then install it.

### Install the TysonBio Link Health Management System software



CD-ROM

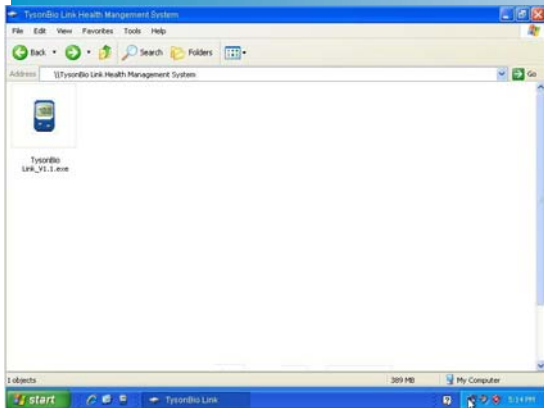


TysonBio Link CD

1. Open CD-ROM drive and put in "TysonBio Link CD with picture side upward.
2. Put CD-ROM drive back and the CD will start auto-run.

#### Note:

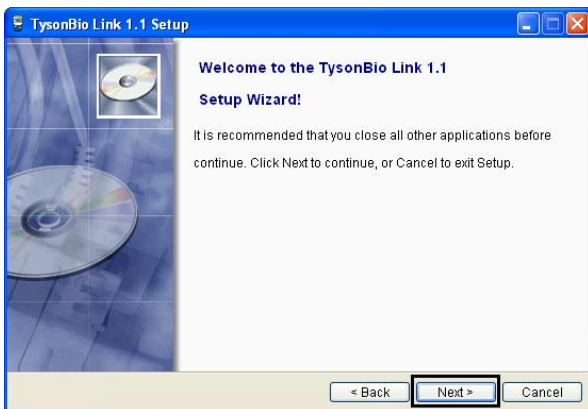
Refer to "**Troubleshooting**" to get help if CD does not auto-run.



3. After the **TysonBio Link\_V1.1.exe** display, click it to bring up the welcome window.

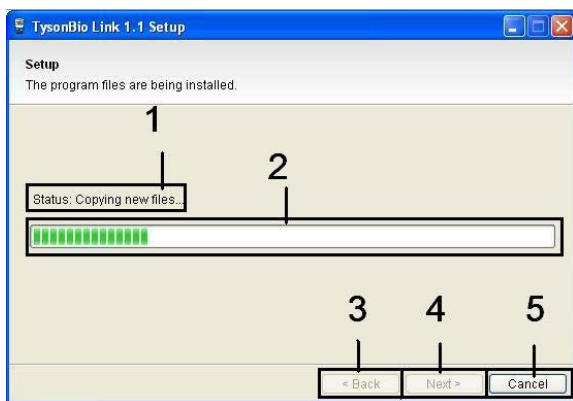
**Note:**

If you will Install the software from the downloaded software, direct click TysonBio Link\_V1.1.exe to start installation and follow the same instructions below.



4. Click  (Default Setting) to start installing program files.

: Refer to “**Cancel Installation**” to see further information.



5. The TysonBio Link Software will be installed successful after progress bar showing 100% installed. Then click  to start installing the USB cable driver.

**Note:**

1. It may damage CD reading if putting wrong CD side into CD-ROM drive.

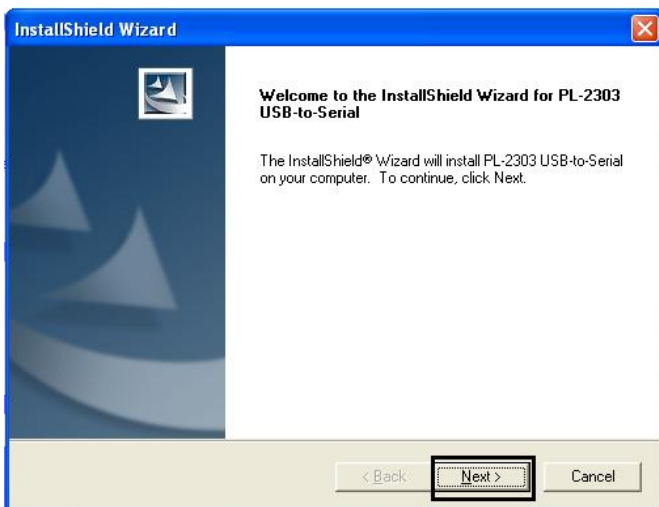
2. It may damage CD-ROM data if click  during installing.

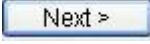
1. Status: Show the status of installing program files.
2. Progress Bar: Show the progress of installing from 0% to 100% (installation fully completed).
3. Back button: Back to last step. This button will be workable after installation fully completed.
4. Next button: Click to start installing USB cable driver. This button will be workable after installation fully completed.
5. Cancel button: Cancel installing software. Refer to “**Cancel Installation**” to see further information.


## Install the USB cable driver

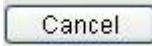


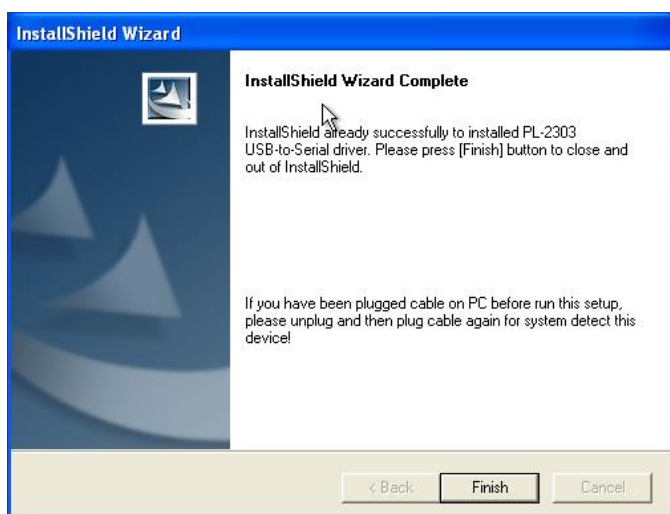
1. A box shows the process and jump to next step when 100% completed.





2. Click  (Default Setting) to start installation.


 : The button is locked.

 : Refer to **“Cancel Installation”** to see further information.



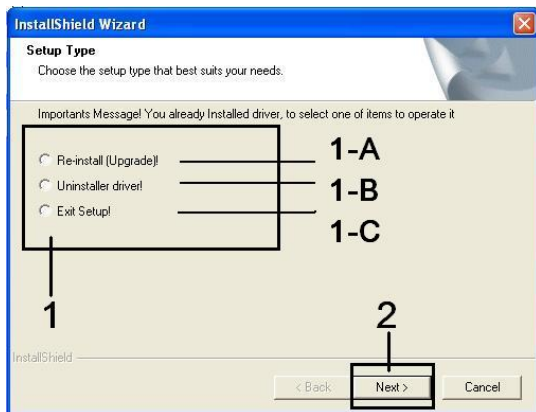
3. Click  to finish and close installation window.

 : The button is locked.

 : The button is locked.

## Re-install USB cable driver


If you had installed USB driver before, the re-install program will auto-run after you finishing the installation of the software and USB cable driver. The Setup Type box will appear.



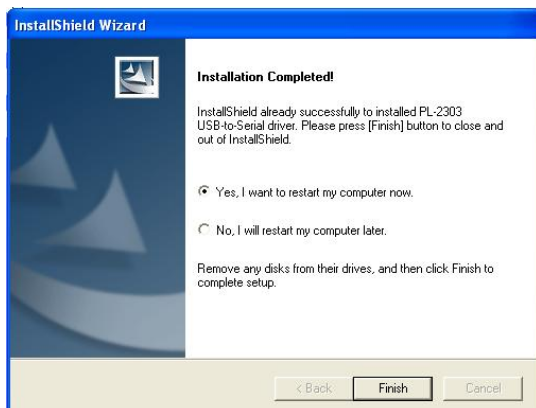
1. Three items to choose:

- A. Re-Installation(Upgrade)
- B. Uninstall driver!
- C. Exit Setup!

2. Click  to continue after making choice.

 : The button is locked.

 : Refer to “**Cancel Installation**” for further instructions.



Either you click **Item 1-A** or **Item 1-B**, a finish box will show up and there are two items of restarting the computer for your choice:

- (1) Yes, I want to restart my computer now.
- (2) No, I will restart my computer later.

Then click  to finish re-installation.

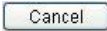
 &  are locked.

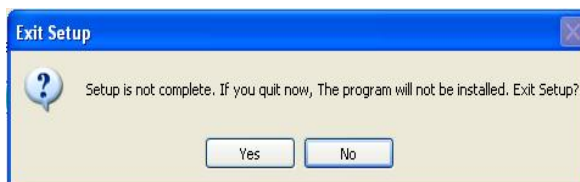
If you click **Item 1-C**, it will exit setup and close the box.

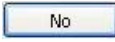
### Note:

If it is first time you install the USB driver, you can ignore USB re-installation and click **Item 1-C** to exit setup.

## Cancel installation

If you click  during re-installing the USB cable driver, the window of exit setup will show up.



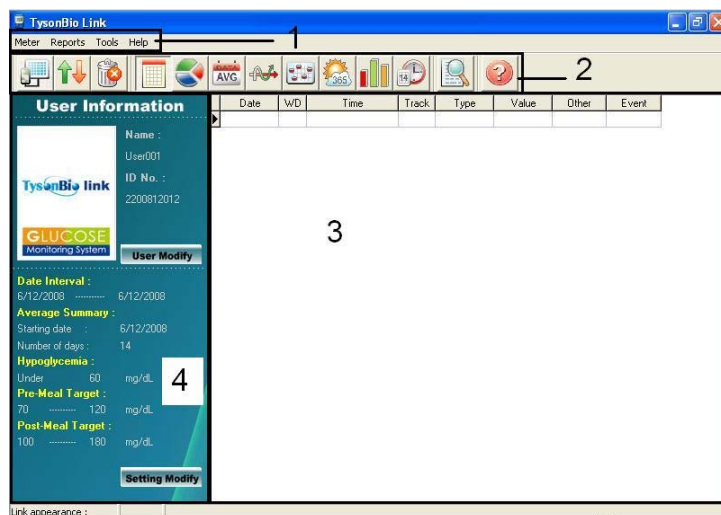
Click  (Default Setting) will back to installing process.

Click  will exit setup and end the installation.



## Using TysonBio Link Health Management System

### Software interface



No	FUNCTION	DESCRIPTION
1	Main Function Bar	Main functions of this software Refer to " <b>Main function bar</b> " for further instruction.
2	Main Tool Bar	Hotkeys for setup and operation. Refer to " <b>Main tool bar</b> " for further instruction.
3	Blood Glucose Data	Show blood glucose test results.
4	User Information	Show user's information and modify user setting. Refer to " <b>Setting User Information</b> " to find further operation

## Main function bar

Meter Reports Tools Help

No	FUNCTION	DESCRIPTION
1	Meter	Meter Settings. Refer to " <b>Meter</b> " for details.
2	Reports	Measured data reports. Refer to " <b>Reports</b> " for details.
3	Tools	Glucose Setting, report setting and Meter type setting. Refer to " <b>Tools</b> " for details.
4	Help	Show software information.




## Main tool bar



No	FUNCTION	DESCRIPTION	
1	Connect	Connecting the Glucose Meter with computer by USB cable.	Refer to " <b>Transferring meter results to the computer</b> " for further instruction.
2	Load data	Transferring Meter results to the computer.	
3	Clear Memory	Clear Meter results.	
4	Testing Results	Show testing data loading from meter.	Refer to " <b>Viewing your test result and report</b> " for further instruction.
5	Pie Chart	Show glucose value field.	
6	Average	Show measured data with track and weekly.	
7	Line Chart	Daily glucose average value.	
8	Hourly Average	Hourly glucose average value.	

9	Test Frequency	Showing test average results in different Track.	
10	Distribution	Times of test average data.	
11	Average Summary	Summary of track, daily, 10days and raw days.	
12	Print preview	Print reports.	
13	Help	Software information.	

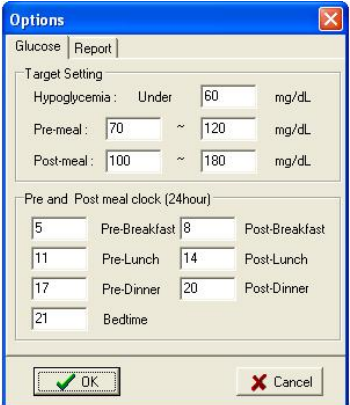
### Meter

No	FUNCTION	DESCRIPTION
1	User	Add/Edit/Delete user data Refer to " <b>Setting User Information</b> " for details.
2	Connect	Connect with PC. Refer to  for more information.
3	Load Meter Data	Load data from meter. Refer to  for more information.
4	Clear Memory	Clear Meter results. Refer to  for more information.
5	Exit	Exit Meter setting.

### Report

No	FUNCTION	DESCRIPTION	
1	Test Results	Refer to	for further information
2	Pie Chart		
3	Average		
4	Line Chart		
5	Hourly Average		
6	Test Frequency		
7	Distribution		
8	Average Summary		
9	Print preview		

### Tools

No	FUNCTION	DESCRIPTION
1	Options	 <p>1. Change target value and report setting meal time setting. Refer to “<b>Viewing your test result and report</b>” for details.</p>

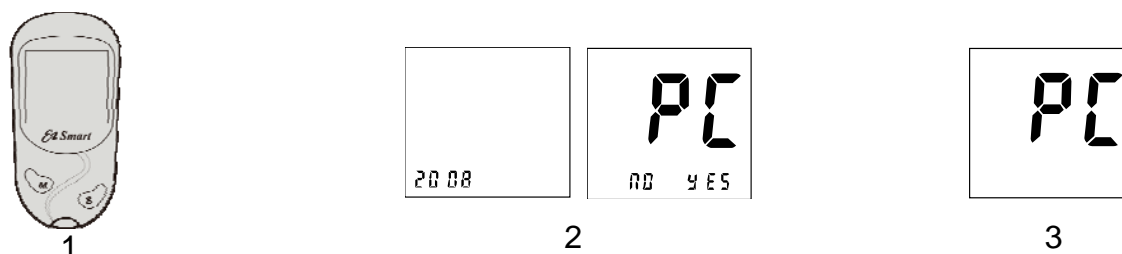
### Help

No	FUNCTION	DESCRIPTION
1	About	Check software information.

## Transferring meter results to the computer

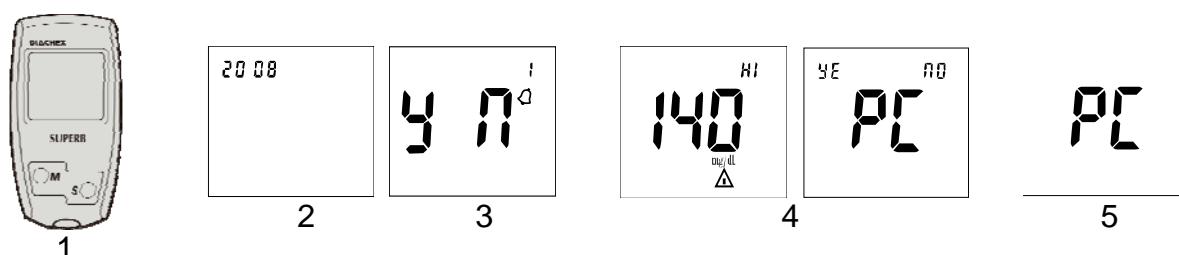
### Setting meter to PC-Link mode

#### EZ Smart 608



1. Press **M** for 3 seconds to enter meter setting mode.
2. Keep pressing and releasing **M** button to pass through time setting until PC link setting appear.
3. Press **S** button (yes) to enter PC link mode, the “PC” will appear on the display.

#### DIACHEX / DIACHEX + Series

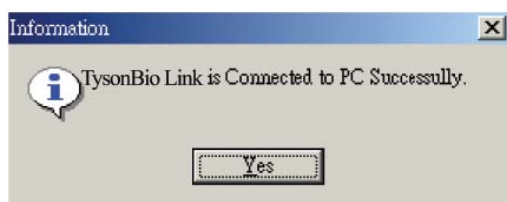
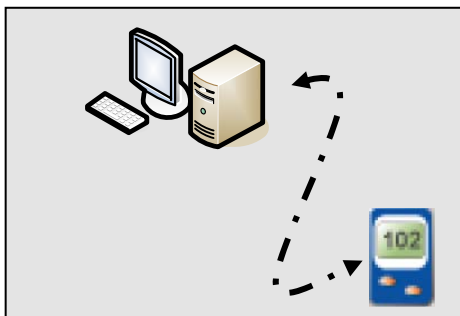


1. Press **M** for 3 seconds to enter meter setting mode.
2. Keep pressing and releasing **M** button to pass through time setting until alarm setting appear.
3. Press **S** button to pass through alarm setting and HI-LO alarm setting will appear.
4. Press **M** button to pass through HI-LO alarm setting and bring up PC link setting.
5. Press **M** button (yes) to enter PC link mode, the “PC” will appear on the display.

**Note:**


Please refer to your Glucose Meter User's Manual for more details about meter setting.

## Connecting meter to the computer




1. After you setting up the meter to PC link mode, connect one end of the cable to the serial port on the computer then connect the other end of the cable to the data port on the meter.

2. Press recent on the desk to execute the software.

3. Click main toolbar  icon to start connecting. System will detect Meter model automatically and show if the connection is successful.

## Starting the transfer



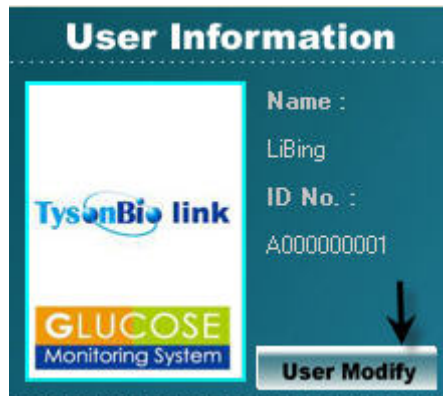
1. Click main toolbar  icon to start transferring meter results to the computer. Click Run button when loading process till 100%.

### Important:

If more than one user is using the software, remember to select user from “**User Information**” before transferring meter results. Please refer to section “**Setting User Information**” for details.

## Setting User Information

Main function icon



Press **“User Modify”** to open user information setting.



**User List** box:

1. Select and show User ID in using.
2. Corresponding to User ID.
3. Add new user data.
4. Delete a user and data.
5. Edit user information.
6. Finish setting.
7. Show user's photo.

## Choosing user ID

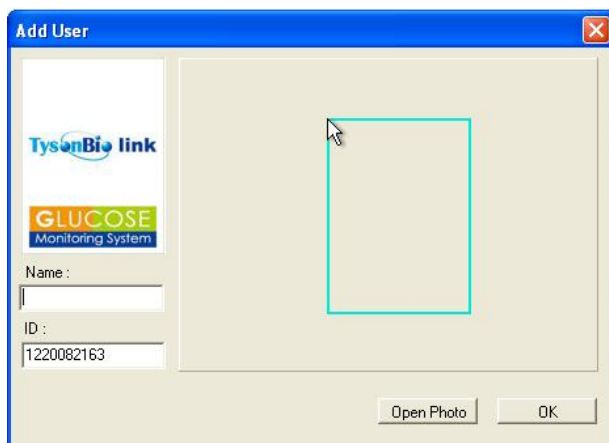


1. Click **User Modify** in User Information Area to quick setup user data.
2. Click  to choose if user ID is more than one. The selected user record will be opened.

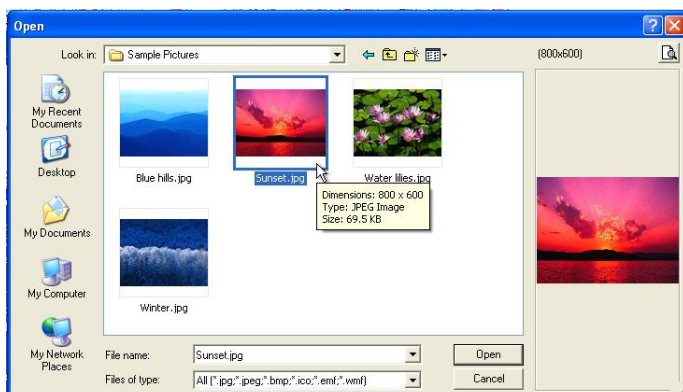
### Note:

Make sure you choose the right user ID before you transferring meter.

## Add new user

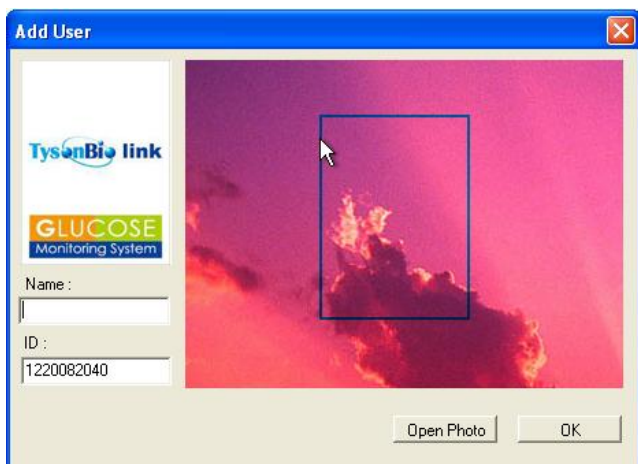


1. Click **User Modify** in User Information Area to quick setup user data.
2. Click **New** to open **Add User** box.
3. Key-in user' name in column of **Name**:
4. User's ID is given.
5. Click **Open Photo** to open user's photo files from disk.



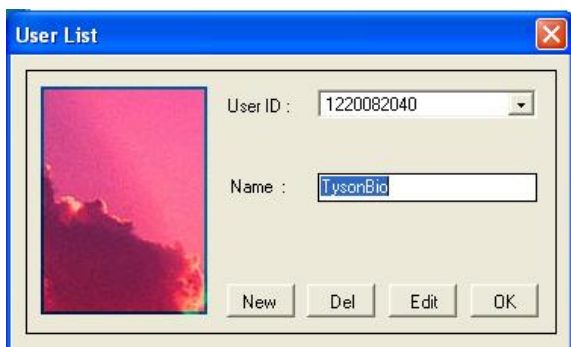
6. Choose a photo file and click **Open**.  
Click **Cancel** to close the box.





7. The photo opens in Panel1 area.
8. Move blue frame to edit photo size.
9. Click cursor to confirm photo editing.
10. Click  to finish setting and close window.

### Delete user



1. Click  in User Information Area to quick setup user data.
2. Click  and information box show up.

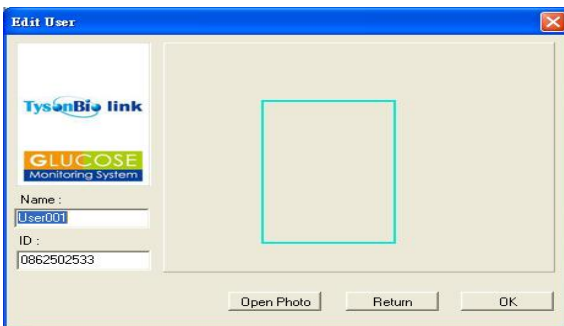


3. Click  to delete user data.  
Click  to cancel delete.

## Edit user information



1. Click **User Modify** in User Information Area to quick setup user data.
2. Click **Edit** and the information box will show up.



3. Edit User's name in column of Name:
4. User's ID is given.
5. Follow "**Add a new user**" step 4 to step 9 to edit photo.
6. Click **OK** to finish setting and close window.

## Viewing your test result and report

### Setting target glucose value

You can set personal target glucose value and meal time to help you viewing results more understanding.

1. Press **Setting Modify** of **User Information** on the desk.

At **Glucose** sheet you can set:

1. Target value setting  
For glucose value field settings(mg/dL)
  - Hypoglycemia
  - Pre-meal
  - Post-meal
2. Meal time  
For meal time setting(24 hr)
  - Pre-Breakfast/Post-Breakfast
  - Pre-Lunch/Post-Lunch
  - Pre-Dinner/Post-Dinner
  - Bedtime

Click to confirm new setting.

Click to cancel setting.

**Note:** The information you set will show in the result sheet and affect report display.

## Report setting

**Options**

Glucose Report

Date Interval  
 From : Y 2008 M 06 D 12  
 To : Y 2008 M 06 D 12


Average Summary  
 Starting Date : Y 2008 M 06 D 12  
 Number of days : 14

Unit  
 mg/dL  mmol/L

3. Data Interval  
 Test results testing during this time period will be displayed.  
 From : year/month/date  
 To: year/month/date
  4. Average Summary
    - Starting Date: year/month/date
    - Number of days
  5. Choose unit of test results to display
    - mg/dL
    - mmol/L
- Click  to confirm setting.
- Click  to cancel setting.

## Testing result

Date	WD	Time	Track	Type	Value	Other	Event
2012/10/14	SUN	04:07:00	PosLu	Glucose	286		
2012/10/15	MON	05:09:00	PreDi	Glucose	287		
2012/11/1	THU	06:11:00	PreBr	Glucose	288		
2012/11/2	FRI	07:13:00	PreBr	Glucose	289		
2012/11/3	SAT	08:15:00	PosBr	Glucose	290		
2012/11/4	SUN	09:17:00	PosBr	Glucose	291		
2012/11/5	MON	10:19:00	PosBr	Glucose	292		
2012/11/6	TUE	11:21:00	PreLu	Glucose	293		
2012/11/7	WED	12:23:00	PreLu	Glucose	294		
2012/11/8	THU	01:25:00	Sleep	Glucose	295		
2012/11/9	FRI	02:27:00	Sleep	Glucose	296		
2012/11/10	SAT	03:29:00	Sleep	Glucose	297		
2012/11/11	SUN	04:31:00	Sleep	Glucose	298		
2012/11/12	MON	05:33:00	PreBr	Glucose	299		
2012/11/13	TUE	06:35:00	PreBr	Glucose	300		
2012/11/14	WED	07:37:00	PreBr	Glucose	301		
2012/11/15	THU	08:39:00	PosBr	Glucose	302		
2012/12/16	SUN	09:41:00	BedTi	Glucose	303		
2012/12/17	MON	10:43:00	BedTi	Glucose	304		
2012/12/18	TUE	11:45:00	Sleep	Glucose	305		
2012/12/19	WED	12:47:00	Sleep	Glucose	306		
2012/12/20	THU	01:49:00	PreLu	Glucose	307		
2012/12/21	FRI	02:51:00	PosLu	Glucose	308		
2012/12/22	SAT	03:53:00	PosLu	Glucose	309		
2012/12/23	SUN	04:55:00	PosLu	Glucose	310		
2012/12/24	MON	05:57:00	PreDi	Glucose	311		
2012/12/25	TUE	06:59:00	PreDi	Glucose	312		
2012/12/26	WED	07:10:00	PreDi	Glucose	313		
2012/12/27	THU	08:20:00	PosDi	Glucose	314		
2012/12/28	FRI	09:30:00	BedTi	Glucose	315		
2012/12/29	SAT	10:40:00	BedTi	Glucose	316		
2012/12/30	SUN	11:50:00	Sleep	Glucose	317		
2012/12/31	MON	12:59:00	Sleep	Glucose	318		
2012/12/31	MON	01:01:00	PreLu	Glucose	319		

Click main toolbar  icon and blood glucose test results transferring from meter will show.

### Column Items(From left to right) :

1. Date: The day you do the test.
2. Week: The week you do the test.
3. Time: The time you do the test.
4. Track: Show meal time.
5. Type: The type of test you do.
6. Value: Test result.
7. Other and Event: For you to memo information at these two columns.

**Note:** User only can enter memo, notice and comments to “Other” and “Event” fields, such as meal, excise, note and so on.




### Printing the data sheet

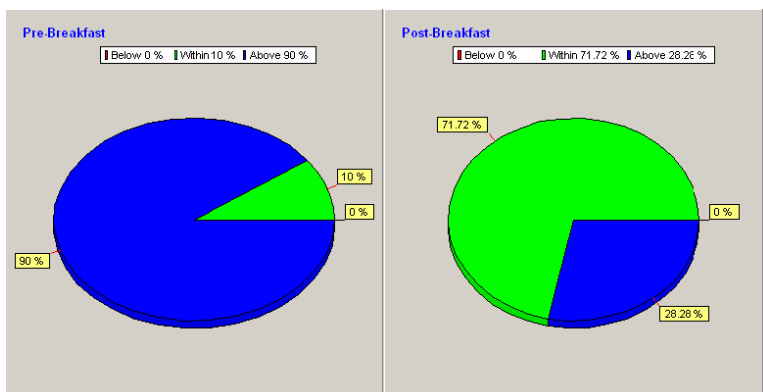
Click main toolbar  icon or choose “Report” then click “Print Preview” to print the report. Refer to “Print Preview” for instructions.

## Pie Chart report

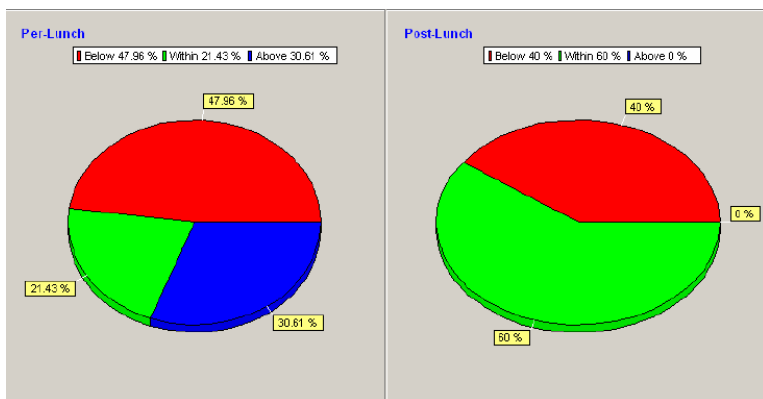
The pie chart display the percentage of blood glucose test results that fall below the hypoglycemia or fall outside the target blood glucose value.

Click main toolbar  icon or choose “**Meter**” then click “**Pie Chart**” to display report.

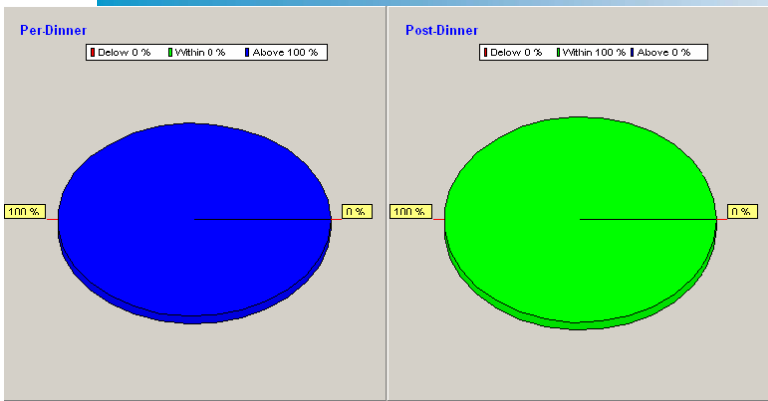
Symbol	Meaning
Red 	Blood glucose test results fall below hypoglycemia limit.
Green 	Blood glucose test results are within normal range.
Blue 	Blood glucose test results are higher than normal range.



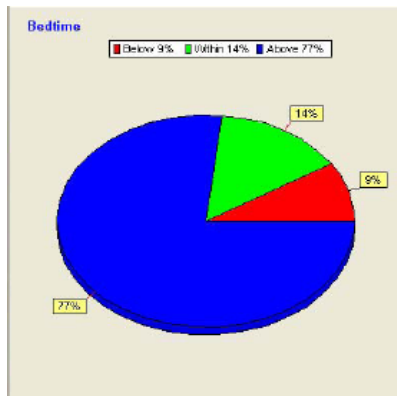
Pre-Breakfast / Post-Breakfast



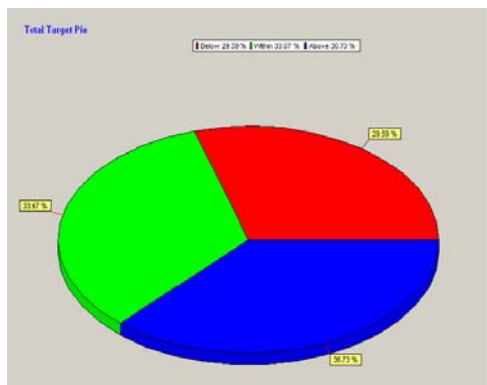
Pre-Lunch / Post-Lunch



Pre-Dinner / Post-Dinner




Bedtime




Total Target Pie




### Printing the report

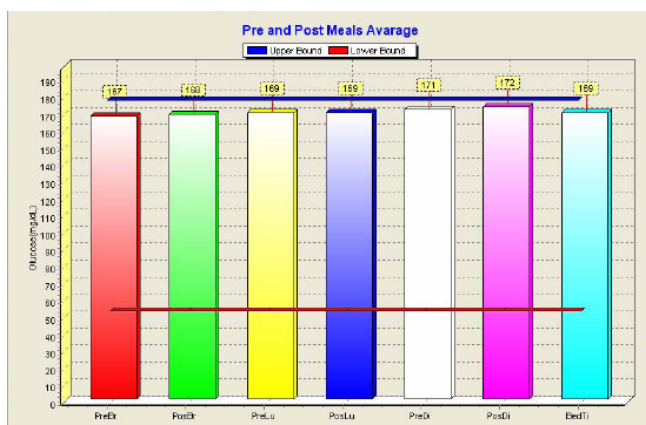
Click main toolbar  icon or choose “**Reports**” then click “**Print Preview**” to print the report. Refer to “**Print Preview**” for instructions.

### Average report

The Average display pre / post meal average and cumulative weekday average result for the current time range.

Click main toolbar  icon or choose function bar **“Reports”** then click **“Average”** to display report.

Symbol	Meaning
Red line 	Hypoglycemia limit.
Blue line 	Post meal high limit.
	Test result average.

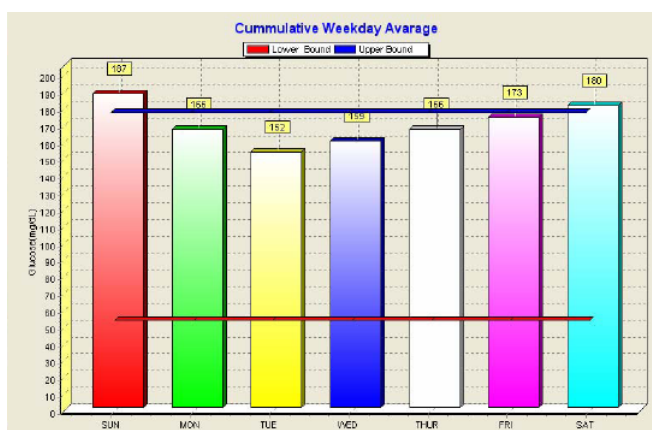


Pre and Post meal average

**X-coordinate :**

PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi

**Y- coordinate :** Glucose(mg/dL or mmol/L)




Cumulative weekday average

**X-coordinate :** Mon/Tue/Wed/Thur/Fri/Sat/Sun


**Y- coordinate :** Glucose(mg/dL or mmol/L)




### Printing the report

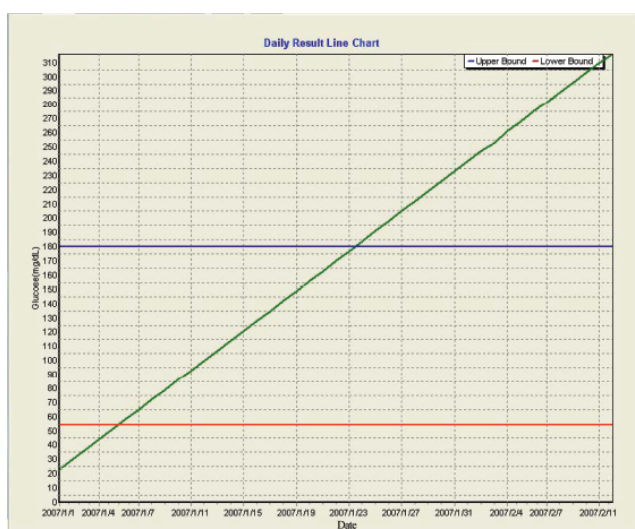
Click main toolbar  icon or choose **“Reports”** then click **“Print Preview”** to print the report. Refer to **“Print Preview”** for instructions.

## Line Chart report

The Line Chart display daily blood glucose test result for the current time range.

Click main toolbar  icon or choose function bar **“Reports”** then click **“Line chart”** to display report.

Symbol	Meaning
Red line 	Hypoglycemia limit.
Blue line 	Post meal high limit.
Green line 	Blood glucose test result.



**X-coordinate** : Date

**Y-coordinate** : Glucose(mg/dL or mmol/L)


## Printing the report




Click main toolbar  icon or choose **“Reports”** then click **“Print Preview”** to print the report. Refer to **“Print Preview”** for instructions.

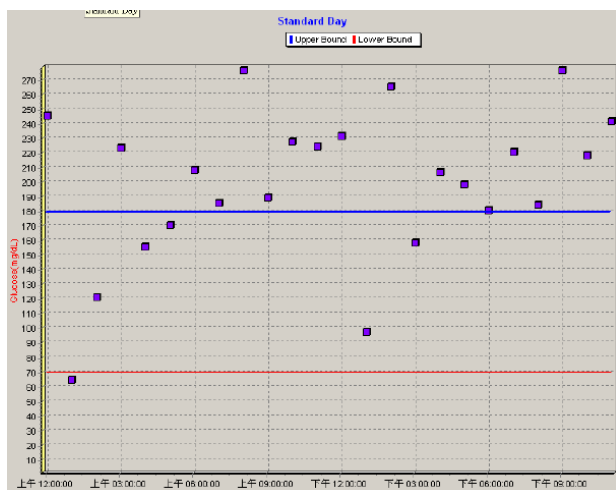


## Hourly Average report

The Hourly Average displays the average of blood glucose test results of each hour for the current time range.

Click main toolbar  icon or choose function bar **“Reports”** then click **“Hourly Average”** to display report.


Symbol	Meaning
Red line 	Hypoglycemia limit.
Blue line 	Post meal high limit.
Purple blot 	Hourly blood glucose test result average.



**X-coordinate** : Time


**Y-coordinate** : Glucose(mg/dL or mmol/L)

## Printing the report

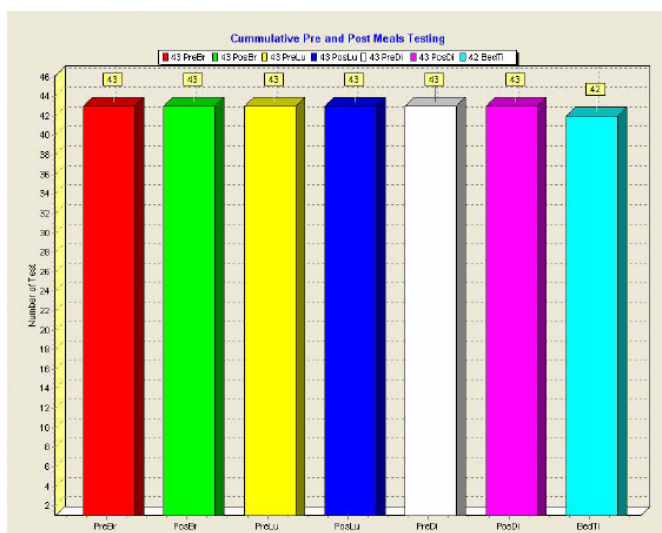
Click main toolbar  icon or choose **“Reports”** then click **“Print Preview”** to print the report. Refer to **“Print Preview”** for instructions.

## Test Frequency report

The Test Frequency displays the cumulative pre and post meal test frequency.

Click main toolbar  icon or choose function bar **“Reports”** then click **“Test Frequency”** to display report.

Symbol	Meaning
254	Test frequency



**X-coordinate**

PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi

**Y- coordinate** : Glucose(mg/dL or mmol/L)


## Printing the report

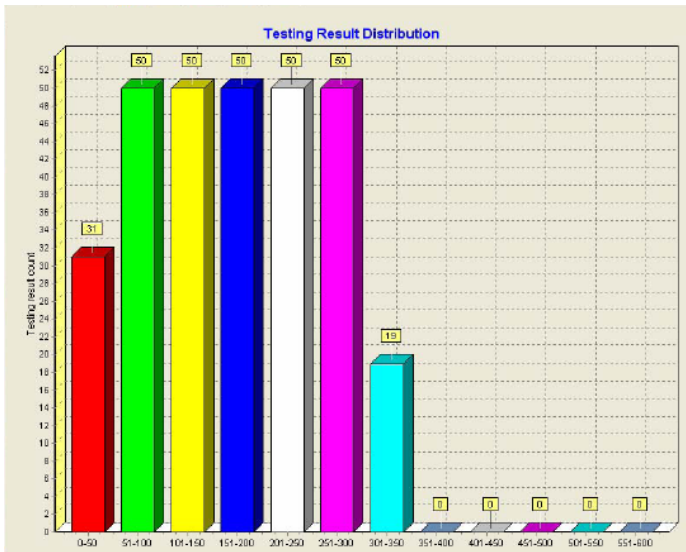
Click main toolbar  icon or choose **“Reports”** then click **“Print Preview”** to print the report. Refer to **“Print Preview”** for instructions.

## Distribution report

The Distribution displays the blood glucose test result distribution.




Click main toolbar  icon or choose function bar **“Reports”** then click **“Distribution”** to display report.



X-coordinate :  
PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi  
Y- coordinate : Testing result count

## Printing the report



Click main toolbar  icon or choose **“Reports”** then click **“Print Preview”** to print the report. Refer to **“Print Preview”** for instructions.

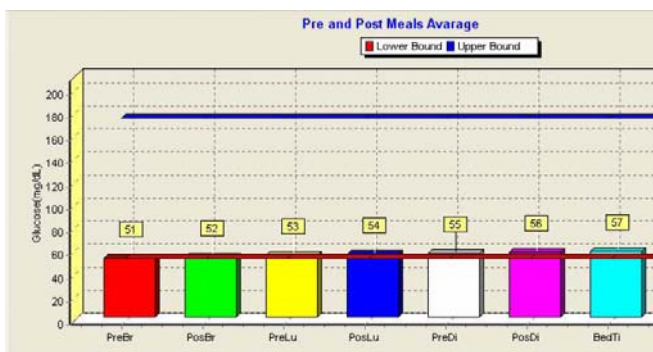
### Average Summary report

The Average Summary display pre / post meal test result average and daily test result average.



Click main toolbar icon or choose function bar “**Reports**” then click “**Average Summary**” to display report.

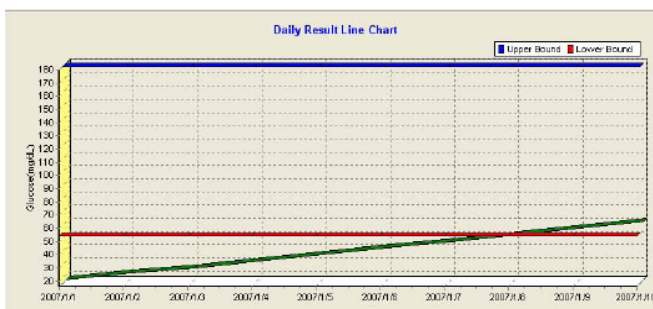
Symbol	Meaning
Red line	Hypoglycemia limit.
Blue line	Post meal high limit.
	Test result average.



Track(Pre and Post Meals) Average

X-coordinate:  
PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi

Y- coordinate: Glucose (mg/dL)



Daily Average

X-coordinate : Date  
Y- coordinate: Glucose (mg/dL)

Stat	PreBr	PosBr	PreLu	PosLu	PreDi	PosDi	BedTi
▶ Readings	10	10	10	10	10	10	10
Maximum	83	84	85	86	87	88	89
Minimum	20	21	22	23	24	25	26
Average	51	52	53	54	55	56	57
Standard Dev	21	21	21	21	21	21	21

10days Average

Column :  
Stat/PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi

Row: Readings/Minimum/Maximum/Standard

**Note:**  
The current time period can be set according to your need. Refer to “**Report Setting**” for more details.

Raw data							
Date	PreBr	PosBr	PreLu	PosLu	PreDi	PosDi	BedTi
2007/1/1	20	21	22	23	24	25	26
2007/1/2	27	28	29	30	31	32	33
2007/1/3	34	35	36	37	38	39	40
2007/1/4	41	42	43	44	45	46	47
2007/1/5	48	49	50	51	52	53	54
2007/1/6	55	56	57	58	59	60	61
2007/1/7	62	63	64	65	66	67	68
2007/1/8	69	70	71	72	73	74	75
2007/1/9	76	77	78	79	80	81	82
2007/1/10	83	84	85	86	87	88	89

Raw Average


Column:

Date/PreBr/PosBr/PreLu/PosLu/PreDi/PosDi/BedTi


Row: Date

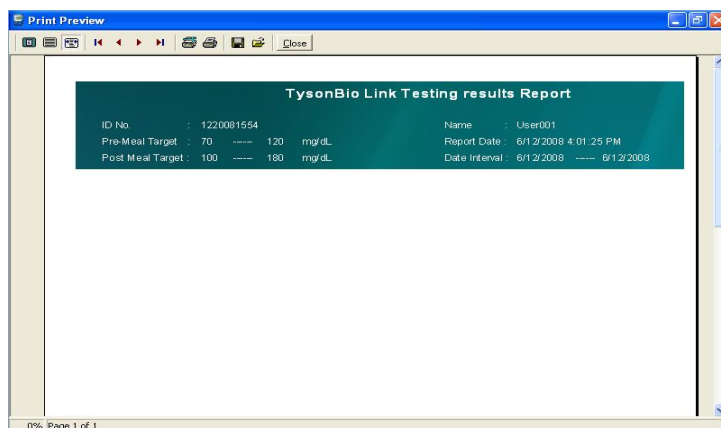
## Printing the report















Click main toolbar  icon or choose “**Reports**” then click “**Print Preview**” to print the report. Refer to “**Print Preview**” for instructions.

## Print preview

Click main toolbar  icon or choose “**Reports**” then click “**Print Preview**” to open the print review window.




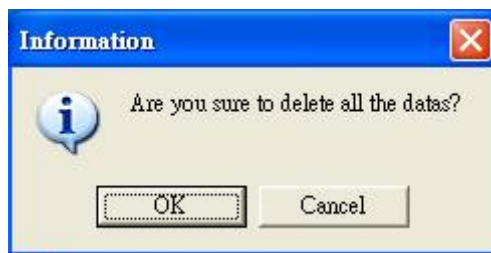
No	FUNCTION	DESCRIPTION	
1-3	Zoom		Resize the preview to fit
			Show the preview as full screen size
			Show the preview as widest size.
4-7	Page		Show the first page
			Show last page
			Show next page
			Show latest page
8-9	Print		Print Setting
			Print
10-11	File		Save File
			Open File
5	Close		Click to close window



## Clear Meter Memory

You can choose to clear Meter memory after transferring the meter results to the computer.

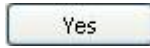


Click main toolbar  icon or choose function bar “**Meter**” then click “**Clear Memory**” to clear meter results.



1. Click  to open Information box.
2. Click  to confirm delete action.




3. Click  to finish and close box.

## Help

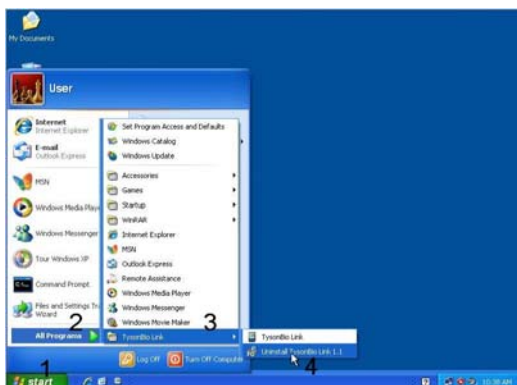
Display the software information.



Click main toolbar  icon or choose function bar “**Help**” then click “**About**” to display software information.

## Software uninstallation

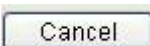
### Uninstall software

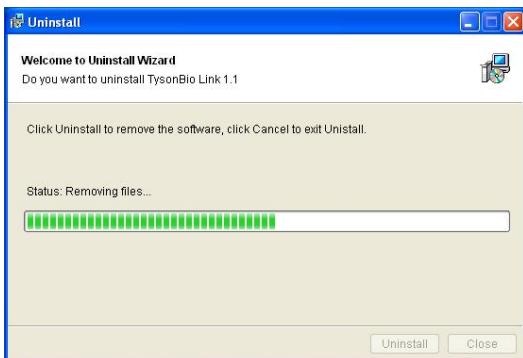


1. Click **Start** to see function list
2. Move cursor to highlight **All Programs** and show next layer.
3. Move cursor to highlight **TysonBio Link** and show next layer.
4. Move cursor to highlight **Uninstall TysonBio Link 1.1** and click to start uninstalling process.

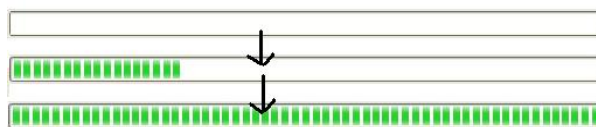


5. Click  to start uninstall

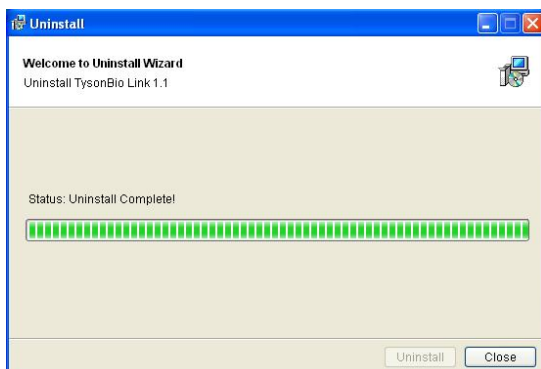
 : Refer to "**Cancel Installation**" to see further information.

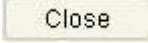


6. The bar will show uninstall process from 0% to 100% as below:



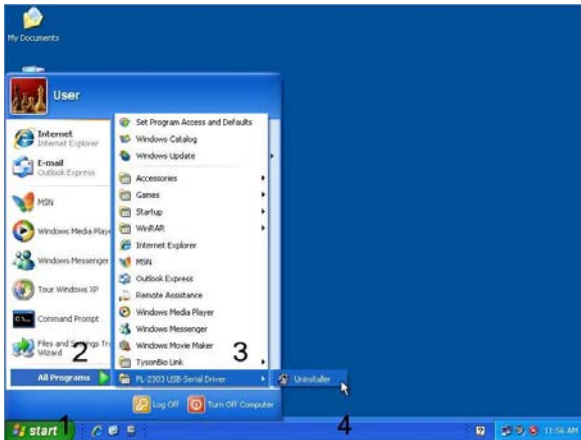
Buttons are locked when uninstalling.



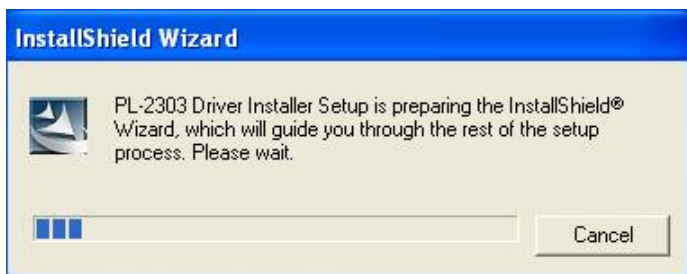
7. Click  to finish and close uninstall window.



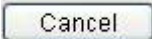
## Uninstall USB cable driver



1. Click **Start** to see function list.
2. Move cursor to highlight **All Programs** and show next layer.
3. Move cursor to highlight **PL-2303 USB Serial Driver** and show next layer
4. Click **Uninstaller** to start uninstalling process.



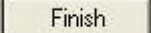
5. A process bar show Tyson USB cable (PL-2303) driver uninstall.

 : Refer to "**Cancel Installation**" to see further information.



6. A box shows up and there are two items of restarting the computer for your choice:

- (1) Yes, I want to restart my computer now
- (2) No, I will restart my computer later

Click  to finish and close the window.

 and  are locked.

## Troubleshooting

This section lists potential problems you may have and supply the solutions to solve it. If you cannot find the solution to your problem, please call Tyson Bioresearch Inc. Customer Service at +886-37-585998.

### Installation problem

#### **Problem 1**

TysonBio Link Health Management System software can not be installed.

#### Solution

Please check following items to solve problem:

- Is there enough memory available for the installation?
- Have you closed all programs before starting the installation?
- Is there enough hard drive free of space? You can check with PC/NB spec.

**Note: Refer to “*System and Equipment Required*” for details.**

#### **Problem 2**

You are unable connect Glucose Meter to the computer.

#### Solution

Please check following actions:

- Restart the computer when fist time install.
- Please check if the PC Link cable has already been connected to meter and the computer USB port appropriately.
- Try to uninstall and re-install TysonBio Link Health Management System again to solve the problem.

### Meters and data transfer problem

#### **Problem 1**

When you try to transfer meter results, you get the Message : “Fail to initialize Connection!”

#### Solution

- Check whether all requirements have been met:

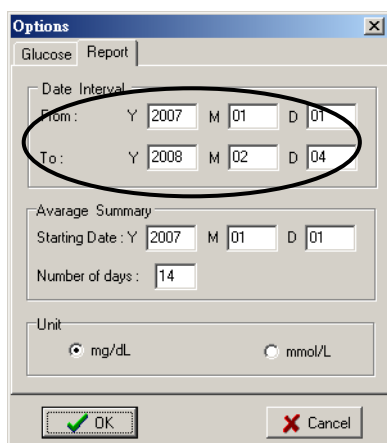
- Are you using the correct cable?
- Is the cable connected properly to both the computer and the meter end?
- Is the cable undamaged?
- Has the meter been prepared for communication status? If not, Please let meter entry "PC" mode.
- Is the meter battery fully charged?
- Is the meter supported by TysonBio Link Health Management System software? Refer to your Glucose Meter Manual for more information.

## **Problem 2**

When you click a report type in the View Reports screen, no readings appear in the report.

### Solution

Make sure the Date interval you set includes the test date of the missing test results. Reset the Date interval to include the date period of all testing results to avoid test results missing in the report.



The screenshot shows a dialog box titled "Options" with a "Glucose Report" tab. The "Date Interval" section is highlighted with a red circle. It contains two rows of date pickers: "From:" with values Y 2007 M 01 D 01, and "To:" with values Y 2008 M 02 D 04. Below this is the "Average Summary" section with "Starting Date: Y 2007 M 01 D 01" and "Number of days: 14". The "Unit" section has radio buttons for "mg/dL" (selected) and "mmol/L". At the bottom are "OK" and "Cancel" buttons.

## **Problem 3**

There are readings in the meter memory that do not appear in the reports.

### Solution

- Some readings, like Control Solution records, will not appear in reports (except Data List and Data Source Reports and the Daily Details screen).
- Make sure the Date interval you set includes the test date of the missing test results. Reset the Date interval to include the date period of all testing results to avoid test results missing in the report.

## Printing problem

### **Problem 1**

Reports are being cut off or shift in the printout.

#### Solution

- Please check paper format is correctly? In the *File* menu, select the command **Print Setup** and set the correct paper format and position.
- Check the paper be put on right position and no shift on your printer.

### **Problem 2**

Problem In a monochrome printout, the target range band of the analysis graph masks all other elements and/or lines.

#### Solution

Check the color Ink status if it is not enough, please replace color ink.

## Screen image problem

### **Problem 1**

TysonBio Link Software fills only part of the screen.

#### Solution

The program is designed to screen at the standard 800 x 600 resolution. Resizing the report screen is possible only when the screen resolution is greater than 800 x 600.

### **Problem 2**

The full report page doesn't display on the screen.

#### Solution

Software is designed to provide full-page printed reports. To see the entire report on screen, click the maximize button in the upper-right corner of the application window. If the window is already maximized, use the scroll bars.

## Other problem

### **Problem 1**

The program is running very slowly.

#### Solution

- Check to see if you have other applications running. If so, quit those applications. Large data sets can also slow the program down. If you have accumulated a large amount of data, try reducing the date interval or archiving some of the readings to improve performance.
- The minimum recommended system memory needed to run TysonBio Link Software is 128 MB.
- The minimum recommended computer is an Intel® Pentium® III 850 MHz processor or faster computer.