

## **An update to the FreeStyle InsuLinx meter software is needed. Read through this document before beginning.**

The steps below will guide you through the process to download and install FreeStyle Auto-Assist 2.0 software. FreeStyle Auto-Assist 2.0 software will then be used to install the meter software update on your FreeStyle InsuLinx meter. The meter software update will not delete any of your meter settings or data.

If you already have FreeStyle Auto-Assist Version 2.0 software, you should not re-install it. You can check which version you have on the yellow screen that comes up when you open the application. The Version number is also available under the Help menu by clicking “About FreeStyle Auto-Assist” on Windows or in the FreeStyle Auto-Assist menu on Macintosh. If it shows Version 2.0 or above, you should not re-install FreeStyle Auto-Assist software.



Important: In order to download and install the meter software update, you must be located in one of the following countries:

Australia	Netherlands
Belgium	Spain
Canada	Switzerland
France	United Kingdom
Germany	United States
Italy	

## Section A: Items needed to perform the update



- Your FreeStyle InsuLinx meter
- Micro-B USB cable
  - If you do not have the yellow cable that came with your meter, you can purchase a “Micro-B” USB cable at many major retailers.
- Internet connection to download the software
- Computer running one of the following Operating Systems:
  - Windows XP (SP3), Windows 7 (32/64), Windows Vista (32/64), Macintosh Snow Leopard, or Macintosh Lion.

When you have all these items, go to Section **B**.

## Section B: Downloading and Installing FreeStyle Auto-Assist 2.0 software

**DO NOT connect your meter to your computer during this Section.**



If you already have FreeStyle Auto-Assist Version 2.0 software do not re-install it, but go directly to Section **C**.

In order to update the meter software, you need to have FreeStyle Auto-Assist 2.0 software. You will need administrator rights on your computer to install FreeStyle Auto-Assist 2.0 software.

Step	Action
1	Make sure your computer is connected to the internet.
2	Depending on what operating system you have, follow the appropriate link below to download FreeStyle Auto-Assist 2.0 software. For Windows operating systems → <a href="#">click here</a> For Macintosh operating systems → <a href="#">click here</a>
3	If you are using Internet Explorer, click “Run” to install FreeStyle Auto-Assist 2.0 software on your computer. Otherwise, follow your browser’s instructions to download the software.
4	Follow the installation instructions on your computer screen.
5	When the FreeStyle Auto-Assist 2.0 software installation is complete, go to Section <b>C</b> .

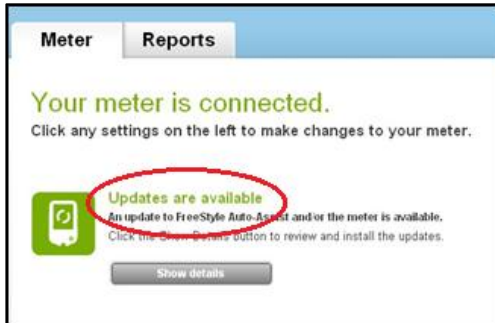
## Section C: Downloading and Installing the FreeStyle InsuLinx meter software update

Now you will use the FreeStyle Auto-Assist 2.0 software to download the meter software update to your meter.

Step	Action
1	Make sure your computer is connected to the internet.
2	<b>Connect</b> your USB cable to your computer's USB port. 
3	<b>Connect</b> your meter to the other end of the USB cable. 

4

When FreeStyle Auto-Assist software starts, you will see one of the following screens on your computer. If needed, work through the steps below to get to the screen that says “Updates are available”.



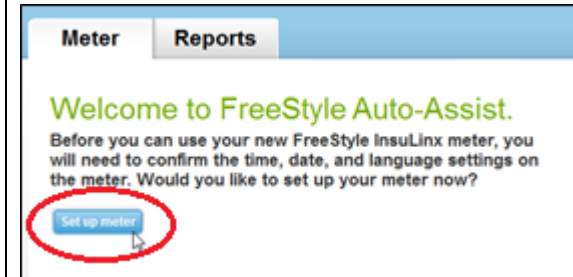
If you see the “Updates are available” screen on your computer, **go to Step 5** in this section.



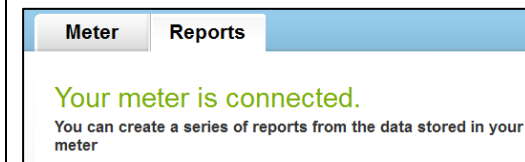
If you see a “Synchronise your meter” screen on your computer, **click “Sync”** to update the time on your meter. When you are finished updating the time, you will see the screen below.



**Disconnect** the meter and go back to Step **3** in this section.

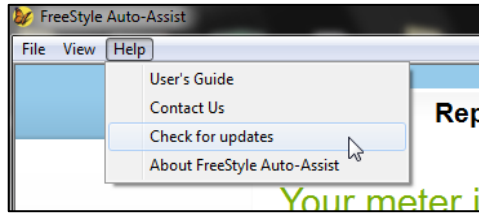


If you see a “Welcome to FreeStyle Auto-Assist” screen on your computer, **click “Set up meter”** and follow the instructions on your computer to set up your meter. When you are finished setting up the meter, you will see the screen below.

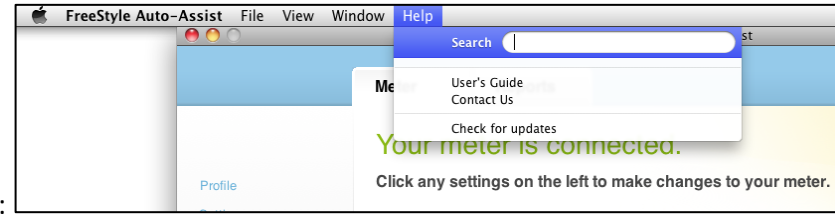


**Disconnect** the meter and go back to Step **3** in this section

If you see any other screen on your computer, you can check for updates manually. **Click the Help menu** and select “Check for updates”.



Windows:

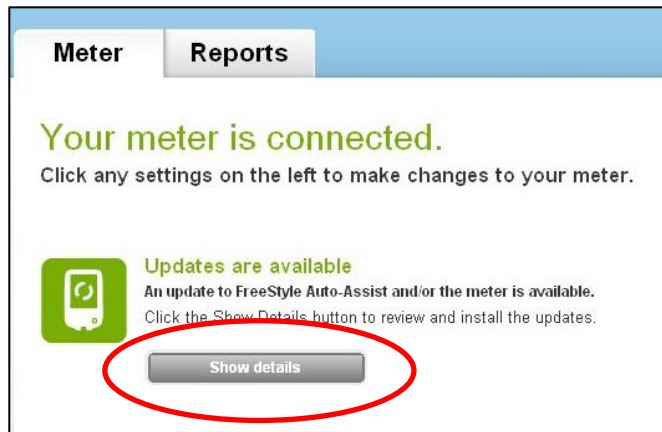


Macintosh:

- If a window appears that says an update is available, move to Step **6** in this section.
- If a window appears that says no software updates are available, your meter software is already updated. Click OK to close the window – no further action is required.

**5**

When you see the “Updates are available” screen, **click the “Show details” button**.

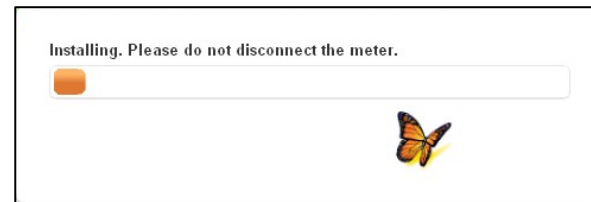


6

**During this next step, do NOT disconnect your meter.** The meter software update will not delete any of your meter settings or data.

After you click Install, your computer screen will change multiple times while the software is downloading and installing. This could take several minutes.

**Click “Install”** to install the meter software update.



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**Wait at least 30 seconds** after seeing the screen below before going to the next step to make sure the update process is finished.



8

When the meter software has been updated, **you must go to Section D** to check that update was successful.

## Section D: Checking the FreeStyle InsuLinx meter software update

After completing the steps above, it is important that you check that the meter software update was successful.

Step	Action
1	<p><b>Unplug</b> your meter from the USB cable and <b>close</b> FreeStyle Auto-Assist software.</p>
2	<p><b>Reconnect</b> your meter to the USB Cable. FreeStyle Auto-Assist software will start and download the data from your meter.</p>
3	<p>You may see one of the following screens on your computer.</p> <ul style="list-style-type: none"><li data-bbox="275 477 1570 509">• If you see a “Create Reports” or “Synchronise your meter” screen, <b>the meter has been updated.</b></li></ul> <div data-bbox="382 553 795 954"></div> <div data-bbox="842 634 1270 954"></div> <ul style="list-style-type: none"><li data-bbox="275 1003 1871 1094">• If you see an “Updates are available” screen, it means the update did not work. Disconnect your meter, close FreeStyle Auto-Assist, go back to Section <b>C</b>, and try the update again.</li></ul> <div data-bbox="382 1105 1005 1458"></div>



## Section E: Troubleshooting

If any part of the update process is not working for you, unplug your meter, close the FreeStyle Auto-Assist application, and reconnect the meter to start again. If the process still does not work, contact the Customer Service representatives in your country. Contact information is found at:

[www.freestyleinsulinx.com/swupdate](http://www.freestyleinsulinx.com/swupdate)

Issue	Steps to resolve
FreeStyle Auto-Assist software closes unexpectedly during the installation	Using the manual “Check for updates” prompt through the help menu may cause FreeStyle Auto-Assist software to close during the meter software update. If this happens, just restart FreeStyle Auto-Assist software from the butterfly icon on your computer desktop. Any uncompleted processes will resume. Make sure to check that the update was successful by going to Help -> Check for updates.
“Updates are needed” instead of “Updates are available”	If you see “Updates are needed”, proceed with the meter software update process. If the meter software update process does not work and you continue to see “Updates are needed” – contact Customer Service.
FreeStyle Auto-Assist software uninstalled from my computer	If you already had FreeStyle Auto-Assist 2.0 software on your computer and tried to re-install it, the software may uninstall. Download FreeStyle Auto-Assist software again by following the steps in Section <b>B</b> .

**IMPORTANT:** Do not disconnect your meter while the software is downloading, installing, or saving.