

Bayer's GLUCOFACTS™ DELUXE software does not launch when I insert my CONTOUR® USB meter into my computer.

Simple Solution ▶

Plug in Bayer's CONTOUR® USB

1. Plug your CONTOUR® USB meter into an available USB slot on your computer, running a Windows operating system (mainly Windows® 7 and Windows Vista®).

Get Desktop Shortcut

2. Go to <URL HERE> and click on "Download Installer Now"
3. Select "Save Target As..."
4. In the "Save As" dialog:

Select "My Computer" and click on the drive labeled "GLUCOFACTS"

Select the "Save" button to save the "InstallDesktopShortcut.bat" file to your CONTOUR® USB meter.

NOTE: Some browsers will select the save location for you. If that is the case, you need to locate the "InstallDesktopShortcut.bat" file and copy it to your CONTOUR® USB drive labeled "GLUCOFACTS."

Install Desktop Shortcut

5. Using Explorer, double click the "InstallDesktopShortcut.bat" file just copied to your drive labeled "GLUCOFACTS."

NOTE: If you hear a beep the installation failed, so right click on the "InstallDesktopShortcut.bat" file and select "Run as Administrator..."

6. When successful, you should see an icon on your desktop labeled "GLUCOFACTS DELUXE."

Launch GLUCOFACTS™ DELUXE software with Desktop Shortcut

7. With your CONTOUR® USB meter still connected, double click the "GLUCOFACTS DELUXE" desktop shortcut to launch GLUCOFACTS™ DELUXE.

Now viewing your data is Simple.

Simply:

1. **Connect** your meter
2. **Click** on the desktop icon
3. **View** your data

If you have any questions, please contact Bayer Diabetes Care Customer Service at **1-800-348-8100**.



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