



Glooko® Transmitter – Network Settings

Question: What is Glooko® Transmitter?

Answer: Glooko® Transmitter is indicated for use by health care professionals in health care facilities to transfer predefined data from home monitoring devices to a server database.

Question: How is Glooko® Transmitter set-up to maximize security?

Answer: Glooko® Transmitter comes preconfigured to communicate with the Glooko Population Tracker to which it is assigned. No data is stored on the Glooko® Transmitter and the data is transmitted using AES-128 encryption to our server database.

Question: How is data uploaded via Glooko® Transmitter kept secure?

Answer: No patient or device data, identified or unidentified, is stored on the Glooko® Transmitter. The diabetes device data is automatically synced to the Glooko AWS virtual-private-cloud (VPC), using the Glooko® Transmitter as a conduit to send data to the cloud. All data both “at rest” and “in motion” is encrypted for maximum security. All traffic into and outside the VPC is encrypted using SSL. Multiple firewalls are set inbound, as well as outbound, on the VPC level.

Question: How is user access managed for Glooko® Transmitter?

Answer: Glooko® Transmitter does not require a login or access management to use. Glooko® Transmitter is simply the mechanism used to send data to Glooko. Please see our Quick Start Guide for Population Tracker to learn more about user provisioning.

Question: How does Glooko® Transmitter connect to the Internet?

Answer: There are two methods for internet connectivity - Cellular (3G) and Ethernet. Glooko® Transmitter will default to a 3G cellular connection utilizing the included SIM card and antenna. When Glooko® Transmitter detects an Ethernet cable, it will automatically try to connect to the internet via Ethernet. There are options for both DHCP and Manual configurations of the Ethernet connectivity.

NOTE: When using an Ethernet connection, it is best that the following URLs and ports are allowed through any firewalls within the network:

- https://*.glooko.com
- eu.upload.glooko.com - port 443 (US customers)
- mk3u.diasend.com - TCP (proprietary) - port 55713
- mk3r.diasend.com - TCP (https) - port 443
- ipv4.connman.net - TCP (http) - port 80
- [\[0-3\].glooko.pool.ntp.org](https://[0-3].glooko.pool.ntp.org) - UDP (NTP) - port 123

Question: How are software updates of Glooko® Transmitter managed?

Answer: Software updates related to Glooko® Transmitter are coordinated remotely and applied over the air. If an update is ready, the LCD screen will provide a prompt where you may choose to apply the update and restart immediately. Otherwise Glooko® Transmitter will update automatically after 10 hours of inactivity.



For further information about the user of Glooko® Transmitter, please see our Glooko® Transmitter - Quick Guide for Glooko users available at support.glooko.com.