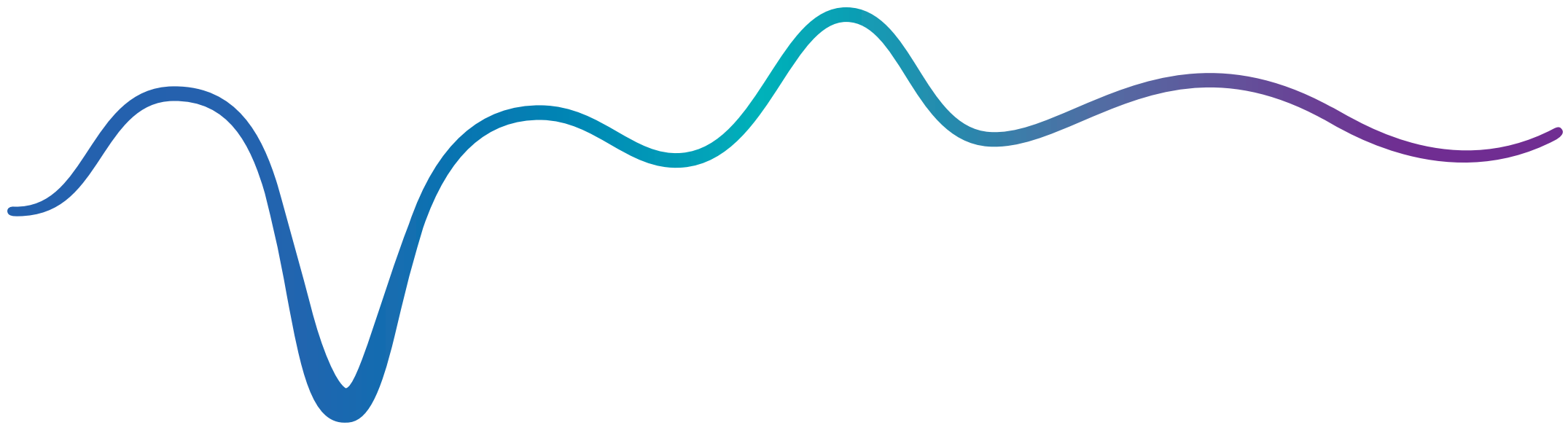




CGM Remote Monitoring

## Mobile App User Guide





# Remote Monitoring with Eversense CGM System and Eversense NOW App

---

*The Eversense CGM App includes an optional remote monitoring feature. This feature allows Eversense CGM data to be viewed on a secondary display via the Eversense NOW mobile app.*

## Intended Use

The Eversense NOW App is intended to be used as a secondary display to view glucose data and alerts from Eversense CGM users.

## Contraindications

Follow clinic and other institution guidelines for using your mobile device in the presence of MRIs, CT scans and other procedure equipment.

## Risks

There may be times when glucose data cannot be sent to the Eversense NOW App. If you are not receiving glucose data from the Eversense CGM user, you cannot assist them in the event of a high or low glucose value. The remote monitoring feature provides a secondary display of data. It is not a real-time remote monitoring system.

Eversense CGM users may not always have a connection to support data transfer such as internet/wifi or 3G/4G/LTE. If you or the Eversense CGM user does not have an internet connection, their glucose data will not be available for you to view. Any problems with mobile devices, wireless internet, data connection, the Eversense Data Management System (DMS), the CGM user's smart transmitter out of range of their mobile device, or charging their smart transmitter may cause data not to be displayed. The Eversense user should not rely on you monitoring their glucose data to assist them in the event of a high or low glucose event.

## Benefits

The Eversense CGM System used with the Eversense NOW Remote Monitoring App may provide CGM users with additional confidence, knowing that others can also view their CGM data.

### Warnings:

- Glucose information displayed on the Eversense NOW App should not be used to make treatment decisions. The Eversense NOW App is a secondary display of Eversense CGM data and should not be used in place of the primary Eversense CGM display. Eversense CGM users should always use blood glucose values from their meter to make treatment decisions. Using a sensor glucose value to make a treatment decision could result in a high or low blood glucose.
- Eversense CGM users should not rely on those who are remotely monitoring the glucose readings to notify them about high or low glucose events.

**Cautions:**

- The Eversense NOW Remote mobile app does not replace the monitoring regimen as directed by a healthcare professional.
- If an Eversense CGM user does not have Auto Sync (the feature that enables data to automatically be sent to your Eversense NOW App) turned on, you may not see high or low glucose trends and events.
- If you and the Eversense CGM users do not have an internet connection, or the CGM user's mobile device has shut down due to a low or empty battery, their Eversense CGM data cannot be displayed on the Eversense NOW App.
- If you turn off the sounds on your mobile device, you will not receive audible alerts about the CGM data you are remotely monitoring on your Eversense NOW App.
- If a CGM user sets their status to Offline, you will not receive any of their CGM data on your Eversense NOW App.
- The Eversense NOW App does not communicate directly with the Eversense Sensor and/or with the Eversense Smart Transmitter.
- The Eversense NOW App cannot change the settings on the Eversense CGM app.
- If you do not allow notifications from the Eversense NOW App, you will not receive glucose related alerts from Eversense CGM users.
- If you have your mobile device set to Do Not Disturb, you will not hear any notifications from the Eversense NOW App.

# Using the Eversense NOW App

---

*This User Guide instructs how to use the Eversense NOW App for remote glucose monitoring of Eversense CGM System users.*

Thank you for downloading the Eversense NOW mobile app. Eversense NOW allows you to remotely monitor glucose data from Eversense CGM System users.

**Caution: The Eversense NOW Remote Monitoring App does not replace the primary display on the Eversense CGM System app, or the monitoring regimen as directed by a healthcare professional.**

## System Requirements

- The Eversense NOW App downloaded to your mobile device from the Apple® App Store
- A compatible Apple® iPhone® or iPod® or iPad® (iOS version 8.0 or higher)
- For a list of compatible devices, please go to [www.eversenseddiabetes.com](http://www.eversenseddiabetes.com)

**Note:** A wireless internet connection is required to download the app and to receive remote glucose values for display on your Eversense NOW App. If the Eversense CGM user has turned off Auto Sync, no glucose values will be displayed on your Eversense NOW App.

## End User Licence Agreement and Privacy Policy

Use of the Eversense NOW App is subject to the terms and conditions of the most current Eversense NOW End User Licence Agreement and Eversense NOW App Privacy Policy. These documents are updated periodically, and are posted at [www.eversenseddiabetes.com](http://www.eversenseddiabetes.com).

## Jailbroken Devices

DO NOT use the Eversense Apps on jailbroken iPhones, iPads or iPods. Jailbroken devices do not provide an acceptable level of security and accuracy for the user, and are not approved for use by Senseonics.

## Help and Support

If you don't understand something in this User Guide, your local distributor(see back cover).

# Joining an Eversense Circle

The Eversense Circle refers to the group of people able to remotely monitor the glucose data and glucose related alerts of an Eversense CGM user. To join the Circle, you will need to accept the email invitation you receive from the Eversense CGM user, create an account on the Eversense DMS website and download the Eversense NOW mobile app.

The Eversense DMS Program is a web-based application that is compatible with the Eversense CGM System to display historical glucose data and reports to help identify glucose trends as an aid to diabetes management. The Eversense DMS Program also allows you to create an account so you can remotely view glucose data using your Eversense NOW App. You cannot remotely view glucose data through the Eversense DMS program. To learn more about the Eversense DMS Program, go to [www.eversenseddiabetes.com](http://www.eversenseddiabetes.com).

## Accepting an Invitation to Join an Eversense Circle

An Eversense Circle is the group of people an Eversense CGM user has invited to view their glucose data and alerts remotely.

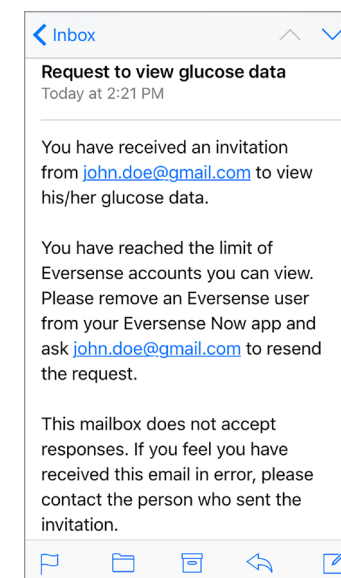
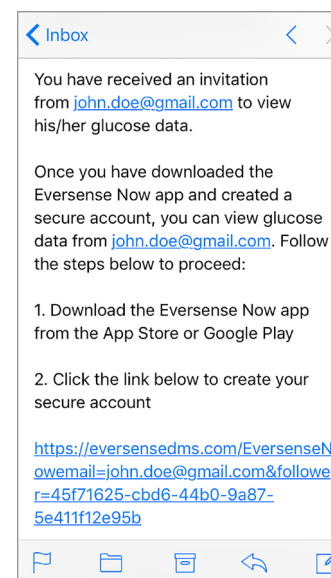
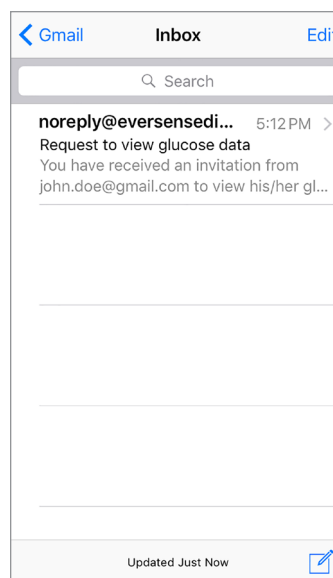
1. You will receive an email invitation, “Request to view glucose data”, to join an Eversense CGM user’s Circle.

**Note:** If you are expecting an invitation and do not see it in your Inbox, check your Spam or Junk folders.

2. Click the link in the email.

3. Log in to your Eversense account.

**Note:** The Eversense NOW App lets you join a maximum of 10 Eversense Circles. If you are invited to join an 11th Circle you will receive an email asking you to remove yourself from an existing Circle before being added to a new one.

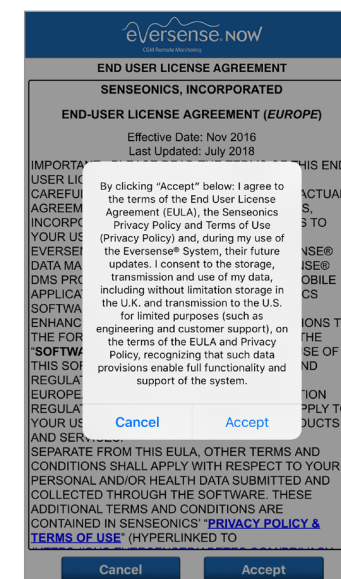
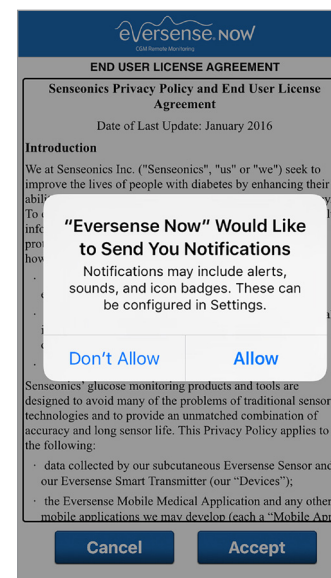


## Download the Eversense NOW App

1. Go to the Apple App Store and search for “Eversense NOW”.
2. Tap the Eversense NOW icon, download and install the app to your smart device.
3. When prompted, tap “Allow” in order to receive glucose related alerts from the Eversense CGM users on your list.



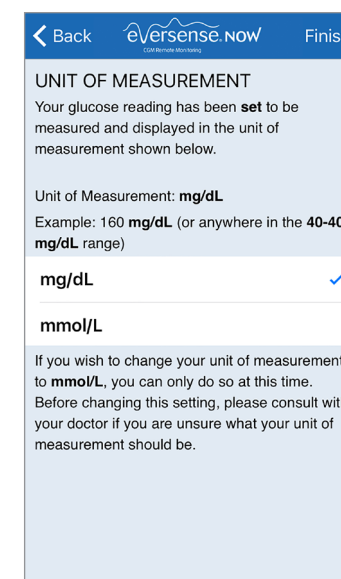
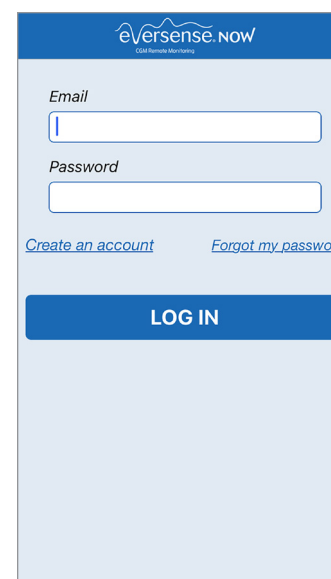
**Caution:** If you do not allow notifications from the Eversense NOW App, you will not receive glucose related alerts from Eversense CGM users.



4. Create an Eversense account to log in to the app.

**Note:** If you already have an Eversense account, you do not have to create a new one to use Eversense NOW. Click the link in the email invitation and sign into your existing Eversense account. When you refresh the Home Page in your Eversense NOW App, you will see the name of the CGM user whose invitation you accepted.

5. Accept the End User Licence Agreement.
6. Choose the unit of measure. The unit of measure you choose will apply to all of the Eversense CGM users whose data you can view. You cannot change the unit of measure once the app is installed.



## To Remove an Eversense CGM User from your List

Removing an Eversense CGM user from your list means you will no longer be able to remotely monitor their glucose data. To add a user back to your list, contact the Eversense CGM user to send you a new invitation.

1. Swipe the Eversense CGM System user's name on the Home Page to the left.

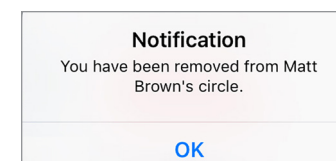
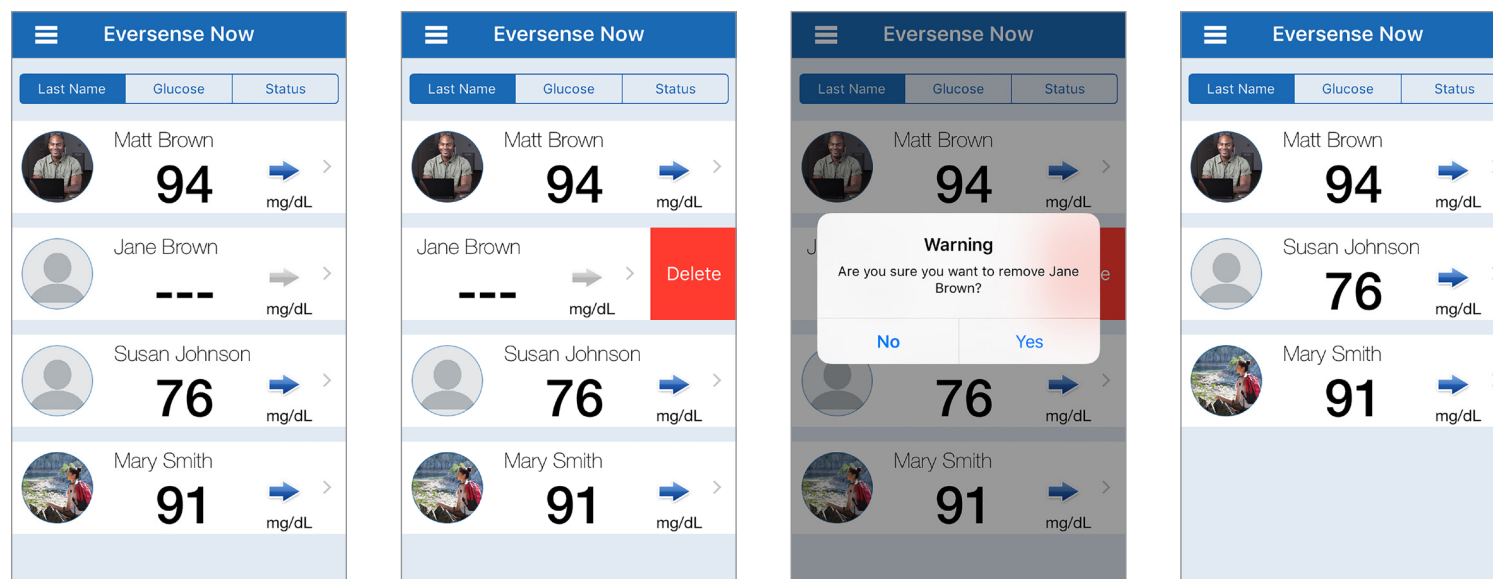
2. Tap "Delete".

*A warning will ask you to confirm you want to remove the Eversense CGM user.*

3. Tap "Yes" to permanently remove this person from your list.

The Home Page will no longer show the user in your list.

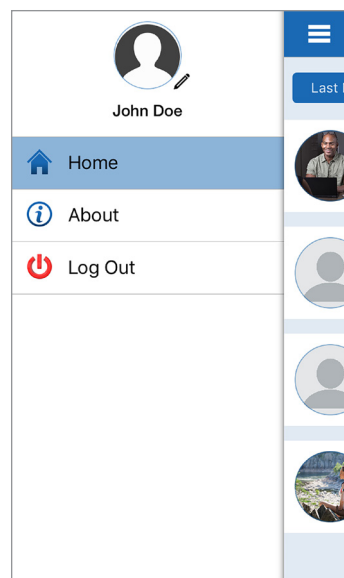
**Note:** It can take up to 2 hours for the Eversense CGM user to see that you are no longer in their Circle on their Eversense CGM App.



**Note:** An Eversense CGM user may also remove you from their Circle. If this happens, this notification will appear.

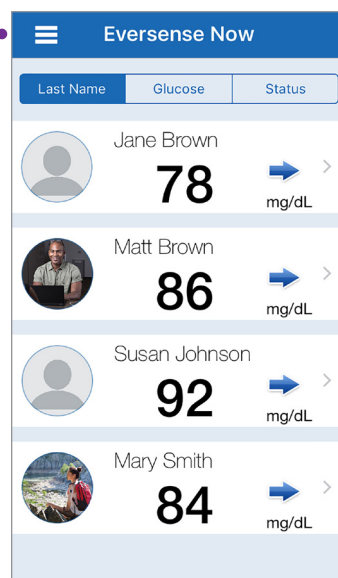
# Main Menu

Main Menu displays access to the Eversense NOW Home page, About page, and the log out page.

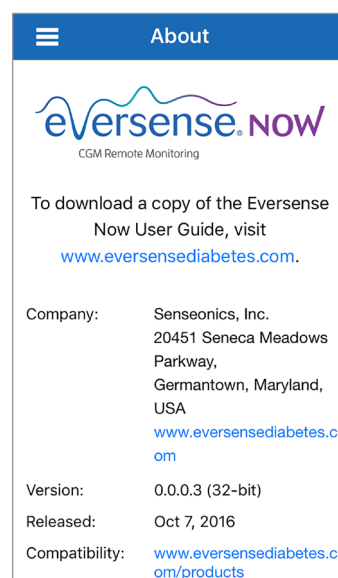


To access the Main Menu menu tap the 3 bars icon in the top left of the screen.

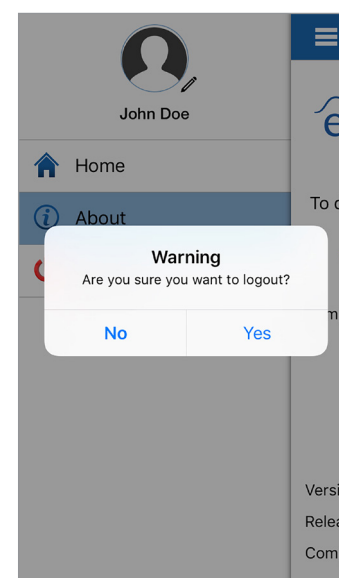
## Home



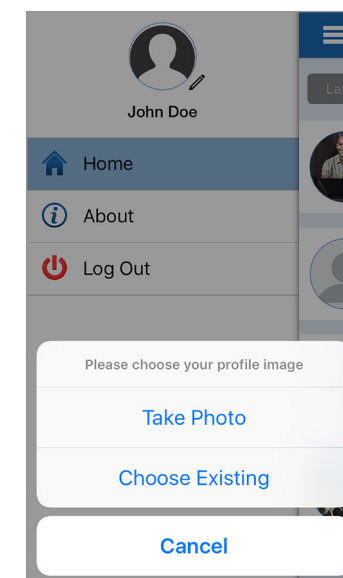
## About



## Log Out



## Profile Pictures



From the Main Menu, you can access the Home page to see the Eversense CGM users on your list, review information about the Eversense NOW App on the About page, log out of the app, or add a profile picture.

Eversense NOW will ask you to confirm before logging out. If you log out of the app, you will need to enter your username and password to re-open the app.

You can add your profile picture by tapping on the profile photo in the Main Menu of the Eversense NOW App. Follow the prompts to take or add a picture that is saved on your mobile device. The profile picture you add will also be displayed on the CGM user's app next to your name.

# Viewing CGM Data

The Home Page displays the list of people whose CGM data you can view remotely, along with their most recent CGM value, and a trend arrow indicating direction and rate of change.

The list is sorted by Last Name as the default option. You can sort the list by Last Name, Glucose Value, or Status by clicking the desired tab at the top of the page.

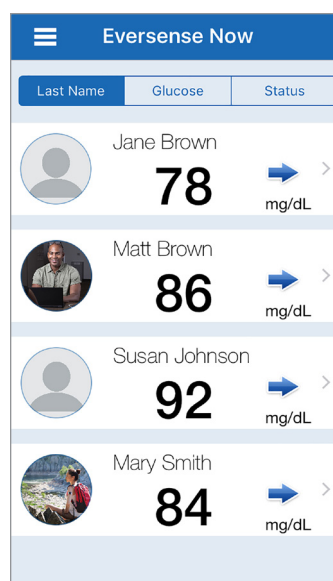
## Eversense NOW Home Page

### To Refresh the Home Page:

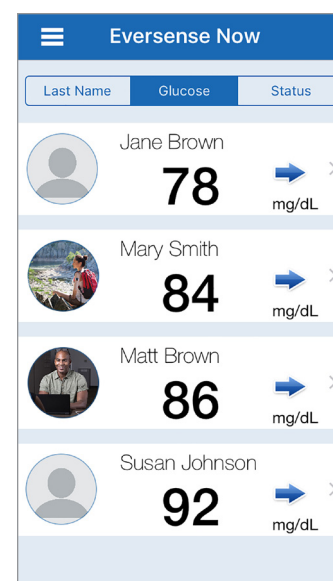
1. Open the Home Page.
2. Swipe down from inside the Home Page (if using an iOS device, when you swipe from the very top of the screen, it opens your iOS widgets instead of refreshing the Home Page).

Glucose data from the CGM user is automatically refreshed on your Eversense NOW App about every 5 minutes when you and the CGM user have an internet connection.

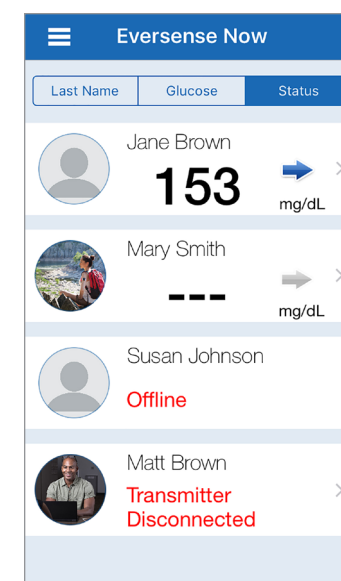
**Caution: If the Eversense CGM user has turned off Auto Sync, no glucose data will be automatically sent to your Eversense NOW App.**



Home Page sorted by Last Name



Home Page sorted by Glucose Value



Home Page sorted by Status

## Trend Arrows

Next to the Eversense CGM user's name you will see a trend arrow. The trend arrow shows the current direction the glucose is going and how fast the glucose trend is changing.

The app uses the **last 20 minutes of continuous glucose data** for calculating glucose trends. When there are not enough sensor values available for the calculation, the arrow is displayed in grey. →

	Gradually rising or falling glucose levels, falling or rising at a rate between 0.0 mg/dL and 1.0 mg/dL per minute.
	Moderately rising glucose level, rising at a rate between 1.0 mg/dL and 2.0 mg/dL per minute.
	Moderately falling glucose levels, falling at a rate between 1.0 mg/dL and 2.0 mg/dL per minute.
	Very rapidly rising glucose levels, rising at a rate more than 2.0 mg/dL per minute.
	Very rapidly falling glucose levels, falling at a rate more than 2.0 mg/dL per minute.

## Status

There are four different status conditions you may see next to an Eversense CGM System user's name.

The screenshot shows the Eversense Now app interface with a list of users. Each user card displays their name, a profile picture, and their status. Callouts provide detailed explanations for each status condition.

Last Name	Glucose	Status
Jane Brown	153 mg/dL	Most recent glucose reading
Mary Smith	---	“---”
Susan Johnson	Offline	“Offline”
Matt Brown	Transmitter Disconnected	“Transmitter Disconnected”

**Most recent glucose reading**  
The user is actively receiving glucose data.

**“---”**  
The user's smart transmitter is connected but is not currently receiving glucose data or there is not enough glucose data to display a value. This may be due to:

- The CGM system is in Warm Up Phase.
- The CGM user is in Initialisation Phase and has not yet received their first glucose reading.
- The user has received an alert that prevents glucose data from being displayed.

**“Offline”**  
The user has temporarily turned off data sharing with you. (It can take up to 10 minutes for this status update to be displayed on your Eversense NOW App.)

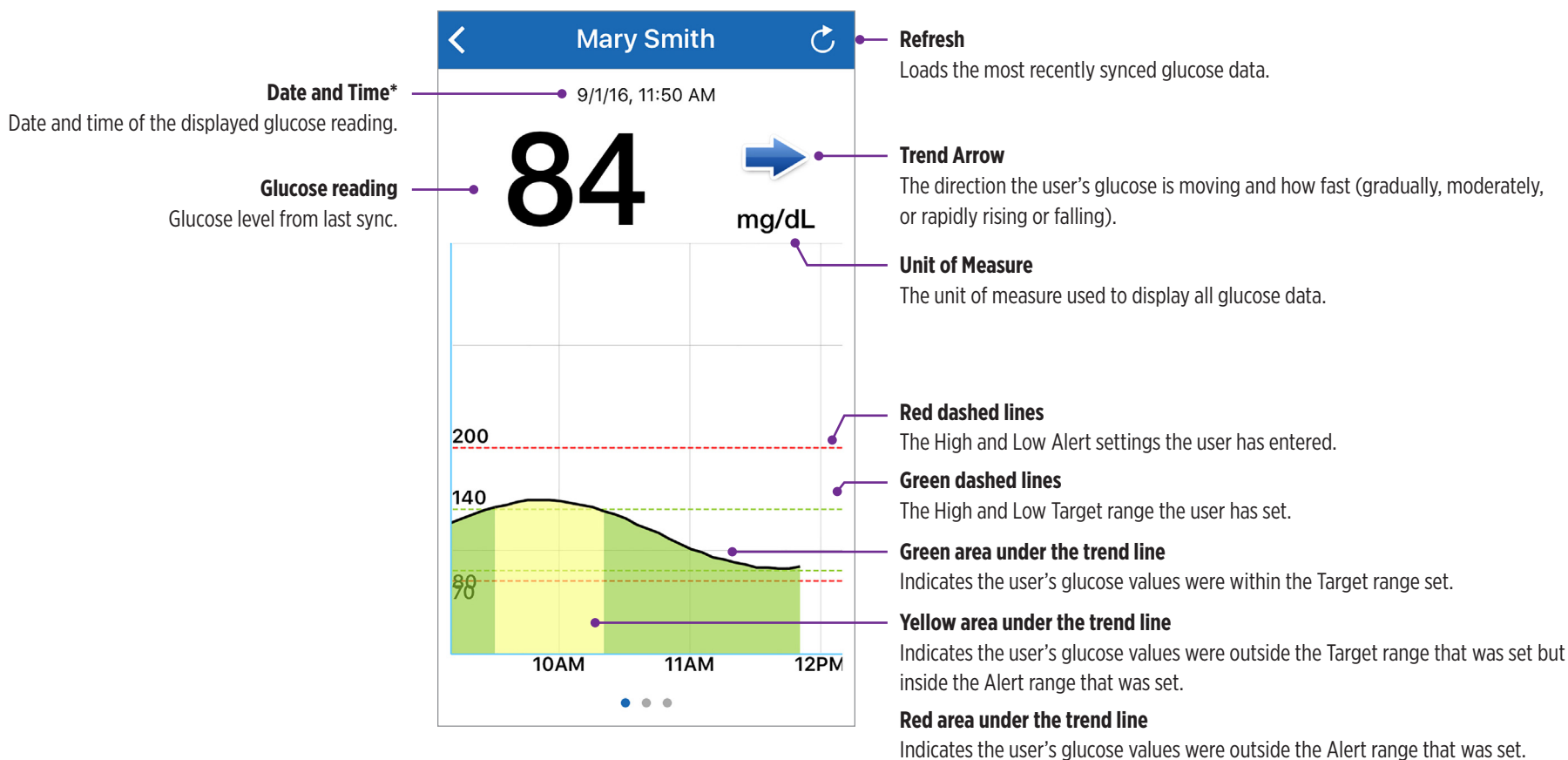
**“Transmitter Disconnected”**  
There is no connection between the smart transmitter and the Eversense CGM app. This may be due to:

- The smart transmitter battery needs to be recharged or is being charged.
- The Bluetooth connection, internet connection, or mobile device may be off.
- The smart transmitter is out of range or turned off.
- The CGM user has turned off Auto Sync.

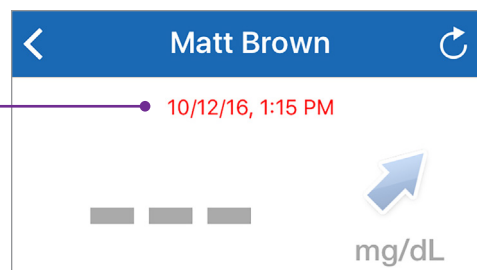
## Trend Graph

To see more detailed glucose information about a CGM user, tap any Eversense CGM System user's name on the Home Page. The first screen shows a trend graph of the user's sensor glucose values for the past three hours. A trend arrow indicates the direction the current glucose is moving and how fast the glucose trend is changing.

To refresh the screen, tap the  refresh icon.



\* If you do not receive a new glucose reading within 5 minutes of the most recent glucose value the date and time text will turn red.



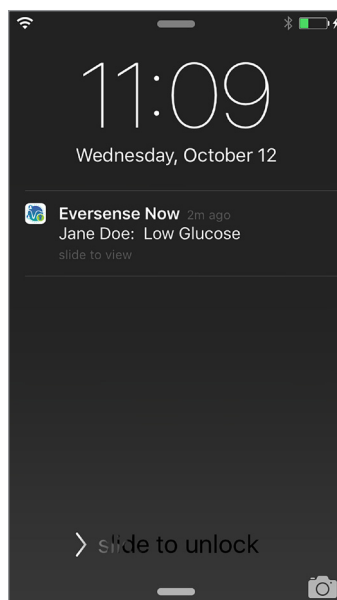
## Eversense NOW Alerts

When an Eversense CGM user receives a glucose related alert, members of their Circle will also receive the alert from their Eversense NOW App.

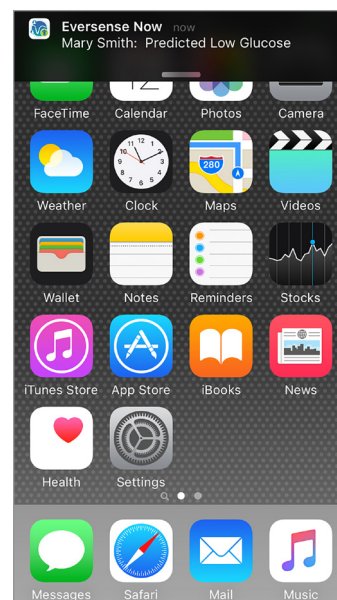
These alerts will appear in one of four ways: on your lock screen, as a notification at the top of your screen, as an in-app pop-up, or on an Apple Watch.

**Warning:** Glucose information displayed on the Eversense NOW App should not be used to make treatment decisions. The Eversense NOW App is a secondary display of Eversense CGM data and should not be used in place of the primary Eversense CGM display.

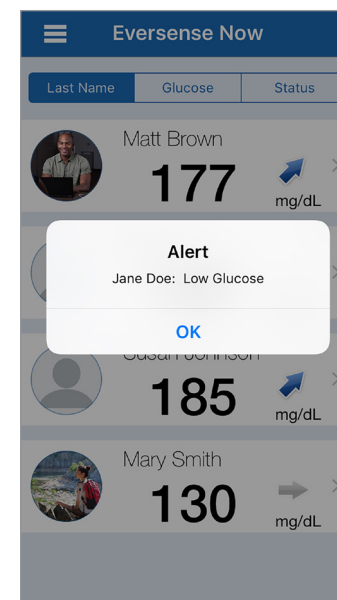
**Note:** Notification mirroring must be enabled in your Apple Watch notifications settings for Eversense Now in order to receive glucose alerts on your Apple Watch.



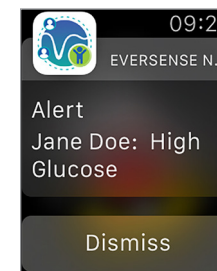
Alert: lock screen



Alert: notification



Alert: in-app pop-up



Alert: on Apple Watch

## Alert History

To view the Eversense CGM System user's Glucose Alert History, swipe your screen to the left from the trend graph.

The **Alert History** screen will list the last 20 glucose-related alerts that the user received in their Eversense CGM app.

These alerts monitor events such as the rising or falling of glucose rates as well as low or high glucose values (hypoglycaemia or hyperglycaemia).

**Note:** You will only receive predicted high and low glucose alerts if the Eversense CGM user has predictive alerts enabled.

Glucose Alerts		
Wednesday, July 13, 2016		
High Glucose		08:52 PM
High Glucose		04:21 PM
Rate Falling		01:58 PM
High Glucose		01:56 PM
High Glucose		01:28 PM
High Glucose		01:08 PM
Predicted High Glucose		12:48 PM
Low Glucose		09:55 AM
Thursday, July 07, 2016		
Predicted Low Glucose		11:08 AM

## Event Log

To view the Eversense CGM System user's Event Log, swipe the screen to the left from the Alert History.

The **Event Log** lists the 20 most recent events logged by the CGM user. The Event Log shows information entered by the Eversense CGM user such as calibrations, meals, exercise, blood glucose values, insulin levels, health, and exercise. If the user has not entered any Events this log will be empty.

Event Log		
Thursday, July 21, 2016		
Meal		01:43 PM
Exercise		01:43 PM
Calibration, 111 mg/dL		12:30 PM
Calibration, 126 mg/dL		11:27 AM
Calibration, 79 mg/dL		08:02 AM
Meal		07:42 AM
Wednesday, July 20, 2016		
Calibration, 152 mg/dL		06:02 PM
Calibration, 79 mg/dL		08:02 AM
Tuesday, July 19, 2016		

Locally distributed by:

DYN Diagnostics Ltd.  
7 Ha'eshel St. P.O. Box 3063  
Caesarea Industrial Park 3079504, Israel  
Phone: 04-6175390  
Email: [patient.care@dyn.co.il](mailto:patient.care@dyn.co.il)



 Manufactured by Senseonics, Inc.

20451 Seneca Meadows Parkway  
Germantown, MD 20876-7005 USA  
844.SENSE4U | 301.515.7260  
(844.736.7348)

[eversensediabete.com](http://eversensediabete.com)



© Senseonics, Inc. 2019 PN: LBL-0307-31-001 Rev C 01/2020