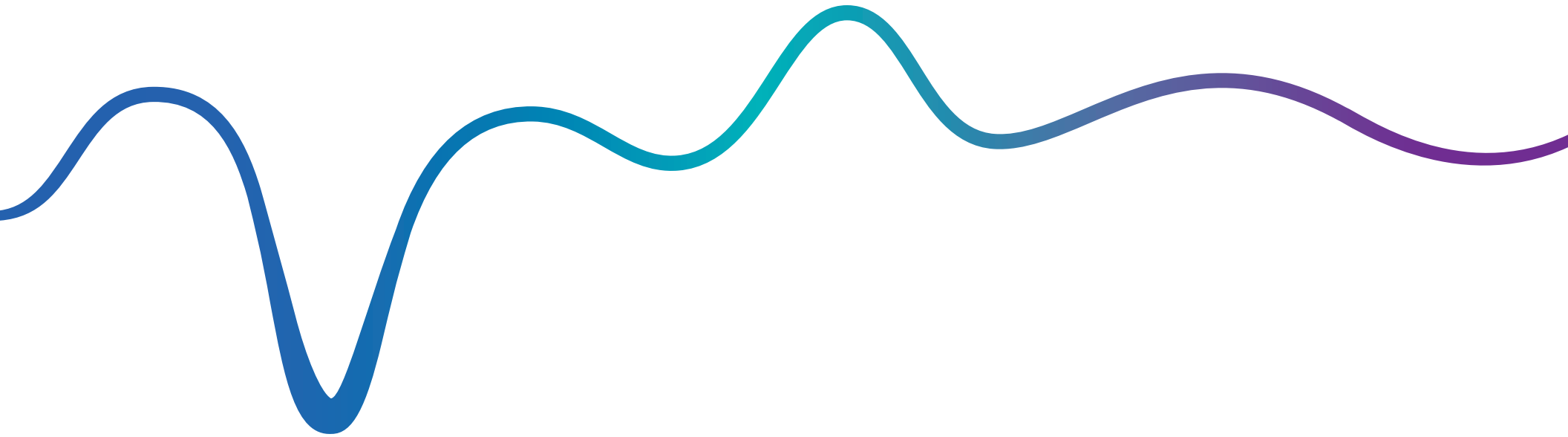# eversense® NOW

CGM Remote Monitoring

Mobile App User Guide

Remote Monitoring with the 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 Remote Monitoring App is intended for home use. The mobile app is intended to be a secondary device used to remotely view an Eversense CGM System user's glucose information. The secondary display is not a replacement for either real time continuous glucose monitoring using the Eversense CGM System's primary display, or for home blood glucose monitoring. The Eversense NOW Remote Monitoring App is not intended to be used to make treatment decisions or therapy adjustments.

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:

- **Dosing decisions should not be made based on this device. The user should follow instructions on the continuous glucose monitoring system. 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. This device is not intended to replace self-monitoring practices advised by a physician. 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.**

Precautions:

- The Eversense NOW Remote Mobile App does not replace the monitoring regimen as directed by a health care provider.

- 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 smartphone for 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.

Precaution: 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 health care provider.

System Requirements

• The Eversense NOW App downloaded to your mobile device from the Apple® App Store or Google Play™ Store.

• A compatible Apple® iPhone® or iPod® or iPad® or Android™ device.

• For a list of compatible devices and operating system versions, please go to www.eversensediabetes.com/compatibility.

Note: A wireless internet connection is required to download the app and to receive remote glucose values for display on your Eversense NOW App.

End User License 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 License Agreement and Eversense NOW App Privacy Policy. These documents are updated periodically, and are posted at www.eversensediabetes.com/eula.

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 do not understand something in this *User Guide*, contact Customer Support (toll free in the US) at 844-SENSE4U (844-736-7348).

IMPORTANT:

• Both the Eversense CGM Mobile App and the Eversense NOW Remote Monitoring App must be downloaded from the US App Store in order for them to communicate.

• DO NOT add the app to Private Space or similar mobile device features that will prevent it from providing notifications.

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.
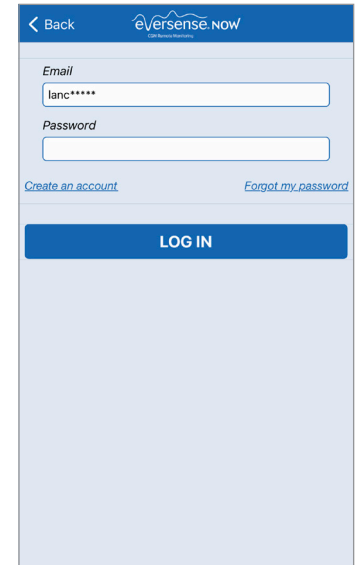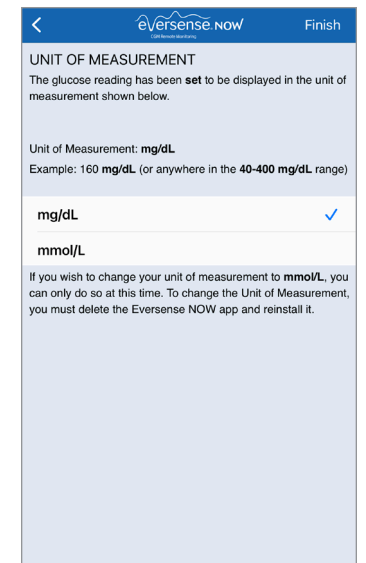
Download the Eversense NOW App

1. Go to the Apple App Store or Google Play 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.

Precaution: 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. If you want to delete an account you have already created, contact Customer Support.

Note: For security purposes if you enter an incorrect password three consecutive times in the mobile app, your account will be locked for 30 minutes. During this time, you will not have access to remotely monitor Eversense CGM users' data.

5. Accept the End User License 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.
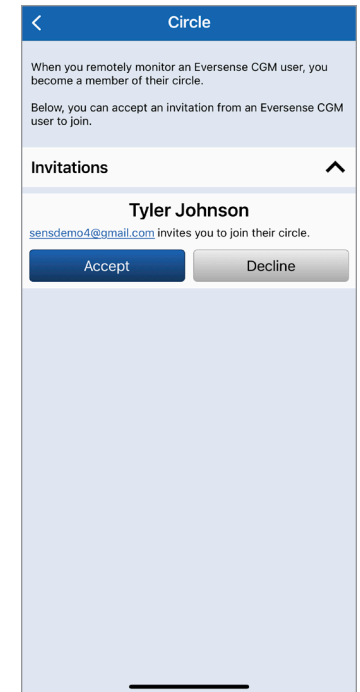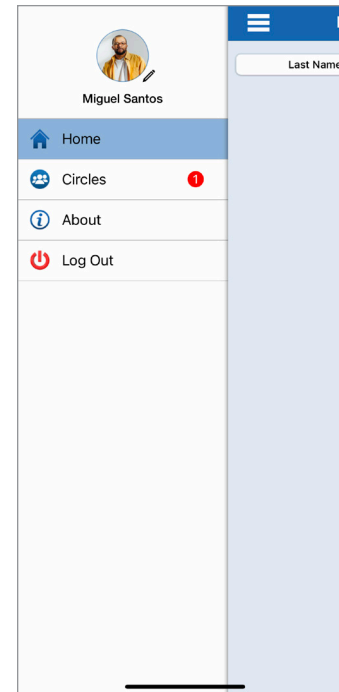
Circles Invitation

The Eversense Circle refers to the group of people able and authorized to remotely monitor the glucose data and glucose related alerts of an Eversense CGM user. To join the Circle, you will need to create an account and download the Eversense NOW mobile app.

## Accepting or Declining 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. As an invited Circle member, you will receive an email invitation to join the Circle. To accept the invitation, you will need the Eversense NOW App.

You can manage any pending invitations you may have received within the Circles Menu. You have the option to either **Accept** or **Decline** each pending invitation.
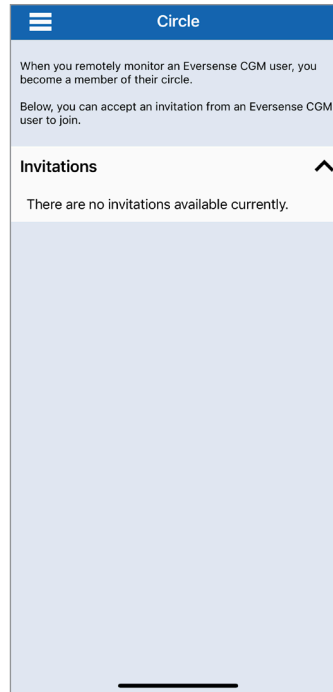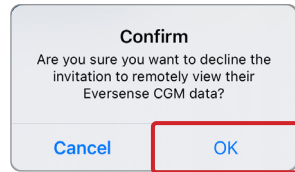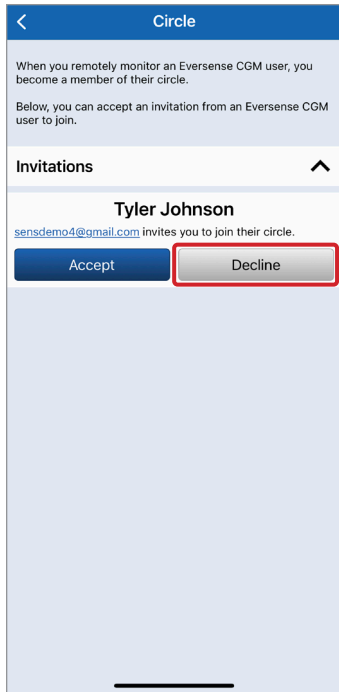
To Accept an Invitation:

1. On the Main Menu, tap "**Circles**".

2. Tap "**Accept**".

3. Tap "**OK**" to confirm.

4. The name/photo of the Eversense CGM User will be displayed on the Home Page.
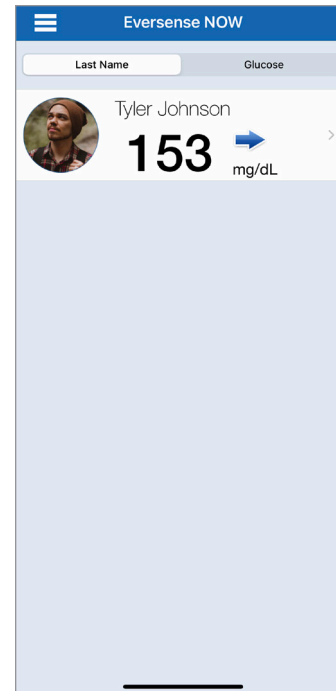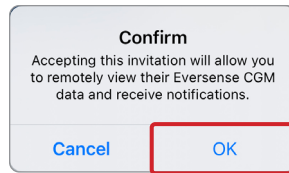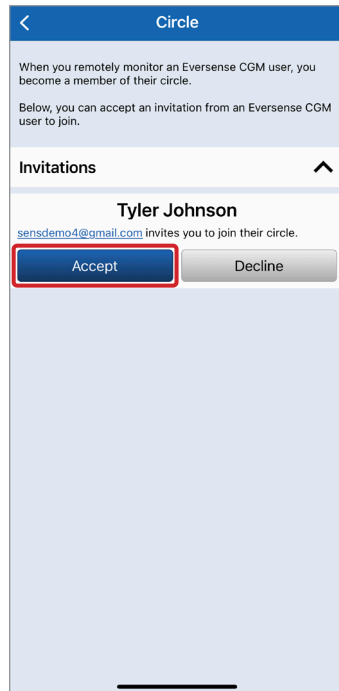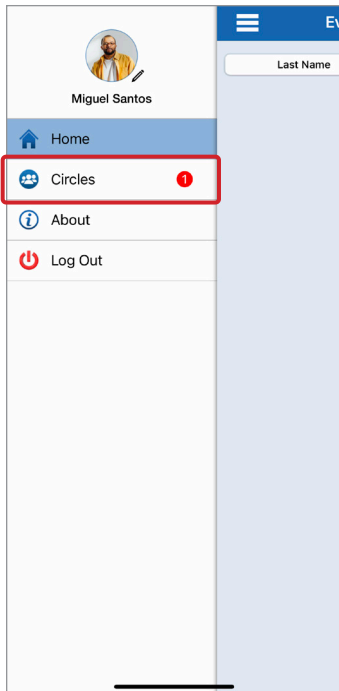
To Decline an Invitation:

1. Tap "**Decline**".

2. Tap "**OK**" to confirm.

3. The invitation will be removed from your Invitations list.
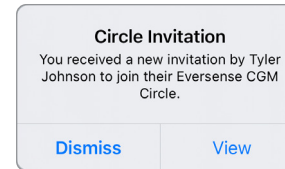
If you have the Eversense NOW App open and receive a new invitation, you will receive a notification pop-up.

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.**
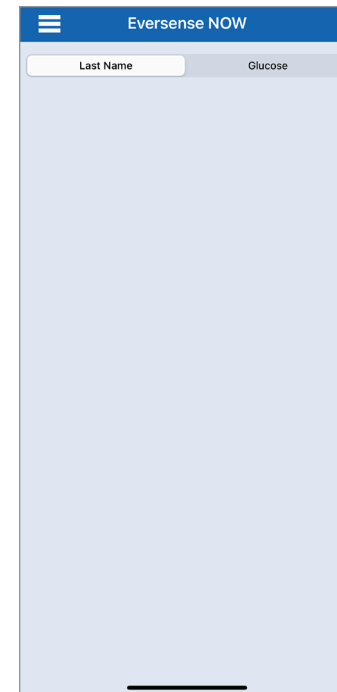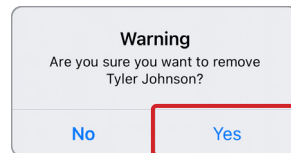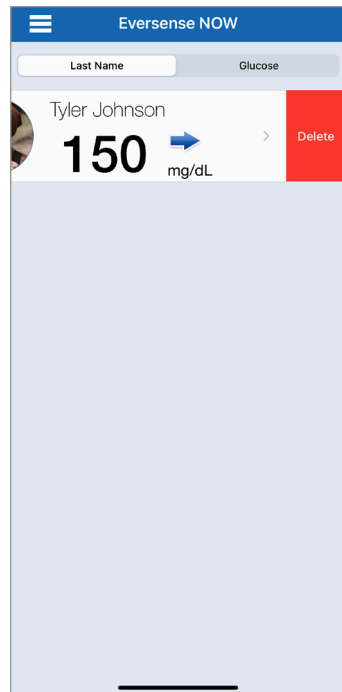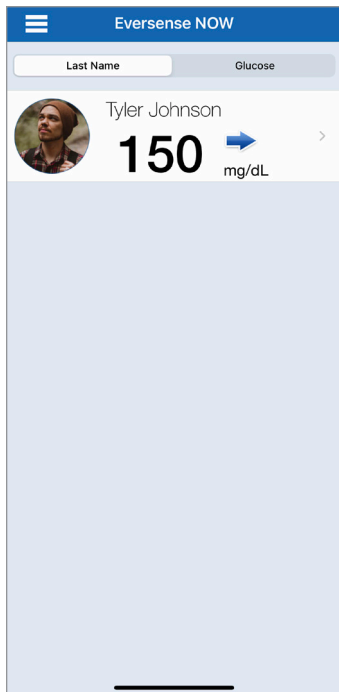
2. **Tap "Delete".**

   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.**

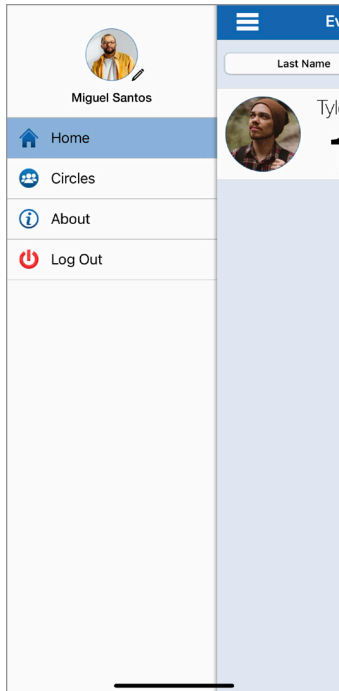   The Home Page will no longer show the user in your list.

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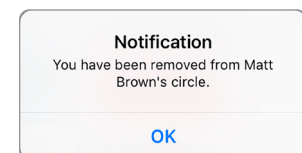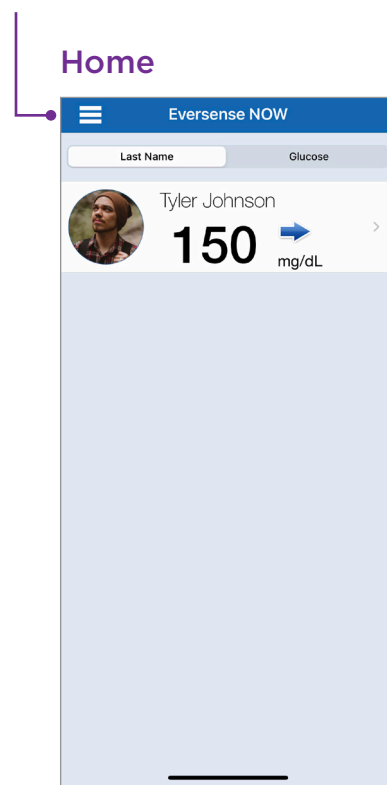
Note: An Eversense CGM user may also remove you from their Circle. If this happens, this notification will appear.

Main Menu

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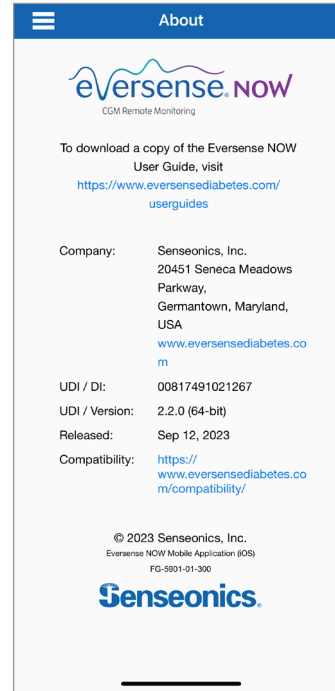

From the Main Menu, you can access the Home page to see the Eversense CGM users on your list, review information about the Eversense NOW App on the About page, log out of the app, or add a profile picture.
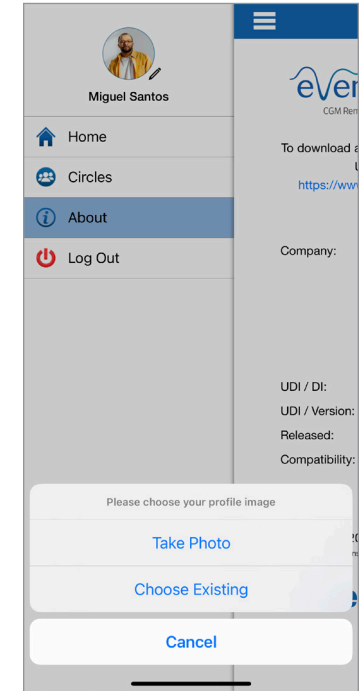
To access the Main Menu tap the 3 bars icon in the top left of the screen.

Home

About

The About page links you to the Eversense CGM website, and provides the app version and release date of the app.

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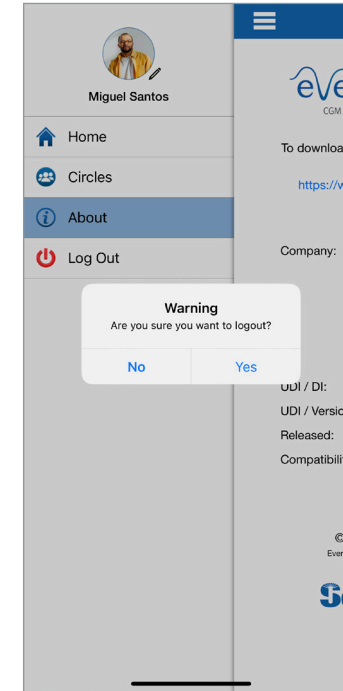
Eversense NOW will ask you to confirm before logging out. If you log out of the app, you will need to enter your username and password to re-open the app.

Profile Pictures

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 or Glucose Value by clicking the desired tab at the top of the page.
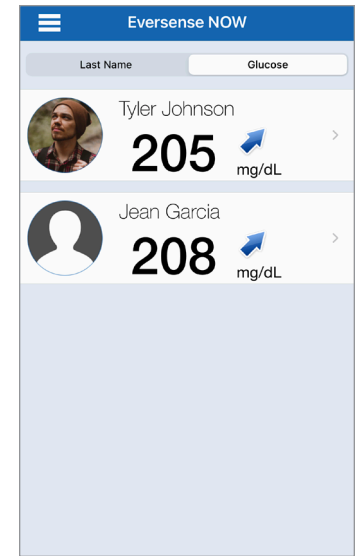
Eversense NOW Home Page

To Refresh the Home Page:

1. Open the **Home Page**.

2. Swipe down from inside the **Home Page**.

   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 and data sharing is enabled.
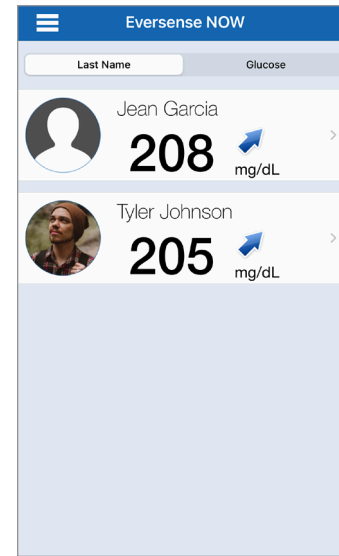
Home Page sorted by Last Name

Home Page sorted by Glucose Value, lowest to highest

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 not displayed.

→	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.
↑	Rapidly rising glucose levels, rising at a rate between 2.0 mg/dL and 3.0 mg/dL per minute.
↓	Rapidly falling glucose levels, falling at a rate between 2.0 mg/dL and 3.0 mg/dL per minute.
↑↑	Very rapidly rising glucose levels, rising at a rate more than 3.0 mg/dL per minute.
↓↓	Very rapidly falling glucose levels, falling at a rate more than 3.0 mg/dL per minute.

Status

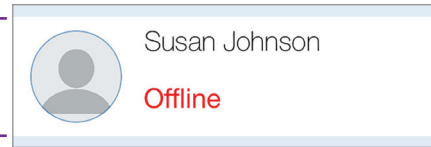There are five different status conditions you may see next to an Eversense CGM System user's name.

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

Eversense NOW

Last Name	Glucose

Tyler Johnson
153 → mg/dL

Mary Smith
--- mg/dL

" --- "
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 Initialization 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.)

Susan Johnson
Offline

Jean Garcia
No Internet

"No Internet"
When the Eversense CGM user is not connected to internet.

"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 or mobile device may be off.
• The smart transmitter is out of range or turned off.

Tyler Johnson
Transmitter Disconnected

Internet Connection

An internet connection is required in order for the Eversense NOW app to display the Eversense CGM data.

If the phone is disconnected from the Internet, then this pop-up will display:

Connection Error

No internet connection detected.
Please connect to internet and try
again.

OK
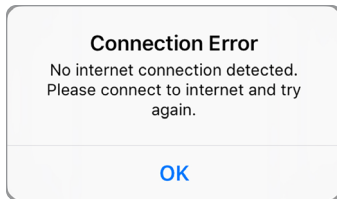
Until the internet connection is restored, your Eversense NOW list of CGM users and their glucose data will not be displayed.

Once the internet connection is restored, your Eversense NOW list of CGM users and their glucose data will be displayed.

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.

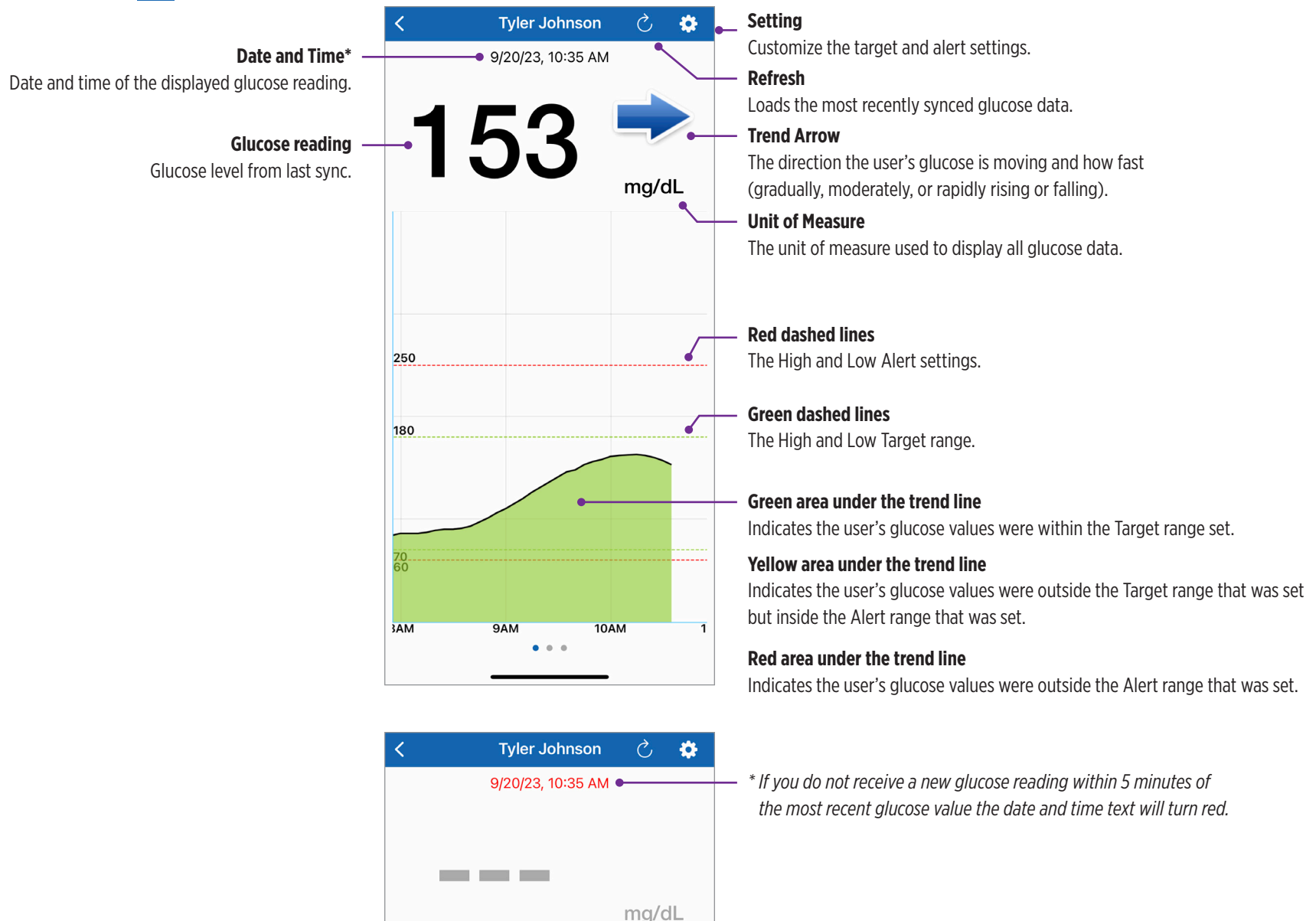To refresh the screen, tap the 🔄 refresh icon.

Date and Time*
Date and time of the displayed glucose reading.

Glucose reading
Glucose level from last sync.

Setting
Customize the target and alert settings.

Refresh
Loads the most recently synced glucose data.

Trend Arrow
The direction the user's glucose is moving and how fast (gradually, moderately, or rapidly rising or falling).

Unit of Measure
The unit of measure used to display all glucose data.

Red dashed lines
The High and Low Alert settings.

Green dashed lines
The High and Low Target range.

Green area under the trend line
Indicates the user's glucose values were within the Target range set.

Yellow area under the trend line
Indicates the user's glucose values were outside the Target range that was set but inside the Alert range that was set.

Red area under the trend line
Indicates the user's glucose values were outside the Alert range that was set.

Tyler Johnson
9/20/23, 10:35 AM
153 mg/dL

Tyler Johnson
9/20/23, 10:35 AM
mg/dL

* 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.
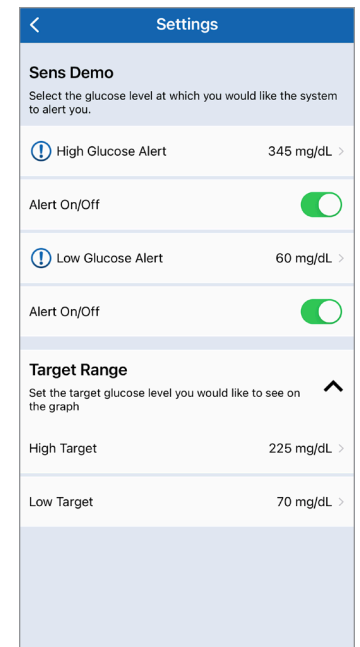
Customized Settings

The Eversense NOW App will alert you when glucose levels are outside the alert settings you choose for this CGM user. The displayed (default) settings reflect the CGM user's settings. You can customize the alert levels at which you would like to be alerted by the Eversense NOW App. Once set, the app will give an audible alert (depending on your phone settings) as well as display a message on the screen.

Note: Changing the alert or target settings does not change the alert or target settings that the CGM user has set on their system.
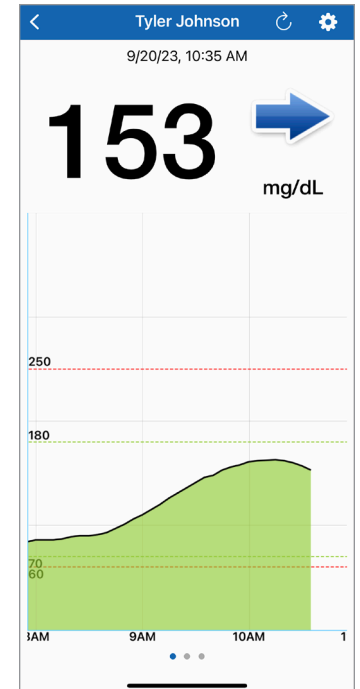
When you are viewing a CGM user's trend graph, you can customize the alert settings by tapping on ⚙.

To customize target and alert settings:

1. Tap ⚙ .

2. Select the High and Low Glucose Alert levels at which you would like the system to alert you.

    a. Tap "**High Glucose Alert**" and select the appropriate High Glucose Alert Level.

    b. Tap "**Done**" when complete.

    c. Repeat step to make the "**Low Glucose Alert**" selection.

Displayed (default) Settings	CGM user settings	
Allowable Settings	**Eversense E3** Low: 60 – 115 mg/dL High: 125 – 350 mg/dL	**Eversense 365** Low: 55 – 115 mg/dL High: 125 – 350 mg/dL
On/Off Setting	Low Glucose Alert and High Glucose Alert settings can be turned ON or OFF	

3. Select the Glucose Target Levels. These are the low and high levels used to indicate when the glucose values of the CGM user are in the target range. The High and Low Target range must be set within the customized High and Low Glucose Alert levels you selected.

    a. Under Glucose Target Levels, tap "**High Target**" and select the appropriate High Glucose Target level.

    b. Tap "**Done**" when complete.

    c. Repeat step to make the "**Low Target**" selection.

Displayed (default) Settings	CGM user settings	
Allowable Settings	**Eversense E3** Low: 65 – 120 mg/dL High: 120 – 345 mg/dL	**Eversense 365** Low: 60 – 120 mg/dL High: 120 – 345 mg/dL
On/Off Setting	Always ON	
Notes	Used in graphs and charts on the app to show the time spent in target range	

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 NOW Alerts

When an Eversense CGM user receives a glucose value outside of the alert range settings, you will receive an alert from the 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.**
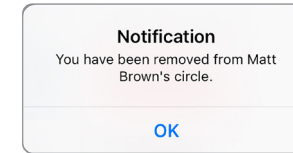
Note: Notification mirroring must be enabled in your Apple Watch notifications settings for Eversense NOW in order to receive glucose alerts on your Apple Watch.
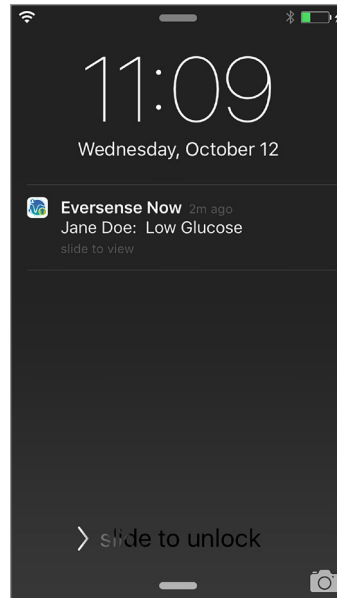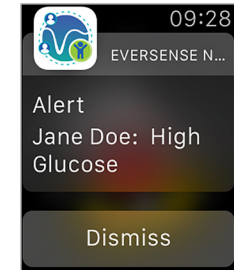

Alert: lock screen of iOS device
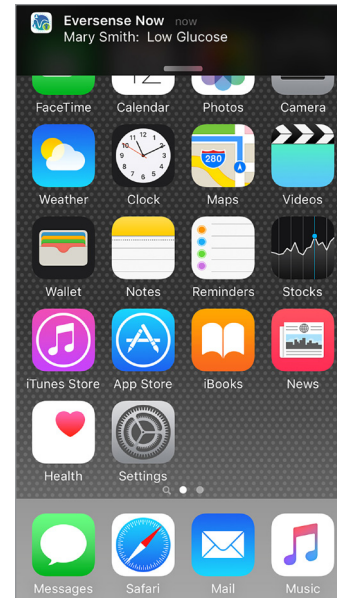
Alert: notification

Alert: in-app pop-up

Alert: on Apple Watch

Alert History

To view the 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 you have received in the Eversense NOW App.

Note: The alerts you receive may be different from the alerts that the CGM user receives, if your settings differ from theirs.

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.

For more information on Eversense products, visit **www.eversensediabetes.com**.

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844.SENSE4U (844.736.7348)
www.ascensia.com/eversense

Manufactured by:
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