



# Upgrade App User Guide

A guide for upgrading Eversense CGM System Smart Transmitters



# Introduction

As an Eversense CGM System user, you have access to a software application that is designed to upgrade the software in your smart transmitter, giving you access to new features and upgrades for your eligible Eversense Smart Transmitter. Eversense Smart Transmitters with firmware versions 6.04.00 and above are compatible with the Eversense Upgrade Application.

The process is done with your own compatible computer, and typically takes less than 30 minutes. You will be notified via your Eversense mobile app and Eversense DMS, when your smart transmitter is eligible for an upgrade. For more information, see the *Eversense CGM User Guide* and *Eversense DMS User Guide*.

## Intended Use

The upgrade app is intended for use by individuals using compatible Eversense CGM Smart Transmitters. The Eversense Upgrade App provides Eversense users the ability to upgrade the Eversense Smart Transmitter software using a compatible computer with internet access.

### Warnings

- **DO NOT** upgrade your Eversense Smart Transmitter until you have read this User Guide in its entirety. Incorrect use of the application or failure to follow the instructions can lead to an inoperable smart transmitter. For product questions about the Eversense CGM System or the Eversense Upgrade Application, contact Customer Support.
- **DO NOT** upgrade your Eversense Smart Transmitter while wearing the transmitter.
- **DO** have your BG meter and strips available to check your blood glucose while you are upgrading the smart transmitter. During the smart transmitter upgrade process, the Eversense CGM System will not provide CGM data, glucose alerts or system notifications on the mobile device or through vibration alerts from the smart transmitter. Failure to have an alternate method of monitoring your glucose could result in missing a high or low glucose event, which may result in injury.
- **DO** make a note of your Eversense CGM System's settings, and check them all after the upgrade is complete. Incorrect settings can result in you missing a high or low glucose event, which may result in injury.

### Precautions

- **DO NOT** disconnect from the internet during an upgrade. Interrupting the upgrade could damage your smart transmitter.
- **DO NOT** turn off or shut down your computer during an upgrade. Doing so could damage your smart transmitter.
- **DO NOT** disconnect the smart transmitter from the cradle during an upgrade. Doing so could damage your smart transmitter.
- **DO NOT** disconnect the USB cable from your computer during an upgrade. Doing so could damage your smart transmitter.

**IMPORTANT:** Transmitter upgrades may require you to pair your transmitter again to the mobile app, re-link the transmitter to the sensor, re-enter your settings, and return the system to initialization phase.

## Before You Begin

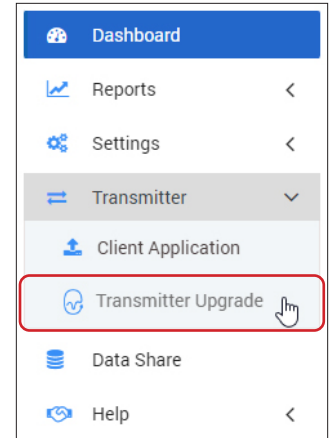
- You have the USB cable and cradle provided with your Eversense Smart Transmitter.
- Your computer is charged fully or is plugged into the wall outlet.
- Your computer and operating system meet the system requirements. Go to [www.eversenseddiabetes.com](http://www.eversenseddiabetes.com) to check the upgrade app system requirements.
- Your computer has an internet connection. If possible, a wired (Ethernet) connection is recommended.
- Your computer has a USB A port (or USB A adapter) to plug the USB cable into.
- Write down your Eversense CGM System settings.
- Be sure you know your Eversense username and password.

**IMPORTANT:** Certain other software may access and occupy communication (COM) ports on your computer. The Eversense Upgrade App will not be able to run if it cannot access a COM port.

# Downloading the Eversense Upgrade Application

To download the Eversense Upgrade Application, log in to your Eversense Data Management System (DMS) account at [us.eversensedms.com](https://us.eversensedms.com). You should use your Eversense username and password that you used to log in to your Eversense mobile app.

From the **Main Menu**, click on **Transmitter > Transmitter Upgrade**.



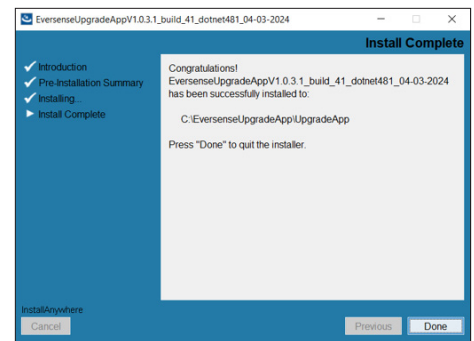
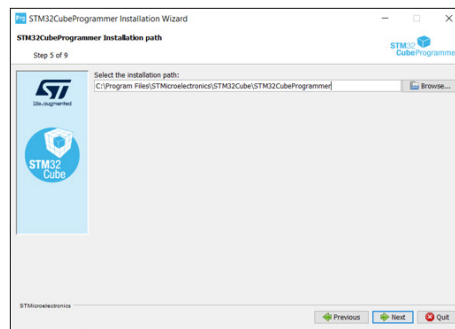
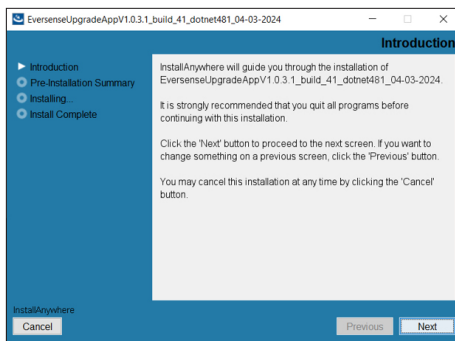
## PC Users

1. Click **Download for PC**.
2. Open the downloaded file.

**Note:** Upon successful download, you may see a warning from your browser or security tool on your computer that says the installation software is not commonly downloaded and could be dangerous. The Eversense Upgrade Application **does not** contain malware or computer viruses that might harm your computer.

3. Click through the default options to install the software.

**IMPORTANT:** In order for the app to completely install and run properly, all agreements must be accepted and all default options and settings must be maintained throughout the installation windows. All requested software that are presented during installation must be installed.



**Note:** The exact screens you see may differ depending on the computer model and operating system you are using.

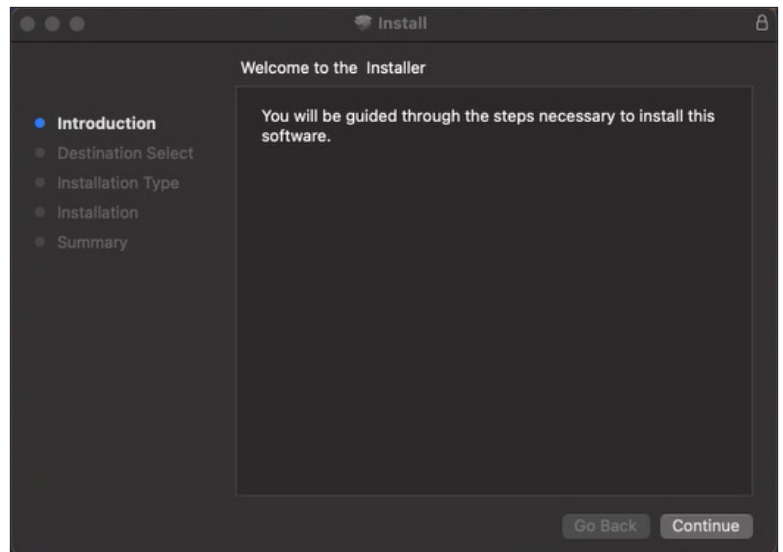
4. Once the installation is complete, your computer must be restarted in order to run the application.

## Mac Users

To download the Upgrade Application:

1. Click on **Download for Mac**.
2. Open the downloaded file.
3. Click through the default options to install the software.

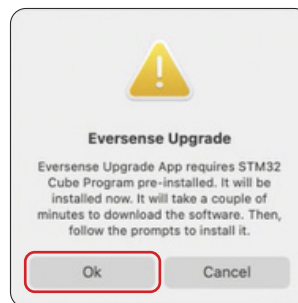
**IMPORTANT:** In order for the app to completely install and run properly, all agreements must be accepted and all default options and settings must be maintained throughout the installation windows. All requested software that are presented during installation must be installed.



4. Open The Eversense Upgrade Application in your Mac's Applications folder.

**IMPORTANT:** The Eversense Upgrade Application is downloaded directly from the Eversense DMS website. When you go to open the application, you may get a pop-up that Apple cannot open this application. The Eversense Upgrade Application does not contain any malware. You may be required to enter your Mac's username and password in order to complete installation.

5. Click **OK** to complete installation of the required software.
6. Once the required software is installed, the app can be run.



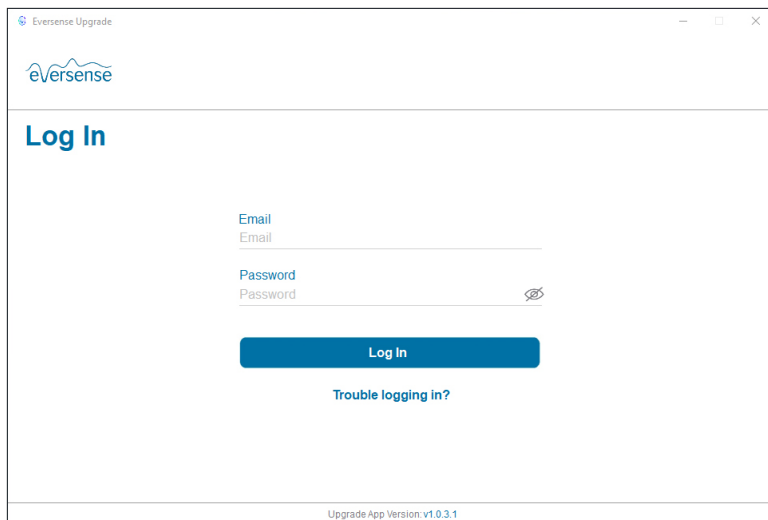
# Using the Eversense Upgrade Application

1. Open the application by clicking on the icon .

**Note:** Upon first opening the application, you will be prompted to review and accept the EULA.

2. Sign in using your Eversense username and password.

**Note:** This is the same password you used to log in to the Eversense mobile app and Eversense DMS.



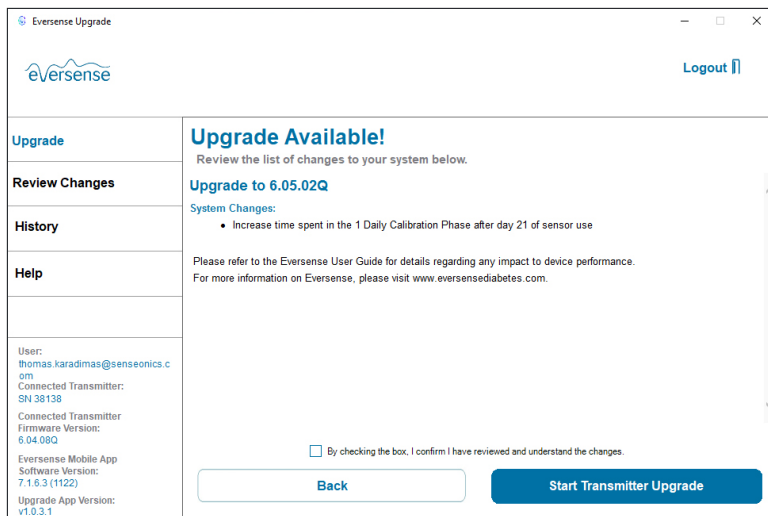
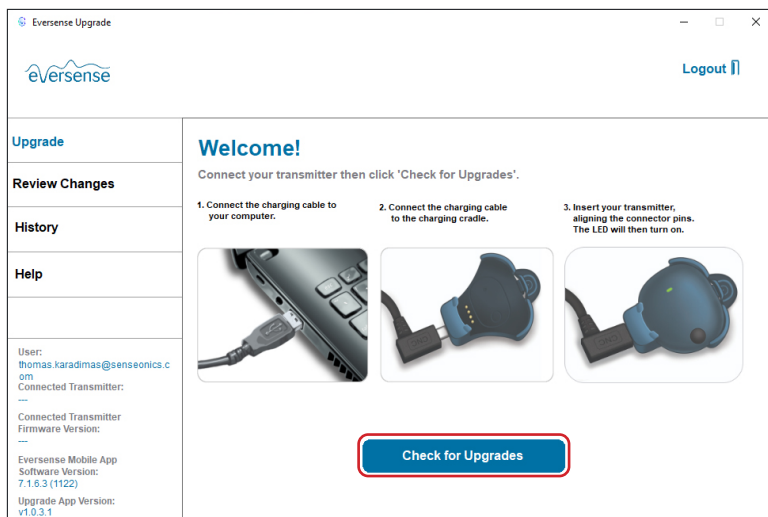
The Welcome screen displays information about your current smart transmitter and mobile app. From this screen, you can check for upgrades, view a history for Customer Support purposes, get help, access the product website for this *User Guide* or request a hard copy version of this *User Guide*, and sign out of the app.

## Check For Upgrades

1. Slide the smart transmitter into place in the charging cradle. Plug the USB cable into the charging cradle and into the computer.

2. Click on **Check for Upgrades**.

If no upgrade is available, you will see “There are no upgrades available for your transmitter”.



## Review Changes

Before proceeding you will need to review the changes in the upgraded transmitter version. This page will tell you any functionality changes the updated version of the transmitter will have, and will let you know of any actions you may need to take after the upgrade is complete.

This list of changes will be emailed to you upon upgrade completion.

1. Check the box to confirm you have reviewed and understand the changes.
2. Click **Start Transmitter Update**.

<b>Upgrade</b>	<b>Upgrade Available!</b> Review the list of changes to your system below.
<b>Review Changes</b>	<b>Upgrade to 6.05.02Q</b> <b>System Changes:</b> <ul style="list-style-type: none"><li>• Increase time spent in the 1 Daily Calibration Phase after day 21 of sensor use</li></ul>
<b>History</b>	Please refer to the Eversense User Guide for details regarding any impact to device performance. For more information on Eversense, please visit <a href="http://www.eversensediabetes.com">www.eversensediabetes.com</a> .
<b>Help</b>	
User: thomas.karadimas@senseonics.com Connected Transmitter: SN: 38138 Connected Transmitter Firmware Version: 6.04.08Q Eversense Mobile App Software Version: 7.1.6.3 (1122) Upgrade App Version: v1.0.3.1	<input type="checkbox"/> By checking the box, I confirm I have reviewed and understand the changes.  <input type="button" value="Back"/> <input type="button" value="Start Transmitter Upgrade"/>

You will see a progress bar while the upgrade is taking place. DO NOT remove the transmitter from the cradle or unplug the cable from the computer during this time. Upgrading the smart transmitter will take 10 minutes or less.

<b>Upgrade</b>	<b>Upgrade in progress...</b> Do not unplug your smart transmitter
<b>Review Changes</b>	
<b>History</b>	
<b>Help</b>	
User: thomas.karadimas@senseonics.com Connected Transmitter: SN: 38138 Connected Transmitter Firmware Version: 6.04.08Q Eversense Mobile App Software Version: 7.1.6.3 (1122) Upgrade App Version: v1.0.3.1	<p>0% <span style="float: right;">100%</span></p> <p>12% completed. Firmware upgrade is in progress. Please wait...</p> <p>Do not unplug the USB or remove the transmitter from the cradle.</p>

Once the upgrade is complete, click **OK**. Remove the transmitter from the cradle, and replace over your sensor site. You can now close the application.

**IMPORTANT:** Transmitter upgrades may require you to pair your transmitter again to the mobile app, re-link the transmitter to the sensor, re-enter your settings, and return the system to initialization phase.

<b>Upgrade</b>	<b>Upgrade Complete</b> Your smart transmitter has been upgraded.
<b>Review Changes</b>	
<b>History</b>	
<b>Help</b>	You can disconnect your transmitter and close the Eversense Upgrade App.  <b>Begin wearing your transmitter again to ensure you continue receiving glucose information.</b>
User: thomas.karadimas@senseonics.com Connected Transmitter: SN: 38138 Connected Transmitter Firmware Version: 6.05.02Q Eversense Mobile App Software Version: 7.1.6.3 (1122) Upgrade App Version: v1.0.3.1	<input type="button" value="OK"/>

## Review Changes

When your transmitter is plugged in and is eligible for an upgrade, you can review the changes of the new version here. This will only show you the latest changes. Once your transmitter is up to date, then there will be no changes displayed here.

Upgrade	
Review Changes	
History	
Help	

## View History

The History information in the upgrade app are used for Customer Support troubleshooting

Upgrade	
Review Changes	
History	
Help	

## Need Help


The Help button will allow you to:

- Submit troubleshooting questions to Eversense Customer Support.
- Send any other message or feedback on the product to the Eversense team.
- Request a hard copy of this *Eversense Upgrade App User Guide*.

Upgrade	
Review Changes	
History	
Help	

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