

Data Hub User Guide



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, and to upload diagnostic data to the Eversense Customer Support team. Only Eversense 365 Smart Transmitters are compatible with the Eversense Data Hub.

Upgrading the firmware on your Eversense 365 Smart Transmitter is done with your own compatible computer, and typically takes less than 30 minutes. You will be notified via your Eversense App and Eversense DMS, when your smart transmitter is eligible for an upgrade. For more information, see the *Eversense 365 User Guide* and *Eversense DMS User Guide*.

Intended Use

The Data Hub is intended for use by individuals using compatible Eversense 365 CGM Smart Transmitters. The Eversense Data Hub provides Eversense 365 users the ability to upgrade the Eversense Smart Transmitter software using a compatible computer with internet access and upload diagnostic data to the Eversense Customer Support team.

Warnings

- DO NOT upgrade your 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 365 System or the Eversense Data Hub, contact Customer Support.
- DO NOT upgrade your 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 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 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 or upload. Doing so could damage your smart transmitter.
- DO NOT turn off or shut down your computer during an upgrade or upload. Doing so could damage your smart transmitter.
- DO NOT disconnect the smart transmitter from the cable during an upgrade or upload. Doing so could damage your smart transmitter.
- DO NOT disconnect the USB cable from your computer during an upgrade or upload. Doing so could damage your smart transmitter.

IMPORTANT: Transmitter upgrades may require you to pair your transmitter again to the Eversense 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 provided with your 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.eversensediabetes.com to check the Data Hub 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 365 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 Data Hub will not be able to run if it cannot access a COM port.

Downloading the Eversense Data Hub

To download the Eversense Data Hub, log in to your Eversense Data Management System (DMS) account at **us.eversensedms.com**. You should use your Eversense username and password that you used to log in to your Eversense 365 App.

From the Main Menu, click on Transmitter > Eversense 365 > Data Hub.

Dashboard \sim Reports < 08 Settings < Transmitter \sim Eversense E3 < Eversense 365 \sim 😡 Data Hub Data Share S Help <

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 Data Hub **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.

EversenseDataHubV0.0.0.1_build07_09-04-2024_1108am -		EversenseDataHubV0.0.0.1_bu	uild07_09-04-2024_1108am — 🗆 🗙
	Introduction		Install Complete
 Introduction Pre-Installation Summary Installing Install Complete 	InstallAnywhere will guide you through the installation of EversenseDataHubV0.0.0.1_build07_09-04-2024_1108am. It is strongly recommended that you quit all programs before continuing with this installation. Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button. You may cancel this installation at any time by clicking the 'Cancel' button.	 ✓ Introduction ✓ Pre-Installation Summary ✓ Installing ► Install Complete 	CongratulationsI EversenseDataHubV0.0.0.1_build07_09-04-2024_1108am has been successfully installed to: C:\Senseonics\EversenseDataHub Press "Done" to quit the installer.
InstallAnywhere Cancel	Previous	InstallAnywhere Cancel	Previous Done

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.

Using the Eversense Data Hub

1. Open the application by clicking on the icon \bigcirc .

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 365 App and Eversense DMS.

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eversense			
Log In			
	Email		
	Password	Ø	
	10330010	, y e	
	Log in	n	
	Trouble log	ging in?	
	Eversense Data Hub Vers	ion: 0.0.0.1	

The Welcome screen displays information about your current smart transmitter and Eversense 365 App. From this screen, you can check for upgrades, begin a Customer Support upload, 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. Plug the USB cable into the transmitter 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".



Eversense Data Hub		×
eversense	Logout 🖡	l
Home	Firmware Upgrade Available!	
History	Upgrade to 03.21.01.00Q-08	~
Help	System Changes: System Performance Improvements	
	Please refer to the Eversense User Guide for details regarding any impact to device performance. For more information on Eversense, please visit www.eversensediabetes.com.	
User: karen.eng@senseonics.com Connected Transmitter: SN 701061		
Connected Transmitter Firmware Version:		~
Eversense Mobile App Software Version: 8.0.1 (1)	By checking the box. I confirm I have reviewed and understand the changes. Back Start Transmitter I Ingrade	
Eversense Data Hub Version:		

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.



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



Once the upgrade is complete, click **OK**. Remove the transmitter from the cable, 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 Eversense 365 App, re-link the transmitter to the sensor, re-enter your settings, and return the system to initialization phase.



View History

The History information in the Data Hub are used for Customer Support troubleshooting.

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 User Guide.

Customer Support Upload

If diagnostic data on your smart transmitter is needed by Customer Support for analysis or troubleshooting, they may request you to complete a Customer Support Upload.

To complete a Customer Support Upload:

- Plug the USB cable into the smart transmitter and into the computer.
- 2. Click on Start Support Upload.



- 3. The Data Hub will begin uploading the diagnostic data to Customer Support.
- 4. Once the upload is complete, you can remove the transmitter from the cable and return it over the sensor site.

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Home	Support Upload in progress Do not unplug your smart transmitter			Home	Support Upload Completed Vour transmitter log has been uploaded	
History				History		
Help				Help	_	
	0%	ju ∽∿	100%		You can disconnect your transmitter and dose the Eversense Data Hub App.	
User: karen.eng@senseonics.com		24% upload completed. Please wak… Do not unplug the USB cable from the transmitter karen. eng@senseonics.com		Ok		
Connected Transmitter: SN 701061				Connected Transmitter: SN 701061		
Connected Transmitter Firmware Version: 03.21.01.01Q-10				Connected Transmitter Firmware Version: 03.21.01.01Q-10		
Eversense Mobile App Software Version: 8.0.1 (1)				Eversense Mobile App Software Version: 8.0.1 (1)		
Eversense Data Hub Version: 0.0.0.1				Eversense Data Hub Version: 0.0.0.1		

Home	
History	
Help	



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