i·sens

EN

User manual

Sens365 App

This user manual is intended to assist with the proper use of the Sens365 app. The Sens365 app connects to the sensor users of the CareSens Air Continuous Glucose Monitoring System.
Read this user manual thoroughly and adhere to all precautions before use.

Note

Thoroughly review this user manual before using the Sens365 app. Sens365 is a secondary viewer for the CareSens Air Continuous Glucose Monitoring System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. Sens365 does not guarantee the real-time reception of glucose data of CareSens Air Continuous Glucose Monitoring System user.

i·sens

Table of contents

Before use 6

Document conventions 7
Safety Information 8

1 Understanding the Sens365 app 10

Working Mechanism 10

2 Installing the Sens365 app 11

Recommended smart device specifications 11

2.1 Installing the app on an Android smart device 12

2.2 Installing the app on an iOS smart device 12

3 Using the app 13

3.1 Logging in 14

For first-time users 14
Previously registered users 18
Resetting the password 19

3.2 Connecting the sensor user 21

Creating the share code 21
Entering the share code 23
Sensor User Data Connection 24

3.3 Understanding the home screen 25

Basic information 26
Bottom menu 27
Glucose data 29
Trend arrows 31

3.4 Exploring the app features 32

Switching sensor users 33
Checking the notification log 34
Viewing the log book 38
Viewing reports 39

3.5 Changing settings 40
Editing and checking your profile 41
Edit Connection Info 42
Viewing the sensor user list 43
Setting the sensor user name 45
Setting notifications for each sensor user 46
Disconnecting 47
Setting the graph height 48
Setting the passcode 49
Viewing tutorial 50
Viewing FAQs 50
Contact us 51
Updating the app 53
3.6 Logging out 54
Loading previous data 55

4 Using the watch app 56
Recommended smart watch specifications 56
4.1 Installing the watch app 58
Installing on the Galaxy Watch app 58
Installing the Apple Watch app 58
4.2 Understanding the watch app screen 59
Basic information 59
4.3 Checking your notifications 61

Appendix A Frequently Asked Questions 64

Appendix B Technical Information 69
B.1 Performance 69
B.2 Cybersecurity 73

Before use

- This product only makes use of personal information which the user has agreed to allow to be collected.
- Contact the manufacturer or visit the website for details of this product.
- Check whether the device used to run the software is turned on and connected to a wired/wireless network.

Note

- All standards and regulations mentioned are in effect as of the date this manual was issued.
- i-SENS, Inc. has carefully prepared the information in this manual to be as accurate as possible. However, i-SENS is not responsible for any errors or omissions contained in the manual. i-SENS may change the product described in this manual or any related software applications without notice in order to enhance the product reliability, features, or design.
- This document is protected by copyright. It is strictly prohibited to copy or alter this manual without prior consent from i-SENS.

Document conventions

- Notational conventions
- Supplementary descriptions and explanations
- Safety Messages

Definitions of symbols

These symbols not only provide additional information on the product and product use, but also on safety.

Symbol	Description
CE	CE Mark
EU REP	Authorised representative in the European Community/European Union
MD	Medical device
	Consult instructions for use or consult electronic instructions for use
	Manufacturer
#	Model number
UDI	Unique device identifier

i·sens

Safety Information

Intended purpose

Sens365 is intended for use by home users and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis and evaluation of historical glucose data to support effective diabetes management.

Important User Information

- You must create an i-SENS account to use Sens365.
- Sens365 is a secondary viewer for the CareSens Air Continuous Glucose Monitoring System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. Sens365 does not guarantee the real-time reception of glucose data of CareSens Air Continuous Glucose Monitoring System user.
- The warnings and cautions must be read and understood before using Sens365, and they must be strictly adhered to. Sens365 must be used according to the instructions in the user manual.

Warnings

- Users of CareSens Air Continuous Glucose Monitoring System and their family members and guardians must not make treatment decisions based on the Sens365 glucose data. In addition, Sens365 does not offer any medical advice and must be not used for that purpose. You must consult a medical professional to make a treatment decision.
- Medical institutions and medical professionals must not use only the glucose data provided by Sens365 for treatment decisions or analysis.

Precautions

- CareSens Air Continuous Glucose Monitoring System user must turn on the share feature in order to send glucose data to his or her care providers (family members, guardians, medical institutions, medical personnel), and if the care providers want to view the shared content, they must download Sens365 and connect with CareSens Air Continuous Glucose Monitoring System user.
- The care providers must be connected to CareSens Air Continuous Glucose Monitoring System user and the care providers' smart devices must be connected to the Internet in order to view the information of CareSens Air Continuous Glucose Monitoring System user through Sens365.
- If the smart device of CareSens Air Continuous Glucose Monitoring System user or care provider (family members, guardians, medical institutions, medical personnel) is turned off, in airplane mode or not connected to the Internet, the glucose data may not be sent or received.
- Care providers (family members, guardians, medical institutions, medical personnel) must not manage the glucose of CareSens Air Continuous Glucose Monitoring System users. The CareSens Air Continuous Glucose Monitoring System user must be the subject of glucose management, and must not depend on care providers (family members, guardians, medical institutions, medical personnel) to take necessary actions.
- If care providers (family member, guardian, medical institution, medical personnel) terminate the connection, the content sent by CareSens Air Continuous Glucose Monitoring System user cannot be viewed.

1 Understanding the Sens365 app

Working Mechanism

This product is a secondary display software that collects and saves processed glucose data with i-SENS' CareSens Air Continuous Glucose Monitoring System. The system is capable of sending data and displaying information on Android and iOS smart devices. The glucose data collected and processed by the i-SENS' CareSens Air Continuous Glucose Monitoring System can be securely transmitted to care providers (including family members, guardians, medical institutions, and medical personnel) using the Secure Sockets Layer (SSL) encryption protocol.

2 Installing the Sens365 app

The Sens365 app and CareSens Air app can be linked to monitor the glucose readings measured by the CareSens Air app.
The following smart device specifications are required to install the app.

Recommended smart device specifications

To install and use the app on a smart device, the following minimum system requirements must be met.

Operating System	Version	Resolution	App Memory	App Storage
Android	Android 8.1 or later	360 x 640 px or higher	200 MB	900 MB*
iOS	iOS 15.0 or later	375 x 667 px or higher	200 MB	890 MB*

*820 MB of storage is required for each additional sensor user.

Note

- Make sure to secure the minimum required storage space, before using the app. If there is insufficient storage, the app may not function properly.
- Check the minimum requirements for your smart device before installing the app. The app may not function properly if you update the OS of your smart device after installing the app.
- Visit the official CareSens Air website (https://caresensair.com/content/compatibility) to find smart devices that have passed our compatibility test. The app may not work properly on smart devices that have not been tested for compatibility.
- You can set the date and time automatically from the Settings menu of your smart device. If the date and time are not set automatically, you must set them manually if you travel to a different time zone.
- Do not install the app on a smart device that has been tampered with through hacking. The app may not work properly.

2.1 Installing the app on an Android smart device

1 Tap to launch the Play Store app on your Android smart device.

2 Enter 'Sens365' in the Play Store search bar and tap .

3 Select the Sens365 app in the app search results and tap **Install**.

4 Wait for installation to be completed and tap **Open**. The Sens365 app will launch.

2.2 Installing the app on an iOS smart device

1 Tap to open the App Store on your iOS smart device.

2 Tap in the App Store and enter 'Sens365' in the search bar.

3 Select the Sens365 app in the app search results and tap **Install**.

4 Enter your Apple ID and password.

5 Wait for installation to be completed and tap **Open**. The Sens365 app will launch.

3 Using the app

You can run the Sens365 app on a smart device and monitor the glucose readings measured by the connected continuous glucose monitoring system. In order to log in to the Sens365 app, you must create an account. If all data saved in the Sens365 app is synced, it is saved on the cloud server in an encrypted format. In the event that the data is lost, it can be retrieved from the backup data stored on the cloud server.
Understanding and using the glucose variation arrow, glucose trend, events, and calibration values provided by the app enhances the efficiency of diabetes management.

This section will help you to:

1. Register for and log in to the app.
2. Enable glucose data sharing with the CareSens Air app.
3. Set up the CareSens Air user's glucose monitoring environment in the app.
4. Learn to interpret glucose levels and the glucose trends shown in the app.
5. Learn and use the features provided by the app.

⚠ Caution
Deleting the app on the smart device while the app is in use results in the loss of all data related to the app. If you need to delete the app or change your smart device, make sure to sync all important data to the cloud server and back up your files on a separate storage device.

Note
The smart device requires the following permissions to use the Sens365 app:

- Android: Android 13 or later: Notifications (required), Camera (optional)
  Below Android 13: Storage (optional)
- iOS: Notifications (required), Camera (optional)

3.1 Logging in

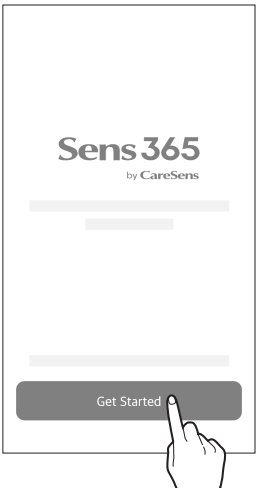
To use Sens365 app, you need to register an account and log in to it. When registering an account you will enter your user information, and then your email address will be verified. The app only provides data on the user currently logged in.

For first-time users

If you do not have a Sens365 account, go to the Create an account screen of the Log in screen to sign up.

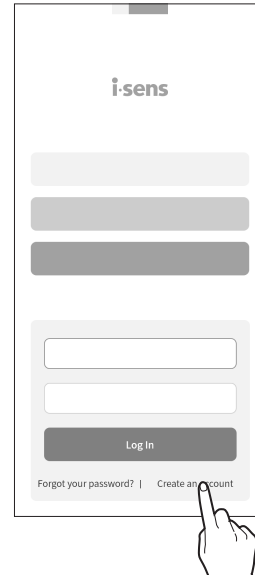
1 Run the **Sens365** app on your smart device.

2 Tap **Get Started** on the start screen.

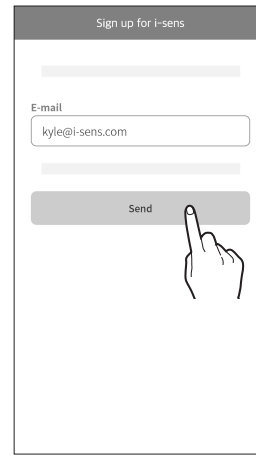


3 Move to the i-SENS login screen. Tap **Create an account**.

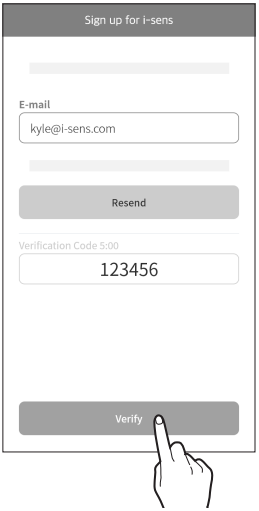
- Even if you choose to use a Social Login process, you can sign up with an i-SENS account.
- To sign up using a Social Login process, enter your country of residence and user information, and agree to the required terms and conditions.



4 Enter your email address to sign up and tap **Send**.
A verification code will be sent to the email address you provided.



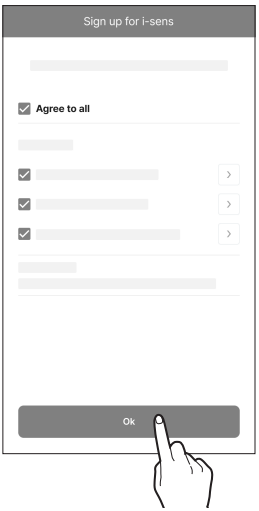
5 Enter the six-digit code in the verification email and tap **Verify**.



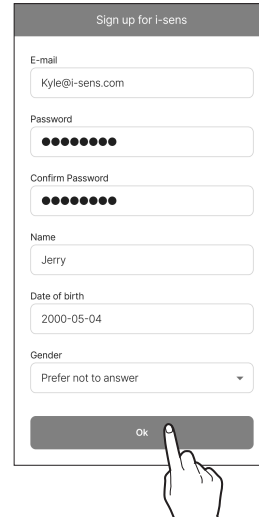
Note

- You should enter the code within 5 minutes after the email has been sent. Tap **Resend** to issue a new code if you fail to enter the code within the time limit.
- You cannot create an account without completing the verification.

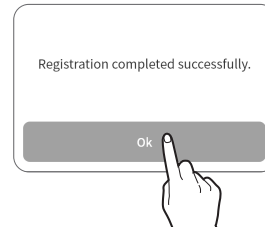
6 Agree to the required terms and conditions, and tap **Ok**.



7 Enter the user information, then tap **Ok**.

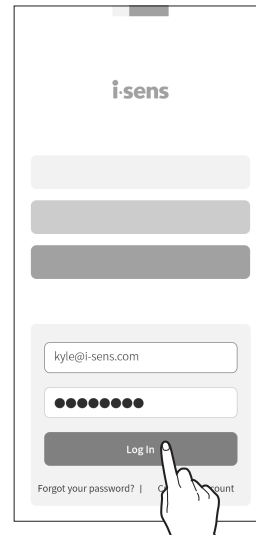


8 If the member sign up complete message is displayed, tap **Ok**.



9 Enter your email address and password on the unified member log in screen, then tap **Log In**.

- If you have signed up with Social Login, Keep using the same account that was selected in Social Login.



Previously registered users

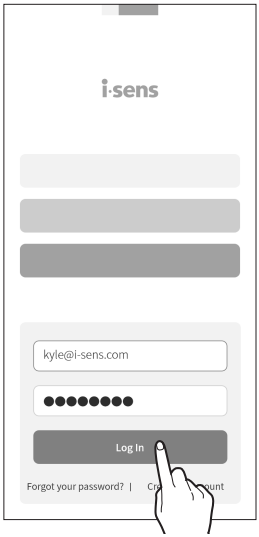
If you are already a registered user, take the following steps to log in to the Sens365 app.

1 Tap the Sens365 app on your smart device.

2 Tap **Get Started** on the start screen.

3 Enter your E-mail and Password, then tap **Log In**.

- If you have signed up with Social Login, Keep using the same account that was selected in Social Login.



4 Take the following steps if you fail to log in.

- If the email does not match, this means your email address has not been registered and you need to register again.
- If the password is incorrect, tap **Forgot your password?**. Refer to 'Resetting the password' for more information on resetting your password.
- You cannot log in until your email has been verified, even if the email and password you enter are correct. Log in again after completing the verification on the 'Verify code' screen.

Note

If the app is already logged into when launched, tap **Get Started** to log in immediately.

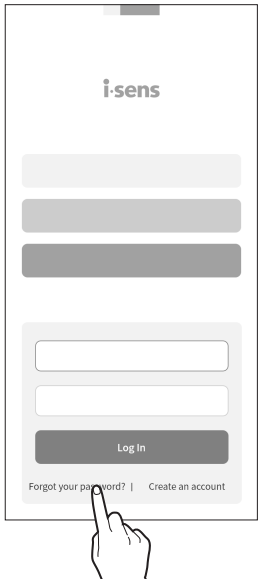
Resetting the password

Take the following steps if you have forgotten the log in password for the Sens365 app.

1 Tap the Sens365 app on your smart device.

2 Tap **Get Started** on the start screen.

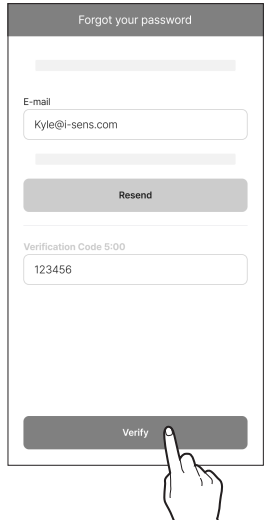
3 Tap **Forgot your password?**.



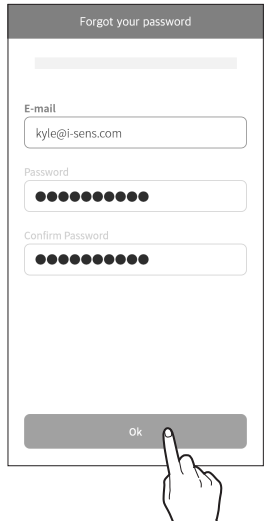
4 Enter your email address on the 'Forgot your password' screen and tap **Send**.
The verification code will be sent to the provided email address.

5 Enter the six-digit code from the verification email and tap **Verify**.

- You should enter the code within 5 minutes after the email has been sent. Tap **Resend** to issue a new code if you fail to enter the code within the time limit.
- You cannot create an account without completing the verification.



6 Enter your new password and confirm the password, then tap **Ok**. The password will be reset.



3.2 Connecting the sensor user

The Sens365 app user must receive the share code created by the CareSens Air user to have access to the shared data.

It is possible to access data from multiple sensor users, and the data is safely processed using the Secure Sockets Layer (SSL) encryption protocol.

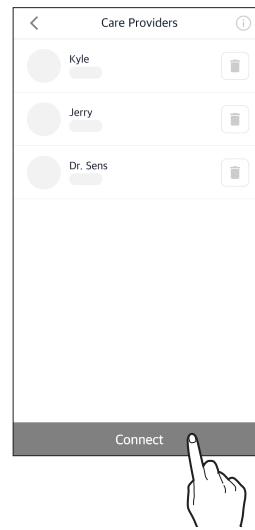
The sensor user and Sens365 app can be disconnected from either side, and data sharing is terminated upon disconnection.

Creating the share code

Share codes are created and sent from the CareSens Air app to enable the CareSens Air app user's glucose data to be received.

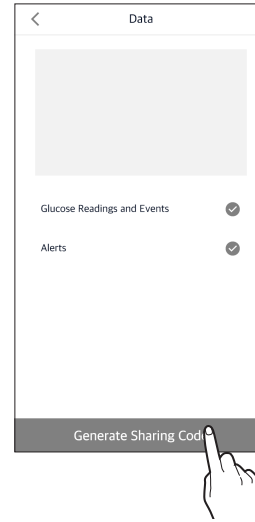
Follow these steps to create the share code.

1. Launch the CareSens Air app, then tap on the bottom of the home screen.
2. Tap **Care Providers**.
3. Tap **Connect** on the 'Care Providers' screen.



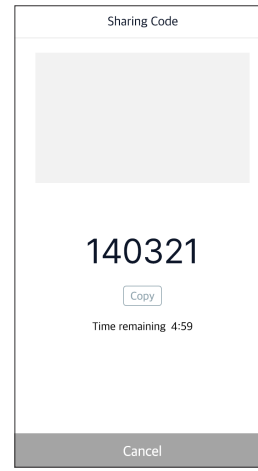
4 Select the data to share and permissions on the 'Data' screen and tap **Generate Sharing Code**.
The shared data items consist of the following:

- Glucose Readings and Events
- Alerts



5 Send the created share code to the Sens365 app user whom you want to share the data with.

- The created share code is valid for five minutes.
  If it expires, create a new share code.
- Tap **Copy** to share the share code with another platform.

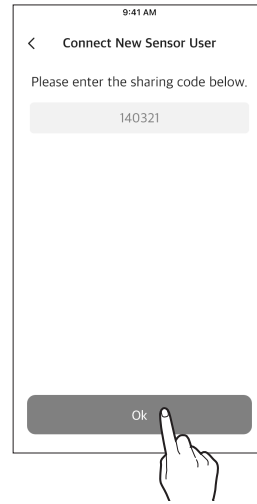


Entering the share code

You can receive the CareSens Air app user's glucose data by entering the share code created in the CareSens Air app.

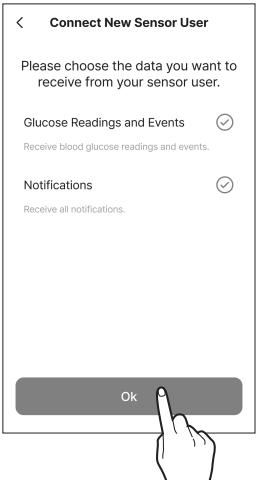
Follow these steps to enter the share code in the Sens365 app.

1. Launch the Sens365 app, then tap on the bottom of the home screen.
2. Tap **Connections**.
3. Tap the on the top right and enter the share code.
   - The created share code is valid for five minutes. If it expires, create a new share code.
4. After entering all required information, tap **Ok**.

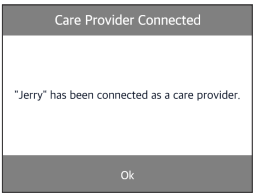


5 Confirm the configured sharing options on the CareSens Air app, then tap **Ok**. The sensor user is added to Sens365.

- Sharing options that were not set by the CareSens Air app user are displayed as inactive.



6 If the sensor user is connected properly, the CareSens Air app displays the care provider connected complete notification.



Sensor User Data Connection

The Sens365 app user can have access to shared data after receiving the share code created on the sensor user's CareSens Air app.

3.3 Understanding the home screen

If the sensor user's data is received properly, the data is displayed on the home screen. The home screen of the Sens365 displays the glucose data.

You can review the profile of the sensor user currently displayed on the screen and monitor notifications for all connected sensor users on the top menu. Additionally, you can navigate to the Log Book, Sensor Users List, Report, and Settings screens from the bottom menu of Sens365.

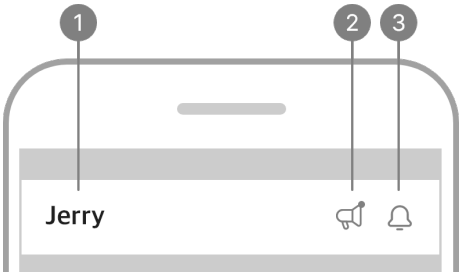
The glucose level and glucose trend arrow on the home screen can help you understand your glucose status. Understanding the structure and features of the app menu enables you to utilize Sens365 for more efficient diabetes management.

This section will help you to:

- Understand what is displayed on the Home screen.
- Learn what the icons on the Home screen do.
- Check the glucose data of the sensor user.

Basic information

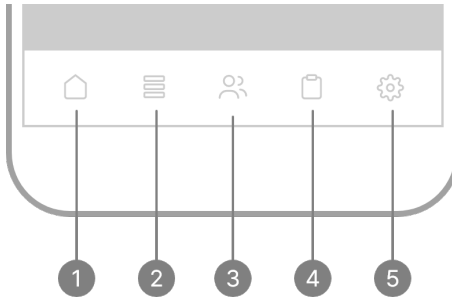
The table below explains the basic information which the Sens365 app displays at the top of the home screen.



No.	Icon	Name	Description
1	Jerry	Name	The Name of the sensor user providing the data is displayed on the current screen.
2		Notification of new announcements	If there is an unchecked announcement, an icon will be displayed. Tap the to go to the 'Announcements' screen.
3		Notification log	Check the notifications for all connected sensor users.

Bottom menu

The following table explains the icons and features available on the bottom menu of the home screen:

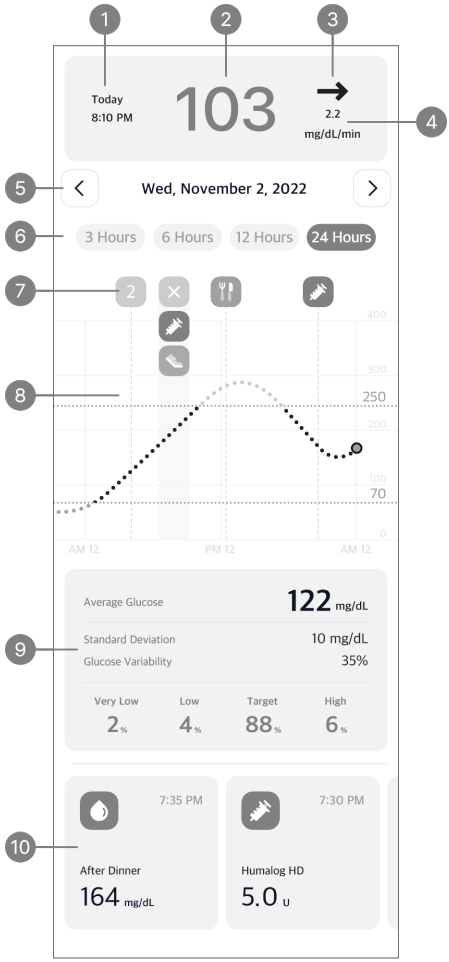


No.	Icon	Name	Description
1		Home	Tap this to go back to the app home screen.
2		Log book	Displays the list of events registered by the current sensor user.
3		Sensor user list	Switch the sensor user on the sensor user list.
4		Report	Create a report for the sensor user.

No.	Icon	Name	Description
❺		Settings	• View or edit the information in your user profile. • Check the sensor user list and connect or disconnect sensor users. • Check the set unit. • Configure the passcode, and graph height. • Check the Announcements, Customer Support, FAQs and App information. • Refer to '3.5 Changing settings' for more information on changing your settings. • Refer to 'Updating the app' for more information on updating it to the latest version of the app.

Glucose data

The Sens365 app displays your current glucose level and the glucose change arrow as shown below.



The table below explains how the home screen displays glucose level data.

No.	Icon	Name	Description
1	Today 8:10 PM	Last received time of glucose level	The date and time when the blood glucose level was last received.

No.	Icon	Name	Description
❷	103	Glucose level	The most recently measured glucose reading is displayed, either as a number or as one of the following. • Low: Lower than 40 mg/dL (2.2 mmol/L) • High: Higher than 500 mg/dL (27.8 mmol/L)
❸	↗	Glucose trend arrows	The current rate of change in your glucose level compared with the previous measurement is displayed. See 'Trend arrows' for more information on the glucose level change arrow.
❹	2.2 mg/dL/min	Trend	Displays the changes in values compared to the previous glucose level value.
❺		Chart date	Select the date of the chart.
❻		Chart X-axis time	Select the display time of the chart X-axis.
❼		Display events	Displays the events recorded in the chart period as icons.
❽		Glucose trends(Chart)	Displays the changes in the glucose level during the selected period as a graph.
❾		Glucose statistics	Displays the statistics of the glucose value during the selected chart period. • Average Glucose, Standard Deviation, Glucose Variability, Time in Ranges
❿		Event	Events added to the date on the screen are displayed in the latest order.

Trend arrows

The glucose trend arrow shows the direction and velocity of change between the most recent glucose reading and the second most recent reading.
It is shown as an arrow on the right of the most recent glucose reading on the home screen.

Velocity arrow	Change in glucose level	Description
→	Stable	The glucose level has been increasing or decreasing below 30 mg/dL (1.6 mmol/L) in the past 30 minutes.
↗	Increasing slowly	The glucose level has been increasing by 31–60 mg/dL (1.6–3.3 mmol/L) over the past 30 minutes.
↗	Increasing	The glucose level has been increasing by 61–90 mg/dL (3.4–5.0 mmol/L) over the past 30 minutes.
↑	Increasing rapidly	The glucose level has been increasing by more than 91 mg/dL (5.1 mmol/L) in the past 30 minutes.
↘	Decreasing slowly	The glucose level has been decreasing from 31–60 mg/dL (1.6–3.3 mmol/L) in the past 30 minutes.
↘	Decreasing	The glucose level has been decreasing by 61–90 mg/dL (3.4–5.0 mmol/L) in the past 30 minutes.
↓	Decreasing rapidly	The glucose level has been decreasing by more than 91 mg/dL (5.1 mmol/L) in the past 30 minutes.
•••	Unknown	The volume of data is insufficient to calculate the direction and speed of changes in glucose levels.

3.4 Exploring the app features

Users can utilize various features of the Sens365 app to manage the sensor user's glucose. The diet, physical activities and intake of insulin of the sensor user can be observed with the changes in the events and glucose levels for the purpose of improving lifestyle and planning effective treatment methods.

Reading this section will allow you to:

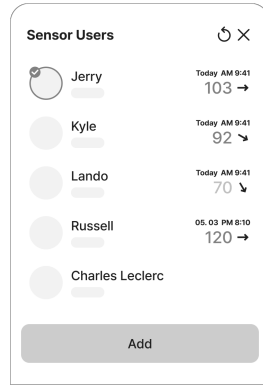
- Switch the sensor user.
- Check the notification log.
- Check the event records of the sensor user.
- Check the sensor user list and set the notification conditions for each sensor user.
- Update the app to the newest version.
- Check FAQs or the tutorial as needed.

Switching sensor users

You can switch the sensor user displayed on the screen by tapping on the bottom of the home screen.

Follow these steps to switch the sensor user.

1 Tap at the bottom of the home screen.
A list of currently connected sensor users is displayed.



2 If you select the desired user from the list, the information on the app screen is displayed with the data of the selected sensor user.

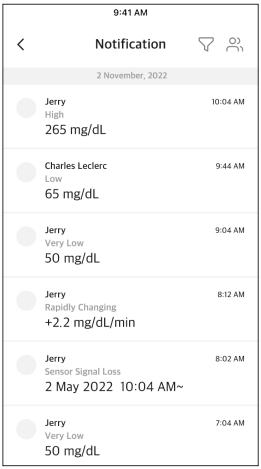
- Tap **Add** to add a new sensor user.

Checking the notification log

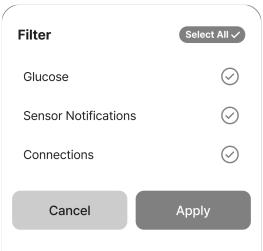
The sensor user list allows you to switch the sensor user displayed on the home screen. You can check the glucose, sensor, and sensor user connection notification records.

Follow these steps to check the notification log.

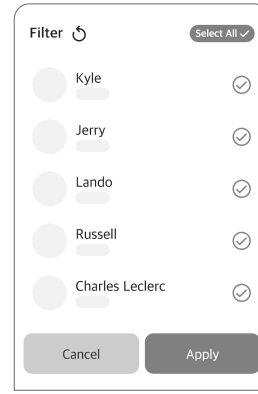
1 Tap in the upper right corner of the home screen.



2 Tap to view the notification list filtered by the notification type.



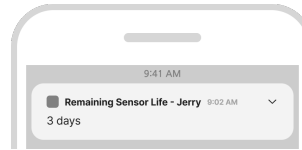
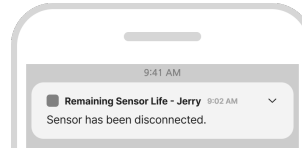
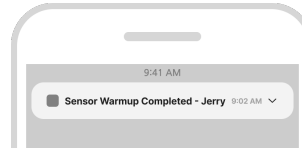
3 Tap to view the notification list filtered by the sensor user.

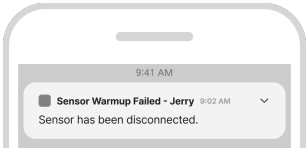
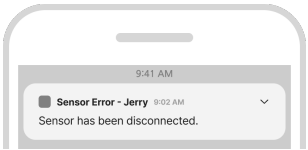
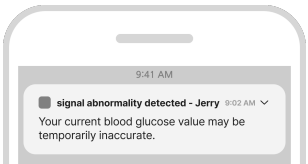
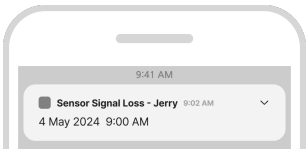
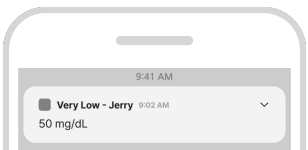
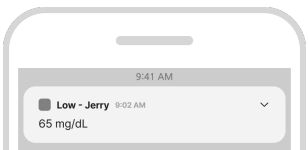
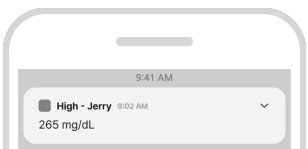


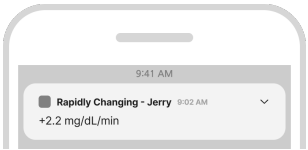
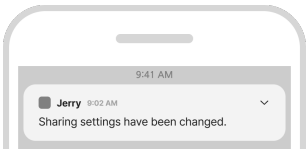
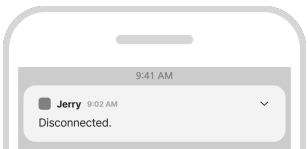
4 Tap to go back to the home screen.

Note

Situation-specific notifications are displayed as shown in the following table if the app is closed or if the smart device screen is locked.

Situation	Screen
When the sensor used by the sensor user is close to expiring	
When the sensor used by the sensor user has expired	
When the sensor attached to the sensor user has completed the warmup process	

Situation	Screen
When the sensor attached to the sensor user has failed the warmup process	
When an error has occurred in the sensor attached to the sensor user	
When a signal anomaly is detected in the signal of the sensor attached to the sensor user	
When a signal loss has occurred between the sensor attached to the sensor user and the app	
When the glucose level of the sensor user is lower than the specified 'Very Low' threshold	
When the glucose level of the sensor user is lower than the specified 'Low' threshold	
When the glucose level of the sensor user is higher than the specified 'High' threshold	

Situation	Screen
When the changes in the glucose level of the sensor user are higher than the specified 'Rapidly Changing' threshold	
When the sensor user has changed the sharing options	
When the sensor user is disconnected	

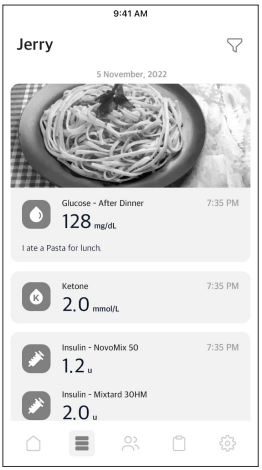
Viewing the log book

The Log book screen displays the event list registered by the sensor user currently displayed on the home screen.

- When connecting the sensor user, the event data share option must be set to display the sensor user's events.

Follow these steps to check event details in the log book.

1 Tap at the bottom of the home screen. The events registered by the current sensor user are displayed on the Log book screen.



2 Tap the event to check the event details.

- The following table explains the icons on the 'Log book' screen:

Icon	Name	Description
	Glucose	The values entered by the sensor user or the readings from the glucose monitoring device and the meal flag are displayed.
	Ketone	The values entered by the sensor user or the ketone values from the ketone monitoring device and the meal flag are displayed.
	Insulin	Displays the name and dosage of the injected insulin. • Orange icon: Ultra-short-acting • Yellow icon: Short-acting • Brown icon: Mixed • Green icon: Intermediate-acting • Dark green icon: Long-acting

Icon	Name	Description
	Calibration	The calibration value entered by the sensor user is displayed.
	Medication	Displays the name and dosage of the oral medication taken by the sensor user.
	Meal	Displays the amounts of carbohydrates, protein and fat intake of the sensor user in the unit of grams (g).
	Exercise	Displays the type and duration of the exercise entered by the sensor user in the unit of minutes.
	Note	Displays the notes entered by the sensor user.

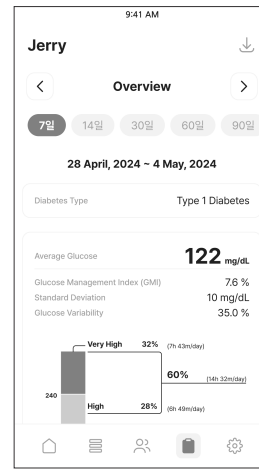
Viewing reports

The glucose data of the sensor user can be used to create reports and statistics. Sens365 offers a feature that saves reports as PDF files.

Follow these steps to check the report.

1 Tap at the bottom of the home screen.

2 The 'Report' provides an overview of the sensor user, AGP, hourly statistics, daily statistics, and life pattern statistical data from the span of the selected period.



3 Select the desired period in the Period tab to create the report or statistics of the specified period again.

3.5 Changing settings

Users can utilize various features of the Sens365 app to manage the sensor user's glucose.

The settings screen allows you to configure the notification environment for each sensor user and update the app to the latest version.

The following table explains the icons and features available on the home screen. Your settings are displayed when you tap at the bottom of the home screen.

Icon	Name	Description
	Connections	• You can check the list of connected sensor users. • Sensor users can be connected or disconnected. • The notification can be set up for each sensor user.
	Passcode	You can set up the app passcode feature.
	Unit	Displays the set unit.
	Graph Height	Set the maximum value for the Y axis indicated on the chart.
	Data Management	• You can check the time when the server was last synced. • You can sync immediately by pressing the button.
	CareSens Air Website	You are redirected to the CareSens Air website.
	Contact Us	You can contact us with questions you have while using the app.
	Support	You can check the app tutorials.

Icon	Name	Description
	Announcements	You can check the announcements.
	About	The current version of the app is displayed. If the latest version is not installed on the user's smart device, an update button is displayed under the current version. Refer to 'Updating the app' for detailed information on how to update the app to the newest version.

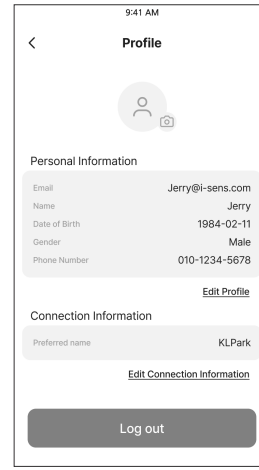
Editing and checking your profile

You can view or edit the information in your user profile.

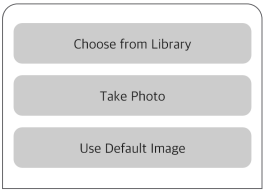
Follow these steps to enter profile information.

1 Tap ⚙ at the bottom of the home screen.

2 Tap on the profile at the top of the settings screen. This redirects to the 'Profile' screen.



3 Tap , then tap **Choose from Library** or **Take Photo** to change the profile picture.



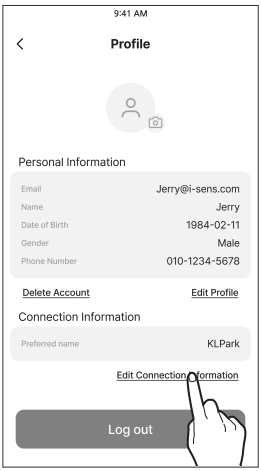
4 Tap **Edit Profile** to change your user information.

5 Tap **Save** after changing your user information.

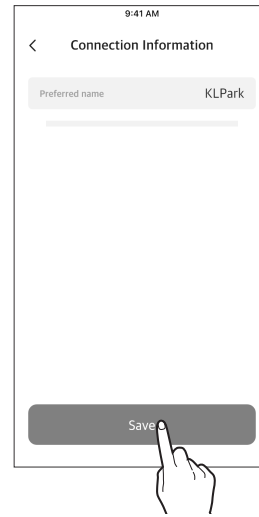
Edit Connection Info

Set the name visible to the connected sensor users.

1 Tap **Edit Connection Information**.



2 Set the name and tap **Save**.



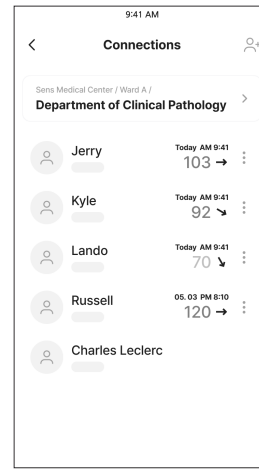
Viewing the sensor user list

You can view the sensor user list and terminate the connection or set up the notification conditions.

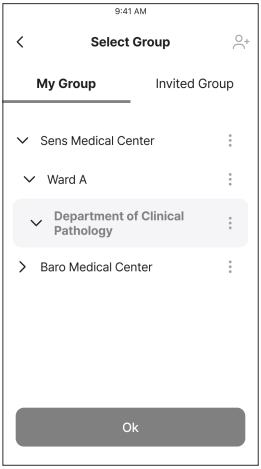
Follow these steps to view the sensor user list.

1 Tap ⚙ at the bottom of the home screen.

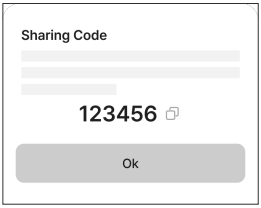
2 Tap **Connections** on the settings screen.
A list of currently connected sensor users is displayed.



3 If a group is set up on the Sens365 website, you can easily select it in the app. Once you choose a group, you'll see a list of sensor users that belong to that group.



4 Tap ⋮ on the right side of the group, you can view the share code for that group.



Setting the sensor user name

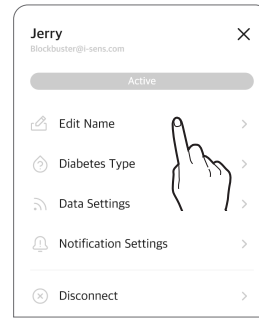
The name of the sensor user can be set.

Follow these steps to set the name of the sensor user.

1 Tap **Connections** on the settings screen.

2 Tap ⋮ for the target on the list that you would like to set as the name.

3 Tap **Edit Name** when the sensor user menu is displayed.



4 Tap **Save** after entering the name you would like to update.
The sensor user list displays the updated name.

Setting notifications for each sensor user

The notification conditions can be set up for each sensor user.

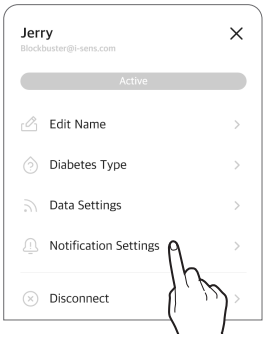
Follow these steps to set up notifications for each sensor user.

1 Tap ⚙ at the bottom of the home screen.

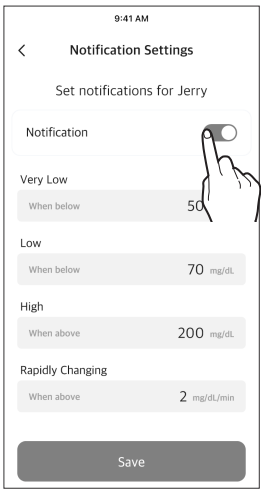
2 Tap **Connections** on the settings screen.
A list of currently connected sensor users is displayed.

3 Tap ⋮ on the right of the sensor user on the list that you would like to set the alarm for.

4 Tap **Notification Settings** when the sensor user is displayed.



5 In order to turn off the notifications for the selected sensor user, tap on ⬤ in 'Notification'.



6 The following notification items can be set up.

Name	Description
Very Low	Set up the 'Very Low' threshold to receive notifications for and the notification method.
Low	Set up the 'Low' threshold to receive notifications for and the notification method.
High	Set up the 'High' threshold to receive notifications for and the notification method.
Rapidly Changing	Set up the 'Rapidly Changing' threshold to receive notifications for and the notification method.

Disconnecting

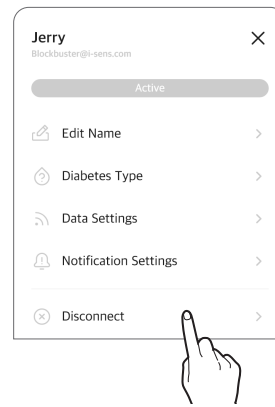
If you do not want to receive shared glucose data of the sensor user, you can disconnect the user.

The disconnection method is as follows:

1 Tap ⚙ at the bottom of the home screen.

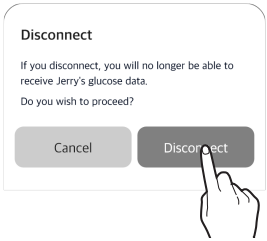
2 Tap **Connections** then tap ⋮ for the user you would like to disconnect from the list.

3 Tap **Disconnect** on the menu.



4 Tap **Disconnect** when the confirmation pop-up appears.

- If the user is disconnected, you can no longer receive shared data.
- If you would like to receive shared data again, initiate a new connection with the sensor user.



Setting the graph height

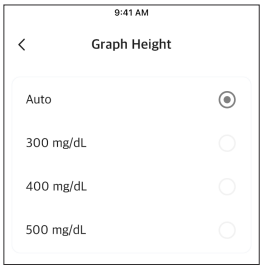
You can set the maximum value of the CGM chart's graph height.

The method for setting the graph height maximum value is as follows:

1 Tap ⚙ on the bottom of the home screen, then tap **Graph Height**.

2 For the maximum value of the graph height, select from Auto, 300 mg/dL (16.7 mmol/L), 400 mg/dL (22.2 mmol/L) and 500 mg/dL (27.8 mmol).

- If you select Auto, the graph height automatically adjusts according to the maximum CGM value.



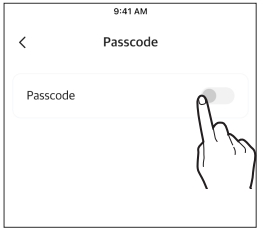
Setting the passcode

You can set the passcode feature to protect the shared data.

Follow the steps below to set up the passcode feature.

1 Tap ⚙ on the bottom of the home screen, then tap **Passcode**.

2 Tap ◯ .



3 Enter the 4-digit password.

4 Enter the password again to confirm.

Note

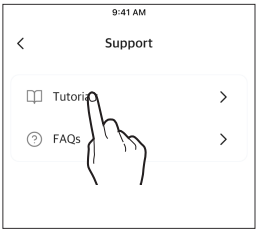
- Once the lock setting is complete, you need to enter your password to access the app.
- If you have forgotten the password, you can reset it after following the on-screen instructions to go through the verification process.

Viewing tutorial

Follow these steps to view the tutorials provided by the Sens365 app.

1 Tap ⚙ on the bottom of the home screen, then tap **Support**.

2 Tap **Tutorials** on the Support menu.



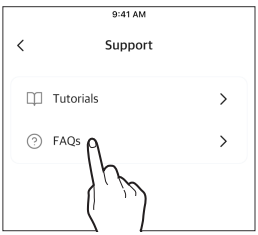
3 Tap on any question you may have about the use method.

Viewing FAQs

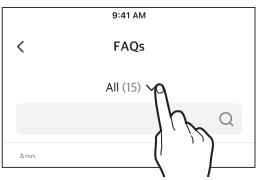
Follow these steps to view the frequently asked questions and answers on the Sens365 app.

1 Tap ⚙ on the bottom of the home screen, then tap **Support**.

2 Tap **FAQs** on the Support menu.



3 Tap ⌄ on the 'FAQs' screen to view the FAQ categories.



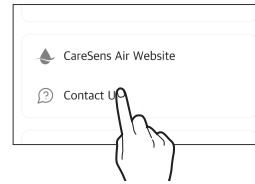
4 Tap a FAQ category to see a list of topics.

Contact us

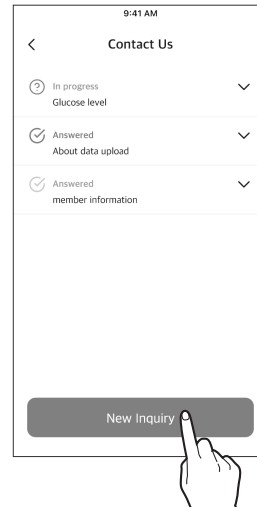
Users can register any questions you have while using the app.
The customer service center will check the inquiries and respond promptly.

Follow these steps to see my inquiries and submit a new inquiry on the Sens365 app.

1 Tap ⚙ on the bottom of the home screen, then tap **Contact Us**.

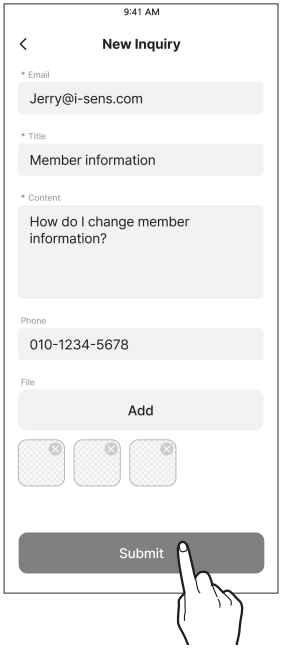


2 Tap **New Inquiry** on the 'Contact Us' screen.

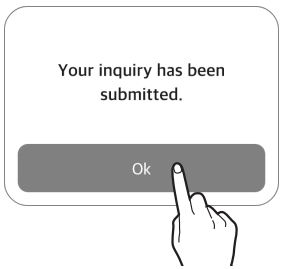


3 Register your inquiry on the 'New Inquiry' screen, then tap **Submit**.

- **Email**: The email address associated with the account is entered automatically and cannot be changed.
- **Title**: Enter the title of the inquiry.
- **Content**: Enter the details of your inquiry.
- **Phone**: Enter the inquirer's phone number.
- **File**: Attach files related to the inquiry.



4 Tap **Ok** on the pop-up window notifying you that the inquiry has been submitted.



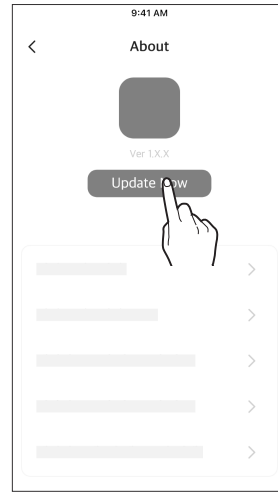
Updating the app

If the latest version of the Sens365 app is not installed on the smart device, it is displayed on the settings screen.
Go to the App Store to download and install the most recent version.

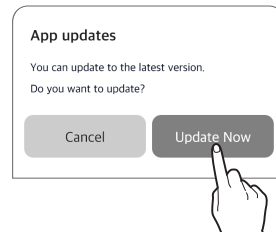
Follow these steps to update the Sens365 app to the latest version.

1 Tap ⚙ on the bottom of the home screen, then tap **About**.

2 Tap **Update Now** in the 'About' screen. **Update Now** is enabled only when a new version of the app is available.



3 Tap **Update Now** on the pop-up window. You will be taken to the app store.



4 Download and install the newest version of the app from the app store. Your existing data will not be affected as the app is updated to the most recent version.

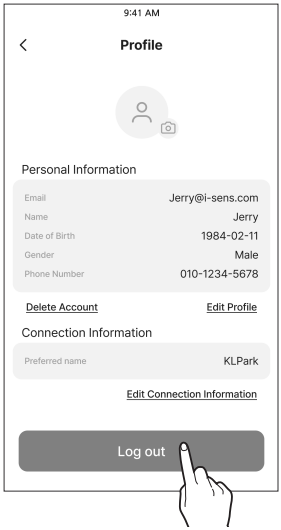
3.6 Logging out

If you are done using the app, log out, then close Sens365.

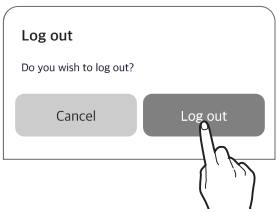
Follow these steps to log out of the app.

1 Tap ⚙ on the bottom of the home screen, then tap on the profile at the top.

2 Tap **Log out** on the 'Profile' screen.



3 Tap **Log out** on the 'Log out' pop-up window.



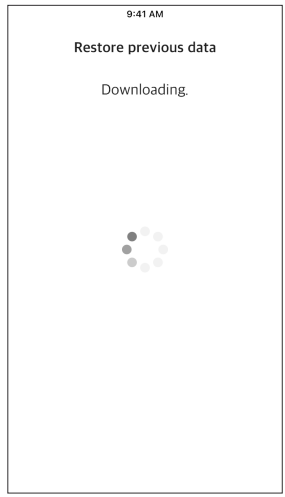
Note

You cannot view your account information while you are logged out. You need to log in to view your existing account information.

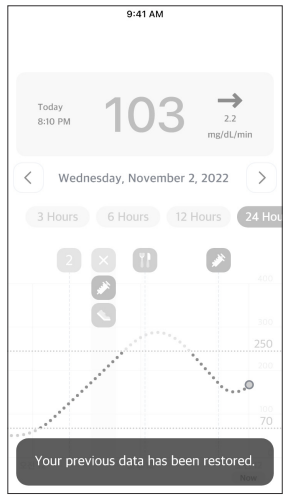
Loading previous data

If an existing app user reinstalls the app due to reasons such as changing smart devices, the server data can be downloaded again.

1 After reinstalling the app, launch the Sens365 app and log in using the existing account. The previous data is automatically loaded.



2 A completion message is displayed when previous data has been downloaded.



4 Using the watch app

The glucose level received by your smart device with the Sens365 app can be monitored using a smart watch with the Sens365 app.

The following smart watch specifications are required to install the watch app.

Recommended smart watch specifications

To install and use the watch app on a smart watch, the following minimum system requirements must be met.

Operating System	Version	Resolution	App Memory	App Storage
Wear OS (Galaxy Watch)	3.0 or later	192 x 192 px or higher	100 MB	81 MB*
watchOS (Apple Watch)	9 or later	324 x 394 px or higher	100 MB	81 MB*

*0.1 MB of storage is required for each additional sensor user.

Note

- Make sure to secure the minimum required storage space, before using the watch app. If there is insufficient storage, the watch app may not function properly.
- Check the minimum requirements for your smart watch before installing the watch app. The watch app may not function properly if you update the OS of your smart watch after installing the app.
- Visit the official CareSens Air website (https://caresensair.com/content/compatibility) to find smart watches that have passed our compatibility test. The app may not work properly on smart watches that have not been tested for compatibility.
- The warning notification method may change if the smart watch is used with the Sens365 app.
- The smart watch communicates with the smart device (mobile phone), not the sensor.

Note

- If the smart watch is not connected to the smart device and the smart device is not connected to the sensor, the smart watch will not receive warnings or glucose levels.
- Make sure to familiarize yourself with how the connected smart watch receives notifications.
- The smart watch must be worn in order for the user to check the warnings and detect the vibrations.
- Ensure that notifications are set to be sent to both the smart device and the smart watch in the smart device settings.
- Do not disable or block notifications from the Sens365 app.
- When the smartwatch screen is turned on, Sens365 data is synchronized with the smart device. There may be a slight delay before the latest information appears on the smartwatch app.

4.1 Installing the watch app

Installing on the Galaxy Watch app

Installing the app on a smart device

1 Launch the Play Store app on your smart device.

2 Search 'Sens365'.

3 Tap **Install**. After the installation is completed on your smart device, the watch app will automatically install on the smart watch.

Note

- If you are already using the mobile app, the watch app can be installed under 'Available on more devices' on the Play Store app page.
- The watch app can be found and installed under 'Other devices' or 'Watch' on the Play Store.

Installing the app on a smart watch

1 Launch the Play Store app on your smart watch.

2 Search 'Sens365'.

3 Tap **Install**. The app will install on your smart watch.

Installing the Apple Watch app

1 Search 'Sens365' in the App Store and tap Install.

2 Launch the Watch app on the iPhone where the Sens365 app is installed.

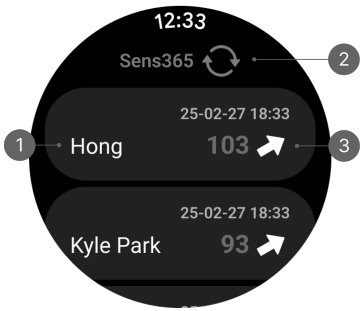
3 The Sens365 app is now displayed in the 'AVAILABLE APPS' list, and the watch app will automatically install on your Apple Watch.
Installation may take a few minutes to complete.

4.2 Understanding the watch app screen

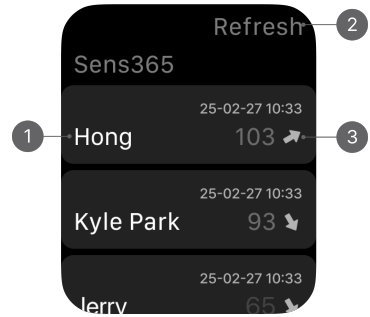
Basic information

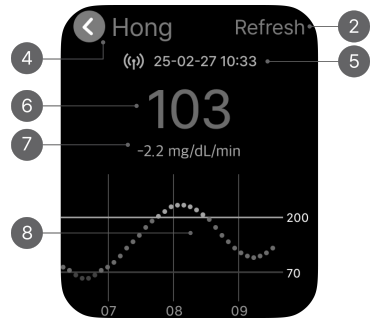
The following table explains the basic information displayed on the watch app screen.

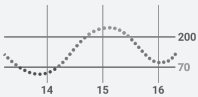
Galaxy Watch



Apple Watch





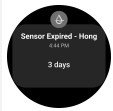
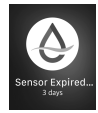
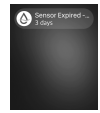
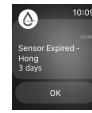
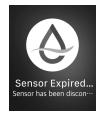
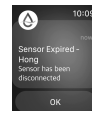
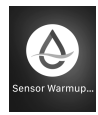
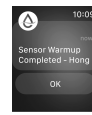
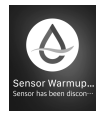
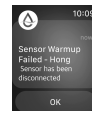
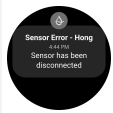
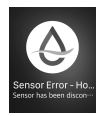
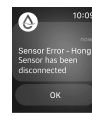
No.	Icon	Name	Description
❶	Hong	Name	The Name of the sensor user providing the data is displayed on the current screen.
❷		Refresh	Update the screen information with the latest received data
❸	103	Last received glucose level and trend arrow	The glucose level and trend arrow when the watch app was last received.
❹		Connection status	The status of the connection between the smart device and the sensor.
❺	25-02-27 18:33	Last received time of glucose level	The date and time when the blood glucose level was last received.
❻	103	Glucose level	The most recently measured glucose reading is displayed, either as a number or as one of the following: • Low: Lower than 40 mg/dL (2.2 mmol/L) • High: Higher than 500 mg/dL (27.8 mmol/L)
❼	-2.2 mg/dL/min	Trend	Displays the changes in values compared to the previous glucose level value.
❽		Glucose trends	Changes to your glucose level while the sensor is in use are displayed as a graph.

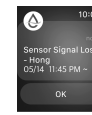
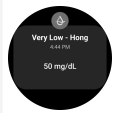
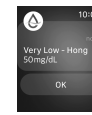
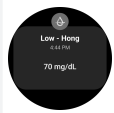
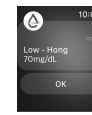
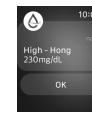
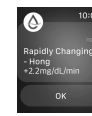
4.3 Checking your notifications

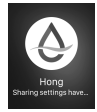
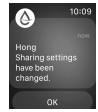
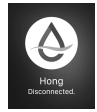
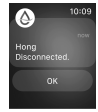
When the app is closed or the smart watch is locked, the following notifications for each situation are displayed.

Note

Ensure that notifications are set to be sent to both the smart device and the smart watch in the smart device settings.

Situation	Galaxy Watch	Apple Watch		
		Screen Off status	While using other apps	Checked by the user
When the sensor used by the sensor user is close to expiring				
When the sensor used by the sensor user has expired				
When the sensor attached to the sensor user has completed the warmup process				
When the sensor attached to the sensor user has failed the warmup process				
When an error has occurred in the sensor attached to the sensor user				

Situation	Galaxy Watch	Apple Watch		
		Screen Off status	While using other apps	Checked by the user
When a signal anomaly is detected in the signal of the sensor attached to the sensor user				
When a signal loss has occurred between the sensor attached to the sensor user and the app				
When the glucose level of the sensor user is lower than the specified 'Very Low' threshold				
When the glucose level of the sensor user is lower than the specified 'Low' threshold				
When the glucose level of the sensor user is higher than the specified 'High' threshold				
When the changes in the glucose level of the sensor user are higher than the specified 'Rapidly Changing' threshold				

Situation	Galaxy Watch	Apple Watch		
When the sensor user has changed the sharing options		Screen Off status 	While using other apps 	Checked by the user 
When the sensor user is disconnected		Screen Off status 	While using other apps 	Checked by the user 

Appendix A Frequently Asked Questions

This chapter presents situations that may occur while using Sens365 and how to deal with them. If any situation which is not presented in this chapter occurs, or if you experience an issue that you are unable to resolve on your own, contact the authorized distributor.

This section will help you to:

- Identify the causes of problems that occur while using the Sens365 app.
- Resolve problems that occur while using the Sens365 app.

Android

How can I connect and activate Wi-Fi and mobile data to receive glucose readings and notifications from the sensor user?

To receive glucose readings and notifications from sensor users, an internet connection is required. If you disconnect both Wi-Fi and mobile data, it's difficult to receive sensor user's data, and you won't be able to view glucose readings or receive notifications.

To turn on Wi-Fi:

1 Go to Settings > Connections.
2 Turn on Wi-Fi.

To turn on mobile data:

1 Go to Settings > Connections.
2 Tap Data Usage.
3 Turn on Mobile Data.

How does the notification feature work in the Sens365 app and how can I enable it?

You should give permission to the Sens365 app to receive notifications on your smart device.

To enable notifications:

1 Go to Settings > Notifications.
2 Tap App Notifications.
3 Find Sens365 in the app list.

4 Turn on notifications for Sens365.

Why isn't the Sens365 app working properly?

For the Sens365 app to function properly, you must allow Do Not Disturb (DND) mode permissions. By granting this permission, you will always receive Sens365 notifications, even if you set the most restrictive level of Do Not Disturb mode.

Here's how to allow DND mode permissions:

1 Go to Settings > Notifications.

2 Select Do Not Disturb > App Notifications.

3 Tap on Add Apps.

4 Select Sens365 and tap Done.

Why are my notifications delayed?

Power-saving mode deactivates background data. If power-saving mode is on, your notifications may be delayed.

To turn off Power-saving mode:

1 Go to Settings.

2 Tap Battery and Device Care.

3 Tap Battery.

4 Turn off Power-saving mode.

Why am I not receiving notifications even when the app is active?

Using the Modes and Routines features can deactivate the app even when it's on, and stop all notifications from the Sens365 app.

To turn off the Modes and Routines features:

1 Navigate to Settings > Modes and Routines.

2 Tap the mode you wish to deactivate or tap app usage restrictions and add Sens365 to the selected app list.

How do I turn off the app's pause feature?

On Android 10 and above, pausing temporarily deactivates the app. Using the Pause function in the Sens365 app will stop all notifications. (The Pause feature is only supported on Android phones with Google Phone or Android One.)

To turn off the app's pause:

1 Long press Sens365 app on the home screen or app drawer.

2 Tap Pause to edit the pause function.

iPhone

What do I do when Sens365 app becomes inactive or stops receiving notifications due to screen time settings?

Having downtime or app limits set in screen time can temporarily disable the Sens365 app. If you set app and time limits for Sens365, you may not be able to use the app or receive notifications.

To remove screen time limits, follow these steps:

1 Go to Settings.
2 Tap Screen Time.
3 Turn off Downtime or App Limits or add the Sens365 app to Always Allowed list.

How do I activate the internet to receive glucose readings and notifications from the Sens365 app?

To receive notifications from the Sens365 app, connect to the internet. If there's no available Wi-Fi network, turn on cellular data. If both Wi-Fi and cellular data connections are turned off, you won't receive glucose readings or notifications from sensor users. If your phone or mobile carrier doesn't support simultaneous voice and data (VoLTE), your internet connection might disconnect and notifications could be delayed during calls.

To turn on Wi-Fi:

1 Go to Settings > Wi-Fi.
2 Turn on Wi-Fi.

To turn on cellular data:

1 Go to Settings > Cellular.
2 Turn on Cellular Data.

How can I enable notifications on the Sens365 app?

To receive notifications from the Sens365 app, you need to give permission.

To turn on notifications:

1 Go to Settings.
2 Tap Sens365.
3 Tap Notifications.
4 Turn on Allow Notifications.

Why are my notifications delayed?

In Low Power Mode, if the app isn't open and isn't displayed on the screen, the Sens365 app might not run in the background. This could delay notifications.

To turn off low power mode:

1 Go to Settings.
2 Tap Battery.
3 Turn off Low Power Mode.

Why are notifications set to silent in Do Not Disturb mode and how do I disable this mode?

Do Not Disturb mode sets all notifications to silent, and it's recommended not to use it.

To turn off Do Not Disturb mode:

1 Swipe down from the top right corner of the phone screen to open the Control Center.
2 Tap Focus.
3 Turn off Do Not Disturb.

Notice

Are there any restrictions on the Sens365 app notifications based on the notification mode of the smart device?

Notifications from the Sens365 app may be limited based on the notification mode set on your smart device. If your smart device is set to silent, vibrate, or do not disturb mode, you may not receive sound notifications.

What are the reasons I might not receive notifications from the Sens365 app and how can they be resolved?

Possible reasons for not receiving notifications are as follows:

- When very low, low, and/or high notifications are turned off,
- When sharing data feature is paused,
- If notifications from the Sens365 app are disabled in the settings of the smart device,
- When all notifications on the smart device are turned off in its settings,
- When there is no internet connection,
- If the i-SENS server is not operational.

If any of the above apply to you, please refer to the corresponding solution in the FAQ and if the issue still persists, please contact i-SENS customer center at (080-910-0900).

Others

Why can't I see the data of the connected sensor user?

- Check the network status of your smart device.
- Go to Settings > Connections > Data Settings and check the sharing settings status of the sensor user.
- Go to Settings > Data Management, then tap Sync Now.

Why can't I connect with the sensor user?

- Check the network status of your smart device.
- Ensure you have entered the sharing code correctly, which was generated by the sensor user you are trying to connect with.
- Verify if the entered sharing code is still valid. Note, a generated sharing code is valid for 5 minutes.
- Validate if the sensor user you connected with has been added in Settings > Connections.

How can I use the Sens365 app and import existing data on a new smart device?

To use the Sens365 app on a new smart device, install and run the Sens365 app on the new device and then log in with the same i-SENS account. Once logged in successfully, the option to import previous data will be displayed, and you can download the selected period's data to your new smart device. The glucose readings and trends from the previous app will be displayed on the new smart device.

Appendix B Technical Information

B.1 Performance

1) Android: HS-MA-01

Product name	Sens365
Compatible medical devices	• Product name: CareSens Air Continuous Glucose Monitoring System • Model: CGM-ST-002
Communication environment	Communication protocol: HTTPS
Operating environment	• Smart device OS: Android 8.1 or later • Resolution: 360 x 640 px or higher • Required specifications: Touch LCD
Transmitted and received data	• Continuous glucose values of a compatible medical device user, user input data (meals, insulin, exercise, etc.) • User data statistics and reports including the glucose of a compatible medical device user • Glucose notifications for a compatible medical device user (Very Low, Low, High)
Key performance	• Displays the continuous glucose values of a compatible medical device user and user input data. • Displays statistics for a compatible medical device user's data and saves reports. • Displays glucose notifications of a compatible medical device user. • Care providers (family members, guardians, medical institutions) who use the app can receive shared data by connecting with the user app of a compatible medical device user.
Software version	Version: 1.0.x

2) iOS: HS-MI-01

Product name	Sens365
Compatible medical devices	• Product name: CareSens Air Continuous Glucose Monitoring System • Model: CGM-ST-002
Communication environment	Communication protocol: HTTPS
Operating environment	• iOS 15.0 or later • Resolution: 375 x 667 px or higher • Required specifications: Touch LCD
Transmitted and received data	• Continuous glucose values of a compatible medical device user, user input data (meals, insulin, exercise, etc.) • User data statistics and reports including the glucose of a compatible medical device user • Glucose notifications for a compatible medical device user (Very Low, Low, High)
Key performance	• Displays the continuous glucose values of a compatible medical device user and user input data. • Displays statistics for a compatible medical device user's data and saves reports. • Displays glucose notifications of a compatible medical device user. • Care providers (family members, guardians, medical institutions) who use the app can receive shared data by connecting with the user app of a compatible medical device user.
Software version	Version: 1.0.x

3) Wear OS: HS-WA-11

Product name	Sens365
Compatible medical devices	• Product name: CareSens Air Continuous Glucose Monitoring System • Model: CGM-ST-002
Communication environment	Communication protocol: BLE
Operating environment	• Wear OS 3.0 or higher • Resolution: 192 x 192 px or later • Required specifications: Touch LCD
Transmitted and received data	• List of sensor users linked to a compatible medical device. • Blood glucose data of sensor users linked to a compatible medical device. • Blood glucose notifications for sensor users linked to a compatible medical device. • Sensor notifications for sensor users linked to a compatible medical device. • Connection notifications for sensor users linked to a compatible medical device.
Key performance	• Displays blood glucose data and chart graphs of sensor users linked to a compatible medical device. • Displays blood glucose notifications of sensor users linked to a compatible medical device.
Software version	Version: 1.0.x

4) watchOS: HS-WI-11

Product name	Sens365
Compatible medical devices	Product name: CareSens Air Continuous Glucose Monitoring System Model: CGM-ST-002
Communication environment	Communication protocol: BLE
Operating environment	• watchOS 9 or later • Resolution: 324 x 394 px or higher • Required specifications: Touch LCD
Transmitted and received data	• List of sensor users linked to a compatible medical device. • Blood glucose data of sensor users linked to a compatible medical device. • Blood glucose notifications for sensor users linked to a compatible medical device. • Sensor notifications for sensor users linked to a compatible medical device. • Connection notifications for sensor users linked to a compatible medical device.
Key performance	• Displays blood glucose data and chart graphs of sensor users linked to a compatible medical device. • Displays blood glucose notifications of sensor users linked to a compatible medical device.
Software version	Version: 1.0.x

B.2 Cybersecurity

Cautions regarding cyber threats

- Install a virus protection or antivirus program on your smart device to prevent malicious programs from accessing your smart device's information.
- If you are unable to receive the glucose data from the sensor users despite entering the share code, make sure the six-digit share code was entered correctly. If the same issue persists despite entering the correct share code, contact the nearest authorised distributor.
- If you are logged out due to another device logging in, change your password if it was not you who attempted to log in.
- If you enter the wrong password more than five times, reset your password.
- If you have not used your account for over 1 year, the account becomes inactive. If your account has become inactive, you must reactivate it.
- If a cybersecurity incident occurs related to Sens365, contact the nearest authorised distributor and the competent authority.

Safety regarding cyber threats

- A token is issued to the user once his or her credentials have been verified as valid.
- For each request, the validity of the token is verified, and then the authentication is processed.
- The SSL communication method is used to send data.
- AES encoding is used to encrypt personal information data and the data is saved to a DB.
- If you enter the wrong password more than five times, you must reset your password.
- If you have not used your account for over 1 year, the account becomes inactive. If your account has become inactive, you must reactivate it.

i·sens

i-SENS, Inc.
43, Banpo-daero 28-gil
Seocho-gu, Seoul 06646
Republic of Korea
CareSensAir.com

EU REP **Medical Technology Promedt Consulting GmbH**
Ernst-Heckel-Straße 7
66386 St. Ingbert, Germany

© 2025 i-SENS, Inc. All rights reserved.
PCGAA-000120 REV0 2025-08

CE MD