

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 (CareSens Air CGM 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 CGM 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 CGM System user.

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Before use

- This product only makes use of personal information which the user has agreed to allow for collection.
- Contact the manufacturer or visit the website for details of this product.
- Check that 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 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 Mark
	Authorised representative in the European Community/European Union
	Medical device
	Consult instructions for use or consult electronic instructions for use
	Manufacturer
	Model number
	Unique device identifier

Safety Information

Indication for use

Sens365 is indicated for continuous monitoring of blood glucose levels via measurement of glucose in the interstitial fluid in persons with diabetes mellitus aged 18 years and older. Sens365 is intended for use by patients, care providers, and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis, and evaluation of historical glucose data from compatible glucose monitoring devices to support effective diabetes management. Sens365 is available as cloud-based web software (Sens365 Web) and as a smart device application (Sens365 App).

Sens365 Web is not intended to provide clinical decisions or to be used as a substitute for professional healthcare advice. Patients should consult a healthcare professional before making any medical interpretation and therapy adjustments based on the information provided by the software. Healthcare professionals should use the information in conjunction with other relevant clinical information available to them.

Sens365 App is a secondary viewer that allows home users and healthcare professionals to remotely view glucose data from users of compatible glucose monitoring devices. The software is intended solely to provide a secondary level of awareness and should not be expected to communicate and display real-time glucose information

Important User Information

- You must create an i-SENS account to use Sens365.
- Sens365 is a secondary viewer for the CareSens Air CGM 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 CGM 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 CGM 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 healthcare professional to make a treatment decision.
- Medical institutions and healthcare professionals should use data provided by Sens365 in conjunction with other clinical information available to them for treatment decisions or analysis.

Precautions

- CareSens Air CGM System users must turn on the share feature in order to send glucose data to their care providers (family members, guardians, medical institutions, medical personnel). If the care providers want to view the shared content, they must download Sens365 and connect with CareSens Air CGM System user.
- The care providers' smart devices must be connected to the Internet in order to view the shared by the of CareSens Air CGM System user through Sens365.
- If the smart device of the CareSens Air CGM 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) can co-manage the CareSens Air CGM System with the user, however, the sensor user must always be the subject of active glucose management.
- If care providers (family member, guardian, medical institution, medical personnel) terminate the connection, the content sent by CareSens Air CGM System user can no longer 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 CGM System. The system is capable of sending data and displaying information on Android and iOS smart devices. The glucose data collected and processed by i-SENS' CareSens Air CGM 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 or hacked. If you do, 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 continuous glucose monitoring system. In order to log in to the Sens365 app, you must first create an account. Data that is synced in the app is saved on a 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)

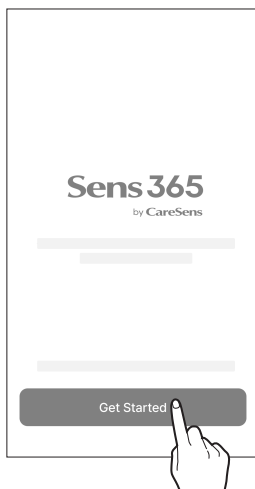
3.1 Logging in

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

For first-time users

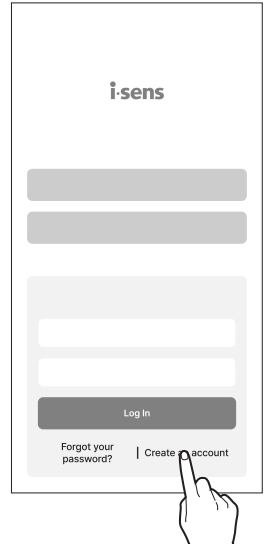
If you do not have a Sens365 account, go to the Create an account screen of the Log in screen to sign up.

- 1 Run the **Sens365** app on your smart device.
- 2 Tap **Get Started** on the start screen.



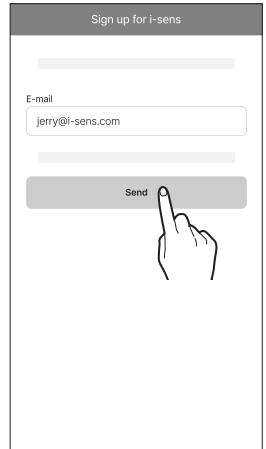
3 Move to the i-SENS login screen. Tap **Create an account**.

- You may use a social login to sign up for an i-SENS account.
- To sign up using a Social Login, 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**.

Sign up for i-sens

E-mail

jerry@i-sens.com

Resend

Verification Code 5:00

123456

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 by ticking the appropriate boxes, and tap **Ok**.

Sign up for i-sens

☒ Agree to all

☒ >

☒ >

☒ >

Ok

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

Sign up for i-sens

E-mail
jerry@i-sens.com

Password
●●●●●●●●

Confirm Password
●●●●●●●●

Name
Jerry

Date of birth
04/05/1984

Gender
Prefer not to answer ▼

Ok

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

Registration completed successfully.

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 for Social Login.

i-sens

Log In

E-mail
jerry@i-sens.com

Password
●●●●●●●●

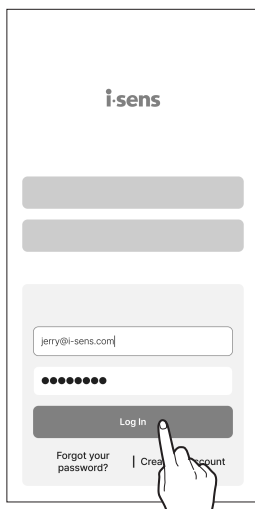
Log In

[Forgot your password?](#) | [Create account](#)

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.

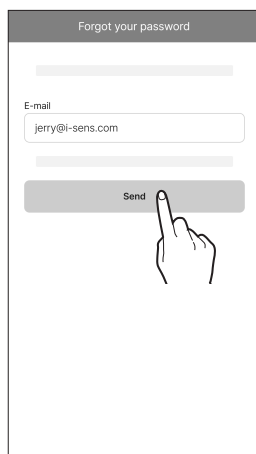
Resetting the password

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?**

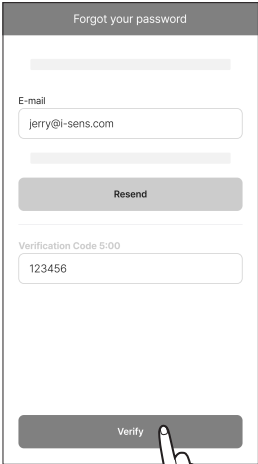


- 4 Enter your email address on the 'Forgot your password' screen and tap **Send**. The verification code will be sent to the provided email address.



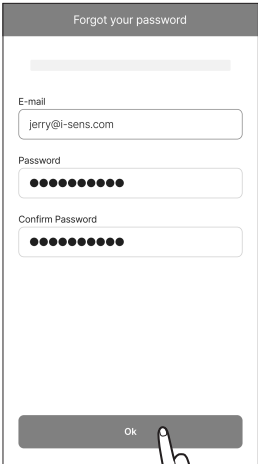
5 Enter the six-digit code from the verification email and tap **Verify**.

- 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.



The screenshot shows a mobile app interface titled "Forgot your password". At the top is a grey bar with the title. Below it is a light grey horizontal bar. The "E-mail" field contains "jerry@i-sens.com". Below the email field is another light grey horizontal bar. A grey button labeled "Resend" is positioned below the email field. The "Verification Code 5:00" field contains "123456". At the bottom is a grey button labeled "Verify". A hand icon is shown tapping the "Verify" button.

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



The screenshot shows a mobile app interface titled "Forgot your password". At the top is a grey bar with the title. Below it is a light grey horizontal bar. The "E-mail" field contains "jerry@i-sens.com". Below the email field is another light grey horizontal bar. The "Password" field contains ten black dots. Below the password field is another light grey horizontal bar. The "Confirm Password" field contains ten black dots. At the bottom is a grey button labeled "Ok". A hand icon is shown tapping the "Ok" button.

3.2 Connecting the sensor user

The Sens365 app user must receive the sharing 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 securely processed using the Secure Sockets Layer (SSL) encryption protocol.

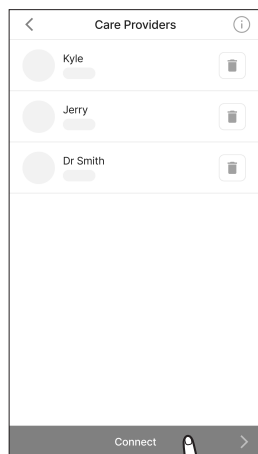
Connection between the sensor user and Sens365 app can be discontinued from either side. Data sharing is terminated upon disconnection.

Creating the sharing code

Sharing 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 sharing code.

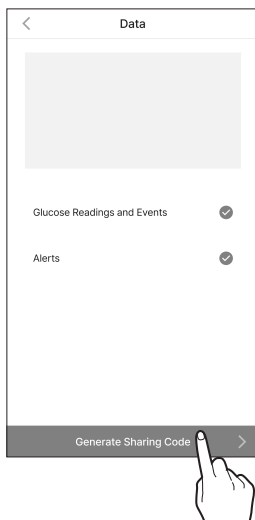
- 1 Launch the CareSens Air app, then tap  on the bottom of the home screen.
- 2 Tap **Care Providers**.
- 3 Tap **Connect** on the 'Care Providers' screen.



- 4** Select the data to share and permissions on the 'Data' screen and tap **Generate Sharing Code**.

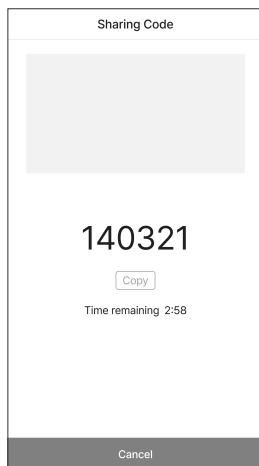
The shared data items consist of the following:

- Glucose Readings and Events
- Alerts



- 5** Send the sharing code to the Sens365 app user whom you want to share the data with.

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

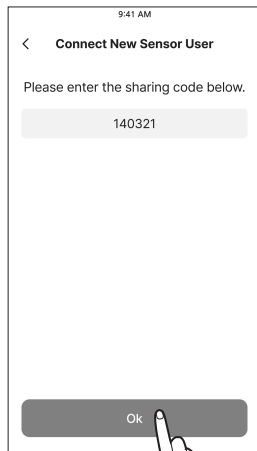


Entering the sharing code

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

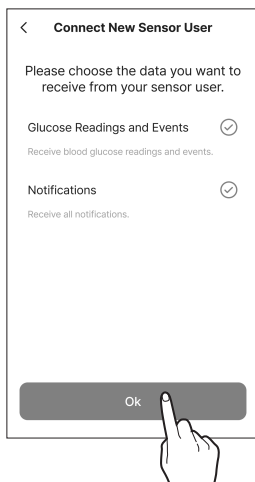
Follow these steps to enter the sharing code in the Sens365 app.

- 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 sharing code.
 - The created sharing code is valid for five minutes. If it expires, create a new sharing code.
- 4 After entering all required information, tap **Ok**.

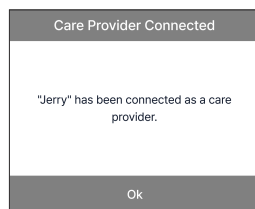


5 Confirm the configured sharing options on the CareSens Air app, then tap **Ok**. The sensor user is added to Sens365.

- 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 sharing 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.

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.

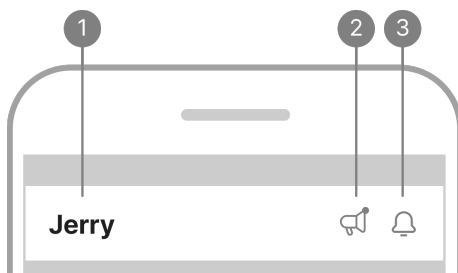
The glucose level and glucose trend arrow on the home screen can help you understand your glucose status. Understanding the structure and features of the app menu enables you to utilize Sens365 for more efficient diabetes management.

This section will help you to:

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

Basic information

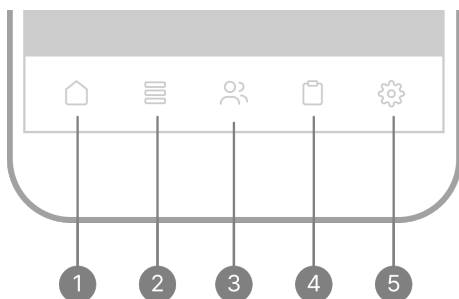
The table below explains the basic information which the Sens365 app displays at the top of the home screen.



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:

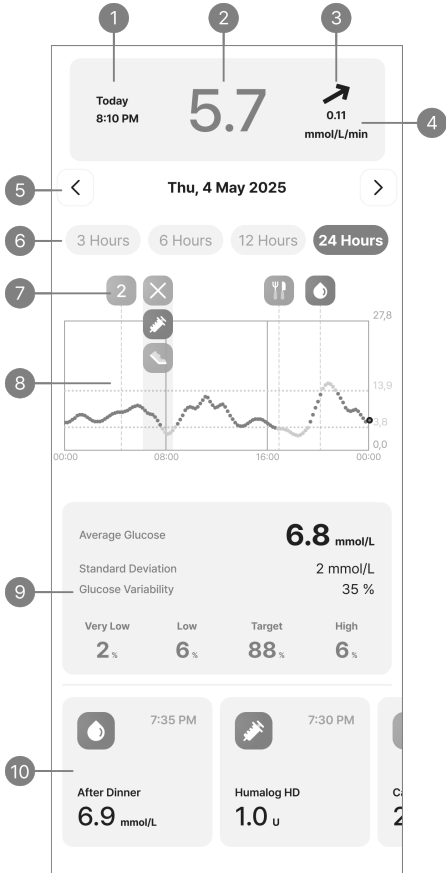


No.	Icon	Name	Description
1		Home	Tap this to go back to the app home screen.
2		Log book	Displays the list of events registered by the current sensor user.
3		Sensor user list	Switch the sensor user on the sensor user list.
4		Report	Create a report for the sensor user.

No.	Icon	Name	Description
5.		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.

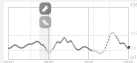
Glucose data

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
2	5.7	Glucose level	The most recently measured glucose reading is displayed, either as a number or as one of the following. • Low: Lower than 2.2 mmol/L • High: Higher than 27.8 mmol/L
3		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.
4	0.11 mmol/L/min	Trend	Displays the changes in values compared to the previous glucose level value.
5	< Thu, May 4, 2024 >	Chart date	Select the date of the chart.
6	3 hours 6 hours 12 hours 24 hours	Chart X-axis time	Select the display time of the chart X-axis.
7		Display events	Displays the events recorded in the chart period as icons.
8		Glucose trends(Char)	Displays the changes in the glucose level during the selected period as a graph.
9	Average Glucose 6.8 mmol/L Standard Deviation 2 mmol/L Glucose Variability 35 % Very Low 2, Low 6, Target 88, High 6	Glucose statistics	Displays the statistics of the glucose value during the selected chart period. • Average Glucose, Standard Deviation, Glucose Variability, Time in Ranges
10	 7:35 PM After Dinner 6.9 mmol/L	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 rate 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.

Trend arrow	Change in glucose level	Description
→	Stable	The glucose level has been increasing or decreasing below 1.6 mmol/L in the past 30 minutes.
↗	Increasing slowly	The glucose level has been increasing by 1.6–3.3 mmol/L over the past 30 minutes.
↗	Increasing	The glucose level has been increasing by 3.4–5.0 mmol/L over the past 30 minutes.
↑	Increasing rapidly	The glucose level has been increasing by more than 5.1 mmol/L in the past 30 minutes.
↘	Decreasing slowly	The glucose level has been decreasing from 1.6–3.3 mmol/L in the past 30 minutes.
↘	Decreasing	The glucose level has been decreasing by 3.4–5.0 mmol/L in the past 30 minutes.
↓	Decreasing rapidly	The glucose level has been decreasing by more than 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:

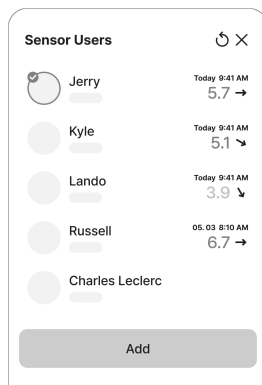
- Switch the sensor user.
- Check the notification log.
- Check the event records of the sensor user.
- Check the sensor user list and set the notification conditions for each sensor user.
- Update the app to the newest version.
- Check FAQs or the tutorial as needed.

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.



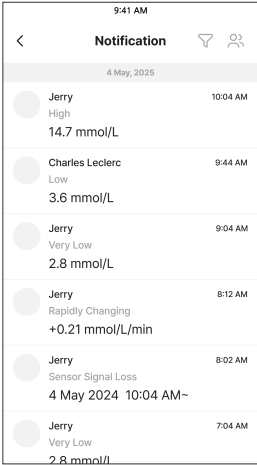
- 2 If you select the desired user from the list, the information on the app screen is displayed with the data of the selected sensor user.
 - Tap **Add** to add a new sensor user.

Checking the notification log

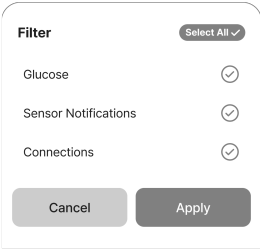
The sensor user list allows you to switch the sensor user displayed on the home screen. You can check the glucose, sensor, and sensor user connection notification records.

Follow these steps to check the notification log.

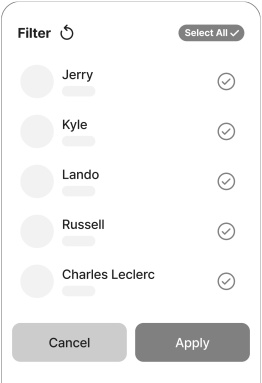
- 1 Tap  in the upper right corner of the home screen.



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

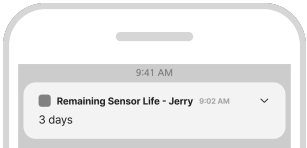
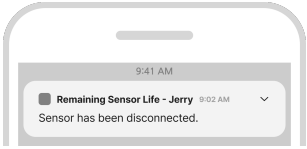
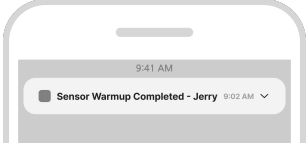


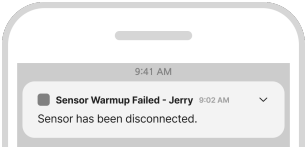
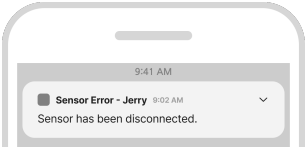
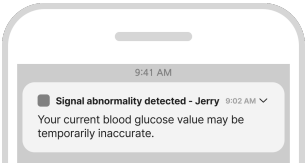
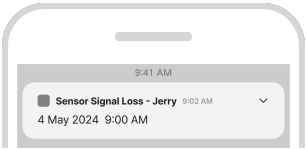
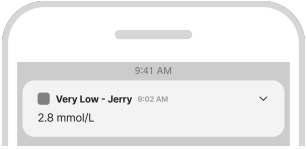
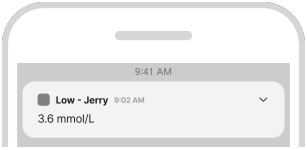
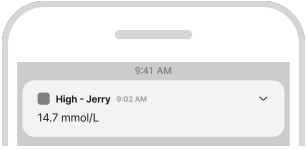
3 Tap  to view the notification list filtered by the sensor user.

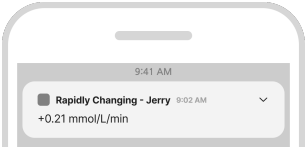
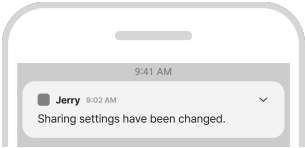
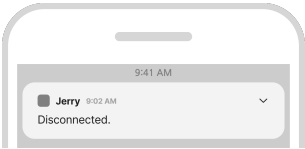


4 Tap  to go back to the home screen.

 **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	

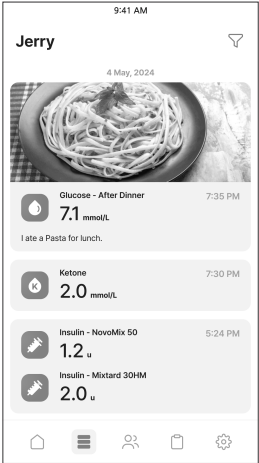
Viewing the log book

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

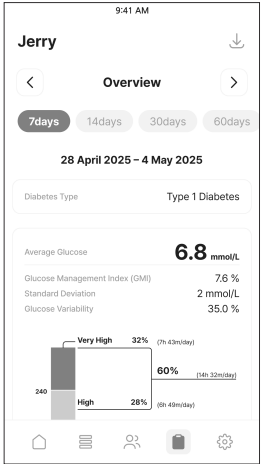
Icon	Name	Description
	Calibration	The calibration value entered by the sensor user is displayed.
	Medication	Displays the name and dosage of the oral medication taken by the sensor user.
	Meal	Displays the amounts of carbohydrates, protein and fat intake of the sensor user in the unit of grams (g).
	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 (Ambulatory Glucose Profile), 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.

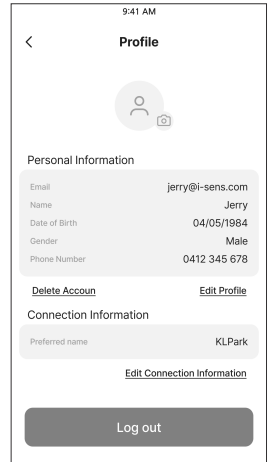
Icon	Name	Description
	Announcements	You can check the announcements.
	About	The current version of the app is displayed. If the latest version is not installed on the user's smart device, an update button is displayed under the current version. Refer to 'Updating the app' for detailed information on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

Editing and checking your profile

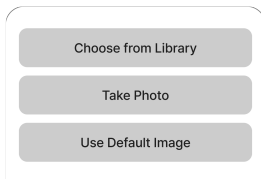
You can view or edit the information in your user profile.

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.



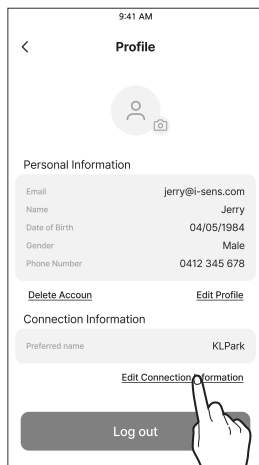
- 4 Tap **Edit Profile** to change your user information.

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

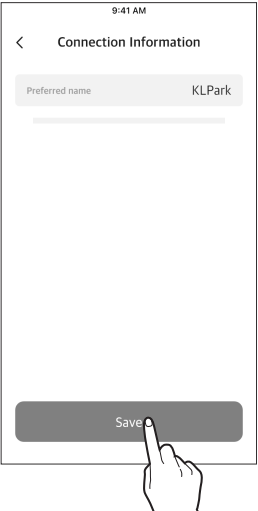
Edit Connection Info

Set the name visible to the connected sensor users.

- 1 Tap **Edit Connection Information**.



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

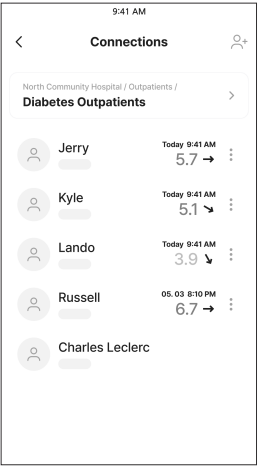


Viewing the sensor user list

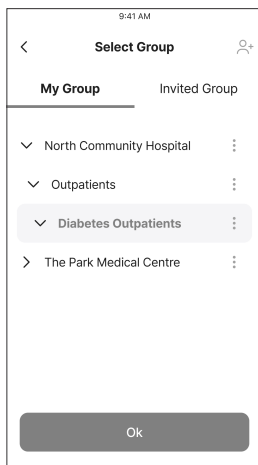
You can view the sensor user list and terminate the connection or set up notification conditions.

Follow these steps to view the sensor user list.

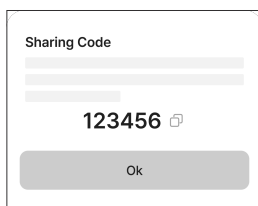
- 1** Tap  at the bottom of the home screen.
- 2** Tap **Connections** on the settings screen.
A list of currently connected sensor users is displayed.



- 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 sharing code for that group.

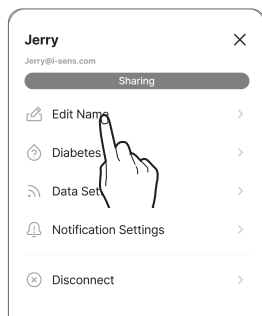


Setting the sensor user name

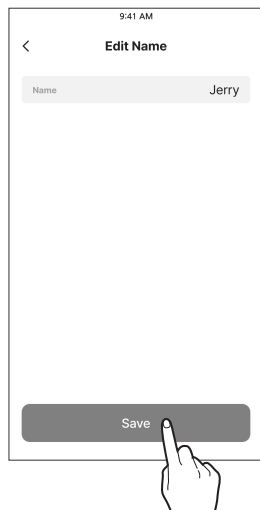
The name of the sensor user can be set.

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.

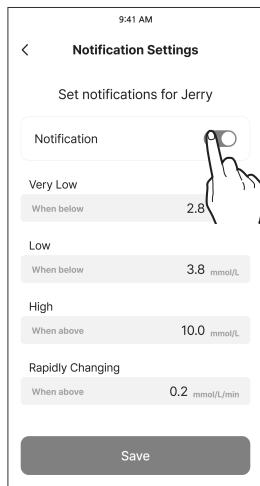
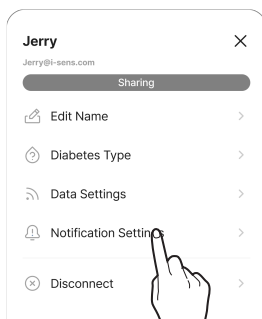


Setting notifications for each sensor user

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.

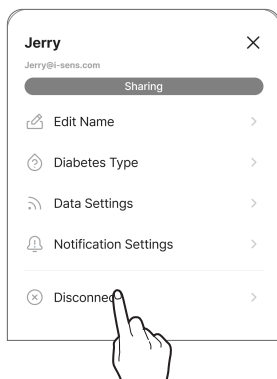
Name	Description
Very Low	Set up the 'Very Low' threshold to receive notifications and to select the notification method.
Low	Set up the 'Low' threshold to receive notifications and to select the notification method.
High	Set up the 'High' threshold to receive notifications and to select the notification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

Disconnecting

If you no longer want to receive shared glucose data of the sensor user, you can disconnect the user.

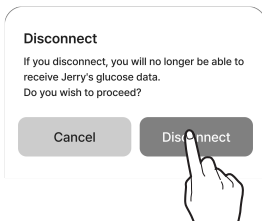
The disconnection method is as follows:

- 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

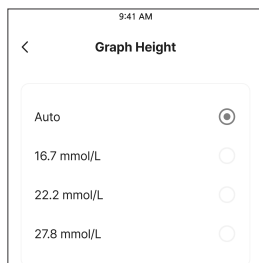
You can set the maximum value of the CGM (Continuous Glucose Monitoring) chart's graph height.

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, 16.7 mmol/L, 22.2 mmol/L and 27.8 mmol/L.

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



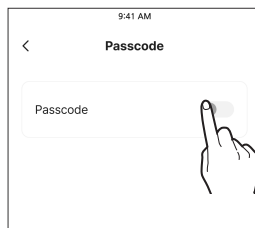
Setting the passcode

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

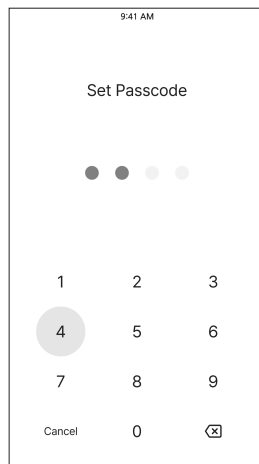
Follow the steps below to set up the passcode feature.

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.

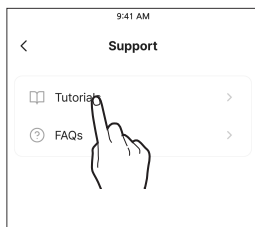
Note

- 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 by following the on-screen instructions for 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.

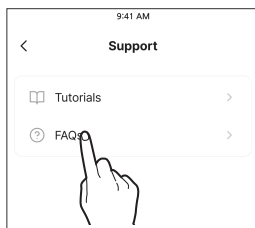


- 3 Tap on any question you may have about the use method.

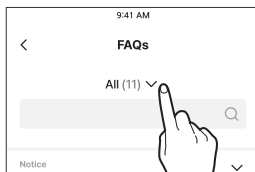
Viewing FAQs

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.

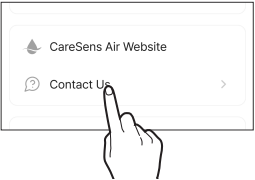
☐	All (11)
☒	Notice (3)
☐	iPhone (5)
☐	Others (3)

Contact us

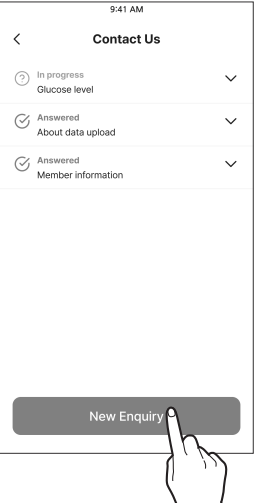
Users can register any questions you have while using the app.
The customer service center will check the inquiries and respond promptly.

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.

9:41 AM

< **New Enquiry**

* Email
Jerry@i-sens.com

* Title
Member information

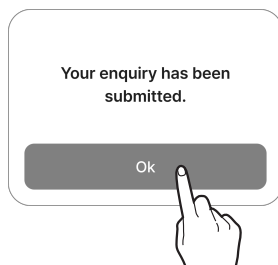
* Content
How do I change member information?

Phone
0412 345 678

File
Add

Submit

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



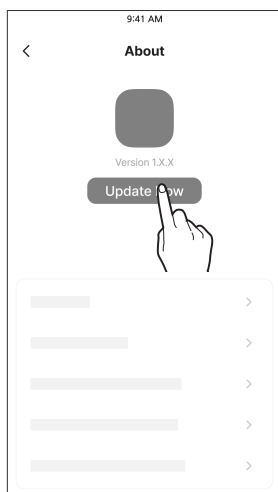
Updating the app

If a software update is available, there will be an option on the settings screen to update it.

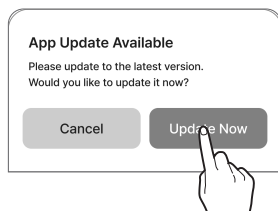
Follow these steps to update the Sens365 app to the latest version.

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.



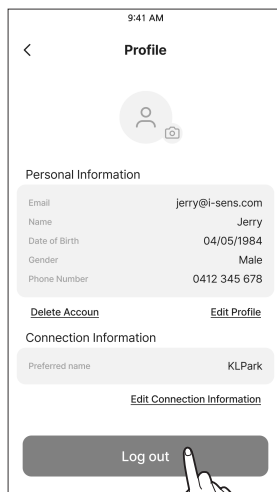
4 Download and install the newest version of the app from the app store. Your existing data will not be affected as the app is updated to the most recent version.

3.6 Logging out

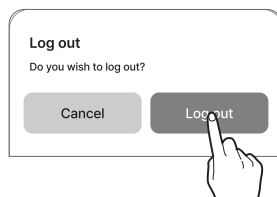
If you are done using the app, log out, then close Sens365.

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.



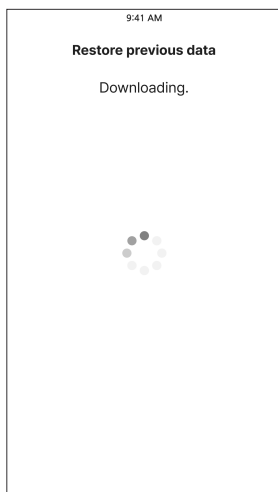
Note

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

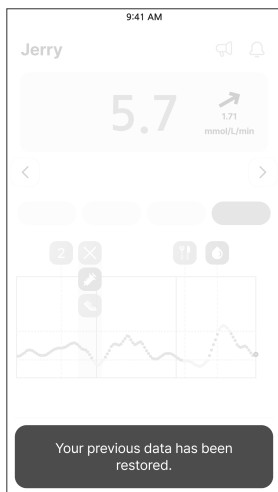
Loading previous data

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 (smart phone), not the sensor.

 Note

- If there is no connection between the smart watch, the smart phone and sensor, the smart watch will not receive warnings or glucose levels.
- Make sure you are familiar 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 vibrations.
- Ensure that notifications are set to be sent to both the smart phone 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 phone. 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. The watch app will automatically install on your Apple Watch, however, this may take a few minutes.

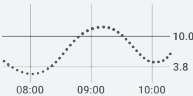
4.2 Understanding the watch app screen

Basic information

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



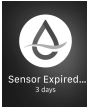
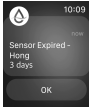
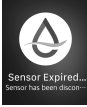
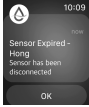
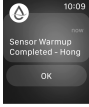
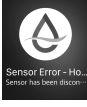
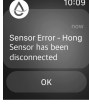
No.	Icon	Name	Description
1	Hong	Name	The Name of the sensor user providing the data is displayed on the current screen.

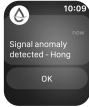
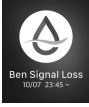
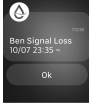
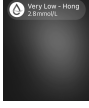
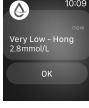
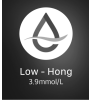
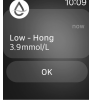
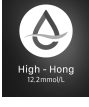
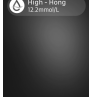
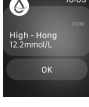
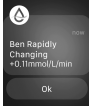
No.	Icon	Name	Description
2		Refresh	Update the screen information with the latest received data
3	5.7 	Last received glucose level and trend arrow	The glucose level and trend arrow when the watch app was last received.
4	(p)	Connection status	The status of the connection between the smart device and the sensor.
5	10/07 10:09	Last received time of glucose level	The date and time when the blood glucose level was last received.
6	5.7	Glucose level	The most recently measured glucose reading is displayed, either as a number or as one of the following: • Low: Lower than 2.2 mmol/L • High: Higher than 27.8 mmol/L
7	-0.11 mmol/L/min	Trend	Displays the changes in values compared to the previous glucose level value.
8		Glucose trends	Changes to your glucose level while the sensor is in use are displayed as a graph.

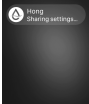
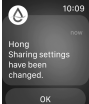
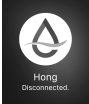
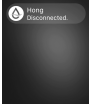
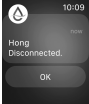
4.3 Checking your notifications

When the app is closed or the smart watch is locked, the following notifications are displayed 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		
When the sensor used by the sensor user is close to expiring		Screen Off status 	While using other apps 	Checked by the user 
When the sensor used by the sensor user has expired		Screen Off status 	While using other apps 	Checked by the user 
When the sensor attached to the sensor user has completed the warmup process		Screen Off status 	While using other apps 	Checked by the user 
When the sensor attached to the sensor user has failed the warmup process		Screen Off status 	While using other apps 	Checked by the user 
When an error has occurred in the sensor attached to the sensor user		Screen Off status 	While using other apps 	Checked by the user 

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

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.

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 connect to the internet to receive glucose readings and notifications from the Sens365 app?

To receive notifications from the Sens365 app, an internet connection is required. 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 be interrupted 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 provide 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 is not open and also 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. It is not recommended to use this mode.

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.

Notification

What are the restrictions due notification mode?

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 the authorised i-SENS sales representative.

Others

Why can't I view 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 CGM 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 CGM 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 CGM 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 CGM 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 information in your smart device.
- If you are unable to receive the glucose data from the sensor users despite entering the sharing code, make sure the six-digit sharing code was entered correctly. If the same issue persists despite entering the correct sharing code, contact the nearest authorised i-SENS sales representative.
- 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, you must reset your password.
- If you have not used your account for over 1 year, the account becomes inactive, and must be reactivated.
- If a cybersecurity incident occurs related to Sens365, contact the nearest authorised i-SENS 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 (Data Base).
- 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, and must be reactivated.



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