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User manual

Sens 365 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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Table of contents

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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.
- Images are representational and are provided for illustrative purposes only. Actual device screens and appearances may differ from those shown in this manual.

Document conventions

Notational conventions

This manual uses the following notational conventions to aid in understanding its content.

Notational conventions	Description
Boldface	Boldface is used to display elements of the graphic user interface, including menus and directories.
' '	Single quotation marks are used to indicate pages, portals, and screens from the graphical user interface.
'Cross-references'	'Cross references' are used to refer to different sections of this document.
Visual aids	Visual aids in the form of graphics, illustrations, or screen captures are used to help the reader understand the text.
Tables	Tables are used to present large amounts of data in an easy-to-read format.

Supplementary descriptions and explanations

You can refer to these for information about exceptions and limitations.

🔎 Note
This indicates reference situations to note which can provide helpful information or help you avoid danger when using the product.

Safety messages

This manual uses the following types of safety messages to alert the user of situations in which they need to take precautions when using the product:

⚠ Warning
This marks a potential danger that could result in serious injury or death if not avoided.

⚠ Caution
This marks a situation that could result in minor injury or property damage if not avoided.

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Definitions of symbols

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

Symbol	Description
$C\epsilon$	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

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 not be used for that purpose. You must consult a medical 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 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). 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 information 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 Continuous Glucose Monitoring 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 the 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.

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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.

Installing the app on a smart device

1 Launch the store.

- Tap ▶ to launch the Play Store app on your Android smart device.
- Tap ⚪ to open the App Store on your iOS smart device.
- Tap 🟥 to launch the AppGallery app on your Huawei smart device.

> 🔍 **Note**
> App download availability may vary by country.

2 Enter 'Sens365' in the search bar.

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

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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. Understanding and using the glucose trend arrow, glucose trend, events, and calibration values provided by the app enhances the efficiency of diabetes management.

To upload data stored in the Sens365 app to the cloud server, you need to log in after signing up for membership. Once you have logged in to the app and used the CareSens Air, you can retrieve backup data even if you lose your smart device.

This section will help you to:

1. Sign up 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 about 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 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 sign up and log in to it. You can either go through email verification or use Social Login during the sign-up process.

For first-time users

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

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

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

3   The i-SENS login screen will be displayed. 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   Proceed with email verification.

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

6   Enter the password and all required information, then tap **Ok**. The sign-up process is complete.

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Previously registered users

If you have a Sens365 account, log in to Sens365 on the 'Login' screen using your existing account.

1   Launch the Sens365 app on your smart device.

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

3   Enter your email 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.

- If existing data is available, data from the last 1 year will be automatically retrieved.
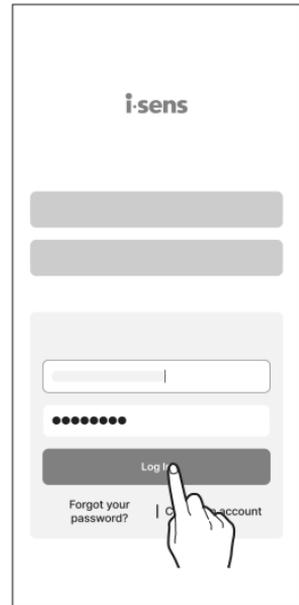
4   Take the following steps if you fail to log in.

- 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?**.

- 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 email verification.
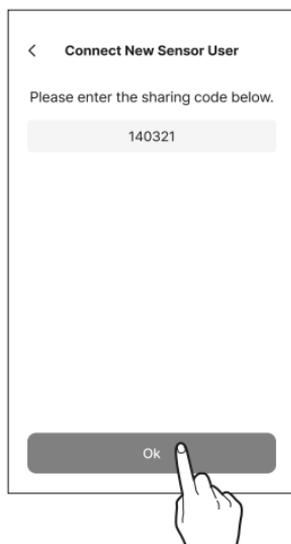
3.2   Connecting the sensor user

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 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.

Sensor user data connection

1   After launching the Sens365 app, tap ⚙ at the bottom of the home screen.

2   Tap **Connections**.

3   Tap the ⟨ in the upper right corner and enter the shared sharing code.

- The validity period for the generated sharing code is 5 minutes. If the validity period has expired, generate a new sharing code.

- Refer to the CareSens Air manual for instructions on how to generate a sharing code.

4   Tap **Ok** after entering the code.

‹   **Connect New Sensor User**

Please enter the sharing code below.

140321

Ok

5 Review the sharing options configured in the
CareSens Air app and tap **Ok**. The sensor user
will be added to Sens365.

- Sharing options not configured by the
  CareSens Air app user will appear as
  disabled.
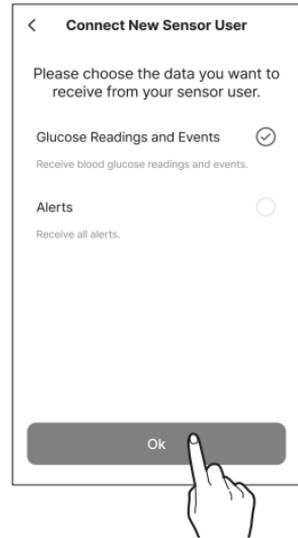
6 When the sensor user connection is successfully completed, a care provider
connected complete notification will be displayed in the CareSens Air app.

3.3   Understanding the home screen

If the sensor user's data is received properly, the data is displayed on the home screen.
The Sens365 home screen 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 in the top menu. You can also navigate to the 'Log Book', 'Connections', '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 allows you to use 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.

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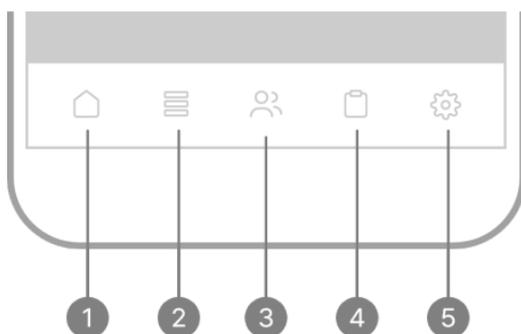# Basic information

The table below explains the basic information which the Sens365 app displays at the top of the home screen.
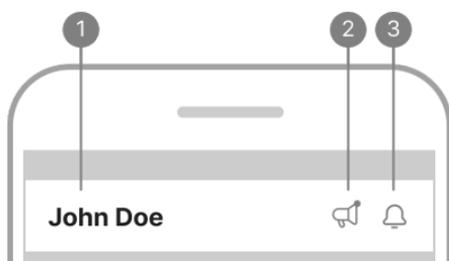
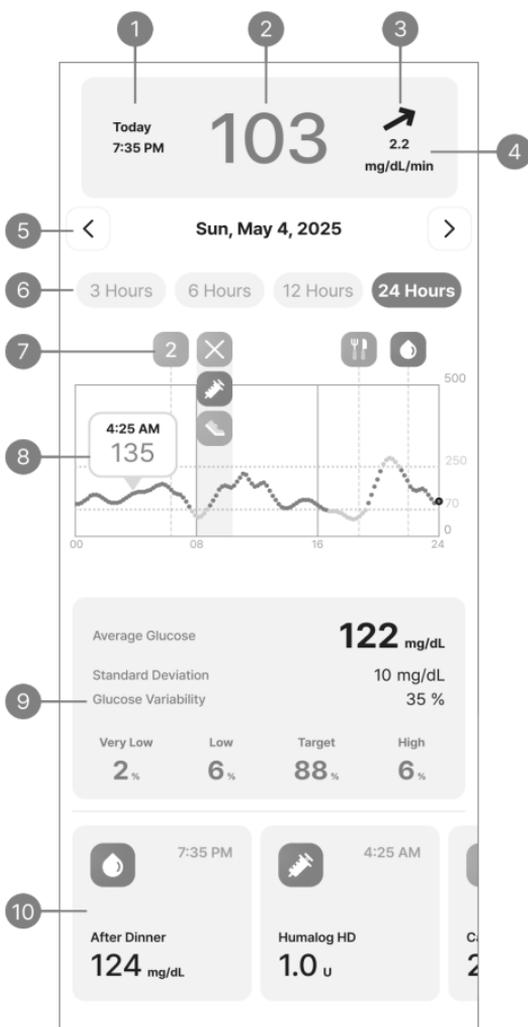| No.	Icon	Name	Description
1	John Doe	Preferred name of sensor user	The preferred name of the sensor user providing the data is displayed on the current screen.
2		Notification of new announcements	If there is an unchecked announcement, an icon will be displayed. Tap the icon to go to the 'Announcements' 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	⧑	Connections	Switch the sensor user on the Connections.
4	▯	Report	Create a report for the sensor user.
5	⚙	Settings	• View or edit the information in your Profile. • Check the sensor user list and connect or disconnect sensor users. • Check the Unit. • Configure the Passcode and Graph Height (Y-axis). • Check the Announcements, Contact Us, Support and About. • 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.

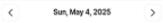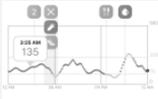**i·sens**

Glucose data

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

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

No.	Icon	Name	Description
1	Today 7:35 PM	Last received time of glucose level	The date and time when the blood glucose level was last received.

No.	Icon	Name	Description
2	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)
3	↗	Glucose trend arrow	The current rate of change in your glucose level compared with the previous measurement is displayed. See 'Trend Arrows' for more information on the trend arrow.
4	2.2 mg/dL/min	Trend	Displays the changes in values compared to the previous glucose level value.
5	< Sun, May 4, 2025 >	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	2:25 AM 135	Glucose trends (chart)	Displays the changes in the glucose level during the selected period as a graph.
9	Average Glucose 122 mg/dL Standard Deviation 10 mg/dL Glucose Variability 35 % Very Low 2% Low 6% Target 88% High 6%	Glucose metrics	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 124 mg/dL	Event	Events added to the date on the screen are displayed in the latest order.

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Trend arrows

The 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	Blood glucose increased or decreased by 30 mg/dL (1.7 mmol/L) or less over the past 30 minutes.
↗	Gradually Increasing	Blood glucose increased by 31–60 mg/dL (1.7–3.3 mmol/L) over the past 30 minutes.
↗	Increasing	Blood glucose increased by 61–90 mg/dL (3.4–5.0 mmol/L) over the past 30 minutes.
↑	Rapidly Increasing	Blood glucose increased by more than 91 mg/dL (5.1 mmol/L) over the past 30 minutes.
↘	Gradually Decreasing	Blood glucose decreased by 31–60 mg/dL (1.7–3.3 mmol/L) over the past 30 minutes.
↘	Decreasing	Blood glucose decreased by 61-90 mg/dL (3.4–5.0 mmol/L) over the past 30 minutes.
↓	Rapidly Decreasing	Blood glucose decreased by more than 91 mg/dL (5.1 mmol/L) over 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 Tutorials as needed.

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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.

Sensor Users	↺ ✕
John Doe	103 →
Kyle	92 ↘
Lando	70 ↓
Russell	120 →
Tom	120 →
Add	
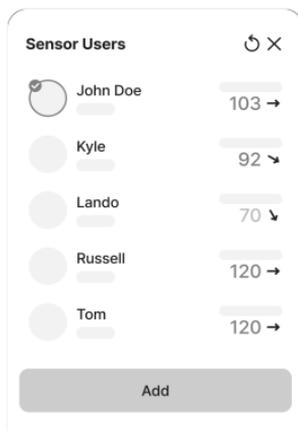
2 Selecting a target from the list displays the app's information as that specific sensor user's data.

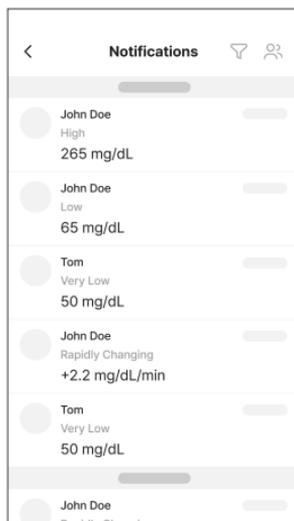- You can add a new sensor user by tapping **Add**.

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.
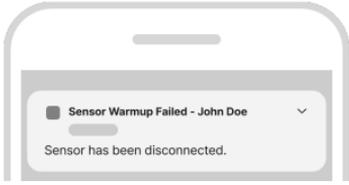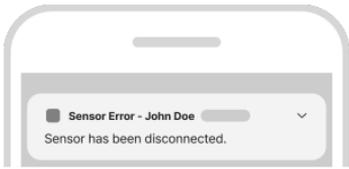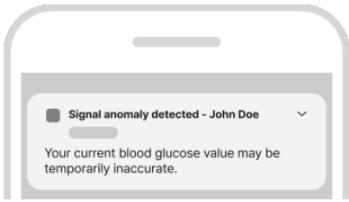
Follow these steps to check the notification log.

1 Tap 🔔 on the upper right corner of the home screen to see the notification log.

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

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

‹	**Notifications**	▽ 👥
○	John Doe High	⬤
	265 mg/dL	
○	John Doe Low	⬤
	65 mg/dL	
○	Tom Very Low	⬤
	50 mg/dL	
○	John Doe Rapidly Changing	⬤
	+2.2 mg/dL/min	
○	Tom Very Low	⬤
	50 mg/dL	
○	John Doe Rapidly Changing	⬤

🔍 **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	▪ **Remaining Sensor Life - John Doe** ⌄ 3 days
When the sensor used by the sensor user has expired	▪ **Remaining Sensor Life - John Doe** ⌄ Sensor has been disconnected.

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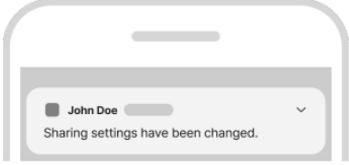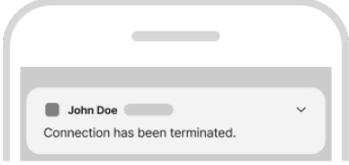| Situation	Screen
When the sensor attached to the sensor user has completed the warmup process	**Sensor Warmup Completed - John Doe** ⌄
When the sensor attached to the sensor user has failed the warmup process	**Sensor Warmup Failed - John Doe** ⌄ Sensor has been disconnected.
When an error has occurred in the sensor attached to the sensor user	**Sensor Error - John Doe** ⌄ Sensor has been disconnected.
When a signal anomaly is detected in the signal of the sensor attached to the sensor user	**Signal anomaly detected - John Doe** ⌄ Your current blood glucose value may be temporarily inaccurate.
When a signal loss has occurred between the sensor attached to the sensor user and the app	**Sensor Signal Loss - John Doe** ⌄
When the glucose level of the sensor user is lower than the specified 'Very Low' threshold	**Very Low - John Doe** ⌄ 50 mg/dL
When the glucose level of the sensor user is lower than the specified 'Low' threshold	**Low - John Doe** ⌄ 65 mg/dL

28

Situation	Screen
When the glucose level of the sensor user is higher than the specified 'High' threshold	High - John Doe ⌄ 265 mg/dL
When the changes in the glucose level of the sensor user are higher than the specified 'Rapidly Changing' threshold	Rapidly Changing - John Doe ⌄ +2.2 mg/dL/min
When the sensor user has changed the sharing options	John Doe ⌄ Sharing settings have been changed.
When the sensor user is disconnected	John Doe ⌄ Connection has been terminated.

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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 sharing 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.
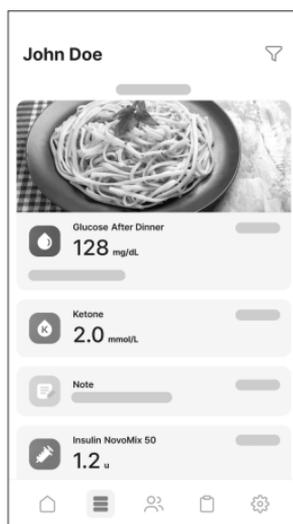
2 Tap the event to check the event details.

- 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: Premixed • 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.

View report

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 view a report.

1 Tap 🗂 at the bottom of the home screen.

2 The 'Report' screen provides an overview of the sensor user, AGP, hourly statistics, daily statistics, and life pattern statistical data from the span of the selected period.
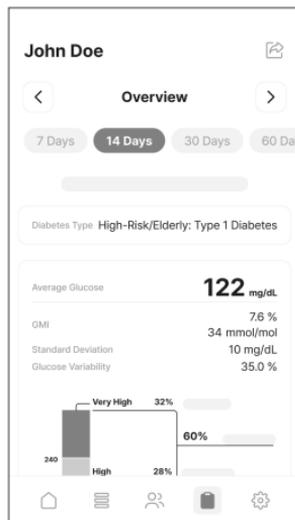
3 On the Period tab, select the desired time period to regenerate the report or statistics for that period.

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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.
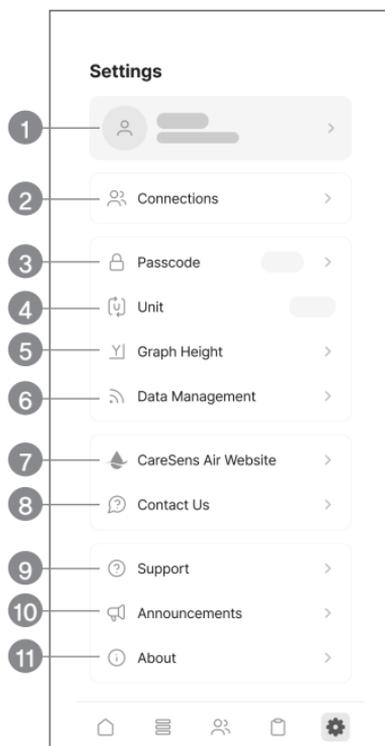
The following table describes the icons and functions on the 'Settings' screen.
Tap ⚙ at the bottom of the home screen and the 'Settings' screen will appear.

No.	Icon	Name	Description
1	⚇	Profile	You can view or edit the information in your user profile.
2	⚇	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.

No.	Icon	Name	Description
3	🔒	Passcode	You can set up an app lock by configuring a 4-digit passcode.
4	🔃	Unit	Displays the set unit.
5	Y⏐	Graph Height	• Set the maximum value of the Y-axis displayed in the chart. • You can select from Auto, 300 mg/dL (16.7 mmol/L), 400 mg/dL (22.2 mmol/L), or 500 mg/dL (27.8 mmol/L).
6	📶	Data Management	• You can check the time when the server was last synced. • You can sync immediately by pressing the button.
7	🔺	CareSens Air website	You are redirected to the CareSens Air website.
8	?	Contact Us	You can contact us with questions you have while using the app.
9	?	Support	You can check the app tutorials and FAQs.
10	📢	Announcements	You can check the announcements.
11	ⓘ	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.

1 Tap ⚙ at the bottom of the home screen.

2 Tap the profile button at the top of the 'Settings' screen.

- • 👤 : You can change your profile image.

- • Edit Profile: You can edit your name, date of birth, gender, and phone number.

- • Edit Connection Information: You can set the name displayed to connected sensor users. Changes will not be applied to sensor users who are already connected.

- • Log Out: You can log out of the app. You cannot view your account information while you are logged out. To view information from an existing account, you will need to log in.
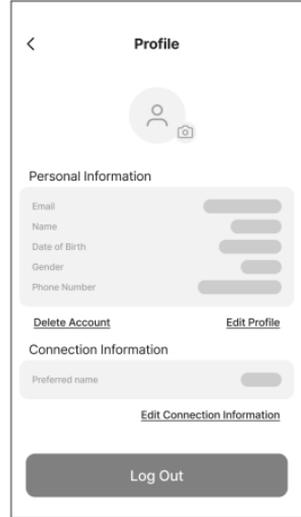
Viewing the sensor user list

You can check the sensor user list and disconnect users or configure notification conditions.

1 Tap ⚙ at the bottom of the home screen.

2 Tap **Connections**.
A list of currently connected sensor users is displayed.

	Connections	
‹		⌕

👤	John Doe	103 →	⋮
👤	Kyle	92 ↘	⋮
👤	Lando	70 ↘	⋮
👤	Russell	120 →	⋮
👤	Tom	120 →	⋮
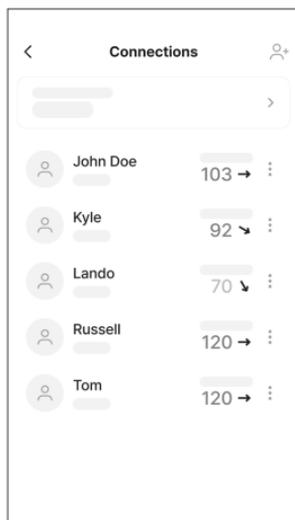
Setting the sensor user

Tapping a user in the sensor user list displays a settings pop-up.

- You can set the name of the sensor user.

- You can set the diabetes type.

- You can change the data settings.

- You can configure notification conditions. You can configure whether to receive notifications and set thresholds for Very Low, Low, High, and Rapidly Changing.

- You can disconnect from the sensor user.

John Doe   ✕

Sharing

🖊 Edit Name	›
⊙ Diabetes Type	›
🔊 Data Settings	›
🔔 Notification Settings	›
⊗ Disconnect	›

35

i·sens
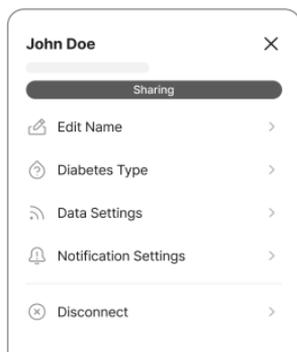
Viewing support

You can check the app tutorials and FAQs.

1 Tap ⚙ at the bottom of the home screen and tap **Support**.

    • Tap **Tutorials** to view the app tutorials provided by Sens365.

    • Tap **FAQs** to view the frequently asked questions and answers on the Sens365 app.
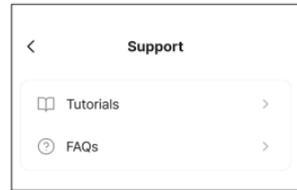
Contact us

You can inquire about questions while using the app or check your inquiry history.

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

2 On the 'Contact Us' screen, tap **New Inquiry**.
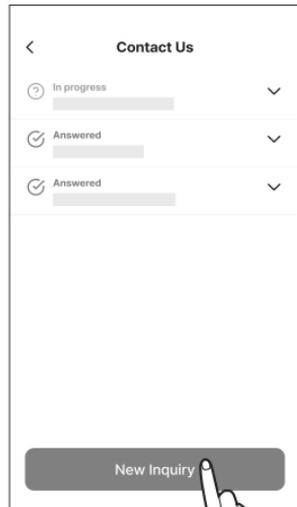
3 On the 'New Inquiry' screen, enter your inquiry and tap **Submit**.

    • You can enter a subject, content, and phone number, and attach files. The email address is automatically entered and cannot be edited by the user.

4 Tap **Ok** on the pop-up window confirming receipt of your inquiry.

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 ⚙ at 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.

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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 specifications of smart watches that support installation of the watch app are as follows.

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**

- Before using the watch app, make sure the minimum required storage space is available. If sufficient storage space is not available, the watch app may not function properly.
- Before installing the watch app, make sure to check the minimum system requirements of the smart watch. If the smart watch OS is updated after installing the watch app, the app may not function properly.
- 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 function properly on smart watches that have not undergone compatibility testing.
- When using a smart watch with Sens365, the way in which alerts are received may differ.
- A smart watch communicates with a smart device (mobile phone), not directly with the sensor.
- If the smart watch is not connected to a smart device, or if the smart device is not connected to the sensor, alerts or blood glucose levels will not be received on the smart watch.
- When the smart watch is connected, make sure you understand how alerts are received.
- To check alerts and detect vibration, the smart watch must be worn.
- Check the settings on the smart device to ensure that notifications are set to be sent to both the smart device and the smart watch.
- Do not disable or block notifications sent from the Sens365 app.
- When the smart watch screen is turned on, Sens365 data is synchronized with the smart device. There may be a slight delay before the data appears on the watch app.

4.1 Installing the watch app

Installing the Galaxy Watch app

Installing the app on a smart device

1 Launch the Play Store on the smart device.

2 Enter 'Sens365' in the search bar.

3 Tap **Install**. After installation on the smart device, the app will then 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.
> • You can also find and install the watch app under 'Other devices' or 'Watches' in the Play Store.

Installing on a smart watch

1 Launch the Play Store on the smart watch.

2 Enter 'Sens365' in the search bar.

3 Tap **Install**. The app will be installed on the 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. If the watch app is already running, close it and relaunch it.

3 The Sens365 app will appear in the 'Available Apps' list on the watch app, and the watch app will automatically install on your Apple Watch.
Installation may take several minutes to complete.

4.2 Understanding the watch app screen

Basic information

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

Galaxy Watch   **Apple Watch**
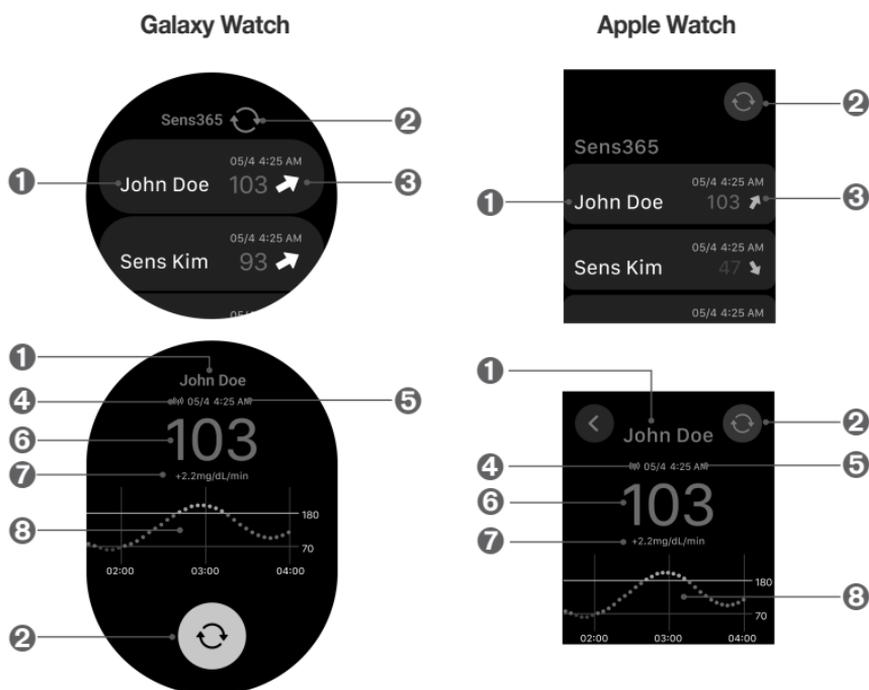
No.	Icon	Name	Description
1	John Doe	Sensor user name	The name of the sensor user sharing the data is displayed.
2	↻	Refresh	Update the screen information with the latest received data.
3	103 ➚	Glucose data	The watch app displays the most recently received glucose value and the trend arrow.

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No.	Icon	Name	Description
4	((ᵧ))	Connection status	Displays the Bluetooth communication status between the smart device and the sensor.
5	05/4 4:25 AM	Last received time of glucose level	The date and time when the blood glucose level was last received.
6	103	Glucose level	Displays the most recently received glucose value by the watch app, 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)
7	+2.2mg/dL/min	Trend	The current rate of change in your glucose level compared with the previous measurement is displayed.
8		Glucose trends	Displays the changes to your glucose level while the sensor is in use as a graph.
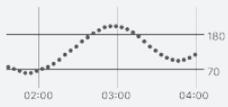
4.3 Checking watch app notifications

When the app is closed or the smart watch screen is locked, notifications are displayed by situation as shown in the table below.

🔎 **Note**

Check the settings on the smart device to ensure that notifications are set to be sent to both the smart device and the smart watch. The notification display format varies depending on the smart watch OS, and tapping a notification allows you to view detailed information.

Situation	Galaxy Watch	Apple Watch
When the sensor used by the sensor user is close to expiring	Remaining Sensor L... 4:25 AM — 3 days	Remaining Se... 3 days
When the sensor used by the sensor user has expired	Remaining Sensor L... 4:25 AM — Sensor has been disconnected.	Remaining Se... Sensor has been disconnected.
When the sensor attached to the sensor user has completed the warmup process	Sensor Warmup Co... 4:25 AM	Sensor Warm...
When the sensor attached to the sensor user has failed the warmup process	Sensor Warmup Fai... 4:25 AM — Sensor has been disconnected.	Sensor Warm... Sensor has been disconnected.
When an error has occurred in the sensor attached to the sensor user	Sensor Error – John... 4:25 AM — Sensor has been disconnected.	Sensor Error –... Sensor has been disconnected.
When a signal anomaly is detected in the signal of the sensor attached to the sensor user	Signal anomaly det... 4:25 AM — Signal anomaly detected	Signal anoma...

43

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Situation	Galaxy Watch	Apple Watch
When a signal loss has occurred between the sensor attached to the sensor user and the app	Sensor Signal Loss... 4:25 AM 05/4 4:25 AM	Sensor Signal... 05/4 4:25 AM
When the glucose level of the sensor user is lower than the specified 'Very Low' threshold	Very Low - John Doe 4:25 AM 50 mg/dL	Very Low - Jo... 50 mg/dL
When the glucose level of the sensor user is lower than the specified 'Low' threshold	Low - John Doe 4:25 AM 70 mg/dL	Low - John Doe 70 mg/dL
When the glucose level of the sensor user is higher than the specified 'High' threshold	High - John Doe 4:25 AM 230 mg/dL	High - John Doe 230 mg/dL
When the changes in the glucose level of the sensor user are higher than the specified 'Rapidly Changing' threshold	Rapidly Changing - ... 4:25 AM +2.2mg/dL/min	Rapidly Chan... +2.2mg/dL/min
When the sensor user has changed the sharing options	John Doe 4:25 AM Sharing settings have been chang...	John Doe Sharing settings have been changed.
When the sensor user is disconnected	John Doe 4:25 AM Connection has been terminated.	John Doe Connection has been terminated.

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 the nearest authorised distributor or customer service center.

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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

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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

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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 your smart device's information.
- 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 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.
- For secure internet access when using your Sens365, please use a cellular data connection, a trusted Wi-Fi network (such as your home or workplace), or a secure connection through a reputable VPN service.
  Avoid using unsecured public Wi-Fi networks, including guest networks in locations such as homes, restaurants, schools, libraries, hotels, airports, or airplanes. These networks may lack proper security measures and could potentially expose your Sens365 to cybersecurity risks such as malware or unauthorized access.

Safety regarding cyber threats

- A token is issued to the user once their 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.

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