



Upgrade App User Guide

A guide for upgrading Eversense CGM System Smart Transmitters



Introduction

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

The process is done with your own compatible computer, and typically takes less than 30 minutes.

Intended Use

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

Warnings

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

Precautions

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

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

Before You Begin

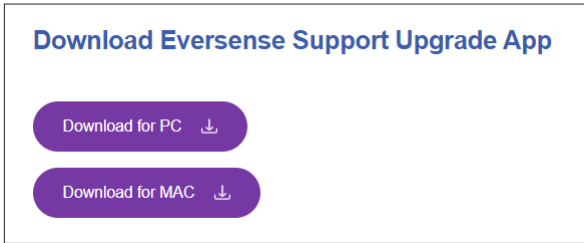
- You have the USB cable and cradle provided with your Eversense Smart Transmitter.
- Your computer is charged fully or is plugged into the wall outlet.
- Your computer and operating system meet the system requirements. Go to www.eversenseddiabetes.com to check the upgrade app system requirements.
-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

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

Downloading the Eversense Upgrade Application

To download the Eversense Upgrade Application, go to the URL provided by Customer Support.

You should click on the option to download the Upgrade Application for the operating system of your computer.

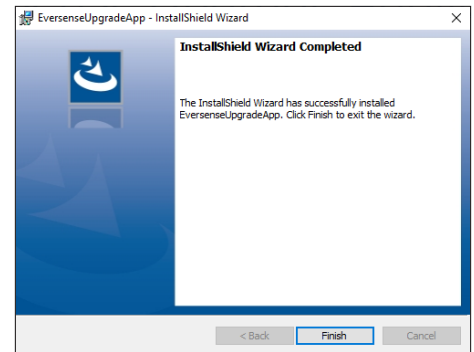
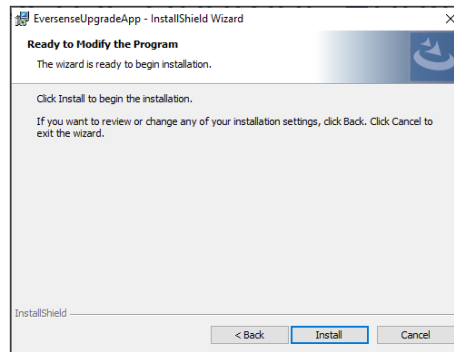
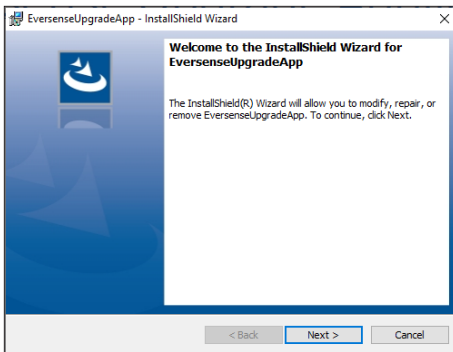


PC Users

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

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

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



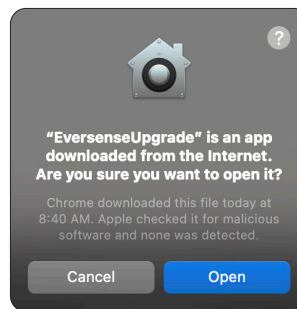
Mac Users

To download the Upgrade Application:

1. Click on **Download for Mac**.
2. Click on the downloaded software.
3. Drag and drop the Eversense Upgrade icon into the Applications folder on the screen.
4. Open The Eversense Upgrade Application in your Mac's Applications folder.




5. Click **Open** to open the Eversense Upgrade Application.



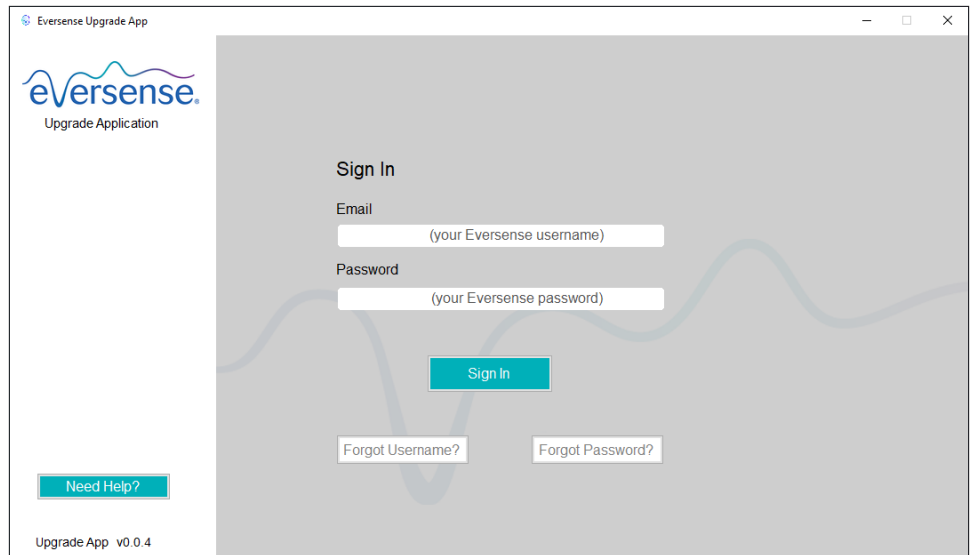
IMPORTANT: The Eversense Upgrade Application is downloaded directly from the Eversense website. When you go to open the application, you may get a pop-up that Apple cannot open this application. The Eversense Upgrade Application does not contain any malware.

Using the Eversense Upgrade Application

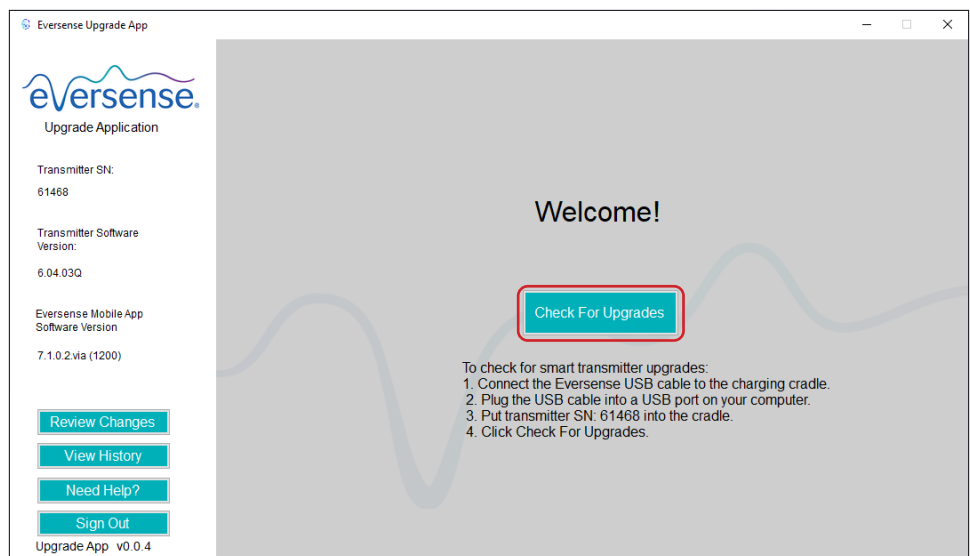
1. Open the application by clicking on the icon .

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

2. Sign in using your Eversense username and password.



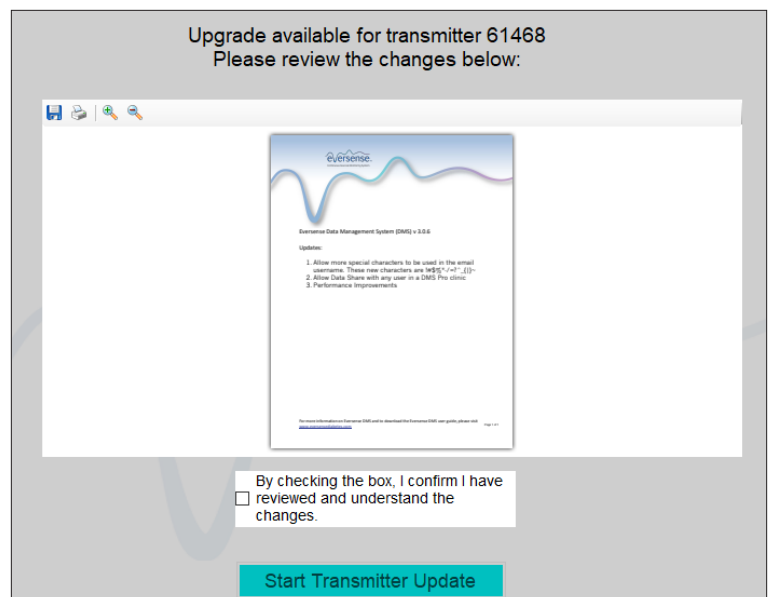
The Welcome screen displays information about your current smart transmitter and mobile app. From this screen, you can check for upgrades, view a history of previous upgrades, get help, access a pdf or request a hard copy version of this User Guide, and sign out of the app.



Check For Upgrades

1. Slide the smart transmitter into place in the charging cradle. Plug the USB cable into the charging cradle and into the computer.
2. Click on **Check For Upgrades**.

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



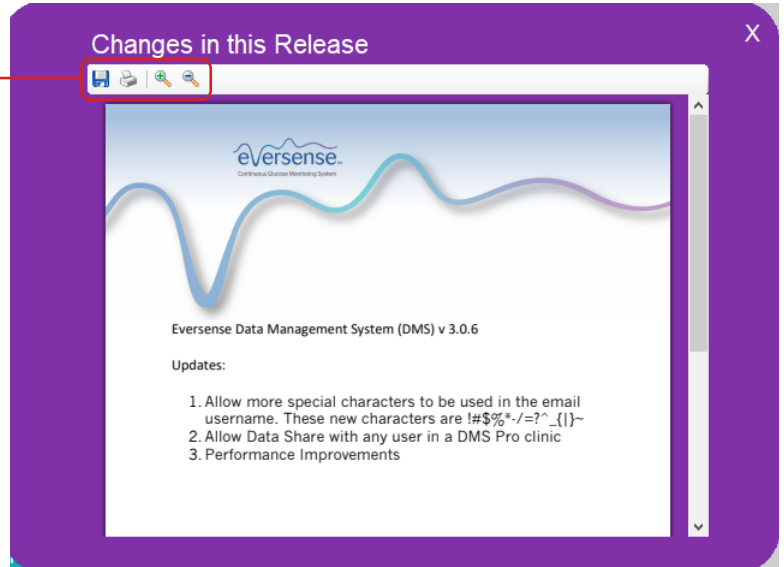
Review Changes

Before proceeding you will need to review the changes in the upgraded transmitter version.

This page can be accessed at any time.



- Click on the **Save** icon to save a PDF of the list of changes.
- Click on the **Printer** icon to print the PDF.
- Click on the **Magnifying Glass** icons to zoom in or out on the text.

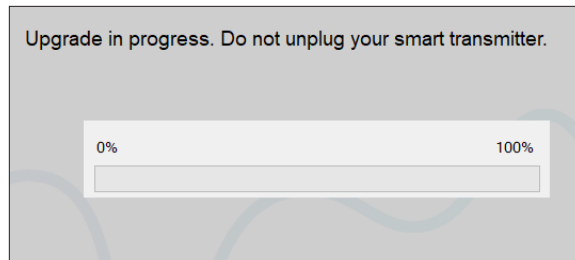
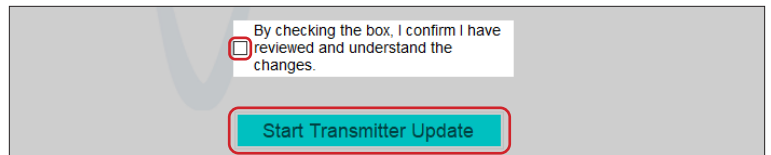


3. Check the box to confirm you have reviewed and understand the changes.

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

5. Click **Start Transmitter Update**.

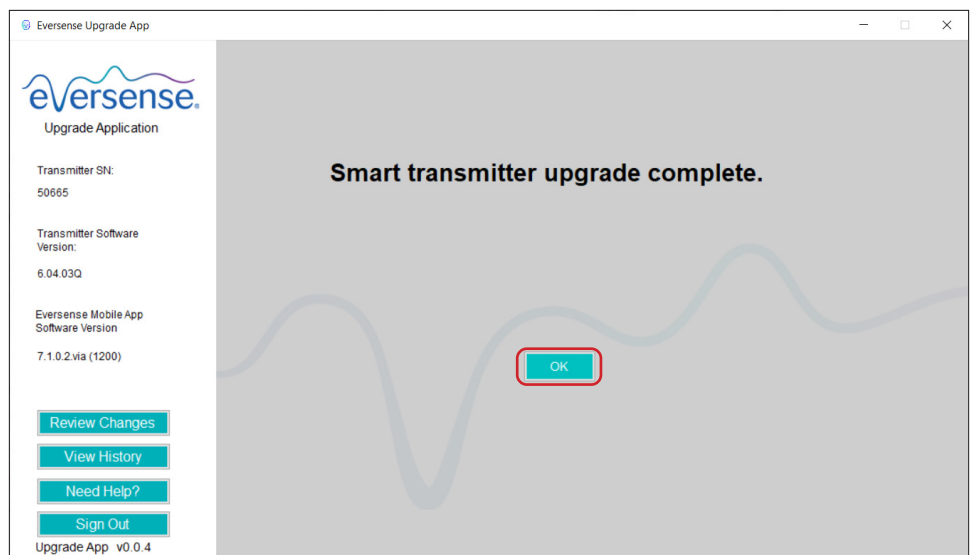
You will see a progress bar while the upgrade is taking place. DO NOT remove the transmitter from the cradle or unplug the cable from the computer during this time. Upgrading the smart transmitter will take 10 minutes or less.



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

You can now close the application.

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



View History

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

Need Help

The Need Help button will allow you to:

- Submit troubleshooting questions to Eversense Customer Support.
- Send any other message or feedback on the product to the Eversense team.

eversense[®]

Upgrade Application

Transmitter SN:
61468

Transmitter Software
Version:
6.04.03Q

Eversense Mobile App
Software Version
7.1.0.2.via (1200)

Review Changes

View History


Need Help?

Sign Out

Upgrade App v0.0.4

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