



Data Hub User Guide



Introduction

As an Eversense CGM System user, you have access to a software application that is designed to upgrade the software in your smart transmitter, giving you access to new features and upgrades for your eligible Eversense Smart Transmitter, and to upload diagnostic data to the Eversense Customer Support team. Only Eversense 365 Smart Transmitters are compatible with the Eversense Data Hub.

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

Note: Depending on the version of the Eversense 365 App that you have, you may be able to upgrade your transmitter wirelessly. For more information, see your *Eversense 365 CGM System User Guide*.

Intended Use

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

Warnings

- **DO NOT** upgrade your smart transmitter until you have read this User Guide in its entirety. Incorrect use of the application or failure to follow the instructions can lead to an upgrade or upload failing. For product questions about the Eversense 365 System or the Eversense Data Hub, contact Customer Support.
- **DO NOT** upgrade your smart transmitter while wearing the transmitter.
- **DO** have your BG meter and strips available to check your blood glucose while you are upgrading the smart transmitter. During the smart transmitter upgrade process, the CGM system will not provide CGM data, glucose alerts or system notifications on the mobile device or through vibration alerts from the smart transmitter. Failure to have an alternate method of monitoring your glucose could result in missing a high or low glucose event, which may result in injury.
- **DO** make a note of your system's settings, and check them all after the upgrade is complete. Incorrect settings can result in you missing a high or low glucose event, which may result in injury.

Precautions

- **DO NOT** disconnect from the internet during an upgrade or upload. Doing so could result in the upgrade or upload failing.
- **DO NOT** turn off or shut down your computer during an upgrade or upload. Doing so could result in the upgrade or upload failing.
- **DO NOT** disconnect the smart transmitter from the cable during an upgrade or upload. Doing so could result in the upgrade or upload failing.
- **DO NOT** disconnect the USB cable from your computer during an upgrade or upload. Doing so could result in the upgrade or upload failing.

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

Before You Begin

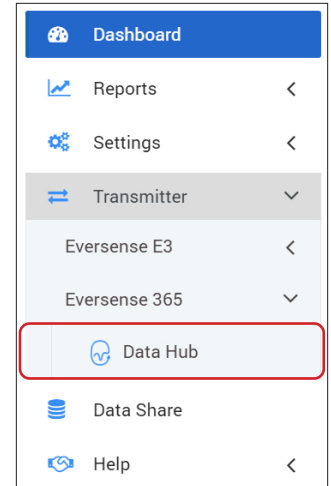
- You have the USB cable provided with your smart transmitter.
- Your computer is charged fully or is plugged into the wall outlet.
- Your computer and operating system meet the system requirements. Go to www.eversenseddiabetes.com to check the Data Hub requirements.
- Your computer has an internet connection. If possible, a wired (Ethernet) connection is recommended.
- Your computer has a USB A port (or USB A adapter) to plug the USB cable into.
- Write down your Eversense 365 System settings.
- Be sure you know your Eversense username and password.

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

Downloading the Eversense Data Hub

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

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



PC Users

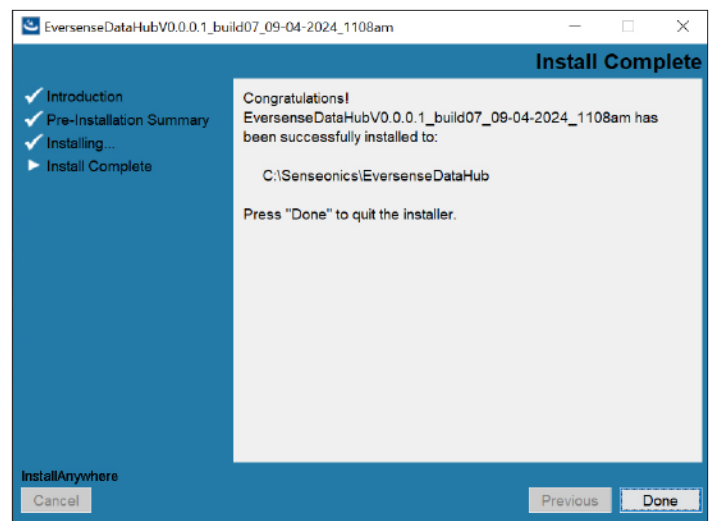
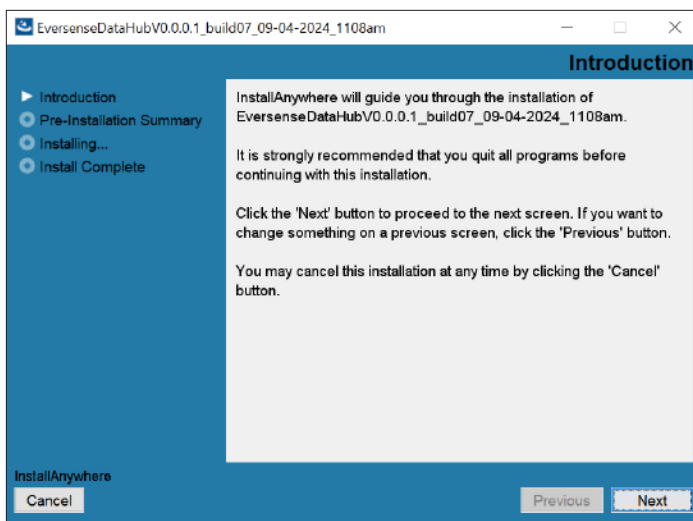
To download the Data Hub:

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

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

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

IMPORTANT: In order for the app to completely install and run properly, all agreements must be accepted and all default options and settings must be maintained throughout the installation windows. All requested software that are presented during installation must be installed.



Note: The exact screens you see may differ depending on the computer model and operating system you are using.

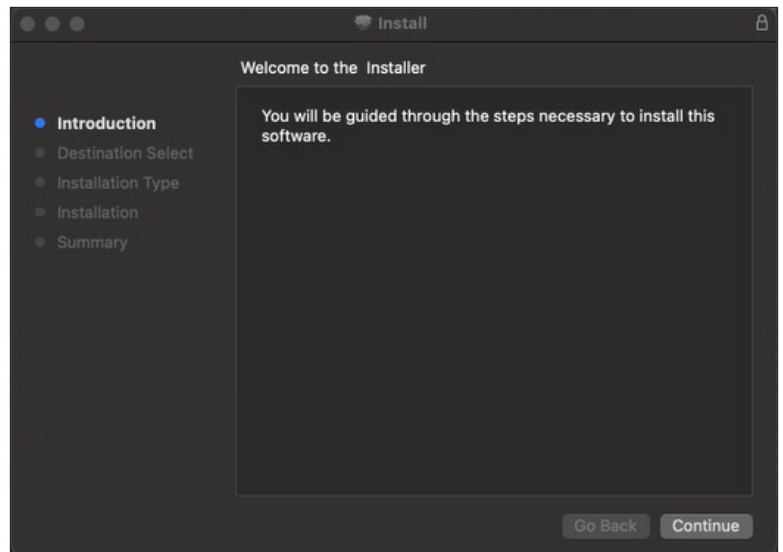
4. Once the installation is complete, your computer must be restarted in order to run the application.

Mac Users

To download the Data Hub:

1. Click on **Download for Mac**.
2. Open the downloaded file.
3. Click through the default options to install the software.

IMPORTANT: In order for the app to completely install and run properly, all agreements must be accepted and all default options and settings must be maintained throughout the installation windows. All requested software that are presented during installation must be installed.



4. Open The Eversense Data Hub in your Mac's Applications folder.

IMPORTANT: The Eversense Data Hub is downloaded directly from the Eversense DMS website. When you go to open the application, you may get a pop-up that Apple cannot open this application. The Eversense Data Hub does not contain any malware. You may be required to enter your Mac's username and password in order to complete installation.

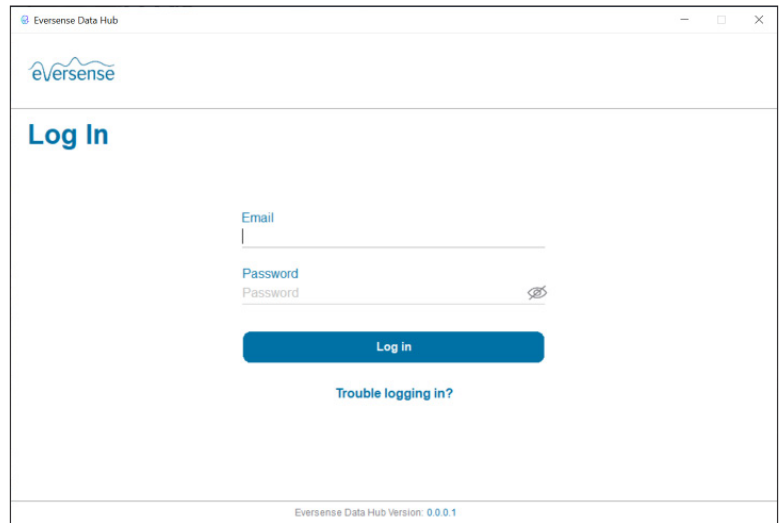
Using the Eversense Data Hub

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.

Note: This is the same password you used to log in to the Eversense 365 App and Eversense DMS.



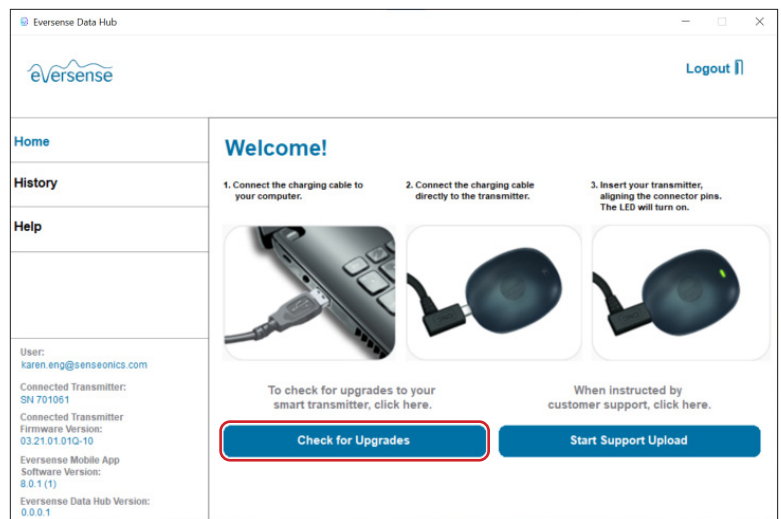
The Welcome screen displays information about your current smart transmitter and Eversense 365 App. From this screen, you can check for upgrades, begin a Customer Support upload, view a history for Customer Support purposes, get help, access the product website for this *User Guide* or request a hard copy version of this *User Guide*, and sign out of the app.

Check For Upgrades

1. Plug the USB cable into the transmitter and into the computer.

2. Click on **Check for Upgrades**.

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

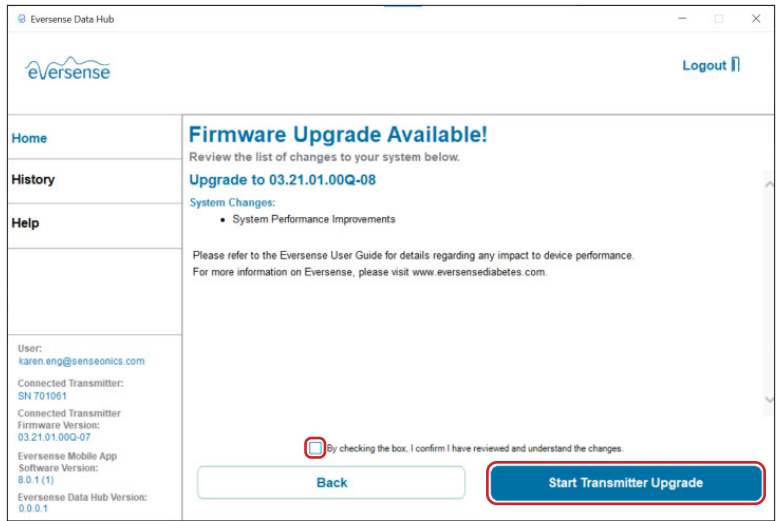


Review Changes

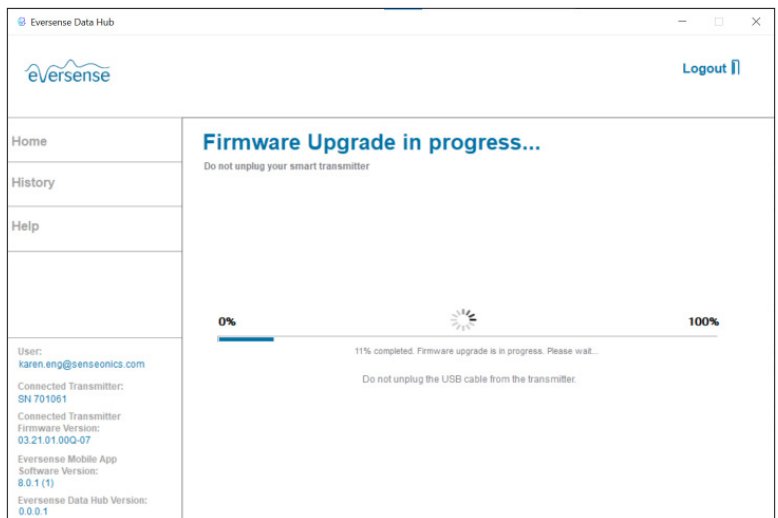
Before proceeding you will need to review the changes in the upgraded transmitter version. This page will tell you any functionality changes the updated version of the transmitter will have, and will let you know of any actions you may need to take after the upgrade is complete.

This list of changes will be emailed to you upon upgrade completion.

1. Check the box to confirm you have reviewed and understand the changes.
2. Click **Start Transmitter Upgrade**.

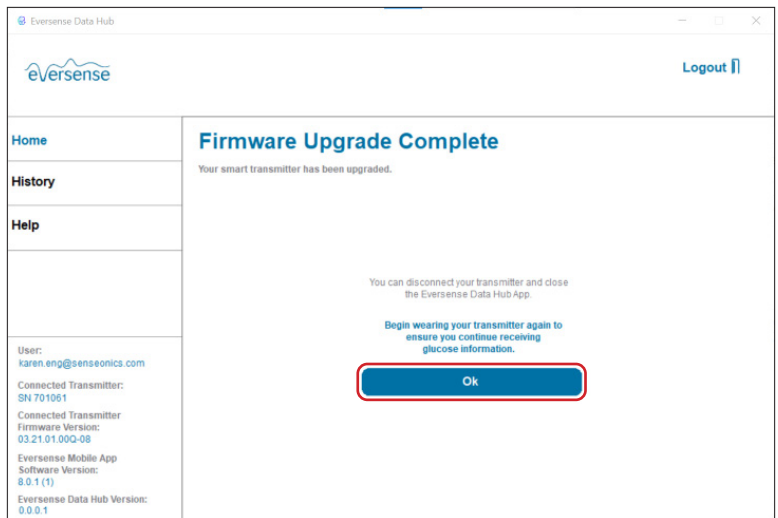


You will see a progress bar while the upgrade is taking place. DO NOT remove the cable from the transmitter or unplug the cable from the computer during this time. Upgrading the smart transmitter will take 10 minutes or less.



Once the upgrade is complete, click **OK**. Remove the transmitter from the cable, and replace over your sensor site. You can now close the application.

IMPORTANT: Transmitter upgrades may require you to pair your transmitter again to the Eversense 365 App, re-link the transmitter to the sensor, re-enter your settings, and return the system to initialization phase.



View History

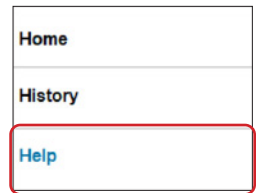
The History information in the Data Hub are used for Customer Support troubleshooting.



Need Help

The Help button will allow you to:

- Submit troubleshooting questions to Eversense Customer Support.
- Send any other message or feedback on the product to the Eversense team.
- Request a hard copy of this *User Guide*.

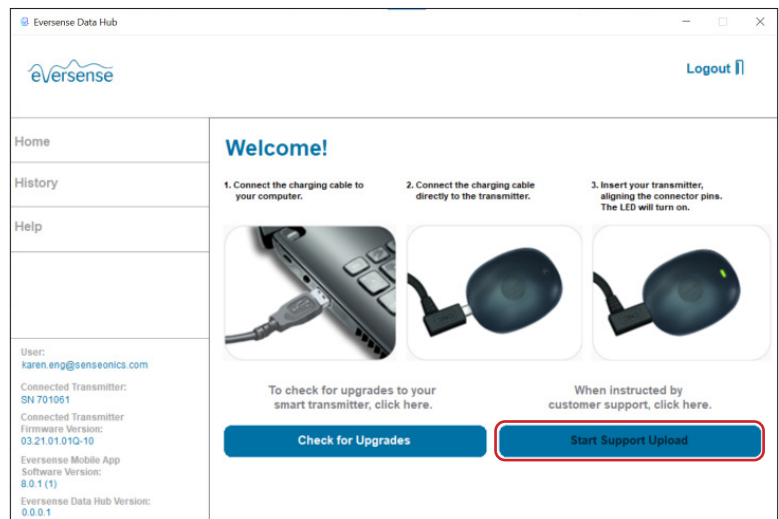


Customer Support Upload

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

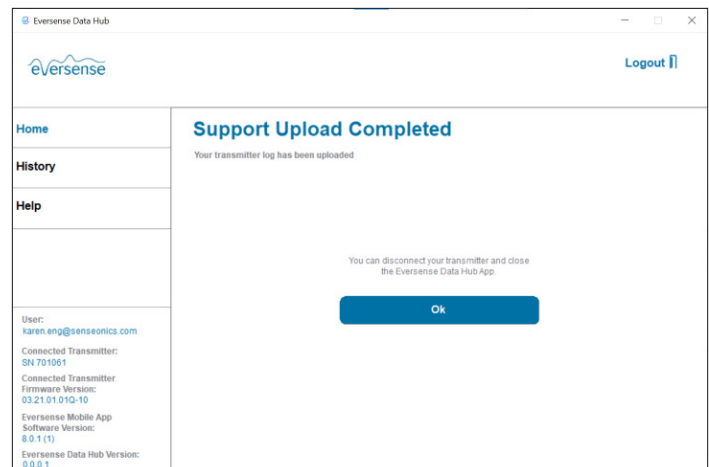
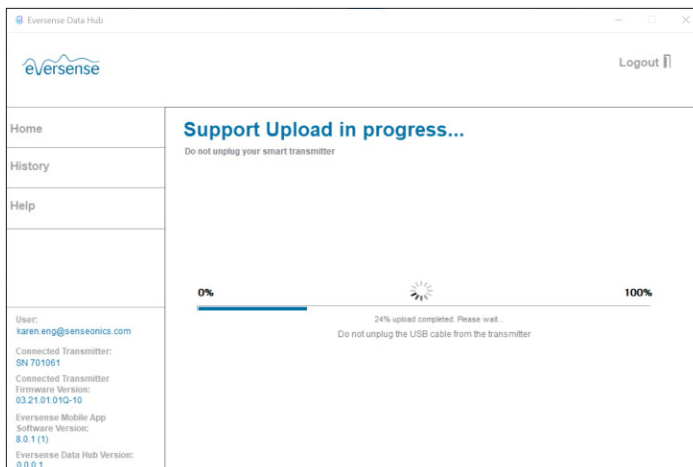
To complete a Customer Support Upload:

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



3. The Data Hub will begin uploading the diagnostic data to Customer Support.

4. Once the upload is complete, you can remove the transmitter from the cable and return it over the sensor site.

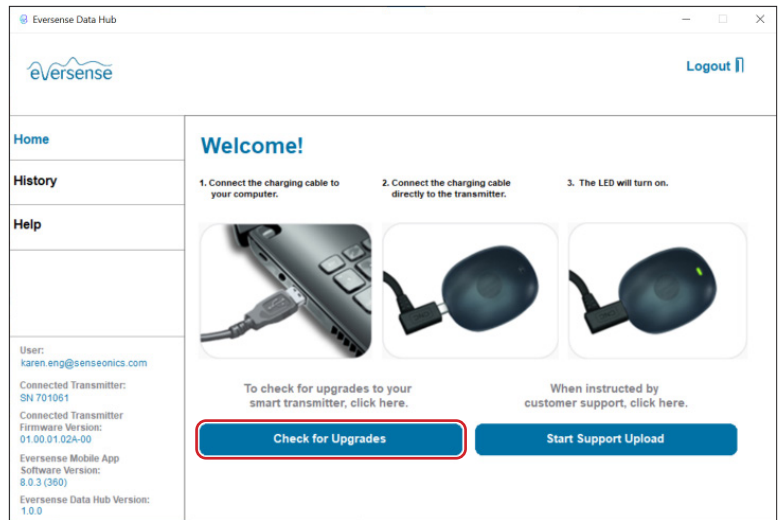


Firmware Restore

If you have received a Smart Transmitter Error Alert on your Eversense 365 App, you will be directed to call Customer Support, who will request you to complete a Firmware Restore.

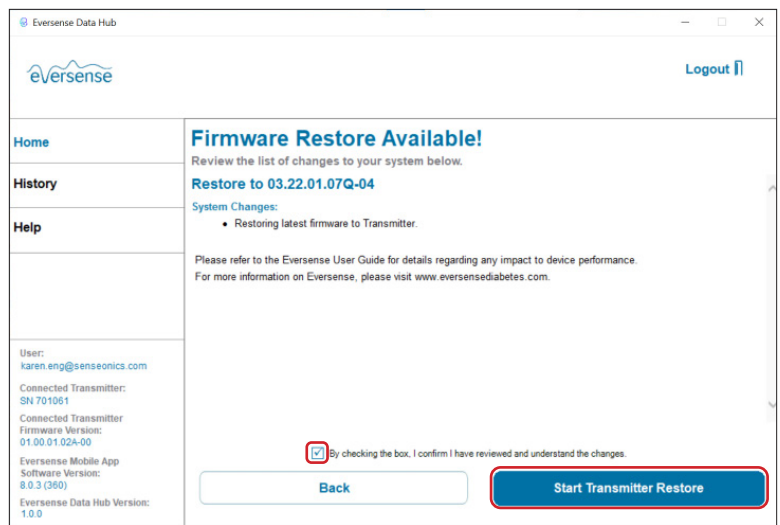
To complete a Firmware Restore:

1. Plug the USB cable into the smart transmitter and into the computer.
2. Click on **Check for Upgrades**.

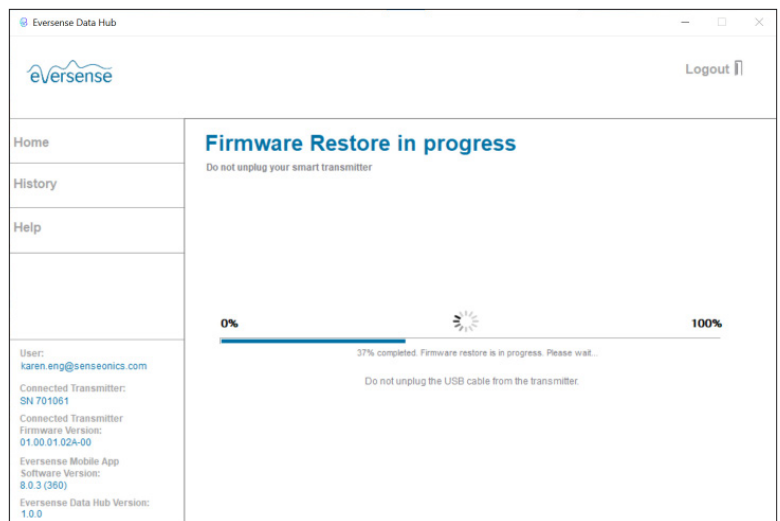


Before proceeding you will need to confirm the firmware restore to the previous transmitter version.

1. Check the box to confirm you have reviewed and understand the changes.
2. Click **Start Transmitter Restore** to install the latest available version of firmware.

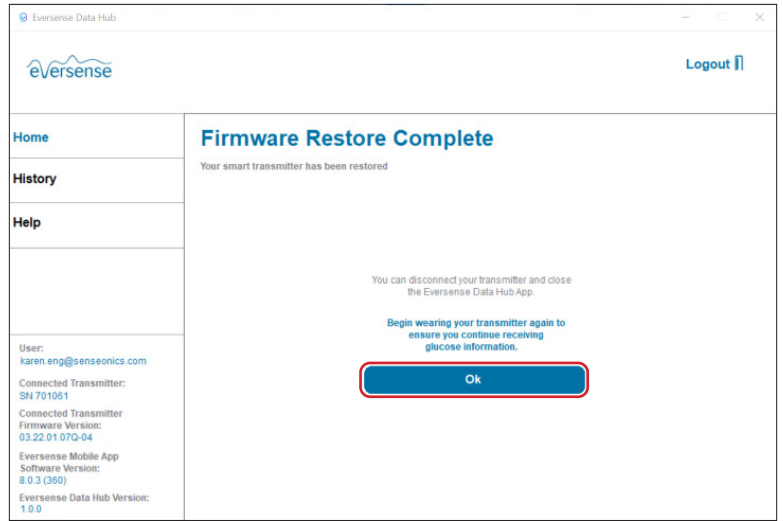


You will see a progress bar while the restore is taking place. DO NOT remove the cable from the transmitter or unplug the cable from the computer during this time. Restoring the firmware to the previous transmitter version will take 10 minutes or less.




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

You can now close the application.





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