

365 CGM — User Manual

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365 CGM is **not a medical device** and does not diagnose, treat, cure, or prevent any medical condition. It shows you data from your own Eversense 365 system in more places and more ways. Always confirm a reading with your Eversense app or a fingerstick before making a treatment decision, and consult your healthcare professional about your diabetes care.

1. What 365 CGM is

365 CGM has three parts that work together:

Part	What it is	Where it runs
365cgm.com	The website: your dashboard, chart, alarms, reports, sharing, settings. Everything is stored here.	Any browser — phone, tablet, computer. Can be installed as an app (see §3.7).
365 CGM phone app	An Android app that shows the website inside it and adds what a browser cannot do: read the Eversense transmitter over Bluetooth, capture doses from insulin pens and readings from glucose meters, ring alarms with no internet, and feed the watch.	Android phones (Google Play).
365 CGM watch app	A Wear OS app that shows your glucose on the wrist — app screen, tiles and watch-face complications — with glucose alarms that follow the phone's, dose entry, calibration and sensor alignment.	Wear OS 3.0 or newer watches (Google Play, from the Play Store on the watch).

1.1 How your glucose gets around

Your Eversense 365 transmitter produces one reading about every five minutes. From there:

1. **Into 365cgm.com.** Either the 365 CGM phone app reads the transmitter directly over Bluetooth and uploads it, or the app captures the reading the Eversense app shows on the phone (companion mode), or 365cgm.com fetches it from Senseonics' servers using your Eversense login (follower / CGM-user account). The site uses whichever source has the newest reading.
2. **To the people you share with.** Followers see your readings on their own dashboards as they arrive.

3. **To phones and watches.** The phone app shows the reading in its notification, widget and bubble, and pushes it to a paired watch over Bluetooth. A watch away from its phone can fetch readings from 365cgm.com on its own, and a watch paired to the transmitter can read the transmitter itself when the phone loses contact (failover).

1.2 Account types

- **CGM User** — you wear the Eversense 365 sensor. Sign up with your Eversense 365 app login.
- **Follower** — you follow someone through the Eversense Now app. Sign up with your Eversense Now login. Your dashboard shows the person you follow.
- **Open Account** — no Eversense account needed; for example someone invited to view a CGM user's data, or someone who will connect an Eversense login later.
- **Medical Provider Office** — a clinic or practice that follows its patients with read-only access plus provider notes. No Eversense account needed; sign up on the same page, and each patient accepts or declines your follow request.

Every account sees the same Settings tabs. What differs is what is connected: the Eversense tab is where a CGM user or a follower links their Eversense login (an Open account can do that at any time and becomes a CGM user or a follower); Nightscout, Advanced and Status work with whatever readings the account has.

1.3 How are Eversense and 365cgm different

The Eversense apps are Senseonics' official way to run the Eversense 365 system. The **Eversense 365 app** is required and runs only on the CGM user's phone, and it keeps only a limited history; it links and initializes the sensor, pairs the transmitter, receives its readings, raises the official alerts and uploads to Senseonics' servers (Eversense DMS). Sharing and displaying a limited part of the CGM data with other people requires creating follower accounts and a setup process, and then the data can be viewed only in the **Eversense Now** app on their phones. For medical providers with an Eversense DMS account, there is a website to view the data, with a few limited download options for the clinic's reports.

In most systems there are things we don't like, and things we wish they would do. This is why and where 365cgm was created and is used. It takes the same readings — from the CGM directly, from the Eversense app, or from Senseonics' servers with your own login — and puts them in more places, makes improvements and provides more of the desired tools. The objective was to eliminate limitations and add desired features. However, it does not replace the Eversense app for anything only the Eversense app can do.

What 365cgm adds

Things that reduce and simplify the tasks your care requires, give you more freedom, and improve the care itself:

- **See and manage your care wherever you are.** Your numbers, trend and chart, and the tools to record and act on them, on the desktop or laptop at work, the tablet or iPad on the kitchen counter, a phone, a watch, a TV, glucose displays, the browser in your car — any Internet-connected browser. Simple — nothing to install. For the

user and followers, there is an advanced app for supported devices. See and hear — on your enabled devices, the phone's lock screen, in a widget and in a small floating bubble, and on your wrist. Yes, your watch not only shows glucose and triggers alerts and alarms with tones and spoken and written words; it also does calibrations and transmitter/sensor alignment, records treatments and uploads data — in other words, it can temporarily and automatically replace the CGM phone app. Freedom to go for a swim, a workout, a run or a walk — anywhere, or any time, you can't or don't want to take a phone, or have no internet — and still see and hear your levels and record treatments. When the phone is off, flat or left behind, the watch keeps what you enter until it can be sent, and hands back when the phone returns.

- **Your treatments recorded for you, just by using them.** Captured automatically — fingersticks from a CONTOUR NEXT ONE, glucose and ketones from a Keto-Mojo GK+, and every insulin dose from a NovoPen (tap it on the phone) or an InPen — just by using them: pens that already know and record the right insulin type and dosage. No typing, no entering of wrong data, nothing forgotten, and each one lands on the chart next to your glucose, so you and your followers can see what a dose or a meal did.
- **Medications and meals in one tap.** Set up your medication list and your meal-time routines once; after that, one tap on the phone, the watch or the site logs the whole routine, and a note takes a few seconds when something unusual happens. They show on the chart, where they explain a rise or a fall.
- **Faster, more accurate transmitter alignment.** The transmitter comes off to charge and goes back on every few days, and every reading depends on it sitting directly over the sensor. 365cgm's alignment tool shows the sensor signal live, as a percentage that responds as you move the transmitter — on the phone, the watch or from the website — so you find the best spot in seconds instead of by feel: more readings, fewer gaps, and the transmitter's battery level shown where useful.
- **Calibrate at the right time, for a more accurate sensor.** A fingerstick entered while your glucose is rising or falling fast, and the number and frequency of calibrations, can make the reported sensor results less accurate, not more. 365cgm tells you when your glucose is steady enough for a good calibration, by looking at recent results and your heart rate (if you have a watch), and when the transmitter will accept one. Enter the fingerstick on the watch, the website or the phone (automatic when using selected meters) and 365cgm sends it to the transmitter and records it — one entry, no separate log. It also measures how far your sensor lags behind your fingersticks and shows how accurate it has been lately, so you know how much to trust the number. Calibrations entered through 365cgm also appear and are logged in the Eversense system by the transmitter.
- **Keeps working when you stop the Eversense app or move out of its range.** You still have the data you need and can manage your CGM and your care while the Eversense app is closed, stopped for a while or crashed, or Senseonics' servers are down. 365cgm connects to the transmitter directly (an optional switch) and your phone — or your watch — gets the readings itself, and your record, alarms and sharing carry on. On reconnection what was missed is restored automatically — the transmitter keeps its readings, the Eversense app is filled in when it next runs, and 365cgm completes its own record from there or from the transmitter's memory — as if you had never been disconnected. What that means for the Senseonics side is in the lists below.

- **More useful alerts.** Not only low and high after the fact: a warning that you are heading low or high while there is still time to act, a no-data alarm when readings stop, and transmitter and sensor-signal alarms that say why — the alarms keep watch so you don't have to keep checking. Choose the sound, whether it speaks, how often it repeats and how long it lasts; pause them, or set Do Not Disturb when you need quiet; set them once and they are the same on the site, the phone and the watch. The transmitter's own on-body vibration can be switched off from the site — for the night, for example.
- **Easier to share — and let others help — without Eversense accounts.** Family, friends and your clinic watch your dashboard on their own 365cgm accounts, no Eversense account or app needed, and you decide, feature by feature, who may only look and who may also help: record a dose, a meal, a reading or a note for you, enter a calibration, keep your medication list up to date — remote management of your care, on your terms. A separate read-only link works for anyone with a browser, and your medical providers use the same website, have more features than the Eversense option, and can leave provider notes that everyone can read.
- **Understand your history, not just this moment.** Time in range, statistics, how accurate and how drifted the sensor is, your Eversense events on one or more charts, all available older data and events brought in, and displayable, zoomable and printable reports for a clinic visit. The Eversense server keeps only the last 365 days of data, requires use of its website to access them, and has display limitations.
- **Your own private AI.** It can read and understand your data, so help with reviewing and managing your care is a simple and fast ask — "why was I high after breakfast this week?", "how often was I low at night last month?", "what changed since my last calibration?" — answered in plain language from what is on your dashboard and in your recorded history.
- **Your data stays yours.** Export or import everything, encrypted daily backups, sign-in with a passkey or an authenticator app, a key for each phone and watch that you can revoke, several phones on one account, mg/dL or mmol/L, light or dark, and account deletion in one place.

Which phone and accounts for 365cgm — the same one, a different one, or several

The Eversense system supports only one CGM per account, on one phone. 365cgm does not have these restrictions. Our phone app can live on the same phone as the Eversense app, on a different phone, or on several phones under one account. All three work. What differs is which phone captures what, how many devices take turns on the transmitter, and what happens when a phone is out of reach. The Eversense app stays on its one phone in every case, and the website works the same in all of them.

- **On the same phone as the Eversense app — recommended.** One phone to carry, and the arrangement 365cgm is built for. The 365cgm app reads the transmitter directly while the Eversense app keeps Senseonics' record, remote monitoring, alarms and firmware current. The two share the transmitter's single session and take turns, so a reading in either app is occasionally a little late, and in rare cases one app has to be closed for the other to read. Only in this arrangement can 365cgm also take its readings from the Eversense app's notification (companion mode), one of its three ways of getting them. Your meters and pens, the pen taps and the watch all work through the one phone that is with you. The disadvantage:

one phone is one point of failure — off, flat or left behind, both apps stop reading until the watch takes over or the phone returns, while the transmitter keeps the readings for the backfill.

- **On a different phone from the Eversense app.** This works: the 365cgm app reads the transmitter directly with no Eversense app on that phone at all (the first connection needs internet once, for its certificate; after that it works offline). It is the arrangement when your Eversense app is on an iPhone — the 365cgm app is Android only, so an Android 8.0 or newer phone carried alongside does the reading; without one, the website still shows your readings through your Eversense login, in the iPhone's browser. It also suits an Eversense phone you would rather leave at home. The disadvantages: both phones must be within Bluetooth reach of the transmitter — about 15 feet — for both records to stay current, and whichever phone is out of reach misses readings until the transmitter backfills them; companion mode is not available; the two apps on two phones still take turns on the one transmitter session; and the meters, pens and watch pair with the phone that carries 365cgm, so that is the phone to keep with you.
- **On several phones at the same time.** Also supported: one account, a device token for each phone (created on the website and revocable there), and every phone's readings merge into one record on the site — the first to arrive counts, and the same reading arriving from two phones is kept once. A phone in reach of the transmitter reads it; one that is not simply waits, so a nightstand phone plus the one you carry leaves fewer gaps, and a spare phone covers the one on the charger. Each meter or pen is captured by one phone at a time, and the watch links to one phone. The disadvantages: every phone in reach is another device taking turns on the transmitter; each phone rings its own alarms (the Alarms Pause menu can mute one phone only); each phone needs charging and updating; and the Eversense app is still on only one of them.
- **On a follower's or family member's phone.** The app also runs on a phone with no transmitter and no Eversense app: it fetches the readings from 365cgm.com every five minutes, shows them the same way, and rings the same alarms. A user can easily switch to see the data of another CGM user, or select their own CGM. Mom or Dad can see and support their own CGM and those of family members, using and needing only one account or device.

Where the Eversense app must be used

- **Sensor and transmitter setup** — linking a newly inserted sensor, pairing a new or replacement transmitter to your phone, and the sensor's initialization period after insertion, including its first calibrations.
- **Transmitter firmware updates** — they come only through the Eversense app.
- **The transmitter's own alert settings** — which on-body vibration alerts the transmitter gives, and at what levels, are set in the Eversense app; however, the transmitter acts independently of that app. 365cgm only switches the vibration on or off.
- **Senseonics' record** — only the Eversense app uploads to Senseonics' servers; 365cgm does not write or upload to them. Everything in the Eversense system that depends on those records — your Eversense followers in Eversense Now, your clinic's Eversense DMS reports, remote monitoring and the official history — updates only while the Eversense app is running on your phone. However, some backfilling is

possible. 365cgm's own cloud path reads from those servers too. Exception: calibrations entered through 365cgm also appear and are logged in the Eversense system by the transmitter.

- **Your Eversense account** — CGM users and followers sign up for 365cgm with their Eversense login; that account is created and managed by Senseonics (eversensedms.com), not by 365cgm.
- **Support and warranty** — sensor, transmitter and Eversense app problems go to Senseonics or your Eversense provider.

Where the Eversense app should be used

- **Treatment decisions.** The Eversense app is the FDA-cleared display; 365cgm is a secondary mirror that can lag, differ or miss data. Confirm with the Eversense app or a fingerstick before acting, and follow your clinician's advice.
 - **Its own alarms and calibration reminders.** Keep them on and set the values as you desire; 365cgm's alarms are an addition.
 - **Alongside 365cgm, not instead of it.** The two share one transmitter session and take turns politely; running both keeps Senseonics' record, remote monitoring, alarms and firmware current. If you run transmitter direct read with the Eversense app closed, the transmitter backfills the readings it kept to the Eversense app when it next runs, but Senseonics' side has a gap in the meantime.
 - **When the two disagree.** Trust the Eversense app; if it shows nothing, use a fingerstick.
 - **Companion mode.** If 365cgm reads the Eversense app's notification (companion mode), the Eversense app must be running on the same device for 365cgm to see anything.
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2. Getting started

The short version of this chapter is the site's **Getting started** page — **365cgm.com/getting-started** — the first-time setup in four parts (the account, the phone app, the watch app, sharing). The phone app shows its essentials on its first open (§2.3). Both that guide and this manual can be downloaded as PDF or Markdown from their pages on the site. The site's **About** page — **365cgm.com/about**, linked from the top of the sign-in and sign-up pages and from the dashboard footer — summarises what 365 CGM does and links to every page.

2.1 Create your account

1. Go to **365cgm.com** and choose **Sign up**. Every account type signs up on the same page — CGM users, followers, Open accounts and Medical Provider Offices.
2. Enter the email and password you will use for 365CGM.COM. Passwords need **12 or more characters with at least one letter, one number and one special character**. This password is separate from your Eversense password.
3. Say what type of account you are: **I'm a follower, I'm the CGM user, Open account**, or **Medical Provider Office**. (A Medical Provider Office can enter a patient's 365CGM.COM email here — optional — and we email that patient a follow

request to accept or decline; you can also request patients later from Settings → Share.)

4. Followers and CGM users: enter your Eversense email and password and choose your region: **United States (us.eversensedms.com)** or **Outside the US (global.eversensedms.com)**. The site checks the login with Eversense right away, so a typo shows up immediately. Your Eversense password is stored encrypted and is used only to fetch your CGM data. Open accounts and Medical Provider Offices skip this step.
5. Press **Create account**, then open the email we send you and click the verification link. The link is good for 12 hours; the sign-up page can resend it.

Eversense DMS Pro accounts (for healthcare professionals) are not supported.

Notes on the Eversense check: if you chose "follower" but entered a CGM user's credentials (or the other way round), the page tells you and lets you change the selection. A follower login that does not yet follow anyone is refused — accept the invitation in Eversense Now first.

2.2 Sign in

Go to 365cgm.com and sign in with your email and password. Other ways in, once you have set them up under **Settings → Account**:

- **Sign in with an authenticator code** — email plus the 6-digit code from your authenticator app, no password.
- **Sign in with a passkey** — one step, no password, no code.
- **Use a recovery code** — email plus one of the one-time recovery codes you saved. Each works once.

If you turned on the second step, the site asks for the code after your password (**Lost your phone? Use a backup code** is on that page). A signed-in phone or browser stays signed in while you use it; one you leave untouched for 14 days signs out by itself. **Automatic sign-out** under Settings → Account changes that period — shorter, or "Keep me signed in" for never.

Legal acceptance. The first time you sign in after the Terms, Privacy Policy or Disclaimer change, the site shows them and asks you to accept the whole set once — in a browser and in the dashboard inside the phone app alike. Capture, uploads and the watch keep working meanwhile.

2.3 Install the phone app and connect it

1. Install **365 CGM** from Google Play and open it. The first time it opens on a phone that is not connected yet, it shows a **Getting started** page: what you need, the setup steps, and buttons that open the site's Getting started guide and this manual in your browser (each with **PDF** and **Markdown** downloads) and 365cgm.com. **Continue to sign-in** closes it; the app's About screen (dashboard → Settings → Status → **Open 365 CGM app** → Help → **Getting started**) shows it again any time. The app then opens your 365cgm.com dashboard — sign in there as usual.

2. A dark bar at the top of the screen says **"This phone isn't connected to your account yet — install its device token."** Tap **Connect**. The site creates a device token for this phone and hands it to the app; you see **"This phone connected"** and the bar disappears.

A *device token* is the app's own key to your account. It is equivalent to your password, so keep it private. Each phone, tablet and watch gets a token of its own, and that token is the device's entry on your account: the website's **Settings → Connections → Devices on this account** card lists every device by name, says what each is doing, and is where you rename or remove one (§2.4a). A new phone appears under its own Android name (Settings → About phone → Device name); **Rename** on its row gives it any name you like — the name is unique on the account and the website, the apps and the watch call the device by it everywhere. The **Device tokens (advanced)** card beneath shows the tokens themselves — when each was made and last used and *what* last used it (the phone app with its version and model, the watch app, an older build, or a browser or another program), so a token you do not recognise can be identified before you remove its device.

Other ways to install a token, if the one-tap Connect cannot be used: on the website open Settings → Connections → Devices on this account → **Add a device** (or the Device tokens (advanced) card's **Generate new token**), give it a name, then either scan the QR code with the app (**Scan a QR code instead**), or copy the token and paste it (**enter manually** in the bar, or the app's setup screen).

3. Allow what the app asks for: notifications, and **Nearby devices** (Bluetooth). Without Bluetooth permission the app cannot run its capture service at all. If the app shows **"Action needed for capture to work"** or **"Check your phone's settings"**, tap **Fix** on each row; the **Run in the background (battery)** row matters on every phone — background capture and alarms need the app excluded from battery optimization.

Followers: nothing else to do. The app sees that your login follows someone and starts following automatically ("install, token, done").

CGM users: see §4.3 to choose how the app gets your readings — direct from the transmitter (recommended), from the Eversense app's notification, or from the cloud. With more than one phone, the website's **Settings → Connections → Devices on this account** card is the one place that says which phone reads the transmitter (§2.4a, §4.8).

2.4 Install the watch app and give it its own login

1. On the watch, open the **Play Store**, search for **365 CGM**, and install it. Open it once so the phone can hear from it.
2. Open the phone app. When the watch is nearby and linked to the phone, the bar shows **"Give your watch its own login — no typing."** Tap **connect a watch**. The phone shows **"Watch connected — its own token was sent"** and the bar clears; the watch adopts the token by itself.

Manual alternative: on the watch open the 365 CGM app → **System → Set token → Get token from phone** (open the phone app first), or type a token with **Save &**

pin. Test checks it against 365cgm.com.

3. Add the **365 CGM Glucose** tile and the **365 CGM** complications to your watch face (§5.2). The watch face is where you will usually look; the app screen is for the buttons.

The watch needs a token — its own, or the one the phone relays — so it can work away from the phone (fetching from 365cgm.com over Wi-Fi or LTE) and log doses from the wrist. Calibration and alignment through the phone need none. On the website the watch is listed under **Settings → Connections → Devices on this account** as "Watch" — rename it there if you like; **Remove** there signs the watch out (§2.4a).

Important: both apps come from Google Play — the phone app and the watch app talk to each other over Bluetooth only when both are the Play editions.

2.4a Devices on your account — add, name, remove

Every phone, tablet and watch that runs the 365 CGM app is a **device** on your account, and all of them are listed in one place: the website's **Settings → Connections → Devices on this account** card (open it from any device's app, or from a browser). Each device appears under its name with what it is doing — reads the transmitter, standby, viewer, watch, not connected yet — and a line beneath that says what it is: its Android name (when that differs from the name you gave), maker and model (a tablet says so), Android version, its id, the app's version and when it was added. A browser is **not** a device: it signs in with your password, is never listed, and needs nothing here — the card says "You are viewing from a browser" when you look from one.

- **A phone or tablet (the app).** *Add:* install the app, sign in and tap **Connect** (§2.3) — the device gets its own token and appears on the card within a few minutes under its Android name. If Connect cannot be used, press **Add a device** on the card: it asks for a name and makes a token to scan or paste into the app's setup screen; until the app signs in with it the row reads "not connected yet". *Name:* press **Rename** under the row, type the name, Save (or Enter). The name you give is the device's name everywhere — the dashboard, the alarms, the log, the watch — from its next report (within ten minutes), and no two devices on the account can carry the same name. A device you have not renamed is called by its Android name; two phones of one model left at the factory name show as "Pixel 10 Pro XL" and "... #2" until you rename one. *Which one reads:* a phone on which you have chosen your transmitter (Find my transmitter, §4.3) is a **transmitter reader** and has a **Primary** radio on the card; every other phone and tablet is a **viewer** — it shows the account and can change it, but takes nothing from the transmitter (§4.8). *Replace:* reinstalling the app, or tapping Connect again on a device that already has a token, replaces its token in place — the device keeps its name, its history and its role; nothing to tidy. *Remove:* press **Remove** under the row, then **Tap again to remove** within five seconds. The device is signed out at once (the app on it shows its connect bar again) and disappears from every list; if it was the primary, pick a new one on the card. To put it back, tap Connect on it — it returns as a new device.
- **A watch.** *Add:* **connect a watch** from the phone app (§2.4) gives it a token of its own, and it appears on the card as **Watch**. *Name:* Rename, as for a phone. *Remove:* Remove — the watch is signed out and asks for a token again (System → Set token).

The watch's slot, battery and version are shown on its phone's row and in the versions line, not on the watch's own row.

- **A browser.** Nothing to add or remove. A browser signed in with your password sees and changes everything the account allows; a follower's browser sees the card read-only. The one thing a browser cannot do is read the transmitter or capture a pen or meter — those are the app's (§4.5).

Which device am I on? Inside the app the page always says, in red, bold and underlined so it cannot be missed: the Devices card's line "You are on Hal backup — standby.", the **(this device)** mark on its row, the dashboard's footer "on Hal backup — standby", "this device" on its row in the Devices block under Settings → Status, and the Eversense tab's direct-read card — "You are on Hal backup — standby. Hal main reads the transmitter." The phone's own Transmitter screen names the phone and its id too. In a browser those places say you are viewing from a browser, or show nothing — a browser is no device. An app that is not up to date cannot tell the page which device it is: the line says so until the app is updated.

2.5 Sharing and following

- If someone already follows you through **Eversense Now**, they appear under **Settings → Share → Account access** on your dashboard once they sign up on 365cgm.com with their follower login. Their dashboard shows your readings as they arrive.
- To share with someone who has no Eversense account, invite them from **Settings → Share → Account access → Invite someone to view your data**. They create a free Open account and accept the invitation.
- What each person can see is set per person under **Settings → Share → Permissions** (§3.4).
- A **share link** (Settings → Share → Share link) is a read-only web page anyone with the link can open, no account needed — useful for a family member's tablet or a TV browser.

3. The website (365cgm.com)

3.1 The dashboard

From the top:

- **Banners** appear only when there is something to do — for example "Connect your Eversense event data" (meals, insulin, exercise and calibrations you log in the Eversense app), or "Viewing " when you are looking at someone else's data.
- **Header:** a picker to switch between the people you follow; the activity ring and the  Issues icon (tap them for details — "No active work." and "Everything looks good." when there is nothing; each issue's time is when it happened — "2h ago" — or, for a deadline such as the Eversense event-data authorization, when it falls due — "in 3d 23h"; an issue that reports something that already happened — a calibration the transmitter did not accept, an alignment run that failed — clears from the list once you have opened the drawer and seen it, remembered on that device, while an issue

about something still going on stays until it ends); the quick-log buttons **+ BG**, **+ Keto**, **+ Dose**, **+ Med**, **+ Note**; **+ Cal** (send a fingerstick value to the phone, which feeds it to the transmitter — or record a calibration you made in the Eversense app) and **Align** (start a sensor-alignment run on the phone); **Reports**; ⚙ settings; your email and **Logout**.

- **Status line** (one sentence, only when needed): "Stand by... waiting for the transmitter — last reading 8m ago" — in red and blinking, as is every "Stand by..." line, because the number on screen is not live (while your transmitter is on its charger under the hold of §3.2 the line reads "Transmitter On charger since 08:53 — alarms held" in red instead, and once the hold has ended "Off charger 08:58 — first reading by about 09:03" in green — a transmitter put back on the sensor restarts its cycle and sends its first reading about five minutes later — then "Off charger 08:58 — no reading yet (usually ~5 min)"; neither blinks, the cause being known; a reading newer than the hold's end, or thirty minutes without one, brings the Stand-by line back) — "Calibration queued — the 365 CGM app feeds it within ~1 min", "Sensor alignment running — 62% live", or an account problem with the fix. In the phone app, "365cgm.com not reachable — showing this phone's readings" is a muted line that does not blink: the number is live, from the phone itself, while the site cannot be reached for the moment; if the phone has nothing fresh either, the line is the red "Stand by... waiting for the transmitter — last reading 8m ago (365cgm.com not reachable)".
- **The reading**: the big number, the change since the previous reading, the trend arrow, and the ♥ heart-rate tile (from your watch). Below it, "Live data 10:52:07 AM (2m 5s ago)" — the time and age of the newest reading. If the ♥ tile's small line reads "**live HR refused**", the watch answered the site's live heart-rate request with a refusal — usually **Body sensors** was never allowed for 365 CGM on the watch; the tile's pulldown says so and where to allow it (the watch's Settings → Apps → 365 CGM → Permissions). The site stops asking for an hour and asks again on its own; the moment the watch sends a live pulse the notice is gone.
- **Alarm row**: "Low: 68 mg/dL", "High Soon: 172 mg/dL", "Stale Data: 20 min" — the readout also flashes.
- **Target range**, TBR / TIR / TAR percentages, **Alarms Pause** (pause every alarm, on every device, for a while — §3.2), the alignment pill and the **CAL Window** pill (whether now is a good time to calibrate). The CAL Window and the **+ Cal** popover open with the transmitter's current state, from the phone's last report: "Processing the 11:10 AM calibration (119 mg/dL) until 11:25 AM (~11 min) — the transmitter takes no other calibration until then.", "Transmitter not ready — too soon since last calibration; ready about 12:10 PM (estimate)." or "Transmitter ready — it accepts a calibration now." While a calibration is processing, **Send to phone to calibrate** is held (and **+ BG** offers **Record it in the history only**) — the transmitter would refuse a second one anyway. The "Last cal" line names the newest calibration wherever it was recorded — phone, watch, website or the Eversense app — with its source when the site knows it ("Last cal Oct 4, 12:56 PM (Eversense app) • 132 total"), and says when the transmitter's own record has not caught up with it yet (the transmitter records a calibration once it has finished processing it, ~15 minutes after).
- **View** range buttons (1h ... ALL, Custom...), the **Events** chips (which markers to draw: BG, Dose, Med, Notes, Eversense BG, Keto, Insulin, Calibration, Meals, Exercise, Health), and the chart. On a computer, hover over the chart for the values at that

time. On a phone, tap the chart: a card under it lists what is at that time (readings, the projection, events) for 8 seconds; drag sideways along the chart to move it; scrolling the page, changing the view or tapping elsewhere clears it. The dashed line running past the last reading is the **projection** — where your glucose is heading over the next alarm horizon, with its likely range shaded; it is drawn on the 1h-24h views only, not on a zoomed-in view.

- **Event activity** lanes, and the counts "Latest calibration", "Meals / Insulin / Exercise / Health in view".
- **Detailed stats** (tap to open): the **Versions** line — "site ... • Pixel 10 Pro XL 1st v... (vc..., slot 7) • reads the transmitter • Pixel 10 Pro XL 2nd v... (vc..., slot 5) • standby • watch v... (slot 8) • projection shown — 25 pts to +20m": every phone on your login the site has heard from, by name, with its app version and slot, which one reads the transmitter (the others standby or off), "reported ... ago" on a phone that has not reported for 15 minutes, "no status yet" on a phone that has signed in but never reported, "(NO contact for ... — its read is not running; the readings come through ...)" on a reader whose own read has stopped while the readings still arrive (§4.8); then each phone's watch, named by its phone when more than one phone has one (the last part says why the projection is or is not drawn, for example "projection hidden — 0.5h view (zoomed)") — then the **Devices** (your phone's network and Bluetooth, the Eversense app's state, **Phones on this account** — every phone on your login, which one reads the transmitter, and where website actions go, §4.8 — the connection, the transmitter and the watch), **Sensor, Nightscout, History, Predictor accuracy, Sensor accuracy** cards, your **Recent BG entries** (the newest eight fingersticks and lab draws the site holds, whatever the view: time, value, where it came from — the meter, typed, the Eversense app — and status; tap one to edit or delete it, as a chart dot opens the same dialog; the line under them counts the entries on the site and in the last 24 hours) and your recent notes and doses.
 - When you are viewing someone else's data, a second line shows **your own** phone and watch: "Your phone v... • your watch Pixel Watch 5 • v... • 82% • phone relay • heard 4m ago • phone reported 12s ago". "phone relay" means your watch is getting readings from your phone over Bluetooth; "not linked to the phone" means your phone has not heard from the watch for 30 minutes; "heard" is when the watch last reported to the phone; "phone reported" is when your phone last reported to the site.
- **Footer**: whose data you are looking at ("Follower: you • CGM User: them"), Companion Mode on/off, and links to the Terms, Privacy Policy and Disclaimer.
- The blue **?** button opens **Help Me**: page help and **Ask AI** — answers computed over your own data. (The Search tab is not set up yet.)

If the dashboard shows "365CGM is busy — retrying shortly", wait; the page refreshes itself every 10 seconds. The dashboard also reloads itself after the site is updated.

+ BG — a fingerstick, the meter, and the weekly calibration. The dialog takes a single fingerstick, an average of 3 (three boxes; the average is computed) or a lab draw, with the time (defaults to now), an optional note and a status (**Out of Range** keeps a reading out of the accuracy figures). **A meter fills it for you**: a fingerstick on a connected CONTOUR NEXT ONE or VivaChek (§4.5) is already on the chart by the time the phone has uploaded it (about half a minute) — open + BG within 15 minutes and the reading is in the box, tinted green, with the line "From the Contour Next One: 125 (3:03 PM) ... — already on

the chart"; two or three readings make it an average of 3, oldest first; while the dialog is open, each new reading fills the next empty box (a second one turns a single into an average of 3), so you can do the three sticks with the dialog open. Typing over a green box makes that number your own; the time follows the newest reading until you change it. **Save** with the meter's own numbers creates no second entry — the meter's readings are the fingersticks; a note or the Out-of-range status is added to them. **"Also use this as the weekly sensor calibration"** (ticked for you when the calibration is due and your glucose is steady; the line under it is advice — you can always calibrate, the phone and the transmitter decide) has two ways: **Send it to the transmitter through the phone** — the same request as + Cal → Send to phone to calibrate (the 365 CGM app feeds the value, rounded to a whole mg/dL, on its next transmitter session, refuses it if your glucose is changing fast or the transmitter is not ready, and records the transmitter's answer in your calibration history; follow it under + Cal) — or **Record it in the history only** when you already calibrated the sensor with this value in the Eversense app (nothing is sent; the record links to the fingerstick). Send is the default once your phone has reported; when you are viewing someone else's data only Record is offered. After a Save that sent or recorded a calibration the dialog says so in green for a moment, then closes. If 365cgm.com is slow to answer the Send (it can hold an answer for up to a minute), the dialog checks the queue itself: "Sent — 365cgm.com was slow to answer, but the request is there", or, if the request is not there, that Save again is safe — a new calibration request replaces an old one, never doubles it.

Every entry says where it was made. The notes of every dose, medication, fingerstick, ketone reading, calibration and note name the device that recorded it, by the name it has under Settings → Connections → Devices on this account: "Entered on watch (Watch pixel 4)" for a dose logged from the wrist, "Entered on phone (Pixel 10 Pro XL 1st)" for a pen scan, a meter reading or a calibration from that phone, "Entered on 365cgm.com (365 CGM app on Pixel 10 Pro XL 2nd)" for an entry made in the dashboard inside the app, "Entered on 365cgm.com (Chrome on Windows)" for an entry from a browser. Your own words in the note come first ("Lunch · Entered on 365cgm.com (Chrome on Windows)"); the stamp is added once, when the entry is created, and never on an edit. An entry made by someone who follows you — from their phone, their watch or their browser — names them too, by the email they sign in with, ahead of their device: "Entered on watch (follower bill@example.com — Watch)"; the device is named the way it is on THEIR Devices card, so a follower who has not named their watch shows as "Watch". The Logs page (§3.5) has a row for every entry too — type `_entered` into Contains to list the day's entries with their devices.

Saving an entry when the site is slow. Every entry dialog — **+ BG, + Keto, + Dose, + Med, + Note**, and the group dialog you get by tapping a logged group — waits up to 20–25 seconds for 365cgm.com to answer a Save or a Delete. After 6 seconds it says so ("Still saving — 365cgm.com is slow to answer...") and Cancel reads **Close**: closing is safe — a change that has reached the site lands on its own, and the chart refreshes when it does. A save the site did not answer in time is checked against the site's own record: if the change is there, the dialog says "Saved — 365cgm.com was slow to answer, but the change is there" and closes; if it is not, "Checked just now: the change is not on the site — Save again is safe". A dialog nothing has answered for 40 seconds closes itself and the chart refreshes.

3.2 Alarms

Settings → Alarms. Visual flashing on the dashboard is always on; sounds are opt-in per alarm. **Where you set them matters:** inside the phone app the tab is the phone's own editor (a Save lands on the phone at once, online or offline, and — with sync on — uploads to the site); in a browser the tab sets the website's copy, which the phone picks up within 10 minutes (§4.6, §6.2). The tab says which it is.

The **Alert behavior** card at the top:

- **Sync alarm settings.** ON — the phone, the website and the watch share these settings, the phone in charge: a change saved anywhere reaches every device, and when the phone was offline its own edits upload as soon as it is connected again (the newer edit wins). OFF — each device keeps its own: the website's tab (in a browser) sets the website, the tab inside the app sets the phone, the watch's Alarm settings screen sets the watch. Switching it back ON sends the phone's settings to the site.
- **Do Not Disturb** and the dashboard's **Alarms Pause** are one setting for the whole account: set on any page, in the app or on the computer, they apply everywhere. **Pause** (the button by the TAR badge: 5, 10, 20 or 30 minutes, or **Next** — until nothing is tripped any more) stops everything: no sound, no push, no notification, nothing on the phone or the watch; when it ends every condition is checked again, and one still standing is a new alarm. **Do Not Disturb** (8 hours from the switch) keeps the notices — the readout label without the flash, a silent push, a quiet notification on the phone and on the watch — but no sound, no speech, no transmitter buzz — except the Sensor signal alarm when its **Ring through Do Not Disturb** switch is on (below). Other pages follow within about 15 seconds; the phone within 3 seconds when you set it inside the app, otherwise on its next status report (every 10 minutes, and every 30 seconds while one of its alarms is ringing); the watch follows the phone.
- **Transmitter on the charger** — in the same **Alarms Pause** menu, under the minutes, and on the device-status **Transmitter** block (Detailed stats, and Settings → Advanced → Status, under Sensor worn), a green line reads **Transmitter Off** **Charger - Press when On to Stop Alarms** while no hold stands. Press it as you put the transmitter on its charger: the **Transmitter** alarm ("not detected") and **Stale / No-data** are held on every device — the website's push, the page, the phone and the watch — and one already ringing stops; the line turns red and reads **Transmitter On charger since HH:MM · tap to end**, the Alarms Pause button reads **On charger since HH:MM** in red, and the readout row says "Transmitter: On charger since HH:MM — the Transmitter and No-data alarms are held until it is detected (1 h at most)", also in red. The hold ends by itself **when the transmitter is detected again** (the phone hears it after the charge, or a new reading arrives), or when you tap the red line again, or after **1 hour** with no detection — a transmitter left on the cradle still rings. After a detected end, No-data waits **30 minutes** for readings (a re-seated transmitter can take that long to produce its first), unless a reading arrives sooner. The Sensor signal alarm is not held (it needs the transmitter in contact). The same button is on the watch's main screen (§5.1). Nothing else changes: a Pause or Do Not Disturb set at the same time stands beside it.
- **Phone alarms** — the app's master switch: off silences every alarm on the phone (and, with sync on, the watch's glucose alarms).

- **Mute this device only** — on the dashboard, under the **Alarms Pause** button: the menu's second half mutes THIS device's tones and speech **until recovery** (until every alarm that is ringing has recovered) or for **5 / 10 / 20 / 30 minutes**, and **Unmute** while one runs; the button reads "Muted 7:59" or "Muted: Next" meanwhile. The Pause above it is the account's — every device goes quiet; the mute is this device's only, never synced. In a browser it silences the page (alarms still flash and show); inside the phone app it silences the phone itself (the phone's own tones, speech and repeat loop; the notification and its buzz still land). "Spoken alarms here" in the same menu turns this device's spoken alarms off: an alarm set to "Speak the alarm" plays the default tone here instead. The watch has its own mute on every alarm notice (§5.6).
- **Stale data after** 10–60 minutes with no new reading. Stale stands down while the Sensor signal alarm stands or the Transmitter alarm rings (the cause is known), from the moment a sensor loss is detected, while the transmitter is **on the charger** (the hold above) and for 30 minutes after that hold ends; while the gap lasts it re-trips every "stale after" minutes (5 at least) as a new alarm.
- **Phone re-alerts glucose alarms every** 5–60 minutes — how often the phone re-notifies while a glucose alarm is still standing (it re-checks the newest reading first). Transmitter, Sensor signal and Stale do not use it: they re-trip at their own wait, 5 minutes at least, as new alarms, on every device (the Sensor signal alarm every 2 minutes with **Trip at the first sign of a lost signal** on).

The alarms:

- **Glucose alarms:** Urgent Low, Low, High, Urgent High — each with a threshold, a sound, how long it plays, a **Repeat** gap (the sound again after the gap while the alarm stands — on the phone too, each repeat re-checking the newest reading and saying the current value) and **Buzz the transmitter** (the phone makes the transmitter vibrate on your body once when the alarm begins; needs direct read, §4.3; at most one buzz every 5 minutes). Defaults: Urgent Low below 55, Low below 69, High above 120, Urgent High above 181 mg/dL.
- **Predictive alarms:** Low Soon / High Soon — the site's projection (the line drawn on the dashboard) crosses your Urgent Low / Urgent High threshold within the minutes you choose (**Within:** 10, 15, 20, 25 or 30; default 20). Each has a sound, play length and Repeat like the glucose alarms (no transmitter buzz). They ring from the page and by push, and on the phone and the watch too: the site decides on every reading the phone posts and tells the phone in its answer (§4.6). The verdict is always the site's, so the phone needs to be online for these two: with no internet the threshold alarms still ring, Low Soon / High Soon do not.
- **Transmitter and sensor** (optional — off until you switch them on; for CGM users whose phone app reads the transmitter directly, §4.3). The wait is 0, 1, 5, 10, 20 or 60 minutes, or 6 hours; a standing alarm re-trips at that wait (5 minutes at least) as a new alarm, and the Sensor signal alarm can buzz the transmitter on each trip. The Sensor signal alarm has two more switches: **Trip at the first sign of a lost signal** — a lost signal (no readings, no sensor detected) rings the moment the phone knows it, whatever the wait (a weak signal still waits), and the alarm then re-trips every 2 minutes until you snooze it or readings resume; and **Ring through Do Not Disturb** — the account's Do Not Disturb does not quiet this one alarm (a Pause still does).

- **Transmitter** trips when the phone has **not detected the transmitter over Bluetooth for longer than the wait, or** when the transmitter is detected and its **battery is under 20%**. The readout says "Transmitter: not detected for 12 min" or "Transmitter: battery 18%". "Not detected" means **this phone** has not reached the transmitter over Bluetooth. The Eversense app's own readings on the same phone do not count (the Eversense app keeps re-posting its last reading with a fresh time). At a wait of 0, a busy link around a reading can ring for about a minute, until the app's once-a-minute retry reaches the transmitter; a wait of 10 or more never notices it. **When the phone is the one out of range:** if the phone's link to the watch went quiet at the same moment as the transmitter, the watch left with it and is reading it (§5.5); the phone then rings **"Transmitter: out of range (the watch has it) for N min"** (spoken "Transmitter out of range, the watch has it, for N minutes") instead of "not detected", the watch is not told (it has the transmitter), and the website shows the same words without a push notification. **When the watch is reading it:** the phone lost the transmitter while its link to the watch still stands — you walked 25 feet from your phone; the transmitter reaches about 15, the watch about 30 — and the watch took the transmitter over (§5.5); the phone's alarm then stands down to a silent notice, "Transmitter: out of the phone's range — the watch is reading it (N min)", nothing rings anywhere, and the website shows the same words without a push. The alarm's wait resumes the moment the watch stops reading; and when the phone has the transmitter again the ending is said as usual. While the watch reads, the phone's own **No glucose data** alarm stands down as well: the readings go from the watch to the website, whose alarms watch that stream.
- **Sensor signal** trips when the transmitter *is* detected but the **sensor is lost or weak:** the transmitter reports no sensor, or has missed a reading (noticed about a minute after the reading was due — one transmitter cycle after the last reading the phone saw arrive; not in the first 8 minutes after the transmitter is placed back on the sensor, where the first reading comes about five minutes after the re-seat and ends that quiet), or the signal it reads on a reading has stayed under 40% for longer than the wait. The readout says "Sensor signal: lost (no sensor detected) for 3 min", "Sensor signal: lost (no new readings) for 8 min" or "Sensor signal: signal 32% for 15 min". Reseat the transmitter; the phone app's Alignment screen shows the signal. **When the transmitter itself has suspended glucose** — its own alert list carries a "Glucose Suspend", a "Sensor Check", a calibration past due or "No Sensor Detected" (the phone app reads that list on every cycle) — the same alarm says so instead: "Glucose suspended by the transmitter (Glucose Suspend) for 3 min" on the readout, the push titled Glucose suspended, and the phone's notice tells you what that alert means (a Glucose Suspend needs nothing moved: use a fingerstick meter until the transmitter lifts it, and contact Eversense support if it persists; a calibration past due rings the Calibration alarm instead). The status line above the number reads "Glucose suspended by the transmitter (Glucose Suspend) since 10:32 — use a fingerstick meter" in red while the hold stands; the device-status Transmitter block (Detailed stats, and Settings → Advanced → Status) shows a red SUSPENDED line with the time the hold began and the transmitter's other active alerts, or "Transmitter alerts: none" when the list is clear; the watch stands off while the hold stands instead of scanning for readings that cannot

come. Every alert the transmitter can report, with its number and what 365 CGM does: §4.6a.

- Which alarm you get when you lift the transmitter off the sensor depends on the transmitter: most stop answering the phone when lifted, which is the **Transmitter** alarm after its wait; a transmitter that keeps answering with no readings is the **Sensor signal** alarm.
- Both arm only while direct read is ON with a transmitter paired (the Connections card), and only while the phone app has reported within the last hour. They ring like the others: on the website, by push, on the phone and on the watch. **The transmitter charges off the body every day** — choose a wait longer than a charge (60 minutes or 6 hours), or expect the Transmitter alarm while it charges. When a charge reaches the phone: §4.6.
- **Speak the alarm:** every alarm's Sound list has it, right before "None (silent)". Instead of a tone the alarm is said aloud — "Low glucose, 65", "Urgent high glucose, 210", "Glucose falling, low soon. Now 82", "No glucose data for 18 minutes", "Transmitter battery 18 percent", "Transmitter not detected for 12 minutes", "Sensor signal 32 percent for 15 minutes", "Sensor signal lost, no sensor detected, for 3 minutes", "Glucose suspended by the transmitter, Glucose Suspend, for 3 minutes" (glucose in your display unit). Play length and Repeat work as for a tone (a 1-second length says it once, 5 seconds twice, 10 seconds three times; Repeat says it again after the gap while the alarm stands — with the value as it is then). **Test** says the phrase. In a browser the page needs the same first click as the audio-unlock banner before it can speak; in the phone app the app's own voice speaks. The watch speaks too (Alarm settings → **Speak alarms**, §5.6): its own glucose alarms in these same words, and the alarms the phone relays with the phone's wording. **When a spoken alarm ends, it says so once:** "Glucose back in range, 112" after a Low or High; "Glucose data is back, 118" after No glucose data; "No longer heading low, now 96" after Low Soon; "Transmitter connected to the phone — it was on the charger, battery now 94 percent, up from 61" after a Transmitter alarm (the battery is compared with the one at the trip: higher = it charged; the same or lower = the level only, "Transmitter connected to the phone — battery 61 percent"; "Transmitter back in range — connected to the phone ..." when the watch had it); "Sensor signal back, 87 percent — transmitter connected to the phone, battery 94 percent, up from 61" after a Sensor signal alarm. Only for an alarm whose Sound is **Speak the alarm** (a tone alarm ends quietly, as before), and never under Do Not Disturb, a pause or a snooze — the phone's log says what would have been said. The watch says the same sentence for an alarm it announced (its own "Glucose back in range" and "Glucose data is back"; the phone's sentence for a relayed one), under its **Speak alarms** switch.
- **Push notifications on this device:** for browsers on devices *without* the phone app, so alarms reach you when the tab is closed. If the 365 CGM app is on this phone, its own alarms already ring — turning on browser push too would notify you twice.
- **Transmitter vibration** (CGM users with the phone app reading the transmitter): make the transmitter itself vibrate for alerts, and send test vibration patterns.

Only one signed-in device plays the sound for a given alarm (the server picks one); every device flashes. Inside the phone app the page itself stays silent for the alarms the phone rings natively (glucose, Stale, Transmitter, Sensor signal, Low Soon / High Soon): the phone's own voice is the one you hear. The phone app rings its own alarms with no

internet, following these same thresholds, sounds and the Transmitter / Sensor signal settings (§4.6) — except Low Soon / High Soon, which need the site's verdict. The watch follows the phone's urgent-low / low / high / urgent-high thresholds while sync is on (§5.6), and rings the Transmitter, Sensor signal and Low Soon / High Soon alarms the phone relays to it.

3.3 Settings, tab by tab

- **Eversense** — your Eversense glucose connection (account, region, password, **Start/Stop service, Check now**), the optional follower account for lower-latency live data, **Eversense Event Data** (meals, insulin, exercise and calibrations from Eversense's servers — sign in with the CGM user's own Eversense login, never a follower's; the card shows the **Account** the sign-in is on — the login when Eversense reports one; otherwise the account's role and the end of its id, "Eversense account id ...92693 — Eversense's sign-in gives no login name; signed in as a Patient account", because Eversense's sign-in page tells the site no login, only an id and whether the account is a Patient's (the CGM user's own) or a Follower's — and what the last check brought back ("new to this site: 1 calibration, 0 events, 0 glucose readings" = rows the site did not have yet), says in red when nothing has come back for a day or more, and its **Reload events now** button checks the last 30 days at once and reports the counts; the sign-in lasts 365 days. When the line shows a login, that is all there is to see. When it shows only the id and the role, an **Eversense login for the next reconnect** box appears under it: type the login you are about to sign in with before pressing **Reconnect event data** and the Account line shows it, marked "as entered" — Eversense does not confirm it, so it is your note, not a check), **Companion mode**, the phone app's **transmitter direct read** switch, the **Guided lag test** (§3.3a), event-data hygiene (find duplicate events), and the one-year history import.
- **Nightscout** — send your readings to your own Nightscout, or turn on the built-in **Local Nightscout Server**: a hosted, Nightscout-compatible feed (read URL <https://nightscout.365cgm.com> plus a secret key) for readers such as xDrip+, Nightscout clocks and M5 monitors.
- **Alarms** — §3.2.
- **Connections** — the **Devices on this account** card (every phone, tablet and watch that runs the app, by name — add, rename, remove; which phone reads the transmitter — §2.4a, §4.8), the **Device tokens (advanced)** card beneath it, the watch instructions, the **365 CGM app — watch updates** card (how often the phone app sends a reading to the watch — every reading, every 10 or every 15 minutes — the same choice as the app's Settings → Watch card, synced to the phone within seconds; shown once the app has reported, read-only on a shared view), the **Transmitter client slots** card (the slot each device claims on the transmitter and a row of numbers to change either one — §4.3; shown once a device has reported its slot, read-only on a shared view), and **Pens & meters** — every pen and meter on the account, as the phone app's Manage pens & meters screen shows them (§4.5): for each one the name, the serial, the battery, which phone captures it, the start date with its own **Save start date / Clear, Rename** and **Remove**. Adding and pairing are the phone app's job: the card's first line in each block says so and names the place (the app's Settings → Connections → Pens & meters → **Manage pens & meters**; seen from inside the app that line is a link that opens the screen). The website itself pairs nothing. Each meter's row folds out **Move this meter's**

readings in time... for readings that landed at the wrong time (a meter clock set wrong, or a correction that misfired): give the range of the meter's sequence numbers (the #N in the phone's Meter connection list), the minutes and **earlier** or **later**; **Preview** shows how many readings would move and the first and last before → after; **Move** does it — on your followers' copies too — and writes a `bg_times_shifted` row in the log. A reading moves **once**: a second move on a reading already moved is refused until **Put back** (shown under the control with the last move — its range, minutes and time) reverses that move, one tap confirmed by a second; a move that would put a reading in the future is refused. After a Move the minutes and direction clear, and Move is armed only by a fresh Preview of the boxes as they stand. With two phones on the account the slots card shows a row per phone (§4.3); the Devices card's **Primary** radio on each phone that can read the transmitter — the one place that says which phone reads — with **No phone** and **Automatic takeover** (§4.8); and the direct-read card, which only says who reads and, inside the app, which device you are on. On the phone app this tab also carries **Manage pens & meters** and **Capture options**.

- **Display** — colour scheme, text size, unit (mg/dL or mmol/L), target range, live heart-rate behaviour, and which dashboard elements are shown on this device (the "Display preferences" checklist). On the phone app: **Open 365 CGM app displays** (notification, widget, bubble, lock screen).
- **Share** — share link, account access, permissions, sharing requests (§3.4).
- **Meds** — your medications and insulins (**Your Medications** — what you take, with dose, frequency and times), meal-time **groups**, the **Medication Catalog** (the master list every picker draws from — **Add to catalog**, fill the entry or **Look up** the NDC, **Save**; the new entry is offered at once in the Your Medications and group pickers on the same page, even in a form you left open, so nothing needs reloading), and **Pens** — which insulin each pen holds: pick it and **Set insulin**; doses uploaded from the pen are labelled with the insulin assigned at the moment of each dose, so change it whenever you switch cartridge or pen (past doses keep their label). Everything else about a pen or a meter — adding one, the start date, the battery, which phone captures it, Rename, Remove, a meter's Sync and Move — is under Connections → **Pens & meters**.
- **Account** — two-factor authentication, automatic sign-out, change password, passkeys, authenticator app, and **Delete account**.
- **Advanced** — export/import settings and data (JSON/CSV), prediction model, the **Calibration Window** rules — the **Sample count** (the newest readings judged; default 4, about 20 minutes) and the **Max change (%)** (default 4): the **CAL Window** pill is **green** when your glucose moved within $\pm 4\%$ over those readings, **yellow** up to $\pm 8\%$ (twice the setting), **red** beyond; recent meal, insulin, exercise and health events and Smart Timing's "not yet rested" are noted inside the popup, not coloured; the phone app's Calibrate screen and the guided lag test judge "steady" by these same values; **Smart Timing** (heart rate & movement) with its **Balanced** preset — a 10-minute recovery hold and a ± 10 bpm resting-heart-rate margin, the defaults — or Strict (30 min, +5 bpm) or Custom — MARD breakdown, and the on-dashboard prompts. On the phone app: **Open 365 CGM app diagnostics**.
- **Status** — a live copy of Detailed stats.

3.3a The guided lag test (Settings → Eversense)

Your sensor sits in interstitial fluid, so it sees a change in your blood glucose some minutes after a fingerstick does. The delay is mostly constant for you but unknown until measured; once measured, the projection line on your dashboard anchors at the right point in time (instead of the default 7 minutes) and the figure feeds the accuracy checks. Everyday fingersticks refine the estimate slowly; the guided lag test pins it in about 30 minutes.

You need a Contour meter paired to the phone app, with the app running (its readings reach the test by themselves — nothing to type); about twelve test strips (three baselines and nine readings on the rise — a spare helps); tissues to wipe off blood; your desired amount of 45–90 g of fast glucose (GlucoAid gel and/or 15 g glucose tablets — the test asks for the dose, 45 g minimum); water; a chair; 30 minutes of calm time; the sound on (the test speaks every step; inside the phone app it uses the phone's voice). A watch helps — it tells the test you are sitting still. Weight, height and age are asked once and reused.

When: the test asks you to confirm each of these before it starts — **5–6 hours since you last consumed carbs**, and nothing taken that suppresses blood glucose; **no rapid insulin or medication that changes blood levels in the last 4–6 hours**, and none needed during the 30-minute test; **no GLP-1 injection or very long acting insulin in the last 4 days** — if you have had one, the test needs at least 90 g of glucose to overcome it (press Close on the checklist, then set the dose to 90 g); the meter, about 12 strips, your chosen 45–90 g of fast glucose and water ready; **clean and dry hands and fingers** for the fingersticks; **30 minutes of calm time** set aside, and feeling well (not ill or dehydrated); no exercise beforehand. It will not start until a fresh sensor reading is in, your glucose is steady — by your Calibration Window's own rule, within its percent over its last readings (Settings → Advanced; the default $\pm 4\%$ over 4 readings): "Glucose isn't steady (+5.2% over the last 4 readings; your Calibration Window allows $\pm 4\%$)" — you have been still for a few minutes and your heart rate has settled; it says what it is waiting for. A high starting glucose is allowed with a warning. Water throughout is fine; no food, other drinks, medication or insulin unless medically necessary. Not when you are ill.

Watch how it works. Right under the card's title, ► **Watch** plays an animated run of the whole test, minute by minute, in about a minute — the three baselines averaged into your starting level, the glucose moment, the nine sticks, the sensor catching up, the result — right there on the card (Play / Pause, Restart, 1× or 2×, beeps if you want them, chapter buttons to jump); 🔊 **Voice** makes it talk — each step is spoken and the run waits for the voice; **Open in a new tab** shows it full size with notes on what you are looking at.

The sound check. The test speaks every step, so the setup page speaks as it opens: tap **I heard it** — the setup does not go on until you do (► **Play the sound check** and **Didn't hear it — play again** replay it with a beep; turn the volume up or unmute). A browser with no voice says so; the beeps and the top line carry the cues there.

The top line (site build .225). One instruction at a time sits at the top of the window — wash and dry your hands · load a strip, wipe off remaining blood and plan to use a new prick location · fist and massage palm→fingertip · prick the side of your fingertip · sample the blood drop · remove the used test strip — and **blinks and beeps whenever it changes**. The voice says the same. Between readings: try not to move (it raises blood pressure); never use blood from an old stick, and wipe blood off with tissues only — no alcohol. If the blood spot is not large enough, prick again and use that one, even if a little

late. After the fifth stick, and the tenth, the voice says to switch to another finger so the earlier pricks stay closed. The Sensor (CGM) line names the time of the reading it shows.

The steps (each is spoken): (1) get ready — **wash your hands with soap and dry them well**, load a strip, sit down, tap **I'm ready**; (2) baseline fingerstick 1 — the meter uploads it and the test confirms the number; (3) baselines 2 and 3 when the clock reaches zero each time — three minutes on, then one minute before the glucose: **three sticks within ten percent of each other are averaged into your starting level**, the number the rise and the lag are measured from (one stick wanders a few points by itself — normal fluctuation, not your blood); the voice confirms each ("Baseline three recorded, 95. Your starting level is 96 — three sticks within ten percent, averaged. Remove the used test strip and get all your glucose ready..."); a stick that differs by more than ten percent brings one more, up to five, and the dose is re-timed to the sensor ("The sticks differ by more than ten percent — one more will tell"); the sensor's own readings before the dose are averaged the same way, so the lag is measured between two steady levels — the result shows both ("Starting level: 96 mg/dL — 3 sticks within 10%, averaged · sensor 90 (3 readings averaged) — 6 under the blood at rest; the fit matched the blood against the sensor shifted by +6 mg/dL"); (4) when the clock reaches **Now**, swallow the whole dose with water and tap the button the moment it is gone (the moment is timed to the sensor's five-minute cycle) — **then wash and dry your hands again**, said and shown until the first stick's prep: any trace of sugar on a finger gives a false high (a 282 on 2026-10-09's test, set aside); (5) nine fingersticks on the test's clock, **planned the moment you tap** (site build .225): the first at the sensor's next reading at least two minutes after the dose (about +3 when you tap on time), then three minutes apart for three more, then every two minutes to the ninth (about +22) — each announced a minute ahead ("load a strip", "prick", a beep for the sample, a beep at the mark), and after each reading "your next finger-stick is at HH:MM, in 1 minute 40 seconds" — the exact time, which is a little under two minutes because the reading takes some seconds to reach the site. The **schedule strip** under the big clock shows every mark with its clock time and its state — ✓ done with the value, missed, ► next, to come — and the clock counts down to the next one. Stay seated and still. The progress line reads "Finger-sticks: 3 of 11 done · 8 to go". A stick within about a minute of its time counts as on time; a late one takes the slot it can still reach and the slots it passed are listed as **missed** (the test goes on — the data is what counts, not the labels); a stick after the schedule is kept as **extra**. The readings carry the meter's own time, so a slow upload does not hurt. If the readings arrive stamped off the phone's time, the test measures it from the uploads — once two sticks agree, since one stick cannot tell a slow pickup from a wrong stamp — and corrects every reading ("The meter's readings reach the site stamped 7 min behind the phone — the test corrects for it"). If the meter's own clock reads right, the phone app is shifting them: update the 365 CGM app (0.1.251 or later) and take a stick; if the meter's clock reads wrong, set it.

A reading the test sets aside. A value that cannot be blood — more than about 30 mg/dL plus 6 per minute above the last good reading (sugar on the finger), far below it (a squeezed, diluted drop), or a baseline far above the sensor — is **set aside**: shown in orange with the reason, not counted, its slot kept open. The voice says so; wash and dry the finger and stick again when the clock says.

Afterwards. Your part ends with the schedule: the screen says "Finger-sticks complete — stay seated and still until HH:MM" (the sensor is read for 20 minutes after your last stick; a walk now would spoil those readings) and "the result is scored at about HH:MM". You can

close the window — the server scores the test by itself and the result appears under the **Guided lag test** button (with a **See the result** button) and under **Past results & graphs**. **When it lands, the dashboard tells you** (site build .225): a spoken note and a banner at the top of the page with **See the result** — on the page you have open, or the next time you open the dashboard, until you have looked at it. The result: "Your sensor lag: 7 min (6 to 8)" — the projection uses it from then on — with a **Best fit** line and a small curve. **How the lag is read:** the sensor's curve, lifted to your starting level, is slid against every finger-stick on the rise, from five minutes early to fifteen minutes late; the slide where it fits them all best is your lag, and the stretch of slides that fit almost as well (within 1 mg/dL per stick) is the range beside it — a narrow range is a sharp answer, a wide one a slow rise. The curve shows it: the shaded band is the range, the dot the best fit; the earlier method's figure (the middle of the per-stick matches) is noted under it for comparison. The figure is your lag **on a rise, at rest** — during exercise and on the way down a sensor runs further behind (the interstitial curve is broader than the blood's), so confirm a suspected low with a finger-stick. A sensor whose software runs ahead of the blood reads "runs N min AHEAD of the blood". Then a **Rise onset** line (when the blood started rising and when the sensor did; information, not the number the projection uses). If the test could not conclude (a rise under 30 mg/dL, fewer than three readings on a real sensor rise, no clear best fit — any lag across more than six minutes fitting the sticks equally — or a best fit at the edge of the search) it says why — including how far the blood rose and how far the sensor had by then — and keeps the readings: under **Past results & graphs** each test can be **rescored with today's rules** (after a bad reading was deleted from the chart, say). The finish screen offers **Print / Save results (PDF)** and **Past results & graphs; End test early** stops a test while the sticks run (Close does the same then; once the sticks are done, Close only closes); a test interrupted by a page reload resumes where it was. The test's sticks never count as calibration checks on the dashboard banner. Re-run after a sensor change or if the accuracy figures drift.

3.4 Sharing your data

- **Share link** (owner only): **Copy share link** creates the link (replacing any previous one) and copies it; **Disable link** turns it off for everyone who has it. The page it opens shows the number, chart and cards, and flashes alarms — it never plays sounds and exposes no settings or credentials.
- **Account access:** everyone who can see your data — Eversense followers who signed up, and people you invited — with **Cancel access / Remove**. Invite by email with a preset: *No access*, *See — glucose only*, *See — glucose + events*, *See — everything*, *See & modify — everything*.
- **Permissions:** per person, seven groups each set to **No access / See only / See & modify**: Glucose & target range; Calibration; Events (view only) — meals, exercise, health, calibrations; Add readings & notes; Dosing & meds; Medications & insulins (lists); Devices (view only). The share link, device tokens, adding hardware and the Advanced tab are never shareable.
- **Sharing requests:** ask another 365cgm.com account to share with you, and see the requests and invitations you sent or received.

Followers see the owner's readings, calibration status and — with the Events permission — the owner's logged events. A follower's own phone and watch status appears on the "Your phone ... your watch ..." line (§3.1).

3.4a Banners on the dashboard

Some messages come from the server and stay until you act: the calibration-check recommendation ("Dismiss 6h"), the lag prompt ("Not now"), the three learning prompts (predictor drift, fingerstick gap, sensor instability) and the heart-rate warning. **Dismiss hides the banner at once and keeps it hidden on this device** for the server's own snooze (6 hours for the calibration check, 4 hours for the prompts — 24 hours, then 7 days on repeated "Not now" — 2 hours for the heart-rate warning), even while the phone has no connection; the server is told in the background. Another device shows the banner until the server has heard. "Stop asking" opens Settings → Advanced and keeps the banner down for an hour while you choose.

Two more notices (site build .221). The dashboard checks two things about your phone once per page load and says so in a banner (and in the Issues drawer, where the note stays until the cause is gone):

- **"Your phone isn't reading your Eversense transmitter yet"** (also "Not reading your Eversense transmitter" when the app's direct read is switched off, "The 365 CGM app has stopped reporting" when the app reported once but not for 7 days). You are an Eversense CGM user, your phone has the 365 CGM app installed and talking to the site, but the app has never been set up to read the transmitter — so your readings reach the site only through the Eversense cloud, minutes late, and the app cannot ring its own alarms or feed your watch directly. **The fix:** on 365cgm.com, Settings → Connections → **Devices on this account** → pick the phone that reads; if no transmitter is chosen on that phone yet, in the app Settings → Eversense → **Open app controls** → **Find my transmitter** → tap yours (\$4.3 — the first phone to do so becomes the primary by itself); set the phone's Battery for 365 CGM to Unrestricted. In the app the banner's **Set up** button opens that screen. **Dismiss** hides the banner for 7 days. 365 CGM can also email you a **setup checklist** — what you normally use that is not in place yet (the phone app connected, the transmitter read, the Eversense event data; for a Follower, the follower login), each with its steps — either when an administrator sends it or on a schedule; you can turn those emails off (below).
- **"A newer 365 CGM app is available"** — your phone or your watch runs an older version than the one you can install. The banner names both versions and where to update: a Play install from **Google Play** (phone: Play → 365 CGM → Update; watch: the Play Store on the watch → 365 CGM → Update, \$5.8); a sideloaded build from the app's own **Check for update now** (phone: Open 365 CGM app → the About screen; watch: System → Update). Dismiss hides it for 7 days. You may also get this as an email, at most one every three days. After an update the banner clears within a minute — the phone reports the new version at once.

Your email choices (site build .223). Settings → Account → **Email messages from 365 CGM** has two switches: *Setup reminders* and *App updates*. Every such email also carries two links at the bottom — **Stop these emails** (the page asks you to confirm) and **Choose which 365 CGM emails you receive** — that work without signing in. Sign-in, security and sharing emails are always sent. An administrator may also write to you directly from admin@365cgm.com; those emails carry the same choices link.

3.5 Reports and Logs

Reports (link in the dashboard header) offers Glucose Statistics, Modal Day Summary, Time in Range, Target Pie Chart, Glucose Management Indicator, Insulin Use, Alarms & Disconnects, Sensor Accuracy, BGM Accuracy, Calibration History, Followers & Sharing, Status and **Logs**, over 1 / 7 / 14 / 30 / 90 days. **Calibration History** lists every calibration: the ones entered here (phone, watch, website) and the ones Eversense's servers carry — the Eversense app records every calibration the transmitter took, including the ones sent from here — each one once. The source beside each value: "365 CGM app (phone or watch)", "Recorded here" (typed on the website), "Fingerstick" (a meter reading flagged as a calibration), "Eversense app" (one only Eversense has — typed into the Eversense app), "Transmitter record" (one the transmitter counted that nobody reported — its time only); "also on Eversense's servers" means Eversense's servers carry the same calibration. Reports can be emailed, **copied** (the report as text, to the clipboard — in the phone app too), downloaded as text or printed — in the phone app too: **Download** saves the file to the phone's Downloads folder (on Android 10 and later a notification offers to open it; older phones open the share sheet instead) and **Print** opens Android's print dialog, where Save as PDF is always available. When 365cgm.com takes too long to answer, the report says so ("365cgm.com took too long to answer — trying again...") and tries once more on its own; Logs, Status and Followers & Sharing load on their own, without the statistics first. The **Guided lag test** (Settings → Eversense, sensor-lag calibration) has its own **Print / Save results (PDF)** and **Print paper protocol** buttons: in a browser they open a print window; inside the phone app the page is saved to Downloads as a web page instead (`365cgm-lag-test-results-<date>.html` / `365cgm-lag-test-protocol-<date>.html`), and the "Downloaded ..." notification opens it in the phone's browser, where Print and Save as PDF work.

Logs is the event log for your account: what the server, your watch and your phone app reported, kept for 7 days. The watch sends its log by itself (every 5 minutes while failover is on; with failover off, a 15-minute background job that the watch's power saving can hold back for hours — **Send log now** forces it), and the phone app sends its own capture log with its status reports (about every 10 minutes; a quiet phone lets six lines gather first, so 20 minutes is normal on a follower phone) whatever the phone's role — the same lines you can read on the phone under Diagnostics → Recent capture log. Choose a source (`365cgm-app` = the phone, `watch-probe` = the watch, `eversense-report` = the hourly server snapshot), type a word in **Contains**, or use the topic buttons. Three buttons take everything shown — the same rows, in the same order, with the filters you chose — and that is what to send when asking for help: **Save log rows** writes a text file (in the phone app to its Downloads folder, where the "Downloaded ..." notification opens the file and offers **Share**; in a browser a download); **Copy log rows** puts the text on the clipboard (in the phone app, from the phone's own side); **Email log rows** sends it to the address in the box at the bottom of the page through **Email this report** (up to 2000 rows in one email; the message says when rows were left out). The bottom row's **Email this report**, **Copy** and **Download** carry the log rows too while Logs is the report shown.

3.6 Other ways to view

- **Any browser** works: computer, tablet, iPhone/iPad, a car or TV browser. iPhone users can add the site to the home screen (Share → **Add to Home Screen**). There is no iOS or car app; the phone and watch apps are Android and Wear OS only.
- **Nightscout readers** (§3.3, Nightscout tab).
- **The share link** for people without an account.

3.7 Install the website as an app (PWA)

On Android Chrome the dashboard offers **Install app** ("Install 365CGM.COM for a full-screen, app-like experience"); on iOS use Share → Add to Home Screen. The installed site is still the website — for Bluetooth capture, offline alarms and the watch you need the 365 CGM phone app.

4. The phone app

4.1 What you see

- **The dashboard** — the same 365cgm.com page, inside the app. When the phone has no internet the app shows an **offline view** built from the readings stored on the phone ("Offline — website dashboard from on-phone data; syncs when connected") and returns to the live site by itself — the moment the phone's internet is back, or on its once-a-minute retry when the site did not answer. The offline view is served entirely on the phone: the page, its chart and every answer come from the app's own store, nothing it shows waits on the network, and it is on screen within a second — on a bad connection as much as on none (before app 0.1.237 it could stay black, or behind "Working to get your data..." for 25 seconds, exactly when the phone's internet was up but not answering — §6). The offline view's Alarms tab works too (§4.6). On the live site the app also hands the page the readings it holds itself: the moment the phone reads the transmitter, the number, the arrow and the chart update and the age line says "· phone" — before the reading has reached 365cgm.com, and even while the phone's connection to it is poor; the cloud's copy takes over as it arrives. This is your own account's data only: while you are viewing someone you follow, the page shows what 365cgm.com has.
- **The dark bar** at the top of the dashboard — only when something needs attention (§4.2).
- **The notification** (always present while the app captures): your current value and arrow as the status-bar icon; "120 ↗ +6 mg/dL · 3 min ago"; expand it for a 3-hour mini chart; actions **Speak** and **Open 365CGM.com**. "· stale" appears after 12 minutes without a reading. Options: **Show value in status bar**, **Hide value on lockscreen**.
- **The home-screen widget** "365 CGM Glucose": value, trend, change, time and a graph; **Speak** and **Refresh** chips. Long-press the home screen → Widgets to add it; its settings (graph range, target range, word size) open when you add it.
- **The floating bubble**: the value floating over other apps (needs the "Display over other apps" permission). Tap (or long-press) it for Speak / Open / Snooze.
- **Lock-screen and home wallpaper**: the value drawn onto your wallpaper (a clean copy is restored when you turn it off).

All of these are under the website's **Settings → Display → Open 365 CGM app displays** when you are in the app: site display (Auto / Online / Offline), text size, status bar, widget, bubble, wallpapers, spoken confirmation.

4.2 The bar at the top — what it means

The bar says	Meaning	What to do
"This phone isn't connected to your account yet — install its device token."	The app has no device token.	Tap Connect (or enter manually to paste/scan a token).
"This phone's token stopped working (revoked?). Tap Connect to issue a new one."	This device was removed on the website (Settings → Connections → Devices on this account), its token was revoked there, or the token no longer works.	Tap Connect — a replacement token is issued through your signed-in web session.
"Give your watch its own login — no typing."	A watch is linked to this phone but has no token of its own.	Tap connect a watch .
"Watch not linked to this phone — last heard 44m ago. It still updates on its own."	The phone has not heard from the watch for over 30 minutes — usually Bluetooth out of range or the watch off the wrist. Nothing is broken; the watch keeps fetching readings itself.	Nothing. It clears when the watch reports again.
"Watch not linked to this phone — last heard 2d ago. If it was reset or reinstalled, re-issue its login." (or "... yet...")	Over 24 hours of silence, or the phone has never heard from this watch.	If the watch was reset or reinstalled, tap re-issue watch login . Otherwise check that the watch is linked to the phone (the Pixel Watch / Galaxy Wearable app shows "Connected").
"Not reading your Eversense transmitter yet — set it up to get readings every 5 minutes, alarms and the watch relay."	You are an Eversense CGM user, no transmitter is chosen on this phone and no other phone of yours reads it (app 0.1.249; a standby phone shows no bar). The app asks the site once a day whether your account is a CGM user.	Tap set up — the Transmitter direct read screen: Find my transmitter (§4.3). The × hides the bar for 7 days.
"Offline — website dashboard from on-phone data; syncs when connected"	The phone cannot reach 365cgm.com right now — no working internet, or the site did not answer — so the dashboard under the bar is the phone's own copy, served on the phone from the readings it holds (your own captures are current; a follower's readings are as of the last pull). Captures and the phone's alarms carry on; what is captured meanwhile uploads when the connection returns.	Nothing. The app returns to the live site by itself — when the internet is back, or on its once-a-minute retry.
(no bar)	Everything connected.	—

The × hides the bar until the next time you open the app.

4.3 Where the app gets your readings (CGM users)

The app can get your glucose three ways; you choose in the website's **Settings → Eversense** tab (inside the app) and on the **Transmitter direct read** screen (**Open app controls** on that tab). Which phone to install the app on — the same one as the Eversense app, a different one, or several — and the trade-offs of each are in §1.3.

1. **Transmitter direct read (recommended).** The app reads the transmitter itself over Bluetooth, every cycle, with or without the Eversense app running, and uploads to 365cgm.com immediately. Tap **Find my transmitter** (the switch that used to sit above it is gone — the first phone on which you choose a transmitter starts reading by itself, and with more than one phone the website's Settings → Connections → Devices on this account card says which phone reads, §4.8): the app scans for 12 seconds and lists what it finds, likely transmitters first — a transmitter shows its serial as its name (**T301638**) with its Bluetooth address and signal strength; tap yours and the **Transmitter MAC (AA:BB:CC:DD:EE:FF)** field is filled in, and the choice is sent to your watch for its own pairing (§5.5), so nothing is typed on the wrist either. A transmitter that is connected to the Eversense app (or to this app) advertises only between readings — if it is not listed, wait a minute and scan again; **Show all nearby devices** widens the list to everything nearby (your headset, your car); the address can also be typed by hand. Leave **Transmitter client slot** at 6. The first connection needs internet once to obtain a certificate; after that it works offline. This is also what enables calibration, sensor alignment and transmitter vibration from the app.
2. **Companion mode.** The app reads the reading the Eversense 365 app shows in its notification. Turn on **Enable companion mode** and grant **Notification access**; optionally **Send companion readings to 365cgm.com**.
3. **Cloud.** Nothing to set up: 365cgm.com fetches from Senseonics' servers with your Eversense login (the Eversense app has to be running on your phone for those servers to receive data), and the phone app pulls from 365cgm.com — 45 seconds after each expected reading, every 5 minutes. The phone keeps itself awake for that appointment while it is in this mode, so the check does not slip while the screen is off. A follower's phone uses this path too.

About the Eversense app and other devices. The transmitter talks to **one app at a time**. 365 CGM is built to share it politely with the factory Eversense app, and in normal use both work — the app quick-retries and backs off when the link is busy. Some delay is still possible when the Eversense app is open and holding the link, and the same applies to any other device that connects to the transmitter (a watch reading directly, a pump). With direct read on and the Eversense app closed, your data still reaches 365cgm.com — but nothing reaches Senseonics' servers while the Eversense app is not running; the transmitter's stored readings are filled in there once it runs again. Choose what suits you; the settings are yours to change any time.

The direct-read screen also has **Re-pair transmitter** (after replacing a transmitter, or for repeated "no session" errors), the watch token card (**Send token to watch**) and the **Transmitter client slot** picker.

The client slot. The transmitter tells its connected devices apart by a slot number: the Eversense app uses 2, the 365 CGM phone app 6 and the watch 7. Leave them unless you run a second phone or watch against the same transmitter — then give the second device its own number (3–9). Three places set it: the phone's direct-read screen (its own slot), the

watch's **System → Transmitter slot** row (–/+ , its own slot), and the website's **Settings → Connections → Transmitter client slots** card, which shows both and changes either — pick the number on the phone's row or the watch's. With two phones on the account the card shows a row for each phone, named as on the Devices on this account card, and a pick on a row changes that phone alone; a slot another phone or the watch already holds is refused. The phone takes a slot from the website within seconds; the watch gets its slot through the phone (it must be in the phone's reach) and shows it on its System screen. A new slot needs one online pairing, because the certificate is minted per slot: the phone does it by itself on its next transmitter connect; the watch needs **Failover → Pair transmitter** once (tap the transmitter's button three times until it blinks blue, with the watch near the sensor) — until then the watch says it is not paired. The website's card tells you what the phone answered (waiting, accepted, refused and why, or not picked up — then check that the 365 CGM app is running) and shows each device's slot once it reports it; a slot the other device already uses is refused. Switching a device back to a slot it used before needs no pairing — the earlier certificate is kept. Detailed stats (and Settings → Status) show the slots too, in the Devices card and the versions line.

4.4 Calibration and alignment (direct read)

- **Calibrate** (dashboard + **Cal → Calibrate sensor**): the screen tells you whether glucose is stable enough ("Glucose is stable — good time to calibrate." / "...drifting ... steadier is more accurate" / "...changing fast ... better to wait" — judged by the website's Calibration Window values, the Sample count and the Max change in Settings → Advanced, from app 0.1.252; a queued calibration is refused at "changing fast"), the transmitter's readiness — and, when it is not ready, why and about when it will be: "Transmitter not ready — processing the last calibration; ready about 8:15 AM" for the 15 minutes after a calibration, then "— too soon since the last calibration; ready about 9:00 AM (estimate)" (the transmitter accepts another about an hour after the last one; the time is an estimate and the transmitter decides), with the day when it is not today — and your live heart rate from the watch. Enter the fingerstick value (40–400 mg/dL) and press **Calibrate**; the result is "Calibration accepted by the transmitter." or "Calibration not used (...)". Your calibration history is on the website (Reports → Calibration History). **No internet needed**: the phone talks to the transmitter directly, over the pairing it already holds, so calibrating works with no connection at all — the record goes to 365cgm.com when the phone is back online (the result line says so: "No internet — the record uploads to 365cgm when the phone is back online."), and it appears on the chart and in Calibration History at the time you calibrated. Internet is needed in two cases only, and the screen says which: the very first calibration from a phone that has never paired with this transmitter (pairing happens online once), or a transmitter that refused the phone's stored pairing (connect to the internet and calibrate again, or calibrate in the Eversense app).
- **A calibration the transmitter refused** (it did not use the value, or the write to it failed — "write failed: timeout" when the link was busy) is still recorded, as refused with the reason: on the chart it is an orange **X** instead of the orange ring, its tooltip says "Calibration — REJECTED (...)", and Reports → Calibration History marks it REJECTED. It counts nowhere — not as your latest calibration, not in the weekly calibration timing, not in the accuracy or lag statistics. Simply calibrate again; the accepted one is the ring.

- **Sensor alignment** (dashboard **Align**): starts on entry; move the transmitter slowly over the sensor and watch the signal percentage; stops when you leave or after 3 minutes. While the meter runs, the transmitter counts as detected — a "not detected" alarm that was sounding clears on the first live reading of the meter.
- Both can also be started from any browser (the request is queued and the phone app carries it out) and from the watch (§5.3). In a browser, **+ Cal** opens a small dialog with two parts. **Send to phone to calibrate**: enter your fingerstick value and press the button — the phone app feeds it to the transmitter on its next transmitter session (if glucose is stable; a value not picked up within 15 minutes expires), with nothing to enter on the phone; the line under the button follows it ("Queued 118 mg/dL — expires 9:15 AM ...", then "118 mg/dL fed & accepted 9:02 AM", or the phone's reason for refusing). The line keeps the last answer until the next request from a browser, with its date once it is older than today ("Sep 26, 5:34 PM"); a calibration entered on the phone or the watch does not pass through this line, so once the transmitter records one that is newer, the line steps aside: "No calibrate queued · the last one from the site: ... — a calibration was accepted later (Sep 26, 6:55 PM, from the phone, the watch or the website)" — or "from the Eversense app" when that is where it was entered. Detailed stats' Calibration section shows that newer one as "Cal entry ... (from the website or the watch)". The **+ BG** dialog's calibration box sends the same request (§3.1). **Already calibrated in the Eversense app? → Record it here**: enter the value you used and press the button — it goes into your calibration history only; nothing is sent to the transmitter. Each part answers on its own line, in red when it needs a value or was refused. If 365cgm.com is slow to answer a Send, the line says so and the Queued calibration line below shows whether the request is there (it refreshes while the dialog is open); a second send replaces an old request, never doubles it.

4.5 Pens, meters and manual entries

Open **Settings → Connections → Manage pens & meters** in the app (the **Connections** screen), or **Capture options** for how captures behave.

- **Capture mode: Automatic** (doses and readings upload on their own in the background, with a confirmation sound) or **Review** (you check each new dose before it uploads).
- **Contour Next One meter (+ Meter)**: turn the meter off, hold its OK button about 6 seconds until the blue light blinks and the serial number shows, choose how far back to import, tap **Connect now**, then **Pair** when Android asks. Turn on **Background capture** so every future test uploads by itself, even with the app closed. Meters are named by their serial number. A reading reaches the site within seconds of the result: the phone stays with the meter while it is on (app 0.1.251 — the capture log says "staying with the meter while it is on", and the reminder keeps beeping every 20 s until the strip comes out).
- **Keto-Mojo GK+** is added from the same **+ Meter** button (it has its own connection screen) and uploads glucose and ketone readings.
- **NovoPen 6 / Echo Plus (+ NovoPen)**: hold the pen to the top of the phone with the app open and the phone unlocked — Android cannot read NFC in the background. The first read adds the pen; later reads upload any new doses. The pen has no clock, so in Review mode you can adjust each dose's time.

- **InPen (+ InPen)**: pairs over Bluetooth and captures doses in the background.
- **Add entry** (dashboard + **BG** / + **Keto** / + **Dose** / + **Med** / + **Note** inside the app) saves on the phone immediately and uploads when there is a connection. A meter's reading fills + **BG** for you (§3.1).
- If a meter's clock is wrong the app tells you ("Meter 8407526 clock looks wrong" / "... times corrected") and can shift the times for you, with **Undo**.

On the website, Settings → Connections → **Pens & meters** lists the same devices with the same facts as this screen — "Serial 8487266 · Glucose meter · BGM", the Background-capture line ("on — Hal main uploads readings whenever you test, app closed", "off (last on Hal main)", "not paired on any phone yet"), the battery, the start date and the last upload. The name and the start date are shared — change them on either side and both show the same value. Background capture, **Upload now**, **Re-import everything** and a NovoPen's **Automatic upload** are this phone's own: they run on the phone that holds the pairing, with or without internet, and the website shows their state and which phone. A device paired on two phones captures on one of them — the one that claimed it last (pair it, or turn Background capture on there); the other phone's switch says "Capturing on . Turn on here to move capture to this phone." Every capture is kept on the phone until 365cgm.com confirms it; nothing is lost when you are offline. A meter or pen that is read again right after an upload and has nothing more says so — "no additional readings" (or doses) — rather than "nothing new". Which insulin a pen holds is the one thing set elsewhere on the website: Settings → Meds → **Pens**. The website itself pairs nothing: its Pens & meters card says adding, pairing and syncing are done in the app — inside the app that line is a link straight to **Manage pens & meters**; in a browser it names the place.

4.6 Alarms on the phone

The app rings alarms itself, with no internet. **The Alarms tab inside the app is the phone's own editor**: what you Save there is kept on the phone at once — online or offline — and, with **Sync alarm settings** on, uploaded to the site so every device follows (the capture log: "alarm settings saved on the phone (the site's tab in the app) — sync on; upload queued for the next connection", then "alarm settings uploaded — the phone's 14:02 edit is on the site"). With sync off the phone keeps them to itself and the website's tab, in a browser, sets the website. A change saved **in a browser** reaches the phone (sync on) **within seconds** (the site asks the phone to pull the moment you Save — the log: "settings: the site asked for a pull — settings were saved in a browser (queue id 12) — pulling now"; failing that, **within 10 minutes**: the phone reports its status every 10 minutes, the site's answer says the settings changed, and the phone pulls them at once — the log: "settings: the site's settings changed at 14:02 — pulling now"), or the moment you open the app; a follower's phone checks every 5 minutes anyway. The same goes for the target range and the display unit. The log notes each pull ("site settings applied — transmitter on, wait 10 min, chime; sensor ...", or "site settings NOT applied — alarm sync is OFF on the Alarms tab; the phone keeps its own alarm settings"). Notifications: "URGENT LOW: 52 mg/dL", "Low glucose: 68 mg/dL", "High glucose: 185 mg/dL", "URGENT HIGH: 260 mg/dL", "No glucose data" when readings stop. **Snooze 30 min** is on the notification. Urgent alarms bypass Android's Do Not Disturb.

Repeats and re-alerts. An alarm's sound (or spoken phrase) plays for its play length and again after its Repeat gap until the alarm clears, is snoozed, the phone's master switch goes off, or six hours pass; before every repeat the phone re-checks the newest reading it

has and speaks the current value, and a low that has recovered stops repeating. Separately the phone re-notifies every "Phone re-alerts" minutes while a glucose alarm stands. Transmitter, Sensor signal and Stale instead re-trip at their wait (5 minutes at least) as new alarms — a new notification, the transmitter buzz again for the Sensor alarm.

Pause and Do Not Disturb: the account's, set anywhere (§3.2). Paused, the phone rings nothing and a standing alarm is taken down; when the pause ends the phone checks again and a condition still standing is a new alarm. Under Do Not Disturb the phone posts silent notifications on its "Quiet alarm notices" channel — no tone, no speech, no repeat, no buzz, and nothing loud on the watch — except the Sensor signal alarm with **Ring through Do Not Disturb** on: it sounds, speaks, repeats, buzzes the transmitter and reaches the watch as if Do Not Disturb were off, on its own notification channel ("Sensor alarm through Do Not Disturb"), which also asks Android to let it through the phone's own Do Not Disturb — granted only if you give 365 CGM "Do Not Disturb access" in Android's settings. Set inside the app (either view) the phone has it within 3 seconds and sends it up; set elsewhere the phone hears on its next status report (every 10 minutes; every 30 seconds while one of its alarms is ringing). The log says "alarm: PAUSED by the site — until 14:20 (10 min); every alarm comes down, nothing rings until it ends" / "alarm: DO NOT DISTURB on — silent notices only" / "alarm: the pause ended — every condition re-checked; one still standing is a new alarm".

Transmitter and Sensor signal (the website's settings): the app checks them itself on every transmitter cycle, from what it sees over Bluetooth — "Transmitter: not detected for 12 min", "Transmitter: battery 18%", "Sensor signal: lost (no sensor detected) for 3 min", "Sensor signal: signal 32% for 15 min" — with the same snooze; a standing one re-trips at its wait (5 minutes at least) as a new alarm, and the notification comes down when the condition ends. They need direct read ON with a transmitter paired (§4.3) and the alarm switched on in the website's Alarms tab. Each one also buzzes the watch (§5.6). "Not detected" starts counting from the moment the transmitter stopped answering, once the app has given up its quick retries (about a minute), so a wait of 0 rings within a minute or two of a loss. "Detected" is this phone's own contact — a completed transmitter cycle, or the Alignment screen, which counts as contact and clears a sounding alarm. The Eversense app's re-posts on the same phone do not count (the Eversense app keeps re-posting its last reading with a fresh time; the log only notes "the Eversense app's notification is from 23:05:24 — link contention is possible") — but a **changed value** the Eversense app receives does: the transmitter is alive and within reach of this phone, only the app's own link is losing the contention, so the alarm is held while such values keep arriving (within about 5½ minutes of the last one; the log: "the Eversense app received a new value (100 mg/dL at 17:35:16) — the transmitter is alive; this phone's own link is contended, not lost — the Transmitter alarm is held") and rings only when both go silent. While the Transmitter alarm is on, the app keeps trying once a minute during the five quiet minutes it otherwise leaves a charging transmitter alone, so "not detected" ends within a minute or two of the transmitter answering. When the transmitter comes back into reach (re-seated, or off the charger), the **Sensor signal** alarm cannot ring on that first contact: the app measures a sensor loss only over minutes in which it could actually watch the transmitter, so a real loss rings about 7 minutes after contact returns; and the transmitter's "too soon since the last calibration" state after a calibration never counts as a lost sensor. **Left behind:** the phone judges, at every retry, whether the watch left with the transmitter — its watch link must have gone quiet within 3 minutes of the loss (and stay quiet for 45 seconds), with the

watch heard in the last 30 minutes; then the alarm reads "Transmitter: out of range (the watch has it) for N min" and is not relayed to the wrist. A watch that is simply off or out of Bluetooth range on its own does not count — that stays "not detected". **Offline:** with no internet on the phone (airplane mode) a transmitter that answers but refuses the phone's stored handshake rings "Transmitter: answers but refuses the offline handshake for N min" — it is reachable, the online re-pairing needs 365cgm.com; the alarm clears when internet returns or the handshake is accepted. **The watch takes over:** when the phone loses the transmitter while the watch is still within Bluetooth reach of the phone (the common walk-away: the transmitter reaches the phone over about 15 feet, the watch over about 30), the phone's alarm is the watch's cue — the phone tells the watch it lost the transmitter (the relayed alarm itself, and its answers to the watch's pings), the watch listens for the transmitter for up to 15 seconds and, hearing it, takes the link at once (§5.5); the phone's alarm then stands down to a silent notice, "Transmitter: out of the phone's range — the watch is reading it (N min)", until the watch stops or the phone has the transmitter again (the log: "transmitter: out of this phone's range — the watch is reading it; the Transmitter alarm stands down to a notice" / "alarm: Transmitter stands down — the watch is reading the transmitter"). While the watch reads, the phone listens for the transmitter's Bluetooth advertising without connecting ("transmitter: heard advertising (RSSI -71) while the watch reads it — this phone is back in its range") — that is how the watch learns the phone is back in range and hands the link back. **The Eversense app's re-posts:** while the phone's own link is out, the Eversense app's notification re-posting its last reading under a fresh time (it does, every few minutes) is not taken as a reading — it would go to the watch and the site as a phantom reading and hide the outage from the watch's failover; the log says "companion: 93 mg/dL @ 08:17:29 is the Eversense app's re-post of the last reading — ... — not a reading: not relayed, not uploaded, not counted". A changed value is always a reading.

Sound on this phone (Settings → Connections → transmitter direct read → the card of that name): this phone's own, in addition to the website's alarm settings and never synced — the **mute** (until recovery, or 5 / 10 / 20 / 30 minutes) is offered where the alarm is, on the dashboard's **Alarms Pause** menu ("Mute this device only", §3.2), and the card shows whether one is running; the card's switch is **Speak alarms on this phone** (off: an alarm set to "Speak the alarm" plays its tone instead, the spoken endings are not said, and the dashboard inside the app is quiet too). The phone reports both to the site with its status. The watch has its own (§5.6), and each browser its own (§3.2).

A phone that follows someone alarms too. A phone with no transmitter and no Eversense app on it — a follower's phone, showing someone else's readings (§3.4) — gets its readings from 365cgm.com every 5 minutes, and the readings it pulls feed the alarm engine: Low / High / Urgent ring with the same notifications, sounds, repeats, Snooze, Pause and Do Not Disturb as on the owner's phone; **No glucose data** rings after the stale window (20 minutes by default, the Alarms tab's setting) when the phone has had no new reading — the owner's phone off, or this phone without internet (airplane mode); and Low Soon says the current value ("now 82 mg/dL") instead of "current reading unknown". A phone in airplane mode also says so in its log ("follower: pull failed — retrying ..."). **...and stands down with the person you follow:** when their own phone has named the reason there are no readings — their transmitter is not detected long enough for their Transmitter alarm to ring (the daily charge), or a sensor loss stands with their Sensor alarm on — your Stale alarm stands down exactly as theirs does, on your phone (log: "stale: standing down

— the account you follow ..."), your watch ("NO DATA stands down") and your dashboard, whose banner then reads "Stand by... the account you follow: its transmitter: not detected for 12 min (its Transmitter alarm rings) — last reading 14m ago". The hold follows their phone's report, refreshed by your phone's 5-minute pull; if their Transmitter alarm's wait is longer than your Stale window, your Stale rings first — as theirs would.

Speak the alarm: with that Sound chosen on the website, the phone says the alarm in its own voice — "Low glucose, 65", "No glucose data for 25 minutes", "Transmitter battery 18 percent" — at full volume on the alarm stream, whatever the capture-cue volume is set to (Display → sounds).

Low Soon / High Soon: the phone rings the two predictive alarms too, but never decides them — the site does, with the same projection it draws on the dashboard (which knows your medications; the phone does not). Every reading the phone posts is answered with the site's verdict, and so is the phone's status report every 10 minutes; a follower's phone hears on its 5-minute check. The notification says "Glucose falling — low soon" / "Glucose rising — high soon" with "now 82 mg/dL — the site's projection crosses 55 mg/dL within 20 min"; the spoken form is "Glucose falling, low soon. Now 82". They use the site's settings for the two alarms (on/off, sound, play length, Repeat, Within), the phone's master switch, the same Snooze, "Phone re-alerts every N minutes" for the re-alerts, Pause (nothing rings, nothing is remembered — a verdict that finds the pause over is a new alarm) and Do Not Disturb (a silent notice; nothing to the watch); they never buzz the transmitter. The alarm clears when the site's next verdict no longer crosses. **With no internet there is no verdict, so no Low Soon / High Soon** — the threshold alarms keep ringing from the readings themselves. A verdict that reaches the phone more than 15 minutes late (a phone that slept) is ignored, with a log line saying so. The log: "alarm: LOW SOON — now 82 mg/dL — the site's projection crosses 55 mg/dL within 20 min (the site's verdict, from the reading upload)", "alarm: low soon cleared — the site's projection no longer crosses". Inside the app the site's page is silent for these two (the phone's own voice speaks).

With direct read on, the app also watches for the transmitter to stop producing readings: a missed reading is noticed about a minute after it was due (the next reading is due one transmitter cycle after the last one the app saw arrive, so this works from the first reading after the app starts; right after the transmitter comes back into reach or off its charger before any reading has arrived, about 7 minutes after the last reading), it posts a **silent notice**, "Sensor signal lost — no CGM data for 6 min", and the Sensor signal alarm rings at its wait counted from the missed reading — in the same second when the wait is already met or **Trip at the first sign of a lost signal** is on — taking the notice down. A **Calibration required — glucose stopped** verdict still rings loud. Nothing is judged across minutes the phone could not observe (it waits for the transmitter to answer again after an outage). The first reading after the transmitter comes back from its charger, or from a re-seat, is shown at once, and that holds across an app restart during the pause too (the app keeps on disk which record the transmitter last answered with, and when). The transmitter's **first record slot after it is back on the sensor** — the slot it logs with no glucose in it yet — already counts as the transmitter producing: a Sensor signal alarm that was standing clears on it, and the next reading is expected one cycle after it (the log: "alarm: a record slot advanced (rec N, no value yet) — the transmitter is producing; the next slot is due 22:34:20"). The other way round is quick too: a transmitter that is **off the charger but not back on the sensor** — answering the phone with its old record for 2 minutes after contact returned, when a re-seat would have logged its first slot within a

minute — is "Sensor signal: lost (no sensor detected)" about 2 minutes after it came back into reach (the log: "alarm: NO SENSOR since contact returned — the transmitter has answered with the frozen counter for 125s ..."); the alarm's wait counts from the moment contact returned, and the first record slot after you put it on clears it. So if you hold the transmitter for more than 2 minutes between the charger and your arm, expect the Sensor signal alarm (with **Trip at the first sign of a lost signal** on, at once; otherwise at its wait) until it is on. Once it is on, the "no new readings" verdicts wait: for 8 minutes after the transmitter comes back into reach, back from its charger, or out of an alignment session, a missed reading is not called — a re-seated transmitter restarts its cycle and sends its first reading about five minutes later (the log: "alarm: contact regained after 391s ... no "no new readings" verdict for 8 min"), and that first reading ends the quiet; "no sensor detected" and the transmitter's own readiness report still ring in those minutes. A reading-due time the phone predicted before the charge is ignored once a newer reading has arrived (the log: "... stale, ignored").

4.6a The transmitter's own alerts

The Eversense transmitter keeps a list of its own active alerts — the same ones the Eversense app shows with a number such as **EC #965** — and the 365 CGM phone app reads that list on every cycle (phone 0.1.264 and newer). Every alert on it is named the way the Eversense app names it, with the same number, and the app says what it means and what 365 CGM does about it:

- **On the phone:** Diagnostics → System Status lists the active alerts ("Transmitter alerts — 2 · list read 12 s ago", then one line each with the time it appeared, the hold if one stands, and the last changes); the capture log (§6.1) records each one as it appears and clears, with the Eversense app's own words; and the ones you can act on — a calibration prompt, the battery, the sensor's or the transmitter's remaining days, a glucose beyond the sensor's range — arrive as a quiet notification on the **Transmitter alerts** channel (no sound, no vibration; it goes away when the alert clears). Alerts that stop glucose ring the Sensor alarm with the alert's name (§4.6); the transmitter's own glucose alerts are listed, while your 365 CGM glucose alarms are the ones that ring.
- **On the website:** the Transmitter block of Detailed stats (and Settings → Advanced → Status) shows "Transmitter alerts: Low Battery (EC #931, alert, critical — glucose continues)" — hover the line for the Eversense app's words — or the red SUSPENDED line while an alert stops glucose, or "Transmitter alerts: none".
- **On the watch:** System → **Transmitter alerts** shows the alert the watch is standing off for (in red) and the phone's list (phone 0.1.265 and newer).

The table lists every alert the transmitter can report. *Kind* is how the Eversense app files it (an Alert or a Notification; "rings through Do Not Disturb" is that app's behaviour). The Eversense app's own notices (numbers from EC #91001 up — pairing, transmitter upgrades, its data feed, Planned Maintenance) come from that app, not the transmitter: 365 CGM notes them in its log and nothing changes.

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
Transmitter Error	EC #90	Alert, rings through Do Not Disturb	Your transmitter has detected an error. Please contact Customer Support.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...)", the phone's notice says what it means, the watch stands off, the site shows it in red

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
Sensor Replacement	EC #91	Alert, rings through Do Not Disturb	Your sensor needs to be replaced. Please contact your health care provider to replace the sensor.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Battery Empty	EC #92	Alert, rings through Do Not Disturb	Your transmitter's battery is empty. Please recharge transmitter now to resume sensor glucose display.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
High Sensor Temperature	EC #93	Alert, rings through Do Not Disturb	Your sensor's temperature is too high. Please go to a cooler place to resume receiving sensor glucose values. If the problem persists, contact Customer Support.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Low Sensor Temperature	EC #94	Alert, rings through Do Not Disturb	Your sensor's temperature is too low. Please go to a warmer place to resume receiving sensor glucose readings. If the problem persists, contact Customer Support.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
High Transmitter Temperature	EC #95	Alert, rings through Do Not Disturb	Your transmitter's temperature is too high. Go to a cooler area to resume receiving sensor glucose readings. If the problem persists, contact Customer Support.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
No Sensor Detected	EC #96	Alert, rings through Do Not Disturb	The connection between your sensor and transmitter is lost. No glucose data is available until the connection is restored.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
New Sensor Detected	EC #98	Notification	A new sensor has been detected. If you have a new sensor and/or transmitter, or you completed a transmitter upgrade, tap Link Sensor.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Calibrate Now	EC #911	Notification	Your calibration is due. Please perform a fingerstick blood glucose meter calibration now.	A quiet notice from the phone; readings continue
Out of Range Low Glucose	EC #912	Alert, rings through Do Not Disturb	Your sensor glucose value is lower than 40 mg/dL. Please measure your glucose manually using your blood glucose meter.	Readings continue; the Low / Urgent Low (or High) alarms ring on the value; a quiet notice

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
Out of Range High Glucose	EC #913	Alert, rings through Do Not Disturb	Your sensor glucose value is higher than 400 mg/dL. Please measure your glucose manually using your blood glucose meter.	Readings continue; the Low / Urgent Low (or High) alarms ring on the value; a quiet notice
Low Glucose	EC #914	Alert, rings through Do Not Disturb	Your sensor glucose value is at or below your Low Glucose Alert setting.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
High Glucose	EC #915	Alert	Your sensor glucose value is at or above your High Glucose Alert setting.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
Predicted Low Glucose	EC #918	Alert	Your sensor glucose value is trending low and will reach your Low Glucose Alert value within your Predictive Alert minutes.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
Predicted High Glucose	EC #919	Alert	Your sensor glucose value is trending high and will reach your High Glucose Alert value within your Predictive Alert minutes.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
Rate Falling	EC #920	Alert	Your sensor glucose value is falling faster than your rate-of-change setting.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
Rate Rising	EC #921	Alert	Your sensor glucose value is rising faster than your rate-of-change setting.	Listed and logged; your 365 CGM glucose alarms are the ones that ring
Calibration Past Due	EC #922	Alert	Your calibration is past due. No glucose values can be displayed until you calibrate.	The Calibration alarm rings: no glucose until a fingerstick calibration is entered (Calibrate on the phone or in the Eversense app)
Calibration Expired	EC #923	Alert	A calibration has not been performed in 24 hours. Your system is now in re-initialization phase and 4 fingerstick calibrations are required.	The Calibration alarm rings: no glucose until a fingerstick calibration is entered (Calibrate on the phone or in the Eversense app)
Sensor Replacement	EC #924	Notification	Sensor replacement will be required within the next day. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date
Sensor Replacement	EC #926	Notification	Sensor replacement will be required within the next 3 days. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
Sensor Replacement	EC #927	Notification	Sensor replacement will be required within the next 7 days. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date
Sensor Replacement	EC #928	Notification	Sensor replacement will be required within the next 14 days. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date
Sensor Replacement	EC #929	Notification	Sensor replacement will be required within the next 30 days. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date
Low Battery	EC #931	Alert, rings through Do Not Disturb	Your transmitter battery has approximately 10 hours of life remaining. Please recharge your transmitter soon.	A quiet notice once; the Transmitter alarm rings at its own battery threshold
Invalid Transmitter Time	EC #933	Notification	Your transmitter has old or invalid date/time stamp. The App will update the time of the transmitter. If you continue to receive this error, please contact Customer Support.	A quiet notice once; logged
Sensor Check	EC #934	Alert	System requires reinitialization with 4 fingerstick calibrations. Please calibrate when prompted.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Transmitter Disconnected	EC #935	Alert	Your transmitter has been disconnected. Please connect the transmitter to resume receiving all notifications.	Listed and logged
Vibration Motor	EC #936	Alert, rings through Do Not Disturb	Your transmitter has detected an issue with the vibration motor and can no longer provide vibe alerts. Please contact Customer Support for a replacement transmitter.	A quiet notice once; logged
Sensor Replacement	EC #945	Alert, rings through Do Not Disturb	Your sensor has passed day 365. Contact your health care provider to schedule a replacement.	A quiet notice once; the Sensor expires line on the site keeps the date
Calibrate Again	EC #947	Notification	Not enough data was collected after your calibration entry. Please enter a fingerstick blood glucose calibration now and leave your transmitter over the sensor afterwards.	A quiet notice from the phone; readings continue

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
New Calibration Needed	EC #948	Notification	The system requires an additional calibration. Please calibrate when prompted in 45–60 mins.	A quiet notice from the phone; readings continue
Calibrate Now	EC #949	Alert	In 24 hours, your calibration will be past due and no glucose will be displayed. Please enter a fingerstick blood glucose calibration now.	A quiet notice from the phone; readings continue
Transmitter Replacement	EC #950	Alert, rings through Do Not Disturb	Your transmitter is out of warranty and will no longer provide glucose values. Contact your distributor to order a new transmitter.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...)", the phone's notice says what it means, the watch stands off, the site shows it in red
Transmitter Replacement	EC #951	Alert, rings through Do Not Disturb	Your transmitter is out of warranty and will no longer provide glucose values after the date the Eversense app names. Contact your distributor to order a new transmitter.	A quiet notice once; the Transmitter expires line on the site keeps the date
Battery Error	EC #952	Alert, rings through Do Not Disturb	The system has detected a problem with your smart transmitter's battery. You can continue to use your system, but please contact Customer Support for a replacement transmitter.	A quiet notice once; the Transmitter alarm rings at its own battery threshold
Sensor Replacement	EC #953	Notification	Sensor replacement will be required within the next 60 days. Please contact your health care provider to replace the sensor.	A quiet notice once; the Sensor expires line on the site keeps the date
Transmitter Replacement	EC #955	Notification	Your transmitter will no longer provide glucose values after the date the Eversense app names. Contact your distributor to order a new transmitter.	A quiet notice once; the Transmitter expires line on the site keeps the date
Transmitter Replacement	EC #956	Alert, rings through Do Not Disturb	Your transmitter is out of warranty and will no longer provide glucose values after today. Contact your distributor to order a new transmitter.	A quiet notice once; the Transmitter expires line on the site keeps the date
1 Weekly Calibration Phase	EC #957	Notification	The system requires weekly calibration. Calibrations must be at least 1 hour apart.	A quiet notice from the phone; readings continue
Calibrate Now	EC #959	Notification	Your calibration is due. Please perform a fingerstick blood glucose meter calibration now.	A quiet notice from the phone; readings continue
Battery Status	EC #960	Notification	Your transmitter battery has approximately 24 hours of life remaining.	A quiet notice once; the Transmitter alarm rings at its own battery threshold

Alert (as the Eversense app names it)	Number	Kind	What it means (the Eversense app's words)	What 365 CGM does
Sensor Connection	EC #962	Alert, rings through Do Not Disturb	The connection between your sensor and transmitter is not stable. Please position your transmitter for better signal strength.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Sensor Retirement Area	EC #964	Alert	The sensor is in its retirement area (an event the Eversense app records without showing it).	Logged only (the Eversense app itself does not show it)
Glucose Suspend	EC #965	Alert, rings through Do Not Disturb	Use your BG meter to monitor your glucose. Contact Customer Support if the issue persists.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Sensor Replacement	EC #966	Alert, rings through Do Not Disturb	Your sensor life has expired. Please contact your health care provider to schedule a replacement.	Glucose suspended: the Sensor alarm names it ("suspended by the transmitter (...")), the phone's notice says what it means, the watch stands off, the site shows it in red
Sensor Sync Confirmed	EC #967	Alert, rings through Do Not Disturb	Your transmitter has synced with your sensor.	Listed and logged
Transmitter Inactive	EC #968	Alert	The transmitter is docked (on its charger) — an event the Eversense app records without showing it.	Logged only (the Eversense app itself does not show it)
Transmitter Active	EC #969	Alert	The transmitter is undocked (off its charger) — an event the Eversense app records without showing it.	Logged only (the Eversense app itself does not show it)
Exit Placement Guide	EC #971	Alert	The placement guide was exited — an event the Eversense app records without showing it.	Logged only (the Eversense app itself does not show it)

4.7 Keeping it running

- **Battery:** allow the app to run unrestricted (**Settings** → **Apps** → **365 CGM** → **Battery** → **Unrestricted**, or the **Fix** button on the "Run in the background (battery)" row). Some phones (Samsung, Xiaomi, Oppo, Vivo) also need autostart allowed.
- **Permissions:** Nearby devices (Bluetooth) and notifications are required (the app marks both "Required"); camera only for scanning a token QR code; "Display over other apps" only for the bubble.
- **Stop everything** (on the app's own screen, titled "365 CGM": dashboard → Detailed stats → Devices card → **Open 365 CGM app**, or Settings → Status): stops capture (the transmitter and meter readers), the handoff service and the bubble until you next open the app, and asks the watch to stay off the transmitter for 10 minutes — use it when you want nothing reading your sensor for a while.
- **Updates:** the Play Store updates the app; the "365 CGM" screen says "self-updater disabled in this build (Play distribution)", which is expected.
- **Help** (the same "365 CGM" screen): **Getting started** shows the first-open page again; **User manual (365cgm.com)** opens this manual in your browser.
- **Diagnostics** (Settings → Advanced → Open 365 CGM app diagnostics): last upload, companion and direct read times, what is waiting to upload, the watch's status, **Recover missing readings...** (re-reads the transmitter's own log after the phone was offline), the **Detailed logging** switch, and the **Recent capture log** with **Refresh**, **Copy** (the whole log on the clipboard) and **Share** (e-mail, messages — the text starts with a header naming the phone, its own name, its app build and its token's prefix).

4.8 Two phones on one account

A second phone can run the app on the same login — a backup, a duplicate you carry, or a phone that takes over when the main one fails. Install the app and tap **Connect** on it as in §2.3: it gets its own device token and appears on the website's **Settings** → **Connections** → **Devices on this account** card under its Android name (Settings → About phone → Device name). Give it a name of its own there — **Rename** on its row ("Hal backup", say): the name is unique on the account, and the website, the apps and the watch call the phone by it everywhere from its next report (a phone you do not rename keeps its Android name; two phones of one model at the factory name show as "Pixel 10 Pro XL" and "... #2" until one is renamed — §2.4a). Both phones show the account and both can change it — log a dose, edit a setting, answer an alarm; only one thing is one phone's at a time: the transmitter.

- **Which phone am I holding?** Inside the app the page says so, in red, bold and underlined: the Devices card's row carries **(this device)** and its line reads "You are on Hal backup — standby."; the dashboard's footer reads "on Hal backup — standby" (or "on Hal main — primary · reads the transmitter"); the Devices block under Settings → Status adds "this device" to the row; the Eversense tab's direct-read card says "You are on Hal backup — standby. Hal main reads the transmitter."; and the phone's own Transmitter screen names the phone and its id. A browser is none of them and says so.

- **One phone reads the transmitter — the primary.** Which one is chosen in **one spot**: the website's **Settings → Connections → Devices on this account** card (open it from any phone's app or a browser). The card lists each phone with a **Primary** radio and what it is doing — "primary · reads the transmitter · slot 7 · has it (2m ago) · heard 1m ago", "standby · ready · slot 5 · hears the transmitter · heard 3m ago" — a line that says who reads now, and a note when something is under way. A primary that is not actually reading — its own last contact with the transmitter is half an hour or more old while the readings still arrive, through the Eversense app on that phone, the watch or the Eversense cloud — says so in place of "has it": "has NOT reached the transmitter for 24 h — its own read is not running; the readings come through the Eversense app on it" (the line, the Devices card and the Versions line say it too). The site does not switch on this; the app resumes its read by itself within minutes, and if the words stay, open the app on that phone. The first phone on which you ever tap **Find my transmitter** becomes the primary by itself; after that, pick here. **No phone** switches the transmitter read off everywhere (the readings then come through the Eversense cloud). A phone's own Transmitter screen no longer has a switch: it shows the role the site gave it ("This phone: the PRIMARY — reads the transmitter", "a STANDBY — Hal main reads; this phone takes over when it cannot") and a button to this card.
- **Every other phone stands by.** A standby has the transmitter chosen on it (its Transmitter screen's **Find my transmitter**, once), a client slot of its own (§4.3 — not the primary's, not the watch's), its direct read off, and it keeps listening for the transmitter every five minutes so the site knows whether it is in range. It shows what the primary reads — the dashboard, its notification, its alarms and its watch all follow the account from 365cgm.com — and takes nothing from the transmitter. Its row says "ready", or why not ("no slot of its own", "no transmitter chosen", "not heard for 20 min", "does not hear the transmitter"). Meters and pens paired on a standby capture there only when the standby is their capturing phone (§4.5): a device paired on both phones uploads from the phone that last claimed it, and when a phone becomes the reader the devices it had stood down from follow it.
- **Automatic takeover — and the return.** With **Automatic takeover** on (it is, by default) the site switches for you: when no reading has arrived for the minutes you set (15 by default) and the primary has gone silent (10 min) or lost the transmitter (5 min), a standby that hears the transmitter is told to read. The switch never leaves a gap: the standby is told to read first, and only once it has the transmitter (within 12 minutes) is the old reader told to stop — the card says "Switching to Hal backup — waiting for its first read" meanwhile, and "Hal backup reads (standby) · the primary Hal main: not heard for 25 min" after. **The primary gets the read back** as soon as it is online and hears the transmitter again — the same way round, read first, then the standby stops. A return that fails (the primary hears the transmitter but cannot connect) is tried again after 30, 60, 120 and then 240 minutes; the note says when. Picking a phone on the card is the same try, by hand.
- **Your watch comes first, for a while.** The primary's watch (§5.5) takes the transmitter the moment the primary loses it, and the readings keep coming from the wrist. A watch's battery does not last a day of reading, so after the watch has carried the read for 30 minutes the site hands it to a standby phone that hears the transmitter; the watch then **stands down** — its Failover screen says "standing down

— Hal backup reads the transmitter (365cgm.com)" — and shows the account's readings until the primary reads again. The watch learns this from the site within a cycle (its own cloud read, its own uploads, or the primary phone's answer), and a watch cut off from everything resumes reading on its own after 20 minutes.

- **If both phones read at once.** A phone that switches its direct read on beside the reader is switched off again by the site within minutes, with a note on the card ("Hal backup switched its direct read on while Hal main reads — switched off again. To make Hal backup read, choose it as the primary here."). The transmitter on its charger (the hold) never causes a switch, and two phones that have both lost the transmitter are left alone — that is the transmitter, not a phone.
- **Each phone's log names it.** On the Logs page a line reads "[phone Hal backup] 14:40:21 ..."; type the bracket into Contains to see one phone, or press **365 CGM app log** for all of them. A calibration, an alignment or a test buzz sent from the site goes to the phone that reads; a watch setting goes to the primary; a client slot to the phone whose row you used.

4.9 On a satellite link

A phone with no signal may reach a carrier's satellite service (Android 16 lists the apps allowed to use it under its satellite settings — 365 CGM is one). The link is slow and metered, so the app changes what it does while on it: the dashboard shows the offline view (the bar at the top says "Satellite link — ... readings still upload"), your readings still go up to the site every cycle, the live heart rate and the log upload wait for a real network, the app reports to the site every 30 minutes instead of 10, and website actions reach it within about five minutes. Everything returns to normal the moment the phone has Wi-Fi or cellular again; the capture log notes both changes ("network: a satellite link ..." / "off the satellite link").

5. The watch app

5.1 The app screen

Open **365 CGM** on the watch:

- The big number and trend arrow (↑ ↗ → ↘ ↓, ↑↑ ↓↓ for fast changes; -- when the trend is unknown). **A-** / **A+** change the size.
- The line under it, for example **" +1.2/min · 3m ago "**: the rate of change per minute and the age of the reading. Variants:
 - **"stale · 17m ago"** — no reading for over 15 minutes.
 - **"updating... · 7m ago"** — the watch is fetching a newer reading from 365cgm.com right now; the screen repaints the moment it lands.
 - **"No reading yet — fetching from 365cgm.com..."** / **"No device token — System → Set token"**.
 - A **source tag** at the end tells you where the reading on screen came from:
 - *no tag* — pushed by the phone over Bluetooth (the normal, fastest path);

- **"• cloud"** — the watch fetched it from 365cgm.com itself because nothing had arrived from the phone (the fallback: slower, only while the watch is awake);
- **"• direct"** — the watch read the transmitter itself (failover; only on a watch paired to a transmitter).
- Buttons: **Transmitter Off Charger** (green — press it as you put the transmitter on its charger: the Transmitter and No-data alarms are held on every device until it is detected again, 1 hour at most; the button turns red and reads **Transmitter On charger since HH:MM • tap to end**, and the line under the number adds "• on charger" — tap it again to end the hold by hand; §3.2), **Add dose**, **Calibrate**, **Alignment**, **Alarm settings**, **System**.
- **System → Transmitter alerts** (watch 0.1.153): the transmitter's own alerts (§4.6a) — in red, the alert the watch is standing off for ("HOLD: Glucose Suspend (EC #965) — the transmitter withholds glucose; this watch stands off until it lifts (the phone's word)."), then the phone's list with its age ("Active (the phone's list, 3 min ago): Low Battery (EC #931) — glucose continues", "None active ...", or "No alert list from the phone yet (its app 0.1.265 or newer sends it).").

5.2 Tiles and complications (the watch face)

- **Tile "365 CGM Glucose"**: the number and arrow, a one-hour graph with your target band, and the age ("4m ago" / "stale • 17m ago"). Tap it to open the app. From the watch face swipe sideways to the end of your tiles, tap **+** / Add, and pick **365 CGM Glucose**.
- **Tile "365 CGM Dose"**: three shortcuts — **Afrezza** (4-unit cartridge steps), **Add dose**, **Log group** (log a whole meal-time medication group in one tap).
- **Complications** for any watch-face slot: **365 CGM Glucose** (arrow + number, e.g. ↗120), **365 CGM Level** (number only), **365 CGM Trend arrow**, and **365 CGM Rate** — how fast your glucose is changing, in mg/dL per minute with its sign, worked out on the phone from the same readings as the arrow. Long-press the watch face → Customize → tap a slot → choose the 365 CGM source. They refresh with every new reading and at least every 5 minutes.

5.3 The buttons

- **Add dose**: pick a medication from your 365cgm.com list, set the amount, **Save dose**. Afrezza uses 4-unit cartridge steps. With no connection the dose is kept on the watch and sent on the failover watchdog's next flush (Failover ON); with Failover OFF, enter it again once you are online.
- **Calibrate**: shows stability ("Glucose stable" / "Changing fast ... better to wait"), readiness ("Not ready — processing the last calibration • 8:15 AM"; a time after "~" is an estimate) and your heart rate; tap **CALIBRATE**, set the fingerstick value, **SEND**, then **CONFIRM**. The phone feeds it to the transmitter. **With no phone** (off, out of reach, or not answering), the first line reads "Direct mode — no phone" and the watch feeds the transmitter itself over its own pairing — no internet needed for that; the calibration record still reaches 365cgm.com, at once over the watch's own connection or, with none, as soon as the watch or the phone is back online (the result line says which: "Saved to 365cgm.com." or "No connection to 365cgm — the record is saved on the watch and uploads when the watch or the phone is back online.").

- **Alignment:** the live signal percentage while you position the transmitter; **START / STOP;** auto-stops after 3 minutes. With no phone the band line reads "Direct — no phone" ("Direct · Good" while running) and the watch runs the session itself; START and STOP stay on the page.
- **Alarm settings:** §5.6.
- **System: Set token** (§2.4), **Phone link: ON / OFF** (§5.4), **Failover** (§5.5), **Transmitter slot** (the slot this watch claims on the transmitter, 7 by default — §4.3; change it only for a second watch, here or from the website's Connections tab, then **Failover → Pair transmitter** once).

5.4 How the watch gets readings, and how fast

The watch's own Wi-Fi / cellular. While the watch is linked to the phone over Bluetooth, everything it sends to 365cgm.com — its log, a cloud fetch, a reading it took itself — normally travels through the phone. When that route has no internet (the phone in **airplane mode with Bluetooth on**, or a phone without signal) the watch brings up its own Wi-Fi or cellular for the call and retries once on it; the watch log says "radio: the phone route failed (...) — retrying once on the watch's own Wi-Fi/cellular" and "radio: on the watch's own cellular — the phone route had no internet". The watch waits up to 20 seconds for its own radio and keeps the request open, so a call that missed it goes through on the next try. **It waits once, not twice:** when the watch has asked for its own radio and nothing came up in those 20 seconds, the call goes out on whatever the system has (with the phone off, usually nothing) and fails at once, instead of asking for the same radio a second time — a call with no network of any kind ends in about 20 seconds, inside the appointment's 25-second budget. The order of the routes: the phone's Bluetooth link first (when the phone has internet), then the watch's own Wi-Fi or cellular — whichever the watch can bring up; a saved home Wi-Fi network is a second route for a watch whose phone is off — for everything the watch sends and fetches; the phone's relay of readings over Bluetooth needs no internet on the watch at all.

1. **From the phone, over Bluetooth** — the normal path. The phone sends every reading twice: a message that lands at once while the two are connected, and a stored copy that syncs when they reconnect. Each reading arrives on the watch within a second or two of the phone having it: for a CGM user reading the transmitter directly, within seconds of the transmitter; for a follower, about a minute after the reading appears on 365cgm.com (the phone checks 45 seconds after each expected reading). The **Phone link** switch (System → Phone link, ON by default) keeps a small "365 CGM phone link" notification on the watch — that is what lets the watch receive the phone's messages while it sleeps. Leave it ON: it cost about half a percent of battery an hour in an overnight test, and it is what keeps the watch live.
2. **From 365cgm.com, by itself** — when nothing has arrived from the phone for 5½ minutes: when you open the app, when a tile or complication refreshes, on a 15-minute heartbeat, and **on the watch's own appointment:** every reading the watch stores books an alarm-clock wake-up six minutes after that reading's time (when the site should hold the next one); a phone that relays normally moves the appointment along every cycle and it never fires, and a watch whose phone is off, out of reach or asleep fetches the next reading about a minute after it reached the site, then asks again every five minutes while nothing newer arrives (the watch log: "cloud: 105 mg/dL fetched (appointment) ..." / "cloud: appointment — 365cgm.com has nothing

newer ..."). Marked "**cloud**". Needs a token and Wi-Fi or LTE (or the phone's internet through Bluetooth). Not used while Failover is ON — the watchdog then does its own fetching, and only on a watch paired to the transmitter (see §5.5).

3. **From the transmitter, by itself** — failover, only on a watch that has been paired to the transmitter (§5.5). Marked "**direct**".

When the watch is asleep. With Phone link ON (or Failover ON) the watch receives each push within a second even in deep sleep — measured overnight on a Pixel Watch 5. With both OFF, a sleeping watch receives pushes only in batches when something wakes it, and the first value you see on opening may be old for a few seconds while "updating..." fetches the current one. If your watch shows "**cloud**" most of the time while the phone is right next to it, see §6.

5.5 Failover (System → Failover)

Failover is the watch's ability to keep your glucose coming when the phone cannot: it watches the phone's signal every cycle and, on a watch **paired to the transmitter**, reads the transmitter directly when the phone loses it — no phone, no internet. Readings it takes are uploaded to 365cgm.com by the watch itself.

- **Failover: ON / OFF** — the switch. It is on by default once the transmitter is paired.
- **Pair transmitter** — tap the transmitter's button 3 times until it blinks blue, keep the watch near the sensor, tap **Pair transmitter** (the watch asks for Bluetooth permission; a token must be set first). One-time; the certificate is kept. The pairing screen says which transmitter it will pair: **Transmitter: T301638 (C7:...)** — the phone sends the watch the transmitter it reads (the one chosen with **Find my transmitter** on the phone, §4.3, or typed there), so nothing is typed on the wrist; **Find my transmitter** on this screen scans for 12 seconds and lists the transmitters it hears as buttons (name and signal) for a watch without that phone nearby — tap yours. "(preset — not chosen yet)" means neither has happened: the phone has no transmitter to send (a follower's phone), or the choice has not reached the watch yet. A transmitter chosen after a pairing reads "Not paired" until it is paired once.
- **Allow exact alarms (saves battery)** — shown until you grant it. Grant it: the watchdog then sleeps between its checkpoints instead of polling continuously (roughly half the battery cost).
- **Send log now (N held)** — sends the watch's log to 365cgm.com at once (Reports → Logs, source watch-probe). The log also sends itself: every 15 minutes or so with Failover OFF, and with every flush of the watchdog with Failover ON.
- The status block: Paired, Phone (answering / silent), Watch (ready / not paired), Cycle phase, Reading from (phone / watch (direct) / cloud), Phone relay and Direct read ages, **Watchdog** state ("sleeping between checkpoints" is the healthy, cheap state; "continuous — exact alarms not allowed on this watch" means grant the permission above; "blocked — Bluetooth not allowed for this app" means the watch app has no Bluetooth permission — see below).

When the phone loses the transmitter but not the watch. The phone says so itself — its Transmitter "not detected" alarm reaching the watch, and its answers to the watch's pings — and the watch **holds the relayed alarm, listens for the transmitter for up to 15 seconds, and on hearing it takes the link at once** (the stand-down from earlier failed reads is cleared: those reads failed past a live phone), saying "Watch reading the

transmitter" instead of the alarm; not hearing it, the watch says the phone's alarm (the transmitter really is gone) and looks again a minute later. **The link goes back to the phone** when the phone reports, twice in a row, that it hears the transmitter advertising again (it listens without connecting while the watch reads), or when the phone relays a reading; a link taken this way is not handed back on the phone's word alone — after 30 minutes without either sign the watch hands one cycle back to let the phone try. The watch log: "the phone says it lost the transmitter (...) — this watch looked for it: SEEN — taking the link", "device alarm: the phone's "Transmitter: not detected for 1 min" HELD — the phone lost the transmitter; this watch looks for it first", "... dropped — this watch is taking the transmitter" or "... is said now — this watch cannot see the transmitter either".

The wrist looks before anything rings. When the phone loses the transmitter with a failover watch in reach, the phone posts its "not detected" alarm silently and sends it to the wrist; the watch looks for the transmitter and, hearing it, takes the link — the phone learns of it within seconds and its alarm becomes the silent notice without ever sounding. Only if the watch has not taken the transmitter within 30 seconds does the phone sound its alarm; the website's alarms wait one extra minute for such an account the same way. A phone without a watch, or with the watch's failover off, rings at once.

What the watch says on the way back. While the watch reads the transmitter, the phone still relays the website's newest reading to it every few minutes — which is the watch's own reading coming back round. The phone marks those relays as the website's, and the watch keeps its link and says nothing until the phone reads the transmitter itself — "Back to the phone" then means it.

Two phones on the account — the watch stands down for a standby. When a second phone takes the transmitter over (\$4.8 — after the watch has carried the read for 30 minutes, or because the primary phone was gone), the watch stops claiming the link: the status block's **Watch** line reads "standing down — Hal backup reads the transmitter (365cgm.com)", and the watch shows the account's readings from 365cgm.com (fetched every cycle, with or without the phone) until the primary reads again. The site's word reaches the watch through its own cloud read, its own uploads or the primary phone's answers, and is good for 20 minutes at a time — a watch cut off from everything resumes reading on its own.

The first reading after the take is current at once. The watch dates a record it reads by counting transmitter cycles from the last record whose counter it knew: the phone tells the watch the record counter of every reading it reads itself, and the watch counts from that; the same record read again by the watch is not published a second time. The watch log: "counter bound: rec=182925 is ~64s old counted from rec=182924, which the phone read itself and relayed 364s ago".

Followers can leave failover **OFF**: with no transmitter to read there is nothing for it to take over. Turning it on anyway makes the watch show a "Transmitter not paired" notice and "Not paired — tap Pair transmitter" on this screen, and switches off the watch's own fetch from 365cgm.com (an unpaired watch may then go up to half an hour without a reading if the phone stops pushing) — the phone's Bluetooth push becomes the only source, though pushes then arrive promptly because the watchdog keeps the app awake. Only do this when support asks, and turn it OFF again if readings stop.

The watchdog starts only if the watch app is allowed Bluetooth (Nearby devices). The app asks for that permission only when you tap **Pair transmitter**, so on a watch that was never paired, switching Failover ON arms nothing: the switch reads "Failover: ON" while the status block says **Watchdog: blocked — Bluetooth not allowed for this app. Pair transmitter asks for it; then switch Failover off and on** (older builds just said "Watchdog: off"), and the watch log records "watchdog: start skipped — Bluetooth (Nearby devices) is not allowed for this app". To arm it on such a watch: Failover → **Pair transmitter** → tap **Pair transmitter** → **Allow** (nothing is paired; back out of that screen), then switch Failover OFF and ON. The Watchdog line should now read "starting", then "sleeping between checkpoints" (or "continuous ..."), and the "Sensor failover armed" notification appears.

5.6 Alarms on the watch

Alarm settings: Urgent low, Low, High, Urgent high — each on/off with a threshold (steps of 5); **Snooze (minutes)**; **Dose notices** (a beep and notice when the phone reports a captured dose or reading); **Device alarms** (the Transmitter and Sensor signal alarms the phone relays, and Low Soon / High Soon — on by default; off takes a standing one down); **Test alarm**. Defaults 55 / 70 / 180 / 250 mg/dL, snooze 30 minutes. **Mute this watch** is on the alarm notice itself, not here: every alarm notice carries a **Mute...** action beside Snooze — **Until recovery** (until every alarm standing on the watch has ended; the ending itself is still said), or **5 / 10 / 20 / 30 minutes**, and **Unmute** while one runs — no tone, no speech on the wrist meanwhile; the notices and the buzz stay; in addition to the phone's and the website's settings, never synced. The Alarm settings screen shows a running mute ("Muted 8 min more — set from an alarm notice"). The screens fit at every font size.

The watch follows the phone. With **Sync alarm settings** on (the Alarms tab, §3.2) the watch's urgent-low, low, high and urgent-high thresholds and switches are the phone's: the screen shows them with the line "Set on the phone — alarm sync is on. These follow the phone's Alarms tab." and the four rows cannot be changed on the wrist; the phone's **Phone alarms** switch off turns every wrist glucose alarm off. With sync off the watch takes the phone's thresholds once — it reads them the moment it is first opened, from what the phone last published — and is then on its own — set them the same if you want the two to agree. Snooze is always the wrist's own. The account's **Pause** and **Do Not Disturb** reach the wrist through the phone: paused, the watch rings nothing and a standing alarm comes down; under Do Not Disturb a low or high is a silent notice ("Quiet glucose notices", no vibration). **Test alarm** is always loud. Urgent-low and urgent-high alarms bypass the watch's own Do Not Disturb and keep buzzing until you act. An outdated phone app does not send its urgent-high threshold; the watch then keeps its own (250 until you change it on the wrist).

No glucose data. The watch keeps its own appointment: the newest reading's time plus the stale window (the phone's Alarms-tab setting) plus a minute. Still nothing by then and the wrist rings "No glucose data — No reading for 21 min" on the device-alarm channel, says "No glucose data for 21 minutes" (Speak alarms), and rings again a full window later if nothing has come; any reading — from the phone, the cloud or the transmitter — takes the notice down. Off while **Failover** is on (the watchdog has its own), off when the phone's Stale alarm is off, silent under Pause (the appointment moves on) and Do Not Disturb (a log line only). The Device alarms switch and Snooze cover it like the relayed alarms. The

watch holds this alarm while the phone reports that the account it follows has a named reason for the silence (§4.6, "stands down with the person you follow"); the hold lasts 20 minutes past the phone's last report and is renewed by each one. **The watch asks before it rings:** when the appointment comes due the watch first fetches from 365cgm.com once (the log: "alarm: NO DATA is due — no reading for 16 min ... — asking 365cgm.com once before ringing") and rings 45 seconds later only if the site had nothing newer either — a watch that merely had not been told is not "no data". And the site's answer carries the stand-down of the person you follow: a follower's watch whose phone is off holds this alarm for that reason on its own ("alarm: NO DATA stands down — 365cgm.com says the account this watch follows has no readings for a known reason (its transmitter: ...)"), renewed by every fetch while it stands.

No connection. A watch with no phone link, no Wi-Fi and no cellular cannot receive anything; the watch tells that apart from a plain gap in readings, and says it once. When two calls to 365cgm.com at least four minutes apart find **no route of any kind** — the phone not connected over Bluetooth at all (off, or out of range; a phone that is connected but has no internet of its own still counts as a connection), and no Wi-Fi or cellular the watch could bring up — the next No-glucose-data ring is the one announcement: the notice reads **No connection** — "No glucose data for N min (no phone link, Wi-Fi or cellular)" — with the usual buzz and tone, and "No connection — no glucose data for 16 minutes" is said (Speak alarms). After that, for as long as no connection of any kind returns, the watch is quiet about it: each later ring only updates that notice, silently — no buzz, no tone, nothing said. A watch with Speak alarms off gets exactly one buzz and tone per such episode. Meanwhile the watch keeps looking: every five minutes on its own appointment (about every nine in deep sleep at night, an Android limit), and the moment the watch notices a network of any kind come back — the phone back in range, home Wi-Fi, cellular coverage — it fetches at once. The first reading that arrives clears the notice and "Glucose data is back, N" is said as usual; the alarms sound and speak again from then on. Everything else the watch says is untouched: a low or high from its own direct read still speaks. The watch log tells the story: "link: no network of any kind on this call — confirmed as No connection on a second miss ...", "link: NO CONNECTION — ... the No-data alarm rings once with the cause, then keeps its notice quietly ...", "alarm: NO DATA — ... no connection: quiet (no buzz, tone or speech) — rung once with the cause at 00:16:20", "link: a connection is back (365cgm.com answered) after 34 min without one".

The **Transmitter** and **Sensor signal** alarms — and **Low Soon / High Soon** — are different: the phone decides (from the alarm settings, §3.2; for Low Soon / High Soon it is the site's verdict, §4.6) and tells the watch, which buzzes and beeps with the phone's wording ("Transmitter: not detected for 12 min", "Glucose falling — low soon"), rings again each time the phone re-trips or re-alerts it, and clears when the phone clears. Its **Snooze** shares the watch's snooze with the glucose alarms. **The watch speaks** — two switches on the Alarm settings screen, both on: **Speak alarms** — the watch says its own glucose alarms ("Low glucose, 65", "Urgent high glucose, 260") and the relayed ones with the phone's wording ("Transmitter not detected for 12 minutes", "Glucose falling, low soon. Now 82" — the phone sends the phrase); **Test alarm** speaks too; Snooze stops the voice; a quiet notice (the account's Do Not Disturb) is silent. **Speak source changes** — the watch says where its readings come from when that changes, once per switch: "Watch reading the transmitter" when it takes the transmitter itself (Failover, §5.5) and "Back to the phone" when the phone's relay is back; a fall to the cloud is silent, and the same

phrase is not repeated within 5 minutes ("Back to the phone" only when the watch itself had been reading the transmitter — a follower's watch, which only ever fetches from the cloud, does not say it when the phone's relay replaces a cloud fetch). A relayed Transmitter "not detected" alarm is held while the watch looks for the transmitter itself, and dropped when it takes the link (\$5.5); the phone's spoken ending for an alarm the wrist announced is said up to 8 minutes after the clear (the phone's sentence waits for its battery re-read). The voice is Google's text-to-speech on the watch (the same engine TalkBack uses), on the watch's speaker at the **alarm volume** (Settings → Sound), or on a Bluetooth headset paired to the watch; a new watch may need its voice data first (the watch downloads it on Wi-Fi) — until then tones and vibration only, and the watch log says "speech: ... tones and vibration only". The phone's own "Speak the alarm" choice still speaks on the phone.

While the watch itself is reading the transmitter, it ignores a relayed **Transmitter / Sensor signal** alarm from the phone — the phone is the one out of range, not the transmitter; the watch log says "device alarm: the phone's ... ignored — this watch read the transmitter 64s ago". A source announcement is not cut short by an alarm that follows it: "Back to the phone" finishes, then the alarm speaks.

5.7 Heart rate, activity and battery

Watch updates (Settings → Connections → transmitter direct read → the Watch card in the app; also on the website's Connections tab, synced to the phone within seconds): how often a reading goes from the phone to the watch — **Every reading** (the default), **Every 10 min** or **Every 15 min**. A longer interval spares the watch's battery (each reading wakes the watch's radio and process); a reading outside your Low/High alarm thresholds, the first one back inside them, and a fast change (10 mg/dL or more from the last one sent) always go at once, and the interval is kept shorter than your stale window so the watch's No-glucose-data alarm cannot ring from the interval itself. The phone's log counts the readings held when the next one goes ("watch: relayed 106 mg/dL — 2 reading(s) held ...").

On first launch the watch asks for **body sensors** and **physical activity** permissions. With them, the watch shares heart rate, steps and activity with your account (the ♥ tile on the dashboard, the health lane, and the calibration screen's "good time to calibrate" advice). To turn this off, remove the permissions in the watch's Settings → Apps. **Without body sensors**: the website's live heart-rate request (sent whenever a dashboard is open) is answered with a refusal instead of being started — the watch log says "health live: refused — BODY_SENSORS is not granted on this watch ..." once an hour, the phone reports it to the site, and the dashboard's ♥ tile reads "live HR refused" for an hour before the site asks again. Allowing Body sensors ends it.

Battery, roughly: with failover off the app costs very little on top of the watch's own use (a Pixel Watch 4 ran 100% → 47% in 33 hours; with Phone link ON — the default — a Pixel Watch 5 used about half a percent an hour overnight). With failover on it costs more — about half as much again with exact alarms allowed, roughly double without. A watch reading the transmitter itself adds about 0.1% per reading.

5.8 Updating the watch app

Google Play updates the watch app; to force it, open the **Play Store on the watch**, find **365 CGM** and tap **Update**.

If your watch app updates from **System → Update watch app** instead (not from Google Play): the download runs on even if you leave the System screen — come back and the progress line is there. When the download finishes with the screen open, the watch's installer opens. When it finishes while you are elsewhere, the watch keeps the file: the line reads "0.1.155 downloaded — tap Update watch app to install" and a notification "365 CGM 0.1.155 downloaded / Tap to install" appears — tap either to install (nothing downloads twice). After the install, the dashboard's "A newer 365 CGM app is available" banner clears within a minute.

6. When something looks wrong

You see	Likely cause	Try
Dashboard: "Stand by... waiting for the transmitter — last reading 8m ago"	No new reading has arrived. The transmitter may be charging (readings resume when it is back on the sensor), out of range of the phone, or the phone app is not running. Under the charger hold the line reads "Transmitter On charger since 08:53 — alarms held" instead, and "Off charger 08:58 — first reading by about 09:03" once the hold has ended (\$3.1).	Check the phone app is running (its notification is present) and the transmitter is on the sensor.
Dashboard in the phone app: "365cgm.com not reachable — showing this phone's readings"	The phone cannot reach the website for the moment (the phone's data path, or the site slow to answer); the number on screen is the phone's own reading, and it is live.	Nothing to do for the reading. Sharing, the site's alarms and Nightscout catch up when the site answers again; if it lasts, check the phone's internet.
Dashboard in the phone app: the "Offline —" bar over a black page; or "Working to get your data..." for 25 seconds and then a dashboard without a chart	An app before 0.1.237 on an unstable connection — the phone's internet up but not answering (a weak or congested signal, a Wi-Fi with no way out): the offline view still asked the internet for one stylesheet and painted nothing until that request gave up; and since the September 8 site update its chart library was never served from the phone, so the page waited out its safety timer on every offline open. Airplane mode never showed it.	Update the app. From 0.1.237 the offline view asks nothing of the network: the number and the chart are on screen within a second, and Diagnostics says "dashboard: the offline face (...)" while it is up.

You see	Likely cause	Try
An entry dialog (+ BG, + Keto, + Dose, + Med, + Note, or a logged group) stays on "Saving..."	365cgm.com is slow to answer — its storage confirming the write, which the site's own log records — or the phone's page lost the reply.	Wait for the dialog's own line at 6 seconds, then Close if you like: a change that reached the site lands on its own (§3.1). A save the site did not answer is checked and reported as saved or not. If the dialog also ignores Cancel, the screen itself is stuck: leave the screen and come back. From app 0.1.238 the app notes a stuck page in Diagnostics ("dashboard: the page's script did not answer within 10 s") and reloads it after a minute, and notes a busy screen ("screen: the main thread has been busy for ...") with what it was doing — paste those lines with your report.
Dashboard banner: "Your phone isn't reading your Eversense transmitter yet" (or the Issues drawer's note of the same name)	The 365 CGM app on your phone was never set up to read the transmitter (or its direct read is off, or it stopped reporting).	On 365cgm.com: Settings → Connections → Devices on this account → pick the phone that reads; on that phone, if no transmitter is chosen yet: Settings → Eversense → Open app controls → Find my transmitter (§4.3, §3.4a, §4.8).
Dashboard banner: "A newer 365 CGM app is available"	Your phone or watch runs an older app than the one published.	Update from Google Play (a Play install) or from the app's Check for update now (a sideloaded build); §3.4a.
Dashboard Issues: "365 CGM app not reporting"	The site has not heard from your phone app for 40 minutes.	Open the phone app; check battery optimization (§4.7) and that the app has Bluetooth permission.
Dashboard: "Eversense's servers are not answering since HH:MM — nothing to do" (also the △ Issues icon's "Eversense's servers are not answering", the Event Data card, and the follower line "Follower account: Eversense's servers are not answering")	Eversense's own servers are down or slow: the site's calls to them are timing out or coming back with errors on more than one connection at once. Nothing on your account is wrong.	Nothing. Every connection keeps trying on its own and recovers when Eversense is back — the line clears by itself. Live glucose from the phone app is unaffected. If one sign-in is still refused once Eversense is back, the card says so then ("Eversense account problem ...").

You see	Likely cause	Try
Dashboard: "Eversense account problem ... fix on Settings → Eversense"	Your Eversense password changed, or the event-data sign-in lapsed (Eversense keeps it for 365 days; it is renewed when a new sensor is placed). Shown only when Eversense's servers are answering and still refuse the sign-in.	Settings → Eversense → Update password or Reconnect event data .
Settings → Eversense → Eversense Event Data: the Account line reads "Eversense account id ... — Eversense's sign-in gives no login name; signed in as a Patient account"	Eversense's sign-in page tells the site no login — only an id and the account's role. "Patient" is the CGM user's own account (the right one); "Follower" is a follower's (the wrong one for event data).	Nothing, when the role is Patient and the status line says data is coming. If it says Follower, press Reconnect event data and sign in as the CGM user. To see the login on the line, type it in the Eversense login for the next reconnect box before pressing Reconnect.
Settings → Eversense → Eversense Event Data: "Nothing has come back from Eversense's servers for N days" (or the ⚠ Issues icon: "Eversense event data has gone quiet")	The event-data sign-in works, but the account it is on has no data — a follower account signed in instead of the CGM user's own — or the Eversense app on the phone has stopped uploading. A calibration typed into the Eversense app then never reaches the chart or Calibration History.	Check the Account line; press Reconnect event data and sign in with the CGM user's own Eversense login (the one the Eversense app uses), then Reload events now — the line under it says what came back.
CAL Window: "Processing the ... calibration until ...", and + Cal's Send to phone to calibrate greyed	The transmitter is still re-basing the sensor on the last calibration (about 15 minutes) and takes no other meanwhile.	Wait for the time shown. + BG can still record a calibration into the history.
Dashboard: "Calibration queued — the 365 CGM app feeds it within ~1 min" stays	The phone app is not reading the transmitter directly, so nothing can feed the calibration.	Turn on direct read (§4.3) or calibrate in the Eversense app.
Phone: "This phone's token stopped working (revoked?)"	Token revoked or expired.	Tap Connect .
Phone: "Watch not linked to this phone — last heard Nm ago"	Bluetooth link down for a while.	Wait; check the Pixel Watch / wearable app says Connected; keep the watch on the wrist. Only re-issue the login after a reset or reinstall.
Phone: "Action needed for capture to work"	Bluetooth or notification permission missing.	Tap Fix on each row.
Phone: captures stop when the screen is off	Battery optimization or autostart.	§4.7.

You see	Likely cause	Try
A follower's phone shows old readings and rings nothing	No internet on the phone (airplane mode) — "No glucose data" rings after the stale window; the watch rings its own "No glucose data" a minute later and uploads over its own Wi-Fi/cellular. An outdated phone app never evaluated alarms for a follower at all.	Check the phone's connection; update both apps. The phone's log after a restart shows what happened before it.
Dashboard on a follower's phone: "Stand by... reconnecting to 365cgm.com" while the owner's phone is fine	The site was slow answering this account (a busy owner account).	Wait a minute; the site answers the follower from its own copy within 4 seconds. Reports → Logs, Contains <code>owner_hop_slow</code> , shows when it happened.
Phone: "cached connect failed ... link busy" in Diagnostics, readings late	The Eversense app (or another device) is holding the transmitter link.	Normal for a moment; close the Eversense app if it persists, or accept the delay. While the Eversense app keeps receiving new values the Transmitter alarm is held (§4.6).
Watch: "No device token — System → Set token"	The watch has no login.	Phone app → connect a watch , or watch → System → Set token → Get token from phone .
Watch: "· cloud" on almost every reading with the phone nearby	The watch is not receiving the phone's pushes — Phone link is OFF, or the phone itself is late.	Watch → System → Phone link: ON (the "365 CGM phone link" notification should be present); update the phone app; then compare the phone's "watch: relayed ..." lines with the watch's "relay: ... received" lines on the Logs page (§6.1).
Watch: "Failover: ON" but the status block says "Watchdog: blocked — Bluetooth not allowed..." (or "Watchdog: off" on older builds)	The watch app has no Bluetooth (Nearby devices) permission, so the watchdog cannot start — only Pair transmitter asks for it.	Failover → Pair transmitter → tap Pair transmitter → Allow, back out, then switch Failover OFF and ON (§5.5).
Phone app: Reports → Download or Print does nothing	An outdated phone app.	Update the app from Google Play: Download then saves to the Downloads folder and Print opens Android's print dialog.
Phone app: the Guided lag test's Print buttons do nothing	Site before .190 (they opened a pop-up window, which the app cannot).	On the current site the page is saved to Downloads; open it from the notification and print from the browser.

You see	Likely cause	Try
Guided lag test: a reading "set aside — ... sugar on the finger?"	Glucose on the skin (handling the gel or tablets): the strip reads 400–500.	Wash and dry the finger, stick again when the clock says; the slot stays open. Wash your hands right after swallowing the dose next time.
Guided lag test: "The meter's readings reach the site stamped 7 min behind the phone"	Two sticks agreed on the same offset: either the meter's clock is off, or the phone app is shifting the readings (an app before 0.1.251 did, once the meter's clock had been set). The test corrects every reading either way.	Nothing for the test. If the meter's own clock reads right, update the 365 CGM app (0.1.251 or later) and take a stick; if it reads wrong, set it. A single stick "N min after the meter stamped it" is only a slow pickup — one more stick tells.
Guided lag test: "only 0 readings landed on a real CGM rise"	The sensor had not caught up with the blood within 15 minutes of enough sticks (a short, small rise; a damped sensor).	A larger dose (60–90 g) gives a longer, larger rise the sensor can follow; Rescore with today's rules under Past results after deleting a bad reading.
Fingersticks from the meter sit hours before the time they were taken	The phone app's meter-clock correction put the meter's raw clock into the rows (seen 2026-10-08: 5 h 49 min early).	Settings → Connections → Pens & meters → the meter's row → Move this meter's readings in time... : the sequence range, the minutes and earlier / later, Preview, then Move — once; Put back reverses a wrong move.
"Transmitter: not detected for N min" every day at about the same time	The transmitter is charging off the body (it does every day); the wait you chose is shorter than the charge.	Press the green Transmitter Off Charger - Press when On to Stop Alarms line as you put it on the charger (the Alarms Pause menu, the device-status Transmitter block, or the watch's main screen): the Transmitter and No-data alarms are held until it is detected again, 1 hour at most (§3.2). Or pick a longer wait (Settings → Alarms → Transmitter: 60 min or 6 hours).
"Transmitter: out of range (the watch has it) for N min" on the phone	The phone was left behind: its watch link went quiet at the same moment as the transmitter, so the watch left with the transmitter and is reading it.	Nothing — the readings keep coming from the watch; it clears when the phone is back in range.
The watch said "Transmitter not detected for 2 minutes" while it was reading the transmitter itself	An outdated watch app: the phone's relayed alarm (the phone was the one out of range) was spoken on the wrist.	Update the watch app — it ignores a relayed Transmitter / Sensor alarm while it has the transmitter.

You see	Likely cause	Try
The watch app keeps restarting while a dashboard is open ("the previous process ended: crash")	An outdated watch app without the Body sensors permission: every live heart-rate request from the site started a session the system then killed.	Update the watch app (it refuses the request instead), or allow Body sensors for 365 CGM on the watch.
Dashboard ♥ tile: "live HR refused"	The watch answered the live heart-rate request with a refusal — Body sensors (or Nearby devices) is not allowed for 365 CGM on the watch.	Watch Settings → Apps → 365 CGM → Permissions → allow Body sensors. The notice clears with the first live pulse, or the site asks again after an hour.
Two dashboards open (say the phone app and a browser) and the watch's live heart rate stops and starts	An outdated phone app: each dashboard asked for a live session every 2 minutes and every request woke the watch again.	Update — the site answers a second request within 90 s with the first, and the phone does not wake the watch twice within a minute.
Follower: "No glucose data" rings every day at the same time	An outdated phone app: the owner's daily transmitter charge looked like a dead stream to a follower.	Update both — the follower's Stale follows the owner's Transmitter / Sensor alarm verdict (\$4.6).
"Transmitter: not detected" with the transmitter on the body and the Alignment screen reading 100%	An outdated phone app: a busy link around a reading (the Eversense app or a meter on the phone's Bluetooth) counted as a loss, and the phone did not try again for 5 minutes.	Update the app. The Alignment screen clears the alarm and the phone retries every minute; at a wait of 0 a busy link can still ring for about a minute (the Eversense app's readings do not count as contact).
"Sensor signal: lost (not enough sensor data)" right after the transmitter came back (re-seated, or off the charger), with the sensor fine	An outdated phone app: the sensor check judged the minutes the phone could not reach the transmitter, and the transmitter's "too soon since the last calibration" state counted as a lost sensor.	Update the app. That first contact never rings the Sensor alarm; a real loss rings about 7 minutes after contact returns.
"Sensor signal: signal N% for N min" with the transmitter on the body	The transmitter has slid off the sensor's sweet spot; the signal it reads has been under 40% for the wait.	Reseat it — the phone app's Alignment screen shows the live signal; the alarm clears on the next cycle above 40%.
"Sensor signal: lost (no sensor detected / no new readings / not enough sensor data) for N min"	The transmitter is answering the phone but has lost the sensor, or has missed a reading.	Reseat the transmitter (the Alignment screen shows the signal); the alarm clears on the next new reading. A wait of 0 can ring during the daily re-seat, while the transmitter is in your hand — 10 minutes covers it.

You see	Likely cause	Try
Phone: "Calibration write failed. Transmitter write failed: Unable to resolve host 365cgm.com"	On an app older than 0.1.241 calibrating needed internet. On 0.1.241 and later it does not — unless this phone has never paired with the transmitter (the first calibration pairs it, online, once) or the transmitter refused the stored pairing; the screen says which.	Update the app; then, offline, calibrate as usual — the record uploads when the phone is back online. For the two internet cases: connect once and calibrate again, or calibrate in the Eversense app.
Two calibration marks on the chart, one of them an orange X	The X is a calibration the transmitter refused (Reports → Calibration History says why, e.g. "write failed: timeout").	Nothing — it counts nowhere. The ring is the calibration that was used.
The Sensor signal alarm rang 7–9 minutes after I lifted the transmitter, with a 1-minute wait	An outdated phone app: a lost signal was noticed only 7½ minutes after the last reading, and the alarm then waited for the next transmitter cycle.	Update the app: a missed reading is noticed about a minute after it was due from the first reading the app sees arrive, and the alarm rings in the same second; switch on "Trip at the first sign of a lost signal" to skip the wait as well. Right after the transmitter comes back into reach or off its charger, before its next reading, the 7½-minute rule still applies.
The Sensor signal alarm rang about 7 minutes after the transmitter came off its charger, with readings arriving — and the chart shows a reading from the middle of the charge	An outdated phone app: the first reading after a pause was judged by counting records since the last one before the pause, looked as old as the pause, went to history at a time inside it, and the app went on waiting for a "current" reading until the next one.	Update the app: the first reading after a pause is live, and the alarm rings only when a reading is really missing.
Transmitter / Sensor signal alarms never fire	The alarm is off (they are off by default), direct read is OFF or no transmitter is paired, the phone app is out of date, or the app has not reported for an hour.	Settings → Alarms: switch them on and Save; Connections: direct read ON with the transmitter paired; update the app; check "365 CGM app not reporting" is not showing.
A threshold saved on the computer is not on the phone	Give it a moment (the site asks the phone to pull as you Save; failing that, the phone's next status report within 10 minutes; §6.2) — or Sync alarm settings is off (the log says "site settings NOT applied — alarm sync is OFF"), or the app is out of date.	Wait for the report, or open the app; turn sync on and Save; update the app. Set alarms on the phone, in the app, when you want them at once.

You see	Likely cause	Try
The Alarms tab inside the app shows different values than the computer	Sync is off: the app's tab is the phone's own settings, the browser's tab the website's.	Intended. Turn sync on if you want one set everywhere (the phone's values then win).
The phone repeated an alarm every 10 seconds while the computer was speaking too	An outdated phone app, with the site's page sounding inside the app as well.	Update the app: inside the app the page is silent for the alarms the phone rings itself.
Paused (or Do Not Disturb) on the computer, but the phone still rang	The phone had not yet heard: outside the app it learns on its next status report, up to 10 minutes (30 seconds while an alarm rings).	Update the app; pause from the phone when you want it at once.
"No glucose data" rang beside a Sensor signal alarm, or while the transmitter charges	An outdated phone app: Stale did not yield to the alarm that names the cause.	Update: Stale stands down while the Sensor alarm stands or the Transmitter alarm rings, and from the moment a loss is detected.
"No glucose data" rang on the phone while the watch was reading the transmitter (the phone's screen showed the readings)	An outdated phone app: the phone's stale clock counted only the records it read or received itself.	Update: while the watch reads, the phone's Stale stands down; the website's alarms watch the watch's stream.
The phone spoke "Transmitter not detected" for a minute although the watch took the transmitter within seconds	An outdated phone app: the phone spoke at the alarm's wait and learned of the watch's take only at its next retry, up to a minute later.	Update: the phone holds its sound 30 s for the wrist to look, and hears the watch's claim at once.
Watch: "Back to the phone" while the phone had no transmitter, then "Watch reading the transmitter" again a cycle later	An outdated watch or phone app: the phone's relay of the website's reading — the watch's own — counted as the phone reading the transmitter.	Update both; a relay of the website's reading keeps the watch's link and its words.
Watch: after taking the transmitter it showed "direct" with the old reading for a whole cycle; a follower's watch was a cycle behind too	An outdated watch or phone app: the first record after the take was dated from the watch's own last read, days earlier, and held back as history.	Update both; the first reading after a take is current (§5.5).
Watch: the threshold rows are greyed and cannot be changed	Alarm sync is on — the watch follows the phone's Alarms tab (§5.6).	Change them on the phone's Alarms tab; or turn sync off there to make the watch independent.

You see	Likely cause	Try
Watch: the Urgent high row shows 250 while the phone says something else	An outdated phone app does not send its urgent-high threshold.	Update the phone app; until then set it on the wrist (sync off) or leave it.
Watch: the thresholds are still the defaults after installing the watch app	An outdated watch app waited for the phone's next settings change or pull to take the phone's values.	Update the watch (it reads the phone's standing settings when first opened), or save the Alarms tab in the phone app once.
Low Soon / High Soon sounded on the computer but never on the phone or watch	The phone is offline — the verdict is the site's (§4.6) — or an outdated app.	Update the app and the watch; keep the phone online. With no internet the threshold alarms still ring, Low Soon / High Soon do not.
Watch: a Low Soon / High Soon buzz shows as the Transmitter alarm's notification	An outdated watch app (the two kinds share a slot there).	Update the watch app.
Watch: it buzzes but does not speak	An outdated watch app; Speak alarms off; the alarm volume at zero; no voice data on the watch yet (the log says "speech: ... tones and vibration only"); a Bluetooth headset paired to the watch is taking the audio.	Update; Alarm settings → Speak alarms; raise the alarm volume; give the watch Wi-Fi to fetch its voice; Test alarm says "Low glucose, 70" when it works.
Watch: it said "Watch reading the transmitter" / "Back to the phone"	The watch's readings changed source (Failover took the transmitter; the phone's relay is back).	Informational. Alarm settings → Speak source changes off to silence it.
The Sensor signal alarm rang while I was holding the transmitter after the charger	Off the charger and not on the sensor for 2 minutes = no sensor (a re-seat logs its first record within a minute).	Put it on; the first record slot clears it. With a longer Sensor wait (and the first-sign switch off) it does not ring during a short handling.
"Speak the alarm" says nothing in the browser	The page has not had a click since it loaded (browsers need one before a page may speak), or the browser has no voice.	Click anywhere on the dashboard once (the audio-unlock banner does it too); press Test on the alarm — it says the phrase. On the phone the app speaks on its own.
The watch did not buzz for a Transmitter / Sensor signal alarm	Device alarms is OFF on the watch, the watch is snoozed, or the phone's relay did not reach it.	Watch → Alarm settings → Device alarms ON; check System → Phone link is ON (§5.4).
Watch: "stale · 20m ago" and nothing changes	No source is delivering: phone out of range, no watch internet, or no token.	Bring the phone near, or connect the watch to Wi-Fi; check Set token → Test .

You see	Likely cause	Try
Watch: it rang "No connection" once and has been silent since, the notice still up	The watch has no phone link, Wi-Fi or cellular (the phone off or out of range AND no coverage): it rings and says it once, then keeps the notice quietly — no buzz, tone or speech — until any connection returns; the notice reads "No connection — No glucose data for N min (no phone link, Wi-Fi or cellular)".	Turn the phone on or bring it near, or give the watch a route of its own (Settings → Connectivity → Wi-Fi: a saved home network; or cellular coverage). The watch fetches the moment a network is back and says "Glucose data is back".
Watch: number differs from the phone by a reading	The watch is one cycle behind (delivery delay) — it catches up on the next push.	Nothing.
Watch shows an old version after an update	The Play Store installed a different track's build.	Play Store on the watch → 365 CGM → Update; if it only offers "Open", uninstall and reinstall from the watch's Play Store.
Watch pairing screen says "(preset — not chosen yet)"	The watch has not been told which transmitter to pair: the phone has none to send (a follower's phone), or the phone app is out of date.	CGM users: choose it on the phone (Settings → Eversense → Open app controls → Find my transmitter) — the watch takes it within a reading or two — or tap Find my transmitter on the watch's pairing screen. Followers: nothing to do (leave Failover OFF).
"Find my transmitter" lists nothing, or not your transmitter	A transmitter connected to the Eversense app or to the phone advertises only between readings; a phone without Bluetooth permission cannot scan.	Wait a minute and scan again with the phone (or watch) next to the sensor; grant Nearby devices if asked; Show all nearby devices on the phone shows everything heard.
Follower's dashboard shows a different number than the CGM user's phone	Different sources or a reading in flight.	Both settle on the next reading; if it persists, check the Versions line — both should be on current builds.
Share link says "This monitor link is no longer available."	The owner disabled the link.	Ask the owner for a new one.

6.1 Sending logs to support

The phone's log is continuous across an app update or a crash: the lines written after its last upload and before the restart ride the first upload of the new run, under "--- N line(s) logged before the last restart, uploaded now ---". The watch starts every run with a "process: start" line naming why the previous run ended (a crash, the app updated, killed for memory) and writes a "crash: ..." line if it ever crashes.

- **Website:** Reports → **Logs**, choose the source, press **Copy log rows** and paste into your message. In the phone app the button is **Save log rows**: the file lands in

Downloads, and the notification's **Share** button sends it on.

- **Watch:** the log uploads itself every 15 minutes or so (source watch-probe on the website's Logs page); 365 CGM → System → **Failover** → **Send log now** forces it.
- **Phone:** the app's capture log uploads itself with every status report (source 365cgm-app on the Logs page — every phone, each line naming its phone, "[phone Hal backup] ..."); on the phone it is under Settings → Advanced → **Open 365 CGM app diagnostics** → **Recent capture log**, where **Copy** and **Share** send it on with a header that names the phone.

Support: admin@365cgm.com.

6.2 What to expect — how long things take

Every number here is how the system is built to behave; a phone in deep sleep, a lost Bluetooth link or a slow network can stretch any of them. Times are from the moment something happens.

Readings

What	How long	Notes
A new reading	about every 5 minutes	The transmitter's own cadence; none while it charges.
Direct read → 365cgm.com	seconds	The phone app uploads each reading as it reads it.
Companion mode → 365cgm.com	seconds after the Eversense app shows it	The app reads the Eversense notification.
Cloud (Eversense servers) → a follower's phone	about a minute after it appears on 365cgm.com	The phone checks 45 seconds after each expected reading, every 5 minutes.
The dashboard in a browser	seconds	Live updates by stream / long-poll; the page also ticks every 2 seconds.
The dashboard in the phone app with no working internet (the offline view)	within a second	Served on the phone from its own stored readings; nothing waits on the network (app 0.1.237 or newer). The live site is tried again every minute, and the moment the internet is back.
The watch, from the phone	a second or two	With Phone link ON (the default).
The watch, on its own	when nothing came from the phone for 5½ minutes	On opening the app, a tile or complication refresh, or its 15-minute heartbeat (doze can stretch that to ~28 minutes). Marked "· cloud".
Complications	every new reading, at least every 5 minutes	
"· stale" on the phone notification	12 minutes without a reading	
"stale" on the watch	15 minutes without a reading	

What	How long	Notes
"No glucose data" on a follower's phone	the stale window (20 min by default) after the last reading it pulled	
"No glucose data" on the watch	the stale window + 1 minute after the newest reading it has	Again a window later while nothing comes.
The watch's own Wi-Fi/cellular	within about 10 seconds of a call failing on the phone route	
A follower's dashboard when the owner's account is slow	4 seconds, from the follower's own copy	
The dashboard after a site update	within 5 minutes	Open pages check every 5 minutes and reload themselves.

Settings

What	How long	Notes
Alarms saved inside the app	at once on the phone; on the site within seconds (sync on)	The tab is the phone's own editor (§4.6).
Any other tab saved inside the app (Display, projection, calibration window)	the phone pulls 3 seconds later	
Alarms, target range or display unit saved in a browser → the phone	within seconds; otherwise within 10 minutes, or the moment you open the app	The site asks the phone to pull the moment you Save (the phone's queue hears it in a second or two). Fallback: the phone's status report every 10 minutes brings the site's answer "settings changed" and the phone pulls. A follower's phone checks every 5 minutes anyway.
The phone's alarm settings → the site (sync on)	seconds while online; when the connection returns otherwise	The newer edit wins.
The phone's settings → the watch	at once while linked; when the watch reconnects otherwise	A watch installed later takes them when it is first opened.
Pause / Do Not Disturb → other pages	about 15 seconds	
Pause / Do Not Disturb → the phone	3 seconds when set inside the app; otherwise up to 10 minutes (its next status report), 30 seconds while one of its alarms rings	The watch follows the phone within seconds.

What	How long	Notes
A calibration or alignment started from a browser	the phone acts within about a minute	
An entry saved from a dashboard dialog (+ BG / + Keto / + Dose / + Med / + Note)	a new entry: at once (it uploads in the background); an edit or a delete: seconds — up to 25 seconds when the site is slow, and the dialog says so at 6 seconds	A save the site did not answer in time is checked against the site's record before the dialog reports it (§3.1).

Alarms

What	How long	Notes
A glucose alarm	the reading that crosses the threshold	The phone judges each reading as it arrives; the site as each arrives too, plus a timed check for the waits. Pushes go out within seconds.
Low Soon / High Soon on the phone and the watch	with the site's answer to the reading the phone just posted (seconds after the reading); a verdict that changes between readings on the next status report (up to 10 minutes; 30 seconds while an alarm rings)	Needs the phone online — no verdict without it. A follower's phone hears on its 5-minute check.
Repeats	the play length, then again after the Repeat gap (0-20 minutes)	Until the alarm clears, is snoozed, the master switch goes off, or 6 hours pass; each repeat re-checks the newest reading.
Phone re-alerts (glucose alarms)	every 5-60 minutes, your choice	Transmitter, Sensor signal and Stale instead re-trip at their own wait, 5 minutes at least, as new alarms.
Snooze	phone 30 minutes; watch 5-120 minutes (default 30)	
Buzz the transmitter	once when the alarm begins; at most one every 5 minutes	
"Transmitter: not detected"	counting starts about 2½ minutes after the last answer; at a wait of 0 it rings 1-2½ minutes after a loss	The phone probes every 60 seconds while the alarm is on; the readout clears within a minute or two of contact.
"Transmitter: out of range (the watch has it)"	the same clock as "not detected"; the phone judges "left behind" at every retry (watch link quiet within 3 min of the loss and for 45 s; watch heard within 30 min)	Not relayed to the watch; no push from the website.

What	How long	Notes
Sensor signal lost	noticed about a minute after a reading was due — one transmitter cycle after the last reading the app saw arrive (about 7½ minutes after the last reading right after the transmitter comes back into reach or off its charger); the alarm at its wait counted from the missed reading, in the same second when the wait is met — at once with "Trip at the first sign of a lost signal" on, then every 2 minutes until snoozed or cleared	"Sensor signal N%": after the wait under 40%.
Sensor signal after the transmitter is back on the sensor	a standing alarm clears on the transmitter's first record slot (the slot it logs with no glucose yet); the next reading is expected one cycle after that slot	
Sensor signal when the transmitter is off the charger but not on the sensor	about 2 minutes after it came back into contact (no record slot in 2 minutes of answering = no sensor)	The alarm's wait counts from the moment contact returned; the first slot after you put it on clears it.
Transmitter on the charger (the hold)	from the press until the transmitter is detected again, or the line again, or 1 hour	The Transmitter and No-data alarms are held on every device; one already ringing stops at the press. Other pages follow within 15 seconds, the phone as for Pause, the watch with the phone (or at once when pressed on the watch).
No-data after the hold ends	30 minutes from a detected (or by-hand) end, or until a reading arrives	A re-seated transmitter can take that long to produce its first reading. After the 1-hour expiry there is no wait.
The watch speaks an alarm	as the alarm posts on the wrist (its own glucose alarms; a relayed one a second or two after the phone's)	Speak alarms on. A new watch may need its voice data first.
The watch says its source changed	when the first reading from the new source lands, once per switch	Speak source changes on. The same phrase not within 5 minutes.
Stale data	after "stale after" minutes (10-60)	Stands down while a Sensor or Transmitter alarm names the cause; re-trips at that many minutes (5 at least).
A pause ending	at once	Everything is re-checked; a condition still standing is a new alarm. "Next" ends when nothing is tripped any more.

Status, links and housekeeping

What	How long	Notes
The phone's status report	at once on a change, at least every 10 minutes	"365 CGM app not reporting" after 40 minutes without one; an error after 3 hours. A report the site answers with an error is retried once, 20 seconds later.
The watch's report to the phone	at most every 10 minutes	"Watch not linked" after 30 minutes of silence; a re-issue is offered after 24 hours.
Logs to 365cgm.com	watch every 15 minutes or so; phone with each status report	Kept 7 days.
Eversense event data (meals, insulin, exercise)	every 5 minutes	The sign-in lasts 365 days; Eversense renews it when a new sensor is placed.
Signed-in sessions	until 14 days pass without use — or your automatic sign-out setting (shorter, or never)	The e-mail verification link lasts 1 hour.
Invitations	resent every 5 days, removed after 30 unless kept	
Dismissed banners	calibration check 6 hours; prompts 4 hours (24 hours, then 7 days on repeated "Not now"); heart-rate warning 2 hours	

7. Privacy, safety and legal

- 365 CGM is not a medical device. It does not diagnose, treat, cure or prevent any medical condition. Do not rely on it alone for treatment decisions; confirm with your Eversense app or a fingerstick and follow your healthcare professional's advice.
- The apps and the website work with external hardware (the Eversense 365 transmitter, insulin pens, glucose meters, watches) that you own and are responsible for. Readings can be delayed, missing or wrong for reasons outside our control.
- The phone app can write to the transmitter (a calibration you enter, vibration settings). It never changes your sensor or the Eversense app.
- Your data is stored by 365cgm.com and shared only with the people and services you choose. The Privacy Policy explains what is collected, where it is stored and processed, and how to delete your account (Settings → Account → Delete account).
- The service, or any function of it, may change or be discontinued at any time, and may not remain free of charge.

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