

User's Manual

mySugr Glucose Insights

1 About this manual

These instructions tell you what the product is for, how to use it safely, and what to do if something goes wrong. Warnings, precautions, and notes are highlighted. Read the instructions carefully, and if you still can't find what you're looking for, contact customer support.

You can download these instructions here: <https://support.mysugr.com/>

Report any serious incidents that result from using this medical device to mySugr and to your national authority.

2 Indications for use

2.1 Intended use

mySugr Glucose Insights is intended to be used for the continuous display and read-out of real-time glucose values from a connected Continuous Glucose Monitoring (CGM) sensor, and to help users visualize and analyze diabetes data. It is a device software function of the mySugr Logbook, and acts as an aid in the daily diabetes management of people with diabetes (PwDs).

2.2 Who is mySugr Glucose Insights for?

PRECAUTION

Risk of various harms

If you are not an intended user, proper and safe operation of mySugr Glucose Insights can't be guaranteed.

mySugr Glucose Insights is designed for users:

- Adults 18 years of age and older, diagnosed with diabetes.
- Under guidance of a doctor or other healthcare professional.
- Who are physically and mentally able to independently manage diabetes therapy.
- Who are able to proficiently use a compatible mobile device.
- Who can read information displayed on a compatible mobile device.

2.3 Indications

mySugr Glucose Insights is indicated for users diagnosed with diabetes.

2.4 What do you need?

To use mySugr Glucose Insights you need:

- A mobile device with an iOS or Android operating system to run the app. For the latest information on compatible devices, see chapter What devices does the mySugr Logbook work on? in the mySugr Logbook user manual.
- An Accu-Chek SmartGuide device. For information and instructions on applying the sensor, see the User's Manual provided with the device.
- If you use an iPhone, you can use mySugr Glucose Insights in combination with an Apple Watch, see chapter [Using an Apple Watch](#). The watchOS version must be watchOS 9 or higher. Other smartwatches are not compatible with mySugr Glucose Insights.

Before you update your mobile device to a newer operating system, make sure that the mySugr app is compatible with the new operating system. If you still need assistance, contact customer support.

2.5 Environment for use

As a mobile application, mySugr Glucose Insights can be used in any environment where the user would typically and safely use a mobile device.

Note that you must also observe the environmental conditions for the Accu-Chek SmartGuide device and your mobile device. For more information, see the User's Manual provided with the Accu-Chek SmartGuide device and the user manual of your mobile device or the operating system of your mobile device.

3 Contraindications and limitations

3.1 Contraindications

No known contraindications.

3.2 Limitations

WARNING

Risk of serious harm

mySugr Glucose Insights doesn't provide medical advice. mySugr Glucose Insights is used to support the treatment of diabetes, but can't replace a visit to your doctor or healthcare professional. You still require professional and regular review of your long-term glucose values (HbA1c) and must continue to independently manage your glucose levels.

Changes to your overall diabetes therapy may only be made by healthcare professionals. If you have questions about your therapy, consult your healthcare professional.

- mySugr Glucose Insights communicates with the sensor via *Bluetooth*[®] Low Energy technology. Devices supporting *Bluetooth*[®] Low Energy versions prior to version 5.0 might not be compatible.
- The user will only receive alarms if the sensor is connected to and notifications are activated by the user.
- mySugr Glucose Insights is designed for persons who can read information displayed on a compatible mobile device.
- mySugr Glucose Insights notifies you about alarms primarily through sound. In addition, other notification methods can be used, for example, tactile or visual notifications. If your auditory perception is impaired, for example, due to hearing loss, use a notification method for alarms that is suitable for you.
- The notification of alarms can't be guaranteed in all cases, due to the limitations of your mobile device's notification and alarms. **Don't** rely solely on alarms. Otherwise, you can miss severe low glucose and/or high glucose. Open mySugr Glucose Insights on a regular basis to check your glucose levels according to the instructions of your healthcare professional or if you feel that your glucose level may be low or high. Never ignore symptoms of low or high glucose.
- If the sensor is in Trend mode, the CGM values from your sensor may be less accurate. As a result, alarms may be issued even if your actual glucose level is within your target range. It may also happen that no alarm is issued even if your actual glucose level is too high or too low. For more information, see chapter [Trend mode and Therapy mode](#).
- If the connection to your sensor is lost, don't use past CGM data for therapy decisions, such as insulin dosing. To turn on a connection lost alarm, see chapter [Sensor notifications](#).

4 General safety information

WARNING

Risk of wrong therapy decisions

Don't estimate or make assumptions of any missing CGM data. Estimating or assuming any missing CGM data can lead to wrong therapy decisions, such as insulin dosing.

In case of missing CGM data, make sure that mySugr Glucose Insights is set up correctly and your sensor and mobile device are connected. For more information on setting up mySugr Glucose Insights and your sensor correctly, see chapter [Getting started](#). If you aren't sure whether mySugr Glucose Insights or the sensor is working properly, use an alternative method for testing your glucose and contact customer support.

WARNING

Risk of incorrect CGM values

mySugr Glucose Insights is designed for use with 1 sensor and 1 mobile device at a time. If you use multiple sensors or multiple mobile devices, incorrect CGM values may be displayed.

Apply 1 sensor only and connect your sensor to 1 mobile device only.

PRECAUTION

Risk of wrong therapy decisions

Predictions can provide insight into future actions you may take for diabetes management. However, predictions more than 45 minutes into the future are for information only, and should not be used for immediate actions.

PRECAUTION

Risk of wrong therapy decisions

Always have alternative methods for testing your glucose available. If you lose your mobile device or in case of a system malfunction, switch to an alternative method for testing your glucose.

PRECAUTION

Risk of serious harm

Glucose values displayed by mySugr Glucose Insights may not always be accurate. Don't ignore symptoms of low or high glucose. If the displayed CGM value doesn't match how you feel:

1. Switch to an alternative method for testing your glucose.
2. If your symptoms still don't match your glucose value, consult your healthcare professional.

For more information, see chapter [Troubleshooting and support](#).

For information on environmental conditions of your mobile device, see the User's Manual of your mobile device or the operating system of your mobile device.

mySugr Glucose Insights is intended for single-person use only. Do not share your personalized data or predictions with others even if therapy conditions appear similar.

mySugr Glucose Insights requires sound to properly signal important information. Check your mobile device settings prior to use. Otherwise, the information can be missed.

5 Key features

NOTE

The features of mySugr Glucose Insights are only available when the mySugr app is running and you are signed in.

Real-time CGM values

Access real-time CGM values directly on your mobile device or on your Apple Watch. Use mySugr Glucose Insights connected to an Accu-Chek SmartGuide sensor that you have applied to your upper arm. mySugr Glucose Insights communicates with the sensor via *Bluetooth*[®] Low Energy. Every 5 minutes, the sensor sends a CGM value to mySugr Glucose Insights. Each Accu-Chek SmartGuide sensor has a wear time of up to 14 days and requires calibration, using a blood sugar meter, in order to use CGM values to make therapy decisions, such as insulin dosing. After 14 days, you must remove the sensor. Replace the sensor with a new one.

Information at your fingertips

The Home screen provides all important information for your diabetes management at a glance:

- Current alarms.
- Current CGM value and trend.
- Glucose prediction for the next 2 hours.
- Low glucose soon notification.
- Night Low Predict.
- Detected patterns.
- Time in range.
- Glucose management indicator (GMI).

Customizable settings and alarms

Meet your personal needs and preferences through customizable settings. Adjust your alarm values for high and low glucose, and more.

Glucose prediction

Your glucose prediction for the next 2 hours is displayed once you have properly set up your sensor and a minimum of 1 hour of continuous CGM data has been transferred from the sensor.

Low glucose soon notification

Once your sensor is connected, if enabled, mySugr Glucose Insights detects and notifies you of a possible low glucose occurring within 30 minutes. By default, this notification is already on when you start using mySugr Glucose Insights for the first time. You can go to **More > CGM settings > Alarms > Prediction alarms** to turn it off. The Low glucose soon card will still be displayed on the Home screen.

This notification displays on your lock screen, or when you swipe down from the top of any other screen. Tap the notification to get more details and actions you can optionally choose to take.

Night low predict

This feature predicts your probability of having low glucose during the night, allowing you to decide what actions to take before you go to bed. Risk of going low means that your glucose might go below 70 mg/dL (3.9 mmol/L). If enabled, you will receive a notification if you have a high probability of having low glucose while you sleep. We need at least 1 day of data to predict your probability.

You can also set up the Night low predict feature and use it to manually request a calculation.

Glucose patterns

This feature identifies recurring glucose events, which take place during a day or a week. Being aware of such patterns can help you take steps to optimize your glucose control and make more informed therapy decisions. Once mySugr Glucose Insights receives CGM data from the sensor, detected patterns from the last 24 hours display below the graph on the Home screen. Patterns display in the order of the one with the highest health risk first, at the top, such as a very low or low pattern.

Reports

With mySugr Glucose Insights you can export your glucose profile (Ambulatory Glucose Profile) and glucose patterns in multiple formats: PDF, CSV, Excel.

6 Getting started

6.1 Installing and uninstalling mySugr Glucose Insights

mySugr Glucose Insights is an extension of the mySugr Logbook (mySugr app) that becomes active when you connect an Accu-Chek SmartGuide sensor. Just download and install the mySugr app on your mobile device. For more information on installation and usage of the mySugr app, see chapter Installation in the mySugr Logbook user manual.

If you decide to stop using a sensor, you will still be able to:

- Export your past CGM values by using the CGM tab on the Reports screen.
- View both your blood sugar entries and the last CGM values on the Home screen graph.
- Use your previously saved personalized CGM-related user settings the next time you pair and connect a new sensor.

Once you disconnect the sensor from mySugr Glucose Insights, the Home screen will automatically return to its default state: The graph will be made up of blood sugar entries that you log in the mySugr Logbook. CGM-related features, such as predictions or alarms, will no longer be available.

6.2 Connecting your sensor

You must connect your Accu-Chek SmartGuide sensor to your mobile device using the instructions in this chapter. Otherwise, mySugr Glucose Insights can't receive CGM values from your sensor.

Only connect the sensor in a secure, trusted area. This may reduce the risk of other people connecting to your sensor.

Before you connect your sensor, get the serial number and 6-digit PIN from the bottom label of the blue twist cap. Note that on Android devices you will need the serial number and 6-digit PIN to reconnect the same sensor, for example, after you signed out of the mySugr app. We therefore recommend that you keep the twist cap until you discard the sensor.

- The serial number of your sensor is located next to the **SN** icon, see example below.
- The 6-digit PIN of your sensor is located next to the word **PIN**, see example below.



mySugr Glucose Insights is designed for use with 1 sensor and 1 mobile device at a time. If you connect a new sensor while another sensor is already connected, the already connected sensor is disconnected automatically.

1. Tap **Connections** in the tab bar menu.
2. Select **Accu-Chek SmartGuide** from the list and tap **Connect**.
3. On iOS devices, tap **Open Settings** and enable *Bluetooth*[®] in your device's settings. On Android devices, tap **Allow Access** to enable *Bluetooth*[®] and location services. Then tap **Enable Bluetooth And Location**.
4. Apply the sensor to your body. If you need help with applying the sensor, tap **How To Apply Sensor**.
5. Tap **Next**.
6. Keep the twist cap with your sensor's serial number and PIN.
7. Tap **Next**.
8. Select the sensor that matches the serial number on the bottom label of the blue twist cap. After selecting your sensor's serial number, do each step quickly. If you pause or delay, you may run out of time to enter the PIN.
9. Tap **Enter PIN**.
10. Enter your 6-digit PIN from the bottom label of the blue twist cap. Make sure that you enter the PIN correctly and that you don't enter other numbers.
11. Tap **Pair**.

Your sensor is now connected.

If this is the first time you connect a sensor, you must set alarms for the CGM values you receive from the sensor and enable **Override Do Not Disturb** (Android) or **Critical Alerts** (iOS) to make sure that you receive app notifications and alarms even if you have silenced your mobile device.

1. Tap **Next**.
2. Carefully read the displayed information and tap **I understand to proceed**.
3. Tap **Next**.
4. Enter the alarm values for your High glucose alarm and Low glucose alarm. Note that for medical reasons, you can't change the alarm value of the Very low glucose alarm.
5. Tap **Next**.
6. On iOS devices, tap **Allow** to enable Critical Alerts. On Android devices, turn on **Override Do Not Disturb**.
7. Tap **Next**.

After applying a new sensor, the sensor needs a 1 hour warm-up time. During this period, no CGM values are displayed in mySugr Glucose Insights. Have an alternative method for testing your glucose available. Your sensor requires calibration in order to display CGM values that can be used for therapy decisions, such as insulin dosing.

6.3 Calibrating your sensor

6.3.1 Trend mode and Therapy mode

There are 2 modes of CGM values: **Trend** mode and **Therapy** mode. The mode the sensor is currently in is displayed below the CGM value on the Home screen.

When the sensor is in **Trend** mode:

- CGM values should not be used to make therapy decisions, such as insulin dosing.
- CGM values can be used only to see trends and as a general reference.

- To make therapy decisions, such as insulin dosing, test your blood sugar by performing a finger prick test with a blood sugar meter.

When the sensor is in **Therapy** mode:

- CGM values can be used to make therapy decisions, such as insulin dosing.

After a warm-up time of 1 hour, the sensor is in **Trend** mode, and sends CGM values to mySugr Glucose Insights every 5 minutes. Don't use these initial CGM values for therapy decisions, such as insulin dosing.

The first calibration is required 12 hours after applying the sensor. Once calibration is performed, the sensor is in **Therapy** mode. CGM values can now be used for therapy decisions, such as insulin dosing.

The second calibration is required 30 minutes to 3 hours after the first calibration. This is to confirm the first calibration.

If the second calibration is missed, the sensor returns to **Trend** mode. However, once you perform the second calibration, the sensor returns to **Therapy** mode.

6.3.2 How to calibrate your sensor

Calibrating your sensor allows you to use CGM values for making therapy decisions, such as insulin dosing, and increases the accuracy of CGM values. To calibrate your sensor, you need to perform a finger prick test with your blood sugar meter and enter the test result from your blood sugar meter into mySugr Glucose Insights. mySugr Glucose Insights prompts you to do so within the first day of use.

Calibrate at a point in time when your blood sugar level is relatively stable. Such periods can be detected by viewing the trend arrows and Home graph on the Home screen. Do not calibrate shortly **after a meal, after insulin delivery, or after physical activity**, and avoid environments with very hot or very cold temperatures, or rapidly changing temperatures.

1. Wait until mySugr Glucose Insights prompts you to calibrate your sensor. Then tap **Calibrate now**.
2. Perform a finger prick test to test your blood sugar with your blood sugar meter, according to the manufacturer's instructions.
3. Enter the test result from your blood sugar meter on the **Calibrate CGM sensor** screen. Your test result should be entered as soon as possible, and no later than 3 minutes after performing the test.
4. Confirm that you understand that you can't edit or delete calibration values once they are confirmed and tap **I understand**.
5. Check that you entered the same value into mySugr Glucose Insights that was displayed on your blood sugar meter and tap **Confirm**. If you accidentally entered an incorrect value, tap **Keep editing** and enter the correct value.

If calibration is unsuccessful, wait approximately 15-30 minutes before repeating the process. When repeating the process, perform a new finger prick test with your blood sugar meter.

System performance can't be guaranteed if an incorrect test result is used for calibration.

If you confirm an incorrect calibration value, it can't be deleted. Remove the sensor and apply a new one.

7 CGM Settings

7.1 Glucose alarms

mySugr Glucose Insights can warn you if your CGM values go high, low, or very low. The following glucose alarms are available:

- The high glucose alarm warns you when your CGM value is at or above your high glucose alarm value.
- The low glucose alarm warns you when your CGM value is at or below your low glucose alarm value.
- The very low glucose alarm warns you when your CGM value is at or below 54 mg/dL (3.0 mmol/L). For your safety, the very low glucose alarm value can't be changed.

You will receive a glucose alarm when your CGM value is at or above your high glucose alarm value respectively at or below your low and very low glucose alarm value. However, you will continue to receive a glucose alarm every 5 minutes for as long as your CGM value remains below the very low glucose alarm value.

Your primary alarm profile is active 24 hours a day, unless a secondary alarm profile has been turned on. The secondary alarm profile allows you to set different alarm levels for a certain time frame, for example, during the night.

All glucose alarms are active by default, but you can turn them off. To configure your CGM alarms, proceed as follows:

1. Tap **More > CGM settings > Alarms > High & low alarms.**
2. Tap the toggles to turn the desired alarms on or off.
3. Enter the alarm values for each alarm. Your Very low glucose alarm value is fixed at 54 mg/dL(3.0 mmol/L). The Low glucose alarm value can be set to 60 mg/dL(3.3 mmol/L) and above. And your High glucose alarm value can be set to any number higher than the Low glucose alarm value.
4. Tap **Save.**

After you configured your primary alarm profile, you can also create a secondary alarm profile that applies to different times of the day. For the secondary alarm profile you can adjust its start and end time in 15 minute increments.

7.2 Prediction alarms

Low glucose prediction

The Low glucose prediction lets you know when mySugr Glucose Insights detects that you might have low glucose within 30 minutes. The low glucose might occur at any time in the next 30 minutes.

Going low means that your glucose might go below the low glucose alarm value you set for your glucose alarms.

If there is a high probability of going low within 30 minutes, the Low glucose soon notification, if still turned on, displays either on your mobile device's lock screen or when you swipe down from the top of your screen, depending on how you configure your mobile device. Go to **More > CGM settings > Alarms > Prediction alarms** to manage this notification.

Tap the notification to view the Home screen. The Low glucose soon card is below the graph. Tap the card to receive additional information on the Low glucose soon screen. Read the information and decide what action to take next.

Low glucose prediction exceptions

The Low glucose prediction is active 24 hours a day, 7 days a week, with the following exceptions:

- Your low glucose alarm value is set above 100 mg/dL (5.5 mmol/L).
- 20 minutes after you logged a carb intake in the mySugr Logbook.
- 30 minutes after your last glucose prediction and the last Low glucose soon notification were sent.
- Your glucose is already below the low glucose alarm value you set for your low alarms.

Your Low glucose soon card on the Home screen disappears after 15 minutes if the probability of having low glucose soon no longer exists.

Night low predict

The Night low predict feature lets you know, before going to bed, your probability of having low glucose during the night, and also provides the time period during which the risk of a low will most likely occur. The prediction is available between 9 pm and 2 am.

Risk of going low means that your glucose might go below 70 mg/dL (3.9 mmol/L). The Night low predict feature functions with a fixed low threshold of 70 mg/dL (3.9 mmol/L).

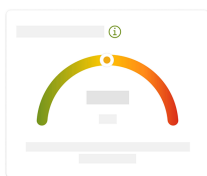
A night is defined as a 7-hour time period that counts from the time the prediction is calculated.

You can set up the Night low predict feature and manually request a new calculation, for any period of time between 9 pm and 2 am. You can also be notified at selected times of high risk (significantly above your normal risk).

If there's a high or very high probability of having low glucose during the night, and the notification is on, the notification will show up on your mobile device's lock screen. The Night low predict card can be seen below the graph on the Home screen. Go to **More > CGM settings > Alarms > Prediction alarms** to manage this notification.

Tap either the notification or the Night low predict card on the Home screen to see the graphic prediction on the Night low predict screen. The probability of having low glucose during the night is divided into 3 different risk levels, with a different color representing each level:

- Normal – less than 30% (green).
- High – between 30–60% (yellow).
- Very high – above 60% (red).



Whether your probability of having low glucose during the night is normal, high, or very high, consider what actions you will take. Even a normal risk is still a risk, so any necessary actions should still be considered.

The Night low screen also displays the following information when there is a high or a very high probability of having low glucose during the night:

- Keep carb snacks within reach by your bed.
- Consider injecting fewer units of basal insulin at night.
- Have some food rich in proteins or fat.

This information is referenced in the American Diabetes Association Standards of Care. Glycemic Goals and Hypoglycemia: Standards of Care in Diabetes—2024.

You can manually request a calculation of your probability of having low glucose every 20 minutes, as long as it is 20 minutes after your last meal and/or insulin injection, with the following exceptions:

- Your CGM value is already below 70 mg/dL (3.9 mmol/L) or below your glucose alarm value (if above 70 mg/dL).
- Your Glucose prediction or the Low glucose soon notification has indicated you are about to go below 70 mg/dL (3.9 mmol/L).

Enabling Night low predict

1. Tap the Enable Night low predict card.
2. Tap **Next** and **Next**, then turn on the notification toggle. Tap **Next** again.
3. Enter the time you want to be notified. Select a time that is at least 20 min after your last meal and insulin intake of the day and before your bedtime.
4. Tap **Done**.

Night Low Predict error messages

When your Night low prediction can't be provided, read the following to better understand why, and what possible actions to take. The CGM values in this table are examples only.

Error	Action
Not available yet	It is too early to calculate if you might have low glucose at night. You need to come back between the hours of 9 pm and 2 am. This feature only works during this time period.
Not enough data	We need at least 1 day's worth of CGM data to predict your probability of having low glucose during the night.
Carbs or insulin intake detected	If a carb or insulin entry was made in the mySugr Logbook, then mySugr Glucose Insights needs at least 20 minutes to analyze the new entry and recalculate your probability of having low glucose during the night.
You are about to go low	This message displays if your Glucose prediction or your Low glucose soon notification indicates your glucose is predicted to go below 70 mg/dL (3.9 mmol/L). Your Night low forecast can't be calculated when you are about to go low. (This value is an example only. Your actual alarm value depends on how you defined your low glucose alarm value.)

Error	Action
You are below 70 mg/dL (3.9 mmol/L)	mySugr Glucose Insights can't predict low glucose when your glucose level is already low. Eat or drink something sugary as recommended by your healthcare professional. (This value is an example only. Your low glucose alarm value may differ.)
Something went wrong	We couldn't predict your glucose when you tried to calculate your risk. Please come back later.
Are you online?	To use mySugr Glucose Insights, make sure your mobile device is connected to the Internet.

7.3 Sensor notifications

Sensor expiration reminder

mySugr Glucose Insights can remind you when you need to change your sensor. To turn the expiration reminders on or off, proceed as follows:

1. Tap **More** > **CGM settings** > **Alarms** > **Sensor notifications**.
2. Tap the toggles to turn the desired reminders on or off.

The sensor expiration reminders are turned on by default.

Sensor connection lost alarm

If the connection to your sensor is lost, you will no longer receive CGM values or alarms until the connection is restored. The sensor will store the data for 8 hours in case the data can't be transferred to mySugr Glucose Insights. To avoid data loss, the sensor must transfer data before the sensor battery is empty.

mySugr Glucose Insights can warn you when the connection to your sensor is lost. This allows you to take the appropriate action to restore the connection. For more information on how to restore the connection to your sensor, see chapter [Troubleshooting and support](#).

The connection lost alarm is turned on by default. If the connection lost alarm is turned off, you may miss episodes of very high, low, or very low glucose if such episodes happen while your sensor is disconnected.

To turn the connection lost alarm on or off, proceed as follows:

1. Tap **More** > **CGM settings** > **Alarms** > **Sensor notifications**.
2. Tap the toggle to turn the Connection lost alarm on or off. If you turn off this alarm, a notification appears informing you that if the connection to your sensor is lost, you will not receive glucose alarms. To confirm that you want to turn off the Connection lost alarm, tap **Turn off**. If you want to cancel this action, tap **Cancel**.

8 Mobile device settings

WARNING

Risk of harm

Keep your mobile device secure while using mySugr Glucose Insights.

- Choose a strong password or authentication method (unlock mechanism) for your mobile device and do not share your password with unauthorized parties.
- Only allow trusted applications to have permission to system services.
- Don't use the mySugr app on a device that has been jailbroken, rooted, or that is in debug or developer mode. These conditions can reduce your device's security, making it more vulnerable to unauthorized access and security threats.

WARNING

Risk of app malfunction

Some operating systems provide enhanced privacy features enabling you to lock or hide an app (iOS) or to put an app in a private space (Android). If you use such privacy features with the mySugr app, the mySugr app may not work as intended and may not be able to send notifications.

Don't use privacy features, such as, hiding, locking, or private spaces with the mySugr app.

8.1 Device care

Communication with your sensor may increase the battery usage of your mobile device. Make sure you have means to charge your mobile device with you.

Frequent connection loss between the sensor and mySugr Glucose Insights may decrease the battery life of the sensor. Keep your sensor and mobile device close together.

Don't use the mySugr app on a mobile device with a cracked or damaged display. If the display is cracked or damaged, you may not be able to see everything that's displayed. Use the mySugr app only on a properly functioning mobile device.

Only use the mySugr app on mobile devices that you trust. A malicious device may be able to read and send data between mySugr Glucose Insights and the sensor.

Only run applications from trusted sources on the same mobile device. Only grant *Bluetooth*[®] permissions to trusted applications, as a malicious app may be able to read and send data between mySugr Glucose Insights and the sensor.

8.2 Notification settings

WARNING

Risk of severe low or high glucose

Make sure that notifications, alarms, and Override Do Not Disturb (Android) or Critical Alerts (iOS) are turned on in mySugr Glucose Insights. Otherwise, you may miss glucose alarms or important safety information.

Certain operating system settings can affect the output of notifications and alarms. Therefore, it is important that you check these settings on your mobile device at regular intervals.

The mySugr app must always be running (in the foreground or background) in order to properly output information signals and alarms. It is sufficient for the mySugr app to run in the background when you are using another app on your mobile device. Notifications will behave according to your notification settings. Vibration, sound, and visualization of information signals and alarms are influenced by your notification settings.

You must be familiar with the settings for receiving notifications and alarms.

App notification settings

If mySugr Glucose Insights isn't allowed to issue notifications, all notifications and alarms are blocked.

> To make sure that mySugr Glucose Insights can issue notifications and alarms, turn on app notifications for the mySugr app in the system settings of your mobile device. For more information on how to do so, see the User's Manual of your mobile device.

Certain events can impact notifications and alarms; for example, if you accidentally drop your mobile device or your sensor. Regularly check the functionality of your mobile device, sensor, and operating system. In addition, check the notification settings of your operating system on a regular basis.

Do Not Disturb and Focus

If Do Not Disturb (Android) or Focus (iOS) is turned on, notifications and alarms are usually muted while your mobile device is locked. If Do Not Disturb or Focus is turned on, this is usually indicated in the status bar.

> To make sure that you receive notifications and alarms even if you have silenced your mobile device, turn on Override Do Not Disturb (Android) or Critical Alerts (iOS).

> You can also add the mySugr app to the list of allowed app notifications. For more information on how to do so, see the User's Manual of your mobile device.

Volume

Having the volume set too low can prevent you from hearing notifications and alarms. Depending on the operating system version and mobile device, there may be separate settings for ringtone volume and notification volume. Some Android devices only display a mute icon if the ringtone volume is set to 0, but not if the volume of the notifications is set to 0. For such devices, no mute icon is displayed even though the alarms may not be audible.

> Set the volume in such a way that you hear all notifications and alarms.

> Some mobile devices allow you to set different volume levels. You can set the volume level above the ambient noise level, for example, if the surrounding area is too noisy. Make sure

you can hear notifications in the area you are in.

Bluetooth® wireless technology

If communication via *Bluetooth®* is turned off, mySugr Glucose Insights is unable to communicate with your sensor. Usually, the *Bluetooth®* icon is grayed out when *Bluetooth®* is turned off.

> To make sure mySugr Glucose Insights is able to communicate with your sensor, check that *Bluetooth®* is turned on. For more information on how to do so, see the User's Manual of your mobile device.

Airplane mode

If airplane mode is turned on, *Bluetooth®* may be turned off automatically, preventing mySugr Glucose Insights from communicating with your sensor. Both iOS and Android devices remember whether *Bluetooth®* was turned on or off in airplane mode and re-enter the same state the next time that you turn on airplane mode. If airplane mode is turned on, this is usually indicated in the status bar.

> If *Bluetooth®* is disabled in airplane mode, turn *Bluetooth®* back on. For more information on how to do so, see the User's Manual of your mobile device.

Power saving

If power saving is turned on, some background processes are disabled to save battery life on your mobile device. Power saving also affects the communication with your sensor. If power saving is turned on, this is usually indicated in the status bar.

> To make sure that mySugr Glucose Insights is able to communicate with your sensor, turn off power saving. For more information on how to do so, see the User's Manual of your mobile device.

Automatic optimization

Some Android devices have an automatic termination of background processes built in, which terminates applications running in the background after a certain amount of time.

> If you notice that the mySugr app was automatically closed while it was running in the background, set the battery settings for the mySugr app to "unrestricted". For more information on how to do so, see the User's Manual of your mobile device.

Accessories

Accessories that are connected to your mobile device may influence the output of notifications and alarms. This can happen if you connect your mobile device to headphones or a car radio without wearing the headphones or if you're listening to a different station in the car. Also, when connecting a smartwatch to your mobile device, the notification settings of your mobile device may change.

> When using accessories, such as headphones, speakers, or a smartwatch, make sure that you are still aware of notifications and alarms that are issued by mySugr Glucose Insights.

8.3 Access protection

Data protection

Protect the mySugr app from unknown access or misuse. Use the security functions available on your mobile device or in the operating system, for example, password protection.

Mobile device protection

Anyone with access to the mySugr app can enter calibration values for your sensor and manipulate mySugr Glucose Insights or app settings. Incorrect calibration values can negatively affect the accuracy of the sensor.

Protect the mySugr app against third-party access:

- Don't lend your mobile device to others, including children.
- Set a screen lock in the security settings of your mobile device.
- Configure the screen lock to automatically lock your mobile device after a certain period of inactivity.

Account protection

Keep your account information private. Don't share your account with others.

If you switch mobile devices, or stop using your mobile device for another reason, sign out of your account.

Avoid lending your mobile device to others. If you need to, sign out of your account first. Note that signing out will disconnect your sensor and stop alarms, notifications, and transmission of CGM values from your sensor. When you sign back in, on Android devices you will need the serial number and 6-digit PIN to reconnect the same sensor.

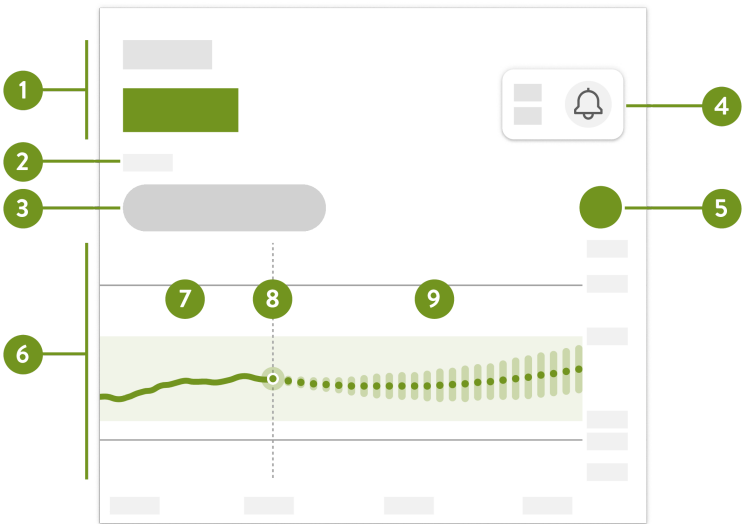
Protect your mobile device from changes to your apps and operating system. Make sure that a password is required for installing apps.

To change the password of your account, go to **More > Account & Settings > Change password**.

For information on changing the password settings of your Apple or Google Account, see the instructions of your download platform.

9 Home screen

The Home screen is the central app screen and displays various information. Note that once you connect a sensor to the mySugr app, the Home screen shows additional information, such as, your glucose trends (is your glucose rising or falling) and glucose predictions.



The upper part of the Home screen provides the following information:

1. Textual and numerical display of your current CGM value. The trend arrow indicates the current direction in which your CGM values are trending:

- ↑ rising quickly
- ↗ rising
- steady
- ↘ falling
- ↓ falling quickly

PRECAUTION

Risk of wrong therapy decisions

The trend arrow is not a prediction. It indicates in which direction your CGM value is trending based on recent measurements.

NOTE

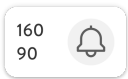
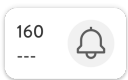
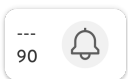
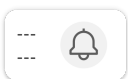


When the CGM value falls outside the measuring range of the sensor, which happens above 400 mg/dL (22.2 mmol/L) or below 40 mg/dL (2.2 mmol/L), the Home screen will display HI or LO instead of a numerical value.

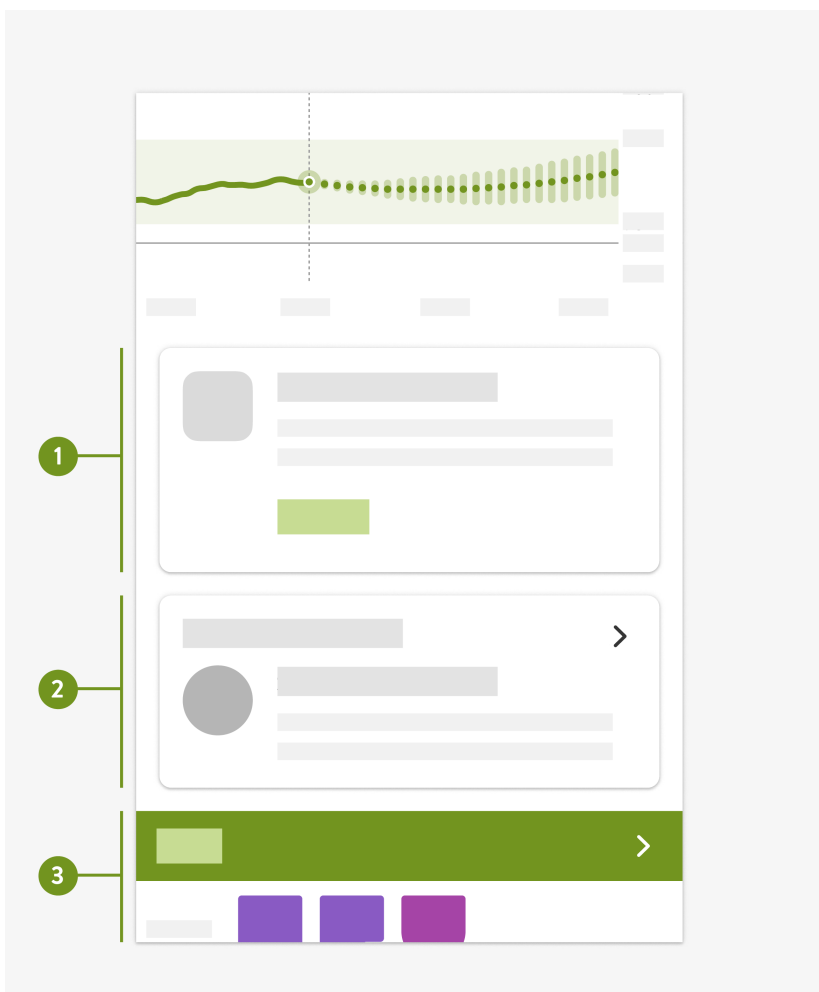
2. Unit of measurement.

3. Trend mode or Therapy mode: This icon indicates which mode the sensor is currently in. For more information, see chapter [Trend mode and Therapy mode](#).

4. Current state of your alarm profile: This icon indicates which alarms are currently on or off. For more information, see the table below.
5. Tap this icon to open the Quick Start Guide.
6. Home graph: The Home graph is a graphical representation of your CGM values.
7. Past CGM values: To see your past CGM values, scroll the Home graph sideways.
8. Current CGM value.
9. Predicted range for your CGM values in the next 2 hours: The sequence of dark green dots in the predicted range represents your projected average glucose. The accuracy of your predicted glucose range decreases the further out in time it is, as shown by the expanding vertical bars.

The bell icon indicates your current alarm profile. This icon can have different states depending on which alarms are currently on or off. The following table describes the different states. The numbers in this table are examples only.

Icon	Description
	Your alarm profile is on. Your high and low alarms are on and their alarm values are indicated next to the bell icon.
	Your alarm profile is on. Your high alarm is on while your low alarm is off.
	Your alarm profile is on. Your high alarm is off while your low alarm is on.
	Your alarm profile is on. Your high and low alarms are off.
	Your alarm profile is off.
	Although your alarm profile is on, something's wrong with the notification settings of your operating system. Make sure you turn on notifications in your phone settings to receive app notifications and alarms. For more information, see chapter Notification settings .



The lower part of the Home screen contains the following information:

1. Message area: Messages appear for current events, for example, when it's time to calibrate your sensor. Tap the buttons in messages to react to the message.
2. Widget area, for example, for your Time in Range: Tap the widget for more information.
3. mySugr Logbook entries.

9.1 Glucose predict

mySugr Glucose Insights predicts where your glucose levels might go in the next 2 hours. This prediction is based on your past CGM values, and your carbohydrate and bolus insulin entries in the mySugr Logbook.

The glucose prediction displays on the graph on the Home screen when at least 1 hour of continuous CGM data is transferred successfully to mySugr Glucose Insights.

The graph shows your glucose levels during the previous hour, as they are now, and their predicted range for the next 2 hours. The sequence of dark green dots in the predicted range represents your projected average glucose.

The accuracy of your predicted glucose range decreases the further out in time it is, as shown by the expanding vertical bars.

The range shown in the graph is from 0 to 300 mg/dL (0 to 16.7 mmol/L):

- If your glucose is above 300 mg/dL (16.7 mmol/L), it will be identified by a triangle pointing upwards.
- If your glucose is above 400 mg/dL (22.2 mmol/L), the Home screen displays HI instead of a numerical value.
- If your glucose is below 40 mg/dL (2.2 mmol/L), it will be identified by a triangle pointing downwards and the Home screen displays LO instead of a numerical value.

If a low glucose is predicted within the next 30 minutes, a Low glucose soon card appears. The graph will only display those next 30 minutes.

If a low glucose is predicted more than 30 minutes out (for example, 60 minutes), it shows on the graph. However, both the prediction and the Low glucose soon card disappear once the predicted time arrives.

Keep in mind the following when viewing your prediction:

WARNING

Risk of wrong therapy decisions

Predictions don't update right after you create a new log entry in the mySugr Logbook. It takes at least 20 minutes until any action that you take now, for example, eating or delivering insulin, will become visible in your prediction.

If you create a new logged carb or bolus insulin entry in the mySugr Logbook, give the prediction at least 20 minutes time to adjust.

The 2-hour prediction is informational only in cases where the prediction is for more than 45 minutes, and to make you aware of future actions you may need to take (such as checking your glucose more frequently, preparing insulin injections, or having carbs readily available). You should consider what actions you will need to take based on the high and low glucose predictions within the next 45 minutes.

Glucose prediction error messages

You will receive one of the following error messages when there is no glucose prediction on your Home screen. The numbers and times in this table are examples only.

Error message	Action
	There are several reasons why you might see this message.
We're unable to analyze the data to predict your glucose.	<ul style="list-style-type: none">• If you are above 400 mg/dL (22.2 mmol/L) or below 70 mg/dL (3.9 mmol/L).• Insufficient CGM data within the last hour.• Technical error.
Connect to the Internet to predict and get notified about your future glucose.	Connect your mobile device to the Internet so we can provide predicted glucose values, detect if you will have low glucose soon, and forecast your night-time lows.

9.2 Glucose patterns

This feature identifies recurring glucose events, which take place during a day or a week (Mon-Sun). Every day, your detected patterns from the last 24 hours are shown under the graph on the Home screen.

Both in-range and out-of-range patterns are visualized. Viewing your out of range patterns allows you to take actionable steps to prevent them in the future.

Patterns display in the order of the one with the highest medical risk first, at the top, such as a very low or low pattern.

Patterns detected in the last 24 hours display on the Home screen. Tap one of the patterns to do the following:

From the Current patterns screen

- View detected patterns.
- Tap on a detected pattern to see more information, including any associated carbohydrate, insulin, and blood sugar entries you log in the mySugr Logbook.
- Tap **Past** to view those patterns that are no longer detected, listed by the latest month first. Past patterns which are older than 2 weeks, are stored separately up to 6 months.

The first time a pattern displays below the graph on the Home screen, a patterns overview is available. Tap the pattern and read through the screens to better understand how the feature works.

Types of glucose patterns

The tables in this section list the possible patterns that can be detected from your CGM data and their associated time block.

The first table displays the time blocks and their start and end times.

Time Block	Start Time	End Time	Time Zone
Night	00:00	06:00	Local time
Morning	06:00	10:00	Local time

Time Block	Start Time	End Time	Time Zone
During the day	10:00	20:00	Local time
Evening	20:00	00:00	Local time
Entire day	00:00	00:00	Local time




The timestamp displayed for a pattern reflects your local time when the timestamp is recorded. Previous timestamps are not updated if the user moves to a different time zone.

The following table lists the possible patterns mySugr Glucose Insights might detect from your data.

The default fixed glucose values of mySugr Glucose Insights are used here as thresholds that trigger an out-of-range pattern. The in-range and after meal out-of-range patterns are triggered by the target range you set in the mySugr Logbook.








You need to log your meals continuously in the mySugr Logbook in order to benefit from the detection of a breakfast- or meal-associated pattern in mySugr Glucose Insights.

Pattern icon	Possible Patterns	Description
	Low (morning, during the day, evening, night)	Glucose below 70 mg/dL (3.9 mmol/L)
	Very low (morning, during the day, evening, night)	Glucose below 54 mg/dL (3.0 mmol/L)
	Prolonged low (morning, during the day, evening, night)	Glucose below 70 mg/dL (3.9 mmol/L) for more than 2 hours
	Multiple lows per day	Glucose below 70 mg/dL (3.9 mmol/L) multiple times on the same day
	Very high (morning, during the day, evening, night)	Glucose above 250 mg/dL (13.9 mmol/L)
	Before breakfast - High	Glucose above 130 mg/dL (7.2 mmol/L) Time period: 06:00–10:00
	High (morning, during the day, evening, night)	Glucose above 180 mg/dL (10.0 mmol/L)
	After meal out of range	Glucose outside of your target range after eating
	Before breakfast - In range	Glucose within your target range before eating Time period: 06:00–10:00
	In range	Glucose within your target range
	Consecutive days in range	Glucose in range on 3 or more consecutive days
	After meal - In range	Glucose within your target range after eating

Pattern icon	Possible Patterns	Description
	High glucose variability	Glucose levels fluctuate throughout the day
	Overcorrection of a low	Glucose swings from below 70 mg/dL (3.9 mmol/L) to above 250 mg/dL (13.9 mmol/L) within a 3-hour period.
	Overcorrection of a high	Glucose swings from above 250 mg/dL (13.9 mmol/L) to below 70 mg/dL (3.9 mmol/L) within a 3-hour period.

Possible Causes for Low and High Glucose Patterns

The following table includes possible causes of low and high patterns for a person with type 1 or type 2 diabetes. Note that the causes may not display for all patterns and diabetes types. In the app, tap each cause for more information.

Icon	Description
	Insulin dosing
	Injection sites
	Food and drinks
	Physical activity
	Hormonal influences or Hormones and biorhythms
	Heat
	Stress, sleep, and illness

10 Managing your sensor

To manage your sensor, proceed as follows:

1. Tap **Connections** in the tab bar menu.
2. Tap **Accu-Chek SmartGuide**.

The Accu-Chek SmartGuide screen shows the serial number of your Accu-Chek SmartGuide sensor and the remaining time until your sensor expires. From here, you can connect a new sensor or view the sensor removal tutorial.

- To pair a new sensor, tap **Connect a new sensor**.
- To view the sensor removal tutorial, tap **How to remove sensor**.

11 Using an Apple Watch

PRECAUTION

Risk of harm

Don't rely solely on smartwatches or other connected devices for information. These devices may be limited in their communication of important mySugr Glucose Insights safety information or alerts that come from your mobile device.

Information on the Apple Watch

If you use an iPhone, you can use mySugr Glucose Insights in combination with an Apple Watch. Once the Apple Watch is connected to your iPhone, you can view the following information on your Apple Watch:

- Latest CGM value.
- Trend arrow.
- Trend graph.

Keep your notifications turned on in the mySugr app and turn on notification forwarding from the mySugr app to your Apple Watch to receive error, maintenance, and warning messages as well as reminders directly on your Apple Watch.

Complications

A complication is a visual element that you can add to the watch face of your Apple Watch. This visual element can display useful information.

The complication of mySugr Glucose Insights includes the following information:

- Latest CGM value.
- Trend arrow.
- Glucose range information.

12 Export data

On iOS devices, proceed as follows:

1. Select **Reports** from the tab bar menu and then tap **CGM**.
2. Select the contents for the report, the file format, and the time period, then tap **Export**.
3. Once the export appears on your screen, tap the button in the lower left to access the options for sending and saving.

On Android devices, proceed as follows:

1. Select **Reports** from the tab bar menu and then tap **CGM**.
2. Select the contents for the report, the file format, and the time period, then tap **Export**.
3. Once the export appears on your screen, the file can be saved or shared.

13 Troubleshooting and support

13.1 Quick help for common problems

mySugr Glucose Insights doesn't display CGM values

This could be due to the following reasons:

- **Bluetooth®** may be turned off: Make sure that **Bluetooth®** is turned on on your mobile device.
- The sensor may be out of reach: Make sure that the distance between the sensor and your mobile device doesn't exceed 6 meters (20 feet) (line of sight).
- The sensor may still be warming up: Wait until the warm-up time is over.
- The sensor may be too hot: Move to a cooler environment or shade the sensor.
- The sensor may be too cold: Move to a warmer environment.
- You may be signed out of your account: Sign back in to your account. Note that on Android devices you will need the serial number and 6-digit PIN to reconnect the same sensor. For more information, see chapter [Connecting your sensor](#).
- It may be time to replace your sensor: Tap **Connections** in the tab bar menu and check the current status of your sensor.
- There may be an alarm or a notification that you need to react to: Check the message area on the Home screen. For example, if the battery of your sensor is dead, you will find a corresponding notification in the message area.

mySugr Glucose Insights receives your current CGM value every 5 minutes. If mySugr Glucose Insights doesn't display CGM values for more than 20 minutes without issuing a notification or alarm on the Home screen, check your device's detail screen. Otherwise, contact customer support and remove the sensor if instructed.

mySugr Glucose Insights doesn't display predictions

This could be due to the following reasons:

- There may not be enough data: Check that your sensor and mySugr Glucose Insights are working properly. A minimum of 1 hour of continuous data is required so mySugr Glucose Insights can provide you with your initial glucose prediction for the next 2 hours.
- You may not have an internet connection: Make sure your mobile device is connected to a secure Wi-Fi® or mobile network.

The CGM value doesn't match how you feel

Don't ignore symptoms of low or high glucose, and don't change your therapy without talking to your healthcare professional. If your CGM value doesn't match how you feel, proceed as follows:

1. Test your blood sugar by performing a finger prick test with a blood sugar meter.
2. Perform a second finger prick test with your blood sugar meter to rule out an incorrect test result.
3. If test results from your blood sugar meter repeatedly don't match how you feel, consult your healthcare professional.

13.2 Overview of all Home screen cards

13.2.1 Sensor messages and alarms

Once you can connect a sensor, you will notice the following message on the Home screen:

Got your Accu-Chek SmartGuide CGM sensor?

> Connect now

Once you can calibrate your sensor, you may notice the following cards on your Home screen:

Calibrate CGM sensor

Get more accurate CGM values for therapy decisions.

> Calibrate now

Calibration available in [x hours y min]

From [time], you can calibrate your sensor for therapy decisions.

> Why calibrate

Final calibration in [x min]

Calibrate between [time] and [time] or your values will return to Trend mode until you calibrate.

Final calibration available

Calibrate before [time] or your values will return to Trend mode until you calibrate.

> Calibrate now

Unexpected calibrations

mySugr discovered unexpected calibrations on the sensor. Please confirm that you performed those calibrations.

> Check calibrations

Calibration unavailable

This could be due to rapid changes in your glucose or sensor temperature. Please try again later.

During use, you may notice the following cards on your Home screen:

CGM sensor stopped working

Please remove your used sensor. Apply a new sensor and connect it to mySugr.

> Replace sensor

Unable to reach CGM sensor

Make sure Bluetooth is turned on and your phone and sensor are close to each other. Without a connection to the sensor, don't use CGM data for therapy decisions.

CGM sensor too hot

Your sensor stopped working temporarily. Find a colder place.

CGM sensor too cold

Your sensor stopped working temporarily. Find a warmer place.

CGM sensor interrupted temporarily

The reason is unknown. Check again in a few minutes. If you're unsure, measure with your meter.

CGM sensor battery low

You will need to replace your sensor soon.

> Replace sensor

When the service life of your sensor is coming to an end, you may notice the following cards on your Home screen:

CGM sensor expired

You need to replace it now.

> Replace sensor

CGM sensor expires in 24 h

You will need to replace it soon.

CGM sensor expires in 2 h

You will need to replace it soon.

13.2.2 Glucose alarms and predictions

The following glucose alarms may occur during use. Note that the alarm varies depending on whether your sensor is in Trend mode or Therapy mode:

Therapy mode	Trend mode
High glucose detected Treat your high glucose as recommended by your healthcare professional. > Got it	High glucose detected Since you are in Trend mode, double-check with a finger prick test. > Got it
Low glucose detected Consider eating or drinking fast-acting carbs as recommended by your healthcare professional. > Got it	Low glucose detected Since you are in Trend mode, double-check with a finger prick test. > Got it
Very low glucose detected Immediately eat or drink fast-acting carbs as recommended by your healthcare professional. > Got it	Very low glucose detected Since you are in Trend mode, double-check with a finger prick test. > Got it

During use, you may notice the following prediction on your Home screen:

Low glucose soon

Between [*time-time*], you might go below [*x mg/dL resp. y mmol/L*].

> Learn more

13.2.3 mySugr Glucose Insights messages

When you are setting up your primary alarm values, you may see the following card on the High & low alarms screen:

Secondary alarms

Set different values during specific times of the day, e.g. while you sleep or exercise.

> Set

After you set up the primary alarms, you can set up secondary alarms at any time.

You may notice the following card on your High & low alarms screen:

Notifications are off

Please make sure these settings are on so that you receive alarms and notifications.

> Open settings

13.3 Event log

The event log contains all events that occur during the use of your currently paired and past sensor and can help with troubleshooting. Such events can be, for example, all past, current, and inactive alarms.

To view the event log, proceed as follows:

1. Tap **Connections** in the tab bar menu.
2. Tap **Accu-Chek SmartGuide**.
3. Tap **Event log**.

13.4 Support

If you have questions about mySugr, need help with mySugr Glucose Insights or the mySugr app, or have noticed a mistake or problem, please contact us immediately at support@mysugr.com.

You can also call us on:

AT: +43 670 3086 634

DE: +49 32 211 001999

US: +1 (855) 337-7847 (toll-free)

14 Technical data

Product name

mySugr Glucose Insights

App type

Application for mobile devices

App version

For more information on the version of the mySugr app you are using, tap **More > mySugr Glucose Insights**.

Release notes

You can find the release notes for each version of the mySugr app in the respective app store.

- On iOS devices, tap **App Store**. Tap **Search**. Search for mySugr. Select the mySugr app from the search results. Tap **Version History**.
- On Android devices, tap **Play Store**. Search for mySugr. Select the mySugr app from the search results. Tap **What's new**.

Supported operating systems

The mySugr app is only available for specific operating systems. Only use the mySugr app if the operating system is supported by the app.

For the latest information on compatible devices, see chapter **What devices does the mySugr Logbook work on?** in the mySugr Logbook user manual.

Supported devices

You can only download the mySugr app if the mobile device supports the iOS or Android operating system version required. For the latest information on compatible devices, see chapter **What devices does the mySugr Logbook work on?** in the mySugr Logbook user manual.

mySugr has verified the connectivity of mySugr Glucose Insights and the CGM sensors listed below. These CGM sensors can therefore be used in combination with mySugr Glucose Insights:

- Accu-Chek SmartGuide device

Supported platforms

Accu-Chek Care: Connects healthcare professionals and people with diabetes seamlessly.

Storage space

The mySugr app saves CGM session and mySugr Logbook data as long as there is enough storage space on the mobile device. Data stored by the mySugr app on your mobile device is encrypted.

Exchanged data

mySugr Glucose Insights exchanges the following data with Accu-Chek Care:

- CGM data.
- mySugr Logbook data.
- Error messages.
- Maintenance messages.
- Warnings.
- User settings (for example, target ranges).

mySugr Glucose Insights restores the last 6 months of data from your Accu-Chek Care account when you sign in.

Don't use restored data to make therapy decisions, such as insulin dosing. Only use current data from a connected sensor to make therapy decisions, such as insulin dosing.

Operating principle

For more information, see chapter [Intended use](#).

Interfaces

mySugr Glucose Insights has an interface to the mySugr Logbook.

Special requirements for installing the mySugr app

- iOS devices require access to the Apple App Store.
- Android devices require access to Google Play.

Maintenance

WARNING

Risk of malfunction

Install updates to the mySugr app as soon as they are available to ensure safe and optimized running of mySugr Glucose Insights.

Make sure your mobile device has enough free storage space.

Download and install operating system updates (if available). For operating system updates, follow the instructions of your mobile device. Before you update your mobile device to a newer operating system, make sure that the mySugr app is compatible with the new operating system. If you still need assistance, contact customer support.

Default values

Default glucose ranges and alarm values

Ranges and alarm values	mg/dL	mmol/L
Very high glucose alarm value	> 250 mg/dL	> 13.9 mmol/L
High glucose range	> 180 to ≤ 250 mg/dL	> 10.0 to ≤ 13.9 mmol/L
Target range (low to high)	≥ 70 to ≤ 180 mg/dL	≥ 3.9 to ≤ 10.0 mmol/L
Low glucose range	≥ 60 to < 70 mg/dL	≥ 3.3 to < 3.9 mmol/L
Very low glucose alarm value	≤ 54 mg/dL	≤ 3.0 mmol/L

All ranges and alarm values are configurable, except for the Very low glucose alarm value.

To change the glucose alarm values, go to **More > CGM settings > Alarms > High & low alarms**.

To change the target range values from the mySugr Logbook:

- On iOS devices, go to **More > Account & Settings > Blood sugar testing**.
- On Android devices, go to **More > Account & Settings > Therapy**.

The measuring range of the Accu-Chek SmartGuide sensor is 40 mg/dL to 400 mg/dL (2.2 mmol/L to 22.2 mmol/L).

The range shown in the graph is from 0 to 300 mg/dL (0 to 16.7 mmol/L):

- If your glucose is above 300 mg/dL (16.7 mmol/L), it will be identified by a triangle pointing upwards.
- If your glucose is above 400 mg/dL (22.2 mmol/L), the Home screen displays HI instead of a numerical value.
- If your glucose is below 40 mg/dL (2.2 mmol/L), it will be identified by a triangle pointing downwards and the Home screen displays LO instead of a numerical value.

15 Data security

Your data is safe with us – this is very important to us (we’re users of mySugr too). mySugr implements the data security and personal data protection requirements according to the General Data Protection Regulation.

For more information, see the privacy notice in the mySugr app:

- On iOS devices, go to **More > Account & Settings > Other settings > Consent management**.
- On Android devices, go to **More > Account & Settings > Settings > Consent management**.

16 Manufacturer



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DE: +49 32 211 001999
US: +1 (855) 337-7847 (toll-free)

E-Mail: support@mysugr.com

Managing Director: Elisabeth Zilberberg-Trenck
Manufacturer Registration Number: FN 376086v
Jurisdiction: Commercial Court of Vienna, Austria
VAT Number: ATU67061939



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