MicroTech Medical

AiDEX G7 FAQs

We are dedicated to helping people with diabetes lead a healthy life.

Contents

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Operation Notes

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Product Components

Applicator + Sensor

Transmitter
(Do not discard)

PDA / App

Notes - Phone Settings

- Android (Software Version requires 10.0 or above,HarmonyOS2) :

1. The App can only be used when bluetooth and positioning are always turned on.

2. For Android, the App permissions need to be set to the highest level (the Positioning permission should be set to "always allow").

3.For some samsumg phones.Kill the smartthings.

4.Make sure the available memory is not too small.

5. If the pairing with the device fails, please turn on the turn off the bluetooth,clean some memory of the phone or restart the phone to keep trying.

- iOS (Software Version 14 or above) :

1. If you can't receive the notification, you need to check whether the system notification is turned on.

2. If the pairing is unsuccessful, please try a few more times.

"Unscrew-Push-Press" Three Steps to Insert the Sensor

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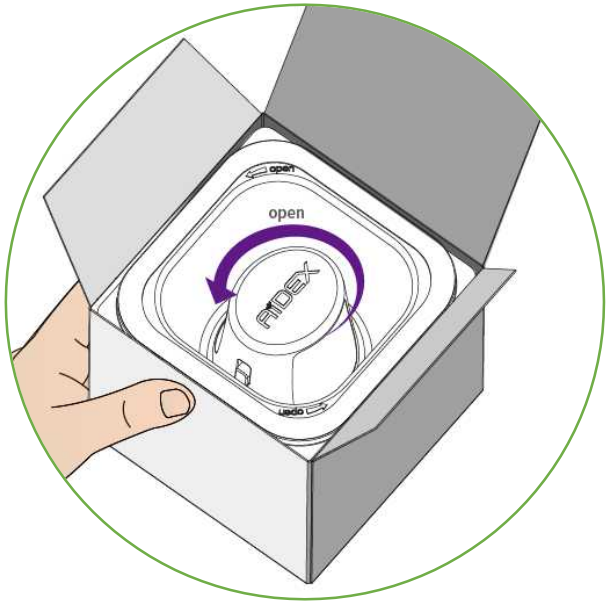
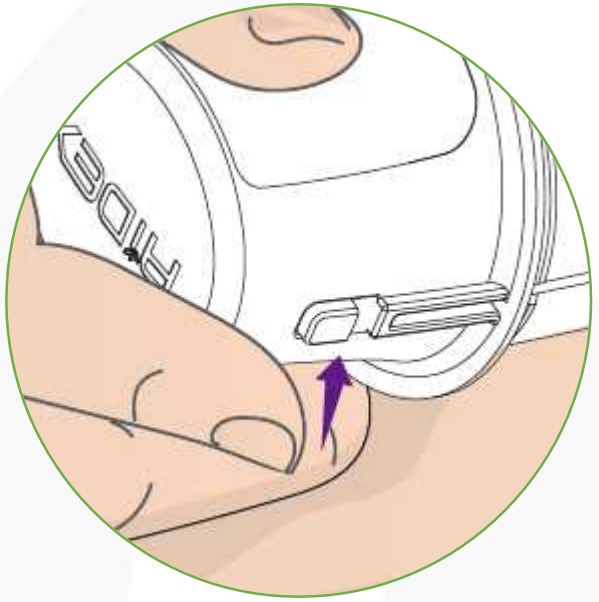
Unscrew



Push

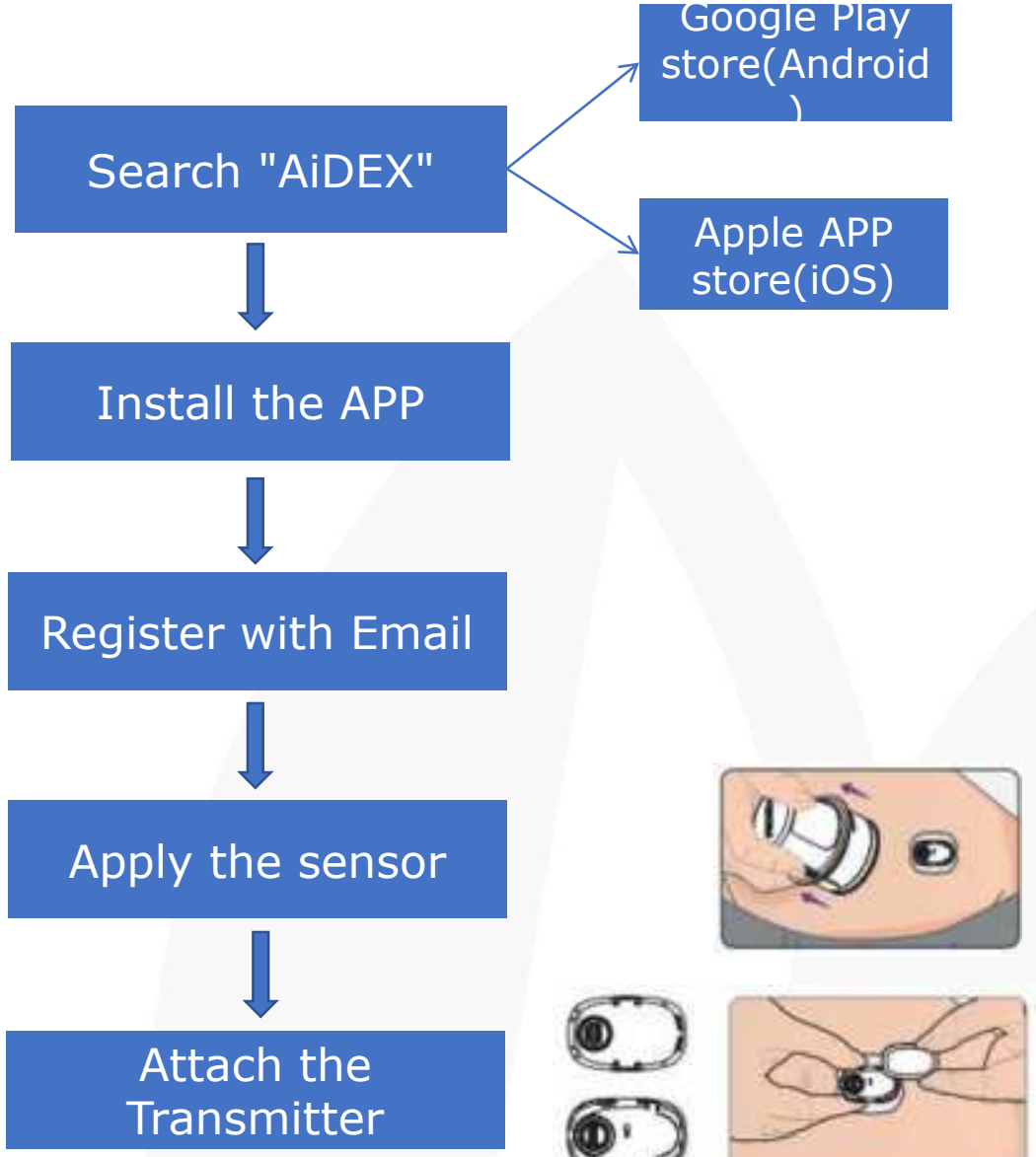
Press



Install the App first and register with your email

※ Please install the App on the phone first, prepare the transmitter, and then insert the sensor

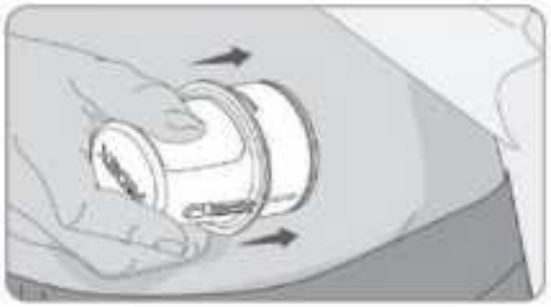
※ Download the App: Search "AiDEX" in the Google Play Store (for Android) or the Apple App Store (for iOS)



Notes - Inserting the Sensor

- Choose the Insertion Area:
  About 3-10 cm around the belly button of the abdomen (the recommended area for self-insertion) (avoid the belt-wearing area)
  Or the back of the upper arm (insertion into this site may require others' help)
  More than 7.5 cm from the insertion site of the insulin pump.

- Sterilize:
- Before the insertion, clean the insertion site with an alcohol wipe and let it dry completely.



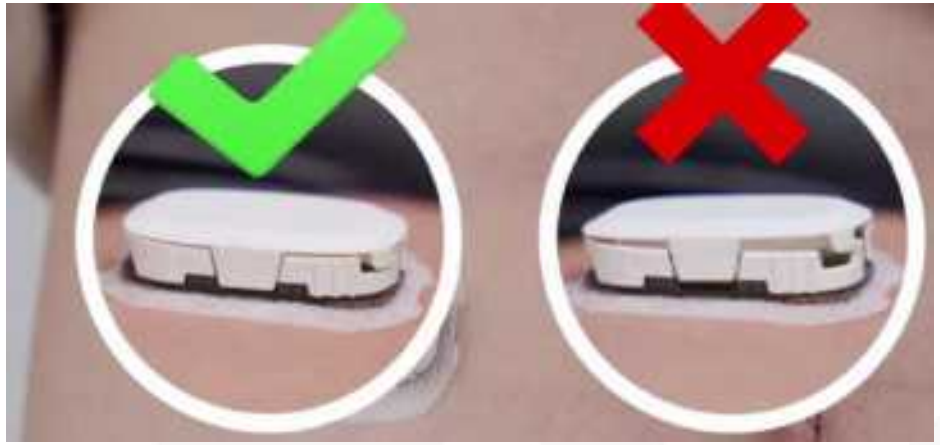
- Apply the Sensor
- Open the sterilized package, unscrew the applicator counter-clockwise and lift it out of the package, and place it on the insertion site with the long side of the oval parallel to the belt or upper arm.
- Push the applicator vertically and firmly against the insertion area (in the case of abdominal insertion, inhale and puff your belly out), and then press the side button at the same time to insert the sensor.
- After insertion, keep pushing down for about 3 seconds to allow the adhesive patch completely stick to the skin, and then remove the applicator. Use your fingers to flatten the edge of the patch to avoid wrinkles and warping.

Dont Bend Dont try to avoid

Notes - Attaching the Transmitter

Attach the transmitter

- Attach the transmitter onto the sensor holder (pressing down either end first), make sure that the 3 snap hooks on both ends are properly engaged, and check the edge to ensure that there is no big gap.
- After inserting the sensor, it is recommended to attach the transmitter as soon as possible (within 5 minutes) and start the initialization of the new sensor by confirming it in the PDA or App.
- If the transmitter is attached after the sensor has been inserted for more than 30 minutes, the sensor may be regarded as an old sensor by the transmitter, resulting in the early expiration of the sensor.



If the orientation of the transmitter and sensor base mismatch, the transmitter cannot be installed properly.

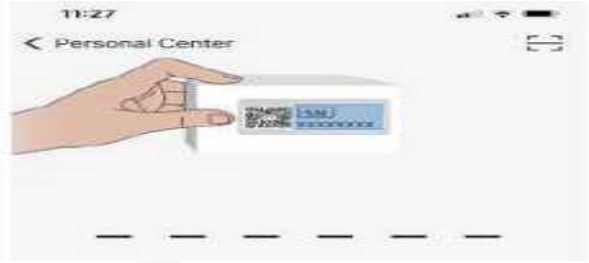
How to remove the transmitter while using

- Press the two locking arms on one side of the sensor base, pull the transmitter away from the sensor base.

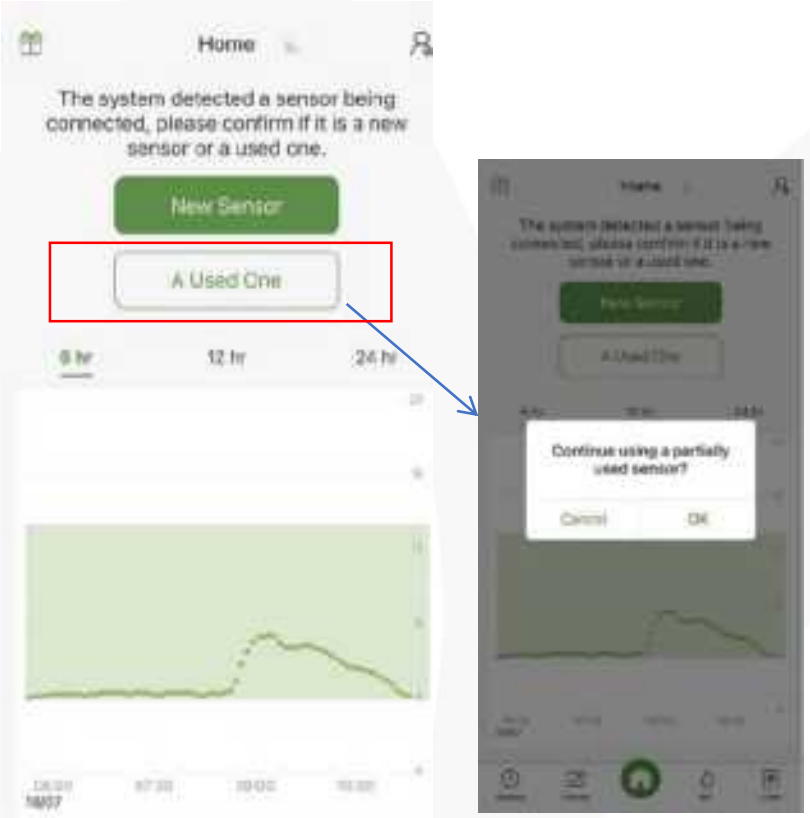
Precaution - Pairing and Confirming a New Sensor

Pairing and Confirming a New Sensor

- To pair with the App, enter the 6-digit serial number of the transmitter, or use the App to scan the QR code of the serial number on the transmitter package (the serial number only contains the number 0, no letter O)
- If "The system detected a sensor being connected,please confirm if it is a new sensor or a used one" is popped up again during use (for example, when reattaching the transmitter), you need to select "A used one" to ensure the accuracy and continuity of the data. At this time, there is a second confirmation to avoid maloperation.
- If the user mistakenly taps "A Used One" after inserting a new sensor and after the warm-up, (You may find the days remaining being shorter or the sensor was expired), You can reattach the transmitter in a short time. After that, if the "New Sensor" menu will pop up, the sensor can be used normally after tapping the menu.
- If a new sensor is inserted and the transmitter is attached, but there is no pop-up menu and the warm-up stage is started directly, you don't need to do anything because this means no problems (The first sensor that the transmitter pairs with or a senor which has passed more than 15 days since the transmitter's last pairing will directly enter the warm-up stage without a pop-up menu)

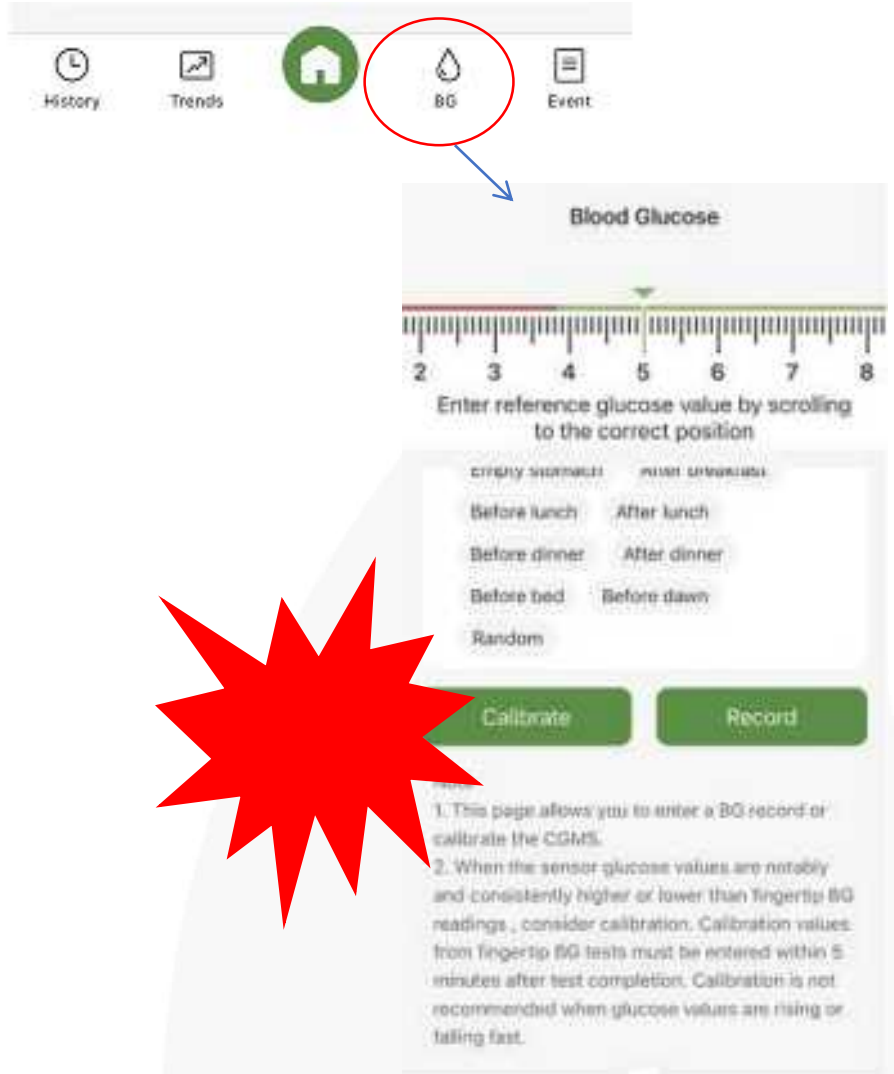


When Reattaching the transmitter



Notes - Blood Glucose Recording and Calibration

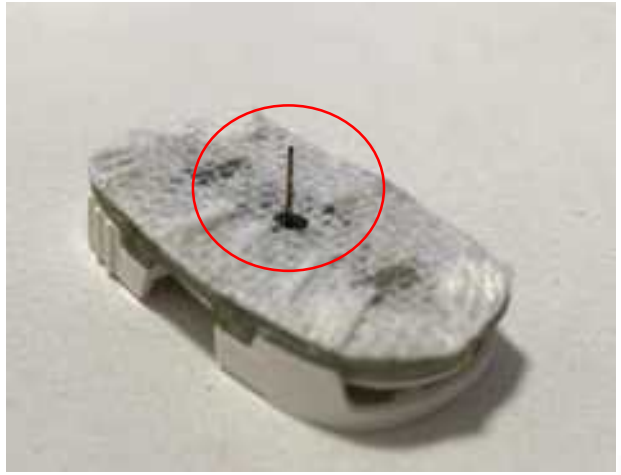
- Take a finger stick blood test.
- Open the AiDEX App, tap "BG" on the bottom bar, slide the scale to the finger BG test result, and tap "Save".
- Go back to the Home page, you can see an icon on the blood sugar curve, and you can check the time and value of the blood sugar record by pressing your finger on this icon.
- After the sensor has been used for 1 day, if you think the blood sugar level that is measured by the sensor is significantly different from the finger blood sugar level, you can manually calibrate it when the blood sugar level is stable. Tap "BG" on the bottom bar, slide the scale to the finger blood sugar level, tap "Calibrate", and reconfirm it.
- "Calibrate" cannot be performed within 6 hours after sensor insertion.

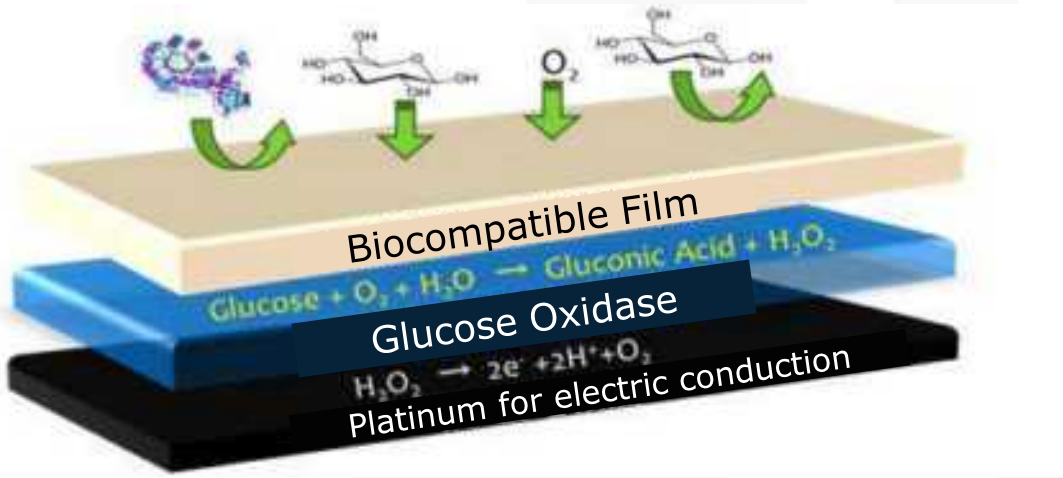


Give CGMS some time to settle in

- It takes time for the sensor probes to be immersed fully in the interstitial fluid after the sensor was inserted. The glucose will go through the flim as indicated in below right picture to reach the layer with glucose oxidase.
- Especially when the probes hit the blood capillary,the probes maybe covered by blood,so it needs more time to stablize.

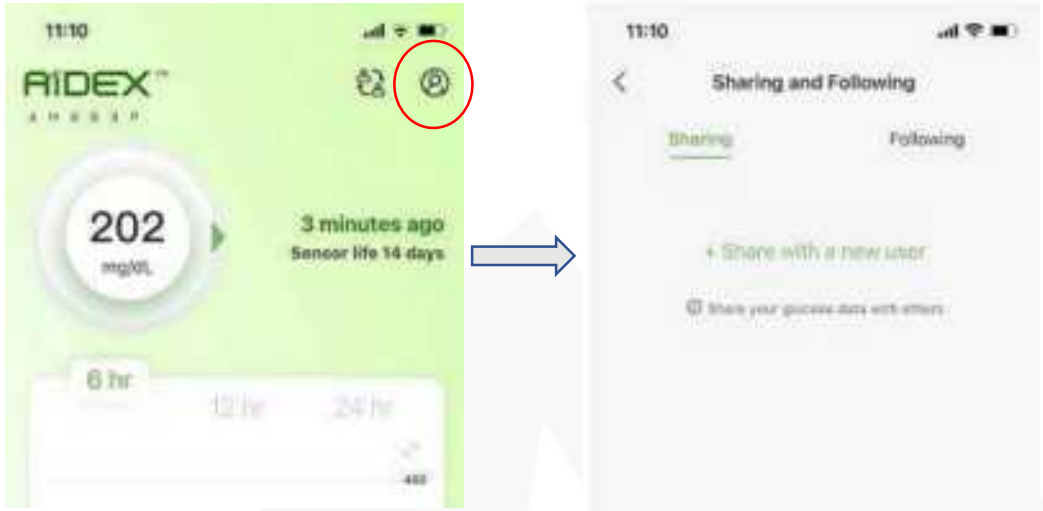
Based on those reasons. Please don’t callibrate during the first day.And system doesnt allow callibration for 6hrs-the callibration button will be grey as it will take time for the system to stablize.



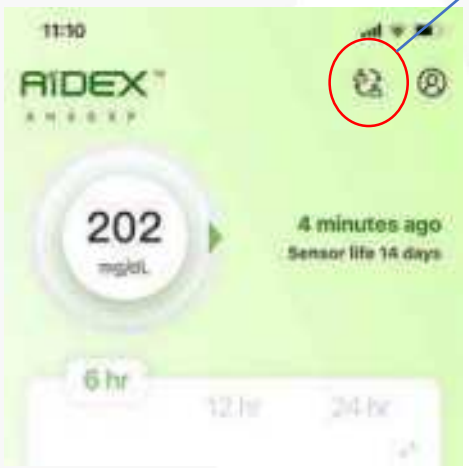


Notes - Sharing Blood Glucose Data

- Tap the settings icon on the upper right corner of the App's Home page, tap "Sharing", tap "+ Share with a new user" under "Shared to", and enter the EMAIL of the account you want to share your data with (note that the EMAIL must have been registered on the AiDEX App), tap "Search", and tap "Share" and "Ok" after you find your sharing target.



- After the confirmation, the shared user can switch to view the blood sugar data of the following user at the top of the Home page.



- The shared user can also set an alias for the following user, tap the button to unfollow users, and slide left to delete users in the "Settings-Sharing-Shared From" menu

- The viewer will be able to receive high and low alert based on the user’ s alert threshhold settings(the same as the user).

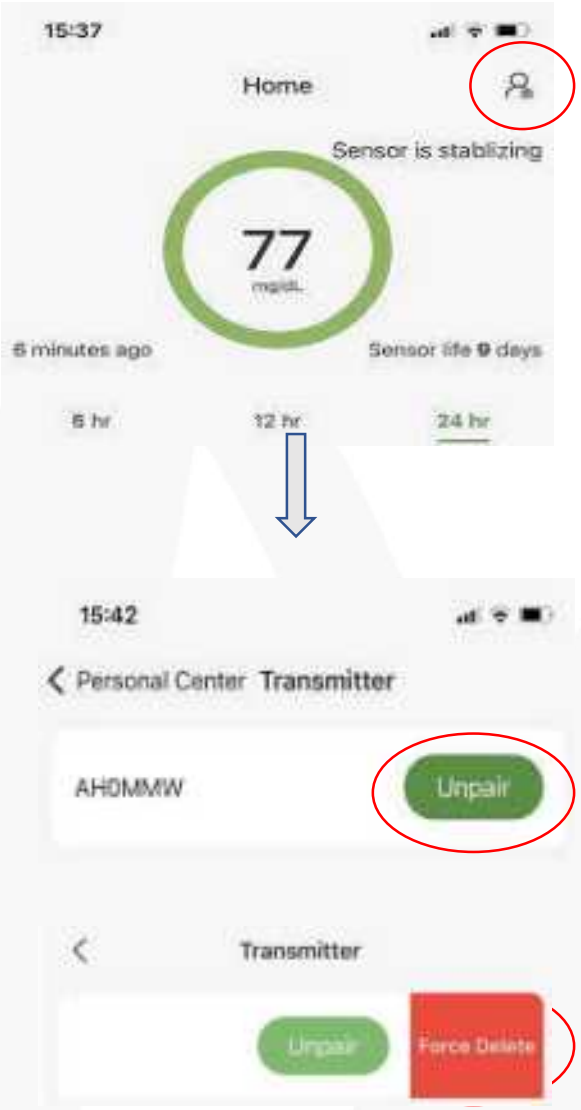
Notes - Unpairing

- The pairing of the email and transmitter is one-to-one. When **the user** removes the transmitter and sensor from the body, please **immediately** tap "Settings-Transmitter-**Unpair**" **in App** before separating the transmitter and sensor.

- If the transmitter is not unpaired after being paired with other users, it cannot be used by the next user. **The original user's account must be used to unpair the transmitter in person** (the transmitter is connected to an electrical sensor) before it can be paired by the next user.

- If the user is not keeping the transmitter and is sure that the transmitter will not be used again by other users (for example, the transmitter is lost), the original user can slide left to bring out the **"Force Delete"** to delete the transmitter and use a new transmitter (the transmitter that has been "Force Delete"-ed can be paired again with the phone of the original user, but cannot be used by other users)

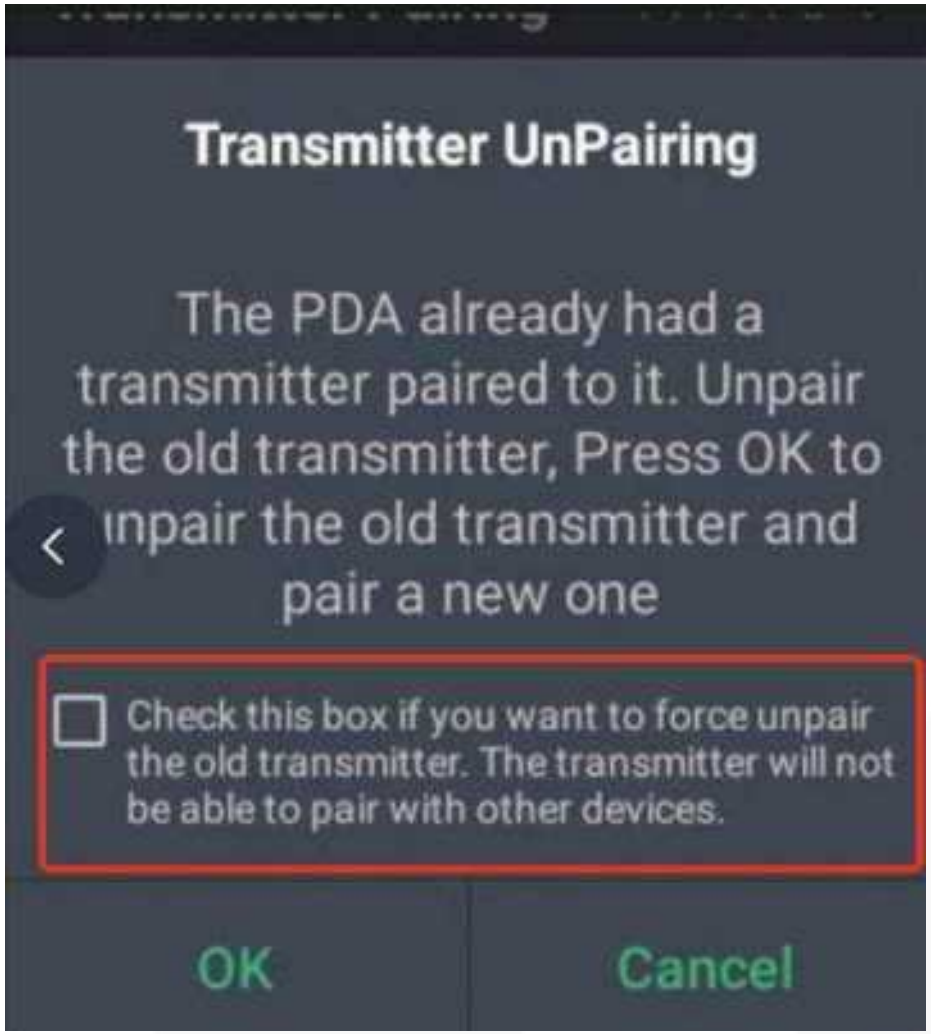
- If the user does not cooperate with the unpairing process, he/she can send the transmitter back to the factory



PDA users

When clicking the unpairing .

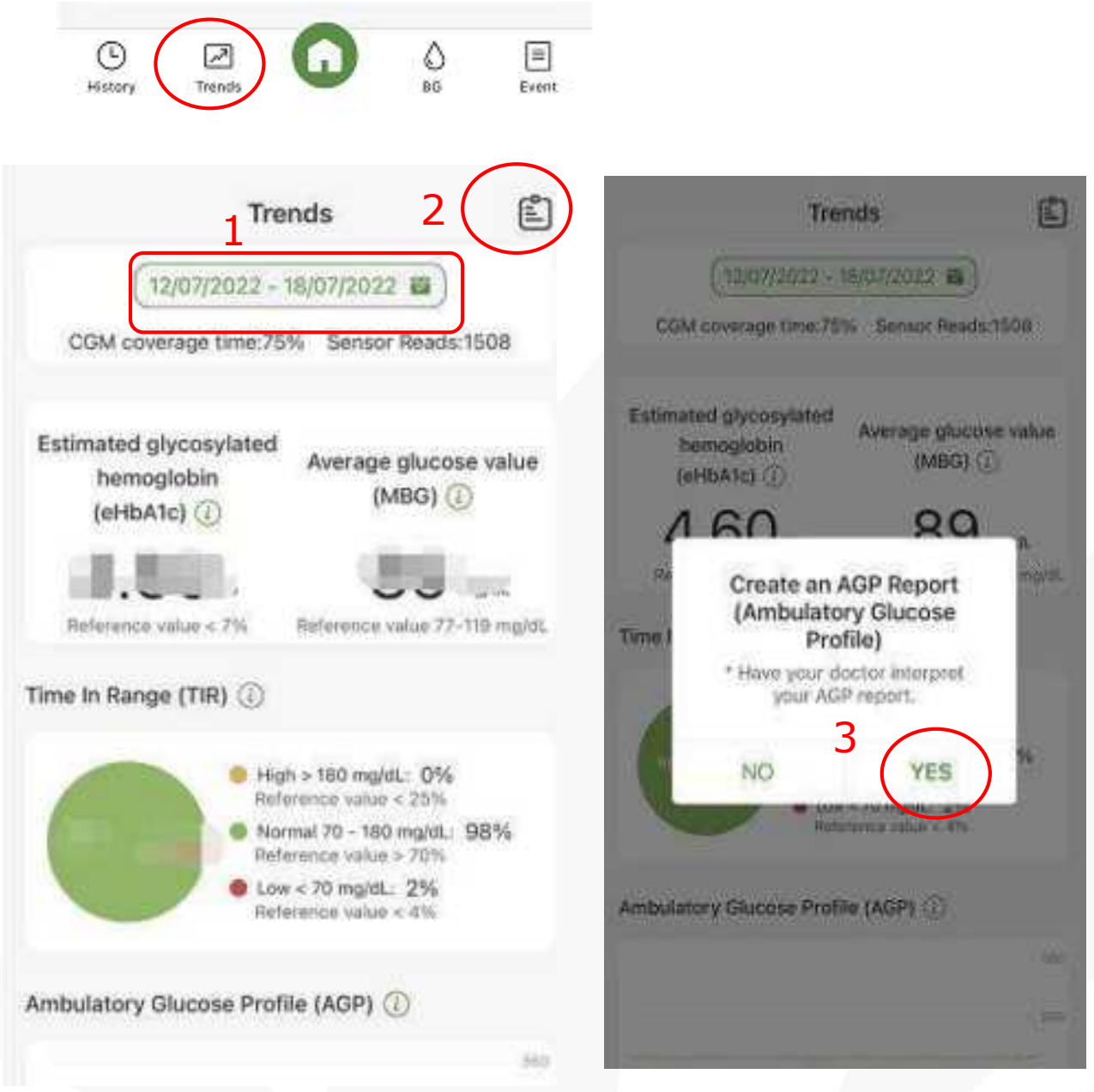
Dont click the check box,otherwise this transmitter will be force deleted and cant be paired again.



Notes - Exporting AGP Reports

- On the "Trends" page, Select 5-14 days of monitoring data as step 1 shows. tap the notebook icon in the upper right corner to generate an Ambulatory Glucose Profile report (AGP report)

- To generate the personal version of the AGP report requires **5-14 days** of CGM monitoring data, and at least 5×288=1440 measured values



Precaution - During the Wearing Period

Those who wear it on the arm should **avoid hitting the door frame or scratching** when wiping skin with a

Try to **avoid** strenuous exercise, and frequent **squeezing or twisting of the skin** near the sensor during sleep, which may cause the sensor to fall off early or be damaged

For users with less subcutaneous fat in the upper arm and abdomen, the probe may be inserted into the muscle tissue, causing bleeding, pain, and sensor damage. **Choose an appropriate insertion area for this situation**

Precaution - Bathing and Swimming

The transmitter and sensor must be used in pairs. Its waterproof level is IPX7. They can be placed 1 meter underwater for 30 minutes.

It is not recommended to take a bath , swim for a long time, or apply the bath cream to the adhesive patch, which is to avoid affecting the adhesiveness of the patch. An overpatch can be used for extra support if necessary.

Precaution - Magnetic Resonance Imaging (MRI)

This product cannot be exposed in strong magnetic fields. Before doing MRI, please remove the transmitter and sensor from the body together. Do not bring them into the examination room. (see in the AiDEX CGMS User Guide)

Solutions to Common Issues

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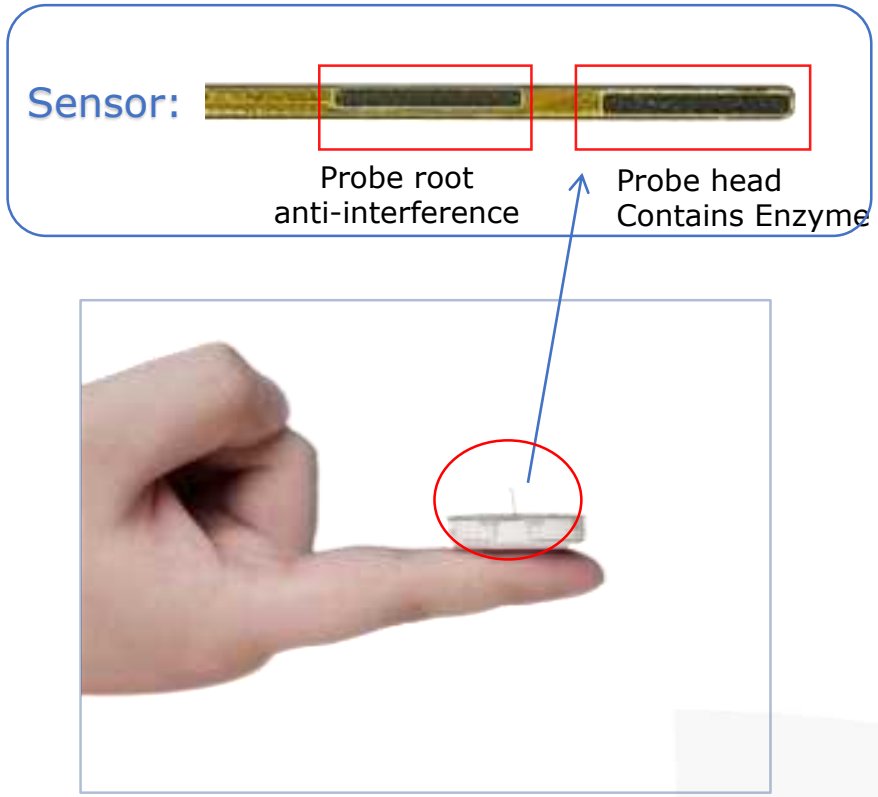
Issue Summary

Working Properly

1.Sensor was inserted under the skin properly



2.Transmitter and sensor was engaged properly

3.Bluetooth connection is good

Medical

Bleeding at the Insertion Site

Cause:

It happens to be inserted into the subcutaneous capillaries. The possibility is not high.

Solution:

1) **Press for a few minutes until the bleeding stops,** and **after 5 minutes, attach the transmitter.** Continue to use the sensor and pay attention to blood sugar levels during use. If there is a huge difference between the readings and finger stick blood test results, consider replacing the sensor.

2) If there is still bleeding after pressing for a few minutes, remove the sensor. Ask the patient if he/she is taking medicine that affect blood coagulation, such as aspirin or heparin. And if the patient doesn't take those medcines, reinsert the sensor into another site.

The Adhesive Patch Doesn't Stick

The stickiness of AiDEX's adhesive patch meets the needs of ordinary patients, and non-stickiness is usually related to individuals.

In addition, the following factors should be considered. Comparing and dealing with them accordingly:

- **The disinfection and cleaning of the insertion site are not thorough** - clean the skin and disinfect it thoroughly, and wait for the alcohol-wiped site to dry naturally and completely before the insertion
- Wearing the CGM after taking a bath and having used **lubricating body wash** or other products - wash them out with clean water
- Whether the user has **oily skin or is easy to swea**t - clean skin and disinfect it thoroughly and use an overpatch to provide extra support.
- There are situations such as **accidental scratching** when putting on and taking off clothes - wear loose clothes to avoid scratching
- The adhesive patch is **loose or not sticky later** in the wear session - it can be fixed with the use of overpatch.
- The skin at the **insertion site is too flabby** - it is recommended to stretch the skin tightly with the other hand before the insertion

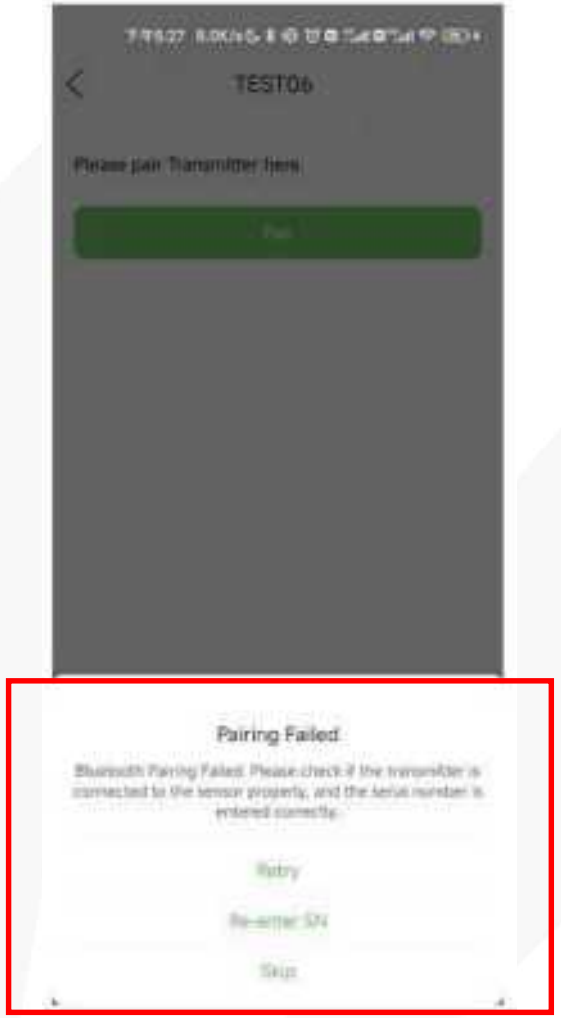
Pairing Fails after Entering Serial Number

Confirm that the Bluetooth and Positioning are always turned on first.
And there are two situations according to the prompts on screen:
1. left picture:The serial number is incorrectly entered or The serial number is occupied by others.
2.Right Picture:Connection issue

The 6-digit serial number of the transmitter must be entered correctly

If the serial number is occupied by others, contact the original user to unpair the transmitter or return it to the factory

Also can use the App to scan the serial number QR code on the transmitter package box



Replacing the Sensor

- The App will determine whether the insertion is successful within **22 minutes to 4 hours** after confirming the insertion of the new sensor. If it is determined that **the insertion fails**, the status in the upper right corner will display **"Replace Sensor"** and prompt the user "Sensor was not inserted properly. Please remove the device, detach the transmitter and replace the sensor"

- **After 4 hours** since insertion, if the insertion is abnormal, the App will prompt **"Sensor error,waiting for stablizing"**

- After using the sensor for 4 hours, **if there are ≥ 4 "Sensor error" prompts within 2 hours**, the status in the upper right corner will display "**Replace the Sensor**", and a prompt menu will pop up.

Sensor Electrodes are Bent under the Skin

"Replace Sensor" is usually prompted

Selection of the insertion area is not suitble:

- Abdomen: Avoid the abdominal line, scars, insulin injection induration, belt-wearing area, stretch marks, and within 5cm around the navel.
- Upper arm: The insertion site of the upper arm is the side-back, commonly known as "bye-bye meat" (the jiggly flesh under your upper arm)". Do not insert the sensor into the muscles on the outside of the upper arm.

Improper Insertion :

- The applicator should be pushed tightly against the skin. The user should puff his/her belly out when doing the abdominal insertion. Do not look down when inserting the sensor to avoid slanting insertion.
- When pressing the side button for insertion, do not evade reflexively to avoid slanting insertion

Shipping:

- Occasionally, due to violent collision during transportation, the sensor is displaced and the needle is not centered

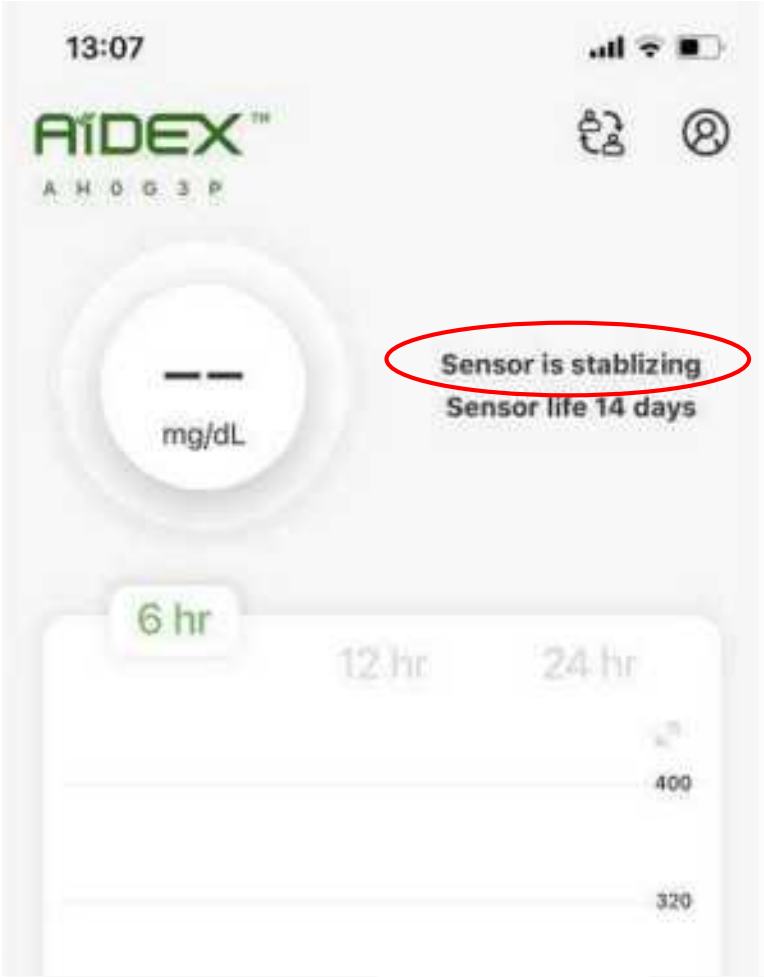
The Sensor is Stabilizing

- No graph after warming up and the App shows that the sensor is stabilizing:

  There may be subcutaneous bleeding, which affects the data. **Please be patient and wait** for the graph to be shown, which takes no more than 4 hours.

- The App shows the sensor is stabilizing during use:

  Also patiently wait for the data, which won't take long (sometimes this situation will occur after reattaching the transmitter), and then take the next step by following the subsequent prompts.



Sensor Error

- The prompt "Sensor error" **appears within a few days after inserting** the sensor. This is usually because the selection of insertion area (with little or no fat) or the **insertion procedure is improper, or the sensor is hit**, causing the root of the sensor electrode to be repeatedly **squeezed and damaged**. You can contact us for help.

- If **this prompt appears later in the wearing period**, it is mostly because the adhesive patch is not sticky or the sensor is scratched, which causes the sensor to become loose.

- **In some cases**, this prompt appears because the transmitter and the sensor are **in poor contact**. The transmitter needs to be removed and reattached.

No readings&AGP Profile failed

The transmitter only stores the data of the sensor that was paired to it at the moment and trasmit the data via bluetooth to APP ,after the data was obtained by bluetooth,it will be uploaded to the server as long as the phone had internet connection ,which will be permanent memory. Users can download the AGP report based on the data from the server.

If the bluetooth connection failed between the transmitter and sensor. The data upload chain will be broken from the source, the data will be stored temporarily on the transmitter and all the data will be upladed to the server once connection is back on.

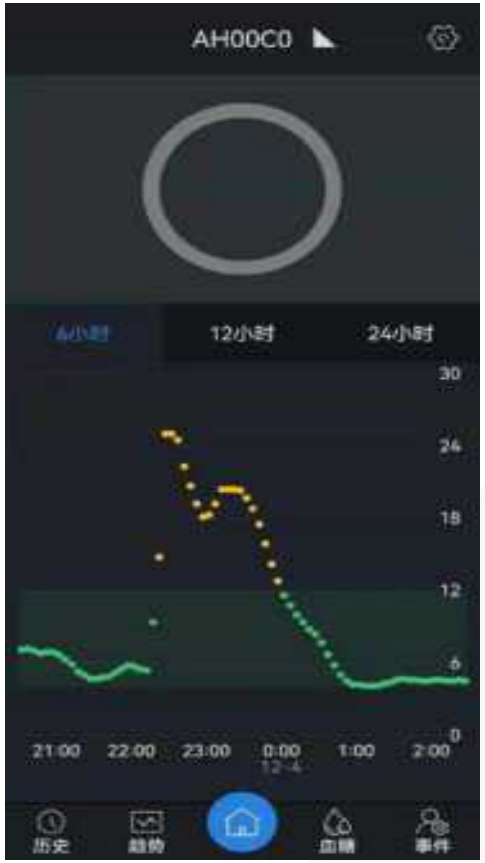
If the user uses PDA,since the PDA doesnt connect with the internet. So the data will not the uploded to the server.

Graph Break-off or Connection Fails during Use

Problem: blood sugar data is not updated and connection fails when saving or calibrating blood sugar level (common in samsung series phones)

Solution: Swipe up 2-3 times to **completely exit the App**, turn off Bluetooth, turn on Bluetooth, and then enter the App again.If it doesnt work,you can reatart the phone.

Blood Sugar Level Jumps/Falls Suddenly



The curve is normal before, but if there is a sudden jump. Please reattach the transmitter first to see how it goes, and usually, it can return to normal.

The product being pressed during sleep causes the value to be low; The reason that the values jump high maybe because of the poor contact. in this case, press down the transmitter.	The transmitter is not attached tightly, and there is water vapor affecting the connector when taking a shower. In this case, the transmitter needs to be removed and reattached.

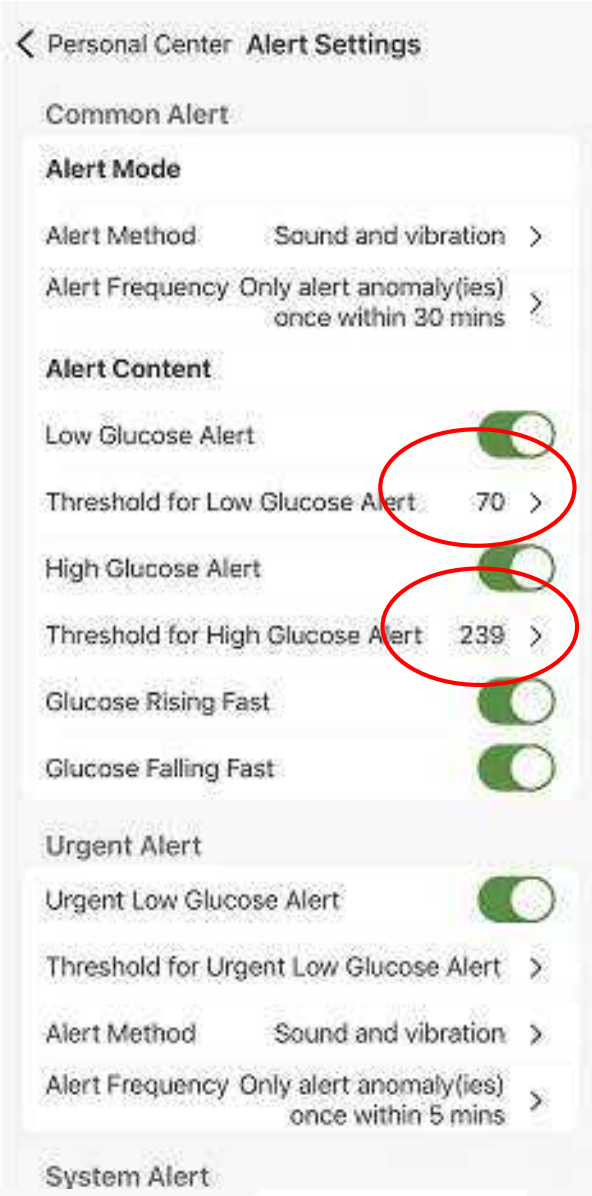
Frequent High and Low Blood Sugar Alert

Cause:

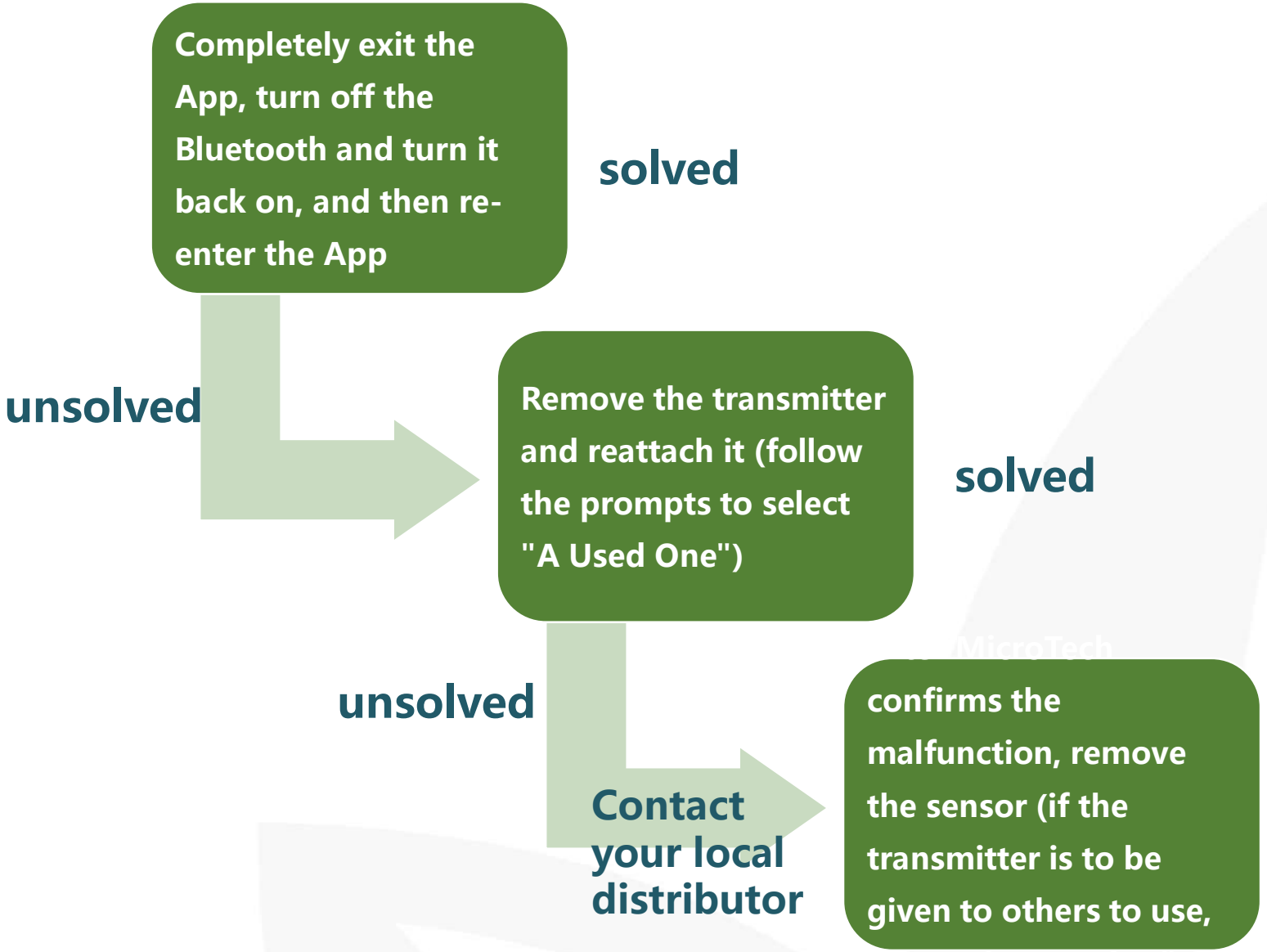
Individualized blood sugar alert interval is not set. Especially when someone is in high blood sugar state, if the alert value is set too low, it will frequently trigger the alert.

Solution:

- The alert interval can be dynamically adjusted according to the blood sugar condition.
- Alert settings can only be adjusted when the transmitter is connected to the phone.



Three Simple Steps for Users



Disposal

This should be based on local regulations
1. Transmitter: electronic devices(no battery)

2. Sensor: Biohazard + battery(Depands on the certain rules of each country, usally consider as biohazard

3. Applicator: Biohazard

Answers to FAQs

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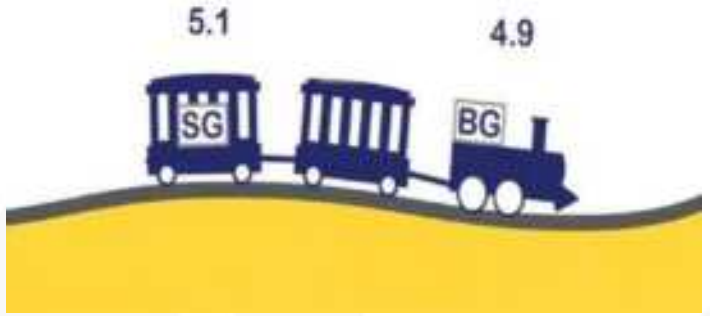
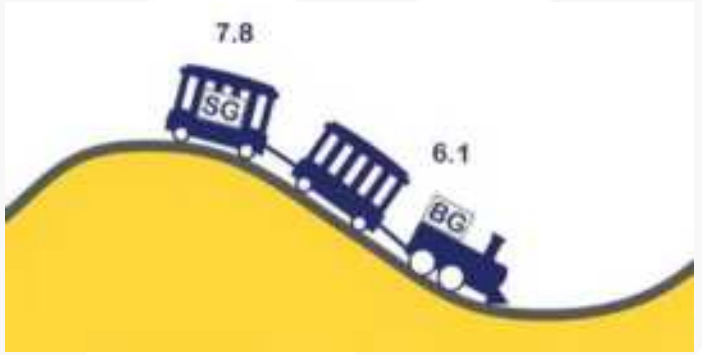
Is there a difference between CGM and BGM ?

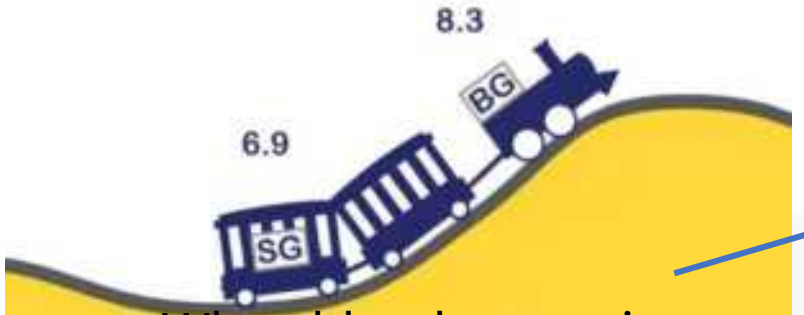
- When the blood glucose levels are largely stable, there is little difference between BG (blood glucose) and SG (sensor glucose) readings
- When the blood glucose levels are changing rapidly (after taking a meal, injecting insulin, exercising, etc.), there is a greater difference between BG and SG readings
- This difference in the changing rate is called the lag, and SG changes later than BG



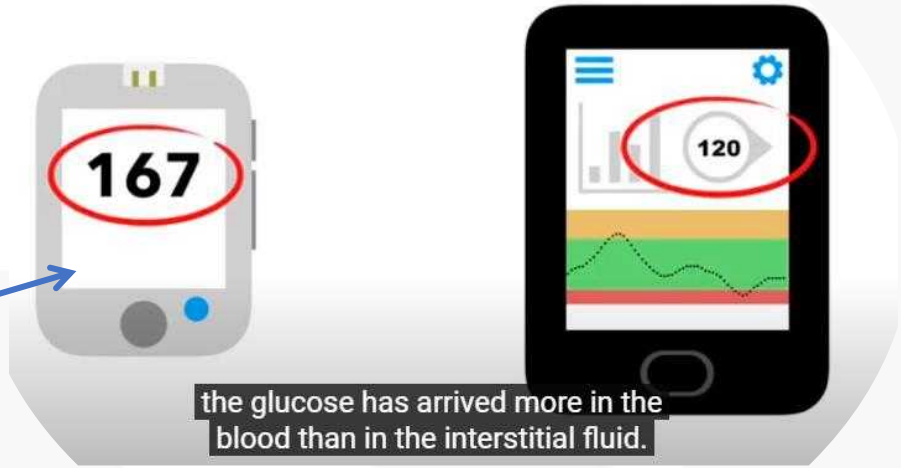
When blood sugar is stable



When blood sugar drops

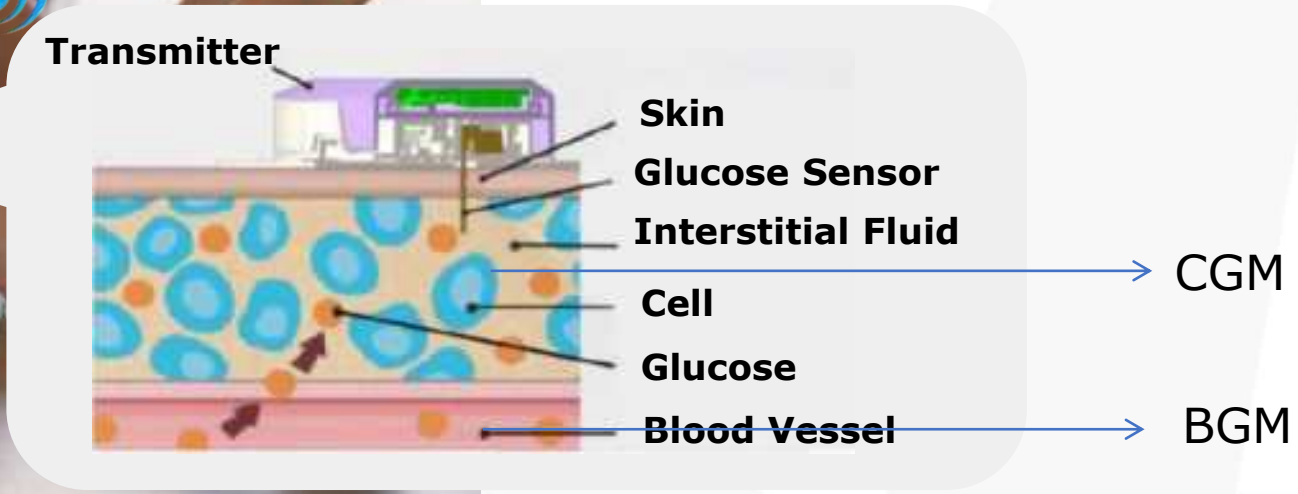


When blood sugar rises



Working Principle of CGMS

- When used, the tiny sensor is inserted just underneath your skin through the applicator.
- An adhesive patch holds the sensor on your skin, then sensor can measure glucose readings in **interstitial fluid** throughout 14 days.
- Transmitter connects to a sensor, and collects signals and sends all data to a receiver (PDA/APP).



After digestion of Glucose from the food,it first **travel through the blood**,then it takes a little longer to be **absorbed into the fluid between the cells** ,that means there will be a delay in the CGM readings than the BGM

What should I do if the CGM readings are different from BGM?

- It is normal for the CGM readings to occasionally deviate from the blood glucose meter measurement.
  - Incorrect finger stick blood test (finger is not clean, residual alcohol or food juice on the finger, etc.)
  - The test results of the blood glucose meter and test strip fluctuate (the average value can be obtained by repeating the finger stick blood test multiple times)
  - There is a 5-15 minutes delay in CGM readings when blood glucose rises or falls rapidly
  - Low readings may occur when the wearing area is pressed for a long time (e.g. the product is pressed when sleeping at night)

- You can calibrate CGM if its readings are consistently high or low compared to the results of multiple finger stick blood tests.
  - Only calibrate when blood sugar is stable; When blood sugar rises or falls rapidly after a meal or after medication, calibration can result in incorrect CGM readings
  - In principle, do not calibrate on the first day, and the calibration frequency should not exceed 1 time per day. You can record blood sugar level on the App whenever you want.

What kind of situation is suitable for using CGM?

Compared with traditional monitoring methods, the main advantage of CGM is that it can detect hidden high and low blood sugar that are not easily detected by traditional monitoring methods, especially postprandial hyperglycemia, and nocturnal asymptomatic hypoglycemia.

Examples include:

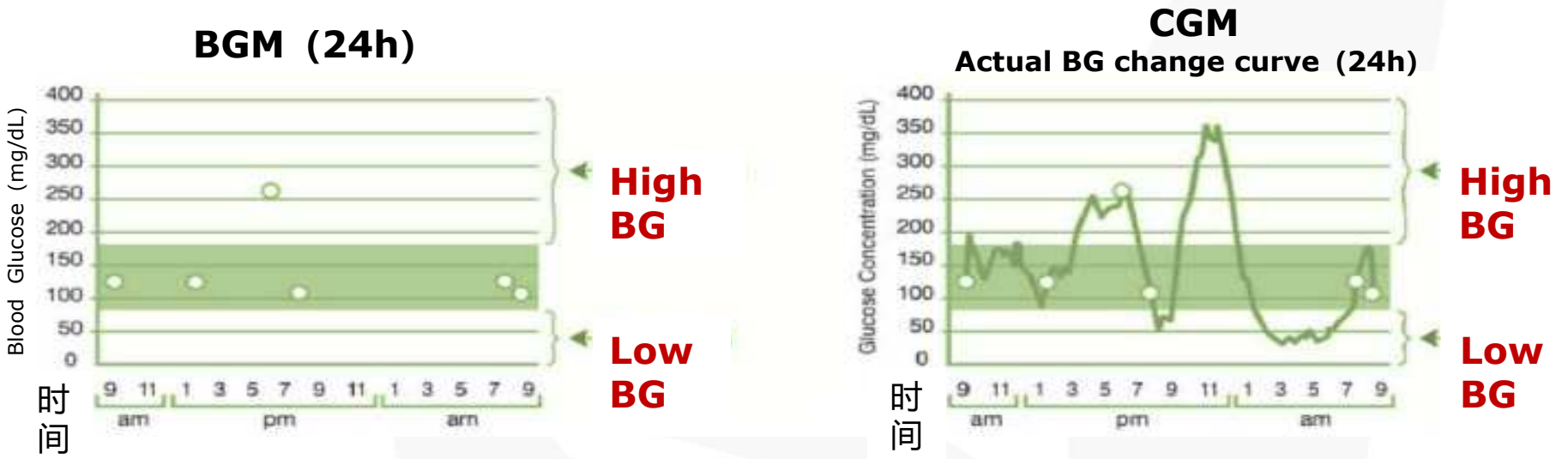
(1) Blood sugar changes related to the following factors can be detected, such as food types, exercise types, treatment plans, mental factors, etc.;

(2) Get to know postprandial hyperglycemia, nocturnal hypoglycemia, Dawn Phenomenon, Somogyi Effect, etc., which are difficult to detect by traditional blood glucose monitoring methods;

(3) Help to formulate individualized treatment plans;

(4) Improve treatment compliance;

(5) Provide a visual means for diabetes education, etc.



What kind of people are not suitable for using CGM?

Patients:

- Who Suffer from **alcoholism, drug use, severe mental disorders** (e.g. depression, schizophrenia).
- Who are **unconscious**.
- Who **cannot understand** or master the operation of the product.
- Who are with **severe hearing or vision impairment**.
- Who are with **severe edema or severe circulatory disturbance**.
- Who are **allergic** to the adhesive patch.
- Who are **too young or old** to take care of themselves and have no guardians.

Does the transmitter need to be charged?

No, it doesn't:

AiDEXs transmitter is powered by the sensor, which can support 14 days of use.

After-sales Service

f your blood sugar level fluctuates greatly, or have high and low blood sugar that cannot be handled by yourself, please go to the hospital for treatment.

If you encounter problems in the use of the product or malfunctions that cannot be coped with, please contact the local distributor.

Thanks!

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