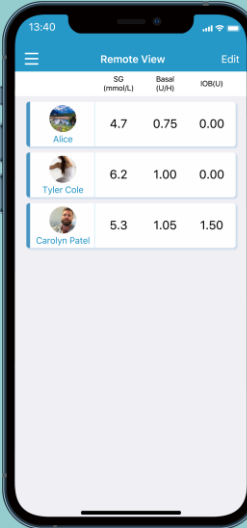


EasyFollow App

Quick Start Guide (mmol/L)



The image shows a smartphone screen displaying the EasyFollow app interface. The screen shows a table with patient data under the heading 'Remote View'. The table has three columns: 'SG (mmol/L)', 'Basal (U/9)', and 'KOR (U)'. There are three rows of data, each with a patient profile picture and name.

	SG (mmol/L)	Basal (U/9)	KOR (U)
Alice	4.7	0.75	0.00
Tyler Cole	6.2	1.00	0.00
Carolyn Patel	5.3	1.05	1.50

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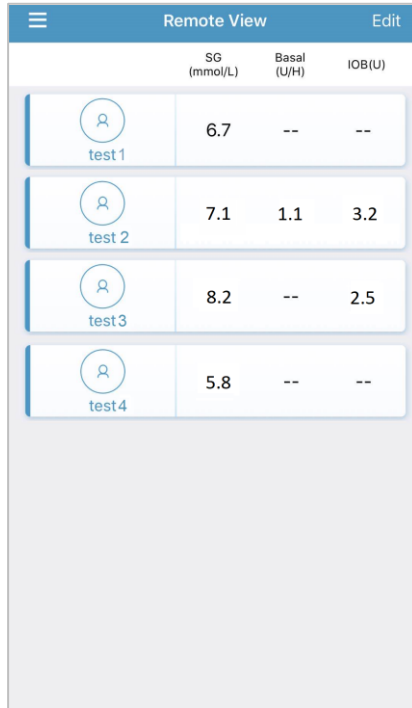
Simplifying Diabetes

Medtrum

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EasyFollow App



The screenshot shows the 'Remote View' interface of the EasyFollow App. It features a blue header with a menu icon, the text 'Remote View', and an 'Edit' button. Below the header is a table with four columns: a patient identifier (represented by a person icon and a label like 'test 1'), 'SG (mmol/L)', 'Basal (U/H)', and 'IOB(U)'. The table contains four rows of data.

	SG (mmol/L)	Basal (U/H)	IOB(U)
test 1	6.7	--	--
test 2	7.1	1.1	3.2
test 3	8.2	--	2.5
test 4	5.8	--	--

With the Medtrum EasyFollow Mobile App, carers can remotely monitor their loved ones' real time pump or CGM data, even when they are far away.

The patient will receive a message asking if she/he allows the applicant to remotely monitor their device data. If the patient selected "Allow", then the caregiver can view the real-time information of the TouchCare® System /EasySense CGM System/EasyPatch Insulin Pump System on the EasyFollow app.

Register and Login

1. Install the app

- **IOS** - Download EasyFollow App from Apple App Store.
- **Android** - Download EasyFollow App from Google Play.

2. Register

- Tap **Register**
- Enter your email address
- Tap **Get code**, then check the verification code from the email that you received.
- Enter the verification code, your full name and a password.
- Before tap on the Register, please read and agree to the Privacy Policy and the Terms of Use.

Log in

Mobile number/Email

Password

Log in

Register

Forgot password?

Register

Email address

Verification code

Get code

Your full name

Password

Next

Create Account

We will only process your Healthcare data through Medtrum App/website with your consent.

I Agree to the [Terms of Use](#) of Medtrum

I Agree to the [Privacy Policy](#) of Medtrum

Create Account

3. Login

Tap the flag on the top right corner and select the country or region you chose upon registration, and then log in with your account and password.

Recommended Smart Device Settings

See your smart device instructions to learn how to change its settings.

If you installed the App on an IOS device:

- Make sure the app is allowed to use WLAN and mobile data.
- Make sure Silent and Do Not Disturb are off.
- Make sure the notifications for the Medtrum EasyFollow Mobile App are turned on.
- Make sure the Medtrum EasyFollow Mobile App is always open and running in the background.
- Restart the Medtrum EasyFollow Mobile App after your smart device is restarted.

If you installed the App on an Android device:

- Make sure your smart device is always connected to the Internet.
- Make sure the app is allowed to use WLAN and mobile data.
- Make sure Silent and Do Not Disturb are off.
- Make sure your smart device's volume is loud enough for you to hear alerts and reminders.
- Make sure you permit the Medtrum EasyFollow Mobile App to send notifications when you are using other apps.
- Make sure you allow the Medtrum EasyFollow Mobile App to access photos, media and files on your device so that you can select a photo as your profile photo in the app.
- Make sure the Medtrum EasyFollow Mobile App is open and running in the background.
- Restart the Medtrum EasyFollow Mobile App after your smart device is restarted.

EasyFollow Settings

1. Set audio options

Main Menu → Settings → General Settings → Audio Options

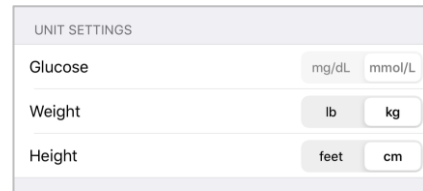
We recommend that you turn **Audio** and **Vibrate** on. If you turn them both off, your might miss an alert.



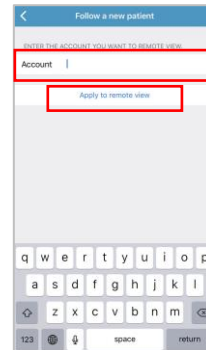
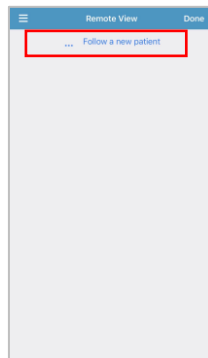
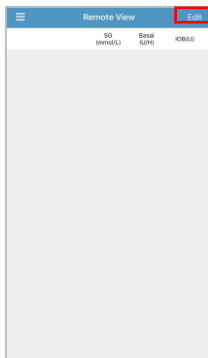
2. Set Unit settings

Main Menu → Settings → General Settings → Unit Settings

The Glucose unit is fixed, depending on your App version.

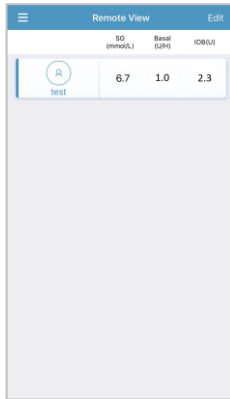


3. Add a New Patient



1. Tap **Edit**.
2. Tap **Follow a new patient**.
3. Enter the patient's email, and tap **Apply to remove view**.

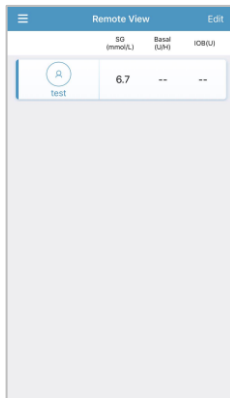
1. Remotely Monitor an EasyTouch App Account



If the person you follow is using an EasyTouch application, you can view his/her real time system information by tapping his/her account from the Remote View screen.



2. Remotely Monitor an EasySense App Account

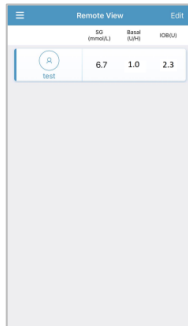


If the person you follow is using an EasySense application, you can view his/her real time CGM information by tapping his/her account from the Remote View screen.



Start Remote View

3. Remotely Monitor an EasyPatch App Account

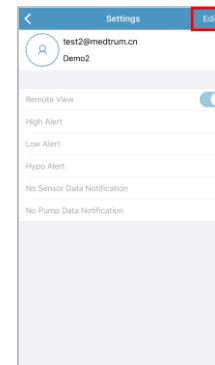
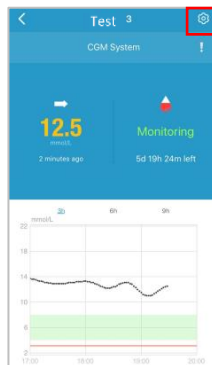
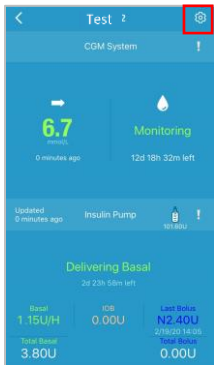


Tap an EasyPatch account from the Remote View screen.



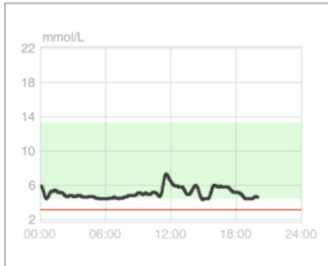
Only an Insulin Pump. An Insulin Pump with a glucose sensor

4. Settings for each patient

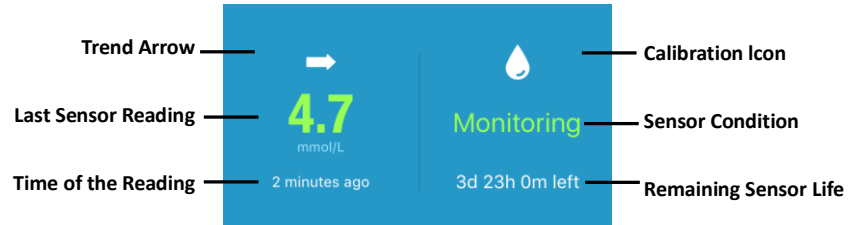
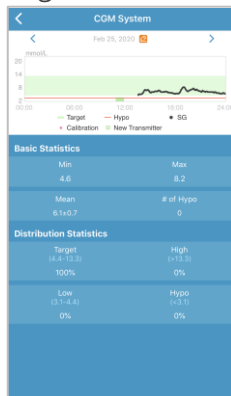


Note: When you change settings on your EasyFollow app, no settings on the EasyTouch / EasySense / EasyPatch app will be affected.

The sensor glucose graph shows glucose curve of a day. The 3.1mmol/L of sensor glucose is displayed as a red line.



If you want to see more sensor data, tap on the sensor reading, to enter the following screen.

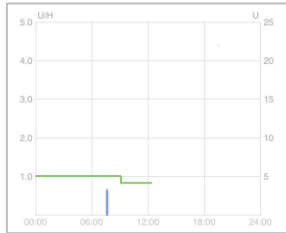


Sensor Condition

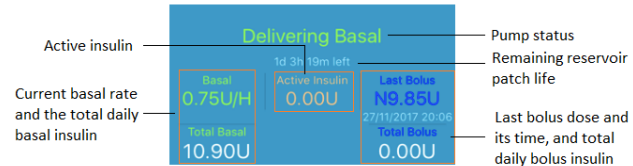
- **Not Calibrated** : the sensor has not been calibrated after warm up.
- **Monitoring** : the sensor and transmitter are both working properly, and the transmitter is sending the sensor glucose data to the app.
- **Calibration Needed** : the last calibration has expired and a new calibration is needed now.
- **Calibration Error** : the last calibration failed.
- **Lost Sensor** : the sensor signal is lost from the app.
- **Sensor Expired** : the sensor has reached the end of its operating life.
- **No Readings** : the sensor is not working properly.
- **Sensor Failure** : the current sensor has failed.
- **Transmitter Error** : the transmitter is not working properly.
- **Connecting Sensor** : the transmitter is not properly connected with an active sensor.

Read Pump

The insulin delivery graph shows today's basal and bolus delivery record. The basal rate is displayed as a green line. Each bolus dose is displayed as a blue peak.



If you want to see more pump records, tap on the graph to enter the following screen.



The real-time pump status is displayed in the middle:

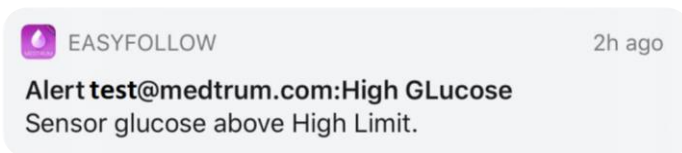
- **Delivering Basal** when the patch pump is delivering basal insulin.
- **Delivering Normal Bolus** when the patch pump is delivering a normal bolus.
- **Delivering Extended Bolus** when the patch pump is delivering an extended bolus.
- **Suspend** when all the insulin delivery is suspended.
- **Lost Pump** when the PDM has lost pump signal.
- **Occlusion Detected** when the patch pump is occluded.
- **Empty Reservoir** when there is no insulin left in the patch pump.
- **Patch Expired** when the reservoir patch has expired.
- **Patch Error** when the reservoir patch is not working properly.
- **Patch Battery Depleted** when the reservoir patch battery is depleted.
- **Pump Base Error** when the pump base is not working properly.
- **Exceeds Max Daily Dose:** The daily maximum amount of insulin is exceeded.
- **Exceeds Max Hourly Dose:** The hourly maximum amount of insulin is exceeded.
- **Auto Off:** The user has not pressed any PDM button in a set number of hours, and therefore insulin delivery is suspended.

Alerts:

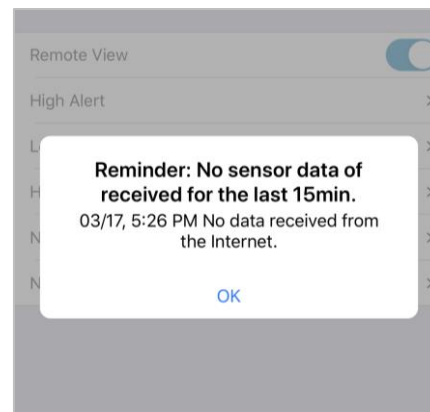
Alerts are triggered by conditions that may require your attention. Do not ignore any Alerts.

Clear an alert:

- Read the alert message on the App.
- Tap **OK** on the App to acknowledge the alert.
- Follow the instructions of the alerts.



App running in the background



App running in the foreground

Alerts Examples

App Messages	Actions to Take
High Glucose	Check blood glucose and treat as necessary. Continue to monitor blood glucose.
Low Glucose	Check blood glucose and treat as necessary. Continue to monitor blood glucose.
Below 3.1 mmol/L (Below 56 mg/dL)	Check blood glucose and treat as necessary. Continue to monitor blood glucose.
No Sensor Data	Check sensor status.
No Pump Data	Check Pump status.

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This product complies with Directive 93/42/EEC (MDD) and Directive 2014/53/EU (RED).

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