

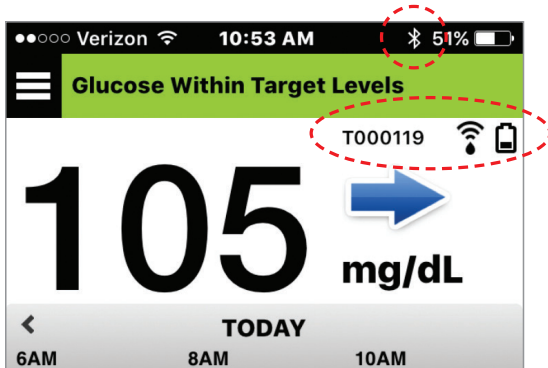
Issue: I see “No Transmitter Connected”.

What Should I do?

1. Check connection status
2. Check common causes
3. Check Bluetooth connectivity

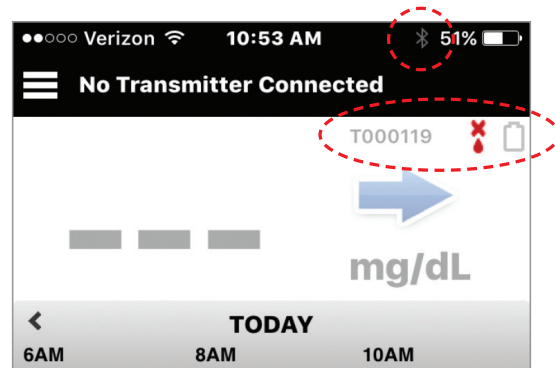
1. Check connection status

Smart Transmitter is connected



- Bluetooth icon shows connected
- Smart transmitter serial number displayed
- Battery icon displayed

Smart Transmitter is NOT connected



- Bluetooth icon grayed out
- Smart transmitter serial number grayed out
- Battery icon grayed out
- Red sensor connection icon

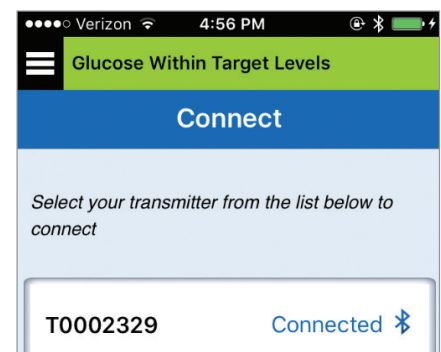
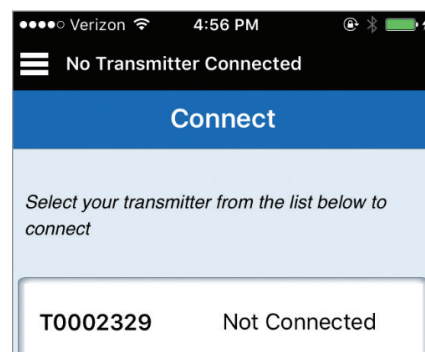
2. Check common causes

| Possible Causes | Actions |
|--|--|
| Smart transmitter battery depleted | Charge smart transmitter |
| Smart transmitter is connected to the power charger | Remove smart transmitter from power charger |
| Smart transmitter is turned off | Turn on smart transmitter by holding down power button until it vibrates |
| Smart transmitter is out of range (>25 feet) | Bring smart transmitter and smartphone into range |
| Bluetooth is off in smartphone (or in airplane mode) | Turn on Bluetooth in smartphone |

Try to connect manually:

1. In the Eversense app Tap **Menu > Connect**.
2. Tap to select your smart transmitter from the list.
3. Make sure your smart transmitter is in the discoverable mode by pressing the power button three times (light will blink alternately green and orange).

Note: Reconnection could take up to 1 minute.



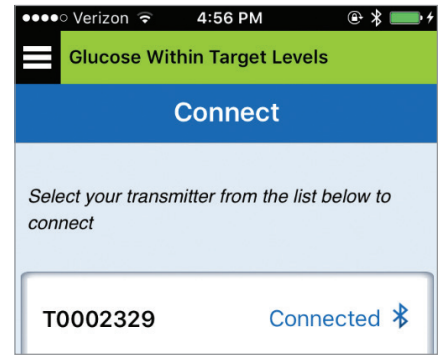
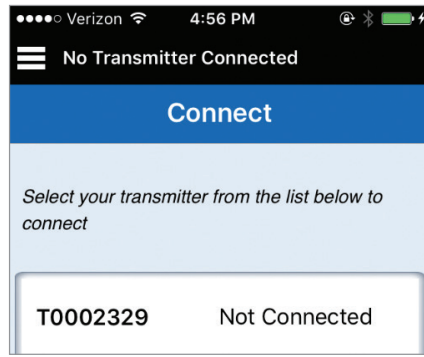
Still not connected? See other side

3. Check Bluetooth connectivity

Perform Bluetooth Restart

1. Power off the smart transmitter:
 - Press and hold the power button for 5 seconds and wait for the vibration to confirm that it is powered off.
2. Wait 2 seconds.
3. Press the power button three times to restart Bluetooth.
4. Press the power button again three times to pair with your smartphone. (Light will blink alternately green and orange).
5. Tap **Menu > Connect** to see if your smart transmitter is connected. If not connected, tap to select your smart transmitter from the list.

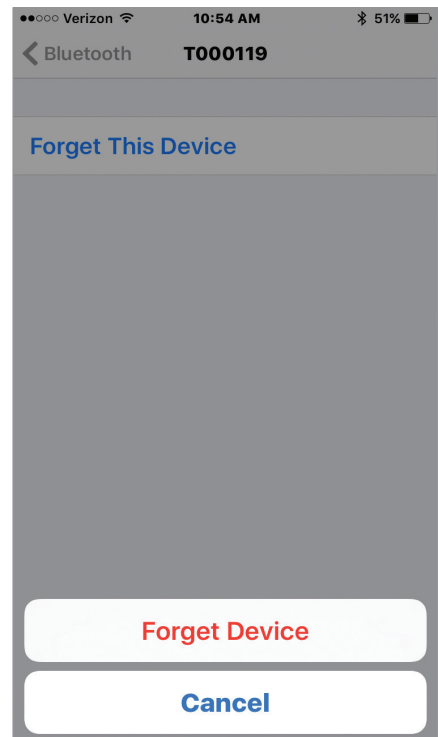
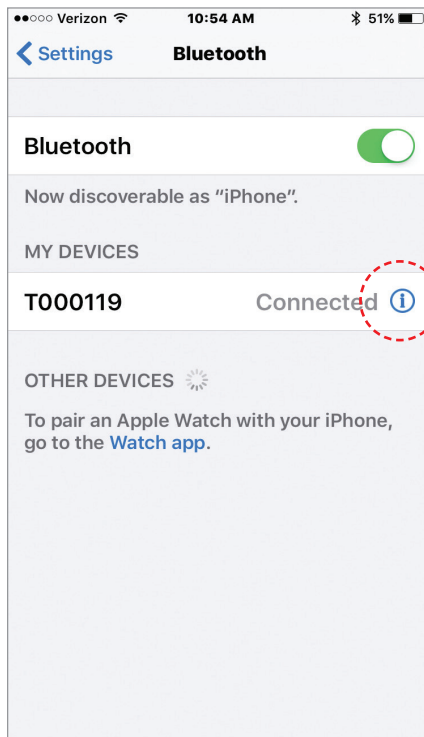
Note: Reconnection could take up to 1 minute.



Did this work? If not, try the steps below.

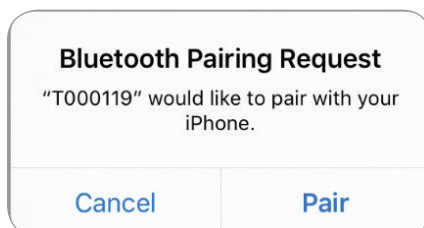
Unpair or forget the smart transmitter

1. Close the Eversense app on your smartphone.
2. Go to **Settings > Bluetooth**.
3. You will see a list of MY DEVICES.
4. Tap on the little “i” icon next to the smart transmitter name or serial number.
5. Tap **Forget this Device**.
6. Confirm by tapping **Forget Device**.
7. Open the Eversense App, then tap **Menu > Connect**.
8. Press the smart transmitter power button three times. (Light will blink alternately green and orange).
9. Tap to select your smart transmitter from the list.



10. When the Bluetooth Pairing Request screen appears, tap **Pair**.

Note: Reconnection could take up to 1 minute.



Visit www.eversenseddiabetes.com for local distributor information.