

User manual



ALLY[®] PRO WEB



This user manual is intended to assist with the proper use of ALLYpro web. ALLYpro web connects to the sensor users of the ALLYcgm Continuous Glucose Monitoring System. Read this user manual thoroughly and adhere to all precautions before and during use.

 Note

Thoroughly review this user manual before using ALLYpro web. ALLYpro is a secondary viewer for the ALLYcgm Continuous Glucose Monitoring System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. ALLYpro does not guarantee the real-time reception of glucose data of ALLYcgm Continuous Glucose Monitoring System users.

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Before use

- This product only makes use of personal information which the user has agreed to allow to be collected.
- Contact the manufacturer or visit the website for details of this product.
- Check whether the device used to run the software is turned on and connected to a wired/wireless network.

Note

- All standards and regulations mentioned are in effect as of the date this manual was issued.
- i-SENS, Inc. has carefully prepared the information in this manual to be as accurate as possible. However, i-SENS is not responsible for any errors or omissions contained in the manual. i-SENS may change the product described in this manual or any related software applications without notice in order to enhance the product reliability, features, or design.
- This document is protected by copyright. It is strictly prohibited to copy or alter this manual without prior consent from i-SENS.
- Images are representational and are provided for illustrative purposes only. Actual device screens and appearances may differ from those shown in this manual.
- A printed copy of this user manual is available upon request at no cost. To request a printed copy, please contact your local authorised distributor or customer service. The printed manual will be provided within 7 days of your request. Contact details can be found on the product packaging.

Document conventions

Notational conventions

This manual uses the following notational conventions to aid in understanding its content.

Notational conventions	Description
Boldface	Boldface is used to display elements of the graphic user interface, including menus and directories.
' '	Single quotation marks are used to indicate pages, portals, and screens from the graphical user interface.
'Cross-references'	'Cross references' are used to refer to different sections of this document.
Visual aids	Visual aids in the form of graphics, illustrations, or screen captures are used to help the reader understand the text.
Tables	Tables are used to present large amounts of data in an easy-to-read format.

Supplementary descriptions and explanations

You can refer to these for information about exceptions and limitations.

Note

This indicates reference situations to note which can provide helpful information or help you avoid danger when using the product.

Safety messages

This manual uses the following types of safety messages to alert the user of situations in which they need to take precautions when using the product:

Warning

This marks a potential danger that could result in serious injury or death if not avoided.

Caution

This marks a situation that could result in minor injury or property damage if not avoided.

Definitions of symbols

These symbols not only provide additional information on the product and product use, but also on safety.

Symbol	Description
	CE Mark
	Authorised representative in the European Community/ European Union
	Medical device
	Consult instructions for use or consult electronic instructions for use
	Manufacturer
	Model number
	Unique device identifier

Safety information

Indication for use

ALLYpro is indicated for continuous monitoring of blood glucose levels via measurement of glucose in the interstitial fluid in persons with diabetes mellitus aged 18 years and older. ALLYpro is intended for use by patients, care providers, and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis, and evaluation of historical glucose data from compatible glucose monitoring devices to support effective diabetes management. ALLYpro is available as cloud-based web software (ALLYpro Web) and as a smart device application (ALLYpro App).

ALLYpro Web is not intended to provide clinical decisions or to be used as a substitute for professional healthcare advice. Patients should consult a healthcare professional before making any medical interpretation and therapy adjustments based on the information provided by the software. Healthcare professionals should use the information in conjunction with other relevant clinical information available to them.

ALLYpro App is a secondary viewer that allows home users and healthcare professionals to remotely view glucose data from users of compatible glucose monitoring devices. The software is intended solely to provide a secondary level of awareness and should not be expected to communicate and display real-time glucose information.

Important user information

- You must create an AgaMatrix account to use ALLYpro.
- ALLYpro is a secondary viewer for the ALLYcgm Continuous Glucose Monitoring System and is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. ALLYpro does not guarantee the real-time reception of glucose data of ALLYcgm Continuous Glucose Monitoring System users.
- The warnings and cautions must be read and understood before using ALLYpro, and they must be strictly adhered to. ALLYpro must be used according to the instructions in the user manual.

Warnings

- Users of ALLYcgm Continuous Glucose Monitoring System and their family members and guardians must not make treatment decisions based on the ALLYpro glucose data. In addition, ALLYpro does not offer any medical advice and must not be used for that purpose. You must consult a medical professional to make a treatment decision.
- Medical institutions and medical professionals must not use only the glucose data provided by ALLYpro for treatment decisions or analysis.

Precautions

- ALLYcgm Continuous Glucose Monitoring System users must turn on the share feature in order to send glucose data to their care providers (family members, guardians, medical institutions, medical personnel), and if the care providers want to view the shared content, they must download ALLYpro and connect with ALLYcgm Continuous Glucose Monitoring System user.
- The care providers must be connected to ALLYcgm Continuous Glucose Monitoring System users and the care providers' smart devices must be connected to the internet in order to view the information of ALLYcgm Continuous Glucose Monitoring System users through ALLYpro.
- If the smart device of ALLYcgm Continuous Glucose Monitoring System users or care providers (family members, guardians, medical institutions, medical personnel) is turned off, in airplane mode or not connected to the internet, the glucose data may not be sent or received.
- Care providers (family members, guardians, medical institutions, medical personnel) must not manage the glucose of ALLYcgm Continuous Glucose Monitoring System users. The ALLYcgm Continuous Glucose Monitoring System user must be the subject of glucose management, and must not depend on care providers (family members, guardians, medical institutions, medical personnel) to take necessary actions.
- If care providers (family members, guardians, medical institutions, medical personnel) terminate the connection, the content sent by ALLYcgm Continuous Glucose Monitoring System users cannot be viewed.

1 Understanding ALLY_{pro} web

Working mechanism

This product is a secondary display software that collects and saves processed glucose data with the AgaMatrix ALLY_{cgm} Continuous Glucose Monitoring System. The system is capable of sending data and displaying information on Android and iOS smart devices. The glucose data collected and processed by the AgaMatrix ALLY_{cgm} Continuous Glucose Monitoring System can be securely transmitted to care providers (including family members, guardians, medical institutions, and medical personnel) using the Secure Sockets Layer (SSL) encryption protocol.

2 Recommended specifications for ALLY_{pro} web

The following operating systems have been verified as compatible by their manufacturers.

2.1 Recommended operating systems

 Note

Make sure to use an operating system that meets the recommended specifications. Proper functioning of ALLY_{pro} web is not guaranteed for operating systems which have not been verified as compatible.

Recommended browser	Resolution
Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari	1280 x 800 or higher

OS (Operating System)	Version
Windows	10 or later
Mac OS	11 or later

3 Using ALLY_{pro} web (General users)

You can run ALLY_{pro} web and monitor the glucose readings measured by the ALLY_{cgm} app or receiver. In order to log in to ALLY_{pro} web, you must create an account.

Using various features offered by ALLY_{pro} web enhances the efficiency of diabetes management.

This section will help you to:

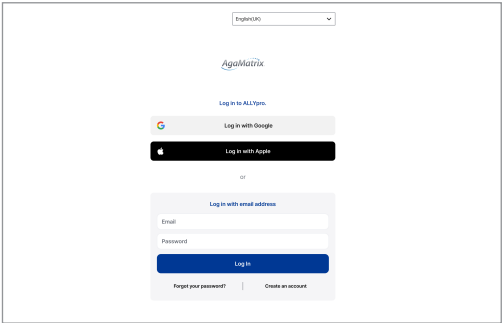
1. Launch and log in to ALLY_{pro} web.
2. View and understand glucose reports.
3. Share your glucose data with care providers and professionals.
4. Connect a receiver to view your data.
5. Edit personal information and manage AgaMatrix accounts by changing settings.

3.1 Running ALLYpro web

1 Open your browser and enter the ALLYpro web URL.
URL: <https://allypro.co.uk>
Click **Get Started** to access ALLYpro web.

2 Log in with your AgaMatrix account.

- If you do not have an account, please create an account. Click **Create an account** and complete registration by verifying your email, agreeing to the required terms and conditions, entering your country of residence, and user information.
- Even if you choose Social Login, you can sign up with an AgaMatrix account. In this case, please select the same Social Login when logging in.
- If you forget your password or need to change it, you can reset it by clicking **Forgot your password?**.



Note

- Change the language on the top right as needed.
- Secondary authentication may be required when using Professional mode.

3.2 Understanding the home screen

The following table describes the basic information displayed when you enter the ALLYpro web home screen after logging in.



No.	Name	Description
1	Top Area	- ALLYpro Home Shortcut: Moves to ALLYpro Home. - Report Export List: Add and manage reports in the export list. - Notifications: Check notification logs, such as invitation lists and announcements. - Profile: View profile information and change personal information.
2	Left Menu	- Reports: Analyse glucose data recorded over a certain period and check your glucose status through reports. - Receiver: Connect a receiver to upload glucose data. - User Settings: View profile information and change personal information. - Connections: Manage the list of connected care providers. - Support: View information such as Announcements, FAQs, Contact Us, and Compliance. - Shortcut Banner: Install the ALLYpro app or complete healthcare professional authentication.

No.	Name	Description
3	Bottom Area	• AgaMatrix Website Shortcut • Terms of Use • Privacy Policy • Cookie Policy • Uploader Software • Language Settings

3.3 Viewing reports

- 1 Click  **Report** on the top left menu to access the report screen.
- 2 Use the icons at the top of the report to perform the following functions.

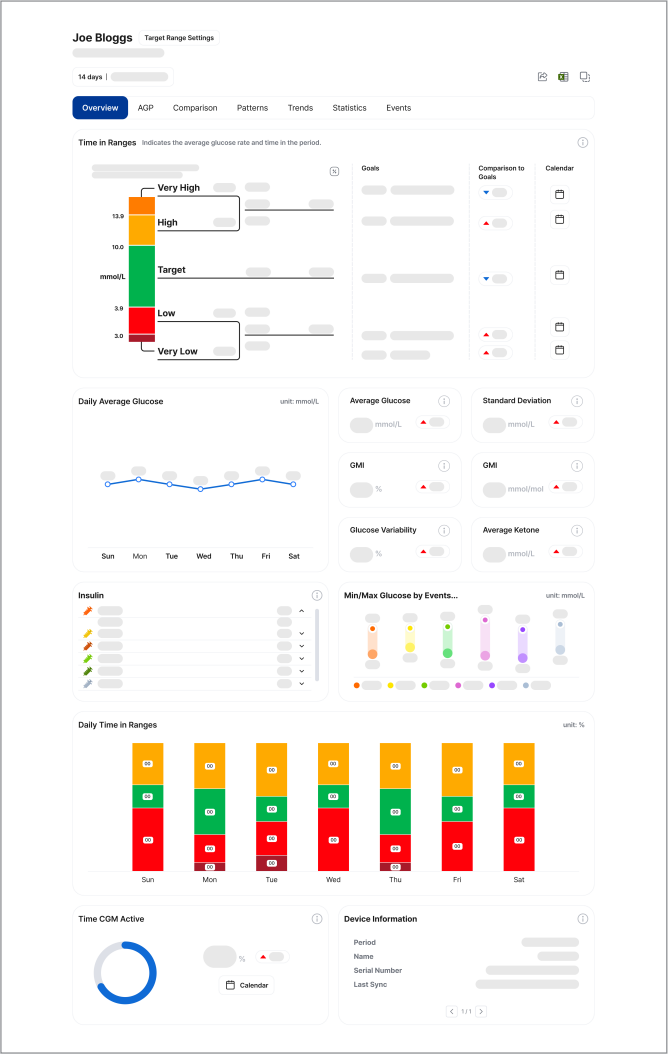


No.	Name	Description
1	Target Range Settings	Change the target glucose range displayed in the report.
2	Period	Change the report viewing period.
3		Copy the AGP report as text.
4		Save, print, or transmit the report content.
5		Export the report content to Excel.

- 3 On this page, click the following reports to view the related information.
 - Overview, AGP, Comparison, Patterns, Trends, Statistics, Events

Overview

The following glucose metrics and key information such as insulin and sensor data for the selected period is provided.

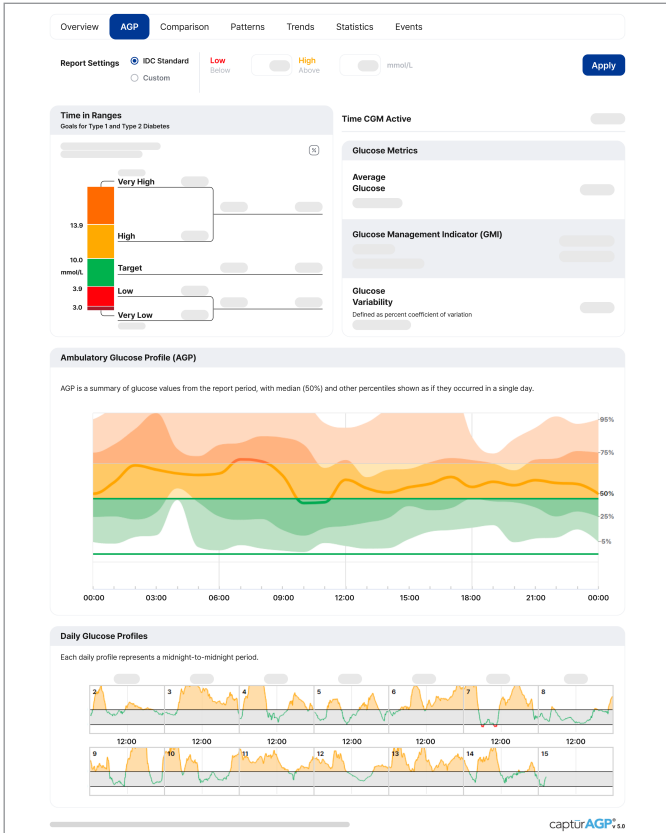


Name	Description
Time in Ranges	Indicates the percentage of time glucose was within each glucose range during the selected period. • Target: Indicates the percentage of time glucose levels remained within the target glucose range. • Low / Very Low: Indicates the percentage of time glucose values were lower than or much lower than the target range. • High / Very High: Indicates the percentage of time glucose values were higher than or much higher than the target range.
Daily Average Glucose	Provides average glucose values for the selected period by day of the week.
Average Glucose	The average glucose value for the selected period.
Standard Deviation (SD)	A numerical value showing how far the measured glucose levels deviate from the average. A lower value indicates that glucose is maintained within a consistent range.
Glucose Management Indicator (GMI)	Provides an estimated glycated haemoglobin (A1C) level based on the average glucose value for the selected period.
Glucose Variability	A percentage (%) calculated by dividing the standard deviation by the average glucose, representing the degree of variation in measured glucose during the selected period.
Average Ketone	The average ketone value for the selected period.
Insulin	Displays the total daily dose of insulin administered by type.
Min/Max Glucose by Events (based on glucose meter data)	Displays the minimum and maximum glucose by Events within data measured with a personal blood glucose meter.
Daily Time in Ranges	Displays the percentage of Time in Ranges by day of the week.
Time CGM Active	The percentage of time that the CGM data was collected divided by the entire time of the report.

Name	Description
Device Information	Displays information on the sensor worn during the corresponding period.
Glucose Ketone Index (GKI)	Refers to the ratio of glucose levels to ketone levels during the selected period. This index is used to monitor health conditions related to diabetes, ketogenic diets, etc.
Daily Average Meal	Indicates the average daily intake by nutrient for the selected period.
Daily Average Exercise	Indicates the daily average exercise time for the selected period by exercise intensity.

AGP

The ambulatory glucose profile (AGP) is a report that summarises glucose data collected over a specific period to show glucose changes throughout the day. You can view the standard AGP report for the selected period.

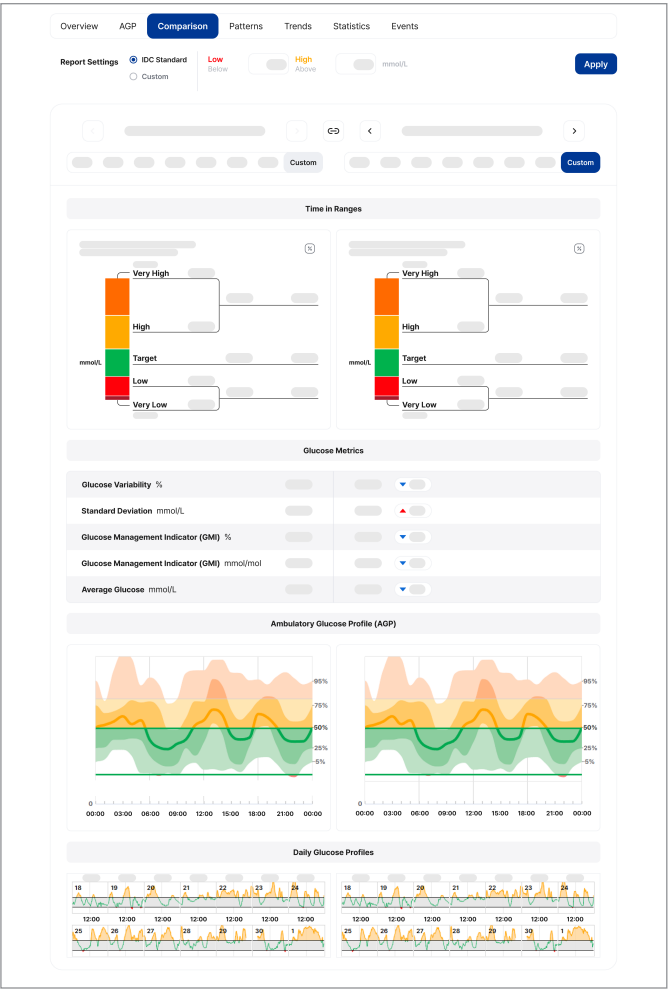


Name	Description
Report Settings	Low/high thresholds can be set to IDC (International Diabetes Center) standards or user settings.
Ambulatory Glucose Profile (AGP)	Glucose values collected during the viewing period are summarised into a 24-hour profile, displaying the median (50%) and percentile ranges.
Daily Glucose Profiles	Represent a midnight-to-midnight period.

Comparison

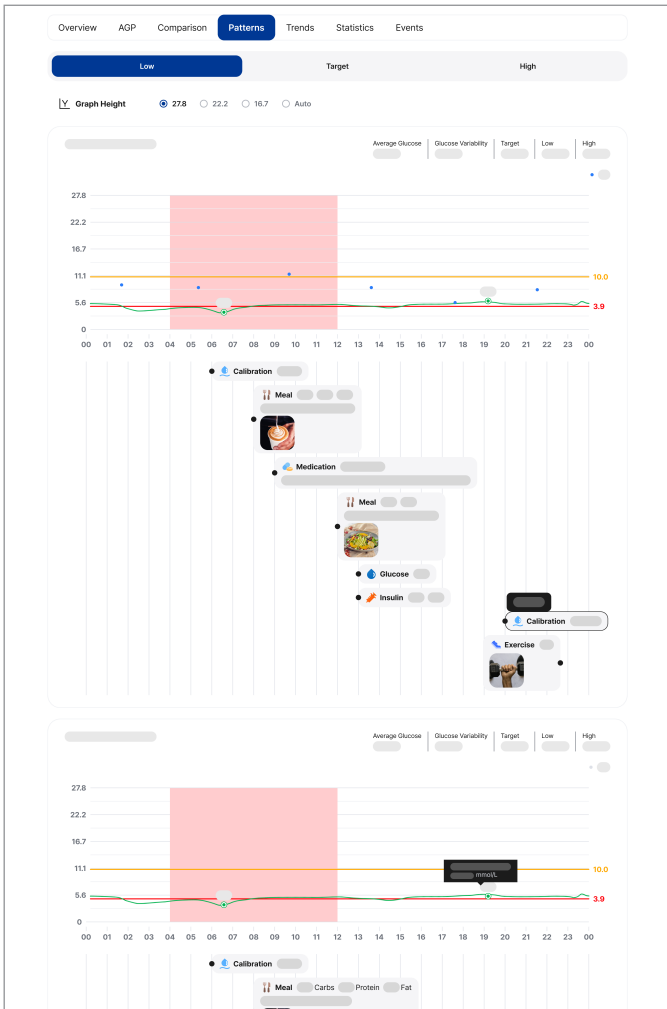
Charts for two periods are displayed side by side to allow comparison of AGP reports by period.

- Time in Ranges Comparison
- Glucose Metrics Comparison (Glucose Variability, SD, GMI, Average Glucose)
- Ambulatory Glucose Profile (AGP) Comparison



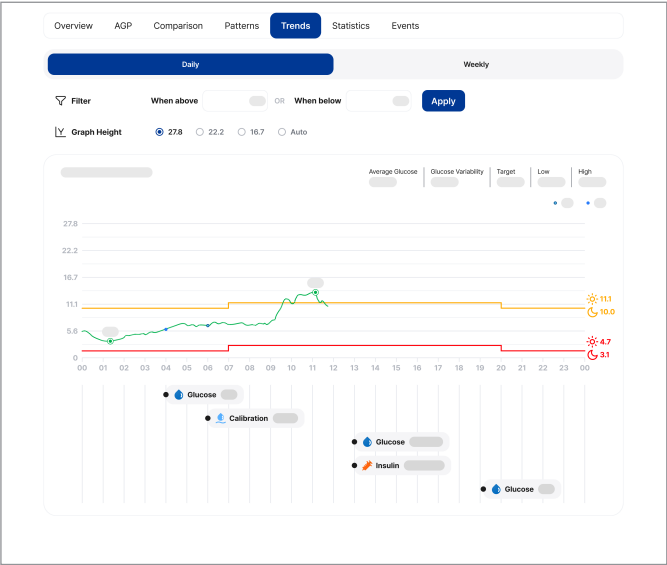
Patterns

You can view daily charts and event information for periods when Low, Target, and High occurred during the selected period.



Trends

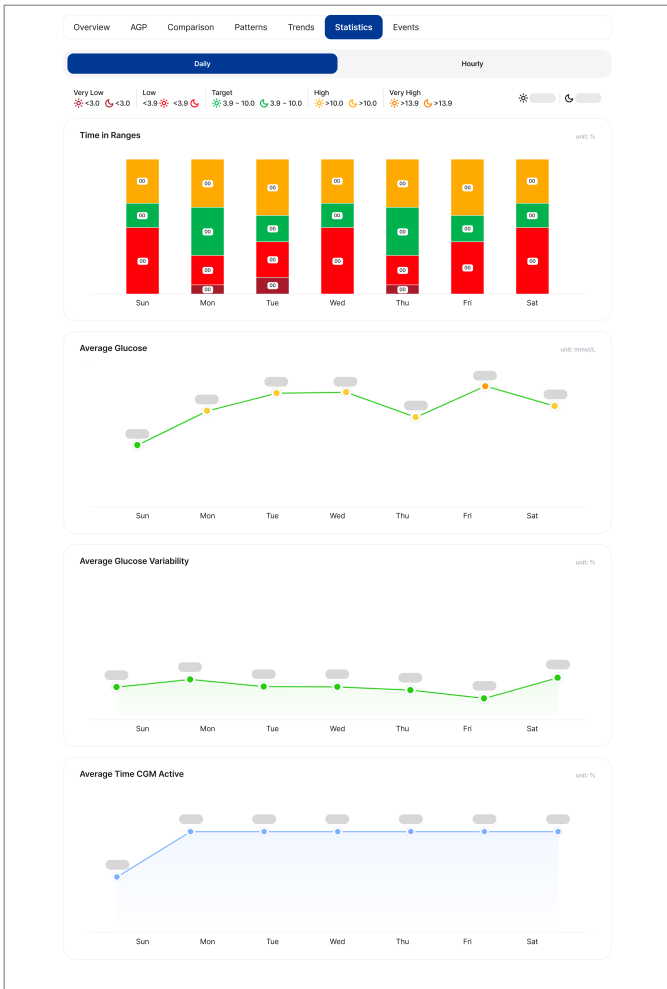
You can view daily and weekly trends for the selected period. Event information is also displayed.



Statistics

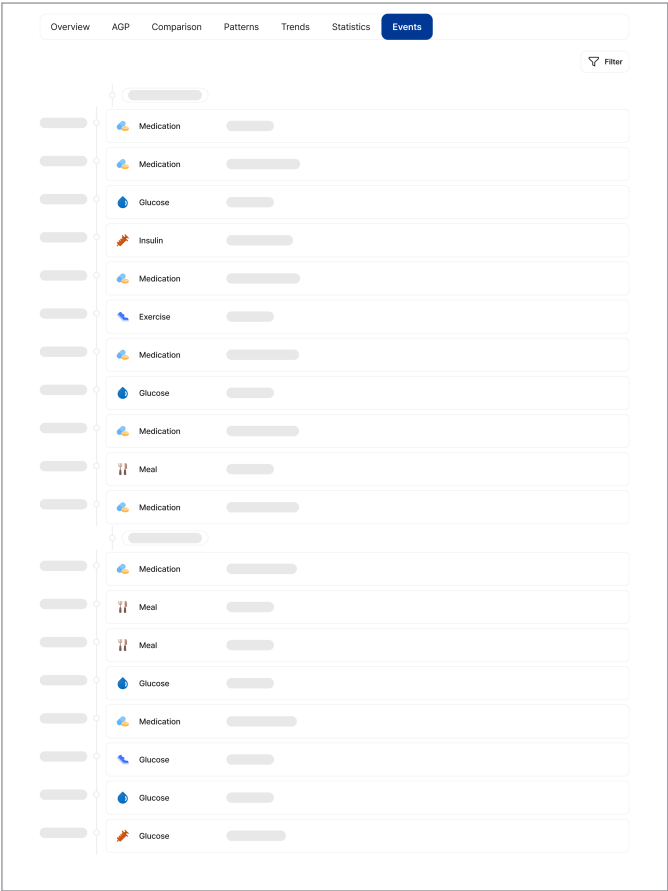
The following information for the selected period is provided by day and hour:

- Time in Ranges
- Average Glucose
- Average Glucose Variability
- Average Time CGM Active



Events

User events entered during the selected period are displayed by date, and you can filter to view specific events.



3.4 Settings

Changing profile information

- 1 To change personal information, click the profile at the top right or **User Settings** on the left menu.

The screenshot displays the 'User Settings' page in the ALLYpro web interface. The page is titled 'Profile' and contains a form for editing personal information. The form fields are as follows:

- Name:** A text input field containing 'John Doe'.
- Gender:** A dropdown menu with 'Male' selected.
- Date of Birth:** A date picker field showing '01/01/2000'.
- Diabetes Type:** A dropdown menu with 'Type 1 Diabetes' selected.
- Email:** A text input field containing 'john.doe@example.com'.

The left sidebar contains the following navigation options:

- Report
- Recorder
- User Settings (highlighted)
- Connections
- Support
- Announcements
- FAQs
- Contact Us
- Compliance
- For more info, visit our user manual: [User Manual](#)
- For healthcare professionals, visit: [Healthcare Professional Module](#)

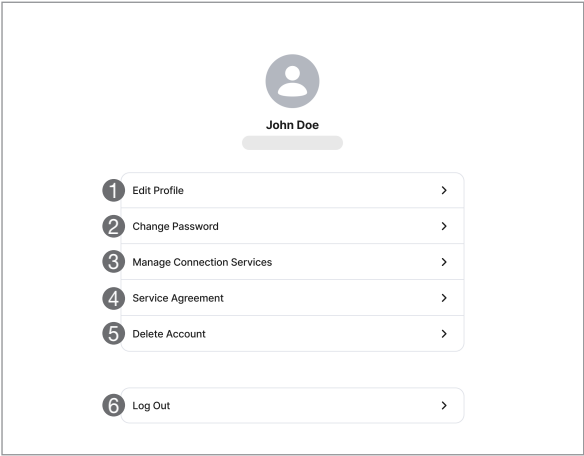
The top right of the page shows the 'Report Export List', 'Notifications', and a user profile icon.

- 2 The personal information that can be edited is as follows:

- Name
- Gender
- Date of Birth
- Diabetes Type

Managing AgaMatrix accounts

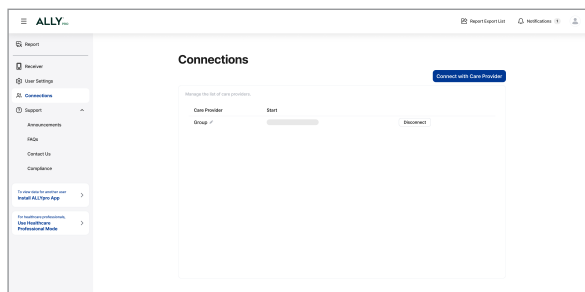
To manage your account, click **Go to AgaMatrix Account Settings** on the 'Profile' screen.



No.	Name	Description
1	Edit Profile	View and update information entered during registration.
2	Change Password	Change your password to a new one.
3	Manage Connection Services	View and disconnect services linked to the current account.
4	Service Agreement	Review the terms of use and policies.
5	Delete Account	When you delete your account, all information, including glucose data, will be deleted.
6	Log Out	Log out of the AgaMatrix account and services.

Managing care providers

You can share your data with a care provider by connecting with them. If you wish to stop sharing data, you can disconnect the care provider to stop data sharing.



Connecting care provider

- 1 Clicking **Connections** displays a list of care providers who are receiving your shared data.
- 2 To connect a new care provider, click **Connect with Care Provider**.
- 3 Enter the Sharing Code of the care provider who will receive the data and click **Ok**.
- 4 After entering the Sharing Code, you must consent to data provision to connect with the care provider. Please agree to the relevant items.
- 5 If the entered Sharing Code is valid, a group will be added to the care provider list.

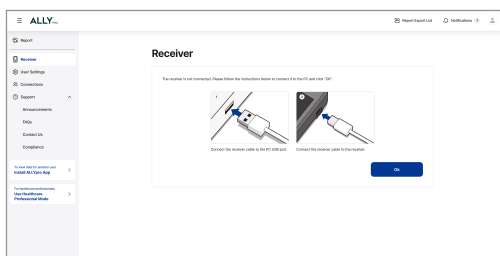
Disconnecting care provider

- 1 To disconnect a previously connected care provider, click **Disconnect**.
- 2 When the sharing disconnection confirmation pop-up appears, click **Ok**. Sharing with the corresponding care provider will be disconnected.

3.5 Connecting the receiver

Connecting the receiver to PC

- 1 To connect ALLYpro with the ALLYcgm Receiver, select **Receiver** from the left menu.
 - For non-logged-in users, click **Uploader Software** at the bottom of the ALLYpro web page.
(Non-logged-in users can only use the receiver software update feature.)
- 2 If the uploader software is not installed on your PC, follow the on-screen instructions to install the software compatible with your OS. Once installation is complete, click **Refresh** on the right.
- 3 If the ALLYcgm Receiver is not connected to the PC, connect the ALLYcgm Receiver to the PC according to the on-screen instructions. When the connection is complete, click **Ok** at the bottom right.



Understanding the receiver screen

The following table describes the screen displayed when the ALLY_{cgm} Receiver is connected to a PC and the uploader software is installed.

The screenshot shows the 'Receiver' interface. At the top, a header 'Receiver' is followed by a card containing 'Device Information' (1). This card displays: Product Name (ALLY_{cgm} Receiver), Serial Number (123456), Model Name (CGM-R-003), Current Software Version (1.0.0), and Latest Software Version (1.0.1 with a warning icon). Below this are five buttons: 'Contact Receiver Support' (2), 'Sync Time' (3), 'Reset Receiver' (4), and 'Software Update' (5). A '6 About' section follows, showing user details for 'Joe Bloggs' (Name), 'Male' (Gender), and a 'Reset User Information' button. At the bottom of the card is a '7 Manage Data' button and an '8 Settings' button. Below the card, a message states: '333 data entries haven't been uploaded. Upload them now? For receiver data or to deactivate blind mode, please contact your care provider.' An 'Upload' button is at the bottom right.

No.	Name	Description
1	Device Information	Displays connected receiver information such as product name, serial number, model name, and software version.
2	Contact Receiver Support	Make an enquiry you have problems or questions while using the receiver. When making an enquiry, you can also transmit the log data of the connected receiver.
3	Sync Time	Synchronises the Receiver time with the PC time.
4	Reset Receiver	Resets the connected Receiver.
5	Software Update	- Updates the Receiver software to the latest version. - The button is activated if the software of the connected Receiver is not the latest version.
6	About	Displays the designated user information.
7	Manage Data	Uploads the data stored in the Receiver to ALLY _{pro} web.

No.	Name	Description
8	Settings	Check and modify general settings (language, date format, time format, etc.) and notification settings.

Exploring receiver functions

Uploading receiver data

- 1 Check the user information of the connected receiver on the 'Receiver' screen. If no user is designated, click **Select User** to designate a user.
 - For professionals, please refer to '4.6 Selecting receiver users'.
- 2 Click **Manage Data** tab.
 - In the **Manage Data** tab, the number of data records stored on the ALLY_{cgm} Receiver is displayed.
- 3 Click **Upload** at the bottom of the screen to upload the ALLY_{cgm} Receiver data to ALLYpro web.



Note

The **Manage Data** tab is visible only to logged-in users.

Contact receiver support

- 1 If you have problems or questions while using the receiver, click **Contact Receiver Support**.
 - The button is displayed only when a user is selected for the receiver.
- 2 After writing the subject and content, please check Send Log Data for customer support.
 - Transmission of receiver log data is only available through **Contact Receiver Support**.
- 3 Click the **Send** at the bottom of the pop-up to submit your enquiry.

4 Using ALLYpro web (Healthcare professionals)

Healthcare professionals can monitor glucose data shared by sensor users through ALLYpro web. To switch to a professional account on ALLYpro web, healthcare professional authentication is required. After authentication, the following features enable safer and more efficient data management.

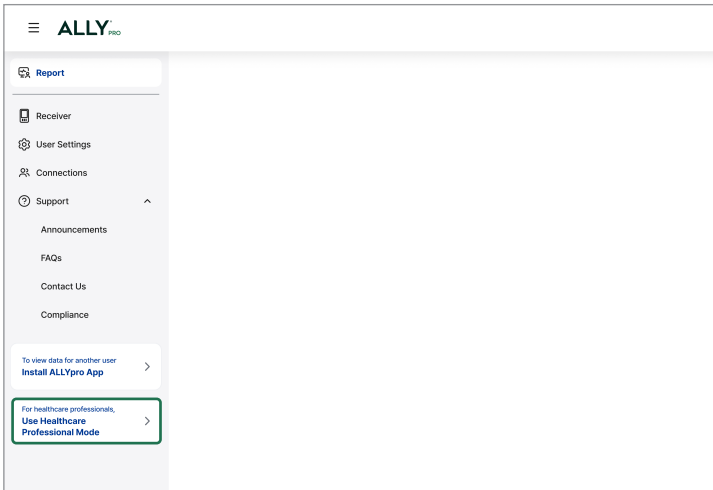
This chapter will help you to:

1. View the list of connected sensor users and their reports.
2. Manage sensor user and care provider groups.

4.1 Switching to professional account

Healthcare professional authentication

- 1 After logging in, click the healthcare professional mode banner at the bottom of the left menu.



- 2 When the **Request for healthcare professional authentication** pop-up appears, enter your name, hospital name, and department.

- 3 After entering the information, click **Send a request e-mail** to request authentication.

 **Request for healthcare professional authentication**

Country/Region of residence

United Kingdom

*Name

Joe Bloggs

Email

*Hospital name

*Department of Medicine

Cancel

Send a request e-mail

- 4 Once the request is approved, an authentication completion email and notification will be sent.
- 5 After authentication, reconnect to ALLYpro web or click **Use now** in the authentication completion notification to switch to a professional account.

4.2 Understanding the professional screen

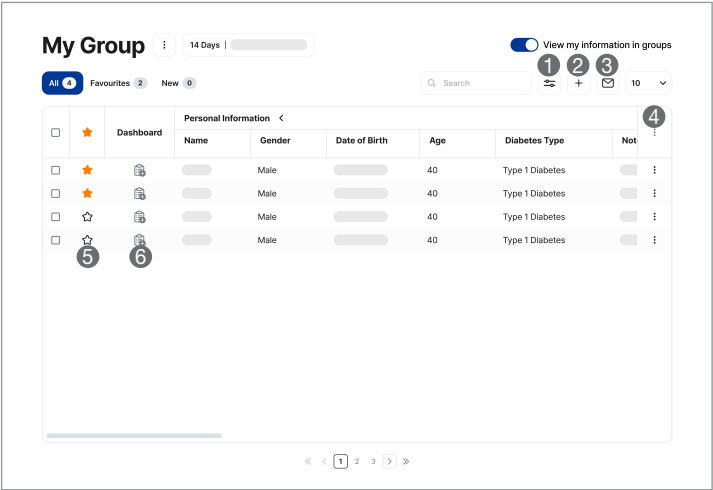
The following table describes the basic information displayed when you enter the ALLYpro web home screen after logging in.



No.	Name	Description
1	Top Area	• ALLYpro Home Shortcut: Moves to ALLYpro Home. • Report Export List: Add and manage reports in the export list. • Dashboard: Manage patients by adding them to the dashboard. • Notifications: Check notification logs, such as invitation lists and announcements. • Profile: View profile information and change personal information.
2	Left Menu	• My Group: Manage groups and check the list of connected sensor users in each group. • Receiver: Connect a receiver to upload glucose data. • User Settings: View profile information and change basic settings. • Invitation List: View the list of invitations to other groups as a care provider. • Support: View information such as Announcements, FAQs, Contact Us, and Compliance.

4.3 Understanding the group screen

Selecting a group from the left menu displays the list of sensor users connected to that group.



No.	Icon	Description
1		Apply filters to the list.
2		Add a sensor user using a received sharing code.
3		Invite sensor users by providing a group sharing code.
4		Edit the information displayed in the list.
5		Add sensor users to your Favorites. View all favorited users in the Favorites tab.
6		Add sensor users to the Dashboard. View the list of added users by clicking Dashboard in the top area.

4.4 Managing groups

Adding groups

- 1 Click  in the group list on the left menu and select **Add Group**.
- 2 Enter the name of the group to add.
- 3 A group is created with the entered name.

Inviting sensor users

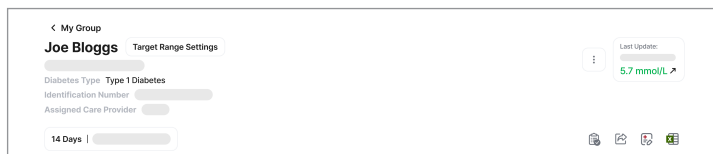
- 1 To invite a sensor user to the group, click  on the right of the group name, and select **Invite Sensor User**.
- 2 If the **Invite Sensor User** pop-up appears, enter the group name to display to the invited sensor user, then click **Next**.
- 3 Check the created sharing code and click **Email Invitation**.
- 4 For email invitation, enter the email address of the sensor user to invite and click **Send**. You can send a maximum of 10 emails at once.

Inviting care providers

- 1 To invite care providers to the group, click  of the group and select **Invite Care Provider**.
- 2 When the **Invite Care Provider** pop-up appears, enter the ALLYpro account email of the care provider to be invited and select their permissions.
- 3 Review the precautions at the bottom of the **Invite Care Provider** pop-up and click **Invite**.

4.5 Viewing the sensor user report

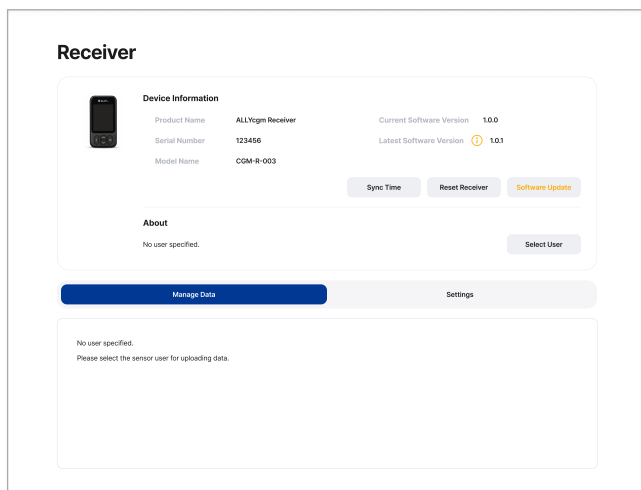
- 1 If you select a sensor user in the group, you can view the report for the selected sensor user.



- 2 You can view the user's information such as Date of Birth, Gender, Diabetes Type, Identification Number, and Assigned Care Provider.
- 3 You can check the latest glucose value information from the sensor connected to the user.
- 4 Click  to issue a prescription for the report.
- 5 For detailed information on viewing reports, refer to '3.3 Viewing reports'.

4.6 Selecting receiver users

To manage receiver data, a user must be designated.



- 1 Click **Select User** on the 'Receiver' screen.
Refer to '3.5 Connecting the receiver' for instructions on how to connect the receiver.
- 2 When the pop-up appears, you can select a user eligible for selection for receiver from the sensor users connected within the group.

Appendix A Inactive account policy

ALLY_{pro} inactive account policy

ALLY_{pro} converts users who have not used the service for 1 year into inactive accounts. During this process, personal information is stored separately and securely protected. Separately stored personal information is retained for 1 year and may be destroyed unless otherwise required by law.

AgaMatrix provides information about the scheduled inactivation date and the items of personal information being stored separately to members scheduled for inactivation, using methods such as email, at least 30 days before the conversion.

If you do not want your account to be converted to inactive status, log in to the service before the conversion. Also, if your personal information has not yet been destroyed after conversion to an inactive account, you can log in, provide consent, restore your inactive account, and continue using the service as usual.

Data protection of sensor users

- Personal and sensitive information stored in ALLY_{pro} is encrypted. During data transmission, the secure sockets layer (SSL) encryption protocol ensures the confidentiality and integrity of the data, protecting it from eavesdropping and alterations.
- Access to the data of a sensor user added to a group is restricted so that only care providers belonging to that group can view it.

Appendix B Technical information

B.1 Performance

Web Browser: HS-FE-51

Product name	ALLY _{pro}
Compatible medical devices	• Product name: ALLY_{cgm} Continuous Glucose Monitoring System • Model: CGM-ST-004
Communication environment	Communication protocol: HTTPS
Operating environment	• Recommended browser: Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari • OS(Operating System) Version: Windows 10 or later, Mac OS 11 or later • Resolution: 1280 x 800 or higher
Transmitted and received data	• Continuous glucose values of a compatible medical device user, user input data (meals, insulin, exercise, etc.) • User data statistics and reports including the glucose of a compatible medical device user
Key performance	• Care providers (family members, guardians, medical institutions) who use the app can receive shared data by connecting with the user web of a compatible medical device user. • Displays statistics for a compatible medical device user's data and saves reports. • Displays the continuous glucose values of a compatible medical device user and user input data.
Software version	Version: 1.1.x

B.2 Cybersecurity

Cautions regarding cyber threats

- Install a virus protection or antivirus program on your smart device, whether a Windows or Mac OS, to prevent malicious programs from accessing the device's information.
- If you are unable to receive the glucose data from the sensor users despite entering the share code, make sure the six-digit share code was entered correctly. If the same issue persists despite entering the correct share code, contact Customer Service via the product website, allycgm.co.uk.
- If you are logged out due to another device logging in, change your password if it was not you who attempted to log in.
- If you enter the wrong password more than five times, reset your password.
- If you have not used your account for over 1 year, the account becomes inactive. If your account has become inactive, you must reactivate it.
- If a cybersecurity incident occurs related to ALLYpro, contact the nearest authorised distributor and the competent authority.
- For secure internet access when using your ALLYpro, please use a trusted Wi-Fi network (such as your home or workplace), or a secure connection through a reputable VPN service.

Avoid using unsecured public Wi-Fi networks, including guest networks in locations such as homes, restaurants, schools, libraries, hotels, airports, or airplanes. These networks may lack proper security measures and could potentially expose your ALLYpro to cybersecurity risks such as malware or unauthorised access.

Safety regarding cyber threats

- A token is issued to the user once their credentials have been verified as valid.
- For each request, the validity of the token is verified, and then the authentication is processed.
- The SSL communication method is used to send data.
- AES encoding is used to encrypt personal information data and the data is saved to a DB.



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PCGAA-000209 REV0 2026-05 8100-10665 Rev B

