



Ultrahuman M1

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What is the Ultrahuman M1?



The **Ultrahuman M1** is a **wearable glucose monitoring system** designed to help users optimize their metabolic health. It works by continuously measuring **glucose levels from the interstitial fluid** using a **CGM (Continuous Glucose Monitor)** sensor that is worn on the back of your arm. The data is synced with the **Ultrahuman app**, where it's analyzed and interpreted.

It's not a medical device (like CGMs used by diabetics), but a **consumer-grade tool for wellness tracking**.

Here's a breakdown of how it works and what it offers:

▼ How It Works

- The device uses a **tiny filament** inserted just under the skin (painlessly, for most people).
- It tracks your **glucose levels 24/7**, updating every few minutes (Libre 3 Plus) or when scanned.
- You scan the sensor with your phone (or it auto-syncs, depending on the version) to retrieve the data.

▼ Types Of Sensors & Regions

The Ultrahuman M1 utilizes **Abbott's FreeStyle Libre** continuous glucose monitoring (CGM) sensors. Specifically, it integrates with the **FreeStyle Libre 1, Libre 2, Libre 2 plus, Libre 3 Plus, Libre Pro** sensors and GlucoRx's Vixxa™ 2 depending on the region and availability.

These sensors are FDA-approved, medical-grade devices that measure glucose levels in the interstitial fluid. Ultrahuman packages these sensors in their original form, including additional accessories like alcohol wipes and protective patches.

- 🇮🇳 India: GlucoRx's Vixxa™ 2, Libre 1, Libre Pro
- 🇬🇧 UK/EU: Libre 2
- 🇦🇪 UAE: Libre 2 and Libre 2 Plus
- 🇺🇸 USA: Libre 3 Plus

Device	Scan (NFC) Needed?	Bluetooth (Live Updates)?	Lifespan
Libre 1	Yes (NFC scan)	No	14 Days
GlucoRx's Vixxa™ 2	No NFC scan needed.	Yes (full live via Bluetooth)	15 days
Libre 2	Yes (NFC scan) but can also send alerts via Bluetooth	Limited	14 Days
Libre 2 Plus	Yes (NFC scan) but can also send alerts via Bluetooth	Yes (full live via Bluetooth)	15 days
Libre 3 Plus	No scan needed	Yes (full live via Bluetooth)	15 days
Libre Pro	Yes (NFC scan)	No	14 Days

▼ Ultrahuman App Features

- **Real-time glucose feedback:** See how your body responds to food, workouts, sleep, and stress.
- **Glucose score:** A simplified number to help interpret the quality of your metabolic response.
- **Actionable insights:** Personalized recommendations to improve energy, focus, and metabolic flexibility.
- **Food and lifestyle tracking:** Correlate specific meals or habits with glucose spikes or dips.

▼ Why People Use It

- **Fitness optimization:** Athletes use it to fine-tune performance and recovery.
- **Fat loss:** Helps users avoid glucose spikes that can hinder fat metabolism.

- **Health monitoring:** Offers insights, even for non-diabetics.
- **Biohacking:** Used by enthusiasts looking to optimize longevity and cognitive performance.

▼ What's In The Box

- A CGM sensor (Ultrahuman partners with **Abbott FreeStyle Libre** and GlucoRx's for the hardware)
- 3 hypoallergenic protective skins for the CGM
- An alcohol wipe

▼ General FAQs

- **How do I apply my sensor?**



The sensor must be applied when you're completely fasted (early morning), and you must also avoid food and drink during the 60-minute warming-up window. This is necessary so that the sensor can accurately calibrate your baseline. Here are some extra tips that can be helpful:

- Wait for the alcohol wipe to dry completely before applying the sensor. The moisture might prevent the adhesive from sticking to the skin. Waiting 3- 4 minutes before applying the sensor after wiping the area is a must.
- Shave the area of the application completely so that the sensor adhesive can stick to the skin. Hair can cause the sensor to fall off.
- There should be no tattoos, scars, or stretch marks in the application area, as this can affect the calibration.

Video for M1:

https://www.youtube.com/watch?v=fX8qYdUG2b4&ab_channel=UltrahumanOfficial

Video for Vixxa sensors (M1 Live):

<https://youtu.be/lvkr-FfSrWk?si=e9IFNAfat3saZXsc>

Video for M1 Live:

https://www.youtube.com/watch?v=WcbF2uQoGSQ&ab_channel=UltrahumanOfficial

We have an onboarding call every Wednesday at 8:30 pm and Friday at 3:00 pm, and we would recommend that you join that. You can book your slot for the call [here](#).

- **Does my device need to be NFC-enabled to pair the sensor?**

→ Yes! **100** It is **essential** that your phone is NFC-enabled. If not, you cannot pair the sensor with your phone.

- **What's the best time to put on the sensor?**

→ We've noticed that installing the sensor in a fasted state (for 4 hours or more, or soon as you rise in the morning ☀) improves the baseline accuracy of the sensor.

- **I have successfully set up the getting-started process, but no data is available on the Ultrahuman App.**

→ Your glucose sensor takes 60 minutes to warm up after activation. Glucose data starts being recorded after warm-up. You will receive a notification on the Ultrahuman app after your sensor is warmed up.

- **Can I fly with the sensor? Will there be any issues at security?**

→ You can fly with the sensor without a worry! It doesn't get detected during security check and isn't a problem at all ✈️ If you're carrying the sensor in your luggage, be sure to carry it in your checked-in baggage!

- **Is there a needle in the sensor? Does a needle stay in my skin?**

→ Not really 😊 The CGM applicator comes with a hollow needle that is used to make a tiny incision in your skin (it doesn't hurt more than an ant bite! 🐞), after which a thread-like filament is safely placed and remains under your skin for the period you have the sensor on. Once it's on, you're free to exercise and move. You probably won't even feel it's there.

- **Does it hurt while putting on the sensor?**

 Not more than an ant bite. 🐛 It's quite normal to feel some discomfort during the first day or so, as you are getting used to the sensor.

If you feel pain or discomfort, contact the Ultrahuman team through our in-app chat service. We can help you decide if you need to remove the sensor altogether and reapply a fresh one.

- **How long does the sensor take to calibrate?**

 Your sensor might take 24 hours to calibrate and will typically become more accurate the longer you wear it. Some sensors might take 2 or more days to calibrate. So, in the beginning, it's better to pay attention to the glucose spikes and valleys (i.e., your glucose trend) instead of the absolute numbers. ~

- **Do I need to keep NFC and Bluetooth ON at all times?**

 Yes, NFC needs to be switched on if you're an Android user. 
If you're on iOS, the NFC is already enabled. Bluetooth need not be switched on in this case (except Libre 2 and Libre 3 Plus).

- **How often does the sensor need to be scanned?**

 The frequency of scanning is up to your discretion.

However, it is recommended to scan the sensor at least once every 8 hours to ensure there are no gaps in data, mainly for the Libre 1.

- **If someone else taps their NFC phone on my sensor, will that mess up my data?**

 This won't mess with your data in the sensor, but they will read your data from their NFC phone. 🤖 Do make sure each sensor is linked to one email ID only!

- **How do I log my food?**

 You can click on the '+' button on the bottom right corner of the Metabolism tab to log in your food. You may also do the same to log in your activity, stress, fasting, and/or other events. 

- **What will happen if I don't log my food and activity?**

 Nothing!  As long as your glucose data syncs, you will see your Metabolic Score, which gives the state of your metabolic health in real-time.

However, it is advisable to log your food and activity on a daily basis so that you get a better understanding of what kind of lifestyle choices are working better for you. The platform calculates your glycemic responses to your food, activity, etc, in terms of a score to nudge you towards better lifestyle choices.

- **My glucose sensor is showing faulty values.**

 Although very rare, your glucose sensor might report incorrect values, especially during the first day. This happens because your sensor is adjusting to your body's interstitial fluid. If you feel that your sensor has been showing incorrect values for a long period of time (>1 day), then contact us through the in-app chat service. We'll be happy to fix it! 

- **What if the sticker gets peeled before the 14 days?**

 We include 3 patches with every sensor purchase. You can also buy multiple patches from the Ultrahuman website. You may apply a new patch in case the old one comes off.

- **What if my sensor comes off?**

 If your sensor becomes partially or fully dislodged from its original place, DO NOT try to push it back in. Detach the sensor from your skin fully before replacing it with a new sensor.

- **Can the sensor hold up against all skin types?**

→ Yes, the sensor is compatible with all skin types. 🤝 The patch used to cover the sensor is water/sweat resistant. So, the sensor stays intact. Therefore, it is recommended that a patch be applied at all times.

- **Will I disturb the filament when I change the performance patch?**

→ Not if you're gentle and careful. 😊 The adhesive on the device is pretty strong, so in most cases, as long as you are a little careful while changing the performance sticker, you'll be okay.

- **Can I take the sensor off every night?**

→ Nope! 🙅 Once applied, the sensor should not be taken off for the 14-day period unless you experience any pain or discomfort.

- **Why do glucose readings from my continuous glucose sensor not match those of the finger-prick glucometer?**

→ Both finger-prick glucometers and CGMs have some error margin. The gold standard for accuracy is a blood draw measurement, and both finger sticks and CGMs have error margins (MARD) to that standard. Finger sticks tend to be in the range of 5-10% MARD (Mean Absolute Relative Difference), while the CGM has a MARD of about 9.2 %.

Additionally, CGM measures your interstitial fluid, which has a 10-15 minute phase-shifted delay vs a finger-prick blood reading. When you are on a rise or a fall in glucose levels (as opposed to flat and steady), the difference between finger-prick glucometer and CGM measurements will be more pronounced. You should only compare readings in a fasted state.

- **How do I replace my sensor/patch?**

➡ Peel off the Ultrahuman patch first (if you have it on). Then gently start peeling off your sensor, starting from the edges, until it comes off. If you are having difficulty peeling off a sensor, you can loosen it by applying vegetable oil or baby oil to the adhesive present on the edges of the sensor, 10 minutes before replacing the sensor. When you switch to a new sensor, make a note of the best time to apply it. We've noticed that installing the sensor in a fasted state (for 4 hours or more, or as soon as you rise in the morning) improves the baseline accuracy of the sensor.

Or watch this video:

https://s3-us-west-2.amazonaws.com/secure.notion-static.com/f1e4313a-2822-4eb9-b356-1e0f522ae89d/Sensor_Removal_Graded_animation.mp4

- **How will the app detect the new device?**

➡ After applying the new sensor (in a fasted state, we hope 😊), just scan it for the app to detect the new sensor!

- **Once the sensor is removed, does it bleed?**

➡ No. 🧑‍🤝‍🧑 The Ultrahuman M1 measures your glucose levels through the interstitial fluid. There is generally no bleeding while removing the sensor.

- **Does the sensor automatically get deactivated on the last day?**

➡ Yes. When the sensor expires on the 14th day, the app nudges you and waits for a period of 48 hours to scan and retrieve any missing glucose data. Once done, you will see a notification on the Ultrahuman app that your sensor has expired and is ready to be replaced. You can follow the instructions for the same.

- **Can I wear my sensor while bathing, swimming, or surfing?**

➡ Yes, yes, and yes! Your glucose sensor is water-resistant So you can shower, swim, and surf while wearing your sensor.

- **Why did my glucose spike during exercise?**



Spikes are expected and normal during high-intensity workouts. Your body releases stored glycogen in your liver and muscles to power your workouts. You may also see an increase in glucose during your body's reaction to stress. For low-intensity workouts, your body uses circulating glucose, so you may see your glucose levels fall.

- **Why do I see the “moved too quickly” error?**



The first scan usually takes about 3-4 seconds (longer than usual) as it fetches historic data for a possibly long duration.

- **Can I get my glucose data?**



Of course! To export your glucose data, go to the Profile tab on the app > CGM Settings > Export Glucose Data. We'll send you an email with all your glucose data segregated sensor-wise, in a CSV format.

- **My sensor was damaged in transit. What do I do?**



In the rare event that the sensor is accidentally damaged in transit, we will happily replace it with another unit of the same device. Please note that the issue has to be communicated to us within 48 hours of delivery of your sensor via an email to feedback@ultrahuman.com with a picture of the damaged product.

- **Can I apply the sensor if I have sensitive skin?**



Please work with your healthcare professional during the use of the third-party continuous glucose monitor device (CGM). Particularly, if you have sensitive skin or a skin condition, or have suffered a skin injury during the use of the CGM. In case of any skin rashes, irritation, allergies, or injuries as a result of the use of the CGM and/or the adhesive patch, please inform us and/or your healthcare professional without any delay.

- **Can the Ultrahuman platform be used for the treatment, diagnosis, prevention, or alleviation of diabetes or any other disease or disability?**

 Ultrahuman's products and services contain general information for users to improve their metabolic fitness and general wellness. We do not intend to substitute professional medical opinion on the treatment, diagnosis, prevention, or alleviation of diabetes or any other disease or disability. Always consult with a doctor or qualified healthcare professional about any health condition and/or concerns that you may have. Please do not disregard/delay seeking professional medical advice or treatment because of information read on or accessed through our products or services.

▼ Quick Summary Of Queries/ Cases

- ▼ Scan not working (they click on scan the sensor, scan it, but the reading/ graph isn't getting updated/ sensor is not being recognized).

-  Phone restart.
-  Toggle on NFC from phone settings for Android.
-  Ask which phone device they are using, Google search the NFC location in that device, and ask them to scan from there.
-  Scan from the front for iOS and for Android, ask users to remove the back cover, and scan.

Some quirky pointers

- If the user is using a Samsung phone, ask them to take off their case and use the back side of their phone to scan the sensor. Sometimes the case's thickness blocks the NFC from working properly.
- There seems to be a problem with the OnePlus 9R phone's NFC. Just confirm the phone model once before proceeding with troubleshooting problems.
- Tags:

`sensor_scan_not_working`

- ▼ Baseline Errors (when users feel their readings are too high/low in general, or when comparing with a finger prick)

-  Users might notice a difference in their glucometer reading and their sensor reading on the app.
-  The CGM reads data from the interstitial fluid, so there's a lag of 15- 20 min. When comparing the readings with a glucometer, always compare it with +20min readings from the sensor. Please note that you do not have to take another glucometer reading when comparing it with the CGM.

E.g., a reading from the glucometer at 12 pm should be compared with 12:20 pm readings from the sensor!

- ➡ It's important to compare using a fasted glucometer reading as an unfasted reading can be dynamic compared to the sensor reading.

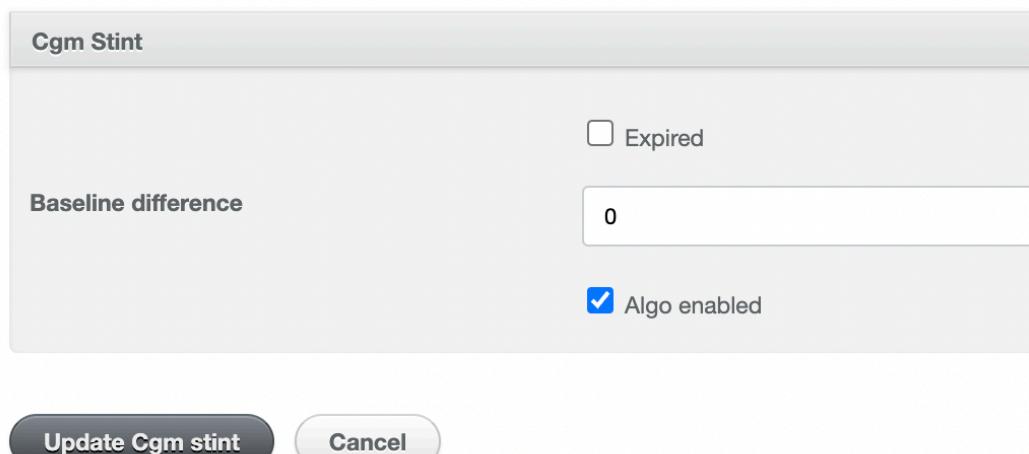
The glucose flows from the gut > blood (glucometer measures glucose from here) > Interstitial fluid of the cells(CGM measures glucose from here), hence by the time your glucose varies in your blood, it will take time to vary in the interstitial fluid, and each person's body reactions are different.

- ➡ Some sensors can calibrate to a higher or lower baseline based on the application position (probably a lack of interstitial fluid in the area). For such cases, we have devised a method to help calibrate your sensors from the backend. We can use your glucometer/blood test readings as a reference and thereby adjust your baseline. Your readings would be a lot more in tune with what you're expecting once this is done.

- ➡ You can calibrate your sensor directly from the app. To do this:

1. Take a glucometer reading in a fasted state (4+ hours after a meal, OR right after you wake up in the morning).
2. Note the reading and the exact time it was taken.
3. Scroll down the metabolism tab and click on 'More'.
4. Select CGM Calibration.
5. Start calibration and input the glucometer value.

- ➡ We can calibrate the sensor using the fasted glucometer on the Dashboard. Check for the sensor reading 20 mins post-fasted glucometer reading. Head to CGM stints > Filter the user > Edit CGM Stint > add the offset value.



- Tags:

[sensor_glucometer_check](#)

`sensor_baseline_error`

`sensor_baseline_replacement`

▼ Invalid Readings

➡ CGM stints will show readings like (0-0-8-0-5-0-0-3-6-4-1-23-1-0-2-0-13-0-) or (1648-1648-1648-1648-0-0-0-0-0-0-1648-1648-1648-1648).

➡ CGM stints will show readings below 40 & above 500.

➡ If the sensor is throwing invalid readings in the first 24-hour period, we ask the user to wait for the first 24-hour window to get over, and then check.

➡ If invalid readings persist consistently for over 2-3 hours, issue a replacement.

- Tags:

`sensor_invalid_readings`

`sensor_invalid_reading_midway`

▼ Sensor scans over 8 hours

➡ For the **Libre 1** sensor - check the scan timings on Sensor states, if scan timings have a difference of more than 8 hours, the readings will be missing.

- Well explained case:

Sunday, February 18th

Ayesha Pradhan 9:56 AM
Hi Sarita!

Just checked on Avanti's sensor.
It is looking all fine.
Though, I noticed that last night she scanned the sensor at 9:43pm, and the next scan was at 8:10am this morning.
Do try to scan the sensor once every 7-8 hours.
Avanti has a Libre 1 sensor currently and it can only store data upto 8 hours.
So if there is a gap longer than 8 hours - she may see missing readings in the graph

image.png

Feb 18, 8:10 AM

Feb 17, 9:43 PM

Sarita Chebbi 10:14 AM
Ok..got it. Thanks for checking!

1 1

- Tags:

`sensor_how_many_times_to_scan`

`sensor_scan_over_8_hours`

▼ Pressure-induced errors



➡ This mainly happens because the sensor has an external pressure on it, and suddenly, you notice a dip in the readings. Usually, the main reasons for this are the sleeping postures, which usually occur during the night.

➡ We can ask users to log this as an error, and this won't affect their Metabolic score.

➡ If the user is super super agitated because of this > we can ask the tech team to remove the spike (on the side, don't tell the user that this is possible unless tech-oncall confirms first).

- Tags:

`sensor_sudden_spike/dip`

`sensor_pressure_induced_error`

▼ Multiple accounts/apps scan

➡ We will see that the age does not start from 0.

➡ In multiple accounts scan cases, filter using the sensor UID on sensor states, and see which email ID was used to scan the sensor initially.

- Tags:

`sensor_multiple_users_Q`

`sensor_multiple_accounts_scan`

`sensor_onboarding_faq`

▼ Sensor expired prematurely

➡ Sensor age going back to 0 or not increasing/updating on sensor states, even after scanning.

➡ User sees "Sensor Expired" on their screen before the designated 14-day period.

➡ User sees "Unknown Error" on their screen just after scanning.

- Tags:

`sensor_expired_prematurely`

▼ Failed to start

➡ Sensor age on sensor states will not fire up from 0, or will say "NotActivated".

➡ Sensor going through the 60-minute warm-up state over and over.

- Tags:

`sensor_failed_to_start`

▼ First 24 hours

➡ You can see the age in sensor states. If the sensor is within 24 hours, you can expect there to be missing/erratic readings.

➡ This is normal and happens because the sensor is calibrating in its first 24 hours.

➡ The readings stabilise after this period.

➡ In case they don't, it may be any of the 1-8 issues mentioned above.

- Tags:

`sensor_first_24_hours`

▼ Sensor Data

➡ Route to Performance Coaches.

➡ If you are deep in conversation with the user, check with the Coaches for the right response.

- Tags:

`sensor_app_usage_Q`

`readings_deep_dive`

▼ Knock-Offs

➡ Sensor fell off randomly or due to any activity before the 14-day period.

➡ If the user doesn't have UHX, don't replace it and let them know about UHX for the future.

➡ If the user has UHX, it's okay to replace till the number of replacements is 50% of the number of sensors purchased. Beyond this, refund the user for the sensor

- Tags:

`sensor_knock_off`

▼ Applicator Fail

- ➡ Sensor doesn't get released from the applicator
- ➡ "I have been trying to launch the sensor for a while now, but it is stuck."
- ➡ Ask for a photo for your record, but nothing can be done in this case; Please process a replacement.

- Tags:

`sensor_applicator_fail`

▼ Sensor Application

- ➡ Hey! Attaching a link for a YouTube video on the correct application of the sensor:
<https://www.youtube.com/watch?v=fX8qYdUG2b4>, hope this helps! 😊

- Tags:

`sensor_application_help`

`sensor_onboarding_faq`

▼ Sensor Removal

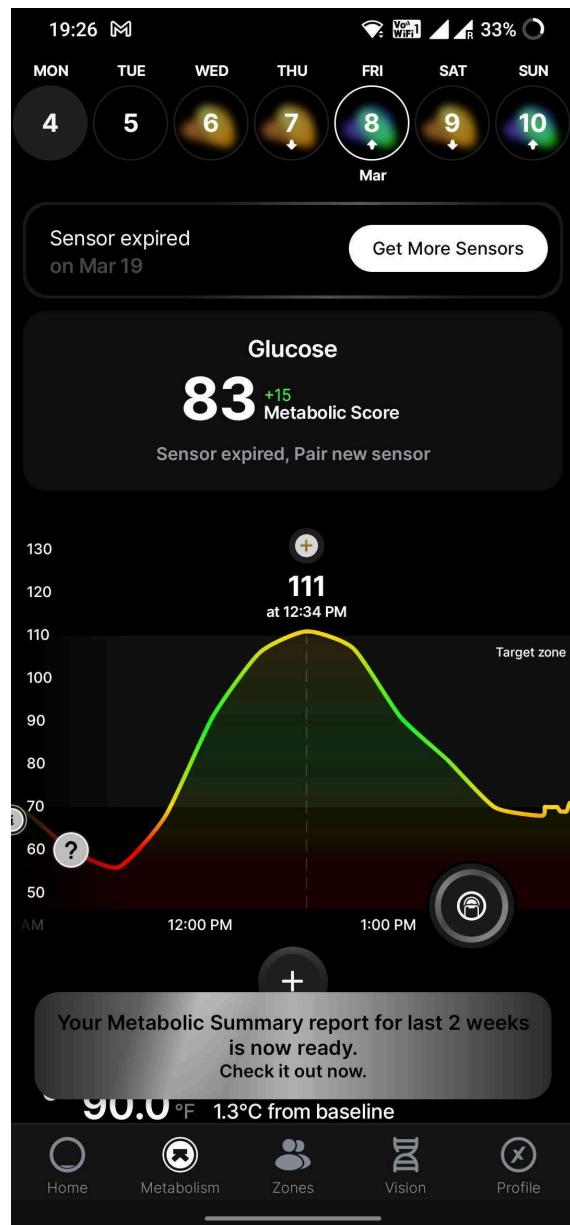
- Hey! Attaching a link for a YouTube video on the removal application of the sensor:
<https://www.youtube.com/watch?v=fX8qYdUG2b4>, hope this helps! 😊

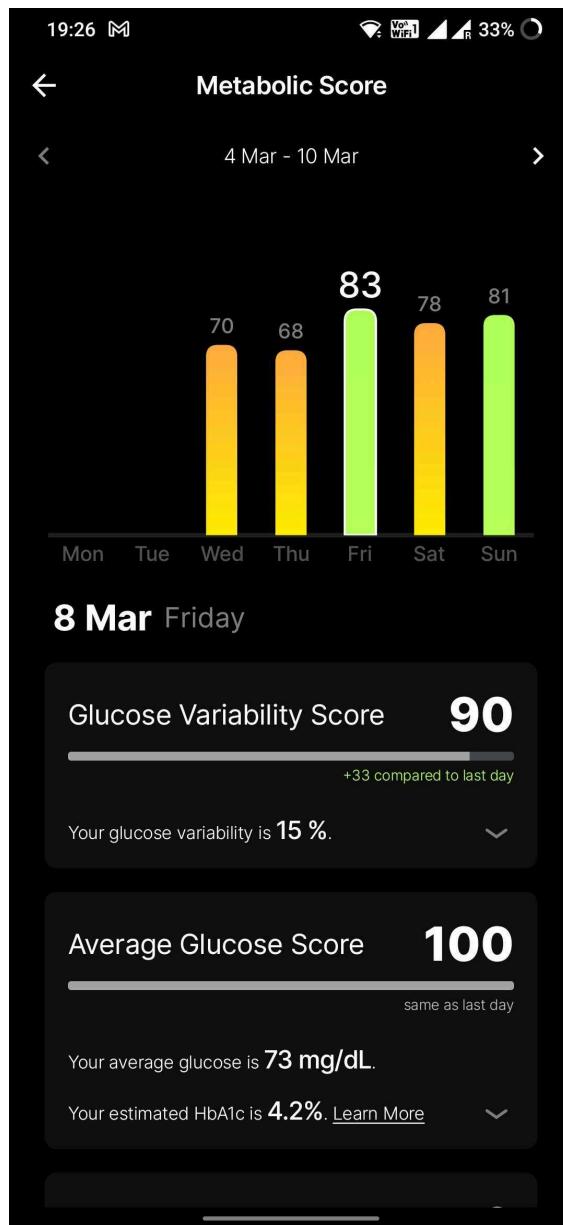
- Tags:

`sensor_removal`

▼ Metabolic score

- ➡ What is the Metabolic score? It is an overall indicator of metabolic health. The metabolic score is a 0-100 range score that's based on Glucose variability, average glucose, and time in target metrics. This score is reset to 100 (max) at midnight and is based on daily lifestyle activities and the body's response to them.
- ➡ Where will the Metabolic score show in the timeline? The metabolic score is denoted over the timeline on the 'Metabolism' tab of the UH app.





▼ 📋 Tags

- `sensor_baseline_algo_change` - When we toggle off the algorithm in CGM stints.
- `sensor_enquiry` - How does the M1 program work?
- `sensor_enquiry_int` - Users ask if we ship outside India, the UK, the UAE, and the EU.
- `sensor_diabetic_user` - When a diabetic user comes with any queries (secondary tag).
- `sensor_diabetic_enquiry` - When a diabetic lead comes with any queries (secondary tag).

- `sensor_patch_request` - When the users request additional patches.
- `sensor_airport_security` - Users ask if they can fly with the sensor?
- `sensor_app_usage_Q` - App Features.
- `sensor_expiry_date` - When the user asks till when they can use the sensor, whether the sensor has an expiry date or not.
- `sensor_expensive` - When a lead enquires about the product and says they can't go ahead with it because of the prices.
- `sensor_threshold` - When the user asks if they can do certain activities (such as swimming) with the sensor on. Most of the questions revolve around the water threshold only.
- `sensor_disposal` - What's the correct way to dispose of the sensor?
- `sensor_environmental_impact` - Users ask if there is a recycling program for the used sensors.
- `sensor_user_error` - When a user accidentally presses the applicator before placing it on their arm.
- `sensor_refund` - When a refund is initiated.
- `m1_feedback` - When a user shares feedback about the M1 sensors.
- `sensor_NFC_compatibility` - When a user purchases a sensor and realizes they don't have an NFC-enabled phone.
- `sensor_onboarding_call_link` - When a Cyborg asks for the link.
- `sensor_type_difference` - When a cyborg asks about the differences between the Libre, the Libre Pro, the Libre 2, or the Libre 3.
- `sensor_expiry_replacement` - When we replace a user's sensors because they've expired.
- `m1_live_missing_data` - When a user has missing data and it's not a compression error/invalid readings.
- `pro_replaced_by_libre` - When a user asks to be sent a Libre 1 sensor instead of the Libre Pro.
- `sensor_food_score_question` - Questions pertaining to the food score and why/how it is so?
- `sensor_food_score_error` - Error in determining food score.
- `sensor_food_logging_feedback` - When users share feedback pertaining to the food logging process on the app.
- `factors_affecting_metabolic_score` - How is the metabolic score calculated?
- `sensor_account_transfer` - User wants to transfer data from one account to another.
- `sensor_account_deletion` - When a user wants us to delete their account with us.
- `sensor_subscription_pause` - When a user requests a pause in the monthly subscription.
- `M1_logistics_ETA` - When users ask when their CGM will be delivered.

Debugging M1 issues

▼ Invalid Readings

What the user might see - Reading stuck on the same value for extended periods, no glucose graph.

What would Stints look like? Head over to Internal > CGM Stints on the Dashboard. The values would be critically low (<40) or very high (>400).

We can replace the sensor if the invalid readings have been continuous for 6+ hours. If the user asks why it happens, you can let them know these are rare manufacturing-related defects.



Exception: If the sensor is within the first 24 hours, we can let the user know that the sensor takes 24 hours to calibrate, and the readings should stabilise post that.

[View User Overview](#)

Logs for 2 Aug 2024

Actual Reading time	Raw Glucose	Reading posted at	Event type / Notif type	Event name	Glucose peak	Glucose chang
2-08-2024 00:00AM	0	00:01AM				
2-08-2024 00:01AM	0	00:01AM				
2-08-2024 00:02AM	-1	00:04AM				
2-08-2024 00:03AM	0	00:04AM				
2-08-2024 00:04AM	0	00:04AM				
2-08-2024 00:05AM	0	00:10AM				
2-08-2024 00:06AM	0	00:10AM				
2-08-2024 00:07AM	0	00:10AM				
2-08-2024 00:08AM	0	00:10AM				
2-08-2024 00:09AM	0	00:10AM				
2-08-2024 00:10AM	0	00:10AM				
2-08-2024 00:11AM	0	00:15AM				
2-08-2024 00:12AM	-1	00:15AM				
2-08-2024 00:13AM	0	00:15AM				
2-08-2024 00:14AM	-1	00:15AM				
2-08-2024 00:15AM	0	00:15AM				
2-08-2024 00:16AM	-1	00:21AM				
2-08-2024 00:17AM	0	00:21AM				
2-08-2024 00:18AM	-1	00:21AM				
2-08-2024 00:19AM	0	00:21AM				
2-08-2024 00:20AM	-1	00:21AM				
2-08-2024 00:21AM	0	00:21AM				
2-08-2024 00:22AM	-1	00:27AM				
2-08-2024 00:23AM	0	00:27AM				
2-08-2024 00:24AM	-1	00:27AM				

▼ Failed To Start

A scenario in which the user keeps seeing the 60-minute countdown timer in the app after each scan. It is a continuous loop.

Head over to Internal > Sensor States on the Dashboard. This is what the states will look like. Once the user has seen the countdown 2-3 times, we can replace the sensor.

Scan Time (IST)	User	SensorUid	Sensor State	Sensor Age	Sensor Life
Jul 21, 6:35 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	1	20854
Jul 21, 6:33 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
Jul 21, 1:43 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
Jul 21, 12:42 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	4	20854
Jul 21, 12:37 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	4	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
Jul 20, 9:54 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
Jul 20, 4:25 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
Jul 20, 10:26 AM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
Jul 19, 8:46 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
Jul 19, 6:17 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	probablyFaulty	0	20854
Jul 19, 5:05 PM	Halldór Sigurfinnsson (7q5n6sn5yp@privaterelay.appleid.com)	16edfd0e00a407e0	warmingUp	0	20854

▼ Expired Prematurely

What the user might see - Reading stuck on the same value, the screen showing no updates after scanning.

We can replace it directly in such cases.

Scan Time (IST)	User	Sensor Uid	Sensor State	Sensor Age	Sensor Life
Jul 24, 7:34 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 1:13 PM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 8:45 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 8:45 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 7:27 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 7:25 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	unknown	0	0
Jul 23, 7:25 AM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	active	8101	20160
	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	probablyFaulty	8101	20160
Jul 22, 11:00 PM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	active	8101	20160
	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	probablyFaulty	7995	20160
Jul 22, 9:14 PM	Suruchi Bhargava (bhargava.suruchi@gmail.com)	3e9cb20800a407e0	active	7995	20160

Jul 11, 7:05 AM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 9:46 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 7:37 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 7:09 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 4:11 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 3:52 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View
	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	probablyFaulty	1093	20160	View
Jul 10, 1:33 PM	Monika Kohli (monikakohli04@gmail.com)	F189170D00A007E0	failure	1093	20160	View

▼ Baseline Issues

The user might reach out, saying the readings are too low/high. If the stints and states look fine. You can let the user know it could be a baseline calibration issue, and it can be rectified using a manual calibration.

1. Ask the user if they have compared the reading against a glucometer. If they say they don't have one, we can send them one (If they are in India or the UAE). If they are from any other country, we can ask them to purchase, and we can reimburse them. This is only if the sensors have been purchased from us. Please verify the purchase before issuing a glucometer
2. Ask the user for a fasted glucometer reading and the time at which it was taken.

Go to Lifetime data > Look at the Filtered trend and what the reading was 20 minutes after the user's glucometer reading timestamp.

If there is a difference of more than 15 points. Go to CGM Stints > User's email ID > Latest stint > Edit and calibrate accordingly.

If the difference is within 15 points, you can let the user know that a deviation of within 15 points is normal. And that their sensor is aligned.

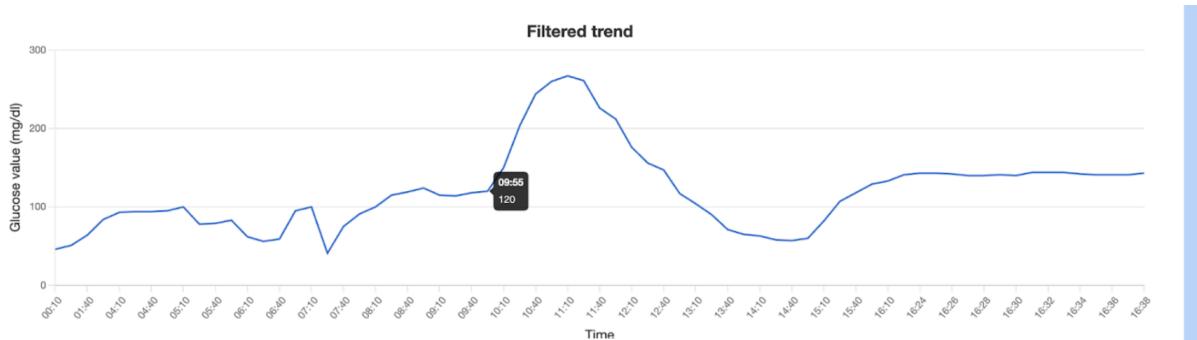
Post calibration, if the user wants to compare, the glucometer reading need not be fasted.

No need for calibration if the sensor is in the first 24 hours.



Example: If a user says they took a fasted glucometer reading at 9:35 am and it was 80, you will check the Filtered trend for 20 minutes post 9:35 (Or the closest relevant time stamp) and accordingly edit the values by going to CGM Stints > User's email > Edit.

In this case, since our sensor is 40 points ahead of the glucometer, we will adjust the reading by -40.



Edit Cgm Stint

Cgm Stint

<input type="checkbox"/> Expired	
Baseline difference	-40
<input checked="" type="checkbox"/> Algo enabled	

Update Cgm stint **Cancel**

▼ Unable To Scan

This is when a user might not be able to scan the sensor. What they experience: No response from the phone/app upon scanning the sensor.

If on iOS

Copy their external ID/email ID and search for it on Slack, usually it shows up on the channel #M1-Notifications.

You can see various errors. Please refer to [this message](#).

If the error is "System resource unavailable", that indicates an issue with the phone's NFC. A restart will help.

If on Android

Toggling NFC on/off and trying a restart will help.

For both OS's, make sure there is no cover on the phone getting in the way of the scanning.

If even after trying all the troubleshooting steps and making sure there are no hits on [Sensor States](#). If the sensor is still unresponsive, we can replace it.



As a rule of thumb, please always run these 2 checks before issuing sensor replacements:

1. Whether it is an internal sensor (can check on Kustomer attributes/ stints, also check [CGM Sensor Inventories](#)).
2. We have not replaced more than 50% of the sensors quantity-wise for the user as opposed to how many they have purchased (we can make exceptions based on the user and the situation).

▼ Multiple Accounts Scan

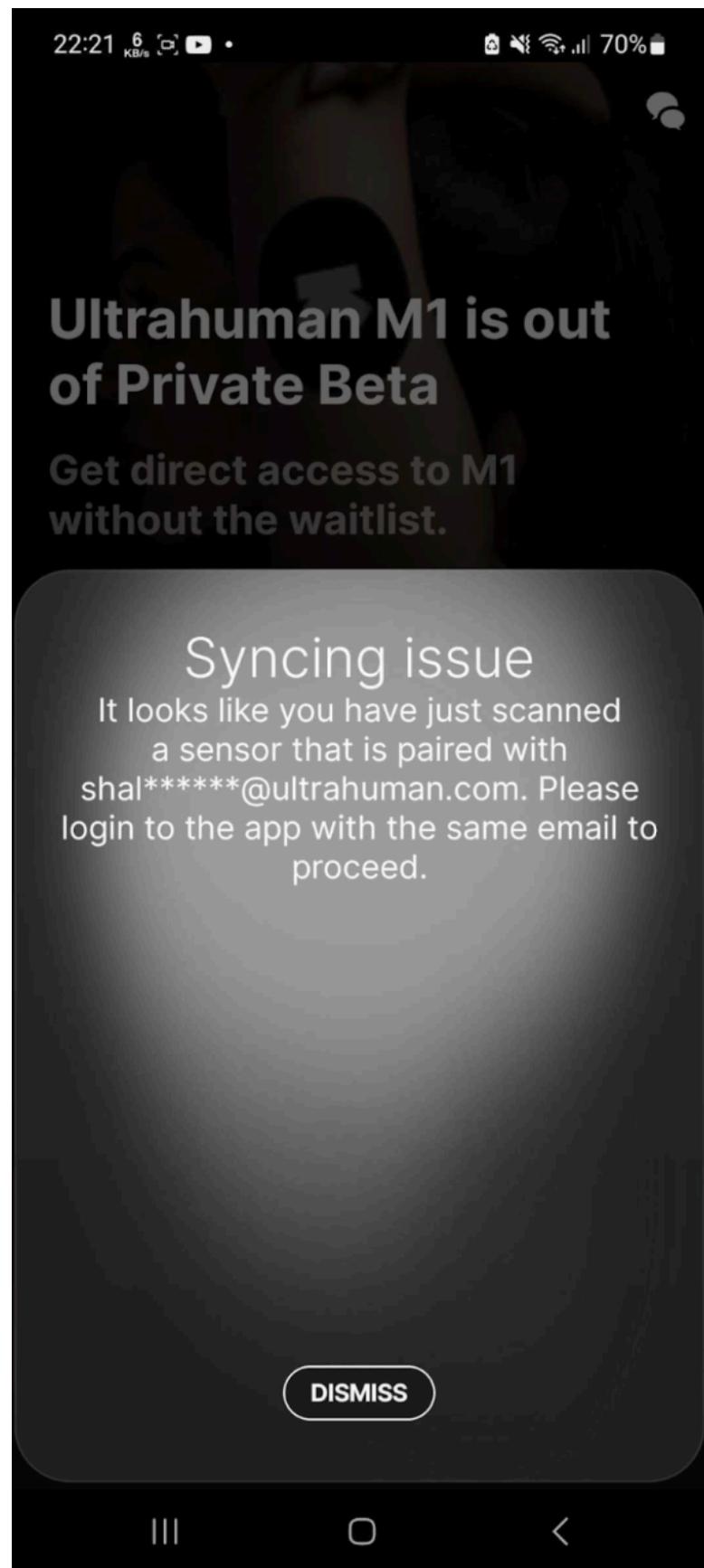
This happens when the user is attempting to scan the sensor using an email ID different from the one on which the sensor was activated.

The users will start seeing the message shown below on their app.

In some cases, the scan goes through, but the user sees nothing on the app. You can figure it's a multiple accounts scan case by looking at states and seeing multiple email IDs, or the age would have started from a number other than 0. Please refer to [this video](#). We can then migrate the sensor to any email of the user's choice.



[Here is a video with the steps](#). Since the sensor UID is the common denominator, filtering using that shows us all the email IDs that are being used to scan the sensor.



▼ Applicator Fail

Users might reach out saying the pin is missing from the applicator, or they might accidentally trigger the applicator before it is placed on the arm. It is not possible to apply the sensor post this. Ask for photos and replace.



▼ Sensor Discomfort Cases

This is when a user has reached out, saying they are experiencing any sort of discomfort due to the sensor. This could range from rashes, swelling, bleeding, pain, numbing, and tingling sensations in the arm.

- Ask if the pain/discomfort has increased/reduced since the sensor was applied.
- If they say the pain is unbearable, ask them to take the sensor off.
- Ask them to rate the pain on a scale of 1-10. If it's in the higher range, 7-10, we can offer a replacement right there.
- For all discomfort cases, it is important to subtly ask if the user is willing to wait for a few more hours to see if the pain goes down.
- Make the entry in the M1 discomfort sheet



In India, we can connect them to our Dermat.

Contact details

Handle these cases very, very carefully.

We need to ask the user for these details:

- Email ID
- Images of the area
- DOB
- Full name
- Phone number.

▼ M1 Live Missing Data/ Frequent Disconnection

Users who receive the Libre 2 from us may reach out, saying their sensor has disconnected from the app, or they have to manually scan to get their readings. There isn't much we can check from our end for such cases.

We can run the following checks:

- Bluetooth is on at all times.
- Our app is open in the background at all times.
- Battery optimisation is off
- All necessary permissions are granted to the app.
- The phone is close to the sensor.
- Location services are enabled.

Once this is done, we can ask the user to observe the behaviour for a couple more days.

▼ Non-Live Sensor Missing Data

Users in India might reach out, saying they are seeing a gap in their readings. In this case, please check the Sensor Stints and States. If Stints look okay (sometimes there can be brief invalid readings leading to gaps in the graph), check for the scan timings on States.

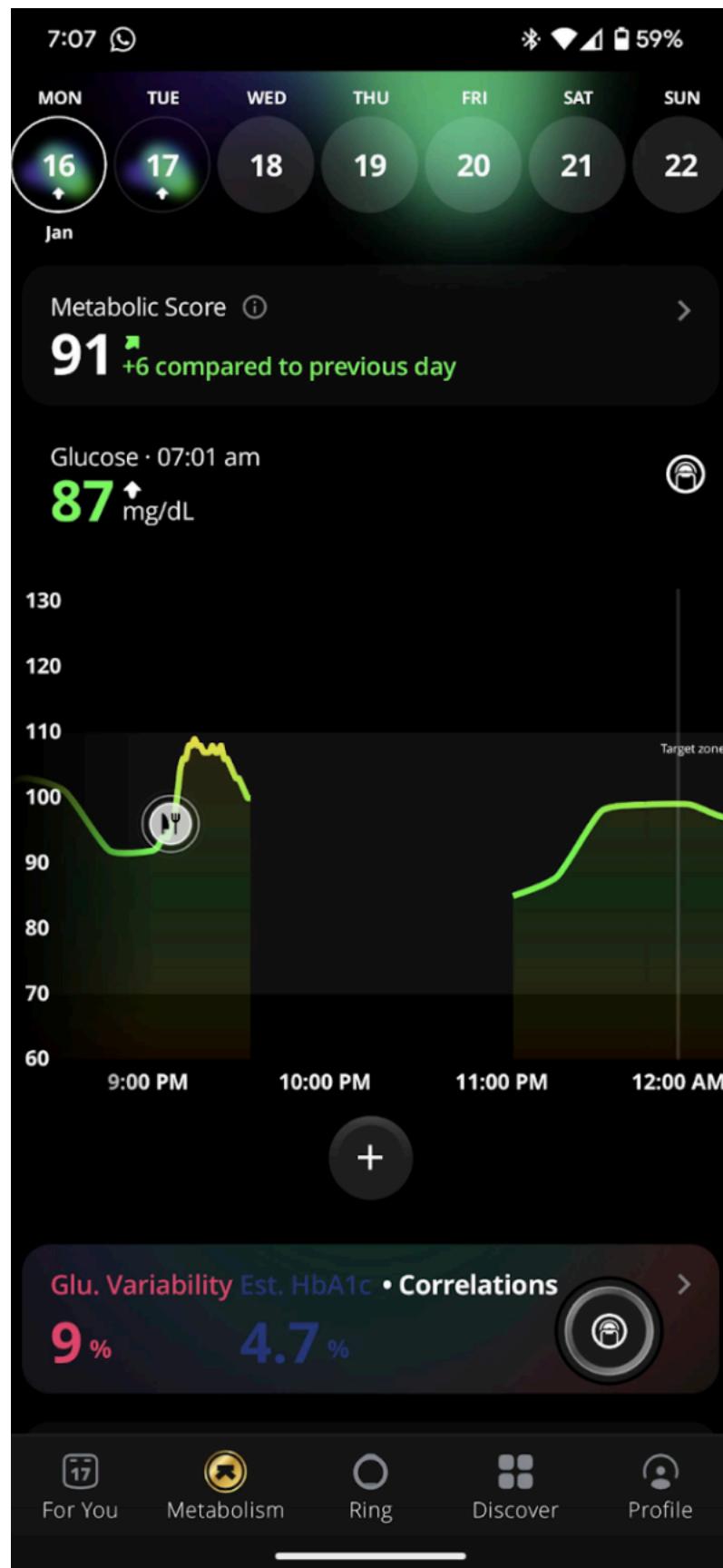
The user is required to scan the sensor **at least** once every 8 hours (only for non-live sensors; For live sensors, they can scan if they have disconnected from the app).

Scan Time (IST)	User	SensorUid	Sensor State	Sensor Age	Sensor Life	
	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	probablyFaulty	10689	20160	View
Aug 23, 4:51 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10689	20160	View
Aug 23, 3:52 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10630	20160	View
	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	probablyFaulty	10630	20160	View
Aug 23, 2:38 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10555	20160	View
	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	probablyFaulty	10555	20160	View
	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	probablyFaulty	10501	20160	View
Aug 23, 1:43 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10501	20160	View
Aug 23, 1:02 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10460	20160	View
	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	probablyFaulty	10460	20160	View
Aug 23, 12:23 PM	Rajesh bansal (rajesh.bansal85118@gmail.com)	dabe070a00a407e0	active	10421	20160	View

Here, the user has been scanning the sensor every 1-2 hours.

Scan Time (IST)	User	SensorUid	Sensor State	Sensor Age	Sensor Life	
	Manish Kulkarni (dimanish8@gmail.com)	B2A7990A00A007E0	probablyFaulty	11696	20160	View
Jan 17, 7:02 AM	Manish Kulkarni (dimanish8@gmail.com)	B2A7990A00A007E0	active	11488	20160	View
	Manish Kulkarni (dimanish8@gmail.com)	B2A7990A00A007E0	probablyFaulty	11488	20160	View
Jan 16, 9:36 PM	Manish Kulkarni (dimanish8@gmail.com)	B2A7990A00A007E0	active	10924	20160	View
	Manish Kulkarni (dimanish8@gmail.com)	B2A7990A00A007E0	probablyFaulty	10924	20160	View

In this case, the last scan was at 9:36 pm and the next scan was at 7:02 am, which is a gap of 10 hours. Which is why the user has data from the last 8 hours, but not from the first 2 hours after the first scan.





We can send the `Sensor_Scanning` macro to users in such cases.

▼ Sensor Knock-Off Cases

Knockoffs are when the sensor gets dislodged from the user's arm. This could happen if the sensor was not applied properly, if it faces some impact or due to excessive sweating.

Always ensure the user is aware that -

- The area of application has to be shaved.
- They have to wait for the alcohol wipe to fully dry before applying the sensor.
- Ensure the black cover patch is securely adhered to the sensor.

We can replace it if the user has UltrahumanX. If they don't, please send them the

`Non_UHX_Knockoff` macro.



You might face slight resistance, but this is one area where we cannot make exceptions.



▼ Whitelisting

In some cases, users might see a Lite blocker even if they have purchased the sensors from us. This is an issue that usually happens with users in Europe.

In such cases, we can ask for the purchase email ID and verify the purchase using the [Europe orders sheet](#).

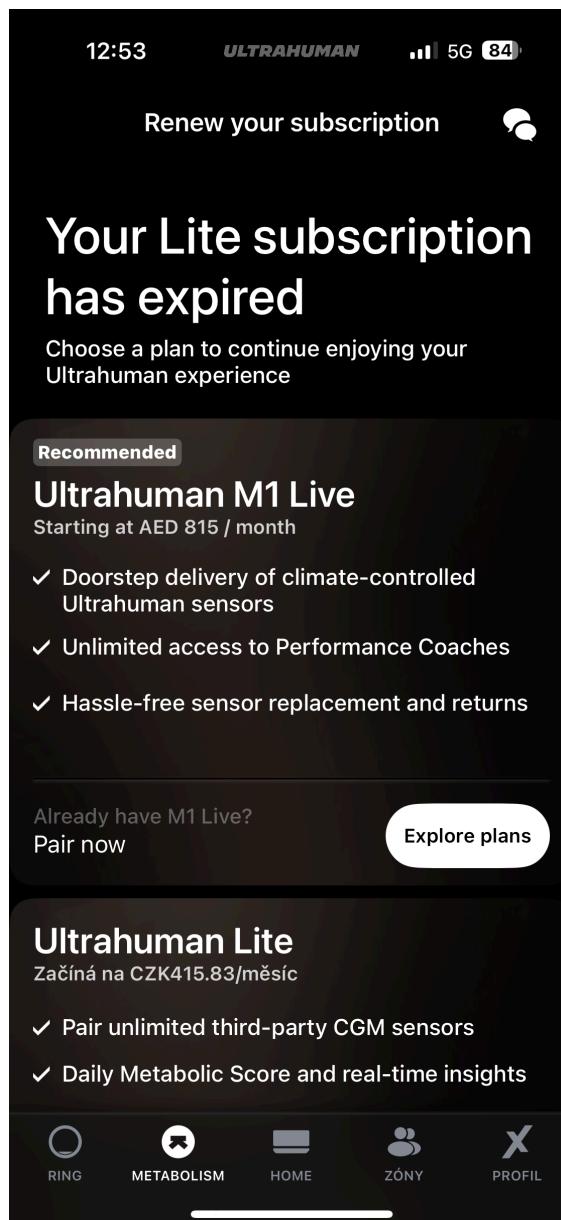
Figure out where the user is from the timezone shown. We can also check on Shopify EU/UK. Once you have verified the purchase, we can whitelist the stint.

[CGM Stints](#) > User's email/external ID > Mark sensor as "M1 live".

Post this, we can ask them to kill and reopen the app.



Walkthrough



▼ Libre 1, 2, or Pro In The US



These are cases where Indian users have taken the sensors purchased in India to the US.

The only sensor we officially support in the US is the Libre 3 Plus, which cannot be scanned directly with our app. Hence, there is no scan button shown to users in the US.

This is an issue for folks with a non-Libre 3 Plus sensor in the US, as they are unable to scan their sensor.

We can create a stint for them in such cases, to "tell" the app that the user has a non-Libre 3 Plus sensor, post which they should start seeing the scan button.



Copy email ID > CGM Stints > New CGM stint > Paste email ID > Sensor type: "Libre 1" > Enable Algo.

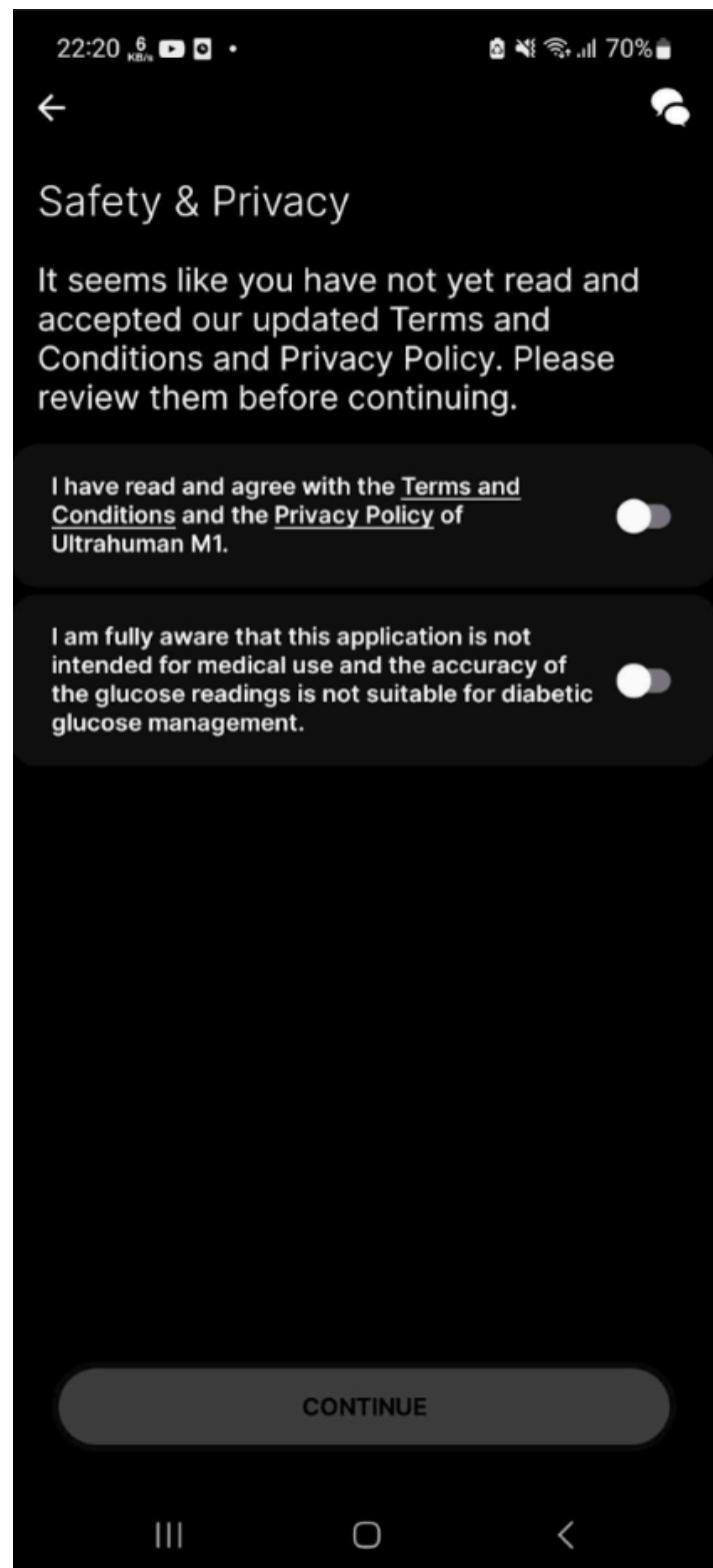
[Walkthrough](#)

▼ Misc

The app gives you a disclaimer stating that the readings from the CGM are not to be used for the management of diabetes. Users can only proceed with scanning the sensor once they have accepted the T&Cs.



[Reference video.](#)



▼ US M1 Sync Issues



In the US, we use the Abbott Freestyle Libre 3 Plus. The Libre 3 Plus does not have a direct connection with our app, instead, it sends data to the Libre 3 Plus app, from where we read the data using our integrations provider, Terra.

Libre 3 Plus sensor > Libre 3 Plus app > Terra > The Ultrahuman app.

The flow of connecting the 2 apps is made clear by our app, and we don't get any queries about this. The primary query could be centred around a delay in data sync/missing data.

Troubleshooting:

- Check whether the integration is switched on from [here](#).
- Check whether the user is keeping the Libre 3 Plus app running in the background at all times.
- Check whether the phone and sensor are in close proximity to each other.
- Check whether his data is coming under the Libre view [dashboard](#) (VERY IMPORTANT).
- Try a manual sync from [here](#) and check if the user can see his missing data.
- Check if CGM stints on our dash show the most recent readings (20 min lag as per US time is expected)



Creds for the Libre View Dash:

cyborg@ultrahuman.com

Password: Ultra@human#25



Manually syncing data [walkthrough](#).

Checking the data on the Libre Dash [walkthrough](#).

If there is no data on the Libre Dash, ensure the sensor is connected to the Libre 3 Plus Dashboard and the Libre 3 Plus app is open in the background.

If you are unable to see a patient dashboard or if the patient name does not show up, flag to Terra.

If all the checks have been performed and all looks okay. We can flag it to Terra.



Here are the steps on how to flag cases to Terra:

1. Check the website: <https://dashboard.tryterra.co/>
2. Here are the login details - Email: terrasupport@ultrahuman.com | Password: @CXTeam2025
3. Once you log in, you can click on the "Support" tab and then create a ticket.

We cannot troubleshoot expired sensors/ nearing expiry for replacement.

Sensor Ops

▼ India (Libre 1 & GlucoRx's Vixxa™ 2)

Link to all [India M1 Subscriptions](#): Shopify India > Apps > Recurpay Subscriptions App > Subscriptions.

At present, we also offer it as a one-time purchase, which can be bought through website as a standard order. We can find these order on normal Shopify search.

Aman Qureshi from the UH Ops team handles all M1-related Ops.

BlueDart handles most Indian M1 Orders (some exceptions are there in case of remote locations). Aman Qureshi will coordinate with them in case of any issues.

▼ New Launch- GlucoRx's Vixxa™ 2

Going forward, we will be **shipping GlucoRx's Vixxa™ 2 sensors to our M1 users in India**.

The macros have been added on Yellow that we can share with any users who ask us what are the benefits of this change called [VixxaImprovements](#)

"We've made major improvements to your M1 experience in India:

- The sensor now lasts for 15 days instead of 14, giving you more value and continuity.
- No more scanning every 8 hours! Your sensor is now fully Bluetooth-enabled, including activation, which means live data updates throughout the day
- Longer storage. The sensor can now store data for the full 15 day duration which means you no longer need to worry about regular syncing
- Painless and easy sensor application process"

- We have also added a macro called [VixxaApplication](#) with this video: <https://youtu.be/lvkr-FfSrWk> that shows our users how they can apply this new sensor

Since this will be a Bluetooth sensor, we will **no longer see the CGM states** for a user. Apart from this, there will be no change to any of the troubleshooting / calibration steps that we perform for these users.

▼ Order tracking

Open India Shopify > enter order number > click on the number highlighted for the tracking link

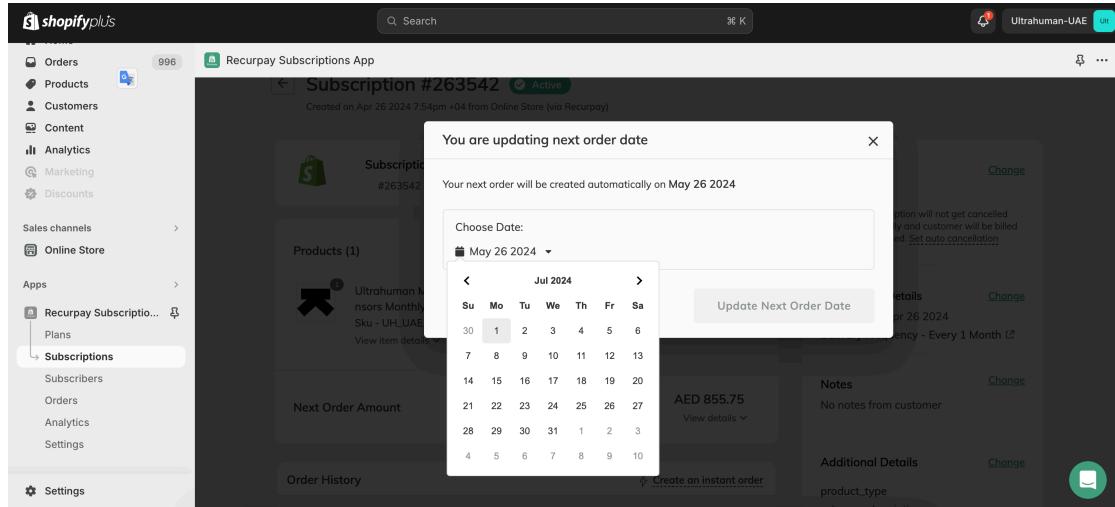
The screenshot shows the Shopify admin interface for order #66594. The sidebar on the left includes Home, Orders (7,125), Drafts, Abandoned checkouts, Products, Customers, Content, Analytics, Marketing, Discounts, Sales channels, Online Store, Apps, and Settings. The main content area shows the order details for 'Ultrahuman M1 (2 Weeks)' with a price of ₹7,499.00. The tracking number '20627478336' is highlighted with a red box. To the right, there are sections for Notes (No notes from customer), Additional details (including promotional information), and Channel Information.

▼ Subscription Management

1. To view Indian M1 Subscriptions, head to [India M1 Subscriptions](#) > enter email.
2. To pause/cancel, head to [India M1 Subscriptions](#) > enter email ID > Cancel / Pause and put a against the notification question box like this, then, click on "Cancel Subscription" accordingly:

The screenshot shows the Recurpay Subscriptions App integrated into the Shopify admin. The sidebar includes Orders, Products, Customers, Content, Analytics, Marketing, Discounts, Sales channels, Online Store, Apps, Recurpay Subscriptions (Plans, Subscriptions, Subscribers, Orders, Analytics, Settings), and Settings. A modal window is open for canceling a subscription, asking 'You are going to cancel this subscription'. It has fields for 'Reason for Cancellation' (set to 'Customer's request') and a checked checkbox for 'Would you like to send a notification to customer?'. Buttons for 'Cancel' and 'Cancel subscription' are at the bottom. On the right, there are sections for Contact Information, Address, and Payment Mode (Stripe - Card).

- To change the next order date (usually because user has enough sensors yet to be used, so doesn't want more sent for a while), ask the user what date they would like to continue and then head to INDIA M1 Subscriptions > enter email ID > click on "Change" beside "Next Order Date" > select the date > Update Next Order Date, like this:



- Important** - Due to RBI Guidelines, when you pause or cancel a user's subscription, if the renewal date is within 24 hours of the pause/cancellation, the order might still be placed. We handle this by informing the user when pausing/cancelling and letting them know that we would be happy to cancel and refund the amount in case this happens.
- Important** - Any changes made to the subscription tab (concerning shipping address, contact information, and the like) will reflect on the **entire subscription** and will carry forward to all future orders.
- For the same reason, if a user requests their current month's subscription to be delivered to a different address (for instance), find the order ID for that month and make the change to that order alone. PFA screenshot below that will help you make this relevant change.

The screenshot shows the Ultrahuman dashboard. On the left, a sidebar lists 'Subscriptions' (34), 'Subscription Plans', 'Subscribers', 'Orders', 'Discounts', 'Analytics', 'Settings', and 'Live Chat'. The main area displays a subscription plan for 'Ultrahuman M1 Monthly' with a price of ₹ 4799 per month. It includes details like '1 Sensor' and 'Deliver every 30 days'. A red box highlights the 'Order History' section, which shows a single order: Order No. #11554, Payment Mode Razorpay (R), Date Created on Jul 01 2022, and Amount ₹ 4799.

7. Avoid making changes to the contact details and address on the subscription ID itself.

The screenshot shows the Shopify admin interface. The left sidebar includes 'Orders' (97), 'Drafts', 'Abandoned checkouts', 'Products', 'Customers', 'Analytics', 'Marketing', 'Discounts', 'Sales channels', 'Online Store', 'Apps', and 'Settings'. The main area shows an order timeline for a customer named 'Kabir Khan'. A red box highlights the right-hand sidebar where contact information is listed: 'Customer' (Kabir Khan, 1 orders), 'CONTACT INFORMATION' (kabir@kabirkhan.com), 'SHIPPING ADDRESS' (Kabir Khan, 1801 Raval tower, Sundervan, Andheri West, Mumbai Maharashtra India +919820149982), and 'BILLING ADDRESS' (Same as shipping address). An orange circle highlights the customer's name 'Kabir Khan' in the timeline.

9. When users ask to cancel their subscription - we could ask them if they'd instead want to skip their subscription for the month or start at a different date. Our last resort - cancel the subscription. Our collective goal here, naturally, is to minimise cancellations.

- Push for a pause rather than a cancellation as it would be easier for the user to start the subscription again at a later point.
- Cancelling/Pausing does not stop an order that is already placed, it just halts future orders. For example - If a user places an order on the 9th of July and requests a cancellation of their future orders, you can cancel the subscription by following the steps above. This would not cancel the order placed on the 9th.
- Please make sure to inform the Ops team in cases where the shipment need not be sent out/needs to be picked up.

▼ Replacement Process

All you need to do is fill up the [India M1 replacement sheet](#) with correct details (ensure this is not left incomplete/incorrect, as Aman Qureshi manually goes and creates these orders

on Shopify later).

▼ RTO

- In case of replacements, we only RTO Libre 1 sensors; We do NOT RTO the Libre Pro.
- Where an Indian M1 replacement-related RTO is required, no extra steps are required; there will be an option to mark RTO as Yes/No on the replacement entry beside the India M1 replacement sheet under the "RTO" column.
- In case of an India M1 cancellation-related RTO, ask the user for any weekday RTO date, and add a request on #cx-ops channel tagging Aman Qureshi to RTO the sensors.

▼ EU/UK (Libre 2)

For EU/UK M1 orders, we do have Shopify for processing orders. Users who place a one-time purchase via our website will receive an email confirmation and invoice. However, if the order is made through the app or via Apple Pay, the payment will appear on Stripe only, and no confirmation email will be sent.

▼ Order Tracking Sheets

UK, Ireland, Switzerland orders with Arrowedge sheet

Europe Orders sheet



ETA - 5-7 days.

The tracking link will be updated on Shopify/sheet as per the order source.

▼ Replacement Process

All you need to do is fill up the UK/EU replacement sheet with correct details (ensure this is not left incomplete/incorrect).

▼ Refund/Cancellation Process

- If the purchase was made via **Stripe**, process the refund **manually**.
- If the user is **very irate** and demands a refund to the **original payment source**, you can make an **exception** and do a **Stripe refund**, but only **after lead approval**.
- If the purchase was made via **Shopify**, process the refund **through Shopify** and **inform the SME or lead** once done.

▼ Common M1 UK/EU Queries/Cases

1. I placed an order for M1 sensors in London, I've been charged as well. Why haven't I received any confirmation? Has the order shipped? (only if the purchase was made in app)



- Ask the user for the purchase email ID/ full name/ contact number. Use it to run a search on relevant order tracking sheets: [UK](#), [Ireland](#), [Switzerland](#), [orders with Arrowedge sheet](#) & the [Europe Orders sheet](#). If it's here, share the order status/tracking link
- If it's not on the sheet, it means we either haven't received the order OR Deepti S hasn't processed it yet. In such cases, check with the folks who have access to Stripe; They will confirm if we have received the order, and tag you on the payment thread showing up on Slack, on #uk-europe-stripe-payments, and then you take it ahead from there, like [this](#).

 stripe_uk APP 21 Apr 2024 at 6:32 PM
Charge succeeded
498.00 CHF charged • View details

7 replies

 **Deepti S** 22 Apr 2024 at 1:52 PM
@Vasant Hegde please share the invoice

 **Deepti S** 24 Apr 2024 at 12:46 PM
@Shipra Sinha please share the invoice

 **Ayesha Pradhan** 25 Apr 2024 at 9:07 AM
WA : Sonia
sonia.stein@me.com
@Deepti S
Cant find this on UK/EU sheets, can we ship this today
please? user is reaching out

 **Deepti S** 25 Apr 2024 at 9:55 AM
This will be dispatch today

 **Deepti S** 25 Apr 2024 at 12:34 PM
<https://www.dhl.com/in-en/home/tracking/tracking-express.html?submit=1&tracking-id=1386636591>

▼ UAE (Libre 2 and Libre 2 Plus)

Join the IQF Slack group (ask your trainer to add you).

Link to all [UAE M1 Subscriptions](#): UAE Shopify > Apps > Recurpay Subscriptions App > Subscriptions.

At present, we also offer it as a one-time purchase, which can be bought through our website as a standard order. We can find these order on normal Shopify search.

Violet, from the IQF team, is our POC for all UAE orders shipped in the UAE.

M1 Libre 2 sensors get shipped to our users directly from the UAE warehouse via IQF.

▼ Order tracking

- Open UAE Shopify > enter order number > click on "IQF..." for the tracking link

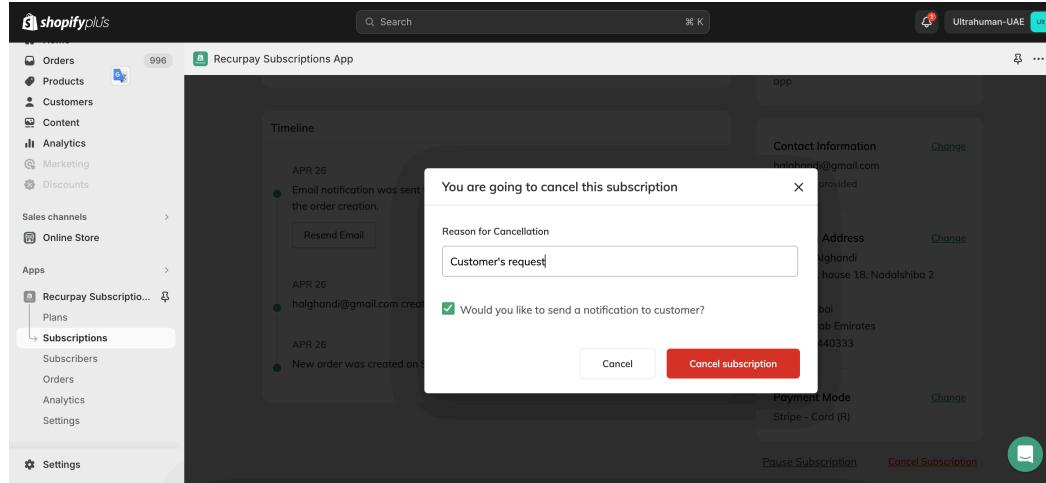
The screenshot shows the Shopify Plus interface for managing orders. On the left, a sidebar lists various sections like Home, Orders (996), Products, Customers, Content, Analytics, Marketing, Discounts, Sales channels, Online Store, Apps, and Settings. The main area displays two orders under the heading '#UAE9594'. Both orders are marked as 'Fulfilled' on April 30, 2024. The first order contains an item labeled 'IQFUHNO12040' and includes a note 'Apple_payment'. The second order also contains an item labeled 'IQFUHNO12040'. To the right of the orders, there is a 'Notes' section with the note 'Apple_payment'. Below that is a 'Customer' section for 'Maha Almezaina' with contact information (maha.almezaina@gmail.com) and shipping/billing addresses.

▼ Replacement Process

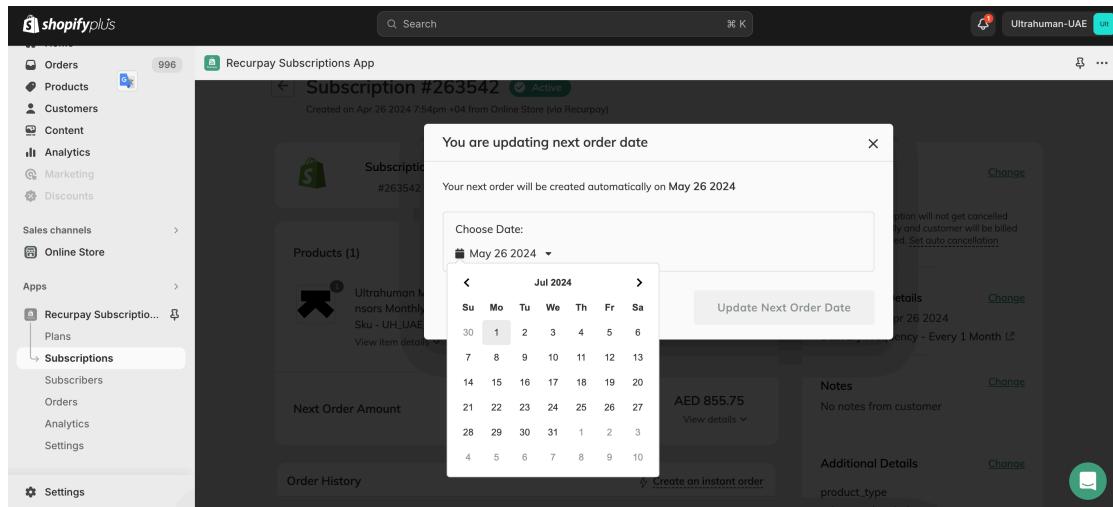
All you need to do is fill up the [UAE replacement sheet](#) with correct details (ensure this is not left incomplete/incorrect, as someone from our team manually goes and creates these orders on Shopify later).

▼ Subscription Management

1. To view UAE M1 Subscriptions, head to [UAE M1 Subscriptions](#) > enter email.
2. To pause/cancel, head to [UAE M1 Subscriptions](#) > enter email ID > Cancel / Pause and put a against the notification question box like this, then, click on "Cancel Subscription" accordingly:



- To change the next order date (usually because user has enough sensors yet to be used, so doesn't want more sent for a while), ask the user what date they would like to continue and then head to [UAE M1 Subscriptions](#) > enter email ID > click on "Change" beside "Next Order Date" > select the date > Update Next Order Date, like this:



- Important** - Due to RBI Guidelines, when you pause or cancel a user's subscription, if the renewal date falls within 24 hours of the pause/cancellation, the order might still be placed. We handle this by informing the user when pausing/cancelling and letting them know that we would be happy to cancel and refund the amount in case this happens.
- Important** - Any changes made to the subscription tab (concerning shipping address, contact information, and the like) will reflect on the **entire subscription** and will carry forward to all future orders.
- For the same reason, if a user requests their current month's subscription to be delivered to a different address (for instance), find the order ID for that month and make the change to that order alone. PFA screenshot below that will help you make this relevant change.

The screenshot shows the Ultrahuman admin interface. On the left, there's a sidebar with 'Subscriptions' selected. In the main area, a subscription plan for 'Ultrahuman M1 Monthly' is displayed, showing 1 Sensor at ₹ 4799 x 1. The total amount is ₹ 4799. Below this, an 'Order History' section is highlighted with a red box, showing one order: #11554 paid via Razorpay on Jul 01 2022 for ₹ 4799. To the right, there are sections for 'Notes', 'Contact Information' (kabir@kabirkhan.com), 'Shipping Address' (Kabir Khan, 1801 Raval tower, Sundervan, Andheri West, Mumbai Maharashtra India, +919820149982), and 'Payment Mode' (RAZORPAY - CARD (R)).

7. Avoid making changes to the contact details and address on the subscription ID itself.

The screenshot shows the Shopify admin timeline for an order. The timeline includes a comment from 'Recurpay' about an order confirmation SMS sent to Kabir Khan. A red box highlights the 'Customer' section on the right, which shows 'Kabir Khan' with 1 order, 'CONTACT INFORMATION' (kabir@kabirkhan.com), 'SHIPPING ADDRESS' (Kabir Khan, 1801 Raval tower, Sundervan, Andheri West, Mumbai Maharashtra India, +919820149982), and 'BILLING ADDRESS' (Same as shipping address). An orange circle with 'AH' is visible on the left side of the timeline.

9. When users ask to cancel their subscription, we could ask them if they'd instead want to skip their subscription for the month or start at a different date. Our last resort - cancel the subscription. Our collective goal here, naturally, is to minimise cancellations.

- Push for a pause rather than a cancellation, as it would be easier for the user to start the subscription again at a later point.
- Cancelling/Pausing does not stop an order that is already placed, it just halts future orders. For example, if a user places an order on the 9th of July and requests a cancellation of their future orders, you can cancel the subscription by following the steps above. This would not cancel the order placed on the 9th.
- Please make sure to inform the Ops team in cases where the shipment needs not to be sent out/needs to be picked up.

▼ RTO

- We RTO all sensors from the UAE, unless the user has thrown it away already.

- Where UAE M1 cancellation-related RTO is required, flag on Slack, on [#cx_iqf_ops_support](#), and tag Violet like this:

Riya 1 Apr at 4:47 PM
@Violet george can we pls arrange an rto for the sensors here? UAE12131
2 replies

Violet george 2 Apr at 11:03 AM
UHNRVP3890800
11:03 ARRANGED

- Where UAE M1 replacement-related RTO is required, no extra steps required. There will be an option to mark RTO as Yes/No on the replacement entry beside UAE replacement sensor under "RTO Possibility".

▼ USA (Libre 3 Plus)

Check this FAQ page:

[Ultrahuman M1 Live - FAQs](#)

All M1 US orders are available under [foundation health requests](#). Order IDs start with UHM.

For all cases that we flag on #ultrahuman-cx-foundation-health, use the shipment ID as a reference (always share the shipment ID as UHM is an internal identifier and FH team will not have visibility towards it) Shipment ID starts with FHS and can be found in [foundation health requests](#) > enter email > view > shipments > shipment ID.

▼ Order flow

Payment received > (Medical form submitted) > (Telehealth reviews it) > Rejected/
Consultation created > (Shipped out and delivered) > Request completed.



- The TAT for a request getting rejected or accepted is usually 24 hours.
- The FHS number will only be created once the form has been accepted.

▼ The Foundation Health Team

The team is available on Slack, on #ultrahuman-cx-foundation-health:

- Abdul Akhtar> project POC and will take all non-technical queries

- Rachel Ho > FH team member

What we flag to #ultrahuman-cx-foundation-health on Slack:

- 1) Expediting orders/replacements.
- 2) When the Telehealth review is stuck.
- 3) Prescriptions (sent via email by default, but if the user has not received it, we can ask Rachel).
- 4) Order stuck in the Prescription requested state.
- 5) Address update. (Just to keep them in the loop)



Always share the FHS number with Rachel or anyone else from FH.

The UHM is an internal reference identifier, and their team will not be able to map it on their end.



An FHS number is only created once the user has filled out the medical consult form and it has been accepted.

[Slack reference.](#)

What we flag to our tech team:

- Cases where the payment has come in, showing up on Stripe, but no order has been created on the dashboard.



[Example](#)

- Address update for a user, always flag using the UHM.



[Example](#)

- For a change in the user's next order date/batch shipping.

▼ **Subscription management**

Go to Stripe UAE > Enter the user's email/Name.

Search results for elliotchalme@gmail.com

CUSTOMERS

- elliotchalme@gmail.com
- elliotchalme@gmail.com

PAYMENTS

Amount	Description	Status	Date
\$249.00	Subscription creation	Succeeded	Aug 26
\$249.00	Subscription creation	Failed	Aug 26
\$249.00	Subscription creation	Failed	Aug 26
\$249.00	Subscription creation	Failed	Aug 26
\$249.00	Subscription creation	Failed	Aug 26

PAYMENT INTENTS

Amount	Description	Status	Date
\$249.00	Subscription creation	Canceled	Aug 26
\$249.00	Subscription creation	Succeeded	Aug 26

SUBSCRIPTIONS

ID	Plan	Status
sub_1Ps5tZLBwqNbq8B473v4FDDo	sub_1Ps5tZLBwqNbq8B473v4FDDo	Active
sub_1Ps5jILBwqNbq8B4dAT9d1tn	sub_1Ps5jILBwqNbq8B4dAT9d1tn	Cancelled

INVOICES

Amount	Description	Status	Date
\$249.00	C1119EDA-0001	Paid	Aug 26

Search tips

You will see the user's subscriptions, active or otherwise.

Once you click on the subscription > Actions in the top right corner.

Subscriptions

Elliot Chalme on Ultrahuman M1 Live - Full Month Monitoring Active

Started	Next invoice
Aug 26	\$249.00 on Sep 26

Subscription details

Customer	Elliot Chalme	Discounts	No coupon applied
Created	Aug 26, 8:35 PM	Billing method	Charge specific payment method
Current period	Aug 26 to Sep 26	Payment method 6299
ID	sub_1Ps5tZLBwqNbq8B473v4FDDo	Tax calculation	No tax rate applied

Actions

- Update subscription
- Pause payment collection
- Share payment update link
- Cancel subscription...

Depending on what the user has asked -

If they want to pause indefinitely or delay till a specific date.

Click on Pause payment collection>> Indefinite if that is the ask. Or "Custom date" and enter the date till it is to be paused.

Pause payment collection

Decide how long to pause payment collection and set invoice behavior.

Pause duration

- Indefinite
- Until a custom date

Invoice behavior

- Keep invoices as drafts
For businesses currently offering services but waiting to collect payments.
- Mark invoices uncollectible
For businesses currently offering services for free.
- Void invoices
For businesses not currently offering services.

[Go back](#)

[Pause](#)

Pause payment collection

Decide how long to pause payment collection and set invoice behavior.

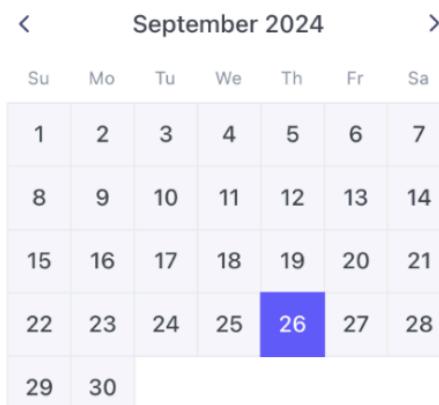
Pause duration

- Indefinite
- Until a custom date

Sep 26, 2024

Invoice behavior

- Keep invoices as drafts
For businesses currently offering services but waiting to collect payments.
- Mark invoices uncollectible
For businesses currently offering services for free.
- Void invoices
For businesses not currently offering services.



Or click on "Cancel subscription" if that is what the user wants.

If the user has reached out before the deduction date, we don't have to do anything more than the steps shared above.

If the order has been created and shipped out, nothing much can be done; We will have to coordinate with the user to get the sensor picked up or let them keep it. (Take a call based on the situation)

If the order has been created but not shipped, we will have to cancel the sub > Refund > Ask HEWA not to ship the order.

If a Shipment is in transit, HEWA cannot recall it.

In any RTO case, we have to directly coordinate with the user (Labels, dropzone, doorstep, the usual way)

If the sensor is shipped to an incorrect address, we can't do much in terms of RTO.

If the user says the shipment is not received, Hewa can't help much beyond what the UPS tracking link says, we will have to give the user the benefit of the doubt and send a replacement. Can Flag to Hewa for visibility.



For batch shipping requests

Flag to tech on call and ask them to create an order as per the user's request. No need to involve Rachel or HEWA.

Plans	1 month	3 months	12 months
Total number of sensors per plan	2	6	26
Total number of shipments	1	1	4
Number of sensors per shipment	2	6	7,7,6,6
Sensor dispensing interval	Immediately on order	Immediately on order	Immediately on order, After 10 weeks from order, After 20 weeks from order, After 30 weeks from order

Sensors are shipped in batches only for the 1-year plan. If a user reaches out asking for multiple batches to be shipped out, flag tech with the UHM and ask them to create the next order or merge the next 2 orders.

The next order creation dates are visible on the user's profile; You can ask tech to change the dates if need be, as per the user's request.



Example thread.

ID	SHIPMENT ID	TYPE	QUANTITY	STATUS	CREATE ORDER ON	FH ORDER
539	FHS1001895	default	7	replacement_requested	July 07, 2024	ord_ti03qch1akkn0725edyyx0qx
540	FHS1001896	default	7	replacement_requested	August 21, 2024	ord_zcz0cp6rkuwesidhenz9hq0d
541	FHS1001897	default	6	order_pending	November 24, 2024	
542	FHS1001898	default	6	order_pending	February 02, 2025	
627	FHS1001983	replacement	1	shipment_delivered	August 08, 2024	ord_wht2vwo7y39wcik4xzu0ep6
682	FHS1002038	replacement	1	order_assigned	August 28, 2024	ord_r95m2x1yl957yrv4r2g0kaqi

If Rachel says she is unable to find the FHS ID (marked in red) on her end, you can share the FH order ID (Marked in Yellow). Either way, for Batch shipping date management, it is primarily managed from our end. Nothing much FH can do.

▼ Replacement Process

- M1 replacement flow for US orders is automated on the OMS (previously, someone from our team would manually create Stripe orders once the entries were put in [the M1_US replacement sheet](#))
- Going forward, all of us will process replacements directly on the OMS just like how we do ring replacements.
- Steps to do this:**

Replacement Sensor

- Please initiate a replacement by going to Dash → Foundation Health Requests, searching for the user's email address, opening the corresponding order, and selecting Replace Sensor.

SHIPMENTS	ID	SHIPMENT ID	TYPE	QUANTITY	STATUS	CREATE ORDER ON	FH ORDER	HW ID	FH SHIPPING SERVICE	FH TRACKING NUMBER	FH TRACKING URL	FH ORDER REJECTION REASON	REPLACE	CANCEL
	1891	FHS1003247	default	2	shipment_delivered	September 21, 2025	ord_shuocqqr3d6m1yyg0jkva4u	6046879	usps_standard	9400150899561094920812	URL		Replace	

SHIPMENTS	ID	SHIPMENT ID	TYPE	QUANTITY	STATUS	CREATE ORDER ON	FH ORDER	HW ID	FH SHIPPING SERVICE	FH TRACKING NUMBER	FH TRACKING URL	FH ORDER REJECTION REASON	REPLACE	CANCEL
	1891	FHS1003247	default	2	shipment_delivered	September 21, 2025	ord_shuocqqr3d6m1yyg0jkva4u	6046879	usps_standard	9400150899561094920812	URL		Replace	

If you CANNOT create replacement via the above process.

Please follow operational workaround below:

1. Email to: hewa-ultrahuman-support@healthwarehouse.com (this is a dedicated mailbox for ultrahuman and healthwarehouse)
2. Cc: support@foundationhealth.com (very important so we have visibility and there are no issues with billing etc)
3. Subject: Ultrahuman replacement sensor
4. Email body:
 - FHS ID:
 - How many sensors to send:
 - Name of recipient:
 - DOB of recipient:
 - Address of recipient:
 - Reason for replacement:

Hewa warehouse will email back and with tracking number.

Order Cancellation: Please cancel the order via API.

Any other issues: Please contact the Foundation Health team via our shared slack channel and we will provide support.



The dash will only let us replace as many sensors as the user has purchased. If you can't process a replacement. We can follow the operational workaround as mentioned. (Supposing they have purchased 2 sensors, both faulty, we will not be able to process the next replacement).

SHIPMENTS	ID	SHIPMENT ID	TYPE	QUANTITY	STATUS	CREATE ORDER ON	FH ORDER	FH SHIPMENT	FH SHIPPING SERVICE	FH TRACKING NUMBER	FH TRACKING URL	FH ORDER REJECTION REASON	REPLACE
	853	FHS1002019	default	2	shipment_delivered	August 20, 2024	ord_c0b43056741heata7bonpx08	ship_utxo04b4erfl6logB84towm5	9061290302913754976790177	URL		Replace	Replace

▼ Tags

- **M1_US_Prescription** - For questions around their prescription request.
- **M1_US_Techissue** - For tech issues/ app not working / unable to link sensor.
- **M1_US_Faq** - For M1 US-specific enquiries.

▼ Refund/Cancellation Process

- Since the purchase was made via **Stripe**, process the refund **manually**.
- If the user is **very irate** and demands a refund to the **original payment source**, you can make an **exception** and do a **Stripe refund**, but only **after lead approval**.
- If the refund is processed manually, no need to fill the sheet. If it is done via stripe, please fill the refund sheet.

▼ Common M1 US Queries/Cases (please review in detail)

1. This user ordered M1-live 3 months thinking that they would split the sensors with their husband, but did not know that they would have to get approved by MD individually for the subscription.
<https://ultrahumanworkspace.slack.com/archives/C06JHEUS43H/p1714345635635349>
2. The user has requested a refund against the balance sensors (partial refund).
<https://ultrahumanworkspace.slack.com/archives/C06JHEUS43H/p1712463054149229>
3. This is a monthly recurring subscription order that came through on 21st March however, the order status says "order_pending".
<https://ultrahumanworkspace.slack.com/archives/C06JHEUS43H/p1711806288026569>
4. Order created, but not shipped, and seeing a delay.
<https://ultrahumanworkspace.slack.com/archives/C06JHEUS43H/p1714448230186519>

▼ RTO

- Where RTO is required, check with users if USPS dropzone pickup works for them and flag to Moin on #int_shipments_rto for the return shipping labels.
- Share labels with the user once ready.

▼ HEWA

Foundation Health's fulfillment/ pharmacy partners. (hewa-ultrahuman-support@healthwarehouse.com)

Things we can flag to them-

- No update in the tracking link.
- The shipment is stuck.
- Expediting (Can tell Rachel as well)
- If an order has been refunded and does not need to be shipped.
- The FHS ID, along with the user's email ID, can be shared with them.



Please follow the SOP below to send an email to HEWA:
Send an email to [**hewa-ultrahuman-support@healthwarehouse.com**](mailto:hewa-ultrahuman-support@healthwarehouse.com)
(Ultrahuman x HealthWarehouse mailbox) and cc:
[**support@foundationhealth.com**](mailto:support@foundationhealth.com)
(for visibility and to avoid billing issues). In the email, clearly state whether the order is on **hold**, needs to be **expedited**, or is **canceled**.

Address update:

Any sort of Address update is to be done on our end by flagging the UHM/FHS number to Tech on call, along with the new address. We can let HEWA and Rachel know as well.

The address is always pulled from our side, so it has to be updated with us first.

For last-minute address changes (If the order is not shipped out), let's email Hewa and also get the address updated by tech.

HEWA can't help if there is an address change if the sensor is in Transit. The only option would be to send another sensor to the updated address.

▼ Unique cases

1) The user might reach out saying they have paid, but have not received any confirmation or anything of that sort.



[Example 1](#)

[Example 2](#)

Here, the user has not filled the TF, hence there are no more details for them, and the status just says "Payment received".

CUSTOMER EMAIL	elenaalberti@yahoo.com											
CUSTOMER NAME	Elena Alberti											
PHONE NUMBER	+393409912021											
REQUEST	UHM1001928GE											
SUBSCRIPTION	EMPTY											
STATUS	payment_received											
USER	2696237											
STRIPE CHECKOUT SESSION	EMPTY											
FH PATIENT	EMPTY											
FH CONSULTATION	EMPTY											
FH PRESCRIPTION REQUEST	EMPTY											
FH PRESCRIPTION	EMPTY											
FH PRESCRIPTION REJECTION REASON	EMPTY											
CONSULTATION REJECTION REASON	EMPTY											
SHIPMENTS COUNT	0											
ADDRESS	{"city": "Casalecchio Di Reno", "line1": "Via porrettana 36", "line2": "", "state": "BO", "country": "Italy", "postal_code": "40033"}											
DATE OF BIRTH	0											
GENDER	0											
MEDICAL CONDITIONS	0											
ALLERGIES	0											
MEDICATIONS	0											
SHIPMENTS												
ALLERGIES	[]											
MEDICATIONS	[]											
SHIPMENTS												
ID	SHIPMENT ID	TYPE	QUANTITY	STATUS	CREATE ORDER ON	FH ORDER	FH SHIPMENT	FH SHIPPING SERVICE	FH TRACKING NUMBER	FH TRACKING URL	FH ORDER REJECTION REASON	REPLACE
TYPEFORM URL	https://ultrahumanapp.typeform.com/to/ogs3DUx#request_id=572											
META DATA	{ "stripe_payment_intent_id": "pi_3PovdPLBwqNbq8B41NX5A6YN", "shopify_plan_identifier_with_suffix": "us-1-month-otp_with_uhx" }											
CREATED AT	Aug 18 2024, 4:32 AM IST											

If it's paid but no TF filled, send the unique link (highlighted) to the user and ask them to fill it out. **Please bear in mind that this link is unique to each user; ensure the link pertaining to that specific user is being shared with them.**

2) Here, the user's status says 'Review in process' since August 22nd, which has to be flagged on the Slack channel.

▼ Tech Issues Revision



If a user is not able to see readings in the app, glance at stints and see what time the last reading came in WRT the user's timezone. Check the Libre View Dash (Discussed previously).



The data on stints is shown as per the user's local time.



The calibration process remains the same. The only difference is that the user will have to compare the readings after **40 minutes**.
20-minute interstitial lag + 20-minute lag for the data to flow in from the Libre 3 app to our app.



There will be no States seen for Libre 3 Plus sensors, as these need not be scanned directly with our app.



Users can use externally procured Libre 3 Plus sensors with our app, no Lite subscription needed.

▼ Misc

If the user has placed a 3-month order, they can't place a fresh one for the next 3 months (with the same email). This is applicable to any type of order. If it is a one-month order, they will not be able to place another order for a month.



Governing law in the US: If you have an active prescription, you cannot place another order.

They can use an alternate email ID in this case, but that is on them. **This is not something we recommend or suggest, or mention in any way.**

M1 Lite



The **Ultrahuman M1 Lite** is a subscription plan offered by Ultrahuman that allows users to integrate their **own compatible Abbott FreeStyle Libre CGM (Continuous Glucose Monitoring) sensors** with the Ultrahuman app.

This plan is particularly beneficial for individuals who already have access to Abbott sensors and wish to leverage Ultrahuman's advanced metabolic tracking features without purchasing the full M1 package.

▼ 🔎 Key Features of M1 Lite

- **Bring Your Own Sensor:** Utilize your existing (compatible) Abbott FreeStyle Libre sensors with the Ultrahuman platform.
- **Advanced Metabolic Insights:** Access detailed metrics such as:
 - **Metabolic Score:** A comprehensive assessment of your metabolic health.
 - **Food Score:** Evaluates how different foods impact your glucose levels.
 - **Glucose Trends:** Monitor glucose fluctuations throughout the day.
 - **Personalized Nudges:** Receive actionable recommendations based on your data.
- **Integration with Ultrahuman Ring AIR:** Combine CGM data with metrics like sleep quality, heart rate variability (HRV), and recovery for a holistic view of your health.

▼ 🌎 Regional Compatibility

Ultrahuman Lite is live in all regions. The compatibility of the Ultrahuman M1 Lite with Abbott sensors varies by region due to regulatory differences:

- **India:** Supports **FreeStyle Libre** and **Libre Pro** sensors.
- **Europe:** Currently compatible with **FreeStyle Libre 2** sensors. **Libre 3 Plus** sensors are not yet supported in this region.
- **USA:** Supports **FreeStyle Libre 3 Plus** sensors.



It's important to note that users in certain regions may encounter limitations when attempting to pair unsupported sensors with the Ultrahuman app. For instance, a user in Germany reported difficulties connecting a Libre 3 Plus sensor, as the app currently supports only Libre 2 sensors in Europe.

Link to all M1 Lite Subscriptions:

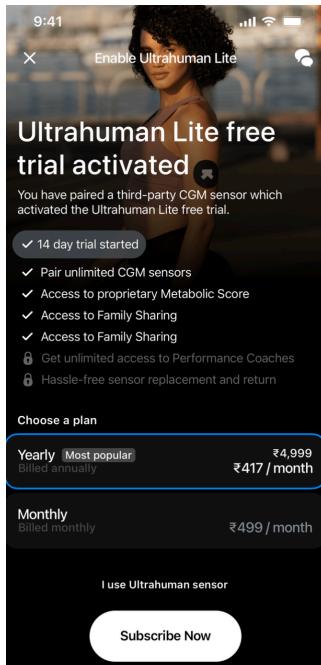
https://ops.ultrahuman.com/admin/uh_lite_subscriptions

▼💡 Ideal For

- **Existing CGM Users:** Individuals who already use compatible CGM devices and seek to enhance their data interpretation through Ultrahuman's platform.
- **Cost-Conscious Users:** Those looking to benefit from Ultrahuman's insights without purchasing additional hardware.
- **Data Enthusiasts:** Users interested in a deeper understanding of their metabolic health through advanced analytics.

▼⚡ Activation

1. When a user scans an external sensor on the metabolism tab, they will get a pop-up like this.



1. If a user is using an external sensor with our app for the first time, they get a 14-day free trial (if they don't have this option, we can always activate it for them). Post the trial period, they would need to subscribe to UH M1 Lite if they want to continue using the app with an external sensor.
2. M1 Lite users can access:
 - App-related support.
 - The digital subscription and access to app content are free for these users.

- However, no glucometers, Ultrahuman patches, or M1 replacements are to be issued to these users.

▼ Subscriptions

1. If you want to cross-check if the user has an active Live subscription:
 - Ask them for their purchase email ID of the subscription.
 - Head to Internal → [UH Lite subscriptions](#) → Enter their email ID
 - This will give you a view of whether their subscription is active or not and the validity.

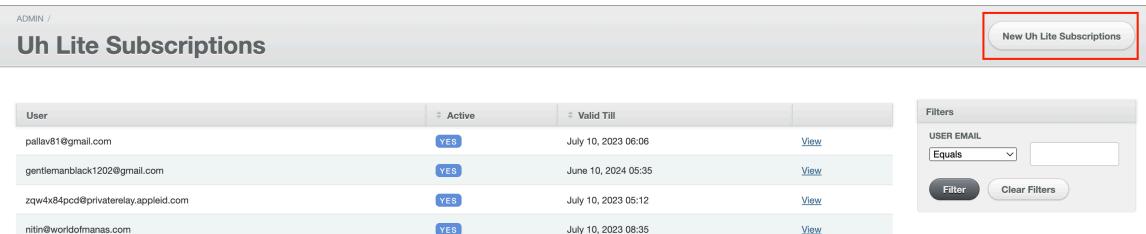


Uh Lite Subscriptions Details

USER	nitisha.singh - nitisha.singh@gmail.com
VALID TILL	June 07, 2023 04:58
ACTIVE	YES
CREATED AT	May 07, 2023 04:58
UPDATED AT	May 07, 2023 04:58

2. To activate a M1 Lite subscription:

- We can activate new subscriptions for users once they have made the payment by clicking on "New Uh Lite subscription" > enter info
- Add Payment reference under "Remarks"
- Ensure you mark beside Active (if you don't, the subscription won't get activated)



Uh Lite Subscriptions

New Uh Lite Subscriptions

User	Active	Valid Till	Action
pallav81@gmail.com	YES	July 10, 2023 06:06	View
gentlemanblack1202@gmail.com	YES	June 10, 2024 05:35	View
zqw4x84pcd@privaterelay.appleid.com	YES	July 10, 2023 05:12	View
nitin@worldofmanas.com	YES	July 10, 2023 08:35	View

Filters

USER EMAIL: Equals

[Filter](#) [Clear Filters](#)

ADMIN / UH LITE SUBSCRIPTIONS /

New Uh Lite Subscriptions

Uh lite Subscription

User email	email of user
<input checked="" type="checkbox"/> Active	
Valid till	dd/mm/yyyy, --:--:--
Remarks	Payment reference, reason to issue etc.

Create Uh lite subscription **Cancel**

▼ 00 Identification

- How do we identify if a user is using an external sensor?
 - Ops Dashboard → Internal → CGM Sensor Inventories.
 - If CGM Sensor Inventories says “**YES**” under internal sensor, it means the user is using an Ultrahuman M1 sensor.

ADMIN /

Cgm Sensor Inventories

New C

Serial Number	Cgm Stint	User	Inventory Type	Internal Sensor	
OM000P2KKRH	Cgm stint #71337	sharadahuja123@icloud.com	manual	<input checked="" type="checkbox"/> YES	View Edit

- If it says “**NO**” under internal sensor → it means the user is using a 3rd party / external sensor which is NOT procured by Ultrahuman.
- In case the user is using a 3rd party sensor and is on the free trial of the UH Lite subscription, the `user_access_type` will be “FREE Trial” in CGM Stints.

Cgm Stint Details

ID	74868
USER	grishjoshi6976@gmail.com
DIABETIC MODE ON	EMPTY
EXPIRED	<input type="checkbox"/> NO
CREATED AT	May 06, 2023 12:03
UPDATED AT	May 06, 2023 12:03
SENSOR TYPE	libre_pro
USER ACCESS TYPE	free_trial

- Post the 14-day trial period, the `user_access_type` will come up as “Locked” in CGM Stints.

Cgm Stint Details	
ID	74881
USER	sportsmanagement@gmail.com
DIABETIC MODE ON	NO
EXPIRED	NO
CREATED AT	May 06, 2023 12:58
UPDATED AT	May 06, 2023 12:58
SENSOR TYPE	libre_pro
USER ACCESS TYPE	locked

4. If a user insists that the sensor has been purchased from us, ask for their purchase details and validate it with the CX folks who have access to payment gateways. We can also ask on Slack #cx-team-internal.

- If confirmed that it is an Ultrahuman sensor, we can go ahead and [Mark the sensor as M1 live](#) (also referred to as "whitelisting stint" for that particular stint under CGM Stints > Edit).
- Please note that we should only do this for the current stint/sensor that they are using

ADMIN / Cgm Stints			
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▼	Id	User	Expired	
	65546	deepika@ultrahuman.com	YES	View Edit mark sensor as M1 Live

5. Incase it was purchased in-app in the UK/EU region, we cannot verify if the sensors are internal or external. For such users, request the purchase email/contact number, validate the purchase on either payment gateway, and whitelist the stint accordingly.

▼ Pricing

	Annual Subscription Fees	Monthly plan: Per month fees
India	₹4,999	₹599
UAE	dh999.00	dh159.00
US	\$200.00	\$24.99
UK	£200.00	£24.99
Singapore	\$200.00	\$24.99
Germany	€200.00	€24.99
France	€200.00	€24.99
Netherlands	€200.00	€24.99

▼ Refund/ Cancellation Process

▼ iOS

- For subscription cancellations, on your iPhone or iPad
 1. Open the Settings app.
 2. Tap your name.
 3. Tap Subscriptions.
 4. Tap the Lite Subscription.
 5. Tap Cancel Subscription.
- For refunds, Apple handles all refunds. They can request a refund using this link - <https://support.apple.com/en-in/HT204084>.. The refund will be issued on a pro-rata basis depending on the number of months left on the current subscription.

▼ Android

1. Go to play.google.com.
2. At the top right, click your Profile picture.
3. Click Payments & subscriptions. ...
4. For the order you want to return, click Report a problem.
5. Select the option that describes your situation.
6. Complete the form and note that you'd like a refund.
7. Click Submit.



If we're refunding M1 Lite Subscriptions via the Bank Transfer option, let's ask the user to first cancel Lite from the App Store/ Play Store, then process a refund via Bank Transfer/ PayPal.

▼ 📋 Common Queries/ Cases

1. When the app throws an error of "Your purchase is in progress ⚠️" for a very long time.

- In a scenario where the users are not able to purchase the subscription and the app throws a similar error as below ask the CX team to create a payment link (yearly or monthly) → share with the user → ask him for a payment successful screenshot and the email ID on which the user wants the UH Lite subscription to be active on → activate it using the above mentioned steps.



Please do not [Whitelist the user](#) in such cases, as the benefits of whitelisting the user vs the benefits of Ultrahuman Lite are completely different.

▼ 📋 Tags

- [m1_lite_enquiry](#) - Users who get the m1 lite pop-up and enquire, also for all general queries around externally procured sensors.
- [m1_lite_activation](#) - When activating M1 Lite.
- [m1_lite_refund](#) - When refunding/cancelling M1 Lite.
- [m1_lite_3p_whitelist_stint](#) - 3rd party sensor and whitelisted stint-wise (but not marked internal).
- [m1_lite_3p_whitelist_user](#) - 3rd party sensor and whitelisted user-wise (use with caution).

- `m1_lite_3p_no_action` - 3rd party sensor, but we are not whitelisting.
- `m1_lite_internal_whitelist_stint` - Internal sensor, whitelisted stint-wise (once marked as internal).
- `m1_lite_unsure_source` - User claims an internal sensor, and we could not confirm, flag to the relevant POC (ideally should be used very, very rarely, if at all).