Dexcom G6

Continuous Glucose Monitoring System

User Guide

Instructions available in Spanish at **dexcom.com/ayuda**
Las instrucciones están disponibles en español en **dexcom.com/ayuda**

WARNING:

Failure to use the Dexcom G6 Continuous Glucose Monitoring System (G6) and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from G6 do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate.

Please review the product instructions before using the G6. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the G6. Discuss with your healthcare professional how you should use the information displayed on the G6 to help manage your diabetes. The product instructions contain important information on troubleshooting the G6 and on the performance characteristics of the system.

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1

Get Started

- Get Started
- Indications for Use and Safety Statement
- Risks and Benefits

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Chapter 1 | Begin Your Dexcom G6 Continuous Glucose Monitoring System (G6) Journey

1.1 Introduction

Welcome to the G6 continuous glucose monitoring (CGM) family!

This User Guide supports you in getting to know your G6. We also have numerous other resources available to help you to get the most out of your G6.

After this chapter, you'll be able to:

- Locate different training resources
- Explain why you need a Dexcom account

Images and screens in this User Guide are representational and may differ from your G6.

1.2 Resources

Tutorial

Our tutorial walks you through your first sensor session, including picking a display device, inserting the sensor, and using alarm/alerts, and making treatment decisions.

Your First Sensor Session tutorial is available at dexcom.com/downloadsandguides

In-App Videos

Watch the videos in your app to find out more:

- **Overview:** See how your CGM shows where your sensor glucose is now, where it's going, and where it's been

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- **Sensor Insertion and Attaching Transmitter Attachment:** Walks through inserting your sensor and attaching your transmitter
- **Treatment Decisions:** Learn how to use your G6 to make treatment decisions, like dosing for highs and treating for lows

You can watch these videos when you set up your app or anytime at **Settings** > **Help** > **Videos**.

Guides

Getting Started Guides

Two guides are included with your boxes:

- **Start Here** guides you through setting up your display devices, inserting your sensor, and starting your first sensor session
- **Using Your G6** helps you during your first week (for example, how to read the home screen) and beyond

User Guide

This User Guide is your encyclopedia. It gives you the most extensive overview of the G6, detailing features, important safety information, and so much more.

Download the User Guide or ask for a printed version:

Download a PDF at dexcom.com/guides

Complete an online form at dexcom.com/guides to receive a free printed copy

Ask for a free copy by phone:

Toll free: **1.888.738.3646**

Toll: **1.858.200.0200**

Instructions are available in Spanish at **dexcom.com/ayuda**
Las instrucciones están disponibles en español en **dexcom.com/ayuda**

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The G6 User Guide is grouped into four parts:

Part 1: Get Started

- Chapter 1: Begin Your Dexcom G6 Continuous Glucose Monitoring System (G6) Journey
- Chapter 2: Indications for Use and Safety Statements
- Chapter 3: Risks and Benefits

Part 2: Let's G6! The Basics

- Chapter 4: What is the G6?
- Chapter 5: Set Up Your Display Devices
- Chapter 6: Start Your Sensor
- Chapter 7: Calibrate

Part 3: Next Steps

- Chapter 8: Home Screen
- Chapter 9: Events
- Chapter 10: Alarm and Alerts
- Chapter 11: Treatment Decisions
- Chapter 12: Sharing Information With Your Support Team
- Chapter 13: End Sensor and Transmitter Sessions
- Chapter 14: Troubleshooting

Part 4: Appendices

- Appendix A: Need Help? You're Not Alone
- Appendix B: Security and Air Travel
- Appendix C: Extend Your App
- Appendix D: Take Care of Your G6

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- Appendix E: Warranty
- Appendix F: Technical Information
- Appendix G: Label Symbols
- Appendix H: Alarm/Alert Vibrations and Sounds

How to Use Your User Guide

Start with the table of contents. Each chapter includes information to guide you through your sensor session, from setting it up, to taking it off, and everything in between.

All chapters in the G6 User Guide are structured the same way: The beginning of each chapter lists what you'll be able to do after you've finished, followed by the chapter's content. At the end, there's a recap of what was covered and what's in the next chapter.

The appendices have additional information you may want to reference. For example, about the warranty, and taking care of your device.

This User Guide isn't meant to show you how to use your smart device. Contact your smart device support or read your smart device's user guide for assistance.

Label Symbols

Symbols may be found on the sensor, transmitter, and receiver package labels. These symbols tell you about the proper and safe use of the G6. For a listing of what they mean, see the Symbols Glossary in Appendix G and at dexcom.com/symbols.

1.3 Your Dexcom Account

You'll need a Dexcom username and password to set up the Dexcom G6 App (app) and for reordering. If you don't have a Dexcom user name and password, go to dexcom.com and set up an account. Or, if you prefer, create your account in the app during setup.

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1.4 Glossary

A1C	Blood test used to diagnose type 1 or 2 diabetes and to gauge how well you're managing your diabetes. A1C reflects your average blood sugar level for the past 2 to 3 months.
Airplane Mode	A setting on a smart device where certain features are disabled to comply with airline regulations.
Alternative Site Testing	Using a blood sample from non-fingertip (alternate) sites such as the palm, forearm, or upper arm for meter values. Don't use alternative site testing to calibrate the G6. Only use fingerstick measurements.
Android	Operating system used for smart devices.
Android Wear	A type of smart watch.
App or Application	Software installed on a smart or mobile device. The G6 app is a display for continuous glucose monitoring.
App Store or Play Store	Internet store for downloading applications to a smart device.
Apple Watch	A smart watch for iPhone.
Blood Glucose (BG) Meter	A medical device used to measure how much glucose is in the blood.
Blood Glucose (BG) Value	Blood glucose value is the amount of glucose in the blood measured by a meter.
Bluetooth	A technology that allows devices to wirelessly communicate with each other.

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Calibration	Calibration is a comparison or measurement between your meter fingerstick BG values, and the sensor interstitial fluid glucose readings. Although blood and interstitial fluids are similar, glucose concentrations may differ. Calibration allows alignment between your G6 readings and meter values. When you calibrate, you take a fingerstick measurement from your meter then enter the value into your receiver or smart device Calibrating your G6 is optional.
Continuous Glucose Monitoring	A sensor inserted under the skin checks glucose levels in interstitial fluid. A transmitter sends readings to a display device.
Contraindication	A safety statement outlining specific situations where the G6 shouldn't be used because it may be harmful to you. The risk of use clearly outweighs any possible benefit.
Default	A manufacturer's preset option for a device setting.
Dexcom Follow App (Follow)	A Dexcom app used for monitoring another user's glucose information and alerts.
Dexcom Share (Share)	A feature of the Dexcom G6 app that lets you securely send your G6 information to Followers.
Follower	A person who receives a Sharer's information in Follow.
G6 Reading (or Sensor Glucose Reading)	The glucose concentration measured in the interstitial fluid.
Hyperglycemia	High BG. Same as "high" or high blood sugar. Hyperglycemia is characterized by an excess of glucose in the bloodstream. It's important to treat hyperglycemia. If left untreated, hyperglycemia can lead to serious complications. Consult your HCP (healthcare professional) to determine the appropriate hyperglycemia setting for you.

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Hypoglycemia	Low BG. Same as “low” or low blood sugar. Hypoglycemia is characterized by a low level of glucose in the bloodstream. It’s important to treat hypoglycemia. If left untreated, hypoglycemia can lead to serious complications. Consult your HCP to determine the appropriate hypoglycemia setting for you.
Indications	How, for what purposes, and under what circumstances you should use the G6.
iOS	Operating system used for Apple smart devices.
IP	The International Electrotechnical Commission (IEC) is a nonprofit, non-governmental, international organization created to produce safety standards for electronics. One of the safety standards is the Ingress Protection (IP) Marking, which classifies and rates how protected an electronic device is against dust, water, accidental contact, etc. IP ratings are numerical, with the number based on the conditions the electronic device encounters. An IP22 rating lets you know your electronic device won’t allow you to stick your fingers in it and won’t get damaged or be unsafe during specific testing with water dripping down.
Jailbroken or Rooted	The removal of limitations and security measures set by the manufacturer on a smart device. The removal poses a security risk and data may become vulnerable. Don't install the G6 app on a jailbroken or rooted smart device. It may not work correctly.
mg/dL	Milligrams per deciliter. The standard unit of measure for BG readings in the United States.

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Notification	An app message that appears on the screen of a smart device. Notification may also include a sound or vibration, depending on the smart device settings.
Peripheral Device	Hardware connected to your smart device. For example, a *Bluetooth* headset, Apple watch, or other smart watch.
Precaution	A safety statement regarding any special care to be exercised by you or your HCP for the safe and effective use of the G6.
Safety Statement	A statement of the intended uses of G6 and relevant warnings, precautions, and contraindications.
Sensor Session	The 10-day monitoring period after inserting a new sensor. During this time frame, your glucose is being monitored and reported every 5 minutes, with data being sent to your display device(s).
Sharer	The G6 user who shares their G6 information with Followers.
Simultaneous Voice and Data	The ability to make a phone call and access the Internet on the same cellular connection at the same time.
Smart or Mobile Device	An electronic device that is cordless, mobile, and connected to the Internet, such as a smartphone or tablet.
Smart Watch	A watch that communicates with and extends a smart device. For example, an Apple Watch.
Stacking Insulin	Taking a dose of insulin soon after your most recent dose. This can result in low blood sugar. Doesn't apply to taking insulin doses to cover what you just ate.
Warning	Describes serious and life-threatening circumstances, the consequences, and how to avoid the hazard while using the G6.

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1.5 What Was Covered and What's Coming

Now You Can:

- Locate different training resources
- Explain why you need a Dexcom account

What's Next?

Next you'll learn when and how to use the G6 safely.

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Chapter 2 | Indications for Use and Safety Statements

2.1 Introduction

We want the Dexcom G6 Continuous Glucose Monitoring System (G6) to be a valuable tool in your diabetes management. Like any system, there are steps to take to get the most out of it.

In this chapter, you will learn about some key areas that might prevent you from having the best CGM experience or if you are not careful might even harm you or the G6.

2.2 Important User Information

What is a Safety Statement

A Safety Statement is a brief statement of the G6 indications, contraindications (when to avoid using it), relevant warnings, and precautions. The Safety Statements are meant to keep you and the G6 safe while using it:

1) Indications

How, for what purposes, and under what circumstances you should use the G6. Indications let you know who should use the G6 and when.

2) Contraindications

Contraindications let you know when not to use the G6. If used during these situations, you may hurt yourself or the G6 and the risk of use clearly outweighs the benefit.

3) Warning

Important hazard information: Describes serious or life- threatening circumstances to stay away from while using the system, their consequences, and how to avoid danger.

4) Precaution

Special steps you need to take while using the system preventing minor or moderate injury to either you or the system.

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Safety Statements in Chapters

Each chapter shows applicable indications, contraindications, precautions, and warnings. Some chapters have multiple Safety Statements; others have none. The same statement may be repeated in several chapters.

2.3 Dexcom G6 Safety Statements

Indications for Use

The Dexcom G6 Continuous Glucose Monitoring System (Dexcom G6 System) is a real time, continuous glucose monitoring device indicated for the management of diabetes in persons age 2 years and older.

The Dexcom G6 System is intended to replace fingerstick blood glucose testing for diabetes treatment decisions. Interpretation of the Dexcom G6 System results should be based on the glucose trends and several sequential readings over time. The Dexcom G6 System also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments.

The Dexcom G6 System is also intended to autonomously communicate with digitally connected devices, including automated insulin dosing (AID) systems. The Dexcom G6 System can be used alone or in conjunction with these digitally connected medical devices for the purpose of managing diabetes.

Contraindication

- **No MRI/CT/Diathermy – MR Unsafe** MR

  Don't wear your CGM (sensor, transmitter, receiver, or smart device) for magnetic resonance imaging (MRI), computed tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

  The G6 hasn't been tested in those situations. The magnetic fields and heat could damage the components of the G6, which may cause it to display inaccurate G6 sensor glucose readings (G6 readings) or may prevent alerts. Without G6 readings or alarm/alert notifications, you might miss a severe low or high glucose event.

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Warnings

- **Read User Materials**

  Before you use your G6, carefully read the materials included with it. If you don't, you might:

  - Not use the G6 correctly
  - Not understand G6 information
  - Affect how well it works

- **Don't Ignore Low/High Symptoms**

  Don't ignore how you feel. If your glucose alerts and G6 readings don't match what you're feeling, use your blood glucose meter (meter) to make diabetes treatment decisions or, if needed, seek immediate medical attention.

  When in doubt, get your meter out.

- **No Number, No Arrow, No CGM Treatment Decision**

  If your G6 doesn't show a number or arrow, or your readings don't match your symptoms, use your meter to make diabetes treatment decisions.

  No number, no arrow, no treatment decision. When in doubt, get your meter out.

- **Don't Use If…**

  Do not use the G6 if you are pregnant, on dialysis, or critically ill. It is not known how different conditions or medications common to these populations may affect performance of the system. G6 readings may be inaccurate in these populations.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precaution

- **Avoid Sunscreen and Insect Repellent**

  Some skin care products, such as sunscreens and insect repellents, can make the plastic used in your G6 crack. Before using your G6, make sure there are no cracks in your receiver, transmitter, and transmitter holder. If you find a crack, please contact Technical Support. Do not allow these skin care products to contact your G6. After using skin care products, wash your hands before touching your G6. If any skin care products get on your G6, immediately wipe with a clean cloth.

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Start Up Safety Statements

Warnings

- **Use Meter During Startup**

  When you start a new sensor, you won't get any G6 readings or alarm/alerts until you enter your sensor code or two calibrations. Use your meter to make treatment decisions during the 2-hour sensor warmup period.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Use Correct Sensor Code**

  When you start a new sensor, you must enter a code into your display device to use the G6 without fingerstick calibrations. Each sensor has its own code printed on the back of the adhesive patch. Do not use a code from a different sensor or make up a code. If you do not enter the correct code, your sensor will not work as well and could be inaccurate. If you lost the sensor code, you may calibrate the G6 using fingersticks.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Calibration Safety Statements

Calibration is not required if users enter a sensor code. If users do not enter a sensor code, the following warnings and precautions apply.

Warnings

- **Don't Wait – Calibrate!**

  If you have not used the calibration code, you must manually calibrate your G6 using values obtained from a blood glucose meter and fingersticks daily. You must calibrate immediately when the G6 notifies you. If you haven't calibrated when notified, your G6 may not be accurate, so use your glucose meter to make treatment decisions until you calibrate your G6.

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- **Use Fingersticks**

  Use fingertips to calibrate from your BG meter. Blood from other places may be less accurate and not as timely.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Be Accurate, Be Quick.**

  Enter the exact BG value displayed on your meter within five minutes of using your meter. Don't enter the G6 reading as a calibration.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

System/Hardware/Software Safety Statements

Warnings

- **Wire Breaks Off**

  Don't ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact our 24/7 Technical Support.

  If a sensor wire breaks off under your skin and you can't see it, don't try to remove it. Contact your HCP. Also seek professional medical help if you have symptoms of infection or inflammation – redness, swelling, or pain – at the insertion site.

- **Where to Insert: Belly or Buttocks?**

  All patients can use their bellies (abdomen). Patients 2 to 17 years old can also choose their upper buttocks. Look for a place on your belly or upper buttocks where you have some padding.

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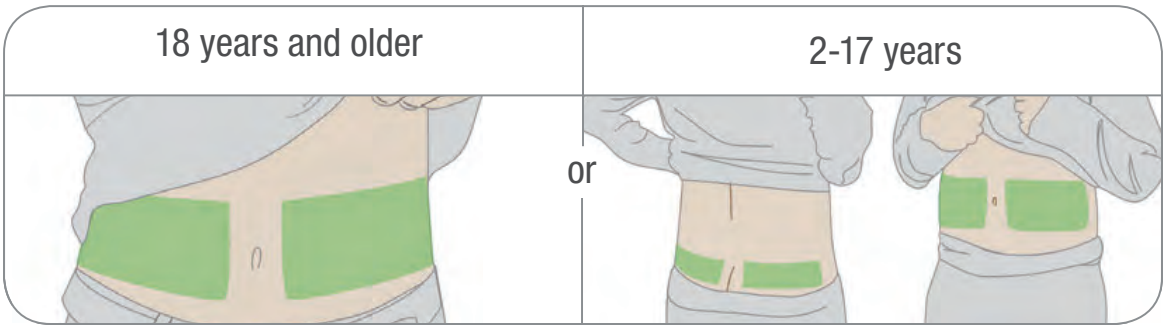
The sensor is not tested or approved for other sites. Talk to your HCP about the best site for you.



Where to Store

You can store your sensors at room temperature or in your refrigerator – as long as it's between 36°F and 86°F. Don't store sensors in the freezer.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Don't Start Past the Use By Date**

  Don't start a sensor past its Use By date because it may give incorrect results. The Use By date is in YYYY-MM-DD (Year-Month-Day) format on the sensor package label beside the hourglass symbol.

- **Check Package**

  Don't use sensor if its sterile package has been damaged or opened, because it might cause an infection.

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- **Clean and Dry Skin**

  Clean and dry your hands and your insertion site before inserting your sensor.

  Wash your hands with soap and water, not gel cleaners, and then dry them before opening the sensor package. If your hands are dirty when you insert the sensor, you may get germs on the insertion site and get an infection.

  Clean your insertion site with alcohol wipes to prevent infections. Don't insert the sensor until your skin is dry. If your insertion site is not clean and completely dry, you run the risk of infection or the transmitter holder not sticking well.

  Make sure you don't have insect repellent, sunscreen, perfume, or lotion on your skin.

- **Where to Insert: Things to Check**

  Keep the safety guard on until you put the G6 applicator against your skin. If you remove the safety guard first, you may hurt yourself by accidentally pushing the button that inserts the sensor before you mean to.

  Change your insertion site with each sensor. Using the same site too often might not allow the skin to heal, causing scarring or skin irritation.

  Sensor placement is important. Choose a site:

  - At least 3 inches from insulin pump infusion set or injection site
  - Away from waistband, scarring, tattoos, irritation, and bones
  - Unlikely to be bumped, pushed, or laid on while sleeping

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Transmitter Safety Statements

Warnings

- **Inspect**

  Don't use a damaged or cracked transmitter. A damaged transmitter could cause injuries from electrical shocks and may make the G6 not work correctly.

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- **Use as Directed**

  The transmitter is small and may pose a choking hazard. Don't put it in your mouth or let children hold it without adult supervision.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Reuse – Don't Throw Away**

  When ending a session, don't throw away the transmitter. The transmitter is reusable until the G6 notifies you that the transmitter battery is about to expire.

- **Don't Share**

  Never share your transmitter. The G6 is a prescription-only medical device and is meant for your use only. The transmitter is tied to the G6 readings. If used by more than one person, the G6 readings, reports, alarm/alerts, etc., may be wrong.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

System Safety Statements

Precautions

- **Treatment Decisions**

  Use your G6 reading and trend arrow to make treatment decisions.

- **Use Correct Transmitter, Receiver, and Sensor**

  G6 components are not compatible with any previous Dexcom products. Do not mix transmitters, receivers, and sensors from different generations.

- **Going Through Security Check Point**

  When wearing your G6, ask for hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner (also called a millimeter wave scanner) or putting any part of the G6 in the baggage x-ray machine.

  You can wear the G6 for the walk-through metal detector. If you do, use your meter for treatment decisions until you leave the security area.

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Because we haven't tested every x-ray and scanner, we don't know if they damage the G6.

Not sure what kind of machine it is? Be safe – either ask the TSA officer, request hand-wanding, or request full-body pat-down.

- **Interfering Substance Risks**
  - **Hydroxyurea Precaution**

    Hydroxyurea is a medication used in the treatment of diseases including cancer and sickle cell anemia; it is known to interfere with readings from your sensor. If you are taking hydroxyurea, your sensor glucose readings will be higher than your actual glucose, which could result in missed hypoglycemia alerts or errors in diabetes management, such as giving yourself a higher dose of insulin due to falsely high sensor glucose values. The level of inaccuracy depends on the amount of hydroxyurea in your body. Do not use your Dexcom CGM System for diabetes treatment decisions if you are taking hydroxyurea. Talk to your physician about alternative glucose monitoring approaches.
  - **Acetaminophen Precaution**

    In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect your sensor readings, making them look higher than they really were. However, with the G6, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the G6 readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the G6 readings and make them look higher than they really are.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Display Device Safety Statements

Precautions

- **Keep Transmitter Close to Display Device**

  Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them. Otherwise, they might not be able to communicate. If water is between your transmitter and the display device – for example, if you're showering or swimming – keep them closer to each other. The range is reduced because *Bluetooth*® doesn't work as well through water.

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- **Get Alarm/Alerts on Display Device You Use**

  To get your alarm/alerts, set them on the display device you use. Your receiver won't get the alarm/alerts you set on your app. Likewise, your app won't get the alarm/alerts you set on your receiver.

- **Is It On?**

  If the receiver or smart device is turned off (shut down), it will not show G6 readings or alarm/alerts. Make sure your display device is turned on.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Smart Device Safety Statements

Warning

- **Android users must allow Do Not Disturb Permission to use the app.**
- **Check Settings**

  If your smart device is on mute and you have the Always Sound setting turned on (the default setting), only these notifications make a sound (when Sound setting isn't Vibrate Only):

  - Glucose Alarm/Alerts:
    - Urgent Low
    - Urgent Low Soon
    - Low Glucose
    - High Glucose
    - Rise Rate
    - Fall Rate
    - No Readings Alert

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- System Alerts:
  - Calibration Required (after 2-hour sensor warmup, only appears when a sensor code is not active)
  - Calibration Error (only appears when a user enters a calibration; calibration is not required)
  - Sensor Expired
  - Sensor Failed
  - Transmitter and Sensor Expired
  - Transmitter Failed
  - No Storage Error
  - App Stopped
- Exceptions:
  - Repeating: Some notifications are silent during the first visual and vibrate notification and then make a sound on the second notification. If you do not clear the alert, it repeats at half volume for 5 minutes and at full volume after 10 minutes.
  - Accessories: When using *Bluetooth* headphones, speakers, etc., your alarm/alerts may sound on your primary smart device or on the accessory. Each accessory is different. Test yours so you know where you'll hear the alarm/alerts.
- *Bluetooth*: Your transmitter talks to your app with *Bluetooth*. Make sure your smart device *Bluetooth* is on. If not, you will not get alarm/alerts or CGM information.
- Notifications:
  - Make sure your smart device settings allow Dexcom app notifications to show on your Lock screen. This will allow you to see notifications without unlocking your phone.
  - **Apple:** During G6 setup, enable Dexcom app notifications or you won't get alarm/alerts.

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- Battery: The app must always be running in the background and may drain your smart device battery. Keep the battery charged.
- Compatibility: Before upgrading your smart device or its operating system, check dexcom.com/compatibility. Automatic updates of the app or your device operating system can change settings or shut down the app. Always update manually and verify correct device settings afterward.
- Time: Let the date and time on your smart device automatically update when you travel across time zones or switch between standard and daylight saving times. Don't manually change your smart device time, because it can make the time on the trend screen wrong and the app may stop displaying data.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Test Speaker and Vibrations**

  You have to hear or feel alarm/alerts to react to them, so test your smart device speaker and vibrations regularly (see your smart device product instructions). If they don't work, contact your smart device's product support.

- **Check Peripheral Devices**

  Do you use headphones with your smart device? What about *Bluetooth* speakers or a smart watch? When using peripherals, keep in mind you may get your alarm/alerts on only one device or peripheral, not all. After connecting any peripheral devices, make sure that your smart device settings allow you to continue receiving alarms or alerts.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Receiver Safety Statements

Warnings

- **Don't Use if Damaged**

  Don't use a receiver that is damaged or cracked. A damaged receiver could cause injuries from electrical shocks and may make the G6 not work correctly.

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- **Use Cable as Directed**

  Use USB cable only as directed, and store safely. Misuse of the USB cable can be a strangulation risk.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Precautions

- **Test Speaker and Vibrations**

  You have to hear or feel alarm/alerts to react to them, so test your receiver speaker and vibrations regularly.

  To make sure the speaker and vibrations work, plug in the receiver to charge. The Speaker Test screen appears for a few seconds. Follow the directions on the screen to test the speaker and vibrations. If you hear and feel them, great! But if it doesn't beep and vibrate – perhaps it got wet or was dropped – contact Technical Support and use your app until the receiver is fixed.

- **Keep Clean and Dry**

  Don't submerge your receiver in water and don't get dirt or water in the USB port. That could damage it.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Caution

- **Requires Prescription**

  U.S. law restricts the sale of the G6 Mobile to sale by, or on the order of, a physician.

Dexcom Share Safety Statements

Important User Information

Dexcom Share (Share) lets you send your sensor information from your app to your Followers' smart devices! Read the indications, warnings, and precautions below to find out how you can safely use this app feature.

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Share and Managing Your Diabetes Safety Statements

Indications

- **Keep Followers Informed**

  Use Share to send your sensor information from your smart device to your Followers' smart devices.

- **Use as Secondary Notice**

  The information on your smart device is sent directly from your G6 transmitter. After it is on your device, Share sends it to your Follower so your Followers' information is always older than yours. Use your current information to manage your diabetes, not your Followers' possibly outdated information.

  Your Followers can use the information they get to reach out to you and support you in managing your diabetes. The information they get is not meant to be used for treatment decisions, analysis, or teaching. Followers can't change your information.

Warnings

- **Use Your G6 to Make Treatment Decisions**

  Don't use Share information for treatment decisions, like treating for a low or dosing for a high. Use the sensor information on your G6 instead.

- Take HCP Advice

  Has your HCP given you self-monitoring tasks? Keep doing them. Having Followers doesn't replace them.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Share Setup and Settings Safety Statements

Warning

- **Followers Must Follow and You Must Share**

  You have to turn Share on to make it send your sensor information to your Followers. Followers have to download the Dexcom Follow app to see what you send.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

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Precautions

- **Followers Don't Manage Your Diabetes, You Do**

  Don't rely on your Followers to let you know you need to make a treatment decision. Stay on top of your diabetes management. Look at your G6 often. Respond to alarm/alerts. Don't wait for a Follower to reach out – they may not be getting your sensor information because of a technical issue.

- **Check Your Smart Device and Your Followers' Smart Devices**
  - Internet access required: Both smart devices need to be connected to the Internet to use Share. Try sending your Follower an email from your device. If your Follower gets it on their device, both smart devices are connected.
  - Batteries charged: Make sure the smart device batteries are charged. If either your or your Followers' smart device batteries aren't charged, Share won't work.

- **Check Your Smart Device**

  App on: Whenever you power on your smart device, tap the G6 app to open it. If the app isn't open, Share won't work.

- **Check Followers' Smart Devices**
  - Sounds on: Followers must keep their smart device volume on, or at least the keep vibration on, so they can hear and/or feel alarm/alerts. Smart device settings trump Follow app settings
  - Sharing gaps: Followers won't get your sensor information when their smart device is off, not connected to the Internet, or in Do Not Disturb or Airplane mode. When the Followers fix those issues, they'll start getting the current information but they won't get the information they missed
  - Cell carrier supports simultaneous voice and data: Most cell service carriers support using voice and data at the same time. Check yours and have Followers check theirs. If it's not supported, Share won't work during phone calls. Share will restart when the call is over and send any waiting notifications

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- **Customize Share So Followers Can Support You**
  - Customize Share to make sure your Followers have the information they need to help you manage your diabetes
  - Delay feature: Your Follower won't get notified until after the delay time you set
  - Not Share feature: You can stop sharing with a Follower any time by choosing Not Share. That Follower will stop getting any of your sensor information until you choose to Share again

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

2.4 What Was Covered and What's Coming

Now You:

- Can explain how safety statements keep you safe
- Can explain how to interpret safety statements
- Have an overview of safety statements

What's Next?

In the next chapter, you'll learn the risks and benefits of using the G6.

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Chapter 3 | Risks and Benefits

When using any medical device, there are risks and benefits. In this chapter, you'll learn what they are.

3.1 Risks

The risks with using Dexcom G6 Continuous Glucose Monitoring System (G6) are:

- Not getting your alarm/alerts
- Using G6 to make treatment decisions when you shouldn't
- Sensor insertion issues

This section covers each of those risks in detail.

Follow system instructions. If you don't, you could have a severe low or high glucose event.

Not Getting Alarm/Alerts

If you aren't getting your alarm/alerts, you could have severe low or high glucose without knowing it. Check your display device:

- Battery charged: If the display device battery is dead, you won't get G6 readings or alarm/alerts.
- App on: Keep the app on so you get G6 readings or alarm/alerts.
- Alerts on: Leave the alert function on to get alarm/alerts.
- Volume up: Keep the volume loud enough to hear your alarm/alerts.
- Speaker and vibrations work: If the speaker or vibrations aren't working, you won't hear or feel your alarm/alerts.
- In range: Keep your display device no more than 20 feet from your transmitter, with no obstacles between them. They have to be that close to communicate. If they aren't in range, you won't get G6 readings or alarm/alerts.

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- No System errors: If you get a system error – such as No Readings, Sensor Error, or Signal Loss – you won't get G6 readings or alarm/alerts.
- During warmup and after session ends: You won't get alarm/alerts or G6 readings during the 2-hour warmup or after a sensor session ends.

See Troubleshooting (Chapter 14), recommended settings (Chapter 5), and notifications that sound while smart device is silenced/muted (Appendix H) for more information.

Using G6 for Treatment Decisions

You can use your G6 to treat for a low or dose for a high in all but these few situations . See table below for details.

Situation	Treatment Descision Tool
How you feel is consistent with our G6 reading	Use your CGM to make a treatment decision
How you feel is inconsistent with your CGM G6 reading	Take a fingerstick with your blood glucose meter to make a treatment decision
Your CGM displays a sensor glucose number and arrow(s)	Use your CGM to make a treatment decision
Your CGM display is missing G6 reading (number) or arrow(s), or both	Take a fingerstick with your meter to make a treatment decision

Use your G6 for treatment decisions, not your Followers: Dexcom Share allows you to share your sensor glucose information from your smart device to your Followers'. The main risk with Share is misunderstanding its purpose. The information on your display device is the most current – it comes straight from your transmitter – so only use yours for treatment decisions. There can be technical issues and delays in sharing information. Followers can reach out and support you, but don't rely on them or their information to manage your diabetes for you.

Some users found accuracy between different sensors varied significantly. When you insert each sensor, pay attention to its accuracy before deciding to use it for treatment decisions.

For more information on how to make treatment decisions using your G6, see Chapter 11. For more information on Share, see Chapter 12.

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Interfering Substance Risks

In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect your sensor readings, making them look higher than they really were. However, with the G6, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the G6 readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the G6 readings and make them look higher than they really are.

Hydroxyurea, however, does make your G6 readings look higher than they really are. How much higher depends on the amount of hydroxyurea in your body. If you're taking hydroxyurea, use your BG meter for treatment decisions.

Sensor Insertion Risks

It's uncommon, but inserting the sensor can cause infection, bleeding, or pain, and wearing the adhesive patch can irritate your skin. Only a few patients in the G6 clinical studies got slight redness and swelling.

No sensor wires broke in the clinical studies; however, there is a remote chance a sensor wire could break or detach and remain under your skin. Sterile broken sensor wires usually don't pose a significant medical risk. If a sensor wire breaks off or detaches and remains under your skin, contact your HCP and Technical Support (24/7):

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll call: **1.858.200.0200**

3.2 Benefits

Some benefits of using your G6 are:

- Knowing your trends
- Making treatment decisions using your G6
- Managing your diabetes
- Getting alerted for low and high G6 readings

This section covers each of those benefits in detail.

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Knowing Your Trends

The G6 sends you a reading every 5 minutes. It also provides reports and views of your information so you can detect and reflect on trends, patterns, and how your body responds to different things, like exercise or pizza. This provides you with a more complete picture of your glucose and lets you see how your daily habits impact your glucose trends.

Making Treatment Decisions Using G6

You can use your G6 reading and trend arrow to make treatment decisions – like treating for a low or dosing for a high. See Chapter 11 for more information on treatment decisions. With G6, there's no need to take fingersticks to calibrate the system or for treatment decisions (as long as your symptoms match your G6 readings). This can reduce the pain and burden of excessive fingersticks (Aleppo 2017) and reduce potential errors due to inaccurate calibration.

Helping Your Diabetes Management

The alarm/alerts features (Chapter 10) keep you aware of your glucose levels. Alarm/alerts notify you when your glucose goes outside your target range, goes too low, or too high, or is rapidly falling or rising. This lets you take action to prevent glucose from going too low or high (Pettus 2015).

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM (Polonsky 2017). Share may improve the quality of life and peace of mind for patients, their caregivers, and their support team because it sends Followers G6 readings and alarm/alerts remotely. Followers can then reach out when G6 readings go too low or high.

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3.3 What Was Covered and What's Coming

Now You Can:

- List the risks and benefits of using the G6

What's Next:

Now let's take a look at the G6!

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Let's G6—The Basics

- What is the G6?
- Set up Display Devices
- Start Your Sensor
- Calibrate

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Chapter 4 | What is the Dexcom G6 Continuous Glucose Monitoring System (G6)?

4.1 Introduction

This chapter is an overview of the G6.

After this chapter, you'll be able to:

- Explain what the G6 does
- List what's new in the G6
- Explain each component's function

4.2 G6 CGM System

The G6 allows you to continually see your G6 readings, updated every 5 minutes for up to 10 days, without the bother of taking constant fingerstick measurements or calibrations. You'll see:

- G6 readings are updated every 5 minutes.
- Trend arrows show where your BG is heading.
- Alarm/alerts warn you when you need to take action; for example, when your BG is too high or too low.
- Trend graphs show the last 1, 3, 6, 12, and 24 hours of your G6 readings.
- Share/Follow App allows you to share your G6 readings and trends with your support team.
- Clarity Reports lets you see different reports reflecting your glucose trends. With Clarity, you and your HCP can review, analyze, and evaluate your historical G6 data. Go to clarity.dexcom.com for more information, and download the app from the app store.

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4.3 What's New for G6?

Dexcom's G6 features include:

- No fingerstick calibrations are required! You still have the option to enter calibration if you want to.
- Wear sensor for 10 days
- Sensor overpatch
- Urgent Low Soon Alert
- Acetaminophen blocking
- New sensor applicator
- Streamlined transmitter and transmitter holder

No Fingerstick Calibrations

With the G6, there's no need to calibrate! The G6 was designed as a no calibration system. After entering the sensor code (See Chapter 5), you won't receive any calibration prompts.

One of the great things about the G6 is that, although calibrations are not required, you have the option to calibrate if you want to (See Chapter 7).

Sensor Overpatch

If you have problems with your sensor coming off, use the overpatch. It's designed to cover the sensor's adhesive patch and help keep your sensor in place for all of your 10-day sensor session.

Urgent Low Soon Alert

Get an alert when your glucose is quickly heading toward 55 mg/dL.

Sometimes glucose levels fall fast. The Urgent Low Soon Alert notifies you when your G6 reading is predicted to reach 55 mg/dL within 20 minutes. This helps you to determine what the appropriate treatment action will be before your glucose levels drop too low. For additional information on alerts, please see Chapter 9.

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Acetaminophen Blocking

In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect your sensor readings, making them look higher than they really were. However, with the G6, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the G6 readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the G6 readings and make them look higher than they really are.

Additional notes for health care professionals:

A clinical study was conducted to demonstrate that a maximum dose of acetaminophen (1000 mg) does not interfere with the G6 readings. 65 adult subjects wore both a G6 and a G4 PLATINUM with SW505 CGM system. The G4/G5 sensor was used as a comparator for establishing the time to reach a peak acetaminophen concentration (~1 hour), in the interstitial fluid, from the time the acetaminophen was administered. The observed peak plasma acetaminophen concentration ranged from 0.2 to 2.6 mg/dL. To assess whether this peak acetaminophen concentration had an interference effect on the G6 readings, the G6 readings were compared to reference plasma glucose measurements with YSI. Venous blood was sampled every 10-15 minutes from 1 hour before and up to 6 hours after the acetaminophen was administered. The observed mean maximum bias of the G6 readings to the reference YSI measurements at the time of peak acetaminophen concentration across all subjects was +5.2 mg/dL and was statistically significantly lower than the performance goal of <10 mg/dL (one-sided upper 95% CI of 6.4 mg/dL, $p < 0.001$).

While no interference effect was observed in the clinical study with a maximum dose, bench studies were conducted to test higher concentrations of acetaminophen. According to the bench testing, acetaminophen concentrations of > 6.5 mg/dL (~2-3 times maximum therapeutic levels) showed significant bias. Supratherapeutic (high levels of acetaminophen beyond the maximum dose) levels may cause an overestimation of G6 readings.

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Sensor Applicator

The redesigned sensor applicator allows you to insert a sensor with just one hand. Peel away the adhesive's backing, place the applicator on your body, fold and break off the safety guard, and push the applicator's button. For detailed steps on sensor insertion, see Chapter 6.

Streamlined Transmitter Holder and Transmitter

The redesigned transmitter and its holder have a lower profile. With the transmitter holder's new breakaway feature, when your sensor session is done, the transmitter snaps out for easy removal. For more information on how to attach the transmitter, go to Chapter 6. After a sensor session has ended, see Chapter 13 about transmitter removal.

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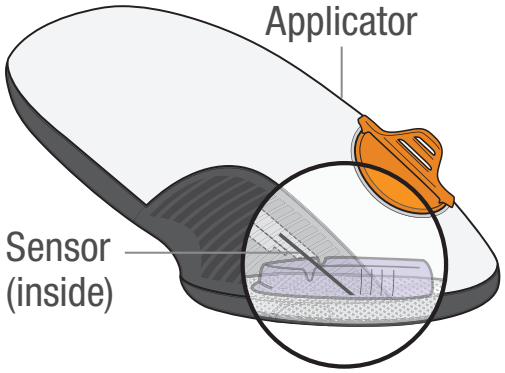
4.4 G6 Components

The G6 has three key parts. See the table below for details.

What you see	What it's called	What it does
	Applicator with built-in sensor	Applicator helps you insert the sensor wire under your skin. Sensor gets your glucose information.
	Transmitter	Transmitter sends your glucose information from the sensor to the display device.
	Display Device(s): • Receiver • Your smart device	Display device(s) shows your glucose information. Receiver is required for Medicare.

See dexcom.com/compatibility for a list of compatible smart devices and operating systems.

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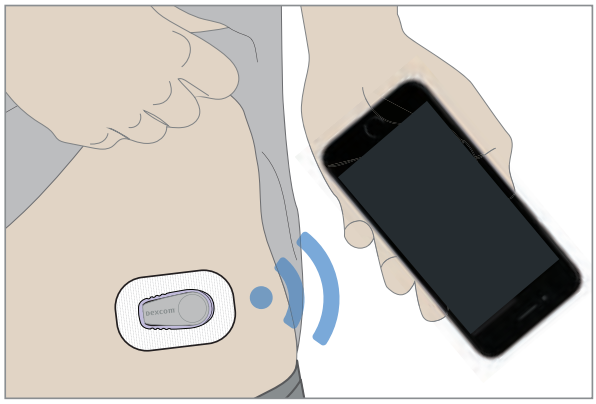
Once you've set up your G6, it sends G6 readings to your display device every five minutes for up to 10 days.



G6 and Previous Dexcom System Components

The G6 isn't compatible with previous generations such as the Dexcom G4 PLATINUM CGM System or the Dexcom G5 Mobile system. You can't switch the transmitter or sensor between the two systems. If you have an older receiver, it might need an upgrade to use it with the G6.

PRECAUTION

Use Correct Transmitter, Receiver, and Sensor

G6 components are not compatible with any previous Dexcom products. Do not mix transmitters, receivers, and sensors from different generations.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

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4.5 What Was Covered and What's Coming

Now You Can:

- Explain what G6 does
- List what's new in G6
- Explain each component's function

What's Next

Your next step is setting up your display device(s).

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Chapter 5 | Set Up Your Display Devices

5.1 Introduction

This chapter helps you choose and set up your display device(s).

After this chapter, you'll be able to:

- Determine which display device(s) you'll use
- Create a Dexcom username and password
- Use the recommended smart device settings
- Download and set up the Dexcom G6 CGM System (G6) app
- Set up your receiver

5.2 Choose the App, the Receiver, or Both

Use the receiver, the app, or both. You can choose to use the display device that's best for you. The receiver is required for Medicare. It's not required for some plans.

Both devices give you the information you need to make treatment decisions – your G6 reading and arrow(s) – as well as alarm/alerts.

The app has more features than the receiver. The app includes these additional features and functions:

- Dexcom SHARE (Share): Lets you send your glucose information to others.
- Alert Schedule: You can have your alarm/alerts sound different during different times of the day.
- Always Sound: You can override your phone settings so your alarm/alerts will always sound, even when your phone is on mute/Do Not Disturb.
- Smart watch: Lets you see your G6 sensor information on your smart watch.
- Events: See the events you record on your app and how they impact your trend graph.

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The receiver is a dedicated medical device with a two-day battery life. Use the receiver or your BG meter if you are concerned about any problems with your smart device due to settings, lack of storage, low smart device battery, etc.

Whether you carry the app or the receiver, remember to keep your display device on.

PRECAUTION

Is It On?

If the receiver or smart device is turned off (shut down), it will not show G6 readings or alarm/alerts. Make sure your display device is turned on.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

The following section walks you through setting up the app. To set up the receiver, go to the next section. If you want to use both the receiver and the app, you need to set each up separately. Make sure you have started your sensor session first before setting up the other display device. See Appendix C for setting up peripheral devices.

5.3 App

Before starting your first sensor, pick the smart device. You can use the receiver with one smart device during a session; however, you can't use multiple smart devices during the same session. Part of your setup is entering the transmitter serial number (SN). If by accident you enter the SN into more than one smart device, the system warns you and you won't be able to complete the setup process.

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Recommended Smart Device Settings

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

Use the following with your CGM system:

- *Bluetooth* on: Your transmitter and app communicate via *Bluetooth*. If it isn't on, you won't get alarm/alerts or G6 readings.
- Notifications on:
  - Enable Dexcom app notifications so you get alarm/alerts.
  - Make sure you allow Dexcom app notifications to show on your locked screen.
- Battery charged: The app must always be running in the background and may drain your battery. Keep the battery charged.
- Device and app on: If you restart your smart device, reopen the Dexcom app.
- Update manually: Automatic updates of the app or your device operating system can change settings or shutdown the app. Always update manually and verify correct device settings afterward.
- Compatibility: For a list of smart devices and operating systems that work with the G6 app, check dexcom.com/compatibility. Before upgrading your smart device or its operating system, check the list.
- Time: Don't change your smart device time, because it can make the time on the home screen wrong and the app may stop displaying data.

For more information on recommended smart device settings, check dexcom.com/settings

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WARNING

Android users must allow Do Not Disturb Permission to use the app.

Check Settings

If your smart device is on mute and you have the Always Sound setting turned on (the default setting), only these notifications make a sound (when Sound setting isn't Vibrate Only):

- Glucose Alarm/Alerts:
  - Urgent Low
  - Urgent Low Soon
  - Low Glucose
  - High Glucose
  - Rise Rate
  - Fall Rate
  - No Readings Alert
- System Alerts:
  - Calibration Required (after 2-hour sensor warmup, only appears when a sensor code is not active)
  - Calibration Error (only appears when a user enters a calibration; calibration is not required)
  - Sensor Expired
  - Sensor Failed
  - Transmitter and Sensor Expired
  - Transmitter Failed
  - No Storage Error
  - App Stopped

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WARNING (CONTINUED)

- Exceptions:
  - Repeating: Some notifications are silent during the first visual and vibrate notification and then make a sound on the second notification. If you do not clear the alert, it repeats at half volume for 5 minutes and at full volume after 10 minutes.
  - Accessories: When using *Bluetooth* headphones, speakers, etc., your alarm/alerts may sound on your primary smart device or on the accessory. Each accessory is different. Test yours so you know where you'll hear the alarm/alerts.
- *Bluetooth*: Your transmitter talks to your app with *Bluetooth*. Make sure your smart device *Bluetooth* is on. If not, you will not get alarm/alerts or CGM information.
- Notifications:
  - Make sure your smart device settings allow Dexcom app notifications to show on your Lock screen. This will allow you to see notifications without unlocking your phone.
  - Apple: During G6 setup, enable Dexcom app notifications or you won't get alarm/alerts.
- Battery: The app must always be running in the background and may drain your smart device battery. Keep the battery charged.
- Compatibility: Before upgrading your smart device or its operating system, check dexcom.com/compatibility. Automatic updates of the app or your device operating system can change settings or shut down the app. Always update manually and verify correct device settings afterward.
- Time: Let the date and time on your smart device automatically update when you travel across time zones or switch between standard and daylight saving times. Don't manually change your smart device time, because it can make the time on the trend screen wrong and the app may stop displaying data.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

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App Installation and Setup

Installing the app is easy! Simply download the Dexcom G6 App from your app store. For information on how to install an app, see your smart device instructions.

If your smart device has been jailbroken or rooted, do not install the app. The app may not work correctly or remain secure on a jailbroken/rooted smart device.

Is this your first Dexcom CGM app? If so, the app will walk you through setting it up. If you've used the app before, for your convenience, the G6 imports your existing settings. Either way, follow the instructions in the app: it knows if you're new or an existing user based on your Dexcom login. If you want more information about a step, tap **Help** or **Learn More**. If you'd like, follow along with the steps below.

The following screens may look different than your app because of different operating systems or updates.

App: Setup

STEP 1 of 14 App: Setup

Tap **Dexcom G6** to open app.

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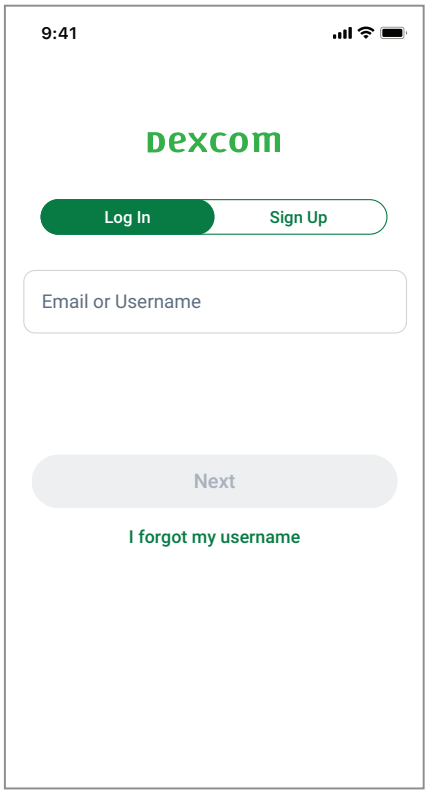
STEP 2 of 14 App: Setup



Enter existing **username** and **password**. Or, if you need a Dexcom username and password, follow the onscreen instructions.

STEP 3 of 14 App: Setup

Tap **Let's Get Started**.

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STEP 4 of 14 App: Setup

The next screens go over legal and safety information, including videos on using your G6. To see videos later, go to **Settings** > **Help** > **Videos**.

Tap the appropriate answer to get more information or move forward.

STEP 5 of 14 App: Setup

Existing users only:

If you've used the Dexcom CGM app before, the system imports your settings and shows the new G6 features.

After reading each screen, tap the appropriate answer to move forward.

STEP 6 of 14 App: Setup

New users:

If you're new to the Dexcom app, review and set your alarm/alerts.

After reading each screen, tap **Next** to move forward.

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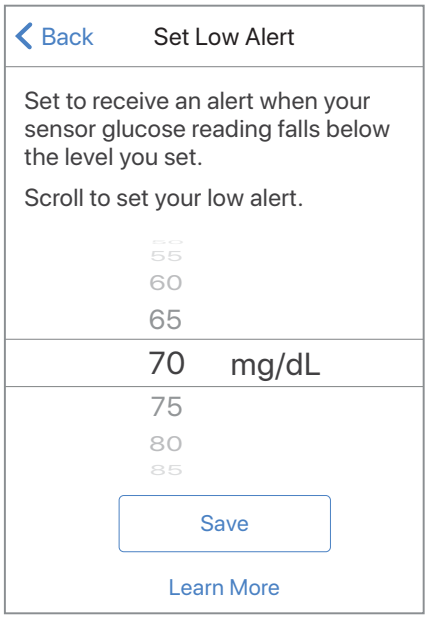
STEP 7 of 14 App: Setup



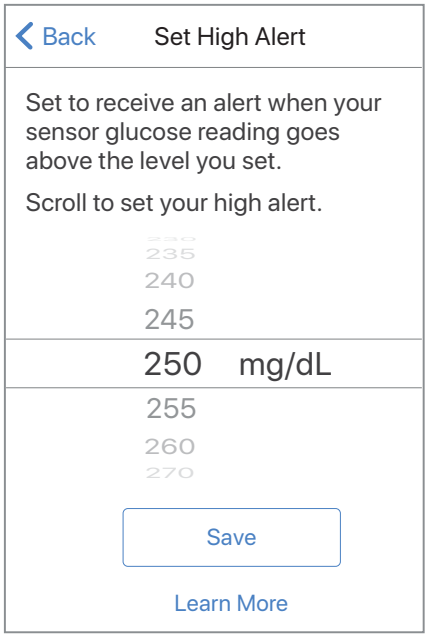
New users:

Set your Low Alert. You get an alert if your glucose dips below the number you set. Default is 70 mg/dL.

Scroll to select your level.

Tap **Save**.

STEP 8 of 14 App: Setup



New users:

Set your High Alert. You get an alert if your glucose rises above the number you set. Default is 250 mg/dL.

Scroll to select your level.

Tap **Save**.

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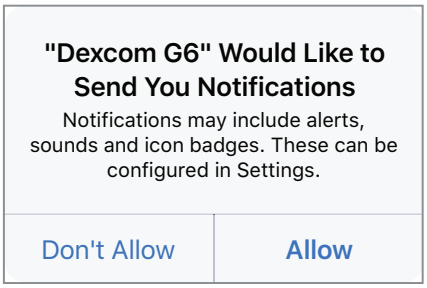
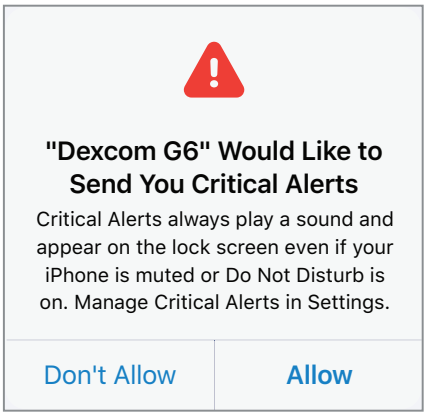
STEP 9 of 14 App: Setup





Apple: When asked, tap Allow to receive alarm/alerts and Allow Critical Alerts to use the app

Android: When asked, allow Do Not Disturb Permission to use the app

STEP 10 of 14 App: Setup

Next are recommendations for making sure you hear your alarms/alerts, going over the transmitter, and making sure *Bluetooth* is on.

Tap the appropriate answers to move forward or get more information.

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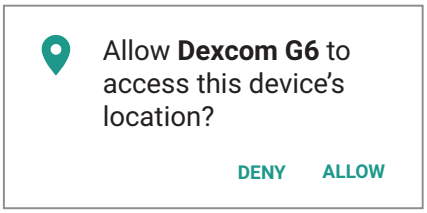
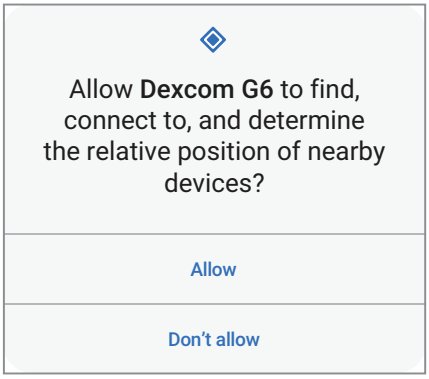
STEP 11 of 14 App: Setup





Your Android smartphone will ask to use *Bluetooth*. Depending on the version of Android OS on your smartphone, the app may ask for:

- Access to your device location. Tap **Allow**.
- Access to your *Bluetooth*. Tap **Allow**.

STEP 12 of 14 App: Setup

Enter transmitter SN.

To enter, either take a photo of the 2D barcode on the transmitter box or type in the SN.

Photo instructions:

a. Get your transmitter box. Tap **Take Photo**.

b. Turn transmitter box on a flat surface with 2D barcode facing up

Checkmark confirms you entered the SN.

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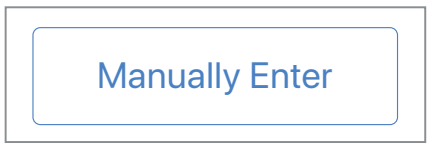
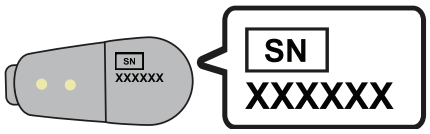
Manual instructions:



a. Tap **Manually Enter**.



b. Find your transmitter SN on the transmitter box or the back of the transmitter.

Confirm correct SN.

Tap **Save**.

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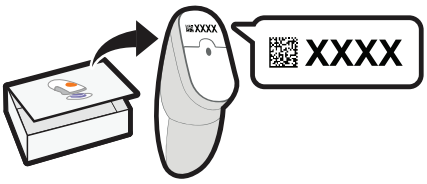
STEP 13 of 14 App: Setup



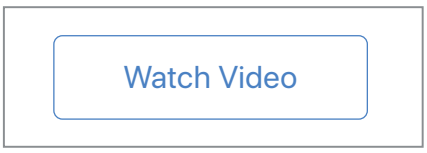
Enter sensor code.

If you don't enter the sensor code, the G6 requires you to calibrate on a daily basis.

The sensor code is on the applicator's adhesive label and is unique to that specific sensor. Enter the code from the applicator you'll use to insert your sensor. If you enter the sensor code from another applicator, your G6 readings may be off. Enter the code by manually typing it into the app or take a picture of the 2D barcode.

Setting up both the app and the receiver? No need to enter the sensor code again; the receiver will join your current sensor session.

STEP 14 of 14 App: Setup



Insert sensor

Tap **Start Video**.

Insert sensor and attach transmitter following video's instructions.

If you want, after completing your app setup, set up your receiver. Before setting up your receiver, make sure you have started the sensor session (Chapter 6).

Problems setting up G6 app? Contact Technical Support (available 24/7) at:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

If you're having problems with your smart device, contact your smart device support line.

Finished!

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5.4 Receiver

Receiver Setup Overview

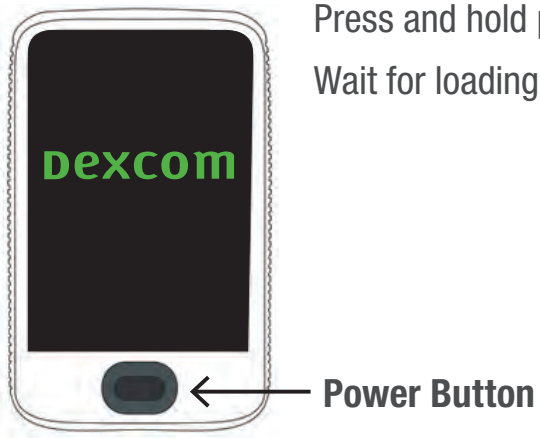
The receiver guides you through initial setup. If you're using two display devices, make sure you started the sensor session in one before setting up the other.

Your receiver has a touchscreen. Be sure your fingers are dry when you touch it. Don't worry if your receiver buzzes or makes other sounds during setup. After your initial setup is complete, you won't see the setup screens again but your settings can always be adjusted using the menu.

Before putting your receiver in your pocket or purse, briefly press the power button to put the screen to sleep. This way, accidental movements and bumps don't turn into screen selections. Just tap the power button again to wake the screen up.

Receiver: Setup

STEP 1 of 10 **Receiver: Setup**



Press and hold **power button** for 2 seconds to turn receiver on.

Wait for loading screen to appear.

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STEP 2 of 10 Receiver: Setup

Wait.

STEP 3 of 10 Receiver: Setup

Welcome!

Tap **Next**.

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STEP 4 of 10 Receiver: Setup

Enter the date and time:

The blue outlined box shows what is selected.

Key for date boxes:

3. mm = month
4. dd = day
5. yyyy = year

Key for time boxes:

6. hh = hour
7. mm = minute
8. AM/PM = switch between the two

Tap each box.

Tap **up/down arrows** to change value in box.

Use this method throughout to enter information.

When done, tap **Save**.

If battery is ever completely drained, you'll need to reset date and time.

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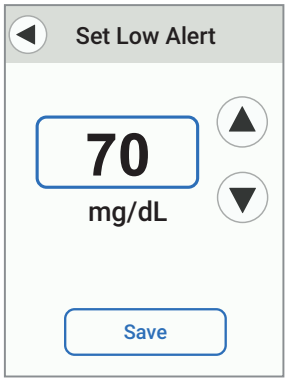
STEP 5 of 10 Receiver: Setup

The next screens tell you about your alarm/alerts.

After reading each screen, tap **Next**.

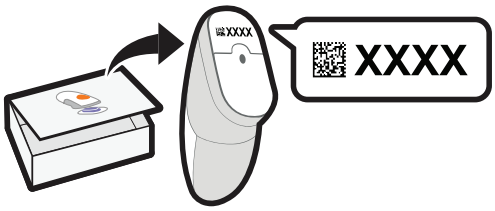
STEP 6 of 10 Receiver: Setup



Set your Low and High alerts using levels you've discussed with your HCP. The Low Alert default is 70 mg/dL; High is 250 mg/dL.

Tap the **up/down arrows** to change the level. Tap **Save**.

STEP 7 of 10 Receiver: Setup



Enter sensor code.

If you don't enter the sensor code, the G6 requires you to calibrate on a daily basis.

The sensor code is on the applicator's adhesive label and is unique to that specific sensor. Enter the code from the applicator you'll use to insert your sensor. If you enter the sensor code from another applicator, your G6 readings may be off.

Setting up both the receiver and app? No need to enter the sensor code again, the app will join your current sensor session.

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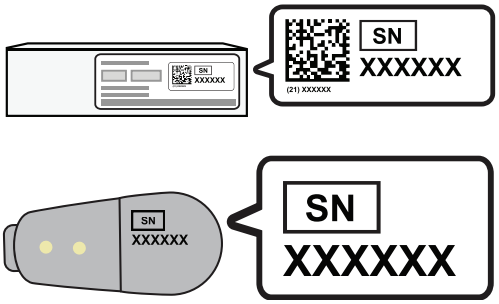
STEP 8 of 10 Receiver: Setup



Enter your transmitter SN.

Your transmitter serial number is on the bottom of the transmitter and its box. Look for SN.

STEP 9 of 10 Receiver: Setup

Enter your transmitter SN by tapping the **up/down arrows**.

Tap **Save**.

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STEP 10 of 10 Receiver: Setup

Go to Chapter 6, for step-by-step instructions on inserting your sensor and attaching, your transmitter, pairing your transmitter to your display device, and starting your sensor.

Finished!

5.5 What Was Covered and What's Coming

Now You Can:

- Create a Dexcom username and password
- Download the Dexcom G6 app
- Set up the app with the recommended settings
- Set up your receiver

What's Next?

- No matter which display device you use, next, you'll insert your sensor.

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Chapter 6 | Start Your Sensor

6.1 Introduction

After this chapter, you'll be able to:

- Prepare for sensor insertion
- Insert your sensor
- Attach transmitter to sensor
- Identify when the transmitter and display device pair
- Start sensor warmup

6.2 Prepare to Insert Sensor

Before inserting a sensor, make sure you have everything you need.

Dexcom Items:

- Sensor package
  - Check Use By date on sensor package. Don't use if past date.
  - Don't open the sensor package until you're ready to insert the sensor.
- Transmitter box
  - Check use by date on box. Start using the transmitter before that date.

Your Items:

- Alcohol wipes
- Your meter

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Optional Item:

If this is your first time inserting a sensor, watch the sensor insertion video to get a better understanding of the process. To see the sensor insertion video, go to:

- The app:
  - In the setup screens
  - In **Settings** > **Help** > **Videos**.
- The tutorial:
  - Online at dexcom.com/support

PRECAUTION

Check Package

Don't use sensor if its sterile package has been damaged or opened, because it might cause an infection.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

PRECAUTION

Don't Use if Expired

Don't use expired sensors, because they may give incorrect results. Check the package label for the Use By date. It's in YYYY-MM-DD format.

Follow Dexcom G6 Continuous Glucose Monitoring System (G6) instructions. If you don't, you could have a severe low or high glucose event.

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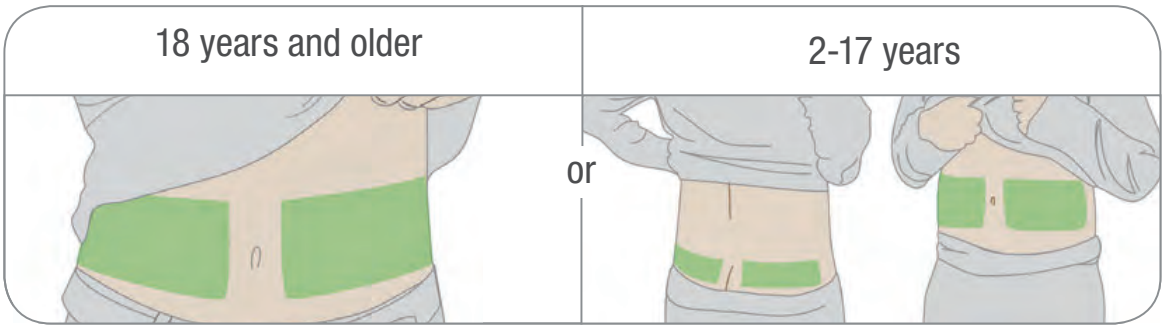
6.3 Choose Sensor Site



Choosing a comfortable, effective place for your sensor is important. Discuss ideal sensor insertion sites with your HCP.

People from 2 to 17 years old can use either their upper buttocks or bellies (abdomens).

Those 18 years and older can only use their belly.

Tips

Do:

- Place at least 3 inches from your insulin pump infusion set or injection site
- If needed, shave the area so adhesive patch sticks securely
- Make sure area is clean and free of lotions, perfumes, and medications
- Contact your HCP if sensor adhesive irritates your skin

Don't:

- Don't use same site for 2 sensors in a row
- Don't use bony sites, such as over your ribs
- Don't use sites where sensor can be rubbed – by your belt, waistband, seat belt strap – or where you lay when you sleep

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PRECAUTION

Where to Insert: Things to Check

Keep the safety guard on until you put the G6 applicator against your skin. If you remove the safety guard first, you may hurt yourself by accidentally pushing the button that inserts the sensor before you mean to.

Change your insertion site with each sensor. Using the same site too often might not allow the skin to heal, causing scarring or skin irritation.

Sensor placement is important. Choose a site:

- At least 3 inches from insulin pump infusion set or injection site
- Away from waistband, scarring, tattoos, irritation, and bones
- Unlikely to be bumped, pushed, or laid on while sleeping

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Optional: Help Patch Stay On

Are you concerned about the patch not sticking? There are two ways to help keep it on:

- Before inserting your sensor, make the sensor site stickier
- After inserting your sensor, apply the overpatch or medical tape

Both are described in detail below.

Contact your HCP for specific questions regarding the use of medical tape, barrier wipes, or other adhesives. For more help on keeping the patch on, see Chapter 14 Troubleshooting.

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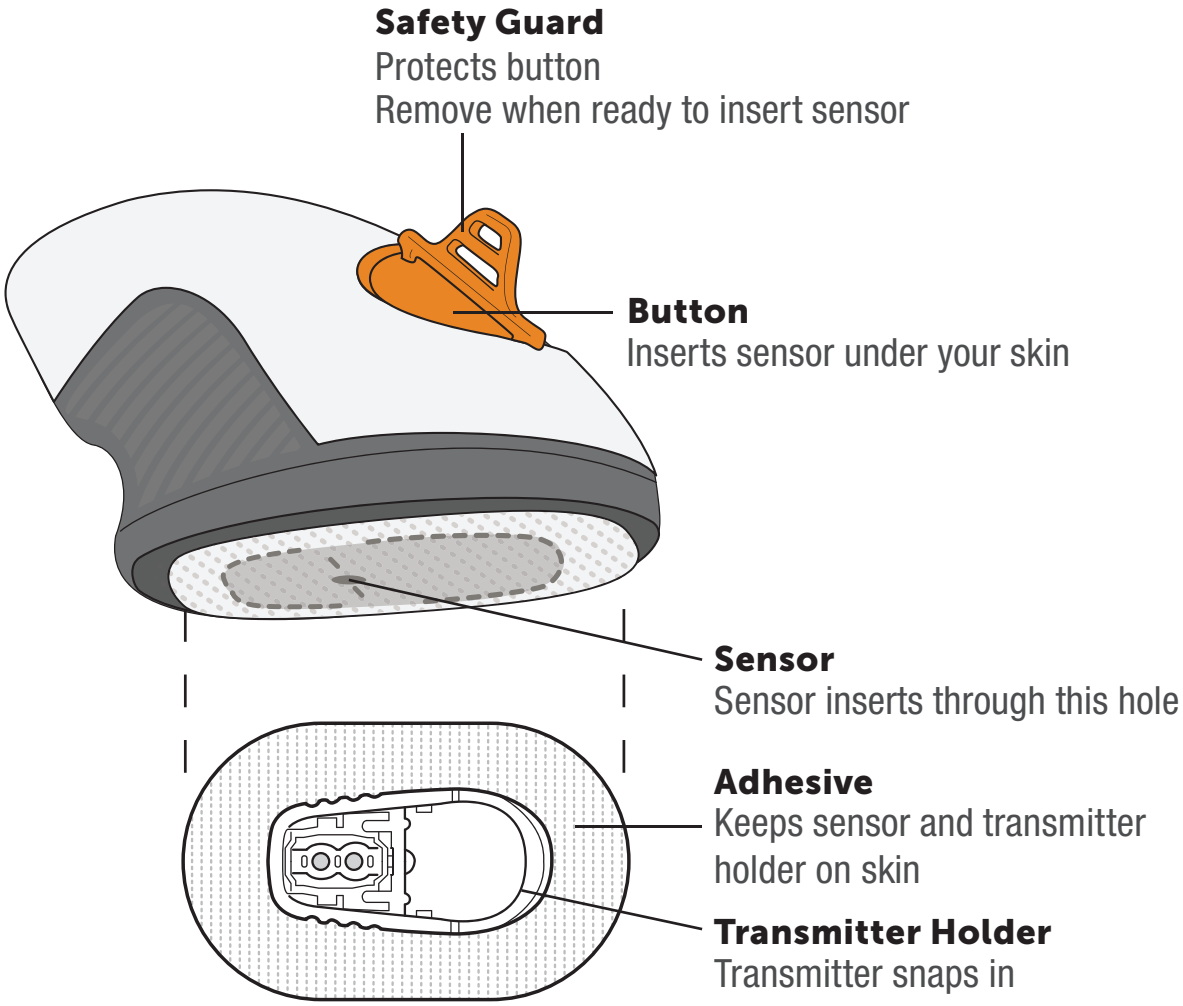
6.4 Insert Sensor

The sensor is inside the applicator. Before inserting the sensor, get familiar with its applicator.



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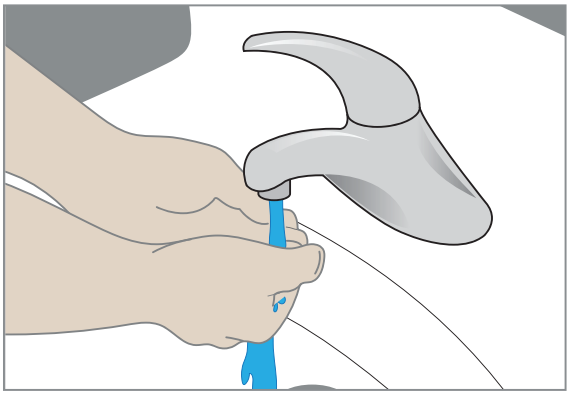
STEP 1 of 10

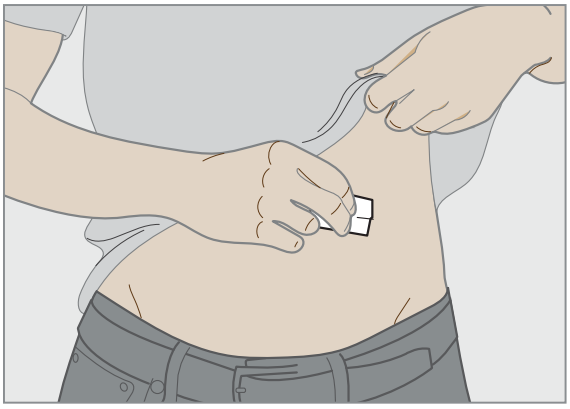
Insert Sensor



Thoroughly wash and dry your hands.

STEP 2 of 10

Insert Sensor



Clean insertion site with alcohol.

Let dry.

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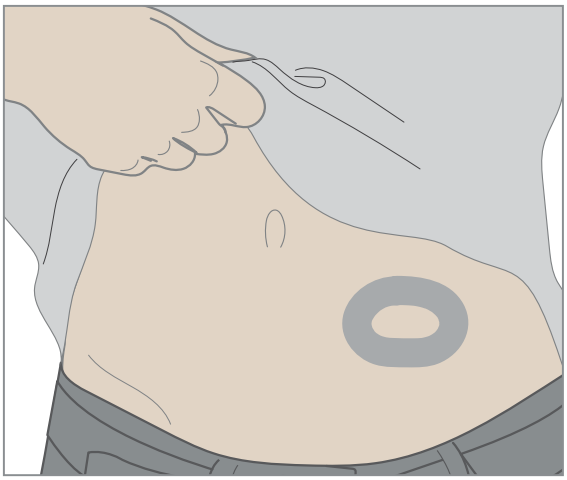
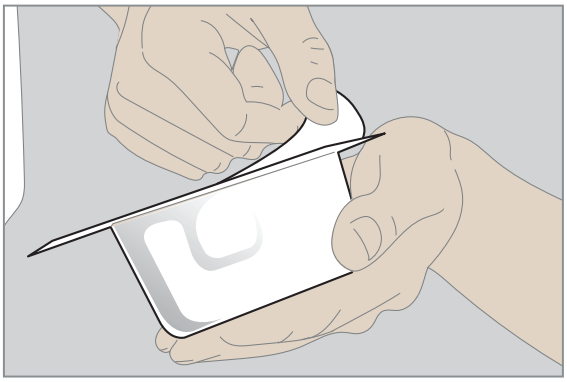
STEP 3 of 10 Insert Sensor



Optional Step: Skin Adhesive

- Create an empty oval on the skin with the skin adhesive, such as Mastisol or SkinTac.
- Let skin adhesive dry.
- Insert sensor on clean skin in center of oval.

STEP 4 of 10 Insert Sensor



Get the applicator you used when entering the sensor code. Check its packaging. Don't use if it's damaged or was already opened before you took it out of its box.

Make sure you use the same applicator Peel off cover. Keep sensor packaging until sensor session is complete.

Check sensor for damage.

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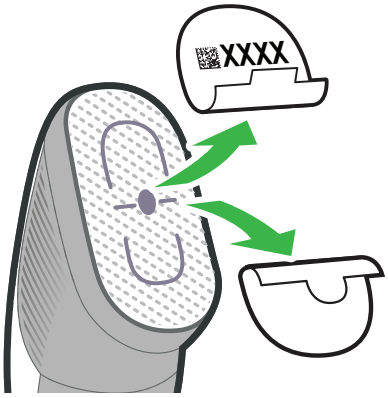
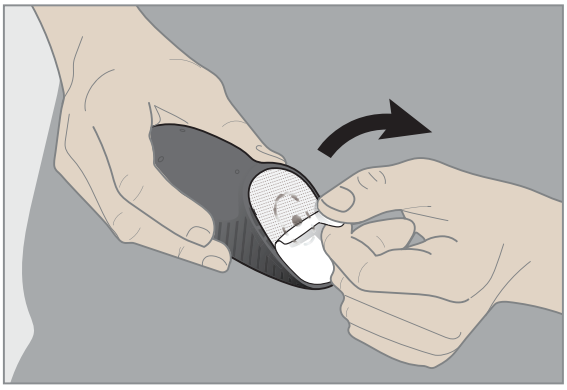
STEP 5 of 10 Insert Sensor



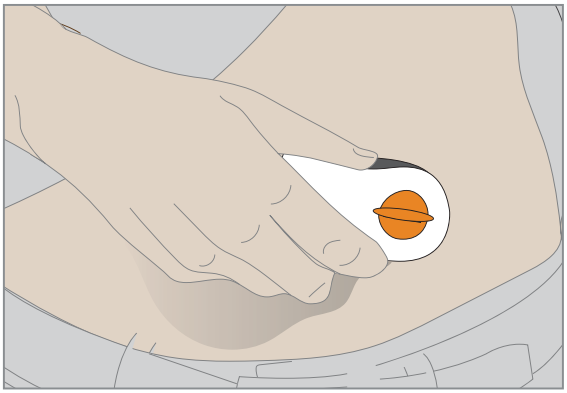
Pull off both adhesive labels.

Keep the tab with the sensor code.

Don't touch adhesive.



STEP 6 of 10 Insert Sensor



Place applicator horizontally, not vertically, on skin.

Firmly press down, sticking adhesive to your skin.

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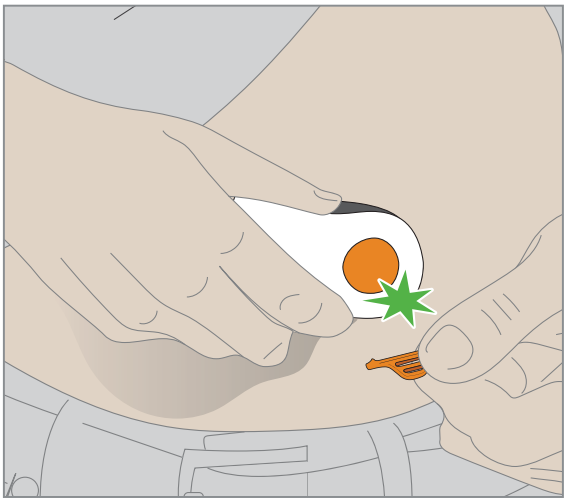
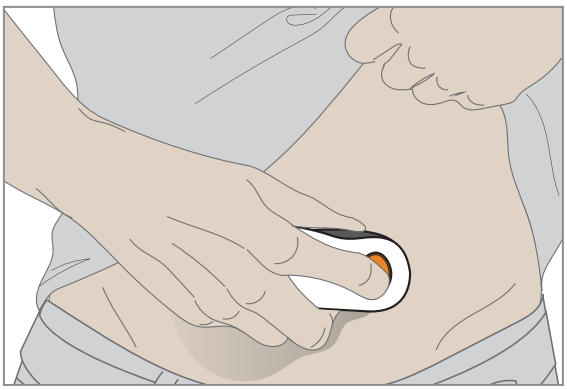
STEP 7 of 10 Insert Sensor



Fold and break safety guard and throw it away.

STEP 8 of 10 Insert Sensor



Push and release button to insert sensor.

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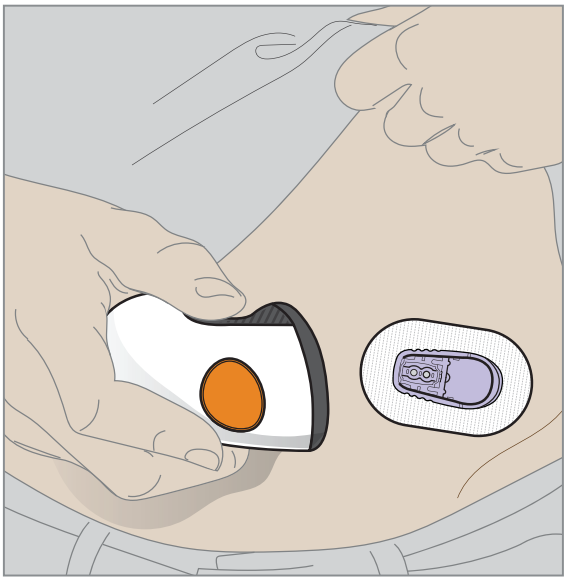
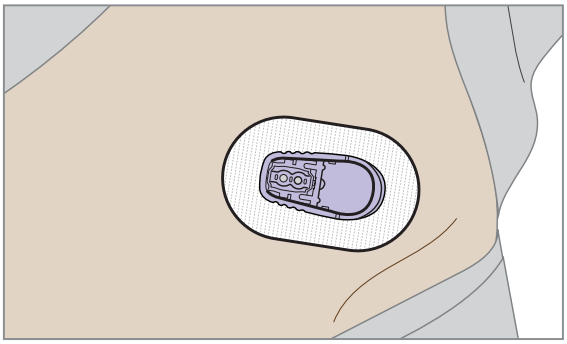
STEP 9 of 10 Insert Sensor



Remove applicator.

Throw out applicator following local guidelines for disposal of blood-contacting components.

STEP 10 of 10 Insert Sensor



What's left on you?

- Sensor wire
- Transmitter holder
- You've successfully inserted the sensor!

Finished!

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Having problems?

Do you have questions or need help? Contact Technical Support (available 24/7) at:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

6.5 Attach Transmitter

Now that you've inserted your sensor, attach your reusable transmitter.

Keep your current session's transmitter box. It has important information you may need after you've attached the transmitter.

Before attaching your transmitter, check you've entered the correct transmitter SN into your display device. Chapter 5 covers entering transmitter SN during initial setup. Once you've snapped the transmitter into the holder, you can't remove it until your session is over.

WARNING

Wire Breaks Off

Don't ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact our 24/7 Technical Support.

If a sensor wire breaks off under your skin and you can't see it, don't try to remove it. Contact your HCP. Also seek professional medical help if you have symptoms of infection or inflammation – redness, swelling, or pain – at the insertion site.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

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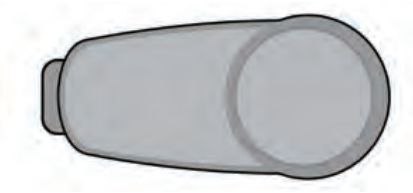
STEP 1 of 5

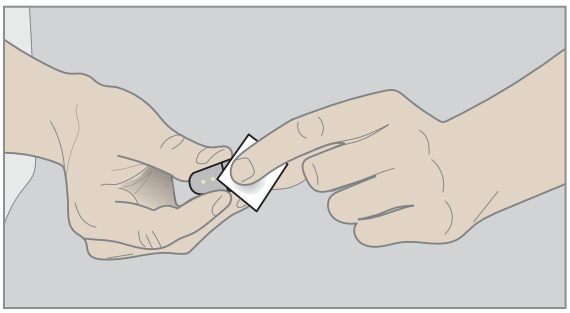
Attach Transmitter



Remove transmitter from box.

STEP 2 of 5

Attach Transmitter



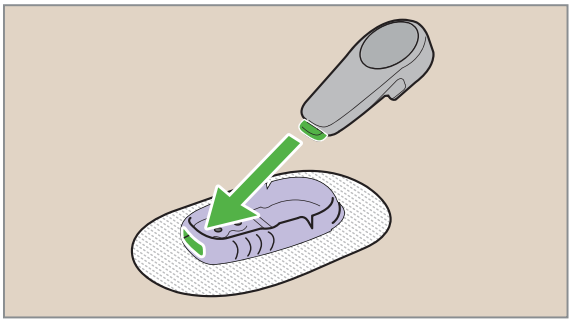
Wipe bottom of transmitter with alcohol wipe. Let dry.

Be careful with the bottom of the transmitter. Don't:

- Touch its metal dots
- Scratch it – that may harm the waterproof seal

STEP 3 of 5

Attach Transmitter



Slide transmitter tab into the slot at the narrow end of the holder.

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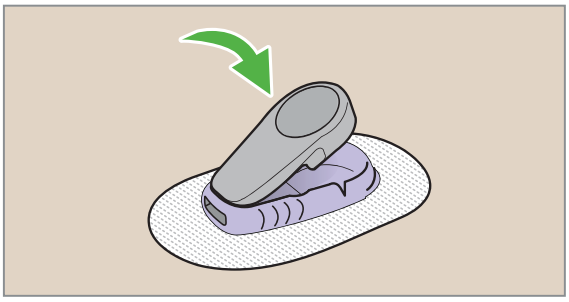
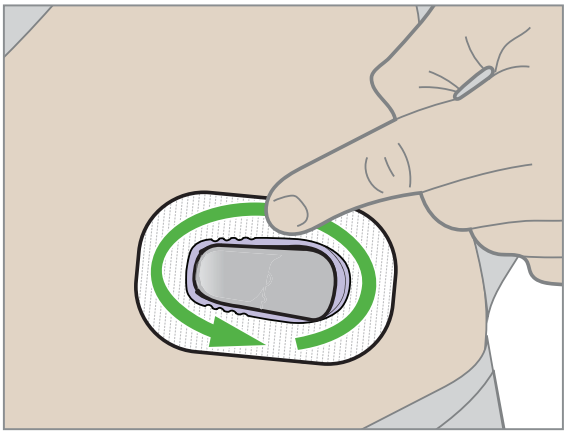
STEP 4 of 5 Attach Transmitter



Press the wide end of the transmitter until it clicks into the holder.

STEP 5 of 5 Attach Transmitter



Secure by rubbing fingers around the patch three times.

You're almost done starting your sensor!

Finished!

Loose Transmitter Holder

The transmitter holder should stay on your skin using its own adhesive, but the patch may start to peel up. If it peels up, or you want to prevent that, use either the overpatch or another adhesive, such as medical tape (brand names include Blenderm™, Tegaderm™, Smith & Nephew IV3000®, 3M™ tape) for extra support. Order overpatches at dexcom.com/contact

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Tips for putting on the overpatch or extra adhesive tape:

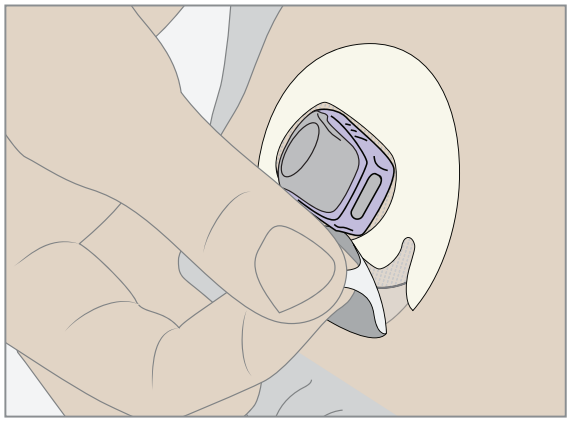
- Put overpatch or tape over white patch on all sides for even support
- Don't put overpatch or tape over or under the transmitter or its plastic holder

STEP 1 of 1

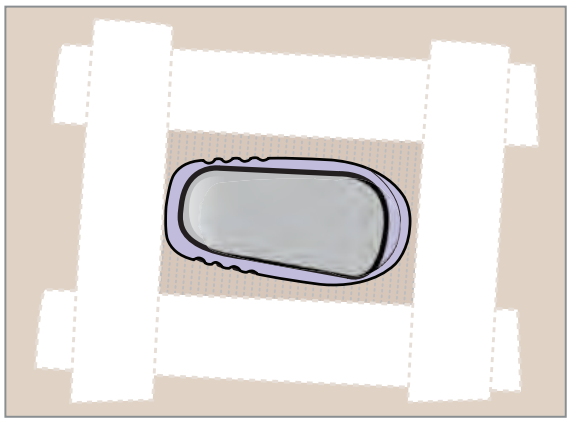
Attach Transmitter: Optional Step

Put overpatch or medical tape over the patch.

Overpatch



Medical tape



Finished!

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6.6 Pair and Start Your Sensor

After inserting your sensor and attaching your transmitter, the transmitter will automatically pair with your display device. You're ready to start your sensor session after getting confirmation the transmitter paired successfully.

During the warmup period, neither device provides alarm/alerts or G6 readings. Your G6 readings begin after the 2-hour sensor warmup has passed. If you didn't enter the sensor code as part of your set up, you'll be prompted to do initial calibrations once the 2-hour warmup is finished, then calibrate daily. If you entered a sensor code, calibrations aren't required.

During sensor warmup, use your meter.

Using both the receiver and the app? First, start your sensor session in one, then pair and join the sensor session in the other.

Keep your display device within 20 feet of your transmitter for them to pair and communicate.

PRECAUTION

Keep Transmitter Close to Display Device

Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them. Otherwise, they might not be able to communicate. If water is between your transmitter and the display device – for example, if you're showering or swimming – keep them closer to each other. The range is reduced because *Bluetooth*® doesn't work as well through water.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

We'll go over pairing and starting a sensor for the app, then for the receiver.

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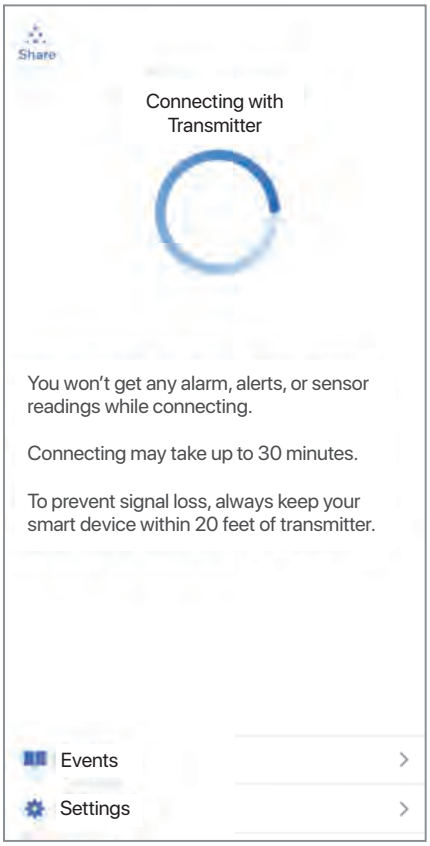
STEP 1 of 5

App: Pair and Start Sensor



Wait up to 30 minutes while app and transmitter pair.

Wait for pairing confirmation.

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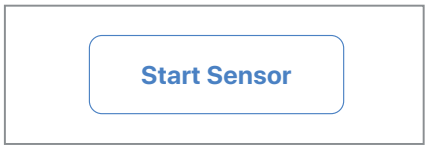
STEP 2 of 5 App: Pair and Start Sensor



Tap **Start Sensor** to start your 2-hour sensor warmup.

You won't get alarm/alerts or G6 readings during sensor warmup. Use your meter when making a treatment decision during warmup.

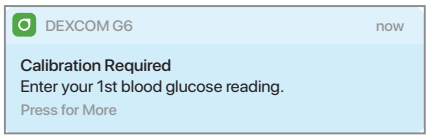
STEP 3 of 5 App: Pair and Start Sensor

Wait.

Screen provides countdown to sensor warmup. The ring darkens as the countdown moves forward.

Keep smart device within 20 feet of transmitter.

STEP 4 of 5 App: Pair and Start Sensor



If you didn't enter a sensor code during setup, once your 2-hour warmup is complete, you'll be prompted to calibrate twice. See Chapter 7 to learn the best way to calibrate

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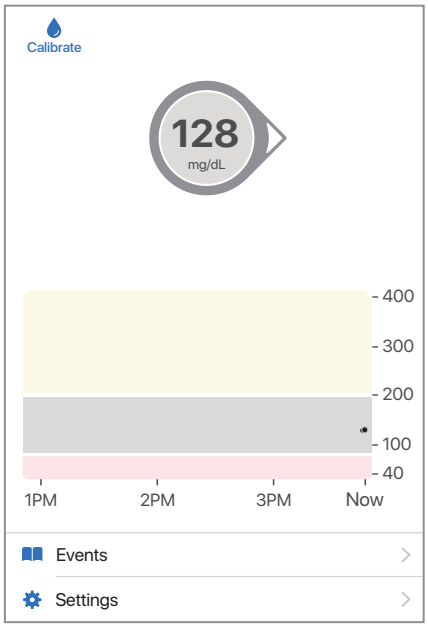
STEP 5 of 5 App: Pair and Start Sensor



Sensor warmup is complete!

Finished!

Receiver: Pair and Start Sensor

STEP 1 of 6 Receiver: Pair and Start Sensor

If needed, press power button briefly to wake up receiver.

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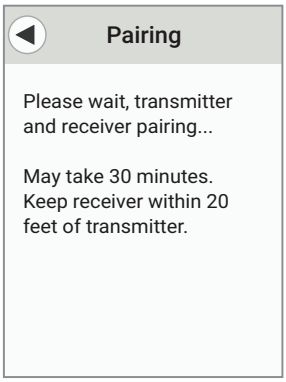
STEP 2 of 6 Receiver: Pair and Start Sensor



After attaching your transmitter, pairing is automatic, just wait for confirmation.

STEP 3 of 6 Receiver: Pair and Start Sensor

Your transmitter and receiver can communicate now! You may need to unlock your screen. If so, tap **1**, then **2**.

STEP 4 of 6 Receiver: Pair and Start Sensor

Tap **Start Sensor**.

This starts the 2-hour sensor warmup.

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STEP 5 of 6 Receiver: Pair and Start Sensor

Wait.

Keep your receiver within 20 feet.

Ring lightens to track progress.

You won't get alarm/alerts or G6 readings during sensor warmup. Use your meter when making a treatment decision during warmup.

After sensor starts, *Start Sensor* option disappears from Menu, and *Stop Sensor* appears.

STEP 6 of 6 Receiver: Pair and Start Sensor

Sensor warmup is complete.

If you didn't enter a sensor code during setup, once your 2-hour warmup is complete, you'll be prompted to calibrate twice. See Chapter 7 to learn the best way to calibrate.

Finished!

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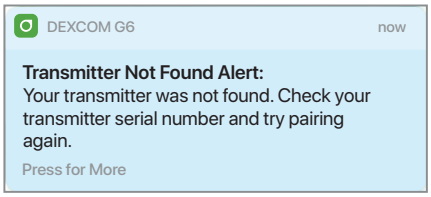
6.7 Pairing Tips

Your transmitter and display device pair after you insert your sensor and attach your transmitter. (On the receiver, the *Bluetooth* symbol will blink while it is trying to pair with the transmitter.) It usually takes less than 10 minutes for your transmitter and display device to pair, but it can take up to 30 minutes. During this time:

- Make sure your transmitter and display device are within 20 feet of each other
- Remove barriers between them

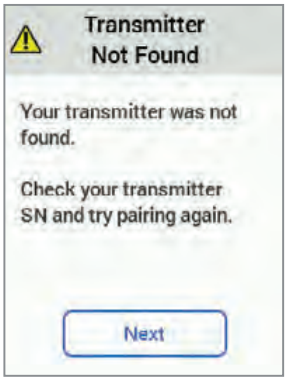
If these errors display, your transmitter and display device are not communicating.

App Notification



App

Receiver



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Verify display device and transmitter are within 20 feet of each other without obstruction.

Wait up to 30 minutes.

Tap **Help** for more information.

Don't calibrate. Use meter for BG value.

More than 30 minutes? Contact Technical Support (available 24/7) at:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

You won't get alarm/alerts or G6 readings until error is fixed.

6.8 What Was Covered and What's Coming

Now You Can:

- Prepare for sensor insertion
- Insert your sensor
- Attach transmitter to sensor
- Identify when transmitter and display device pair
- Start sensor warmup

What's Next?

The next chapter guides you through calibration.

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Chapter 7 | Calibrate

7.1 Introduction

This chapter discusses calibration. What it is, when to do it, and how.

If you entered your sensor code during setup, calibrate only if you want to. The system doesn't need it.

After this chapter, you'll be able to:

- Describe calibration
- Recognize how to get accurate meter values
- Understand precautions for when not to calibrate
- Enter calibrations into the Dexcom G6 Continuous Glucose Monitoring System (G6)

7.2 Calibration Overview

What's Calibration?

You calibrate when you enter a meter value into your display device. It aligns your sensor to your meter.

By calibrating when the system notifies you, the G6 uses your meter value to make sure the G6 readings remain accurate throughout your session.

How Do I Calibrate?

Take a fingerstick with your meter, and simply enter the meter value into your display device. This chapter walks you through the entire process, from preparing to take a meter value through making sure the system saved your input.

When taking a fingerstick, it's important to do it correctly. Make sure you thoroughly wash and dry your hands right before. And remember: Always use your finger, never another site.

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For everything **except** calibration (such as alarm/alerts), you must enter information into both the receiver and smart device. Calibrating is different. Don't enter your BG values into both devices; only enter your meter value into **either** the app or the receiver. When you enter your meter value into one display device, it takes about 5 minutes to show on your other display device.

How Often Do I Calibrate?

If you entered the sensor code during set-up, there's no need to calibrate. You can calibrate if you want, but the system doesn't require it.

If you didn't enter a sensor code during setup, you must calibrate your G6. After sensor warmup, you're prompted to calibrate twice. Then you start getting your G6 readings. You'll be prompted to calibrate 12 hours later, and again 12 hours after that. For the rest of your 10-day sensor session, you're prompted to calibrate once every 24 hours.

WARNING

Don't Wait – Calibrate!

If you have not used the calibration code, you must manually calibrate your G6 using values obtained from a blood glucose meter and fingersticks daily. You must calibrate immediately when the G6 notifies you. If you haven't calibrated when notified, your G6 may not be accurate, so use your glucose meter to make treatment decisions until you calibrate your G6.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

If you receive a calibration notification outside of your scheduled calibrations, the system didn't accept your most recent calibration or your meter value is very different from your G6 reading.

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7.3 Prepare to Calibrate

When using a glucose meter to calibrate, if you don't prepare properly, your sensor may become inaccurate.

Calibration Tips

Hands:

- Clean: Thoroughly wash and dry your hands before fingersticks. Use soap and water, not gel cleaners. Poorly washed hands are the cause of many meter errors.
- Finger: Use fingerstick meter values only. Other sites are less accurate.

Meter:

- Test strips: Verify they're current and, if required, coded correctly with meter.
- Same meter: Always use the same meter during your sensor session. Meter and strip accuracy vary between meter brands. Switching within a session might cause G6 readings to be less accurate. Also make sure meter date and time match your display device date and time.
- Instructions: Follow meter use and maintenance instructions exactly.
- Use meter value: Only use your meter for calibrations; never enter values from your G6.

G6:

- *Bluetooth*: Make sure it's active.
- Trend arrow(s) straight up or down: This means your reading is changing more than 2 mg/dL per minute. Because of this, enter your meter value immediately after taking a fingerstick.
- Timing: Enter your meter value within 5 minutes of taking a fingerstick.
- Accuracy: Enter exact meter value for each calibration.

Be safe – if BG is low, first treat, then if you want, align your sensor to your meter by calibrating.

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WARNING

- **Don't Wait – Calibrate!**

  If you have not used the calibration code, you must manually calibrate your G6 using values obtained from a blood glucose meter and fingersticks daily. You must calibrate immediately when the G6 notifies you. If you haven't calibrated when notified, your G6 may not be accurate, so use your glucose meter to make treatment decisions until you calibrate your G6.

- **Use Fingersticks**

  Use fingertips to calibrate from your BG meter. Blood from other places may be less accurate and not as timely.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

7.4 Calibrating

Calibration Schedule

If you didn't enter a sensor code, you'll need to do daily calibrations after completing your initial calibrations.

For example, you inserted your sensor Monday morning at 9:00.

- After 2-hour sensor warmup is finished, enter two calibrations Monday at 11:00
- Enter a third calibration at 11 pm
- Enter a fourth calibration 12 hours later, at 11 am on Tuesday
- Enter calibrations once a day starting at 11:00 Tuesday for the rest of your sensor session

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Enter a Calibration

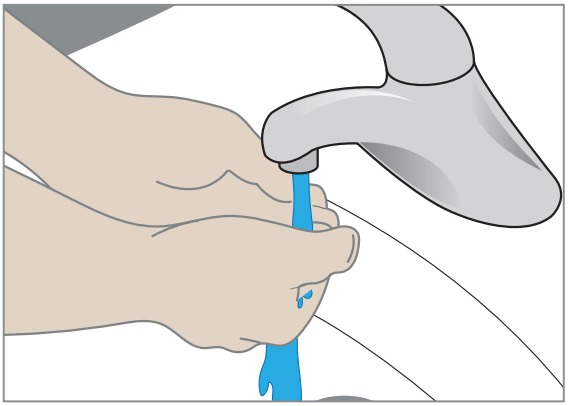
Below are steps to enter your calibrations. First is calibrating in the app, then the receiver.

If you didn't enter a sensor code, either tap the calibration icon or go to **Settings** > **Calibrate**.

If you entered a sensor code, there is no Calibration icon. If you choose to calibrate, go to **Settings** > **Calibrate** to calibrate.

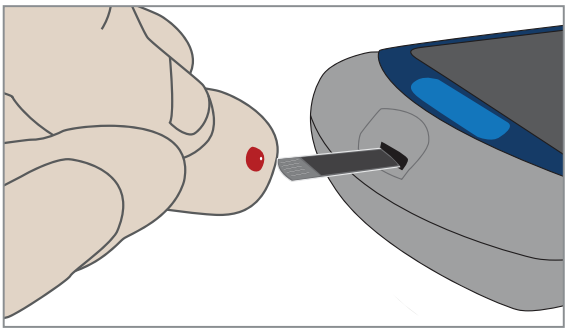
App: Calibration

STEP 1 of 8 App: Calibration



Thoroughly wash and dry your hands with soap and water, not gel cleaners.

STEP 2 of 8 App: Calibration



Use meter to measure the BG from your fingertip.

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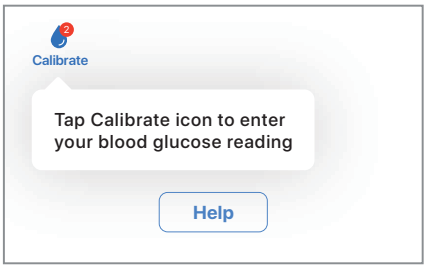
STEP 3 of 8 App: Calibration



Tap **Calibrate**. The red circle shows when the G6 needs you to calibrate.

What it means:

- Sensor warmup is complete
- Ready for first calibration
- Tap icon to enter your blood glucose value or go to **Settings** > **Calibrate**.

STEP 4 of 8 App: Calibration

Enter meter value using number pad. This example uses 128 mg/dL.

Tap **Save**.

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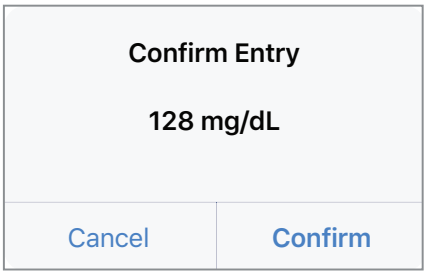
STEP 5 of 8 App: Calibration



Verify number is correct.

If correct, tap **Confirm**. If you don't tap **Confirm**, BG level isn't saved.

If incorrect, tap **Cancel** and enter correct number.

STEP 6 of 8 App: Calibration

Tap **Calibrate** to enter your second BG value.

Follow steps 1-5 and enter second value.

What it means:

1. Sensor accepted first calibration
2. Ready for second meter value

STEP 7 of 8 App: Calibration

Calibration accepted: Calibrate icon has no red circle.

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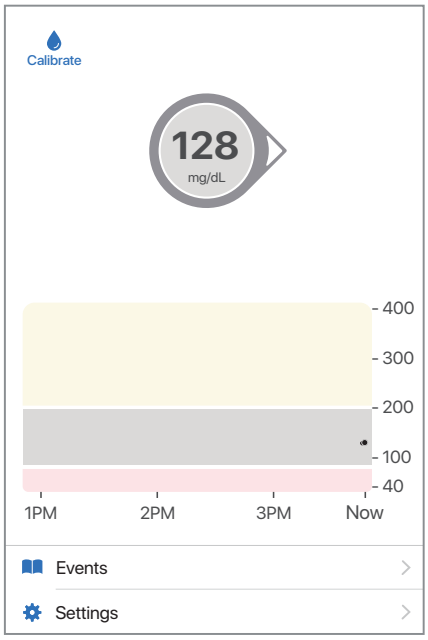
STEP 8 of 8 App: Calibration

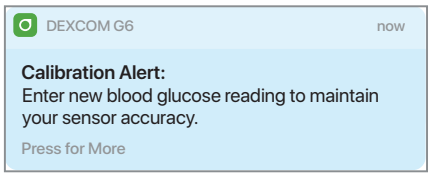


You get your first G6 readings after you enter your initial calibrations. Look for the number in the circle above the graph and dots on your trend graph. Each dot represents a single G6 reading taken every 5 minutes.

Finished!

Twelve hours from now, 12 hours after that, and then every 24 hours for the rest of your sensor session, you'll be notified to calibrate:

App Notification



App

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If you didn't enter the sensor code, the red circle on the Calibrate icon reminds you to calibrate once every 24 hours.

When notified to calibrate:

Tap **Calibrate**.

Repeat steps 1-5

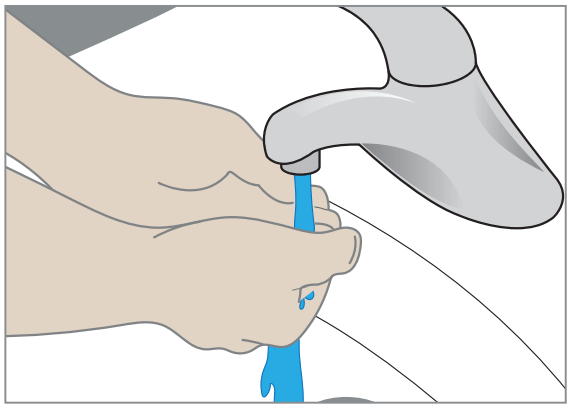
Receiver: Calibration

If you didn't enter a sensor code, either tap the calibration icon or go to **Menu** > **Calibrations**.

If you entered a sensor code, there is no Calibration icon. If you choose to calibrate, go to **Menu** > **Calibration** to calibrate.

STEP 1 of 9

Receiver: Calibration



Thoroughly wash and dry your hands with soap and water, not gel cleaners.

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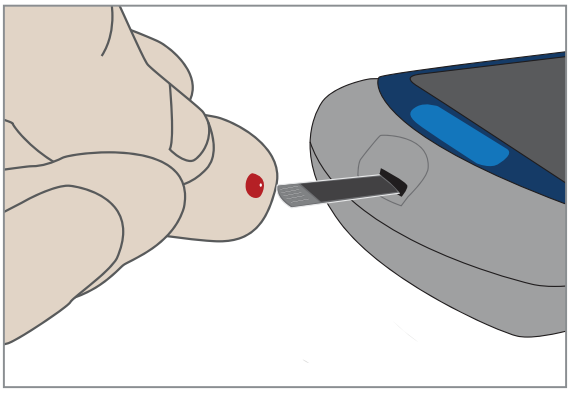
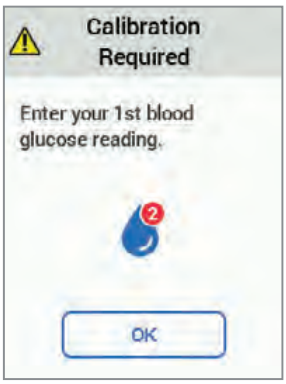
STEP 2 of 9 Receiver: Calibration



Use meter to measure the BG from your fingertip.

STEP 3 of 9 Receiver: Calibration



Press power button briefly to wake up receiver screen. You won't see calibration notifications when screen is black.

Tap **OK**.

What it means:

- Sensor warmup is done
- Ready for first calibration

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STEP 4 of 9 Receiver: Calibration

Tap **up/down arrows** to enter meter value. This example uses 128 mg/dL.

Tap **Save**.

Sensor default value for calibration is **dashes** (– – –) (or the most recent G6 reading).

STEP 5 of 9 Receiver: Calibration

Verify BG value is correct.

If correct, tap **Yes**. If you don't tap Yes, the BG level isn't saved.

If incorrect, tap **No** and re-enter.

STEP 6 of 9 Receiver: Calibration

Wait while BG value is accepted.

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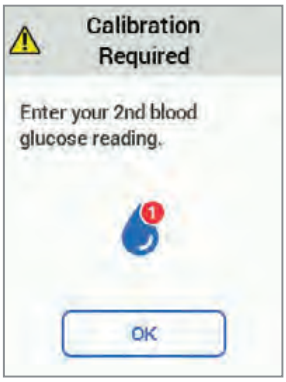
STEP 7 of 9 Receiver: Calibration



Sensor accepted calibration and is ready for second one. Follow steps 1-6 to enter second value.

STEP 8 of 9 Receiver: Calibration

The calibrate icon doesn't have a red circle, so your calibration was accepted and no more are needed for now.

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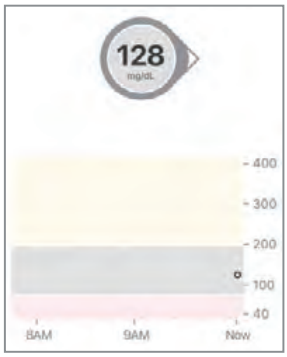
STEP 9 of 9

Receiver: Calibration



Your G6 readings begin about 5 minutes after the device accepts your first two calibrations. Look for the dots on your home screen. Each dot represents a single G6 reading taken every 5 minutes.

If you didn't enter a sensor code during your sensor setup, G6 will prompt you to calibrate in another 24 hours.

1 When prompted, repeat steps 1-5.

Finished!

Sound/Vibration Prompts

You get visual notifications, beeps, and/or vibrations when your system needs calibration.

- Smart device: You see all calibration notifications. There's no sound or vibration for your daily calibration. G6 will beep once for other types of calibrations, like when you're setting up a new sensor or the G6 needs an extra calibration.
- Receiver: You see your daily calibration notifications without beeping or vibrating. When your system needs an extra calibration, you see the calibration notification. It vibrates/beeps every 5 minutes until cleared.

For more information on setting your sound/vibration notifications and how to clear them, see Chapter 10.

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7.5 Calibrate Without Prompts

There are times when you may want to calibrate to align your G6 readings to your meter even if you entered a sensor code. Make sure you use good fingerstick technique to get a good meter result by following the steps in 7.3.

You may choose to calibrate when your symptoms don't match your G6 readings. For example, your G6 reading is 120 mg/dL. At that glucose level, you expect to feel fine, but instead you are shaking and sweating. You feel as though your glucose is much lower.

Pay attention to how you feel. If you feel low and your CGM tells you differently, thoroughly wash your hands with soap and water. Dry them. Then use your meter to confirm your glucose level. If your meter matches your symptoms, go ahead and treat based on the meter value. Then, if you want, calibrate to align your sensor with your meter. You don't have to calibrate, but you can.

7.6 Check In With Jake and Kelly

Meet Jake and Kelly! They each manage their diabetes with a G6 and are happy to share their insights with you. When you see their pictures in this User Guide, check in with them and find out how they use their G6s in day-to-day life.

First, a little background information: Jake is an adult. He manages his diabetes on his own, using his G6 and pens. Kelly, on the other hand, is a child. She and her parents work together to manage her diabetes using her G6 and a pump. Do either of these situations sound like yours?

Let's check in with Jake and Kelly to see what they do when their symptoms don't match their CGM information.

Hi – Jake here! I'm feeling pretty woozy – a pretty sure sign I'm low – but my CGM shows me at 100 and my trend arrow steady.

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Oh. I just stood up and went from woozy to lightheaded. I think it's time to verify with my meter. My meter shows 65. Definitely time to drink some juice and think about calibrating my CGM.

My meter shows 65. Well, my CGM reading is much higher. I want to enter a new calibration.

Hi – it's Kelly! This morning I woke up starving! Instead of doing a fingerstick and putting it in my app first thing like I usually do, I ate breakfast.

I usually wake up around 75, but because I had breakfast, my dad told me to expect it to be higher. My meter showed 360!

"Dad! 360!"

He ran right over and I handed him the meter.

"Ewww, Honey, your meter's sticky. What is that?"

"Oh, sorry! It's probably from that banana I had for breakfast."

"OK. Before we decide what to do about your 360, how about you wash your hands and do the fingerstick again?"

He was right – I was really only 90 once my hands were clean!

Takeaways

When Jake's and Kelly's numbers didn't match how they felt, they figured out why so they could treat the real number.

Calibrating? Remember to wash your hands well!

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7.7 What Was Covered and What's Coming

Now You Can:

- Describe calibration
- Recognize how to get accurate meter values
- Enter calibrations into the G6
- Understand precautions for when not to calibrate

What's Next?

Part 3: Next Steps will show you how to get the most out of your G6.

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Next Steps – Getting the Most Out of Your Dexcom CGM

- Home Screen
- Events
- Alarm and Alerts
- Treatment Decisions
- Sharing Information with Your Support Team
- End Sensor and Transmitter Sessions
- Troubleshooting

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Chapter 8 | Home Screen

8.1 Introduction

In this chapter, you'll learn how to read your home screen, identify Dexcom G6 Continuous Glucose Monitoring System (G6) readings and trends, and understand what they mean.

After this chapter, you'll be able to:

- Navigate the home screen
- Locate your G6 reading
- Explain your glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low and High Alert levels on your graph
- Change graph views
- Explain differences between trend arrows

8.2 Home Screen Overview

The home screen is where you spend most of your time. The Apple app, Android app, and receiver home screens show your sensor glucose information and give you ways to move to other screens – to calibrate, add an event, and see the menu.

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The home screen below is from the Apple app. The Android app and receiver look similar. The only difference is where the Calibrate Icon, Settings Menu, and Event History/Add Event are. If you entered a sensor code during setup, you won't have the Calibration icon on the home screen..

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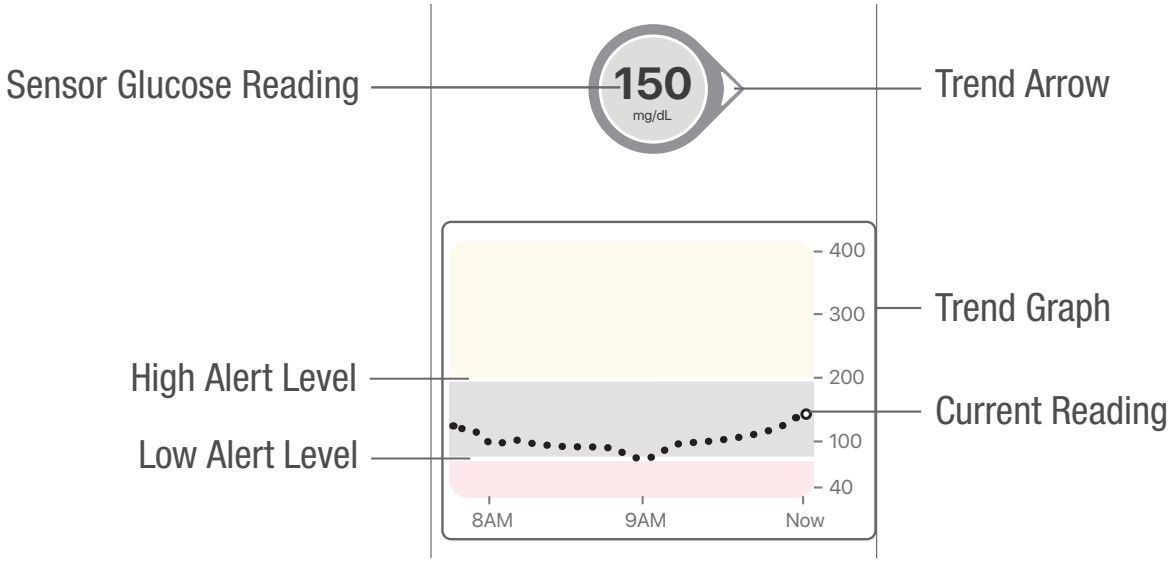
8.3 Glucose Information

This section shows you how to interpret your G6 reading, trend arrow, and graph.



G6 Readings

Starting at the top, the number shows where your sensor glucose is now in milligrams per deciliter (mg/dL). The background can be yellow, gray, or red.

Yellow: Above target range

Gray: Within target range

Red: Below target range or in Urgent Low Soon

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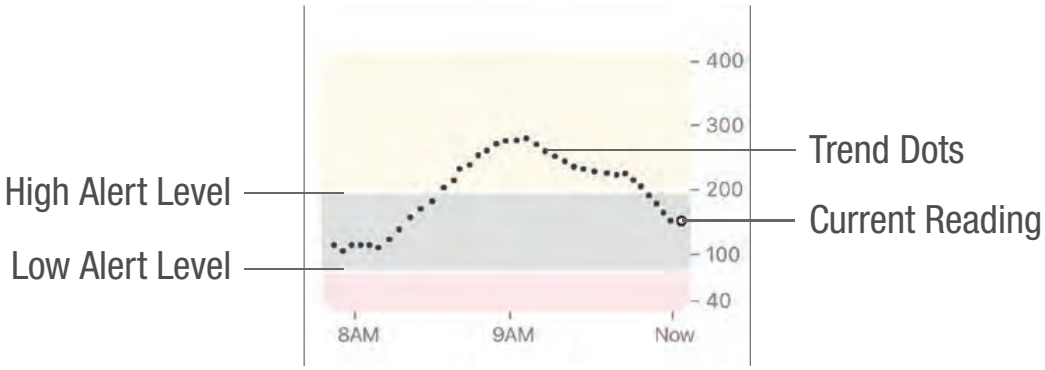
When your most recent G6 reading is above 400 mg/dL or below 40 mg/dL, you won't get a number. Instead, your display device will say LOW or HIGH.

The number comes with an arrow, too. It shows the direction your sensor glucose is going. Later in this chapter, we'll go over trend arrows in detail.

Graphs and Events

The graph shows where your G6 readings have been for the past 3 hours. It plots your G6 readings every 5 minutes.

- The most recent G6 reading is the white dot on the right. Black dots are past G6 readings.
- The numbers on the right show glucose level in mg/dL. The numbers on the bottom show the last 3 hours.
- The horizontal white lines show your High and Low Alert levels. Your glucose is:
  - High when your dots are in the yellow area of the graph.
  - In your target range (between your high and low alert settings) when in the gray area.
  - Low when in the red area.



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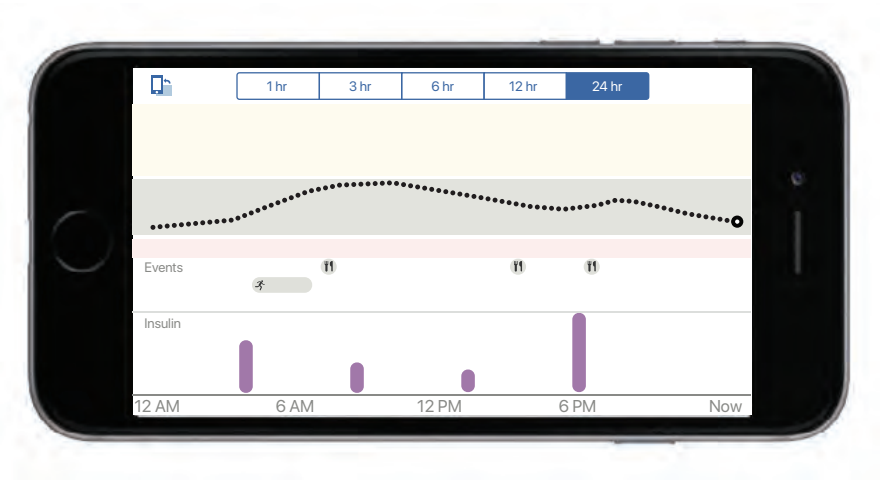
When the transmitter reconnects with the display device after a Signal Loss or similar issue, up to 3 hours of missed G6 readings can fill in on the graph.

To see events with your graph and to see your graph over 1, 3, 6, 12, and 24 hours, turn your smart device on its side (for landscape view). Touch and hold a dot to see the time for a past G6 reading, or slide your finger across the screen to view G6 readings from other times. To switch between 1-, 3-, 6-, 12-, and 24-hour views on your receiver, tap the graph.



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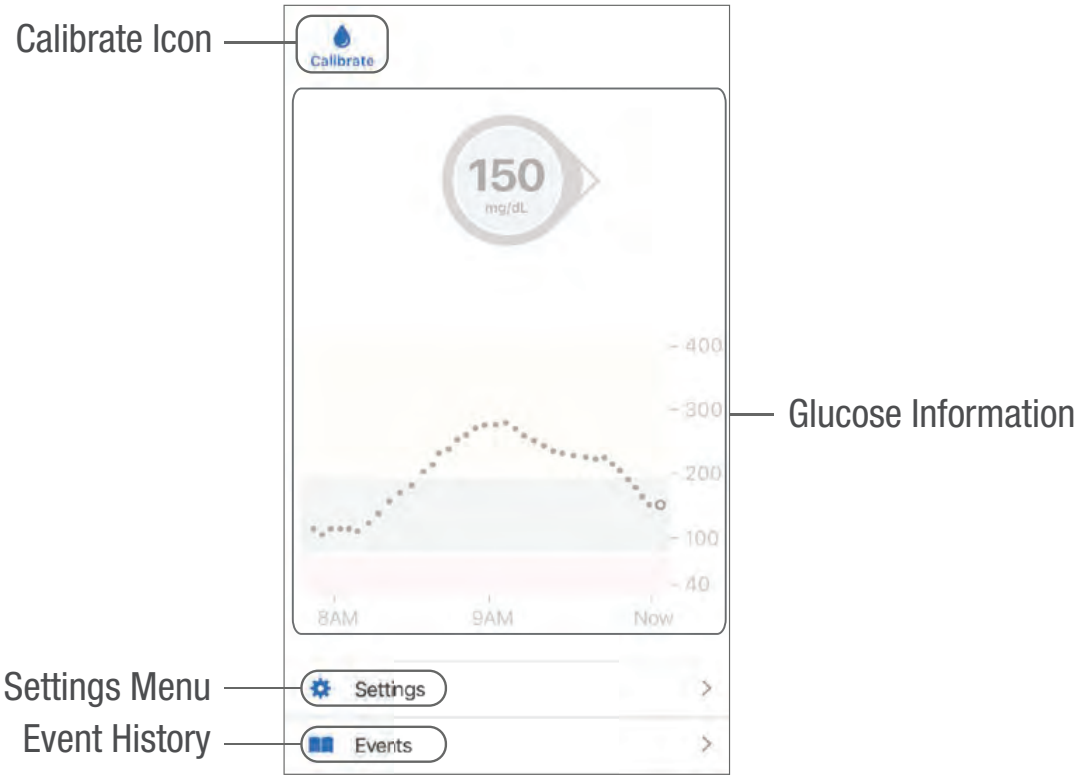
8.4 Navigation and Status Bar

Now that you're familiar with the glucose information on your home screen, let's see how to get around. For example, how do you get to the calibration screen or the screen where you record an insulin dose, or how do you check your alert settings? The Apple app, Android app, and receiver home screens have slightly different ways to navigate to other screens. This section details those differences.

Remember, if you entered a sensor code, you don't need to calibrate so there isn't a Calibrate icon on the home screen. Calibrate via **Menu** > **Calibrate**.

Apple App



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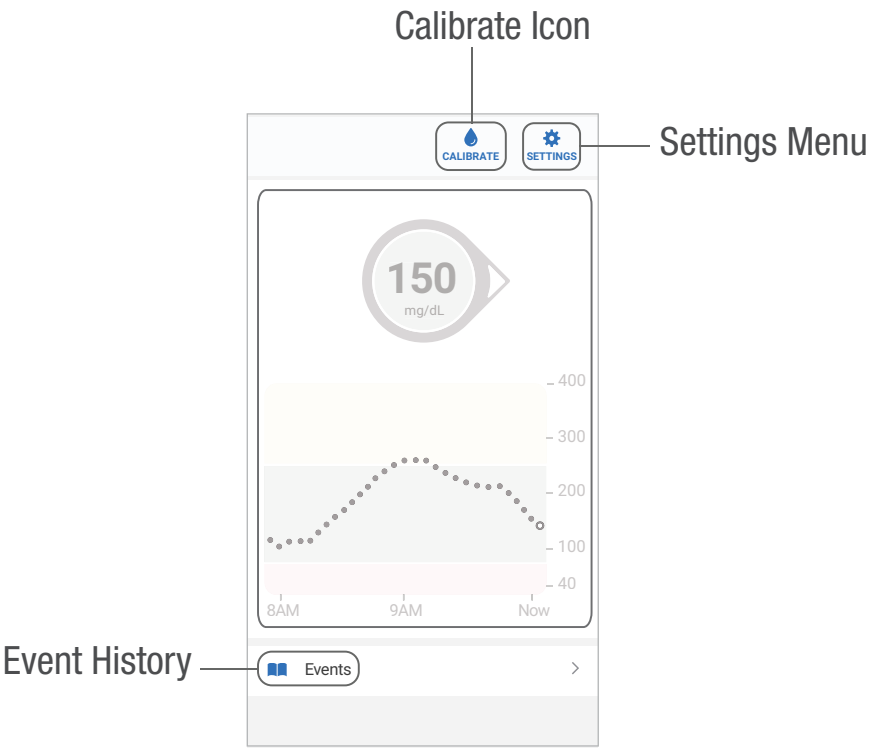
Android App



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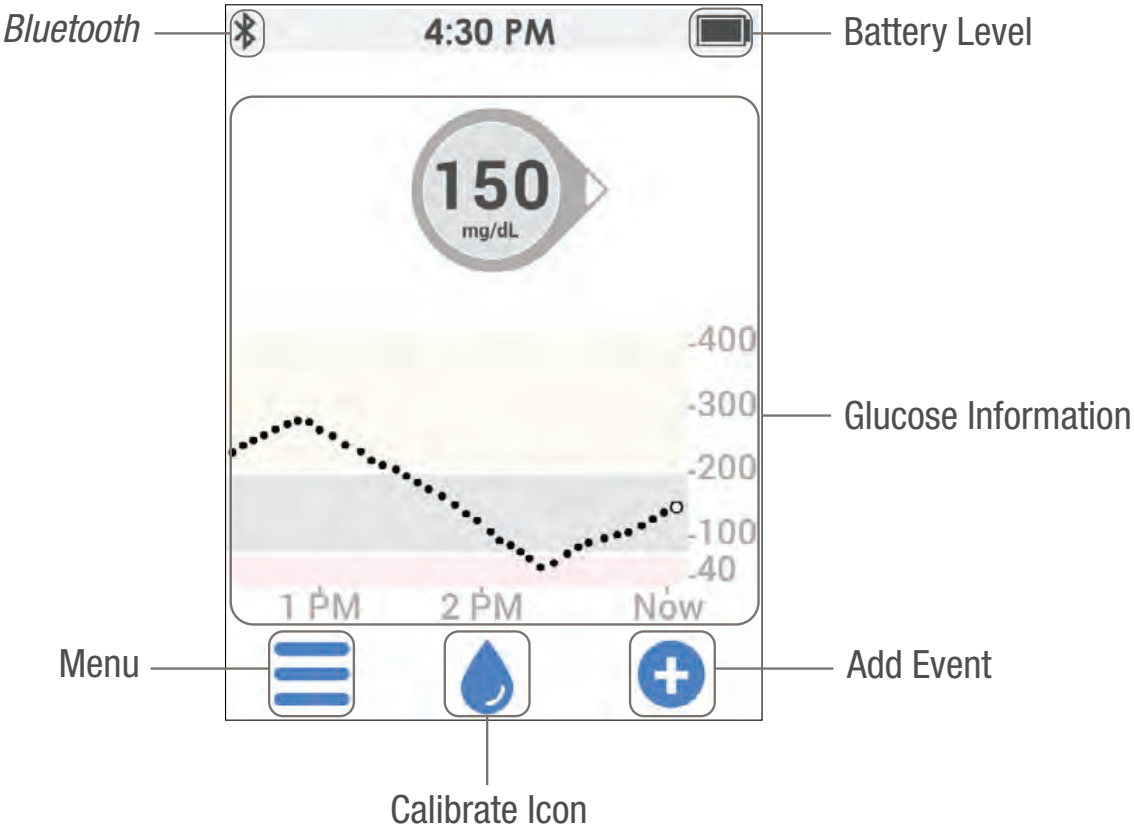
Receiver



Calibrate icon: The blue drop is the calibrate icon. If you didn't enter a sensor code, a red circle shows on the drop when you need to enter a new calibration. To calibrate, tap on the blue drop and follow the steps.

If you did enter a sensor code, there's no need to calibrate, so, there isn't a Calibrate icon on the home screen.

Events/Add Event: Lets you record insulin, carbs, exercise, or health-related events. See Chapter 9 for more information.

Settings/Menu: Edit alerts, find help, change settings, customize sounds, and use Share (app only).

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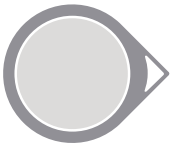
Trend Arrows

Trend arrows show the speed and direction of your glucose trends based on your recent G6 readings. Use the arrows to know when to take action before you're too high or too low.

Trend Arrow: Steady

Changing:

- Less than 1 mg/dL each minute
- Up to 30 mg/dL in 30 minutes



Trend Arrow: Slowly Rising or Falling

Changing:

- 1 – 2 mg/dL each minute
- Up to 30-60 mg/dL in 30 minutes

Trend Arrow: Rising or Falling

Changing:

- 2 – 3 mg/dL each minute
- Up to 60-90 mg/dL in 30 minutes

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Trend Arrow: Rapidly Rising or Falling

Changing:

- More than 3 mg/dL each minute
- More than 90 mg/dL in 30 minutes

Trend Arrow: None

System can't calculate the speed and direction of your glucose change.

See Chapter 11 for information on using trend arrows to make treatment decisions.

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8.5 What Was Covered and What's Coming

Now You Can:

- Navigate using home screen icons
- Locate your G6 reading
- Explain your glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low and High Alert levels on your graph
- Change graph views
- Explain differences between trend arrows

What's Next?

Next you'll learn how to enter events that affect your glucose levels. Track events so you and your HCP can reflect on patterns in your glucose levels.

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Chapter 9 | Events

9.1 Introduction

In this chapter, you'll learn how to enter events, including insulin doses and carbs. You can track events to see how your actions or circumstances affect your glucose levels.

After this chapter, you'll be able to:

- Define an event
- Describe each type of event
- Add events to the app and receiver

9.2 Events Overview

Did you take a walk after lunch today? Are you feeling stressed? How much insulin did you take for your dinner meal? These are all events that can change your blood sugar.

An event is an action or situation that affects your glucose levels. With the Dexcom G6 Continuous Glucose Monitoring System (G6), you can track your daily events so you can reflect on their effect on your glucose trends. Once entered into the app, or once you upload your receiver data, events can be viewed in Dexcom reports. The reports help you review how each event influenced your glucose trends. You can use the reports with your HCP to create a plan to manage your diabetes.

Types of Events

Your G6 lets you keep track of insulin, carbs, exercise, and health-related events.

When you add an event in your app, it shows in Events and Clarity reports.

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9.3 Enter Insulin Event

This section shows how you can enter long-acting insulin doses.

Following the app information, entering insulin on your receiver is covered.

App: Enter Long-acting Insulin

STEP 1 of 4 App: Enter Long-acting Insulin

From the Home screen, tap **Events**.

STEP 2 of 4 App: Enter Long-acting Insulin

Then, tap **Add Event**.

STEP 3 of 4 App: Enter Long-acting Insulin

Tap **Long-Acting Insulin**.

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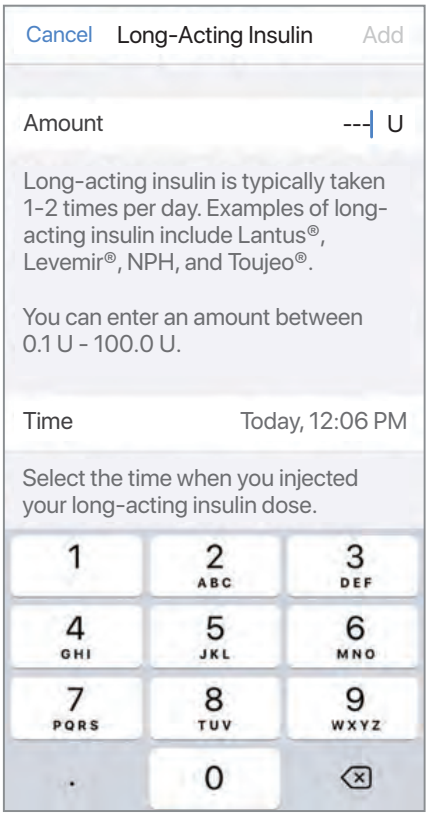
STEP 4 of 4 App: Enter Long-acting Insulin



How much insulin did you give?

You can't enter the type of insulin, only dosage.

Enter insulin units for each dose, up to 100 units.

Finished!

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Receiver: Entering Insulin

The steps below show how to enter insulin on the receiver. You may log fast-acting or long-acting insulin events.

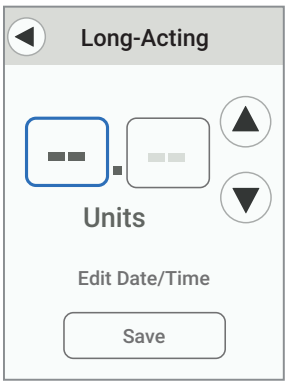
STEP 1 of 6 **Receiver: Entering Insulin**

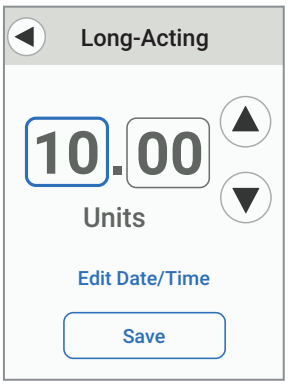
Tap **Add event**.

STEP 2 of 6 **Receiver: Entering Insulin**

Tap **Fast-Acting Insulin** or **Long-Acting Insulin.**

STEP 3 of 6 **Receiver: Entering Insulin**





Tap arrows to enter Units, up to 100.

When you tap the arrow, number starts at last number entered.

This example uses 10.00 Units of Long-Acting Insulin.

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STEP 4 of 6 Receiver: Entering Insulin

Tap **Edit Date/Time**.

STEP 5 of 6 Receiver: Entering Insulin

Tap each box to enter the date and time. Use the arrows to select the correct information.

STEP 6 of 6 Receiver: Entering Insulin

Tap **Save**.

Finished!

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9.4 Other Events

Now that you can enter insulin on your app and receiver, let's go over the other events you can record: carbs, exercise, and health. Enter these on your app or receiver. Adding these events is very similar to adding insulin. You already know how to enter insulin, so you can also enter carbs! Below we go over some tips for entering events.

- Carbs: Add up all carb grams for the snack or meal, up to 999 grams.
- Exercise: You select each exercise's intensity level and duration. Type of exercise isn't an option.
- Health-related events:
  - Illness: Is a cold, flu, or any other temporary illness affecting your well-being?
  - Stress: Are you under stress or feeling anxious?
  - High symptoms: Do you feel high BG symptoms?
  - Low symptoms: Do you feel low BG symptoms?
  - Cycle: Are you on your period?
  - Alcohol: Did you have a glass of wine, beer, or cocktail?

For your convenience, there's no need to stop everything and enter your events as they're happening. When you have a moment, you can enter past events. Events are meant to be entered as individual occurrences: Don't enter daily totals; enter each event separately.

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9.5 App: Edit or Delete an Event

Entered an event incorrectly? Maybe you entered the wrong number of insulin units, or forgot to change the time before you saved it. Use the Events screen to delete and re-enter incorrect events you entered on your app. You cannot edit or delete events entered on your receiver.

App: Delete Event

STEP 1 of 4 App: Delete Event

Tap **Events**.

STEP 2 of 4 App: Delete Event

Events shows your recent events, newest on the top.

Apple (shown left): Tap **Edit**.

Android: Tap the pencil icon.

After tapping your edit icon (differs based on your device), to delete an added event, use the red icon. Follow your smart device's prompts to delete an event.

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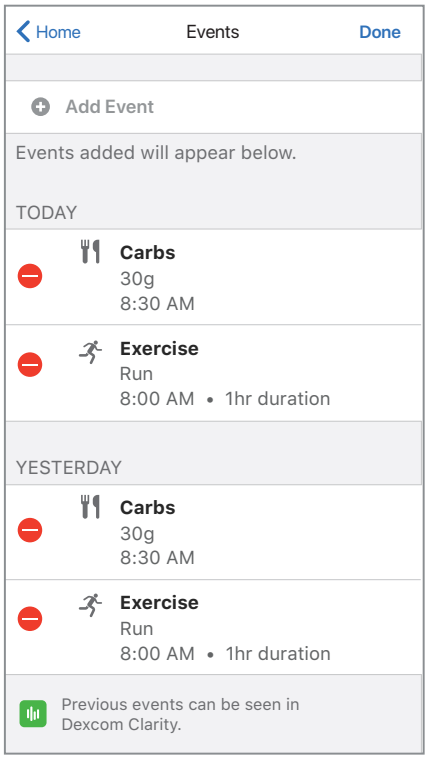
STEP 3 of 4 App: Delete Event



Apple (shown left): Red icon is a circle on the left.

Android: Red icon is a trash can on the right.

Apple (shown left)**:** Delete appears on the right. Tap **Delete**.

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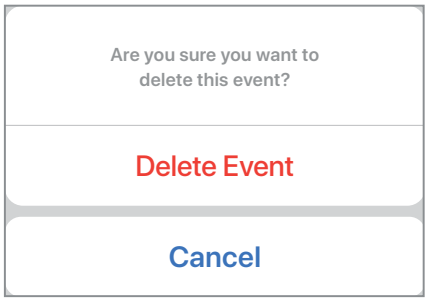
STEP 4 of 4 App: Delete Event



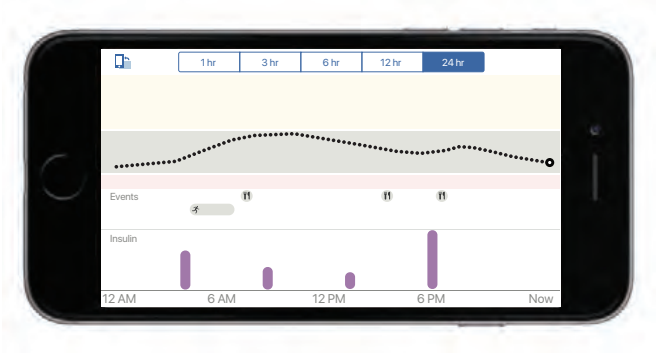
Tap **Delete Event** to confirm.

Finished!

9.6 App: View Events

Entering events won't change your glucose information, but they give you the big picture when reviewing information later, whether on your app, with your Followers, or with your HCP via Clarity.

Turn your smart device to landscape to view your events – carbs, exercise, and health. At the bottom of the screen are the insulin doses you recorded. Touch and hold a spot on the screen to see detailed information for that time.



Tap labels along top to change time scale. Touch and hold on graph to see details for that time.

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Events entered into your receiver can only be viewed on a Dexcom report after uploading the information into Clarity. There are no markers on your receiver screen and they do not transfer to your app.

9.7 What Was Covered and What's Coming

Now You Can:

- Define an event
- Describe each type of event
- Add events to the app and receiver

What's Next?

Next, you'll learn how your alarm/alerts help you monitor your glucose levels. You'll also learn how to tell when your system loses its signal and stops communicating with your transmitter.

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Chapter 10 | Alarm and Alerts

10.1 Introduction

This chapter shows you how alarm/alerts let you know when you need to take action.

After this chapter, you'll be able to:

- Define alarm and alert
- Recognize different alarm/alerts
- Turn alerts on and off
- Describe what to do when you get a Signal Loss Alert
- Confirm an alert on your app and receiver
- Customize your alerts on your app and receiver
- Adjust your alert sounds
- Use Repeat to avoid insulin stacking

10.2 Alarm and Alerts Overview

Dexcom G6 Continuous Glucose Monitoring System (G6) alarm/alerts can keep you safe from severe lows or highs.

When your G6 reading goes from your target range to your alarm/alerts level, your display device tells you with a visual notification, and vibrations or sound, depending on the alarm/alert and your display device. Until you confirm the glucose-related alarm/alert, every 5 minutes you get the alarm/alert screen along with a notification and a vibration. Until you're back in your target range, the alarm/alert information will stay on your home screen.

If you use both your smart device and receiver, be sure to set up alerts on each one. Alerts you set up on your receiver only work on your receiver. The same is true of the app.

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Keep these things in mind if you use the app:

- Vibrations: The app vibrations can feel the same as other notifications you get from other apps on your smart device. The only way to know if it's from your G6 is to look at it.
- Volume/mute: The app allows your alarm and most important alerts to notify you even when your volume is set too low to hear or silenced. In these cases you may not hear sound on your first notification. You still get a screen notification and a vibration, if your device has a vibration feature.

Do you feel like you're getting too many alerts? Talk with your HCP about your alert settings. They may suggest changing them to different values.

Alarm or Alert?

While there are a variety of alerts, there's just one alarm: the Urgent Low Alarm (alarm) at 55 mg/dL. The alarm can't be changed or turned off.

As long as your display device is getting G6 readings and notifications, you'll get your alarm.

An alert is a message telling you your glucose trend levels or CGM system needs attention. In this chapter, we focus on these customizable alerts:

- Urgent Low Soon
- Low
- High
- Rise Rate
- Fall Rate
- Signal Loss

When making treatment decisions using your G6, it's best to keep your alerts turned on. Your Urgent Low Soon, Low, High, and Signal Loss Alerts are on when you set up your display device. The Rise and Fall Rate Alerts are off. Later in this chapter, you'll learn how to customize them.

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What you hear, feel, and see

App first notification: If you have your smart device sound on, it vibrates and makes a noise on the initial alert. If you have turned off the sound, it only vibrates. Each alert has its own vibration pattern.

Receiver first notification: It vibrates and makes a noise on the initial alert, unless you enable discreet mode. In discreet mode, the first alert does not make sound (it comes on the first re-alert). The exceptions are these four alarm/alerts that sound the first time:

- Urgent Low Alarm
- Urgent Low Soon Alert
- Sensor Failed Alert
- Transmitter Error Alert

WARNING

Get Alarm/Alerts on Display Device You Use

To get your alarm/alerts, set them on the display device you use. Your receiver won't get the alarm/alerts you set on your app. Likewise, your app won't get the alarm/alerts you set on your receiver.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

If you use headphones, be sure to keep them in your ears. Otherwise, you won't hear alarm/alerts.

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WARNING

Check Settings

When using your smart device, you should confirm that your volume is turned up, your phone is not muted, and you do not have headphones plugged in. If your volume is not turned up, the device is muted, or headphones are plugged in, you will not hear the sound of any notifications, including important alarms. When you have headphones connected to your Android®, alarm/alerts will sound through the headphones and the speaker. On your Apple, they will sound only in the headphones.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Alarm/Alerts When You're Low

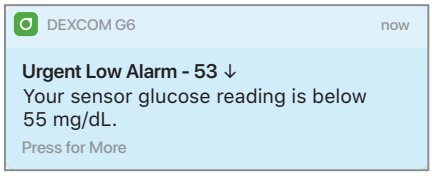
Urgent Low Alarm

The alarm lets you know when your G6 reading drops to or below 55 mg/dL. Think of it as a safety net: Your glucose level is dangerously low – take action now!

What you hear, feel, and see

- Initial alarm: Vibrates 4 times and beeps 4 times.
- Until confirmed: Vibrates and beeps 4 times every 5 minutes.

App Notification



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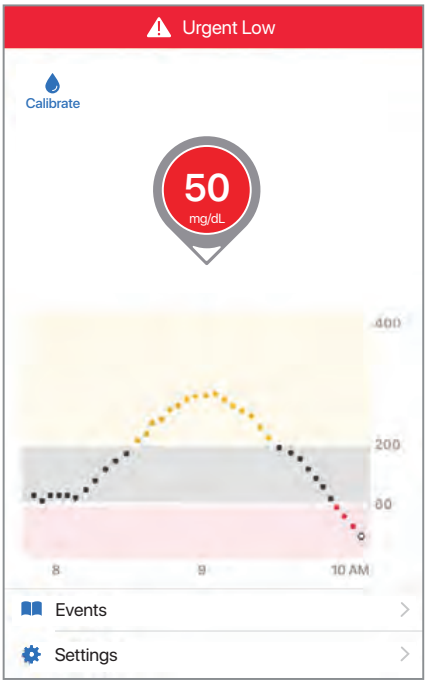
App



Receiver Notification

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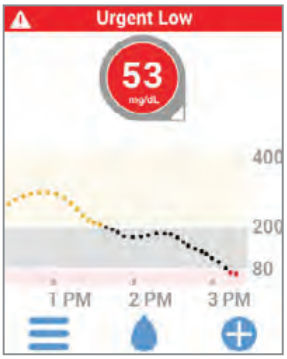
Receiver



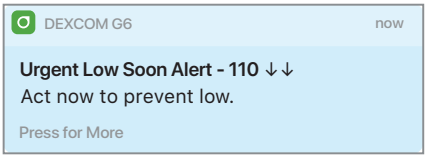
Urgent Low Soon Alert

This alert lets you know you're falling quickly, in fact so quickly that you'll be at or below 55 mg/dL within 20 minutes, no matter where you are now – even if you're in your target range. This gives you time to act before you go too low.

What you hear, feel, and see

- Initial alert: Vibrates 6 times and beeps 6 times.
- Until confirmed: Vibrates and beeps 6 times every 5 minutes.
- Updates: 30 minutes later, you get another Urgent Low Soon Alert if you're still falling so quickly you'll be at or below 55 mg/dL within 20 minutes. The default for update notifications is 30 minutes, however, you can set them to 15 minutes.

App Notification



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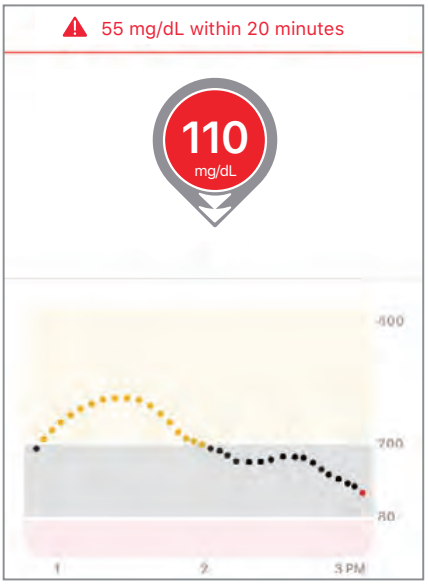
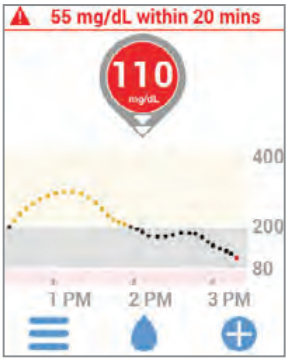
App



Receiver Notification

Receiver



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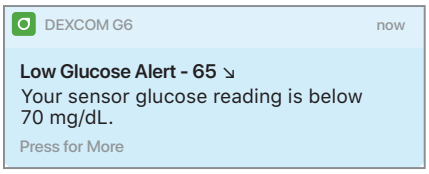
Low Alert

When your G6 reading is below the level you set, you get your Low Alert.

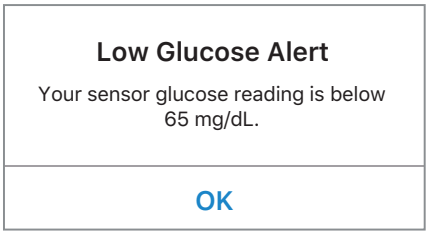
What you hear, feel, and see

- Initial alert: Vibrates and beeps 3 times.
- Until confirmed: Vibrates and beeps 3 times every 5 minutes.

App Notification



App



Receiver Notification

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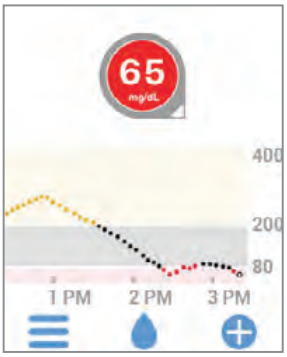
Receiver



When Do You Get Which Alert?

You always get your Urgent Low Alarm.

Depending on how quickly you'll be at 55 mg/dL, you get either your Urgent Low Soon Alert or your Low Alert:

- Within 20 minutes? You get the Urgent Low Soon Alert.
- Not that fast? You get the Low Alert.

If you get one, you won't get the other for 30 minutes.

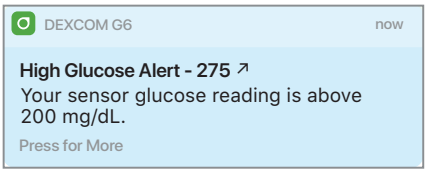
High Alert

This notifies you when your G6 readings are above your target glucose range.

What you hear, feel, and see

- Initial alert: Vibrates and beeps 2 times.
- Until confirmed: Vibrates and beeps 2 times every 5 minutes.

App Notification



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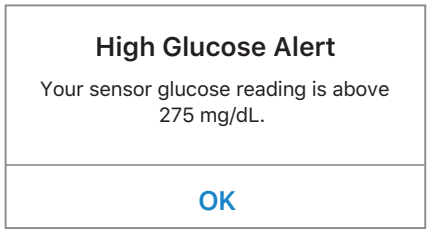
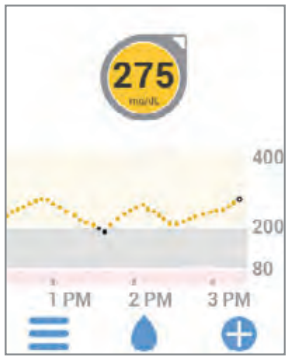
App



Receiver Notification

Receiver



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Other Customizable Alerts

Rise Rate and Fall Rate Alerts

You can turn on your Rise and Fall Rate Alerts to let you know when your glucose is rising or falling 2 or 3 mg/dL each minute.

What you hear, feel, and see

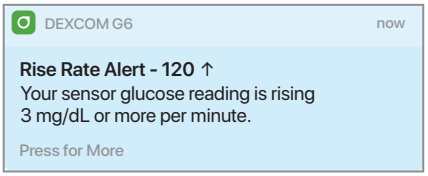
Rise Rate Alert

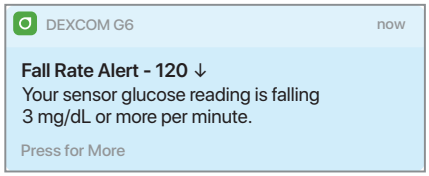
- Initial alert: Vibrates and beeps 2 times.
- Until confirmed: Vibrates and beeps 2 times every 5 minutes.

Fall Rate Alert

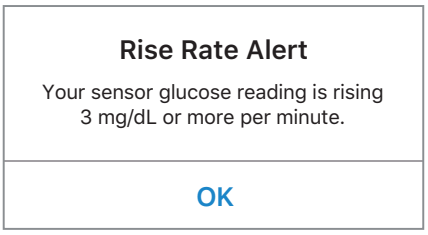
- Initial alert: Vibrates and beeps 3 times.
- Until confirmed: Vibrates and beeps 3 times every 5 minutes.

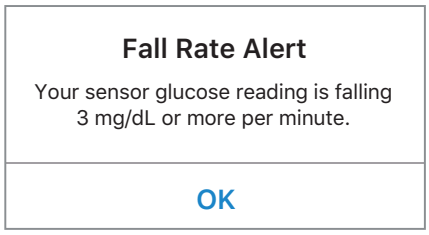
App Notification





App





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Receiver Notification

Receiver

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Signal Loss Alert

This tells you when you're not getting G6 readings. Your display device may be too far from your transmitter or there may be something, such as a wall or water, between your transmitter and your display device.

To fix this:

- Keep your transmitter and display device within 20 feet of each other. Wait 30 minutes.
- App:
    3. If that doesn't work, turn *Bluetooth* off and on. Wait 10 minutes.
    4. If that doesn't work, restart the smart device and reopen the Dexcom app.

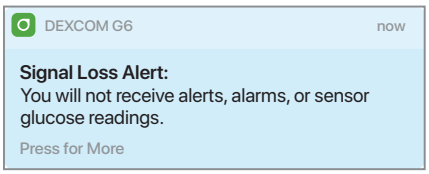
During signal loss, use your meter to check your glucose and make any treatment decisions.

You choose how long to wait before you get the alert – 20 to 200 minutes, or more if using the app. When the display device and transmitter connect after a signal loss or similar issue, up to 3 hours of missed G6 readings can fill in on the graph.

What you hear, feel, and see

- Initial alert: Vibrates and beeps once.
- Until confirmed: Vibrates and beeps once every 5 minutes.
- All other system alerts also vibrate and beep once.

App Notification



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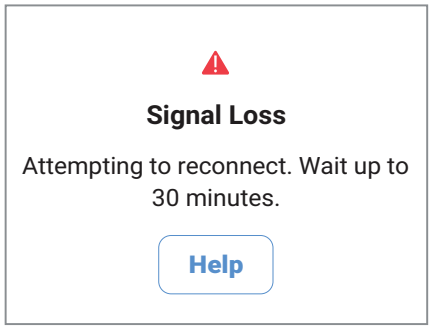
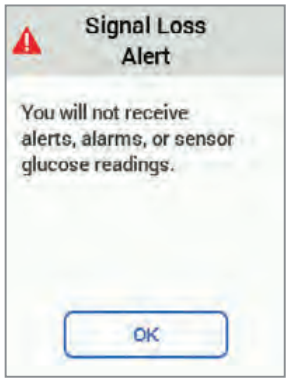
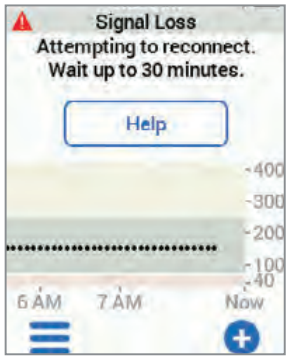
App



Receiver Notification



Receiver



There are many more alerts that you can't customize. See Appendix H.

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10.3 Check In With Kelly

How do these alarm/alerts work in day-to-day life? Let's check in with Kelly to see how her family uses them to fine-tune treatment decisions.

Hi – it's Kate, Kelly's mom.

Around 6:30 this morning, just before Kelly usually gets up, she got an Urgent Low Soon. She was at 90, which isn't bad, but she had double-down arrows, which means she could drop to 45 in just 15 minutes.

I gave her a granola bar with juice as a before-breakfast, in-bed snack. Her trend arrow evened out pretty quickly. I'm happy to report she didn't even get the Urgent Low Soon update, much less the Urgent Low Alarm. And she was delighted to get to eat in bed!

I love the Urgent Low Soon! With it, I see when she is heading toward a low instead of just reacting to it afterwards. It's so much healthier for Kelly and so much less stressful for all of us.

Takeaway

Your alerts help you get back into your target range. Respond to them.

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10.4 Confirming Alarm/Alerts

Alarm/alerts require you to confirm them. How this is done depends on your display device. If using both display devices, you need to confirm the alarm/alert on each device separately.

Due to its medical importance, the alarm is more persistent. Even after the alarm is confirmed, if your G6 readings remain at or below 55 mg/dL, the Urgent Low Alarm will sound every 30 minutes until G6 readings are above 55 mg/dL. During this 30 minutes, you won't get Low or Urgent Low Soon Alerts.

Below is one example of confirming an alert. All alarm/alerts are confirmed the same way.

Confirm Alarm/Alerts Example

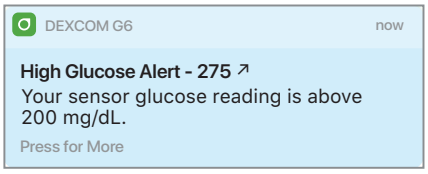
App: Open the app. Tap **OK** to confirm.

Receiver: Tap **OK** to confirm.

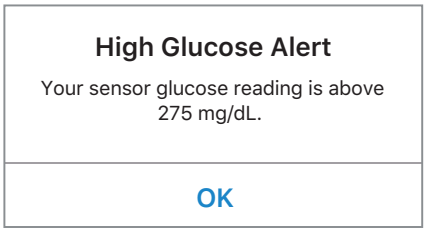
Once you confirm an alert, the home screen will show the alert. You only get the alert again if you go back into your target range and then re-enter the alert range. If you want to get repeated alerts when you stay in the alert range, use Repeat, as explained below.

Your Urgent Low Alarm will always repeat, even after confirming, if your glucose levels don't return to your target range. You can't change your Urgent Low Alarm.

App Notification



App



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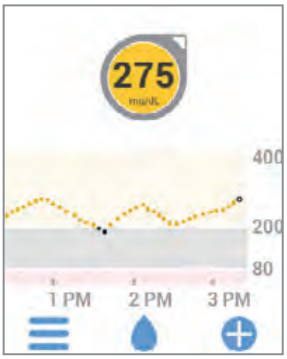
Receiver Notification

Receiver



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10.5 Customizing Your Alerts

Check In With Jake

It seemed like all I ever did I was clear alerts! I was often running high. My High alert was going off all the time. It was making me so crazy, I was thinking about turning all my alerts off!

Thank goodness, I spoke with my doctor before doing anything. He asked me if I ever changed my alerts after first setting up my G6. I hadn't. We took a look at where my alert settings were and made some changes. I understand it's important to try and spend time in my target range. But my doctor told me sometimes I need to make changes based on my own situation. My doctors' advice? Set the alert higher… at the level where I need to do something.

It worked! I don't get High alerts all the time, and when I do, I know I probably need to act.

Takeaway

You can customize your alerts to fit your situation.

The receiver and app come with default glucose level alert settings, but maybe they don't reflect the glucose level that works best for you. Perhaps you're in a meeting and can only confirm an alert yet want to make sure your alert repeats, or continues, until you're able to take corrective measures. Maybe you'd like to get a Rise/Fall Alert, but they're off by default. How do you turn them on? And you might prefer a different schedule during the night.

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Earlier, you learned confirming an alert stops it from repeating unless you go back into your target range and then re-enter the alert range. But what if you stay in your alert range for a long time? If you want to continue to be re-alerted until your glucose levels are back in your target range, turn on the Repeat option in the alert. The default for repeat is off.

Use Repeat with the High Alert to remind you to check your G6 reading later. This is your tool for watching and waiting – and avoiding insulin stacking – when your G6 reading is high.

Before changing your alert levels, talk with your HCP.

Changes you make to alerts in your app aren't reflected in your receiver and vice versa. If you want the alerts to be the same, you need to make changes to both devices.

Changing alert options differs between the app and receiver. First, let's take a look at personalizing your app, then we'll review the same process for the receiver.

In the following example, we'll change your High Alert to 190 mg/dL with a repeat of 2 hours – long enough for your insulin to work. That way, if you get a High Alert, you can confirm it and give yourself insulin. In 2 hours, if you never get back into your target zone, your High Alert repeats to let you know you're still high and might want to take more insulin. On the other hand, if the 2 hours pass and you're back in your target range, your High Alert won't repeat.

We'll also change your sound to Door Bell in the app and Normal in the receiver.

App: Customizing Alerts

STEP 1 of 15 App: Customizing Alerts

Tap **Settings**.

STEP 2 of 15 App: Customizing Alerts

Tap **Alerts**.

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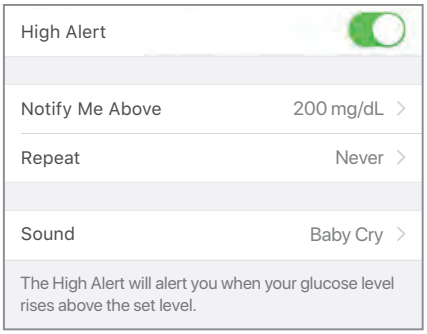
STEP 3 of 15 App: Customizing Alerts

Your high alert level shows. If your high alert was off, it shows Off instead.

Tap **High** to see its settings.

STEP 4 of 15 App: Customizing Alerts



This screen shows your current High alert settings.

Alerts have:

- On/off switch
- Notify me options
- Sound options

STEP 5 of 15 App: Customizing Alerts

Check High Alert is on:

- On – colored
- Off – gray

STEP 6 of 15 App: Customizing Alerts

Tap **Notify Me Above** to set the High Alert level.

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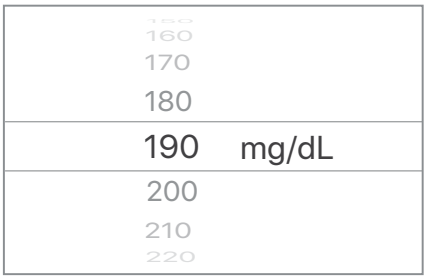
STEP 7 of 15 App: Customizing Alerts



Scroll selection wheel to level you want – in this example, 190 mg/dL.

STEP 8 of 15 App: Customizing Alerts

Save the new High Alert glucose level.

- **Apple** (shown left): Tap **Back**.
- **Android:** Tap **Save**.

STEP 9 of 15 App: Customizing Alerts

Tap **Repeat** to change how often your High Alert repeats after confirming.

Repeats only if you stay above your high glucose level.

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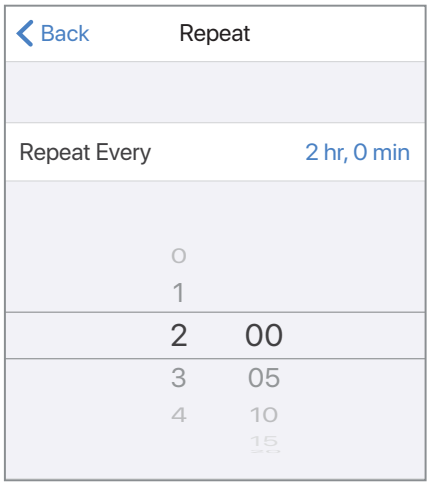
STEP 10 of 15 App: Customizing Alerts



Scroll selection wheel to the High Alert repeat interval you want – in this example, 2 hours. Repeat range is 15 minutes to 4 hours.

STEP 11 of 15 App: Customizing Alerts

Save your new repeat time.

Apple (shown left): Tap **Back**.

Android: Tap **Save**.

Repeat shows how often you'll get notified.

STEP 12 of 15 App: Customizing Alerts

Tap **Sound** to customize alert sound.

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STEP 13 of 15 App: Customizing Alerts

Tap option you want – in this example, **Door Bell** – to change and hear sample of sound setting.

STEP 14 of 15 App: Customizing Alerts

Save your new alert sound.

Apple (shown left): Tap **Back**.

Android: Tap **Save**.

STEP 15 of 15 App: Customizing Alerts

Tap the back arrow until you see your home screen.

Finished!

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Receiver: Customizing Alerts

Follow these steps to change your receiver alerts. In this example, we'll be changing the High Alert setting to 190 mg/dL, repeating every 2 hours. Later, we'll change the sound, too.

STEP 1 of 11 Receiver: Customizing Alerts

Tap **Menu**.

STEP 2 of 11 Receiver: Customizing Alerts

Alerts

Tap **Alerts**.

STEP 3 of 11 Receiver: Customizing Alerts

High

Tap **High**.

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STEP 4 of 11 Receiver: Customizing Alerts

Check **High Alert** is on.

Description

This screen shows your current High Alert settings.

STEP 5 of 11 Receiver: Customizing Alerts

Tap **Level** to set the High Alert level.

STEP 6 of 11 Receiver: Customizing Alerts

Tap arrows – in this example, the **down arrow**, to 190 mg/dL – to change the High Alert.

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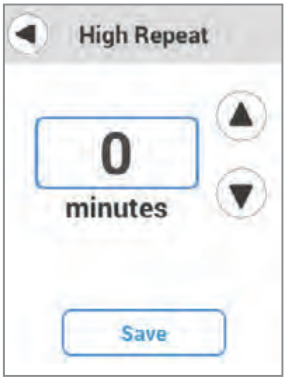
STEP 7 of 11 Receiver: Customizing Alerts

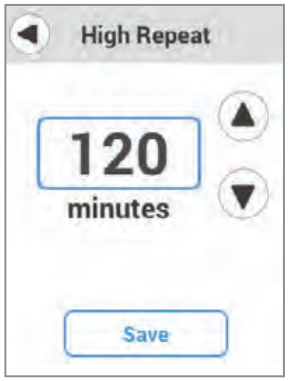
Tap **Save**.

STEP 8 of 11 Receiver: Customizing Alerts

Tap **Repeat** to change how often your High Alert repeats after initial alert and confirm.

STEP 9 of 11 Receiver: Customizing Alerts





Tap arrows – in this example, the **up arrow** to 120 minutes, or 2 hours. Repeat range is 15 minutes to 4 hours.

STEP 10 of 11 Receiver: Customizing Alerts

Tap **Save**.

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STEP 11 of 11 Receiver: Customizing Alerts

Tap **back arrow** three times to return to the home screen.

Finished!

Sounds

Unlike the app, you change your receiver sounds through screens in the Sounds menu.

Sounds determine the sound and volume of alarm/alerts on your receiver. The receiver lets you chose from several sounds, varying in volume as well as a vibrate mode, which is silent. If you choose Soft (see list below), all alerts are in Soft mode except the Urgent Low Alarm.

This list shows the different alarm/alert sounds available on the receiver, starting with the quietest.

Receiver Sound: Vibrate

Vibration only. No sound (except your receiver vibrating).

Exceptions: Urgent Low Glucose Alarm, Urgent Low Soon Alert, Sensor Failure, and Transmitter Failure always beep and vibrate.

Receiver Sound: Soft

Quiet beeps.

Receiver Sound: Normal

Medium volume beeps.

Default sound.

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Receiver Sound: Attentive

Rising melody for High and Rising Alerts.

Dropping melody for Low and Falling Alerts.

Receiver Sound: Hypo Repeat

Repeats Urgent Low Alarm and Urgent Low Soon Alert every 5 seconds until confirmed or G6 reading improves.

Medium volume beeps.

Receiver: Test Sound

Sample sound setting before selecting.

This does not select your sound; it just lets you hear it. To select sound, see below.

Customizing Sounds

You can change your sound throughout the day depending on what lies ahead. In a meeting? Select **Vibrate**. Going to a ball game after work? Select **Attentive**.

This list shows how to change your sound and try it out.

STEP 1 of 6 **Receiver: Customizing Alerts**

Tap **Menu**.

STEP 2 of 6 **Receiver: Customizing Alerts**

Settings

Tap **Settings**.

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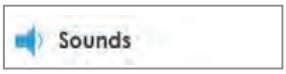
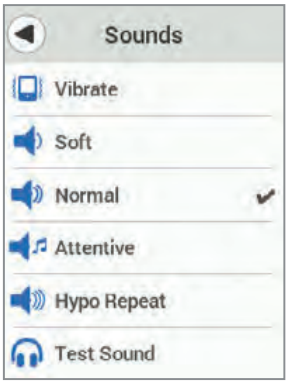
STEP 3 of 6 Receiver: Customizing Alerts



Tap **Sounds**.

STEP 4 of 6 Receiver: Customizing Alerts



Selected sound has checkmark. Default is Normal.

Tap your choice.

STEP 5 of 6 Receiver: Customizing Alerts

Tap **Test Sound** to hear selected Sound.

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STEP 6 of 6 Receiver: Customizing Alerts

Tap the alarm/alert to hear the selected sound for each one.

Finished!

10.6 Why Customize Alerts?

What can customizing alerts do for you? Use your alerts to help you achieve your goals. Are you worried you go high too often? Or, you don't always feel your lows, so you want the G6 to let you know. Perhaps you want to set different alert levels during the night. Maybe you want to bring your average blood glucose down. Talk to your HCP about how to use your G6 alerts to reach your diabetes management goals.

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10.7 Check In With Jake and Kelly

What does customizing alerts do for day-to-day life? Let's check in with Jake and Kelly to see how they use it to manage their diabetes.

Hi – it's Jake. I figured out how to use repeat with my high alert to avoid insulin stacking. I also worked with my endo and my high alert setting to bring down my average blood glucose!

I took insulin to cover dinner but then ended up having a couple bites of dessert, too. My high alert went off; I have it set to 275. What did I do? I set my repeat set to 2 hours, which gives the insulin I already took time to act. So I didn't take more insulin because I knew I could confirm the alert and it would remind me in 2 hours if I was still high.

This not only helps me not stack, it also takes a lot of stress out of watching and waiting!

At our appointment a couple months ago, my endo said, "So Jake, your average blood glucose is 275 mg/dL! That's elevated – almost seriously elevated." Almost seriously elevated? That's bad. Then she gave me some tips for bringing that down. Let me tell you what I did!

The first month, I set my High Alert at 285 so I knew when I was just a little over my average and could take a walk to bring it down right then. I went on a lot of walks! Seriously, I should get a dog. But it paid of – at my last appointment, my endo told me my average blood glucose was down to 225!

That went pretty well, so the next month, as planned, I lowered my High Alert to 235. That was tougher at first, but between the walks and insulin, I got it to work. And hey! Look at those results! Getting the information that I was a little high in time to do something about it made a huge difference over 2 months. I'm sticking with this! I bet I can get my average to 220 for my next visit!

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Hi! It's Kate, Kelly's mom. Her dad and I are concerned because she doesn't seem to feel her lows.

Last month, Kevin picked her up from school and immediately gave her one of the emergency juice boxes we keep in the car. She was wandering around, completely spacey. And no wonder – she was at 65 mg/dL and falling. She got her low alert at 70 but hadn't done anything about it. What happened there?

That scared us enough to bring up her lows with her endocrinologist at her appointment last week. He was awesome about it, as usual. He showed us how we could use the Low Alert setting to get Kelly's attention while she can still think clearly enough to act on it and while there's time for her to eat something to avoid a low.

Based on his recommendation, we raised it to 80 mg/dL and rubber banded a PEZ® dispenser to her iPhone. I spoke to her teachers about the candy being medically necessary, and Kevin let her know that she could share the PEZ with her friends as long as she was not in school.

It's worked! This week, she has acted on her Low Alerts and hasn't gone below 70 mg/dL since her appointment! We're so relieved!

Takeaway

How you set up your alerts can help you reach your diabetes management goals. Work with your HCP to come up with the best alert customization for you and your goals.

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10.8 App: Control When Alarm/Alerts Sound

When you are at school or work, you may want your phone sounds to be more discreet. You may want to hear only critical G6 alarm/alerts and no other sounds from your phone, like calls or texts. Other times, like at night, you may want to hear all G6 alarm/alerts but again, no other sounds from your phone. And still other times, you may want to hear all your phone sounds and your G6 alarm/alerts. Always Sound, combined with your phone's mute/Do Not Disturb setting, lets you control when you hear your alarm/alerts and your phone's other noises. Icons on your Home screen show what you will hear.

The mute/Do Not Disturb phone setting controls whether you hear phone noises, like text messages and phone calls. When Always Sound is on, you always hear your default and scheduled alerts, no matter what your phone's mute/Do Not Disturb setting is. So at night, you can turn on both Always Sound and mute/Do Not Disturb to avoid hearing anything except your G6 alarm/alerts. These icons on your home screen show this state:

Default Alerts (those you established when you set up the app on your phone)

Scheduled Alerts (described in the next section)

When Always Sound is off, it matters whether your phone is set to mute/Do Not Disturb.

- If mute/Do Not Disturb is also off, you will hear default and scheduled alerts and see these icons on your home screen.

  Default Alerts

  Scheduled Alerts

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- However, if mute/Do Not Disturb is on, you hear only the Urgent Low Glucose Alarm and these alerts: Transmitter Failed, Sensor Failed, and App Stopped. You do not hear any other noises from your phone. This may be the right setting combination for you during the school or work day. These icons on your home screen show this state:

  Default Alerts

  Scheduled Alerts

10.9 App: Alert Schedule

The app Alert Schedule lets you pick how your alarm/alerts notify you at different times and on different days. For example, you may choose loud alarm/alerts when you're not at work, but have them only vibrate during work hours.

Alert Schedule lets you add one schedule.

When you turn on the Alert Schedule for the first time, your glucose alert settings are copied into your schedule. The Alert Schedule guides you through creating an additional schedule. Follow the steps below to copy your glucose alert settings and change them for workdays.

In this example, you add a night schedule for 10 pm through 7 am, all week long. During these times, your Low Alert will be at 70 mg/dL and your High Alert will be at 200 mg/dL and they will always sound, even if your mute or Do Not Disturb setting is on. During the day — when this schedule is not in effect — your alarm/alerts will make the sounds and notify you at the levels you set outside the Alert Schedule.

We will set up your High and Low levels first then turn on Always Sound. That way, at night, you can switch your display device to mute or Do Not Disturb at night and only hear sounds from your CGM alarm/alerts.

Your smart device may have different calendars, time, etc. and look different than the instructions below. Follow your device steps for choosing time and days.

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App: Set Up Alert Schedule

STEP 1 of 14

App: Set Up Alert Schedule

Tap **Settings**.

STEP 2 of 14

App: Set Up Alert Schedule

Tap **Alerts**.

STEP 3 of 14

App: Set Up Alert Schedule

Tap **Alert Schedule** switch to turn it on.

STEP 4 of 14

App: Set Up Alert Schedule

Tap **Schedule Name**. For this example, type **Nights**.

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STEP 5 of 14 App: Set Up Alert Schedule

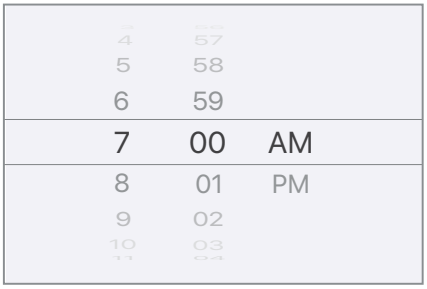
Nights schedule starts at 10 pm.

Scroll to **10 pm**.

Tap **Next**.

Android: Selecting a time looks different.

STEP 6 of 14 App: Set Up Alert Schedule

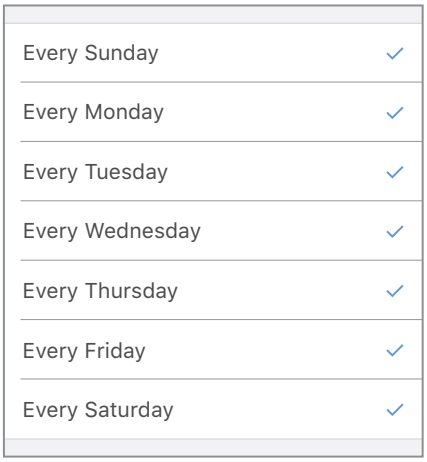


Scroll to **7 am**, when you get up.

Tap **Next**.

Android: Selecting a time looks different.

STEP 7 of 14 App: Set Up Alert Schedule



Select **Every Sunday** through **Every Saturday** so the schedule covers all days.

Tap **Next**.

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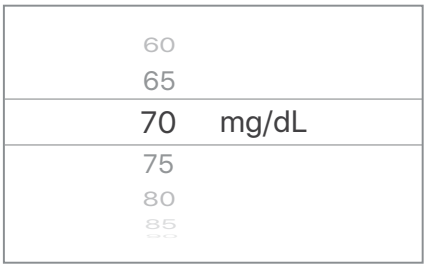
STEP 8 of 14 App: Set Up Alert Schedule

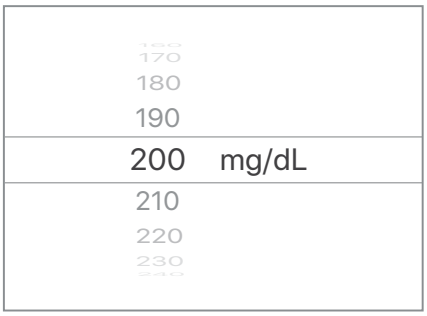


Select **70** as your low glucose alert level for this schedule.

At night, when this schedule is in effect, you will get your Low Alert when your G6 reading reaches 70 mg/dL.

Tap **Next**.

STEP 9 of 14 App: Set Up Alert Schedule

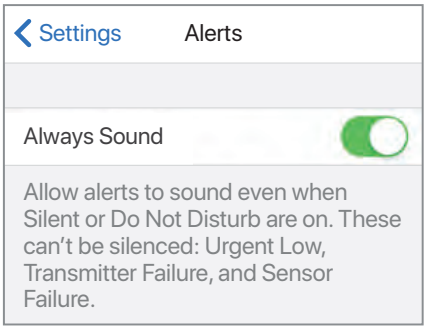


Select **200** as your high glucose alert level for this schedule.

At night, when this schedule is in effect, you will get your High Alert when your G6 reading reaches 200 mg/dL.

Tap **Next**.

STEP 10 of 14 App: Set Up Alert Schedule



Turn **Always Sound** on so you will hear your alarm/alerts even when your display device is on mute or Do Not Disturb.

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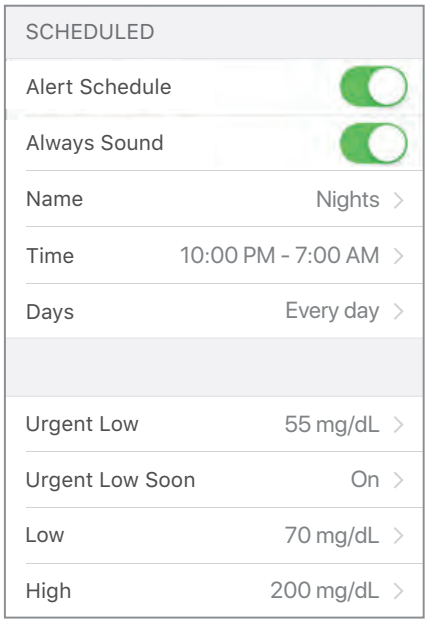
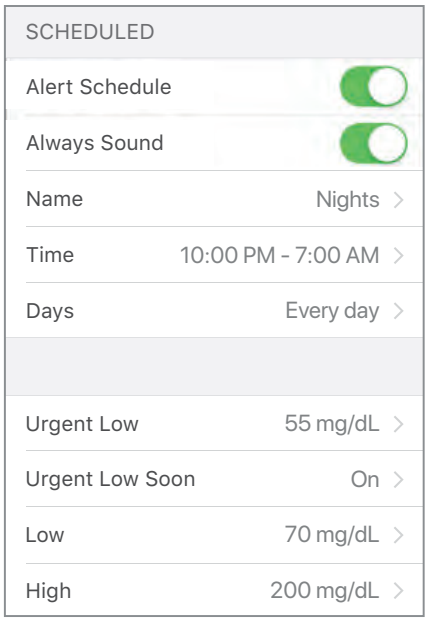
STEP 11 of 14 App: Set Up Alert Schedule



Review the settings for your Alert Schedule.

STEP 12 of 14 App: Set Up Alert Schedule



When Alert Schedule is on, there are two groups of settings in the Alerts menu: Default and Scheduled.

Default shows your regular, not scheduled settings.

Scheduled shows any alerts you changed from your default settings.

The default settings are copied into your schedule. Verify that your scheduled High Alert will make a sound. Tap **High**.

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STEP 13 of 14 App: Set Up Alert Schedule

Sound	High Alert >

Your scheduled High Alert will sound.

STEP 14 of 14 App: Set Up Alert Schedule

< Back

Tap **Back** until you see the home screen.

Finished!

10.10 What Was Covered and What's Coming

Now You Can:

- Define alarm and alerts
- Recognize different alarm/alerts
- Turn alerts on and off
- Describe what to do when you get a Signal Loss Alert
- Confirm an alert on your app and receiver
- Customize your alerts on your app and receiver
- Adjust your alert sounds
- Use Repeat to avoid insulin stacking

What's Next?

- Next we'll talk about how to use your G6 to make treatment decisions.

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Chapter 11 | Treatment Decisions

11.1 Introduction

Follow the steps outlined in this chapter and you'll have what you need to make treatment decisions using your Dexcom G6 Continuous Glucose Monitoring System (G6).

After this chapter, you'll be able to:

- Talk with your HCP about creating a personalized treatment plan
- Identify when you can treat using your G6
- Describe the importance of alarm/alerts in treatment decisions
- Tell when you shouldn't make a treatment decision using the G6
- Recognize when you should watch and wait before treating

11.2 How Do You Know You're Ready?

Whether you're new to Dexcom or experienced, **you should keep using your BG meter to make treatment decisions until you know how Dexcom works for you**. Don't rush! It may take days, weeks or months for you to gain confidence in using your CGM to make treatment decisions.

Confirm your G6 readings using your BG meter so you understand that:

- The accuracy you experience with each newly inserted sensor may vary
- A sensor might work differently in different situations (meals, exercise, first day of use, etc.)

There may be variations between sensors, so pay attention to how each newly inserted sensor is working for you when deciding whether to make treatment decisions based on your G6 readings.

If your symptoms don't match your G6 readings, use your BG meter when making treatment decisions. If your G6 readings don't consistently match your symptoms or BG meter values, then talk to your healthcare professional about how you should be using the Dexcom G6 to help manage your diabetes. Your healthcare professional can help you decide how you should best use this device.

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11.3 Your HCP Is Your Partner

Your HCP is your partner in personalizing your diabetes management plan and treatment decisions.

Before you start making treatment decisions with your G6, work with your HCP and learn the basics:

- When do you need to use a meter instead of relying on your G6?
- How can you avoid insulin stacking?

Creating Personal Guidelines

Working with your HCP, define your target glucose range and your alert settings. Discuss how to stay within your target using the G6. Let your HCP guide you through the system features, including adjusting your alert settings to match your needs and goals, working with G6 readings and trend arrows for treatment decisions, and managing your diabetes with the system.

Learn from your HCP how changes:

- To your insulin routine should be made cautiously and only under medical supervision
- To insulin strength, manufacturer, type, or method of administration may result in a need for a change in insulin dose

Make a List

Before meeting with your HCP, make a list of questions you have about treatment decisions and how to use your G6 in your decision-making process. Use the following list as a starting point for topics you may want to cover:

- What's your plan if your blood glucose is falling or rising rapidly?
- Discuss different situations. When should you:
  - Take more insulin
  - Eat fast-acting carbohydrates
  - Watch and wait so you don't stack insulin
- How can you use G6 to make better meal dosing decisions?

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- How can you use G6 for treatment decisions, including:
  - Setting your alerts
  - Acting on alarm/alerts
  - Acting on trend arrows
  - Looking at your home screen for your most G6 recent readings
  - Using G6 readings
  - Looking at the last 24 hours:
    - What decisions worked?
    - How can you improve?

11.4 When to Use Your Meter

There are times when you need to rely on your meter instead of your G6.

When in Doubt, Get Your Meter Out

Anytime you look at your home screen and think, “Oh! That isn't the number I thought I would see,” use your meter to determine your BG value before making treatment decisions.

Sometimes your symptoms don’t match your G6 readings or they aren’t what you expect them to be. For example:

- You don’t feel your lows or highs
- You’re a caregiver and your 2-year-old is behaving differently from what you’d expect from their sensor number
- You’re new to diabetes and aren’t sure what your body’s telling you

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WARNING

Don't Ignore Low/High Symptoms

Don't ignore how you feel. If your glucose alerts and G6 readings don't match what you're feeling, use your blood glucose meter (meter) to make diabetes treatment decisions or, if needed, seek immediate medical attention.

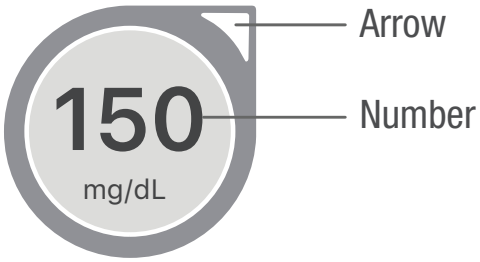
When in doubt, get your meter out.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

When that happens, treat if you need to. Then if you want, calibrate to align your sensor with your meter. If you do calibrate, make sure you wash and dry your hands before taking a fingerstick.

No Arrow, No Number, No G6 Treatment Decisions

To make a treatment decision, make sure all the information is on your G6. Anytime you don't have a number and arrow on your home screen, use your meter to get a value to make treatment decisions. If your home screen shows Signal Loss or Low or High instead of a G6 reading, use your meter.



You may have a number but not an arrow or vice versa. If that happens, use your meter.

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WARNING

No Number, No Arrow, No CGM Treatment Decision

If your G6 doesn't show a number or arrow, or your G6 readings don't match your symptoms, use your meter to make diabetes treatment decisions.

No number, no arrow, no treatment decision. When in doubt, get your meter out.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

11.5 Watch and Wait

Be patient. Insulin takes time to work. When your BG is high, think about when you last took insulin. Rapid-acting insulin doesn't start working until 15-30 minutes after dosing. It works best 1 or 2 hours later and stays in your system about 4 hours. If you take another corrective insulin dose within that time frame – or stack insulin – it could result in low BG. Watch and wait instead.

Don't worry – If you take insulin to cover what you eat, you aren't stacking insulin. And you do want to respond to a high G6 reading between meals; just be careful not to overcorrect. Talk with your HCP about what you should do if you're high between meals.

11.6 Using Your G6 for Treatment Decisions

Alarm/Alerts

Just got a G6 reading alarm/alert? You probably need to make a treatment decision!

Your HCP can help you set your alerts. Determine why you want to set an alert at a specific level. Do you want to know when you have gone too high or low? Or perhaps you want to set it at level where you typically make a treatment decision, like taking insulin. Find a good balance between getting too many High and Low Alerts and not having enough time to prevent a high or low when you get one. Talk with your HCP about your settings and how you should change them over time.

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Trend Arrows

Arrows show the speed and direction of your G6 readings so you can see where you're heading. Work with your HCP and use them to guide how much insulin to take. In general, with a down arrow, consider using less insulin, and with an up arrow, more.

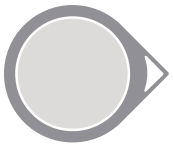
Remember – it takes time for your insulin to work. Don't stack insulin by giving too much insulin in too short a period. Sometimes it's best to watch and wait!

Below is an overview on how to use your trend arrows to fine-tune your treatment decisions, whether you're low, high, or in your target range.

Treatment Decisions: Steady Arrow

Actions to consider when you're:

- Low: Eat
- High: Watch and wait if you took insulin recently. Otherwise, adjust insulin dose up
- In target range: No action needed



Treatment Decisions: Arrows Going Up

Actions to consider when you're:

Low: Watch and wait

- High: Watch and wait if you took insulin recently. Otherwise, adjust insulin dose up
- In target range: Watch and wait if you took insulin recently. Otherwise, adjust insulin dose up

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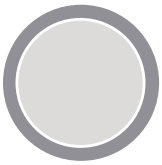
Treatment Decisions: Arrows Going Down

Actions to consider when you're:

- Low: Eat. Did you have too much insulin or exercise?
- High: Watch and wait. Did you have too much insulin or exercise?
- In target range: Eat

Treatment Decisions: No Arrow

No arrow means you can't use your G6 to make a treatment decision. Use your meter.



11.7 Check In With Jake and Kelly

How do you use the trend arrow? Let's check in with Jake and Kelly to see how they use it to fine-tune their treatment decisions.

Hey – Jake here! My G6 reading is 330 with an up arrow right now. That's high for me. I'm trying to figure out what to do. An hour ago, I ate lunch and took insulin for it.

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I don’t want to insulin stack, but I also don’t want to be high for too long.

I bet the insulin just hasn’t gotten into my system yet, so I’ll just watch it to see if it comes down in the next hour or so. If I’m still high in an hour, I’ll consider taking more insulin.

Hi – it’s Kelly! I’m at 120 and I feel fine. I’m supposed to be between 80 and 220 mg/dL, so no worries! But check out my trend arrow! Double down!

Yikes! That will take me down to 75 in 15 minutes!

“Mom! I need some OJ!”

Takeaway

Your trend arrows point the way your number is heading. Use your trend arrow with your number to fine-tune your diabetes management decisions, like Jake and Kelly.

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11.8 You Decide!

It's your turn! Chances are, the two scenarios below are familiar to you. What would you do in each? Compare your answer to the actions to consider. Keep in mind there's no one correct answer. Treatment decisions are based on a number of personal factors. Discuss any questions you have with your HCP.

In Target Range, But Going Down Fast

An hour ago, you drank orange juice to treat a low G6 reading.

Although you're within your target range, as you sit down for dinner, you look at your G6 and see your trend arrow pointing down.

Using the number and arrow below, what treatment decision would you make?

Actions to Consider:

Eat fast-acting carbohydrates and adjust insulin to correct for a low pre-meal blood sugar. Consider taking less insulin based on your immediate plans, since your trend arrow is going down.

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High and Getting Higher

Right before lunch you look at your display device. The home screen shows your G6 reading is 150 mg/dL with a single arrow pointing up, so you know it is rising. After taking your normal insulin dose, you eat lunch.

About 90 minutes later, you get a High Alert. Your display devices show your sensor glucose at 257 mg/dL with a single arrow going up. Not only is your glucose high, it is also rising.

Using the number and arrow below, what treatment decision would you make?

Actions to Consider:

Watch and wait or consider taking a small correction dose because your glucose is still trending up. You know the insulin you took at dinner may not have fully kicked in, but your blood glucose is continuing to climb.

General Guidelines

During your daily life with diabetes, it's important to learn from your treatment decisions: What worked to get you back to your target range and what kept you from reaching your target range? Think about why you were high or low.

For lows:

- Did you take too much insulin for a meal or snack?
- Did you take too much insulin to correct for a high glucose level?
- Did exercise lower your glucose levels?
- Did you drink alcohol?
- Did you accurately count carbohydrates?
- Did you take too much insulin in too short a period?

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For highs:

- Did you take too little insulin for a meal or snack?
- Did you take too little insulin to correct a high glucose level?
- Did your mood or stress levels change?
- Did you think about what medications you're on?
- Did you accurately count carbohydrates?
- Did you give insulin earlier to help avoid post-meal high glucose levels?

These are just a few things to think about when learning how to make treatment decisions. Your HCP can help you personalize your specific diabetes management and treatment plan. Keep notes and share them with your HCP.

11.9 What Was Covered and What's Coming

Now You Can:

- Talk with your HCP about creating a personalized treatment plan
- Identify when you can use your G6 in treatment decisions
- Describe the importance of alarm/alerts in treatment decisions
- Tell when you shouldn't make a treatment decision using the G6
- Recognize when you should watch and wait before treating

What's Next?

Next let's talk about how to share your glucose information.

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Chapter 12 | App: Analyzing and Sharing Your G6 Information

With Dexcom Share (Share), up to ten people can follow you current Dexcom G6 Continuous Glucose Monitoring System (G6) readings and trends. Your loved ones will have more peace of mind, and so will you! Use the Clarity app to look at your glucose information over time.

12.1 Introduction

After this chapter, you'll be able to:

- Identify Share components
- Identify Share status by icon color
- Set up Share
- Invite Followers
- Determine which CGM information to share
- Change Follower settings
- Tell Followers how to set up Follow
- Set up Clarity

12.2 Dexcom Share and Dexcom Follow App

Overview

From your app, set up Share and invite up to ten people (your Followers) to view your current G6 readings and trends. You control what information is shared, from just your current number and arrow to your whole trend graph.

Part of setting up Share is inviting people to follow you. After receiving your invitation, they download the Dexcom Follow (Follow) app from the app store. As long as your Follower has an internet connection, they'll receive your glucose data.

Share helps your Followers support you. Remember, there are times when Share information may be out of sync with your G6 information. If your Follower lost their

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internet connection, there would be a gap in them receiving your information during that time.

Always depend on your G6 app to manage your diabetes, not your Followers'. For example, a Follower contacted you saying you need to treat – they saw you were trending low. Always confirm your glucose information on your app, receiver, or blood glucose meter, before making any treatment decision.

Share isn't available on the receiver.

Smart Devices for You and Followers

For a list of compatible devices, go to: dexcom.com/compatibility.

Recommended Settings

When using Share or Follow, remember:

- Battery: Keep display devices charged
- Internet:
  - Connect smart devices to the internet
  - Airplane Mode is off
- You opted-in to send data to the cloud
- Voice and data at the same time:
  - Do the cellular service carriers support voice and data at the same time (simultaneous voice and data)?

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- If not, Share won't send data during phone calls.
- When your phone call is over, Share will fill in any missing glucose information

Share and Follow won't work if there is no internet connection or if there is something wrong with the smart device. Refer to your smart device's instructions for troubleshooting.

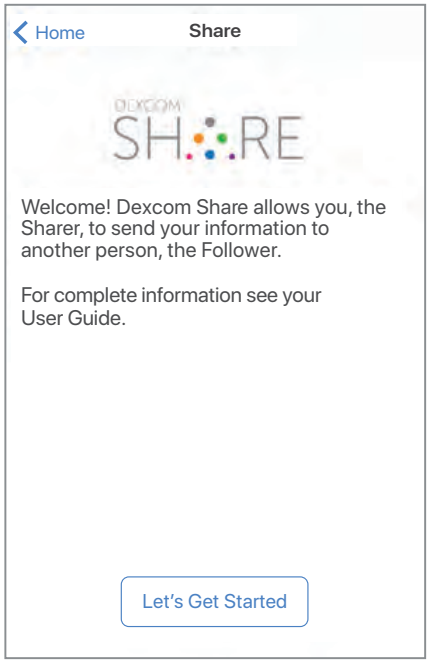
Set Up Share

Follow the Share setup wizard:

STEP 1 of 10 Set Up Share

Tap **Share** icon to start.

STEP 2 of 10 Set Up Share



Tap **Let's Get Started**.

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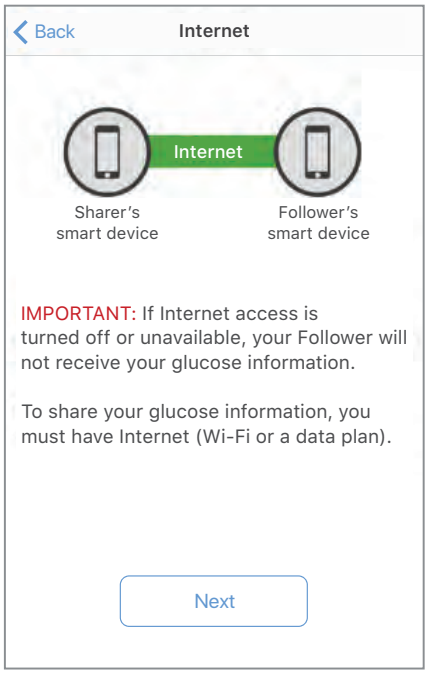
STEP 3 of 10 Set Up Share



Tap **Next**.

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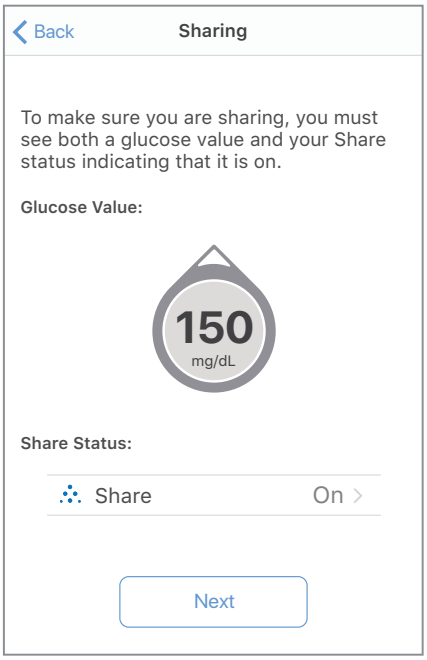
STEP 4 of 10 Set Up Share



Tap **Next**.

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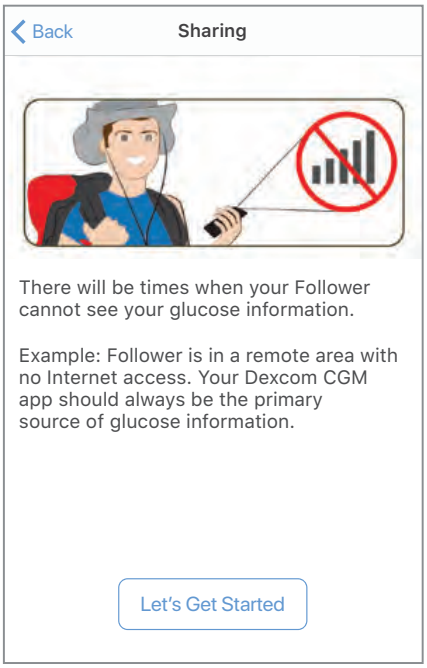
STEP 5 of 10 Set Up Share



Tap **Let's Get Started**.

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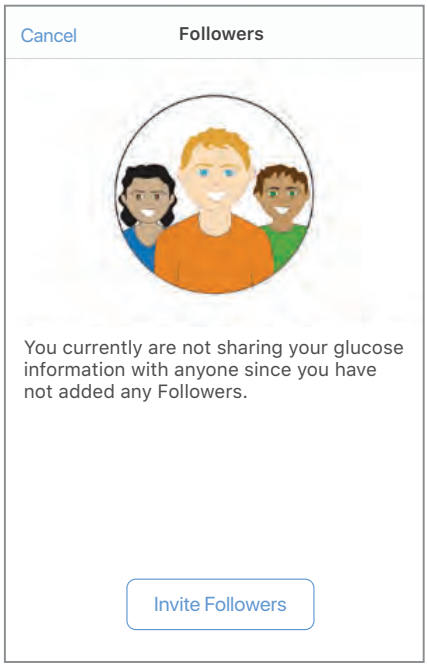
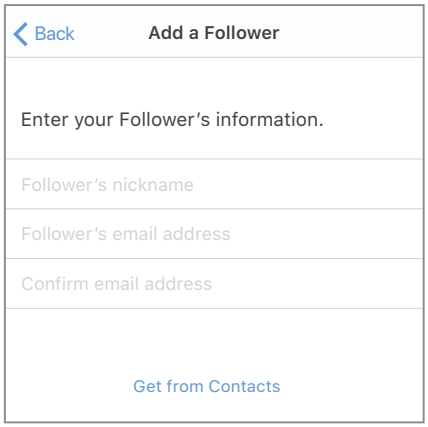
STEP 6 of 10 Set Up Share



First, invite someone to become your Follower. Share then sends an invitation email. After opening the email on their smart device, your Follower installs the Dexcom Follow app.

Tap **Invite Followers**.

STEP 7 of 10 Set Up Share



Enter the Follower's nickname, email address, and confirm email address. They must open your email and install the Dexcom Follow app on the device they'll use to follow you.

Tap **Next**.

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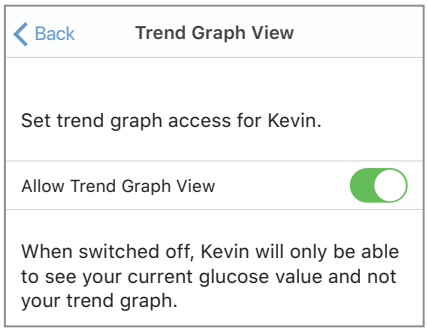
STEP 8 of 10 Set Up Share



Do you want your Follower to see your past G6 readings on a graph? If not, tap switch to turn off.

Tap **Next**.

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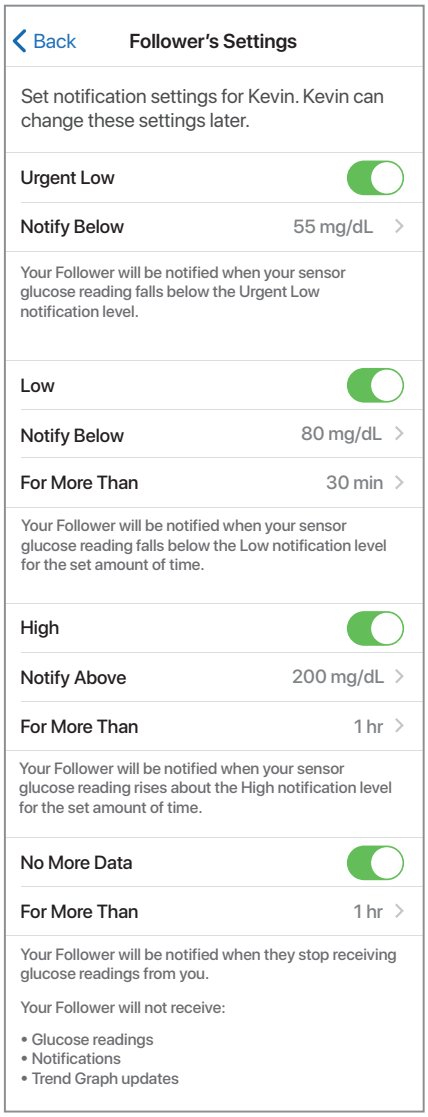
STEP 9 of 10 Set Up Share



Your Follower gets your Urgent Low Alarm when your G6 reading is at or below 55 mg/dL. Don't want to share this? Tap **Urgent Low switch** to off. All other alerts are off by default.

If you want your Follower to get notified, turn the alerts on in the Follower's Settings menu. Their alert notifications are separate from your own Low and High Alerts.

If you're sharing with a Follower, the Follower has access to your G6 readings and can also set up their own notifications.

You pick what your Follower can see in the Follower Settings screen, however, they can change their settings. For example, you set up Share to notify your Follower when your G6 readings go below 90 mg/dL for more than half an hour. Your Follower can change it to notify themselves when your G6 reading goes below 75 mg/dL for 45 minutes.

If your Follower doesn't get any data for an hour, they'll be notified there is some type of communication problem. Tap the **No More Data switch** or the **For More Than** to customize these settings.

Tap **Next**.

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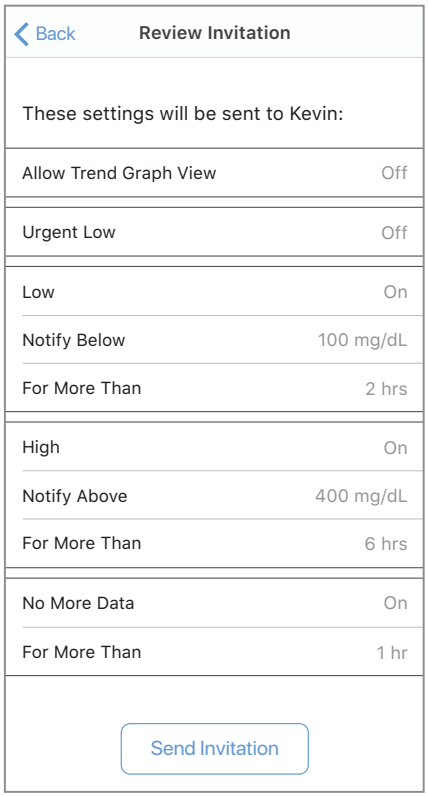
STEP 10 of 10 Set Up Share



Review Follower's settings.

Tap **Send Invitation**.

Finished!

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Manage Followers

Follower Status

The Followers List shows the status of your Followers and lets you invite new ones.

Followers List Icons

Invite New Follower

Add Follower

Follower Didn't Accept Invitation Yet

Invited >

Follower Didn't Accept Invitation Within 7 Days. To re-invite, tap Add Follower.

Invitation Expired >

Follower Gets Notification(s)

Follower Sees Trend Graph

Follower Stopped Following You

Removed >

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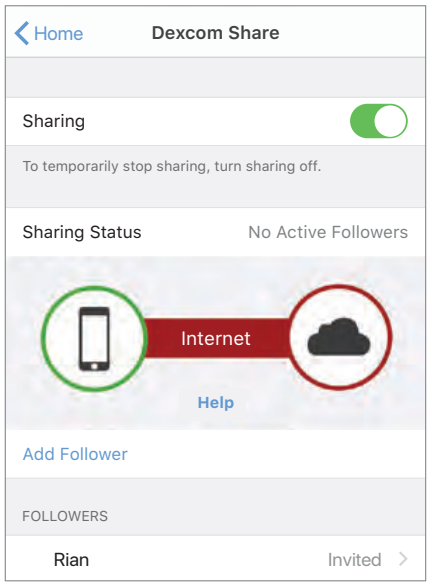
Are You Sharing?

For your Followers to get your information, make sure you opted-in to send data to the cloud, Sharing is on, and your Follow app is connected to the internet. If it isn't connected to the internet, you won't have any active Followers. When connected, your sensor information is shared with your Followers.

No Active Followers



Share is On

See Chapter 14 for information on troubleshooting Share and Follow.

Editing and Removing Followers

Tap a Follower to remove them, edit their nickname, or stop or start sharing your graph. Remove a Follower by tapping **Remove Follower**. Once removed, they won't get glucose information or notifications.

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Start or Stop Sharing

Turn off the **Sharing** switch to temporarily stop sharing with your Followers. While Sharing is off, they won't get G6 readings or notifications. Their dashboard shows you stopped sharing. To restart sharing, tap the On switch.

Dexcom Follow

Follow Description

To share your information, your Follower must download the Dexcom Follow (Follow) app and have internet connection. Your Share invitation includes a link to the app, or they can download it from their smart device's app store.

Features described in this section may vary slightly based on the version of Follow used.

Recommended Settings

To set up and run Follow, use these tips:

- **Battery:** Keep display devices charged
- **Internet:**
  - Smart devices are connected to the Internet
  - Airplane Mode is off
- **Volume:**
  - Do Not Disturb is off
  - Sound is on
- **Voice and data at the same time:** Do the cellular service carriers support voice and data at the same time (simultaneous voice and data)? If not, Share won't send data during phone calls
  - When your phone call is over, Share will fill in any missing glucose information

Share and Follow won't work if there is no internet connection or if there is something wrong with the smart device. Refer to your smart device's instructions for troubleshooting.

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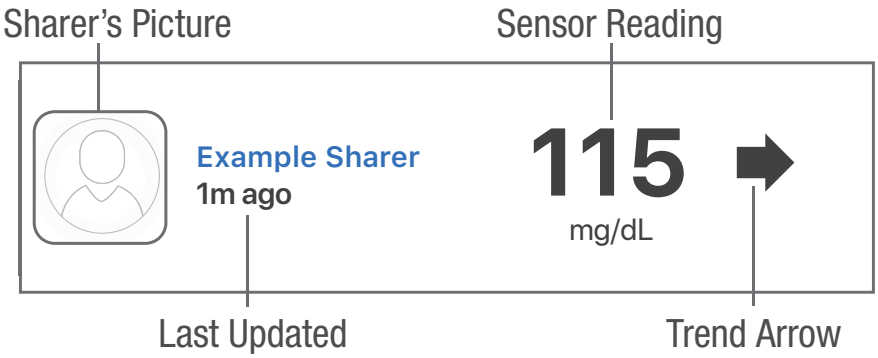
Follow Setup

Follower gets and opens your email invitation on the smart device they'll use to follow you. They install and set up the Dexcom Follow app on their smart device. Now your Follower sees your sensor information!

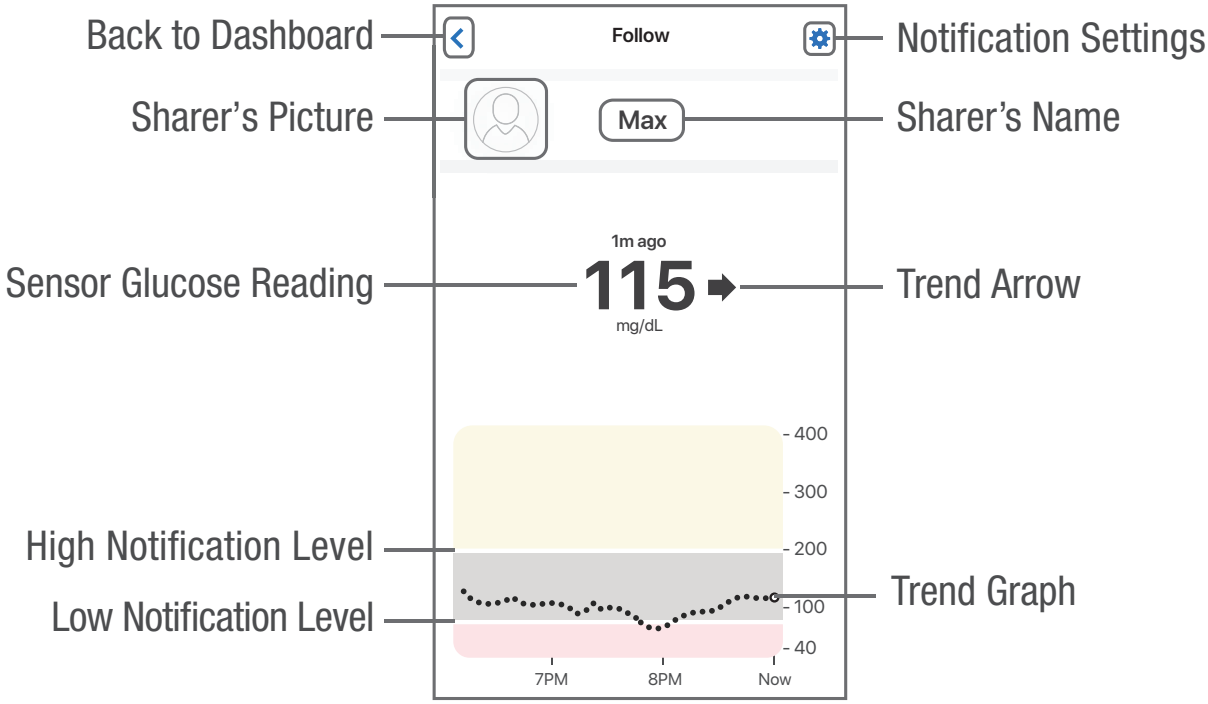
What Followers See

Remember, you can share just your number and arrow, or, also include your graph.

Number and Arrow Only



Trend Graph



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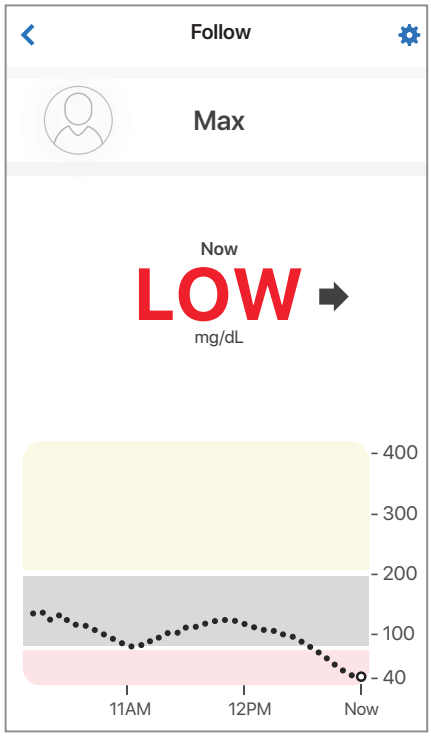
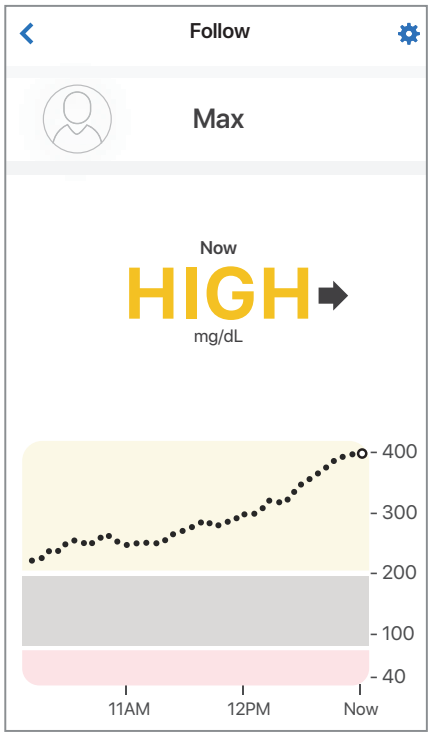
Readings Below 20 mg/dL and Above-600 mg/dL





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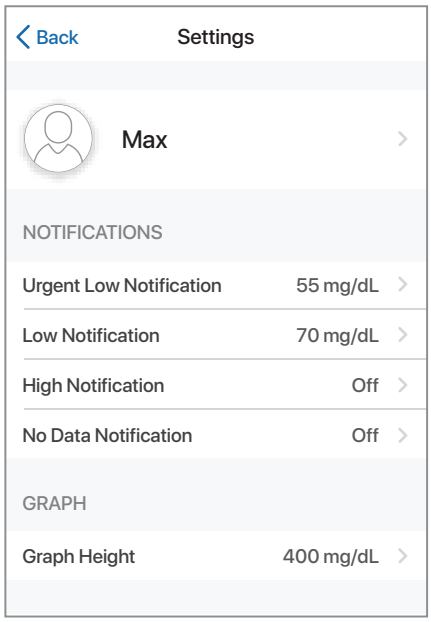
Your Follower can customize notifications. For example, they want to change their settings so they can know when you go below 70 mg/dL for more than 30 minutes. They can also change it to get notified every 2 hours if you stay under 70.

Notification Settings



They will also see when you turn off Share, if they have been deleted, or if sharing stops for any another reason. If sharing stops due to communication issues, you won't know unless your Follower tells you.

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Follow Home Screen Widget (Apple iOS 14 or higher)

Check your Sharer's reading, trend arrow, and graph with a widget on your home screen. To open the app, just tap the widget.

Follow Widget:

See your smart device instructions to learn how to add a widget. When prompted to search for a widget, type **Follow**.

Get the information you need at a glance. The colors work the same as in the app: yellow for high, red for low, gray for in between. If you aren't receiving your Sharer's glucose information, you'll see dashes (---) instead of your Sharer's reading.

To change the Sharer displayed, follow these steps:

1. Touch and hold the Follow widget until the Configure button appears
2. Tap **Configure**
3. Tap Sharer on the Follow window
4. Choose the Sharer whose information you'd like displayed
5. Tap outside the Follow window to save

To change the number of hours the graph shows, follow these steps:

1. Touch and hold the Follow widget until the Configure button appears
2. Tap **Configure**
3. Tap Graph Duration on the Follow window
4. Choose 1, 3, or 6 hours
5. Tap outside the Follow window to save

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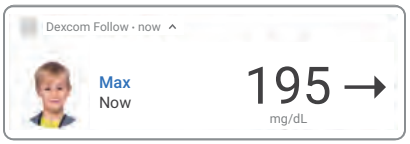
Follow Quick Glance (Android)

Check your Sharer's reading and trend arrow on your smart device's Notification screen and Status bar. To open the app, just tap the Quick Glance.

Follow Quick Glance:



If you aren't receiving your Sharer's glucose information, you'll see dashes (---) instead of your Sharer's reading.

To turn Follow Quick Glance on:

1. Follow Menu > Quick Glance
2. Toggle Quick Glance on
3. Select a Sharer to display

To turn Follow Quick Glance off:

1. Follow Menu > Quick Glance
2. Toggle Quick Glance off

Sharer Status

The Follower sees when you turn off Share, if they have been deleted, or if sharing stops for any other reason. The Follower can tap the blue help icon next to a Sharer for more information about their status.

If the Sharer isn't getting CGM readings, Follow shows their status as Active - No Data. The Follower should ask the Sharer to check their CGM.

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12.3 Check In With Jake and Kelly

How does having your loved ones know your CGM information affect your day-to-day life? Let's check in with Jake and Kelly to see how it works for their support teams.

Hi – Jake here! Vegas rocks! I was there last weekend for a bachelor party for one of my buddies.

Saturday night, some of us were playing blackjack at the casino. I noticed I was low and dropping. I planned to just finish off the Blackjack hand I was playing and then get some food, but the groom came by and we started talking so I played an extra hand or two. Basically, I got distracted. Don't judge me – there's a lot to be distracted by in Vegas!

Ten minutes must have passed, and my phone started buzzing with texts. Three of my Followers were texting me, telling me to check my Dex, get food, and text them back that I was OK.

I checked and they were right – Oops. My bad. I'd dropped. I popped a couple of glucose tabs, excused myself from my friend and the blackjack table, went straight to the casino's store, and texted everyone back once I'd bought a snack.

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Hi – it's Kate, Kelly's mom.

I just got off the phone with her school principal. He called because Kelly fell on the playground and scraped herself up. "Nothing a few Band-Aids won't cover, but she's upset. She'd like to talk to you."

Of course, the first thing I did was check Follow so I could see what her number and arrow said. Was this a collapse because she was too low? Thank goodness, she was 120 and steady – well within her target range.

She was crying when he put her on the phone. With the Follow information, I didn't need to start the conversation telling her to get a BG value and grilling her about when she last ate and whether her pump was working (although, I did ask the principal to help confirm my Follow information matched her current G6 reading since it may have changed). It was so great to be able to just be her mom, not her diabetes care police. "Sweetheart! I'm so sorry you're hurt! Mr. Wong told me he's going to get you some ice for your knee. Sit down honey and tell me what happened!"

Takeaway

When your loved ones know your numbers, they don't need to ask about them. With Follow, they can be your loved ones when that's what you need and be your support team only when you need it!

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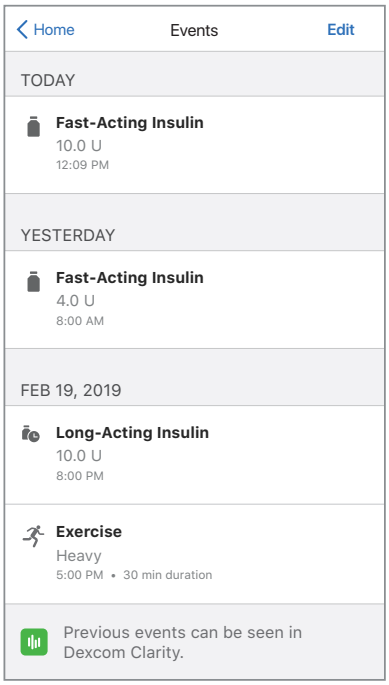
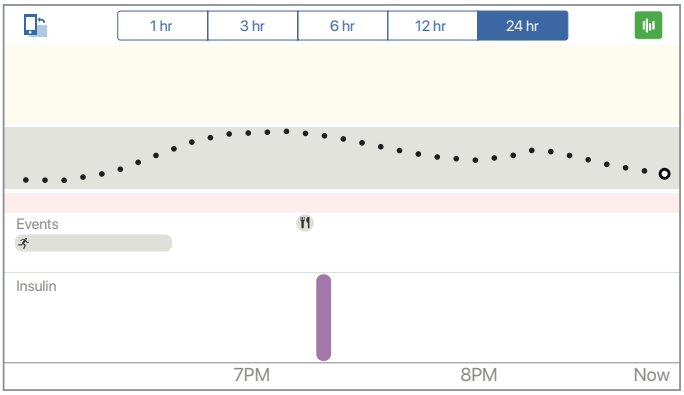
12.4 Clarity App

The Dexcom Clarity app highlights your glucose patterns, trends and statistics. You can even get weekly notifications with the Dexcom Clarity Reports app. Share all this with your clinic and monitor improvements between visits.

To go to the Clarity app from your Dexcom G6 app, tap the Clarity icon on your events screen or when you turn your smart device to landscape to view your events.





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12.5 What Was Covered and What's Coming

Now You Can:

- Identify Share components
- Identify Share's status by icon color
- Set up Share
- Invite Followers
- Determine which CGM information to share
- Change Follower settings
- Tell Followers how to set up Follow
- Set up Clarity

What's Next?

In the next chapter, you'll learn how to end a 10-day sensor session and start a new one, along with removing the sensor and transmitter.

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Chapter 13 | Starting a New Sensor or Transmitter

13.1 Introduction

For your first sensor and transmitter set up, the system will lead you through, step by step.

Each sensor session lasts 10 days. You'll get alerts, letting you know your sensor session will end soon. You can choose to wear it until the session ends or end the sensor early.

Transmitters last about 3 months so you'll reuse the same transmitter for many sensor sessions. Alerts let you know your transmitter will end soon. Like the sensor, you can choose to wear it until the transmitter ends or end it early, at your convenience.

After this chapter, you'll be able to:

- Start a new sensor
- Start a new transmitter

13.2 Starting a New Sensor

Alerts let you know when you're nearing the end of your sensor session. You get an alert when you have 24 hours, 6 hours, 2 hours, and then 30 minutes left in your sensor session. At the end of the 10-day sensor session, you'll get the sensor expired alert.

The next sections walk you through starting a new sensor. You can choose when to start a new sensor:

- Automatically: Wait until the current sensor expires
- Manually: End it early, at your convenience

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Automatically: Start New Sensor when current Sensor Expires

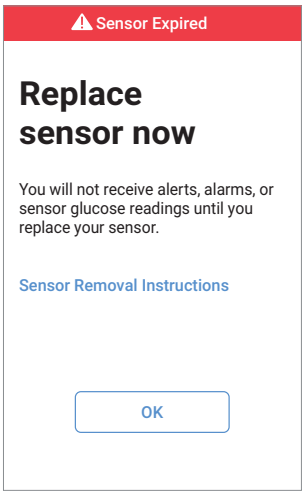
Follow these steps to:

- Take your sensor off your body
- Remove your transmitter from the holder
- Insert a new sensor and start a new sensor session

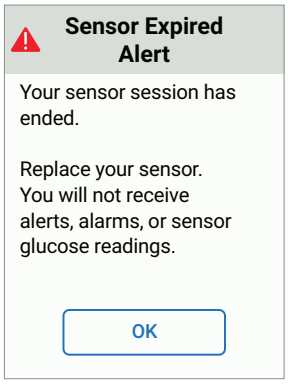
STEP 1 of 5

Automatically: Start New Sensor when current Sensor Expires

App



Receiver



G6 lets you know when to replace sensor.

Tap **OK**.

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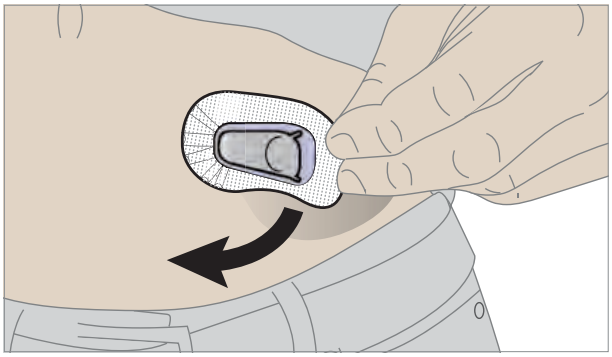
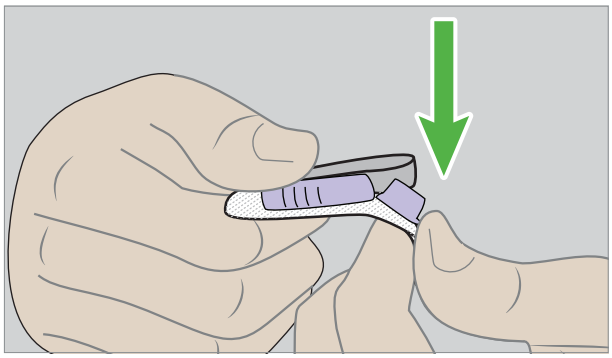
STEP 2 of 5 Automatically: Start New Sensor when current Sensor Expires



Peel adhesive patch up and away from your body like a Band-Aid®.

STEP 3 of 5 Automatically: Start New Sensor when current Sensor Expires



Break purple transmitter holder at notches.

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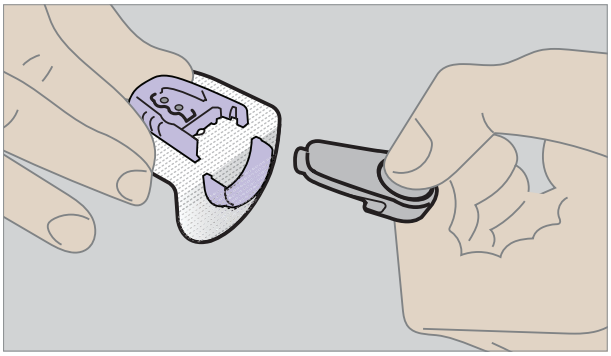
STEP 4 of 5 Automatically: Start New Sensor when current Sensor Expires



Slide transmitter out of holder.

Keep transmitter to use with next sensor.

Throw out adhesive patch according to your local guidelines for disposal of blood-contacting components.

Grasp the wide rounded edge of the holder. Bend holder edge down to break it and release the transmitter.

PRECAUTION

Reuse – Don't Throw Away

When ending a session, don't throw away the transmitter. The transmitter is reusable until the G6 notifies you that the transmitter battery is about to expire.

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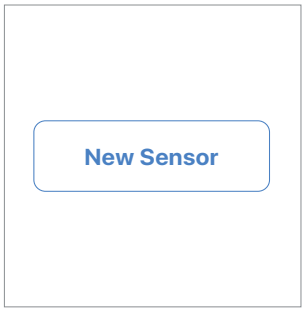
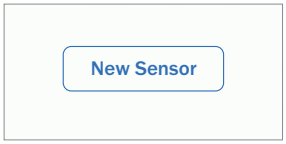
STEP 5 of 5 Automatically: Start New Sensor when current Sensor Expires

App



Receiver



Tap **New Sensor.**

Then follow instructions on the screen to:

- Enter the new sensor code
- Insert new sensor and re-attach your current transmitter (find step by step instructions in sensor box)
- Start the 2-hour sensor warmup

Finished!

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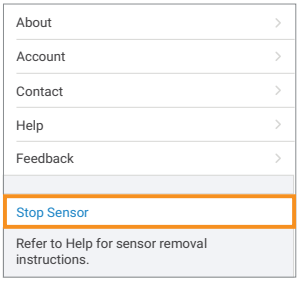
Manually: Start New Sensor before current Sensor Expires

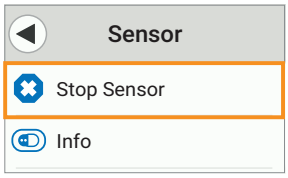
To stop a sensor session early follow this step:

STEP 1 of 1 **Manually: Start New Sensor before current Sensor Expires**

App



Receiver



App: Tap **Settings > Stop Sensor**

Receiver: Tap **Menu > Sensor > Stop Sensor**

Then follow the above instructions for automatically starting a new sensor when the current one expires, starting at step 2. It leads you through removing the sensor and starting a new one.

Finished!

13.3 Starting a New Transmitter

Remember your transmitter is reusable for about 3 months. When it is time to pair a new transmitter, you must also start a new sensor session.

Alerts let you know when your transmitter will expire soon. You'll get an alert when you have 3 weeks left and again at 2 weeks. The transmitter won't expire in the middle of a sensor session. When you use the transmitter for its last sensor session, it will let you know. The next time you set up a new sensor, G6 will prompt you to pair a new transmitter before starting a new sensor.

You can choose when to start a new transmitter:

- Automatically: Wait until the current transmitter expires
- Manually: End it early, at your convenience

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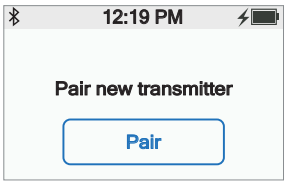
Automatically: Start New Transmitter and Sensor when current Transmitter Expires

When your transmitter expires after about 3 months, you'll be prompted to pair a new transmitter. Follow this step:

STEP 1 of 1 **Automatically: Start New Transmitter and Sensor when current Transmitter Expires**

App

Receiver



Tap **Pair.**

Then follow instructions on the screen to:

- App: Enter the new transmitter SN and new sensor code
- Receiver: Enter the new sensor code and new transmitter SN
- Insert new sensor and attach new transmitter (find step by step instructions in sensor box)
- Start the 2-hour sensor warmup

Finished!

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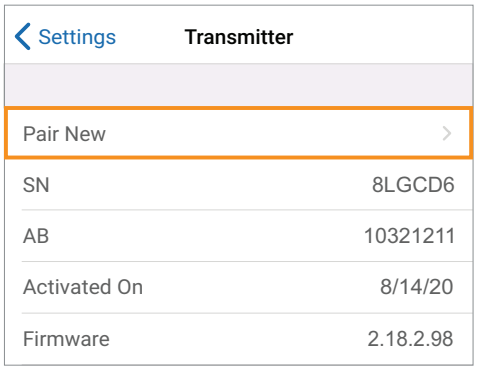
Manually: Start New Transmitter and Sensor before current Transmitter Expires

To stop a transmitter early follow this step:

App

STEP 1 of 1

Manually: Start New Transmitter and Sensor before current Transmitter Expires



Tap **Settings > Transmitter > Pair New**

Then follow instructions on the screen to:

- Stop your sensor (if you haven't already)
- Enter the new transmitter SN and new sensor code
- Insert new sensor and attach new transmitter (find step by step instructions in sensor box)
- Start the 2-hour sensor warmup

Finished!

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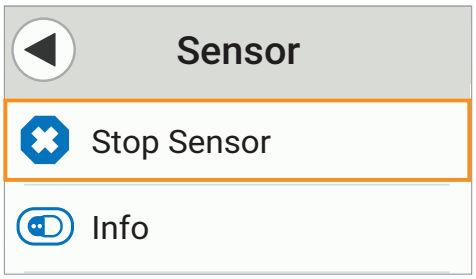
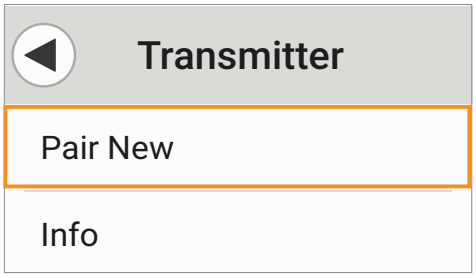
STEP 1 of 2 Manually: Start New Transmitter and Sensor before current Transmitter Expires



Stop your sensor (if you haven't already). Tap **Menu > Sensor > Stop Sensor.**

STEP 2 of 2 Manually: Start New Transmitter and Sensor before current Transmitter Expires



Tap **Menu > Transmitter > Pair New**.

Then follow instructions on the screen to:

- Enter the new sensor code and new transmitter SN
- Insert new sensor and attach new transmitter (find step by step instructions in sensor box)
- Start the sensor and the 2-hour sensor warmup

Finished!

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13.4 What Was Covered and What's Coming

Now You Can:

- Start a new sensor
- Start a new transmitter

What's Next?

In the next chapter, we'll talk about solutions to common issues.

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Chapter 14 | Troubleshooting

14.1 Introduction

Patch not sticking? Notification won't go away? Not getting your Dexcom G6 Continuous Glucose Monitoring System (G6) readings? This chapter will help you figure it out!

Troubleshooting sections are categorized by function or system component. The solutions here are meant to be brief and not all-inclusive. References to specific chapters means more detailed answers or preventative measures are explained there.

After looking at this chapter, are you still not sure what to do? If your problem isn't listed, or the solution here doesn't fix it, contact Technical Support (available 24/7) at:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

These issues are grouped by function or component. Find for your issue below, then read about how to fix it.

14.2 Alarm/Alerts and G6 Readings

Missing Lows: Getting Either Low Alert or Urgent Low Soon Alert, Not Both

Problem

- Getting Low Alert, then not getting Urgent Low Soon Alert when nearing 55 mg/dL
- Getting Urgent Low Soon Alert, then not getting Low Alert when your G6 reading reaches Urgent Low level

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Solution

- It's working the way it is supposed to.
- Depending on how soon you'll be at 55 mg/dL, you either get your Urgent Low Soon Alert *or* your Low Alert:
  - At 55 mg/dL within 20 minutes? You get the Urgent Low Soon Alert.
  - Not that fast but going lower than your Low Alert setting? You get the Low Alert.
- If you get one of these alerts, you won't get the other alert for 30 minutes.
- See Chapter 10.

Alarm/Alerts Sound While Display Device Is Muted/ Silenced

Is your smart device muted/silenced? To make sure you do not miss a high or low, your alarm/alerts sound anyway.

Cannot Hear Alarm/Alerts

Your display device beeps, vibrates, and displays a message when you first get an alarm/alert.

If you cannot hear your alarm/alerts on your app, verify that the app, *Bluetooth*, volume, and notifications are on. If you restart your smart device, reopen the Dexcom app.

If you cannot hear your alarm/alerts on your receiver, change your alarm/alerts sounds in **Menu** > **Settings** > **Sounds**. Use **Menu** > **Settings** > **Sounds** > **Test Now** to try out the selected sound to make sure you can hear it easily.

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No G6 Readings: No Readings Alert

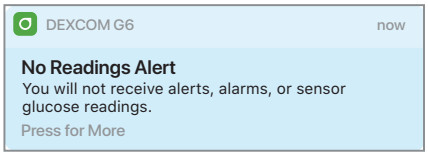
Problem

- Not getting G6 readings for the last 20 minutes

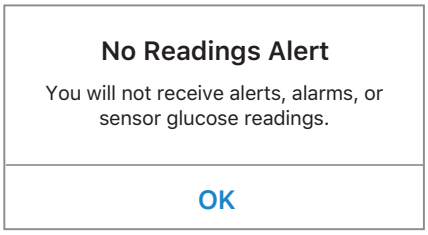
Solution

- No glucose alarm/alerts or G6 readings until fixed. Use meter.
- In app, tap alert to get more information.
- Check transmitter: Is it snapped into the holder?
- Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

App Notification



App



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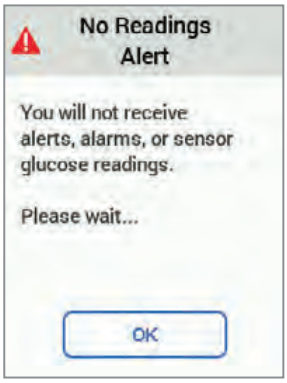
Receiver



No G6 Readings: Sensor Error

Problem

- Not getting G6 readings

Solution

- No glucose alarm/alerts or G6 readings until fixed. Use meter.
- Tap alert to get more information.
- Don't remove sensor.
- Make sure patch isn't peeling off. Order free overpatches in the app at **Settings > Contact** or dexcom.com/contact
- Make sure nothing is pressing on the sensor, like a waistband or seat belt.
- Make sure your sensor is secure and your transmitter is snapped flat in its holder.
- Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Technical Support (available 24/7) at:
    - Web: dexcom.com/contact
    - Toll free: **1.888.738.3646**
    - Toll: **1.858.200.0200**

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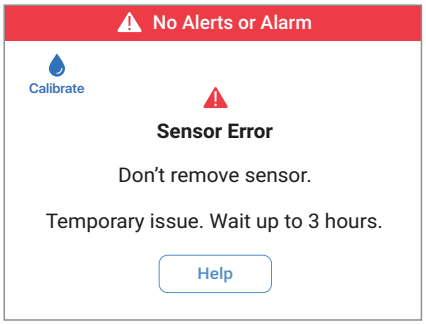
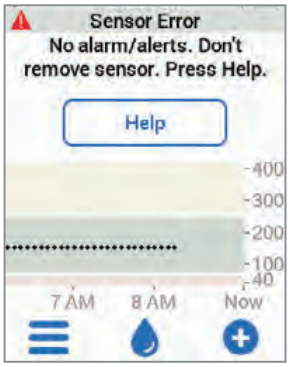
App



Receiver



No G6 Readings: Sensor Failed Alert

Problem

- Not getting G6 readings

Solution

- No glucose alarm/alerts or G6 readings. Use meter.
- Tap alert to get more information.
- If your sensor doesn't work, contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

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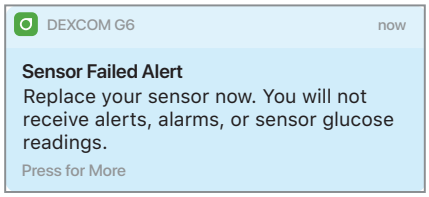
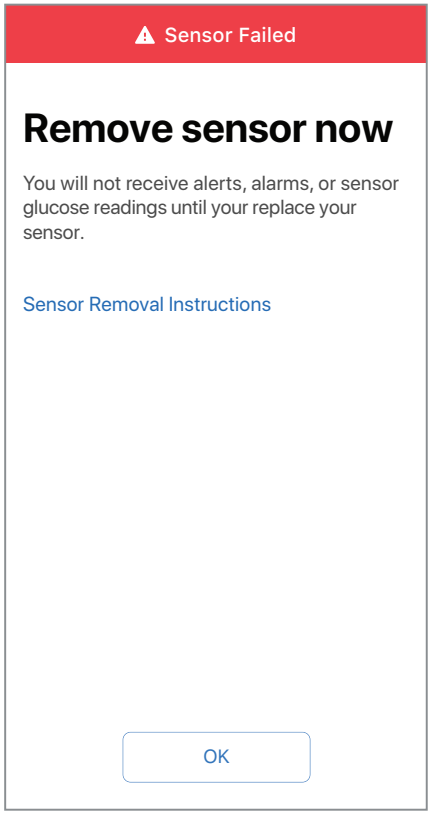
App Notification



App



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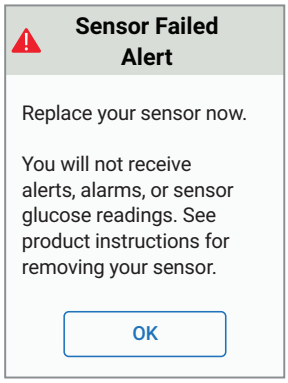
Receiver



No G6 Readings: Signal Loss Alert

Problem

- Not getting G6 readings
- Display device and transmitter not connecting

Solution

- Use meter. No glucose alarm/alerts or G6 readings until fixed.
- For more information see Chapter 10.
- Tap alert to get more information.
- Keep your transmitter and display device within 20 feet of each other. Wait 30 minutes.
- App:
  - If that doesn't work, turn *Bluetooth* off and on. Wait 10 minutes.
  - If that doesn't work, restart the smart device and reopen the Dexcom app.
- Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

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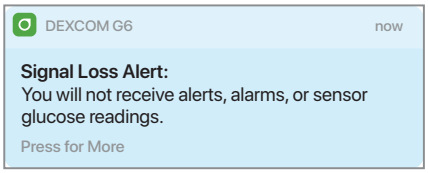
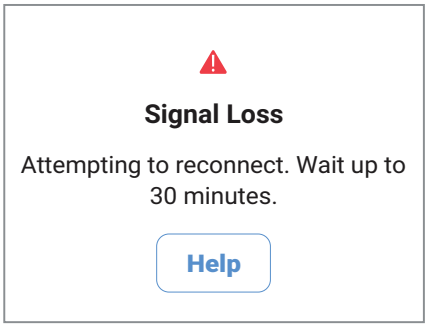
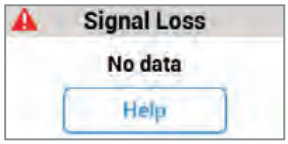
App Notification



App



Receiver



PRECAUTION

Keep Transmitter Close to Display Device

Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them. Otherwise, they might not be able to communicate. If water is between your transmitter and the display device – for example, if you're showering or swimming – keep them closer to each other. The range is reduced because *Bluetooth*® doesn't work as well through water.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

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No G6 Reading: Low or High Instead of G6 Reading

Problem

- System shows Low or High instead of G6 reading

Solution

- System is working as it should. Use your meter and treat your high or low. When your G6 reading is between 40 and 400 mg/dL your G6 will display your G6 reading instead of Low or High.

Below 40 mg/dL

Above 400 mg/dL

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Receiver Only: Can’t See Screen Because of Lock Screen

Problem

- Information is blocked by lock screen

Solution

- It's working the way it is supposed to. Your receiver screen locks so you don’t accidentally change something without noticing it.
- Tap **1** then **2** to unlock the lock screen.
- If you don’t tap quickly, or you tap several times outside the buttons, the screen goes to sleep.

Receiver

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14.3 Applicator

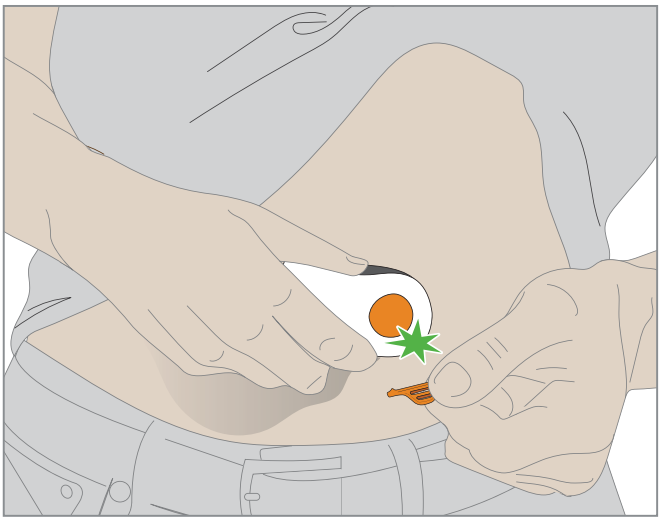
Orange Button Stuck

Problem

- Can’t push the applicator orange button in

Solution

- Fold and break off safety guard before pushing orange button
- See Chapter 6



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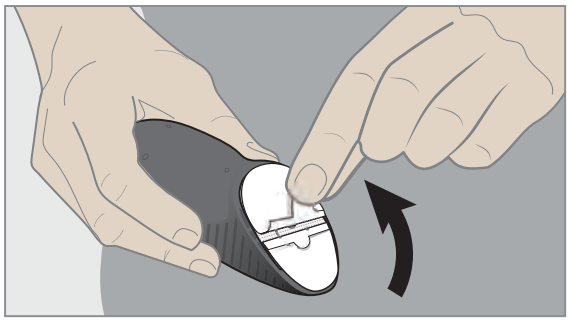
Adhesive Backing Won't Come Off

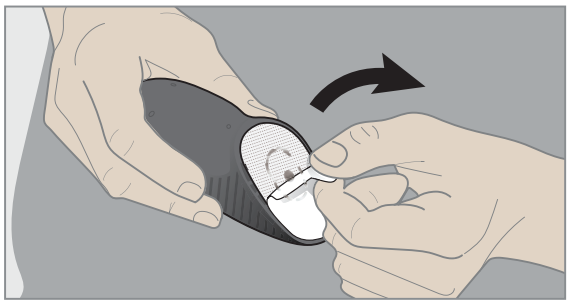
Problem

- Backing won't come off the patch

Solution

- Lift the backing by the tab





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Adhesive Patch Won't Stick

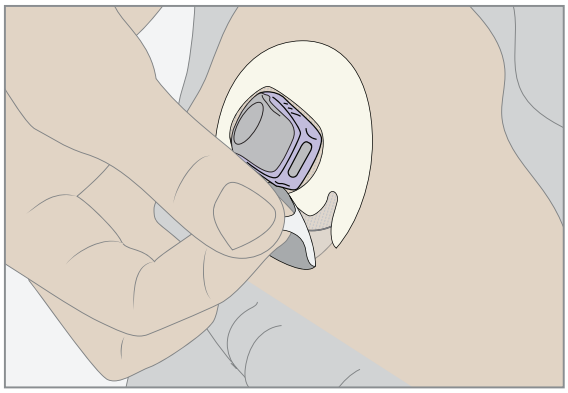
Problem

- The adhesive patch won't stay on your skin for the entire sensor session

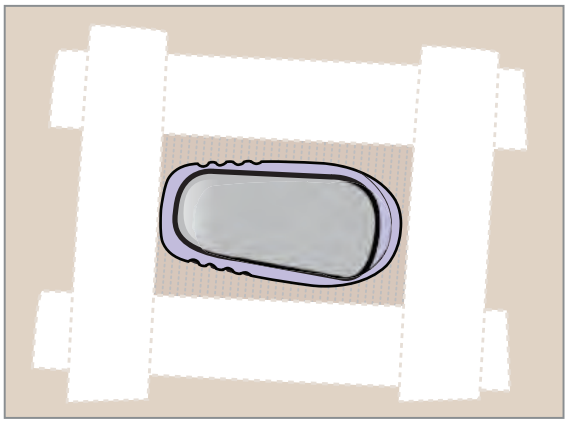
Solution

- Before applying sensor: Use an optional skin adhesive (such as Mastisol or SkinTac)
- After applying sensor: Put overpatch or tape over patch
  - Order overpatches at dexcom.com/contact
  - Tape brand names include Blenderm, Tegaderm, Smith & Nephew IV3000, and 3M
- See Chapter 5

Applying Overpatch



Applying tape



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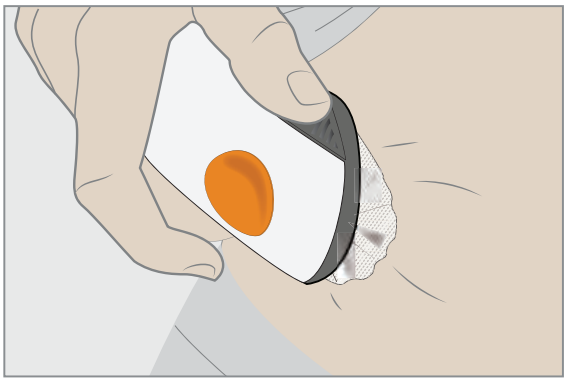
Applicator Sticks to You

Problem

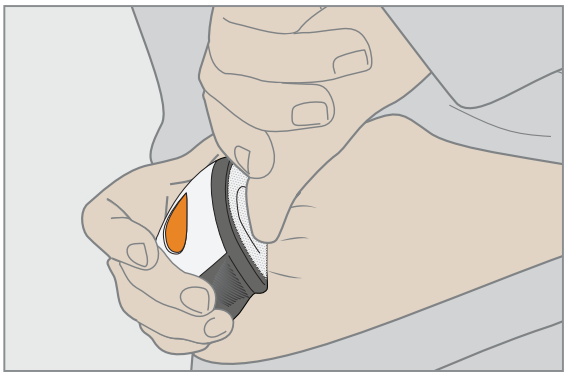
- The applicator won't come off your skin after you push the button to insert the sensor

Solution

- Don't panic!
- Remove applicator and adhesive patch:
  1. Gently pull applicator up until you see adhesive patch



  2. Using your finger or thumb, hold front edge of patch and peel from skin



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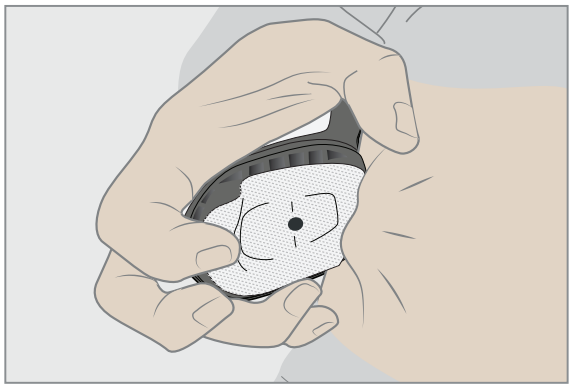
3. While holding the front edge of the adhesive patch, gently rock back applicator, away from your body



4. Check insertion site to make sure the sensor isn't left on the skin
5. Don't try to reuse applicator
6. Contact Sales Support:
   - Email: CustomerService@dexcom.com
   - Toll free: **1.888.738.3646**
   - Toll: **1.858.200.0200**

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14.4 App

Can’t Download App

Problem

- You got a new smart device and can’t download the Dexcom app

Solution

- Check dexcom.com/compatibility for a list of smart devices that work with the G6 app.
- If it's a compatible device, and you’re not using your receiver, stop your sensor session on your current smart device. See Chapter 13.
- Install the app on your new smart device. See Chapter 5.
- Follow the app screens to get the app set up on your new smart device. Your glucose history and settings will display on your new smart device.

14.5 Receiver

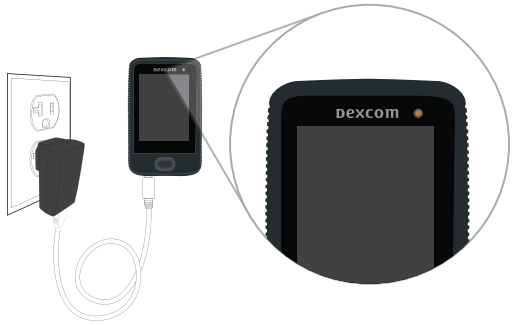
Won’t Turn On – Battery Dead

Problem

- The receiver won’t turn on because the battery is dead

Solution

- Charge receiver using electrical outlet, not computer/laptop
- Full charge may take up to 3 hours



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Won't Turn On – Battery Charged

Problem

- The receiver won't turn on but battery is fully charged

Solution

- See Chapter 5
- Reset receiver:
  - Press and hold power button for 10 seconds
  - Release power button
  - Press and hold power button for 2 seconds to turn back on
- Connect receiver to charger – this turns it on

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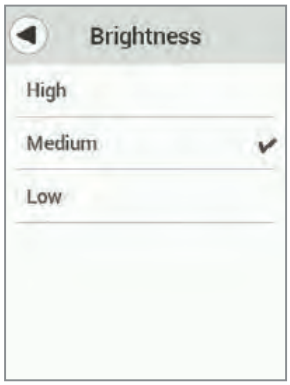
Can’t See Screen – Change Brightness

Problem

- The receiver screen is too dim or bright

Solution

- Go to **Menu** > **Settings** > **Brightness** and change it.



No Beep or Vibration – Speaker Test

Problem

- Don’t hear or feel alarm/alerts or notifications

Solution

- Test your speaker and vibrations using steps below.
- If receiver speaker/vibrations don’t work, you won’t hear alarm/alerts. Use app until issue is fixed.
- Contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

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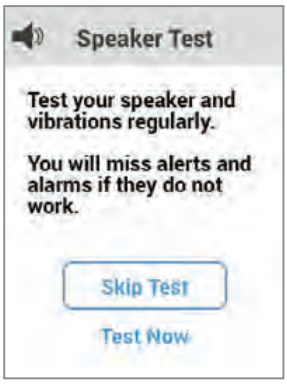
1. Plug receiver into wall to charge. The light shows the receiver is charging.

2. Tap **Test Now** quickly before screen disappears. If screen disappears too quickly, go to first step.



3. Receiver will beep and vibrate. Listen for the beeps and feel for the vibrations. Is your receiver Sound set to Vibrate or Soft? If your speaker and vibrations work, this test makes your receiver beep and vibrate anyway.

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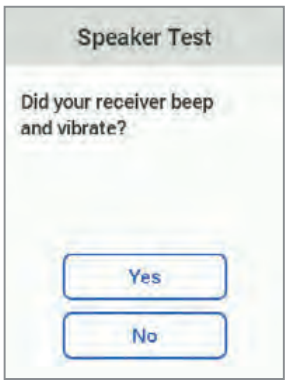
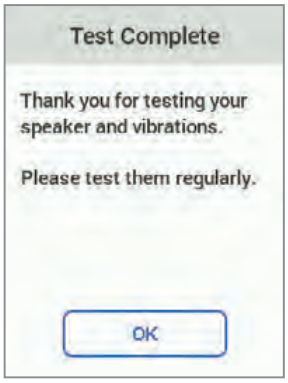
4. Did your receiver beep and vibrate?
   - Yes? Tap **Yes** and go to next step.
   - No? Tap **No** and go to Step 6.



5. Congratulations! You tested your speaker and vibrations and determined they work! You'll hear your alarm/alerts.

   You're done. Don't go on to the next step.



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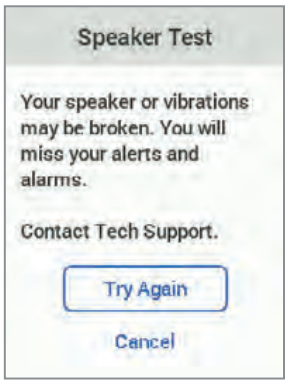
6. Uh-oh. You tested your speaker and vibrations and determined that they don't work. You won't hear alarm/alerts.

   Contact Technical Support (available 24/7) at:

   - Web: dexcom.com/contact
   - Toll free: **1.888.738.3646**
   - Toll: **1.858.200.0200**

   Use app until issue is fixed.

   Tap **Try Again** to retry and go to Step 3. Or, tap **Cancel** to return to your Home screen.



PRECAUTION

Test Speaker and Vibrations

You have to hear or feel alarm/alerts to react to them, so test your receiver speaker and vibrations regularly. To make sure the speaker and vibrations work, plug in the receiver to charge. The Speaker Test screen appears for a few seconds. Follow the directions on the screen to test the speaker and vibrations. If you hear and feel them, great! But if it doesn't beep and vibrate – perhaps it got wet or was dropped – contact Technical Support and use your app until the receiver is fixed.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

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Low Battery

Problem

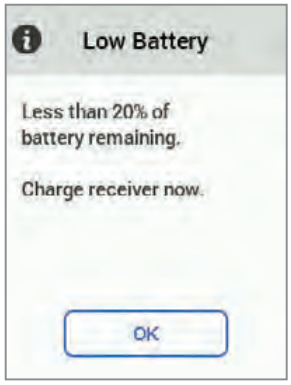
- Receiver displays low battery notification and icon. Appears when 20% remains (shown below) and when 10% remains.

Solution

- Charge receiver

Prevention:

- To conserve battery power, you can power off the receiver by tapping **Menu > Shutdown**. You won't get alarm/alerts or G6 readings, but your sensor session remains active.
- When the receiver and transmitter reconnect after a temporary shutdown, Signal Loss, or similar issue, up to 3 hours of missed G6 readings can fill in on the graph.
- Shutting down the receiver does not extend your sensor session past the 10 days.



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Unexpected Dexcom Stripe Screen – System Check

Problem

- Dexcom stripe screen displays for no reason

Solution

- Wait a few seconds
- If Dexcom stripe screen (see below) displays for more than 3 minutes, contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

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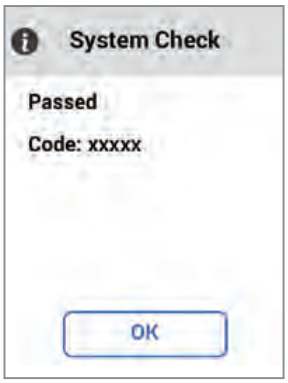
System Check Passed Screen

Problem

- System check results

Solution

- Do nothing. Receiver recovered from an error and continues to work.



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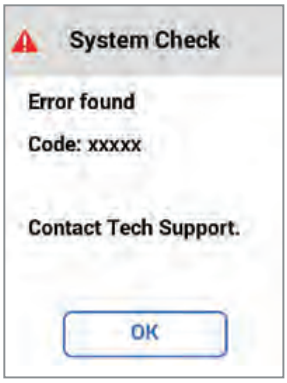
Call Tech Support Screen

Problem

- Screen is locked

Solution

- Use your meter. No alarm/alerts or G6 readings until fixed.
- If same code displays again, write it down and contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**



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14.6 Recalibration Alert

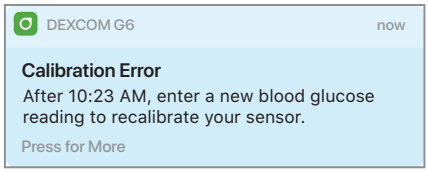
Problem

- System didn't accept calibration

Solution

- Use your meter. No alarm/alerts or G6 readings until fixed.
- Follow instructions on screen. It asks you to recalibrate in 15 minutes.
- For more information:
  - See Chapter 7.
  - App: Tap **Help**.
- Receiver:
  - If you calibrate again and still get this error, enter one more meter value.
  - Wait 15 minutes.
  - If no G6 readings appear on the display, the sensor needs to be replaced. Contact Technical Support (available 24/7) at:
    - Web: dexcom.com/contact
    - Toll free: **1.888.738.3646**
    - Toll: **1.858.200.0200**

App Notification



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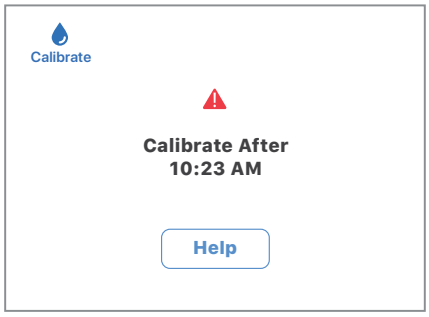
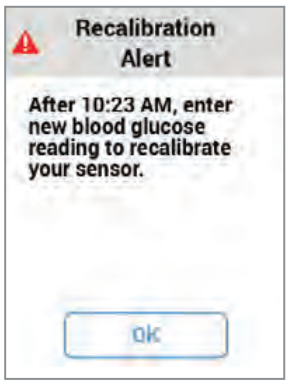
App



Receiver



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14.7 Transmitter

Transmitter Not Found Alert

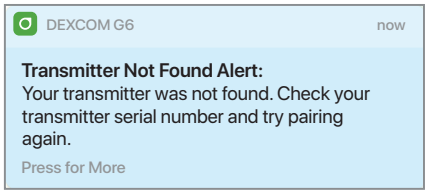
Problem

- Transmitter didn't pair with display device

Solution

- Use your meter. No alarm/alerts or G6 readings until fixed.
- Make sure Transmitter SN in Settings matches the Transmitter SN on the transmitter box.
- Make sure transmitter is snapped into holder.
- App: For more information, tap Help.
- If these solutions don't fix the issue, sensor may not be inserted correctly. Contact Technical Support (available 24/7) at:
  - Web: dexcom.com/contact
  - Toll free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

App Notification



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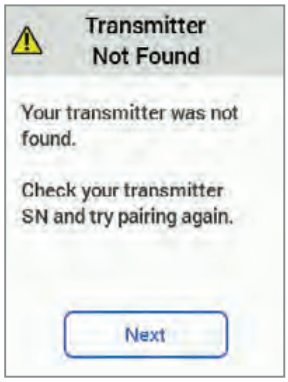
App

Receiver



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14.8 Share

Troubleshooting Share Status Issues

The Share status bar is a useful tool. It can help identify if there's a problem and Dexcom Share is not working. See below for troubleshooting tips for the Share status bar.

Whether or not Dexcom Share is working and your Followers are getting glucose alarm/alerts, always use your G6 display device for your G6 readings, alarm, alerts, and treatment decisions.

No Active Followers Status

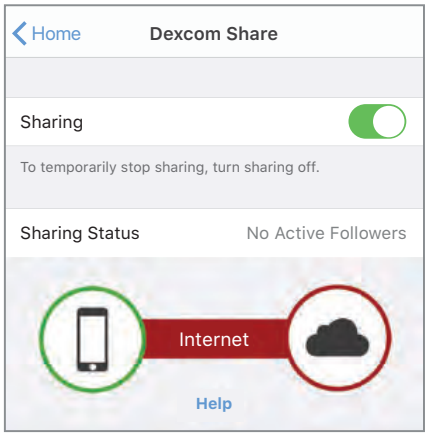
Problem

- No Followers accepted your invitation or you haven't invited anyone

Solution

- If you invited a Follower, ask them to look for your invitation email

Share



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If the invitation expired, re-invite them by tapping Add Follower (see Chapter 12).

If they stopped following you, their status shows Removed.

If you turn off sharing for a Follower, their status shows Paused.

Server Unavailable Status

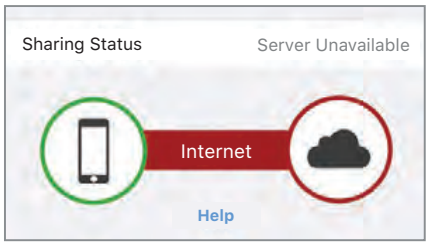
Problem

- Share isn't sharing because Dexcom server is offline

Solution

- Wait. Dexcom will fix the issue as soon as possible. For more information, go to status.dexcom.com.

Share



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14.9 Accuracy

G6 Reading ≠ Meter Value

Problem

- G6 reading and meter value don’t match

Solution

- Different body fluids give different numbers:
  - Meter measures glucose from blood.
  - Sensor measures glucose from interstitial fluid.
  - Calibrating may help align your G6 readings to your meter values.
- See Chapter 7.

G6 Readings Do Not Match Symptoms

Problem

- G6 readings don't match how you feel

Solution

- Wash your hands with soap and water. Dry them. Then take a fingerstick with your meter. If your meter value matches your symptoms, use it to take treatment decisions.
- Calibrating may help align your G6 readings to your meter values. See Chapter 7.

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14.10 Calibration Prompts

Calibration Error/Recalibration Alert

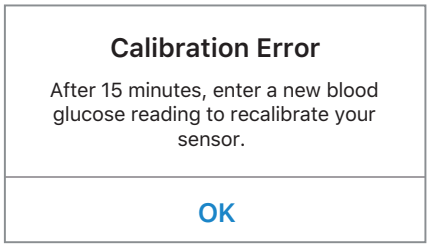
Problem

- Displays when you enter a calibration outside the expected range.

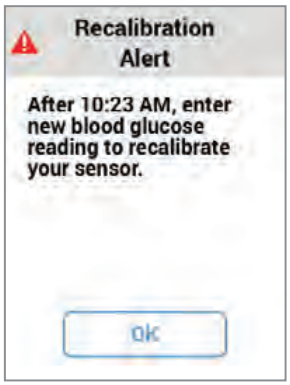
Solution

- G6 needs you to calibrate.

App



Receiver



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14.11 What Was Covered and What's Coming

Now You Can:

- Troubleshoot a variety of issues.

What's Next?

Congratulations! Great job working your way through this guide! Make sure to check out the appendices for additional information that may be useful to you. And remember, you can always refer back to this guide as you get used to your G6 or if you have any questions in the future.

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Everything Else G6

- Need Help? You're Not Alone
- Security and Air Travel
- Peripherals
- Care of G6
- Warranty
- Technical Information
- Label Symbols
- Alarm/Alert Sounds and Vibrations
- Index

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Appendix A | Need Help? You're Not Alone!

Dexcom has three support teams to help you, each with their own specialty:

- Dexcom Technical Support Team
- Dexcom Patient Care Team
- Dexcom Sales Support Team

A.1 Dexcom Technical Support Team

This team helps you with all CGM system-related issues as well as software-related issues. They provide replacement units, resolve technical issues, and take product complaints. They don't offer medical advice.

Contact Information

- Web: dexcom.com/contact

  Please include:

  - Patient name, date of birth, address, and phone number
  - Description of technical problem
    - What happened and when (date and time)
    - Item SKU number and name (for example: applicator)
    - Lot and/or serial numbers of problematic devices
  - Your contact information (for example: call 555-555-5555 after 5 pm Pacific Time)
- Phone: Available 24 hours a day, 7 days a week
  - Toll Free: **1.888.738.3646**
  - Toll: **1.858.200.0200**

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A.2 Dexcom Patient Care Team

DEXCOM CARE

The Dexcom Patient Care Team is a group of Certified Diabetes Educators (CDE) and Registered Nurses (RNs) offering you customer care and individualized education services around Dexcom CGM, including:

- Product training – both initial and ongoing (for example, how to use a specific feature)
- Regularly scheduled webinars at dexcom.com/web-based-education
- How to optimize your Dexcom CGM use
- Using Dexcom CGM reporting software and features, including interpreting reports

Contact Information

- Internet: dexcom.com/dexcom-care
- Phone: Available Monday – Friday, 6 am–5 pm PT, and Saturdays 7 am–1:30 pm PT (subject to change)
    - Toll Free: **1.888.738.3646**
    - Toll: **1.858.200.0200**

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A.3 Dexcom Sales Support Team

The Dexcom Inside Sales Support Team helps with:

- First-time orders and re-orders
- Tracking shipments
- Locating a local Dexcom representative

Contact Information

- Internet: dexcom.com/order
- Email: CustomerService@dexcom.com
- Phone:
  - Toll Free: **1.888.738.3646**
  - Toll: **1.858.200.0200**
  - Fax: **1.877.633.9266**

A.4 Corporate

- Internet: dexcom.com
- Address:
  6340 Sequence Drive
  San Diego, CA 92121

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Appendix B | Security and Air Travel

The Dexcom G6 Continuous Glucose Monitoring System (G6) can be a great travel companion – you can go through metal detectors and hand-wanding and even keep your receiver on during your flight.

B.1 Security

Going through security often means you and your belongings go through a metal detector, x-ray machine, or even a body scanner. In this section, you'll find out which are OK for your G6 components and which haven't been tested and should be avoided.

Security Equipment to Use

Hand-wanding, pat-downs, visual inspection, and walk-through metal detectors: You can use any of these methods without worrying about damaging your G6 components, whether you're wearing or carrying them.

Security Equipment to Avoid

Body scanners: Don't go through an advanced imaging technology (AIT) body scanner, like the millimeter wave scanners.

X-Ray machines: Don't put your G6 components through x-ray machines. Place all components in a separate bag before handing over to the Security Officer. For other medical supplies, such as medications, meters, and strips, check manufacturer instructions or the Transportation Security Administration (TSA) website.

If you're concerned about the security equipment, the TSA requests you tell the Security Officer you're wearing a continuous glucose monitor and want to be hand-wanded or get a full-body pat-down with a visual inspection of your sensor and transmitter. Let the Security Officer know you can't remove the sensor because it's inserted under your skin.

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PRECAUTION

Going Through Security Check Point

When wearing your G6, ask for hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner (also called a millimeter wave scanner) or putting any part of the G6 in the baggage x-ray machine.

You can wear the G6 for the walk-through metal detector. If you do, use your meter for treatment decisions until you leave the security area.

Because we haven't tested every x-ray and scanner, we don't know if they damage the G6.

Not sure what kind of machine it is? Be safe – either ask the TSA officer, request hand-wanding, or request full-body pat-down.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

B.2 On the Plane

To use your smart device or receiver to get sensor glucose information while on the plane:

- Smart device: Switch to airplane mode, then turn *Bluetooth* on
- Receiver: Keep receiver on

Contact your airline for their policies.

B.3 Still Have Questions?

Visit the TSA website at tsa.gov.

Email: TSA-ContactCenter@tsa.dhs.gov

Phone: 1.855.787.2227

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Appendix C | Extend Your App

With your Dexcom G6 Continuous Glucose Monitoring System (G6) app, you see notifications from your lock screen or smart watch.

Not seeing any data? Open your app.

On your Apple smart device, you can set up Siri to tell you your G6 reading when you ask.

Do you use health apps? Share your glucose information with them for a more complete picture.

C.1 Home Screen and Today View (Apple)

Home Screen Widget (iOS 14 or higher)

Check your G6 reading, trend arrow, and graph with a widget on your home screen or your Today View. To open the app, just tap the widget.

Widget

See your smart device instructions to learn how to add a widget. When prompted to search for a widget, type **Dexcom G6**.

Get the information you need at a glance. The colors work the same as in the app: yellow for high, red for low, gray for in between.

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To change the number of hours the graph shows, follow these steps:

1. Touch and hold the graph until the Edit Widget button appears
2. Tap **Edit Widget**
3. Tap **Graph Duration** on the Sensor Readings window
4. Choose 1, 3, or 6 hours
5. Tap outside the Sensor Readings window to save

The widget displays an exclamation mark if you get an Urgent Low Alarm or Urgent Low Soon Alert. If you aren't getting readings, you'll see dashes (---) instead of your G6 reading. If you see dashes, tap the widget to open the app to get more information.

Today View

Check your CGM information in the Today view, even when your smart device is locked. From the left edge of your Home or Lock screen, swipe right.

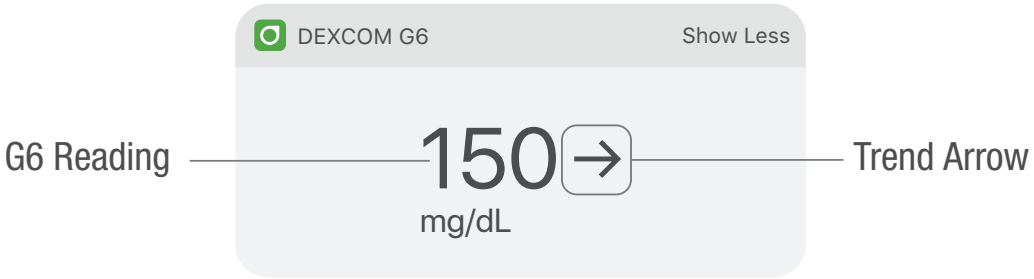
To add G6

1. Scroll to the bottom
2. Tap **Edit**

See your smart device instructions for details.

Images below are representational only, your screen may look different.

Today View



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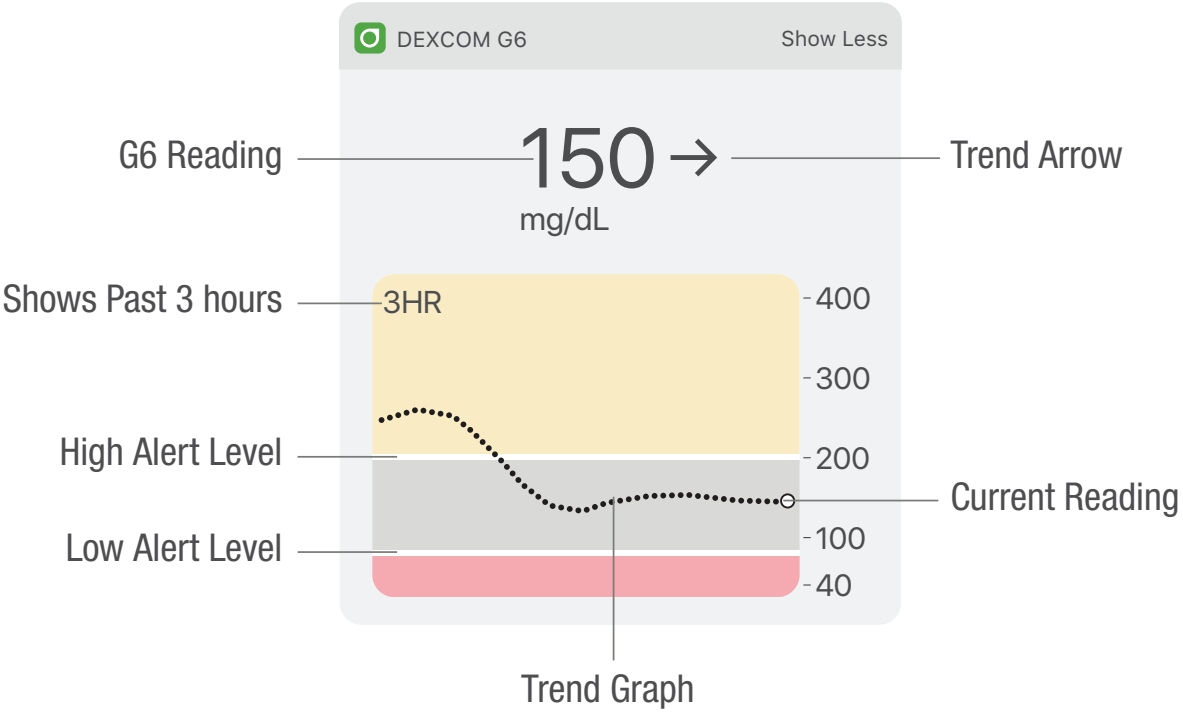
Tap **Show More** to show your graph.



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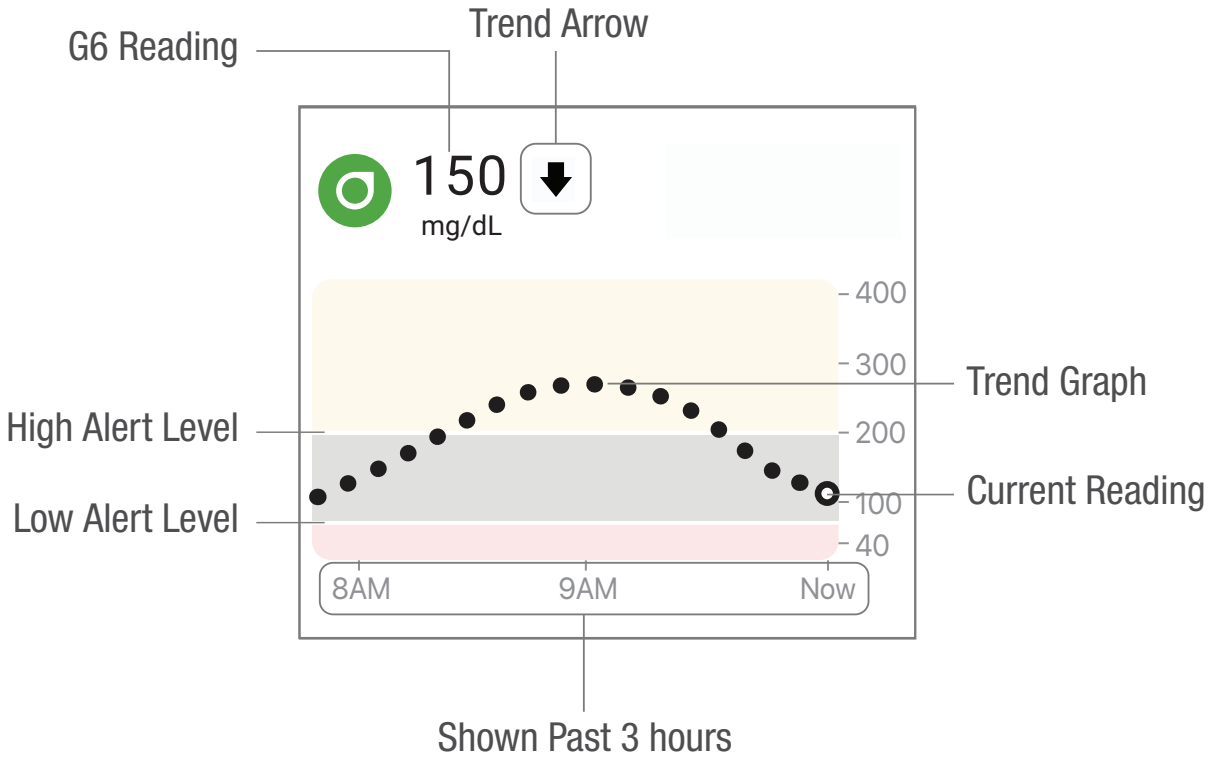
C.2 Quick Glance (Android)

Check your G6 on your lock screen or swipe down from the top.

Quick Glance

Drag down on the lower edge of Quick Glance to show your graph.



Quick Glance is on by default. Turn it off in the app: **Settings** > **Quick Glance**.

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C.3 Smart Watches

Check your G6 on your Apple or Android smart watch.

Suggested Use

Using a smart watch with your system may change how you get alarm/alerts.

- Your smart watch only communicates with your smart device, not the transmitter.
- You won't get alarm/alerts or G6 readings on your watch unless it's connected to your smart device.

Make sure you understand how you get notifications when a watch is connected.

- You must wear the watch to see alerts and feel their vibrations.
- In your smart device settings, make sure notifications are sent to both your smart device and watch.
- Don't disable or block notifications from the app.

Waking up your watch updates your current CGM data from your smart device. There may be a brief delay before your watch app shows current information.

Go to dexcom.com/compatibility to make sure your watch works with your G6.

Apple Watch Setup (iPhone)

To install the app, use the Watch app on your iPhone.

See your watch instructions for details about installing apps.

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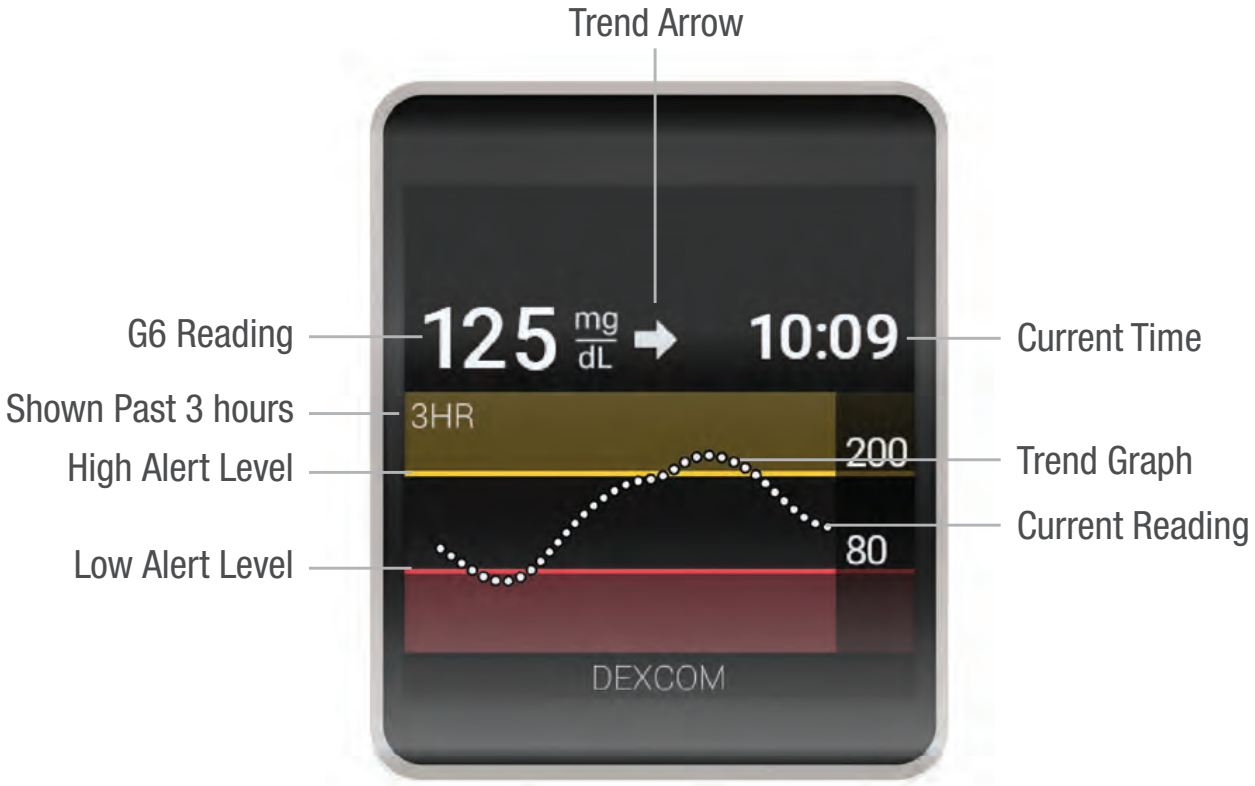
Android Wear Setup

Using the Dexcom G6 watch face, check your G6 information. See your watch instructions for details.

Android Wear



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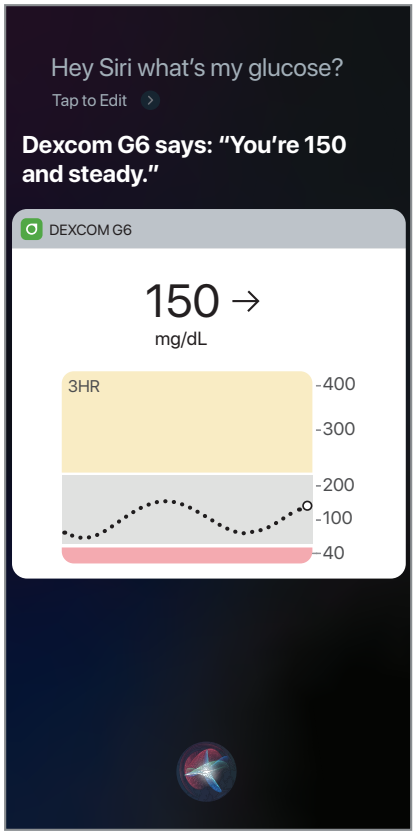
C.4 Siri (Apple)

Use your app settings to set up a Siri shortcut. Then you can ask Siri to tell you your G6 readings and trend anytime your app is running! When Siri answers, your graph shows on your lock screen.



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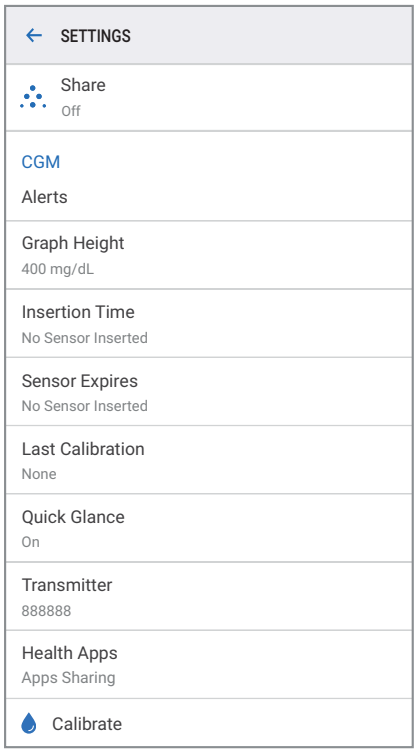
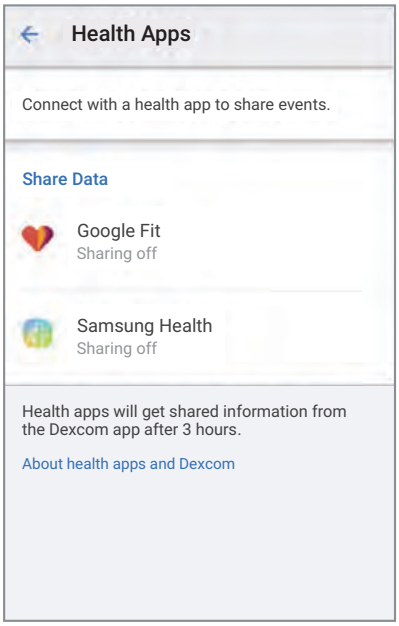
C.5 Health Apps

Send your glucose information to health apps, like Apple Health and Android's Samsung Health and Google Fit.

Use Settings > Health Apps to start. Once you set up the health app, the last 30 days of glucose information (except the last 3 hours) is sent to the health app. Subsequently, new glucose information – delayed by 3 hours – is sent.





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Appendix D | Take Care of Your G6

D.1 G6 Maintenance

Applicator/Sensor

- Keep in sterile package until ready for use
- Don't use if sensor has expired
  - May provide inaccurate Dexcom G6 Continuous Glucose Monitoring System (G6) readings
  - May be unsterile
  - Use By date is on package in year-month-day format
  - Don't use lotions, sunscreen, insect repellent, or similar items on the sensor

Transmitter

- Keep in box until ready for use. Check transmitter and don't use if damaged.
- Transmitter is reusable but can't be transferred to another person. Never share your transmitter.
- Transmitter is water resistant.
  - Don't use lotions, sunscreen, insect repellent, or similar items on the transmitter.
  - Between sessions, clean outside of the transmitter with isopropyl alcohol. Let dry before use or storage.
- When not in use:
  - Protect transmitter by returning to its packaging or another safe place.
  - Store between 32°F and 113°F.

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Receiver

- Check receiver casing. If cracked or damaged, don't use or you may get an electric shock.
- Don't open casing.
- Don't put anything in the casing's openings.
- Keep receiver dry – it is only splash resistant.
  - Don't submerge in liquid.
  - Don't spill fluids on receiver.
  - Don't use lotions, sunscreen, insect repellent, or similar items on the receiver.
- Use the supplied case to protect receiver from bumps and falls. When putting case on, make sure the speaker holes align with receiver speaker.
- Keep battery charged. Only use Dexcom USB charging/download cable.
- To wipe off receiver, use a soft, dry, lint-free cloth.
  - Don't use abrasive cloths, towels, paper towels, or similar items.
  - Don't get moisture into any openings.
  - Don't use aerosol sprays, solvents, alcohol wipes, or abrasives.
  - Turn off and unplug from USB cable before wiping.

All G6 Components

- To keep your G6 working safely, do not change any G6 component.
- Each part comes in its own package. Keep the packaging until you're no longer using its contents.

Charging Receiver Battery

The battery icon on the receiver status bar shows how much charge is left and notifies you when the battery is getting low. While the receiver is being charged, you continue to get your G6 readings if the transmitter and receiver are within 20 feet of each other.

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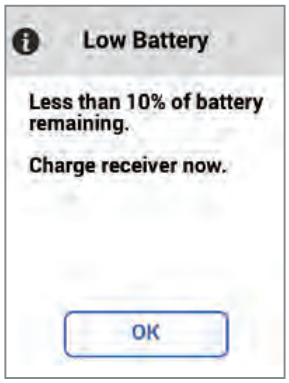
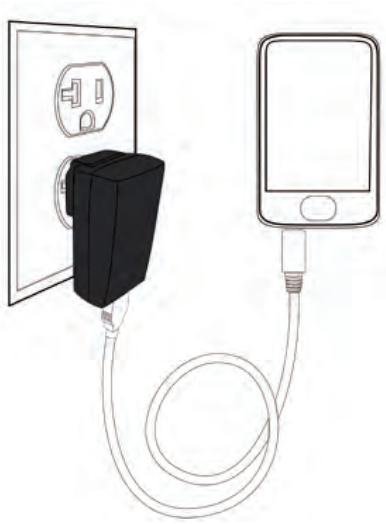
Each charge lasts approximately 2 days. If your receiver battery was drained prior to charging, then after charging you may need to reset its time and date. If this is required, the system tells you to reset and takes you to the applicable screens.

STEP 1 of 4 Receiver: Charging Battery

Tap **OK**.



STEP 2 of 4 Receiver: Charging Battery



Plug Micro USB cable into Micro USB port and wall charger. Plug wall charger into electrical outlet.

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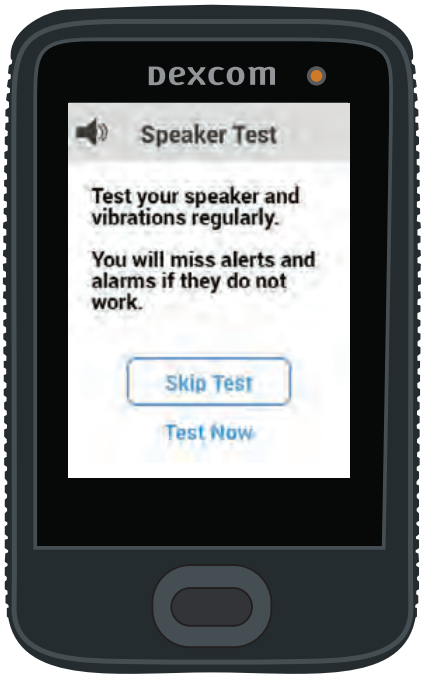
STEP 3 of 4 Receiver: Charging Battery



Light in upper right corner goes on when charging.

When you plug in the receiver to charge, the Speaker Test screen displays. See Chapter 14 for more information. Tap **Skip Test** to return to the Home screen.

Keep charging until home screen displays battery icon filled in.

STEP 4 of 4 Receiver: Charging Battery

Unplug wall charger from outlet when fully charged.

Home screen displays battery icon filled in when battery is charged.

Finished!

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Peripherals

- Parts: Use only Dexcom-supplied parts (including cables and chargers). Use of non-Dexcom-supplied parts may affect safety and performance.
- Charging: Charge battery before each new sensor session.
  - Battery can only be charged using the Dexcom adapter/wall charger – don't use a computer port or an external USB hub.
  - Only use the Dexcom cable and charger to charge the Dexcom receiver.
  - Don't block access to the charger.
- Cable: Insert cable only as directed.
  - Don't force cable into place.
  - Check cable. Don't use if worn or damaged.

There is no repair service available for any G6 parts.

If you experience problems, report the issue to Technical Support (available 24/7) at:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

D.2 Storage

Storing your G6 correctly helps prevents system failures.

Sensor

- Keep in its sterile packaging until you're ready to use it.
- Store at temperatures between 36°F and 86°F.
  - Storing outside this range may cause inaccurate G6 readings.
  - May store sensor in refrigerator if it's within temperature range.
  - Store sensors in a cool, dry place. Don't store in parked car on a hot day or in freezer.

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Transmitter

- Keep protected when not in use
- Store at temperatures between 32°F and 113°F
- Store between 10% and 95% relative humidity

Receiver

- Keep protected when not in use
- Fully charge the battery before storing for over 3 months
- Store at temperatures between 32°F and 104°F
- Store between 10% and 95% relative humidity

D.3 Checking System Information

You can check your app or receiver for information about your CGM system any time.

App: Check CGM Settings

STEP 1 of 2 App: Check CGM Settings

Tap **Settings**.

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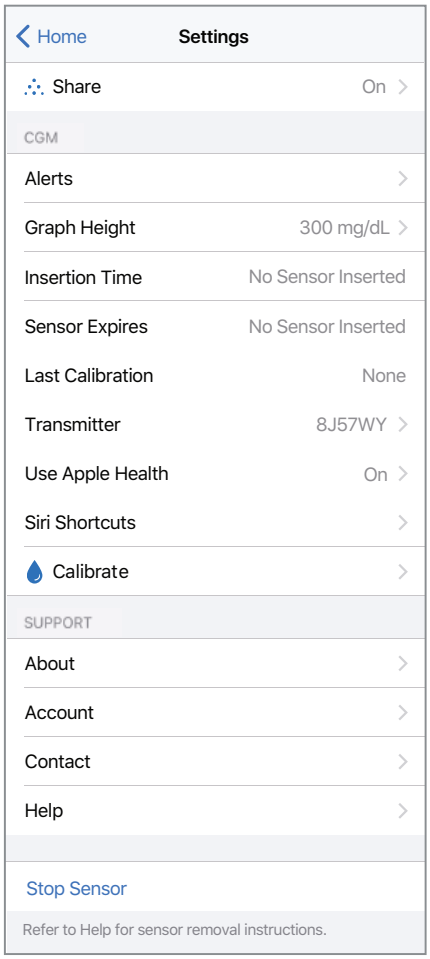
STEP 2 of 2

App: Check CGM Settings



You can update and/or check:

- CGM information: Insertion date and time, last calibration, transmitter SN, when sensor expires
- Software versions: Transmitter and receiver
- Support: Online help, account, and contact information

Finished!

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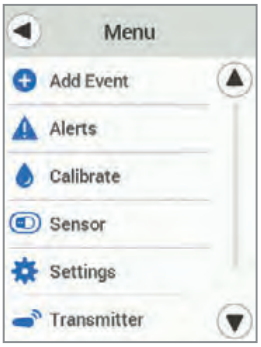
Receiver: Check CGM Settings

STEP 1 of 3 Receiver: Check CGM Settings

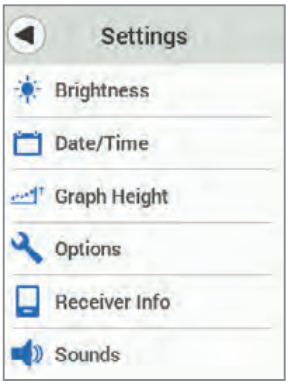
Tap **Menu**.

STEP 2 of 3 Receiver: Check CGM Settings



Tap **Settings**.

STEP 3 of 3 Receiver: Check CGM Settings



Use these menus to update and/or check:

- Alerts and sounds: Customize how and when you get alerts
- Transmitter information: Transmitter SN and battery life
- Sensor information: Insertion date and time; last calibration date, time, and value; when sensor expires
- Receiver information: Receiver SN and battery life
- Graph Height: Change the trend screen axis from 40-400 mg/dL to 40-300 mg/dL
- Options: Enable Discreet Alerts and Tap Feedback

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D.4 System Disposal

Different places have different requirements for disposing of electronics (receiver and transmitter) and parts that have come in contact with blood or other bodily fluids (sensor). Follow your area's local waste management requirements.

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Appendix E | Warranty

Sometimes stuff happens. Dexcom has you covered!

This appendix covers our warranty information outlining what we cover and for how long.

E.1 Dexcom Receiver Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser ("you" or "Purchaser") that the Dexcom receiver (the "receiver") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period starting from the date of shipment to you and continuing for a year following the shipment date ("Warranty Period").

Note: If you received this receiver as a replacement for an in-warranty receiver, the Limited Warranty for the replacement receiver shall continue for the remaining Warranty Period on the original receiver, but the replacement is not subject to any other warranty.

What Isn't Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. Misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, are not permitted, and void your Limited Warranty.

This Limited Warranty doesn't cover:

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the ID number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.

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- Malfunctions resulting from the use of the receiver in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.
- A receiver which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
- Water damage to the receiver.
  - The receiver is not water resistant.
  - Do not get the receiver wet at any time.

Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective receiver.

To return, you must send the receiver to an authorized Dexcom Technical Support Department. Make sure you package the receiver adequately for shipping.

The return package needs to include:

- Receiver
- Sales receipt or comparable substitute proof of sale showing the date of purchase
- Receiver serial number
- Seller's name and address
- Purchaser's name and address for Dexcom to ship the replacement

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Contact Dexcom Technical Support Department for delivery information help:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

Upon receipt by Dexcom of a defective receiver covered by this Limited Warranty, Dexcom will promptly replace the defective receiver.

If Dexcom determines the receiver isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the receiver's return by Dexcom.

Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive warranty for the receiver, and in lieu of all other warranties, expressed or implied, either in fact or by operation of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent prohibited by applicable law.

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 Continuous Glucose Monitoring System (G6) or any feature or service provided by Dexcom for use with the Dexcom G6.

These limits on Dexcom's warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this Limited Warranty and the limited remedy provided by Dexcom.

This Limited Warranty is only provided to the original Purchaser and can't be transferred to anyone else, and states Purchaser's exclusive remedy.

If any portion of this Limited Warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this Limited Warranty. This Limited Warranty will be enforced to the maximum extent permitted by law.

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E.2 Dexcom Transmitter Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser ("you" or "Purchaser") that the Dexcom G6 transmitter (the "transmitter") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period commencing on the date of first use by the original purchaser (the "Date of First Use") and expiring three (3) months thereafter; provided, that, the Date of First use occurs within five (5) months of the date of shipment (or disbursement) of the transmitter to you ("Warranty Period").

Note: If you received this transmitter as a replacement for an in-warranty transmitter, the Limited Warranty for the replacement transmitter shall continue for the remaining Warranty Period on the original transmitter, but the replacement is not subject to any other warranty.

What Isn't Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in a timely manner and in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. Misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, are not permitted and void your Limited Warranty.

This Limited Warranty doesn't cover:

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the ID number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- Malfunctions resulting from the use of the transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.

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- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.
- A transmitter which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
- Water damage to transmitter
  - Beyond specifications listed in the Dexcom G6 User Guide
  - Your options to get the User Guide:
    - Download or view: dexcom.com/guides
    - Online request form to receive a free printed copy: dexcom.com/guides
    - Request a free copy by mail
    - Request a free copy by phone:
      Toll free: **1.888.738.3646**
      Toll: **1.858.200.0200**

Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective transmitter.

To return, you must send the transmitter to an authorized Dexcom Technical Support Department. Make sure you package the transmitter adequately for shipping.

The return package needs to include:

- Transmitter
- Sales receipt or comparable substitute proof of sale showing the date of purchase
- Transmitter's serial number
- Seller's name and address
- Purchaser's name and address for Dexcom to ship the replacement

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Call Dexcom Technical Support Department for delivery information or help:

- Web: dexcom.com/contact
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

Upon receipt by Dexcom of a defective transmitter covered by this Limited Warranty, Dexcom will promptly replace the defective transmitter.

If Dexcom determines the transmitter isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the transmitter's return by Dexcom.

Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive warranty for the transmitter, and in lieu of all other warranties, expressed or implied, either in fact or by operations of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent prohibited by applicable law.

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 or any feature or service provided by Dexcom for use with the Dexcom G6.

These limits on Dexcom's warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this Limited Warranty and the limited remedy provided by Dexcom.

This Limited Warranty is only provided to the original Purchaser and can't be transferred to anyone else, and states Purchaser's exclusive remedy.

If any portion of this Limited Warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this Limited Warranty. This Limited Warranty will be enforced to the maximum extent permitted by law.

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Appendix F | Technical Information

F.1 Device Performance Characteristics

NOTE: We recommend that you review the information in this chapter with your healthcare professional to understand how well the Dexcom G6 Continuous Glucose Monitoring System (G6) performs.

The Dexcom G6 (G6) uses a glucose sensor to continuously measure and monitor your glucose levels. Once the sensor code is entered, the G6 reports glucose readings up to every 5 minutes. The G6's performance was evaluated in clinical studies in which G6 readings were assessed against blood glucose values tested by a laboratory reference method for subjects 6 years of age and older and by fingerstick blood glucose meter for pediatric subjects 2 to 5 years of age. The performance characteristics of the G6 presented in the following sections conform to the guidance for devices in the same classification.

Clinical Study Overview

To demonstrate the performance of the G6, two prospective clinical studies were conducted at 11 centers across the United States. The studies included both adult (18 years and older) and pediatric (2 to 17 years) participants. The studies evaluated the G6 performance, in terms of its safety, effectiveness, and precision. The studies enrolled a total of 380 participants with 99% having Type 1 diabetes mellitus and 1% having insulin using Type 2 diabetes mellitus.

Participants wore either one or two sensors for up to 10 days. A subset of participants wore two sensors for the precision study to compare variability of readings between sensors. Adult participants wore their G6(s) in the abdomen only; pediatric subjects had the choice of either abdomen or upper buttocks. Clinic session(s) took place at the beginning (Day 1, 2), middle (Day 4, 5), and end (Day 7, 10) of the G6 lifecycle.

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Depending on the participant's age, they participated in either 1, 2 or 3 clinic sessions of varying duration.

- Adult subjects: two (2) or three (3) 12-hour clinic sessions
- Pediatric subjects 13-17 years of age: one (1) 12-hour clinic session
- Pediatric subjects 6-12 years of age: one (1) 6-hour clinic session
- Pediatric subjects 2-5 years of age: one (1) 4-hour clinic session (compared to fingerstick blood glucose meter measurements only).

While using the G6 in the clinic, subjects had their blood glucose measured every 15 minutes with a laboratory reference method, the Yellow Springs Instrument 2300 STAT Plus™ Glucose Analyzer. This instrument is referred to as the "YSI." Readings from the G6 were reported every 5 minutes and paired with YSI values in order to characterize the accuracy of the G6's glucose reading. No venous sampling was obtained for 14 pediatric subjects aged 2 to 5 years.

In Study 1, under close observation by the study investigator staff, the participant's glucose levels were deliberately manipulated per a protocol to raise or lower glucose to achieve YSI glucose samples within target glucose bins. Glucose manipulations were done to assess performance over the range that CGM measures glucose (40-400 mg/dl). In Study 2, participant's managed their glucose as they normally do; glucose was not deliberately manipulated.

The data from these prospective clinical studies were further processed and analyzed at Dexcom to assess performance of factory calibration.

Accuracy

Accuracy of the G6 is characterized by assessing its readings against blood glucose values from YSI. Accuracy of the G6 was assessed with paired G6 readings to YSI blood glucose values. For blood glucose values less than or equal to 70 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For values greater than 70 mg/dL, the absolute difference (%) relative to the YSI values was calculated. In addition, the mean absolute relative difference (MARD) shows the average amount the sensor readings differ from the YSI glucose. The percentages of total readings within 20 mg/dL or 20% (20/20%) are provided in Tables 1-A. The tables are further categorized within CGM glucose ranges, within age groups, and sensor

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wear locations (Tables 1-B to 1-E) and categorized within YSI glucose ranges (Tables 1-F to 1-I). When you see a CGM reading on your receiver or mobile application, these tables show you how likely that reading matches your blood glucose level (measured by YSI in the study). These tables include overall pooled data from both G6 studies.

For example, the total number of data pairs considered in the analysis was 25,128. Of these, 91.8% of the G6 readings fall within ± 20 mg/dL of the YSI blood glucose values < 70 mg/dL and within ± 20% of YSI blood glucose values ≥ 70 mg/dL.

Table 1-A. G6 Accuracy to YSI (n=325)

Patient Population	Number of subjects	Total number of paired CGM-YSI	Percent within 20/20% YSI % (95% LB)	Day 1 Percent within 20/20% YSI	MARD (%)
Overall	325	25,128	91.8 (90.7)	87.9	9.8
Adults (18+ YO)	159	19,312	91.8 (90.4)	87.1	9.9
Pediatrics (6-17 YO)	166	5,816	92.0 (89.8)	90.4	9.6
Pediatrics (2-5 YO)*	8	82	92.7 (86.7)	NA	9.9

** No YSI measurements were taken for this age group; results presented are from in-clinic CGM-SMBG matched paired measurements.*

[1] CGM readings are within 40-400 mg/dL, inclusive.

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Table 1-B. G6 Accuracy to YSI within CGM Glucose Ranges (Adults; n=159)

CGM Glucose Range[1] (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	374	86.6	92.0	98.7				-6.4	13.3
54-69	1,514	90.5	95.8	99.7				-0.2	11.2
70-180	9,433				74.1	86.8	99.3	-2.7	10.9
181-250	4,106				80.0	92.0	99.9	-10.0	9.3
>250	3,885				91.0	97.7	100.0	-3.8	7.1

[1] CGM readings are within 40-400 mg/dL, inclusive.

Table 1-C. G6 Accuracy to YSI within CGM Glucose Ranges (Pediatrics*; n=166)

CGM Glucose Range[1] (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	86	51.2	66.3	90.7				-16.9	24.1
54-69	264	85.2	89.0	97.0				-5.7	13.1
70-180	3,170				79.4	90.5	99.3	-0.7	9.8
181-250	1,373				83.3	93.5	99.9	-1.6	8.9
>250	923				88.7	96.1	99.9	8.9	7.5

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] CGM readings are within 40-400 mg/dL, inclusive.

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Table 1-D. G6 Accuracy to YSI within CGM Glucose Ranges (Pediatrics*, Abdomen; n=99)

CGM Glucose Range[1] (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	55	43.6	58.2	89.1				-18.9	25.8
54-69	175	88.0	89.7	96.6				-5.5	12.8
70-180	1,924				80.1	90.7	99.2	-1.6	9.8
181-250	788				81.7	94.8	100.0	-2.7	9.2
>250	579				88.6	96.9	99.8	7.5	7.5

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] CGM readings are within 40-400 mg/dL, inclusive.

Table 1-E. G6 Accuracy to YSI within CGM Glucose Ranges (Pediatrics*, Buttocks; n=67)

CGM Glucose Range[1] (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	31	64.5	80.6	93.5				-13.4	21.1
54-69	89	79.8	87.6	97.8				-6.0	13.7
70-180	1,246				78.4	90.0	99.4	0.7	9.7
181-250	585				85.5	91.8	99.8	-0.1	8.5
>250	344				89.0	94.8	100.0	11.3	7.4

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] CGM readings are within 40-400 mg/dL, inclusive.

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Table 1-F. G6 Accuracy to YSI within YSI Glucose Ranges (Adults; n=159)

YSI Glucose Range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	481	88.1	95.8	99.8				6.0	15.8
54-69	1,771	89.0	96.2	99.9				4.1	12.3
70-180	8,675				77.2	89.4	99.7	-0.7	10.2
181-250	3,949				82.9	92.9	99.8	-7.1	8.8
>250	4,436				83.3	93.2	99.8	-13.6	8.6

Table 1-G. G6 Accuracy to YSI within YSI Glucose Ranges (Pediatrics*; n=166)

YSI Glucose Range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	47	95.7	100.0	100.0				4.9	11.6
54-69	309	86.4	95.8	100.0				2.8	13.5
70-180	3,108				79.8	90.6	98.9	1.8	9.8
181-250	1,424				84.3	92.7	99.6	-1.5	9.1
>250	928				84.3	93.9	99.9	-4.0	8.2

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

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Table 1-H. G6 Accuracy to YSI within YSI Glucose Ranges (Pediatrics*, Abdomen; n=99)

YSI Glucose Range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	28	100.0	100.0	100.0				4.0	11.0
54-69	201	90.0	96.0	100.0				3.0	12.8
70-180	1,898				79.7	90.1	98.7	0.8	9.9
181-250	782				83.8	93.7	99.2	-2.6	9.4
>250	612				84.5	95.6	99.8	-4.9	8.3

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

Table 1-I. G6 Accuracy to YSI within YSI Glucose Ranges (Pediatrics*, Buttocks; n=67)

YSI Glucose Range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	19	89.5	100.0	100.0				6.2	12.6
54-69	108	79.6	95.4	100.0				2.5	14.8
70-180	1,210				80.0	91.4	99.3	3.4	9.5
181-250	642				85.0	91.4	100.0	-0.1	8.8
>250	316				83.9	90.5	100.0	-2.1	7.9

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

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Agreement When CGM Reads "LOW" or "HIGH"

The G6 reports glucose readings between 40 and 400 mg/dL. When the G6 determines the glucose reading is below 40 mg/dL, it displays "LOW" in the Receiver or Mobile Application Status Box. When the G6 determines that the glucose level is above 400 mg/dL, it displays "HIGH" in the Receiver or Mobile Application Status Box. Because the System does not display glucose values below 40 mg/dL or above 400 mg/dL, the comparisons to the actual blood glucose levels (as determined by the YSI analyzer) when CGM is classified as "LOW" or "HIGH" are included separately in Table 2 (data is combined from Study 1 and Study 2). The tables include the numbers and the cumulative percentages when YSI values were less than certain glucose levels (for "LOW"), and when YSI values were greater than certain glucose levels (for "HIGH").

For example, when the G6 displayed "LOW" (126 occasions), 87% (109 out of 126) of the YSI values were less than 80 mg/dL. When the G6 displayed "HIGH" (55 occasions), 100% (55 out of 55) of the YSI values were greater than 280 mg/dL.

Table 2. Distribution of YSI Values When CGM Readings are "LOW" or "HIGH"

CGM Readings	CGM-YSI Pairs	YSI (mg/dL)					Total
		< 55	< 60	< 70	< 80	≥ 80	
"LOW"	n	65	78	92	109	17	126
	Cumulative Percent	52%	62%	73%	87%	13%	
CGM Readings	**CGM-YSI Pairs**	**YSI (mg/dL)**					**Total**
		> 340	> 320	> 280	> 250	≤ 250	
"HIGH"	n	54	54	55	55	0	55
	Cumulative Percent	98%	98%	100%	100%	0%	

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Concurrence of G6 and Laboratory Reference

Tables 3-A to 3-D categorize concurrence by CGM reading and YSI values. Tables 3-A and 3-B describe, (row percent), for each range of CGM glucose readings, what percentage of paired YSI values was in the same glucose range (shaded) or in glucose ranges above and below the paired CGM readings. For example, Table 3-A shows that for adults, when CGM readings are within 81 to 120 mg/dL, you can expect your blood glucose levels are within 81 to 120 mg/dL 70.5% of time. Tables 3-C and 3-D describe (column percent), for each range of YSI values, what percentage of paired CGM readings was in the same glucose range (shaded) or in glucose ranges above and below the paired YSI values. For example, Table 3-D shows that for pediatrics, when YSI values are within 81 to 120 mg/dL, you can expect your CGM readings to be within 81 to 120 mg/dL 78.5% of time.

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Table 3-A. Concurrence of G6 CGM Readings and YSI Values by CGM Glucose Range (Adults; n=159)

CGM Glucose Range [1] (mg/dL)	YSI (mg/dL)											
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400	Total
<40	14.0%	57.0%	23.0%	4.0%	2.0%	.	.	.	.	.	.	100
40- 60	1.2%	68.6%	27.7%	2.1%	0.2%	0.1%	.	.	.	.	.	902
61- 80	0.1%	21.3%	61.8%	16.6%	0.2%	0.1%	.	.	.	.	.	2,254
81- 120	.	0.4%	13.6%	70.5%	14.9%	0.6%	0.0%	.	.	.	.	3,761
121- 160	.	.	0.0%	14.1%	64.4%	20.1%	1.3%	0.0%	0.0%	.	.	3,026
161- 200	.	.	.	0.1%	14.4%	56.7%	26.9%	1.6%	0.3%	0.0%	.	2,609
201- 250	.	.	.	.	0.2%	12.1%	59.4%	25.5%	2.8%	0.0%	.	2,875
251- 300	.	.	.	.	.	0.1%	13.7%	59.0%	25.3%	1.9%	.	2,279
301- 350	.	.	.	.	.	.	0.2%	22.0%	63.6%	13.7%	0.5%	1,222
351- 400	.	.	.	.	.	.	.	0.8%	44.3%	52.1%	2.9%	384
>400	.	.	.	.	.	.	.	.	5.7%	77.1%	17.1%	35

[1]CGM readings are within 40 to 400 mg/dL, inclusive.

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Table 3-B. Concurrence of G6 CGM Readings and YSI Values by CGM Glucose Range (Pediatrics*; n=166)

CGM Glucose Range [1] (mg/dL)	YSI (mg/dL)											
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400	Total
<40	3.8%	30.8%	23.1%	38.5%	3.8%	.	.	.	.	.	.	26
40- 60	0.6%	39.2%	45.6%	12.0%	2.5%	.	.	.	.	.	.	158
61- 80	.	11.3%	65.7%	20.7%	2.3%	.	.	.	.	.	.	487
81- 120	.	0.2%	12.4%	76.1%	10.6%	0.5%	0.1%	.	.	.	.	1,287
121- 160	.	.	.	13.3%	71.2%	13.7%	1.7%	0.1%	.	.	.	1,029
161- 200	.	.	.	0.2%	18.5%	59.6%	20.2%	1.6%	.	.	.	1,096
201- 250	.	.	.	.	0.1%	18.8%	63.8%	15.9%	1.4%	.	.	836
251- 300	.	.	.	.	.	0.2%	28.0%	59.1%	12.4%	0.4%	.	550
301- 350	.	.	.	.	.	.	1.0%	32.6%	56.6%	9.7%	.	288
351- 400	.	.	.	.	.	.	.	5.9%	52.9%	38.8%	2.4%	85
>400	.	.	.	.	.	.	.	.	5.0%	55.0%	40.0%	20

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1]CGM readings are within 40 to 400 mg/dL, inclusive.

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Table 3-C. Concurrence of G6 CGM Readings and YSI Values by YSI Glucose Range (Adults, n=159)

CGM Glucose Range [1] (mg/dL)	YSI glucose range (mg/dL)										
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400
<40	51.9%	4.9%	1.1%	0.1%	0.1%	.	.	.	.	.	.
40- 60	40.7%	52.9%	11.5%	0.5%	0.1%	0.0%	.	.	.	.	.
61- 80	7.4%	40.9%	64.0%	10.7%	0.2%	0.1%	.	.	.	.	.
81- 120	.	1.3%	23.4%	76.2%	19.3%	0.9%	0.0%	.	.	.	.
121- 160	.	.	0.0%	12.3%	67.2%	24.7%	1.4%	0.0%	0.1%	.	.
161- 200	.	.	.	0.1%	13.0%	60.1%	25.4%	1.8%	0.4%	0.2%	.
201- 250	.	.	.	.	0.2%	14.2%	61.8%	30.6%	5.0%	0.2%	.
251- 300	.	.	.	.	.	0.1%	11.3%	56.2%	35.7%	9.8%	.
301- 350	.	.	.	.	.	.	0.1%	11.2%	48.1%	38.2%	26.1%
351- 400	.	.	.	.	.	.	.	0.1%	10.5%	45.5%	47.8%
>400	.	.	.	.	.	.	.	.	0.1%	6.1%	26.1%
Total	27	1,170	2,176	3,481	2,901	2,460	2,761	2,394	1,614	440	23

[1]CGM readings are within 40 to 400 mg/dL, inclusive.

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Table 3-D. Concurrence of G6 CGM Readings and YSI Values by YSI Glucose Range (Pediatrics*; n=166)

CGM Glucose Range [1] (mg/dL)	YSI glucose range (mg/dL)										
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400
<40	50.0%	6.3%	1.1%	0.8%	0.1%	.	.	.	.	.	.
40- 60	50.0%	48.8%	12.9%	1.5%	0.4%	.	.	.	.	.	.
61- 80	.	43.3%	57.3%	8.1%	1.0%	.	.	.	.	.	.
81- 120	.	1.6%	28.7%	78.5%	12.6%	0.7%	0.1%.	.	.	.	.
121- 160	.	.	.	11.0%	67.2%	14.7%	1.8%	0.2%.	.	.	.
161- 200	.	.	.	0.2%	18.6%	68.1%	23.8%	3.0%	.	.	.
201- 250	.	.	.	.	0.1%	16.4%	57.4%	23.1%	4.2%	.	.
251- 300	.	.	.	.	.	0.1%	16.6%	56.5%	23.5%	2.7%	.
301- 350	.	.	.	.	.	.	0.3%	16.3%	56.4%	37.8%	.
351- 400	.	.	.	.	.	.	.	0.9%	15.6%	44.6%	20.0%
>400	.	.	.	.	.	.	.	.	0.3%	14.9%	80.0%
Total	2	127	558	1,249	1,090	959	929	575	289	74	10

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] CGM readings are within 40 to 400 mg/dL, inclusive.

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Trend Accuracy

Trend accuracy explains how well the G6 captures the time-dependent characteristics of glucose fluctuation.

The following examples quantify G6's Trend Accuracy:

1. When the G6 CGM rate of change is rapidly rising (≥ 2 mg/dL/min), how often is reference glucose also rising? The answer is 93.9% of the time for adults and 89.6% for pediatrics.
2. When the G6 CGM rate of change is rapidly falling (≤ 2 mg/dL/ min), how often is reference glucose also falling? The answer is 87.5% of the time for adults and 83.8% for pediatrics.
3. When the G6 CGM rate of change is stable (≥ -1 mg/dL/min and ≤ 1 mg/dl/ min), how often is reference glucose changing rapidly (≥ 2 mg/dL/min or ≤ -2 mg/dL/ min)? The answer is only 1.0% of the time for adults and 0.7% for pediatrics.

Table 4-A. Trend Accuracy Rate of Change (Adults; n=159)

CGM Rate Range (mg/dL/min)	YSI glucose range (mg/dL)						CGM-YSI Pairs (n)
	<-2	[-2,-1)	[-1,-0)	[0,1]	(1,2]	>2	
<-2	53.0%	34.5%	10.4%	1.7%	0.2%	0.2%	472
[-2,-1)	7.4%	56.8%	32.6%	3.0%	0.2%	0.0%	2,077
[-1,0)	0.4%	9.6%	76.8%	12.5%	0.6%	0.1%	7,982
[0,1]	0.1%	0.9%	26.1%	60.8%	10.6%	1.6%	5,184
(1,2]	0.0%	0.6%	3.6%	26.8%	52.5%	16.6%	1,743
>2	0.1%	0.1%	0.7%	5.2%	21.9%	72.0%	1,360

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Table 4-B. Trend Accuracy Rate of Change (Pediatrics*; n=166)

CGM Rate Range (mg/dL/min)	YSI glucose range (mg/dL)						CGM-YSI Pairs (n)
	<-2	[-2,-1)	[-1,-0)	[0,1]	(1,2]	>2	
<-2	48.6%	35.1%	13.1%	2.7%	0.0%	0.5%	222
[-2,-1)	6.4%	55.4%	34.0%	3.5%	0.6%	0.1%	689
[-1,0)	0.5%	9.0%	73.6%	15.9%	0.9%	0.0%	2,058
[0,1]	0.1%	0.8%	25.6%	62.7%	9.9%	1.0%	1,680
(1,2]	0.0%	0.9%	4.2%	35.3%	47.7%	11.9%	547
>2	0.2%	0.2%	2.5%	7.4%	23.8%	65.7%	432

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

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Hypoglycemic and Hyperglycemic Alerts

Low and High Glucose Alerts

The ability of the G6 to detect high and low glucose levels is assessed by comparing G6 results to YSI results at low and high blood glucose levels and determining if the alert may have sounded. The G6 and YSI values were compared by pairing the G6 reading and the YSI value within before or after 15 minutes of each other. We suggest that you ask your doctor what alert settings would be best for you.

The Low Glucose Alert

Estimates of how well the adjustable Low Glucose Alert performs are presented in Tables 5-A and 5-B. Tables 5-A and 5-B represent the hypoglycemic alert evaluation within 15 minutes of each hypoglycemic alert in the study and the hypoglycemic event evaluation within 15 minutes of the YSI value for adults and pediatrics, respectively.

Hypoglycemic Alert Rate

The Alert Rate shows how often the alert is right or wrong. The True Alert Rate is the % of time the blood glucose level was at or below the alert setting within 15 minutes before or after the device alarmed. The False Alert Rate is the % of time the blood glucose level was above the alert setting within 15 minutes before or after the device alarmed.

For example, if you set the Low Glucose Alert to 70 mg/dL and your alarm sounds, how often can you expect your blood sugar to actually be low? Based on results for adults in the G6 Study (Table 5-A), when your alarm sounds, you can expect your blood sugar to be below 70 mg/dL approximately 86.3% of the time and above 70 mg/dL approximately 13.7% of the time within the 15 minute period before or after your alarm sounds.

Hypoglycemic Detection Rate

The Detection Rate is the % of time the device alarmed within 15 minutes before or after the blood glucose level was at or below the alert setting. The Missed Detection Rate is the % of time the device did not alarm within 15 minutes before or after the blood glucose level was at or below the alert setting.

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For example, if you set the Low Glucose alert to 70 mg/dL, how often will your alarm alert you if your blood glucose goes below 70 mg/dL? Based on results for pediatrics in the G6 Study (Table 5-B), when your blood sugar goes below 70 mg/dL, you can expect your alarm to sound 81.6% of the time and not to sound approximately 18.4% of time within the 15 minute period before or after your blood sugar goes below 70 mg/dL.

Table 5-A. Hypoglycemic Alert and Detection Rate Evaluations (Adults, n=159[1])

Hypoglycemic Alert Level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True Alert Rate (%)	False Alert Rate (%)	# of events (n)	Correct Detection Rate (%)	Missed Detection Rate (%)
55	1,362	68.9	31.1	639	64.2	35.8
60	2,313	75.9	24.1	1,149	74.2	25.8
70	4,986	86.3	13.7	2,348	85.9	14.1
80	8,078	89.5	10.5	3,346	92.7	7.3
90	11,022	89.6	10.4	4,255	94.5	5.5

[1] *All subjects were considered in the analysis; however, not all subjects experienced hypo event.*

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Table 5-B. Hypoglycemic Alert and Detection Rate Evaluations (Pediatrics*, n=166[1])

Hypoglycemic Alert Level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True Alert Rate (%)	False Alert Rate (%)	# of events (n)	Correct Detection Rate (%)	Missed Detection Rate (%)
55	326	35.0	65.0	66	68.2	31.8
60	486	47.5	52.5	119	73.1	26.9
70	1,030	70.0	30.0	369	81.6	18.4
80	1,766	81.7	18.3	669	88.0	12.0
90	2,722	87.3	12.7	1,030	92.8	7.2

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] All subjects were considered in the analysis; however, not all subjects experienced hypo event

Hypoglycemic Action Alert

When the hypoglycemic action alert ("Urgent Low Soon") was set at 55 mg/dL and the glucose falls below 55 mg/dL within 20 minutes, an alert will be given 84% and 82% of the time for adults and pediatrics, respectively. (Data not presented in table)

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The High Glucose Alert

Estimates of how well the adjustable High Glucose Alert performs are presented in Tables 5-C and 5-D. Tables 5-C and 5-D represent the hyperglycemic alert evaluation within 15 minutes of each hyperglycemic alert in the study and the hypoglycemic event evaluation within 15 minutes of the YSI value for adults and pediatrics, respectively.

Hyperglycemic Alert Rate

The Alert Rate shows how often the alert is right or wrong. The True Alert Rate is the % of time the blood glucose level was at or above the alert setting within 15 minutes before or after the device alarmed. The False Alert Rate is the % of time the blood glucose level was below the alert setting within 15 minutes before or after the device alarmed.

For example, if you set the High Glucose alert to 200 mg/dL and your alarm sounds, how often can you expect your blood sugar to actually be high? Based on results for adults in the G6 Study (Table 5-C), when your alarm sounds, you can expect your blood sugar to be at or above 200 mg/dL approximately 96% of the time and not be above 200 mg/dL approximately 4% of the time within the 15 minute period before or after your alarm sounds.

Hyperglycemic Detection Rate

The Detection Rate is the % of time the device alarmed within 15 minutes before or after the blood glucose level was at or above the alert setting. The Missed Detection Rate is the % of time the device did not alarm within 15 minutes before and after the blood glucose level was at or above the alert setting.

For example, if you set the High Glucose alert to 240 mg/dL and your blood sugar rises above 240 mg/dL, how often can you expect your device to correctly alarm you? Based on results for pediatrics in the study (Table 5-D), if your blood sugar was at or above 240 mg/dL, you can expect your alarm to sound approximately 90.0% of the time within 15 minutes and an alarm not to sound approximately 10.0% of the time.

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Table 5-C. Hyperglycemic Alert and Detection Rate Evaluations (Adults, n=159)

Hyperglycemic Alert Level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True Alert Rate (%)	False Alert Rate (%)	# of events (n)	Correct Detection Rate (%)	Missed Detection Rate (%)
120	37,167	97.5	2.5	12,676	97.7	2.3
140	32,263	97.2	2.8	11,194	96.9	3.1
180	23,521	96.6	3.4	8,484	95.3	4.7
200	19,664	96.0	4.0	7,296	93.7	6.3
220	15,763	95.7	4.3	6,179	91.3	8.7
240	12,337	94.6	5.4	5,040	88.7	11.3
300	4,243	86.0	14.0	2,120	75.0	25.0

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Table 5-D. Hyperglycemic Alert and Detection Rate Evaluations (Pediatrics*, n=166)

Hyperglycemic Alert Level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True Alert Rate (%)	False Alert Rate (%)	# of events (n)	Correct Detection Rate (%)	Missed Detection Rate (%)
120	11,800	97.3	2.7	3,962	98.0	2.0
140	10,200	96.2	3.8	3,419	97.5	2.5
180	6,872	93.5	6.5	2,390	94.5	5.5
200	5,233	93.4	6.6	1,895	91.2	8.8
220	4,128	90.4	9.6	1,470	91.8	8.2
240	3,091	86.9	13.1	1,108	90.0	10.0
300	1,012	77.2	22.8	382	83.8	16.2

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

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Sensor Stability

Sensors can be worn for up to 10 days. Performance was estimated by calculating the percentage of G6 readings within 15 mg/dL or 15% (15/15%), 20 mg/dL or 20% (20/20%), and 40 mg/dL or 40% (40/40%), of the YSI values at the beginning (Day 1, 2), middle (Day 4, 5) and end (Day 7, 10) of the G6 lifecycle. For blood glucose values less than or equal to 70 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For values greater than 70 mg/dL, the absolute difference (%) relative to the YSI values was calculated. In addition, the mean absolute relative difference (MARD) shows the average amount the sensor readings differ from the YSI glucose. The MARD values included in Table 6-A and 6-B show consistent accuracy and sensor stability over the 10-day life of the sensor.

Table 6-A. Sensor Stability Relative to YSI (Accuracy over Time[1]) (Adults; n=159)

Wear Period	Number of paired CGM-YSI	MARD (%)	Percent within 15/15% YSI (%)	Percent within 20/20% YSI (%)	Percent within 40/40% YSI (%)
Beginning	6,695	10.9	76.5	88.0	99.5
Middle	6,474	9.2	84.4	94.7	99.8
End	6,143	9.5	82.7	92.8	99.9

[1] CGM readings are within 40-400 mg/dL, inclusive.

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Table 6-B. Sensor Stability Relative to YSI (Accuracy over Time[1]) (Pediatrics*; n=166)

Wear Period	Number of paired CGM-YSI	MARD (%)	Percent within 15/15% YSI (%)	Percent within 20/20% YSI (%)	Percent within 40/40% YSI (%)
Beginning	2,169	9.9	81.1	92.2	99.8
Middle	1,281	9.2	83.0	93.6	99.7
End	2,366	9.5	82.5	90.9	98.7

** Includes pediatric subjects 6-17 years of age; no YSI measurements were taken for pediatric subjects 2-5 years of age.*

[1] CGM readings are within 40-400 mg/dL, inclusive.

Sensor Life

Sensors can be worn for up to 10 days (238 hours; 240 hours less 2 hours warm-up period). To estimate how long a sensor will work over 10 days, all sensors worn were evaluated to determine how many days/hours of readings each sensor provided.

For adults, a total of 164 sensors were evaluated. 93.5% of the sensors lasted through the end of the entire wear period (e.g., Day 10) (see Figure 1-A). Among the 164 sensors evaluated, 9 sensors (5.5%) possibly had “early sensor shut-off” where the sensor algorithm would have detected sensors that did not function as intended and shut them off.

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For pediatrics, a total of 210 sensors were evaluated. 75.7% of the sensors lasted through the end of the entire wear period (e.g., Day 10) (see Figure 1-B). Among the 210 sensors evaluated, 28 sensors (13.3%) had “early sensor shut-off” where the sensor algorithm would have detected sensors that did not function as intended and shut them off.

Table 7-A. Sensor Survival Rate by Wear Day (Adults; n=164)

Wear Day	Number of Sensors	Survival Rate (%)
1	162	99.4%
2	160	98.8%
3	158	98.8%
4	155	98.8%
5	155	98.8%
6	154	98.1%
7	150	96.8%
8	145	96.2%
9	143	94.9%
10	138	93.5%

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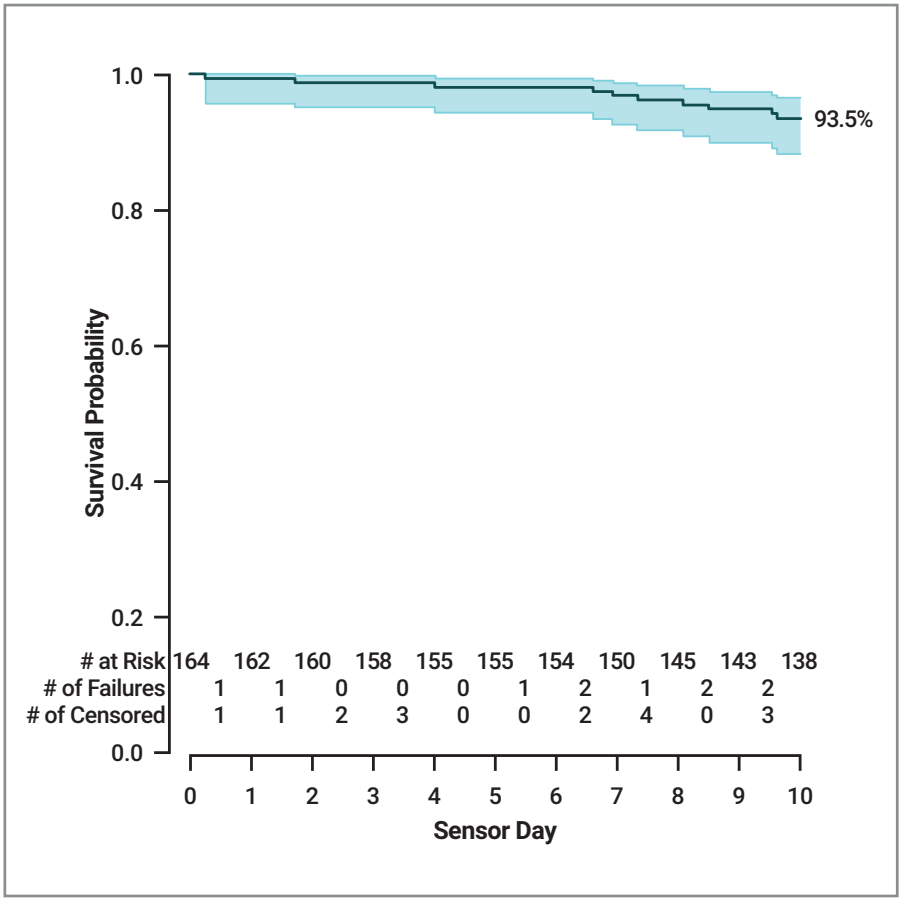

Figure 1-A. Kaplan Meier Curve of Sensor Life (Adults; N = 164)

Note: "# of Censored" refers to sensors excluded from the survival analysis due to reasons not related to the device (e.g., subject dropped out of study)

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Table 7-B. Sensor Survival Rate by Wear Day (Pediatrics; n=210)

Wear Day	Number of Sensors	Survival Rate (%)
1	206	99.0%
2	204	99.0%
3	196	97.1%
4	193	95.6%
5	187	92.6%
6	176	89.6%
7	165	86.5%
8	158	82.8%
9	148	79.7%
10	142	75.7%

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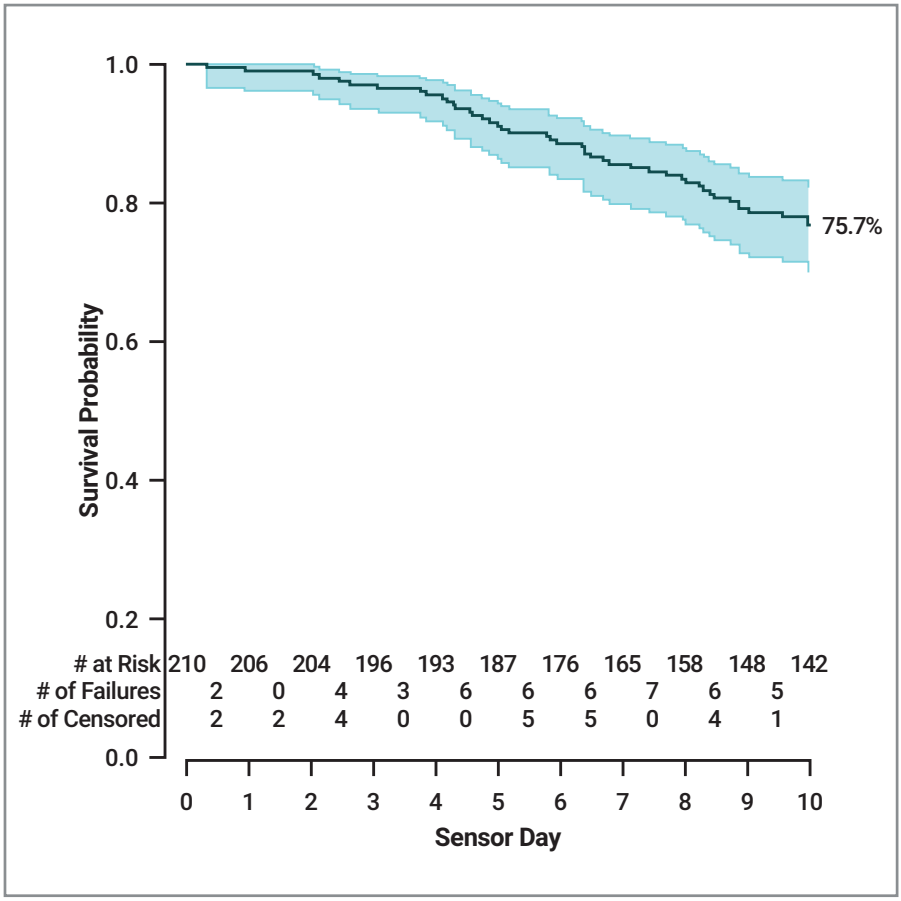

Figure 1-B. Kaplan Meier Curve of Sensor Life (Pediatrics; N = 210)
Note: "# of Censored" refers to sensors excluded from the survival analysis due to reasons not related to the device (e.g., subject dropped out of study)

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Number of Readings Provided

The G6 is capable of providing a reading every 5 minutes, or up to 288 readings per day. For a variety of reasons, the G6 may not display a glucose reading and readings are "skipped." The percentage of readings you can expect to receive from the G6 over the sensor life is 99.4%. 99% of the sensors captured readings at least 90% of the time. For the G6 with auto-applicator, all of the sensors (100%) displayed reading every 5 minutes at least 90% of the time. Table 8 below describes the reading captured rate by each wear day over the sensor life.

Table 8. Reading Capture Rate by Wear Day (n=374)

Wear Day	Number of Sensors	Capture Rate (%)
1	374	97.9
2	368	98.8
3	364	98.9
4	354	99.0
5	348	98.8
6	342	98.2
7	330	99.0
8	315	99.0
9	303	98.6
10	291	98.4

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Precision of System Readings

A subset of randomly selected subjects wore two Systems at the same time (n=67). This was to look at how similarly two Systems function on the same subject (sensor precision) under the same condition. Precision was evaluated by comparing the glucose readings from the two Systems worn on the same subject at the same time on the same location.

Table 9 shows that the readings from the two sensors generally agreed with each other. For adults (18+ years old) on abdomen, absolute relative difference (ARD) between the two Systems was 9.0% and coefficient of variation (CV) of 8.2%. For pediatrics (2-5 years old) on upper buttocks, paired ARD was 5.1% and CV of 4.6%.

Table 9. Precision by Wear Location

	Adults (18+ YO) Abdomen	Pediatrics (6-17 YO) Abdomen	Pediatrics (6-17 YO) Upper Buttocks	Pediatrics (2-5 YO) Upper Buttocks
CGM-CGM Matched Pairs (n)	23,466	1,262	12,593	2,637
Paired Absolute Difference (mg/dL)	14.2	14.4	16.7	9.2
Paired Absolute Relative Difference (%)	9.0	9.3	10.7	5.1
Coefficient of Variation (%)	8.2	7.6	8.9	4.6

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Study 2 Overview

The purpose of the Study 2 was to assess the performance of the System with an automatic sensor applicator, which is the final G6 CGM System configuration. The automatic applicator was designed to provide more consistent sensor insertions.

The study was a prospective, multi-center, single-arm study that enrolled 76 subjects at four (4) US clinical sites. No glucose manipulations were performed in this sub-study. Subjects participated in assigned clinic sessions (Day 1, 2, 4-5, 7 and/or 10):

- Adult subjects: two (2) 12-hour clinic sessions
- Pediatric subjects 13-17 years of age: one (1) 12-hour clinic session
- Pediatric subjects 6-12 years of age: one (1) 6-hour clinic session.

The data from Study 2 was also further processed at Dexcom to assess performance of factory calibration.

Accuracy (Study 2 - Automatic Applicator)

Accuracy of the G6 is characterized by assessing its readings against blood glucose values from YSI. Accuracy of the G6 was assessed with paired G6 readings to YSI blood glucose values. For glucose value less than or equal to 70 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For glucose value greater than 70 mg/dL, the absolute difference (%) relative to the YSI values was calculated. The percentages of total readings within 20 mg/dL or 20% over the System lifecycle and on Day 1 are provided in Table 10. The results are also presented for pediatrics and adults separately.

For example, the total number of data pairs considered in the analysis was 3,532. Of these, 92% of the System readings fall within ± 20 mg/dL of the YSI blood glucose values < 70 mg/dL and within ± 20% of YSI blood glucose values ≥ 70 mg/dL for adults and 96% readings fall within 20/20% for pediatrics.

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Table 10. G6 Accuracy to YSI (n=62)

Patient Population	Number of subjects	Total number of paired CGM-YSI	Percent within 20/20% YSI	Day 1 Percent within 20/20%YSI	MARD (%)
Overall	62	3,532	93.6 (89.9)	91.1	9.0
Auto-app (≥18 years)	25	2,145	92.1 (86.8)	91.0	9.8
Auto-app (6-17 years old)	37	1,387	95.9 (92.5)	91.3	7.7

Patient Comfort (Study 2 - Automatic Applicator)

Enrolled patients were asked to complete questionnaires on comfort and ease of use of the G6 with automatic applicator. The questionnaires were completed by the subjects or their parents/guardians. Subjects were asked to focus on ease or difficulty with their initial experience of sensor insertion and transmitter attachment.

Eighty-four percent (84%) of subjects felt the automatic sensor applicator was painless. All reported subjects (100%) found that the automatic applicator was easy to use and the IFU was easy to understand.

Table 11. Survey on Automated Applicator (n=76)

Question	Number of subjects (n)	Percent (95% LB)
Comfort: Painless (mild, no pain)	76	84%
Ease of use: easy (somewhat or very)	76	100%
IFU ease of use: easy (somewhat or very)	61	100%

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Adverse Events

No serious adverse events (AEs) or device-related serious adverse events occurred during the studies. There was a total of 24 mild to moderate AEs which occurred during the studies (among 374 sensors). 13 of these AEs occurred due to either skin irritation, such as erythema (redness) or edema (swelling), at the sensor needle insertion area or around the adhesive area, or mild to moderate excoriation and infection.

F.2 Product Specifications

WARNING: Use of accessories, cables, adapters, and chargers other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

WARNING: Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 inches to any part of the G6 CGM system including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

WARNING: Misuse of the USB cable can present a strangulation risk.

No cleaning methods are recommended or tested for the receiver. Only wipe with a clean, dry cloth.

CAUTION: If you have difficulty reading your receiver in bright sunlight, you may need to seek a shady location.

Sensor Product Specifications

Glucose Range	40 – 400 mg/dL
Sensor Useful Life	Up to 10 days
Storage and Transport Conditions	Temperature: 36°F – 86°F Store sensors in a cool, dry place
Sterilization	Sterile by radiation

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Transmitter and Receiver Product Specifications

Model	G6 Transmitter	Dexcom Receiver
Memory Storage	N/A	30 days of glucose data 10 days of tech support data
Electrical Safety Class	Internally Powered	Internally Powered
Battery Longevity (Typical)	3 months	2 days
Battery Charging Time	Non-rechargeable	3 hours
Operational Conditions	Temperature: 50°F–107.6°F Humidity: 10%–95% RH	Temperature: 32°F–104°F Humidity: 15%–95% RH
Maximum Enclosure Temperature	109°F	N/A
Storage and Transport Conditions	Temperature: 32°F–113°F Humidity: 10%–95% RH	Temperature: 32°F–104°F Humidity: 10%–95% RH
Operating Altitude	-1,300 feet to 13,800 feet	-1,200 feet to 13,500 feet
Ingress Protection	IP28: Protection against insertion of large objects and immersion in water for up to 8 feet for 24 hours	IP22: Protection against insertion of large objects and vertically falling water drops
Protection Against Electrical Shock	Type BF applied part	N/A

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Transmitter and Receiver Product Specifications

Model	G6 Transmitter	Dexcom Receiver
Alarm Audible Output	N/A	50 dB_{SPL} at 3 feet
TX/RX Frequencies	2.402–2.480 GHz	
Bandwidth	1.07 MHz	1.39 MHz
Maximum Output Power	1.0 mW EIRP	2.4 mW EIRP
Modulation	Gaussian Frequency-Shift Keying	
Data Rate	1 Mbps	
Data Communication Range	20 feet	

Quality of Service Summary

Quality of Service for the G6 System wireless communication using *Bluetooth* Low Energy is assured within the effective range of 20 feet, unobstructed, between the G6 transmitter and paired display device at regular 5-minute intervals. If connection is lost between the transmitter and display device, upon re-connection any missed packets (up to 3 hours) will be transmitted from the transmitter to the display device. The G6 CGM System is designed to only accept radio frequency (RF) communications from recognized and paired display devices.

Security Measures

The G6 System is designed to transmit data between the transmitter and designated display devices in accordance to the industry standard BLE protocols. It will not accept radio frequency (RF) communications using any other protocol, including *Bluetooth* classic communication protocols.

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In addition to the security provided by the BLE connection, communication between the G6 transmitter and the G6 receiver and mobile applications is protected by additional levels of security and safety mitigations using an encrypted and proprietary data format. This format embeds various methods to verify data integrity and to detect potential instances of data tampering. While the format is proprietary, industry standard encryption protocols (e.g., RSA and AES) are used in different parts of this proprietary data format.

Unless disabled, the G6 mobile application regularly communicates with Dexcom Servers. Communication between the G6 applications and Dexcom Servers is protected by a number of mechanisms, designed to safeguard against data corruption. This includes industry standard JWIT token based authentication and authorization. All such communication takes place exclusively over encrypted data path using industry standard SSL format.

USB Charging/Download Cable* Specifications

Input/Output	5 V DC, 1A
Type	USB A to USB micro B
Length	3 feet

Power Supply/Charger Specifications

Class	II
Input	AC Input 100–240 Vac, 50/60Hz, 0.2A, 0.2A rms at 100 Vac
DC Output	5V DC, 1A (5.0 Watts)

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Electromagnetic Immunity and Emissions Declaration and Guidance

The transmitter and receiver are intended for use in the electromagnetic environment specified in the next table. The customer or the user of the transmitter should ensure that it is used in such an environment.

Immunity Test	Transmitter Compliance Level	Receiver Compliance Level
Electrostatic Discharge (ESD) **IEC 61000-4-2**	± 8 kV Contact ± 15 kV Air	
Magnetic Field (50Hz) **IEC 61000-4-8**	30 A/m	
Electrical Fast Transient/Burst **IEC 61000-4-4**	N/A	± 2 kV for power supply lines
Surge **IEC 61000-4-5**	N/A	± 1 kV line(s) to line(s)
Voltage Dips and Interruptions **IEC 61000-4-11** **IEC 60601-1-11**	N/A	0% 230V for 1 cycle 0% 230V for 0.5 cycle at 8 phase angles 70% 230V (30% dip in 230V) for 25 cycles 0% 230V for 250 cycles
Conducted Fields Disturbance **IEC 61000-4-6**	N/A	6 Vrms 150 kHz to 80 MHz
Radiated Fields Disturbance **IEC 61000-4-3**	10 V/m at 80 MHz to 2700 MHz (AM Modulation)	

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Immunity Test	Transmitter Compliance Level	Receiver Compliance Level
Radiated and Conducted Fields Aircraft use	FAA RTCA /DO-160 edition G Section 20 Category T. Can be used on aircraft according to the directions provided by the operator of the aircraft	

Electromagnetic interference can still occur in the home health care environment as control over the EMC environment cannot be guaranteed. An interference event can be recognized by gaps in G6 readings or gross inaccuracies. The user is encouraged to try to mitigate these effects by one of the following measures:

- If your symptoms don't match your G6 readings, use your BG meter when making treatment decisions. If your G6 readings don't consistently match your symptoms or BG meter values, then talk to your healthcare professional about how you should be using the Dexcom G6 to help manage your diabetes. Your healthcare professional can help you decide how you should best use this device.
- If display device misses 20 minutes of sensor glucose data (4 readings), the Signal Loss error displays. To resolve, see Chapter 14 Troubleshooting.
- If display device shows the loading screen unexpectedly and does not display the trend screen within 3 minutes, contact Technical Support. For more information, see Chapter 14 Troubleshooting.
- If your receiver touch panel does not work for 6 minutes, contact Technical Support.

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Electromagnetic Emissions Specifications

Emissions Test	Compliance
Radio Frequency Emissions CISPR 11/FCC part 15	Group 1, Class B
Radio Frequency Emissions Aircraft Use	Meets FAA RTCA /DO-160 edition G Section 21, Category M for in-cabin use.

F.3 FCC Compliance Statements

This G6 CGM transmitter and receiver comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation

G6 Transmitter FCC ID

Transmitter Part Number	9445-02	9445-18, 9445-24
FCC ID	PH29588	PH29688

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Appendix G | Label Symbols

Symbols may be found on the sensor, transmitter, and receiver package labels. These symbols tell you about the proper and safe use of the Dexcom G6 Continuous Glucose Monitoring System (G6). For a listing of what they mean, see below. You may also reference the Symbols Glossary at dexcom.com/symbols.

~	Alternating Current
LOT	Batch/Lot Number
	Bluetooth
REF	Catalog Number
	Caution
	Class II Equipment
	Consult Instructions for Use
	Date of Manufacture
= = =	Direct Current

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Do Not Reuse

Do Not Use if Package Is Damaged

Electrical Equipment Designed Primarily for Indoor Use

Humidity Limitation

Input

IP22: Protection Against Insertion of Large Objects and Dripping Water

IP28: Protection Against Insertion of Large Objects and Immersion in Water

Keep Away from Heat

Keep Dry

Manufacturer

MR Unsafe

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PN	Part Number
Rx Only	Prescription Required
	Refer to Instruction Manual/Booklet
SN	Serial Number
STERILE R	Sterile by Radiation
	Temperature Limitation
	Type BF Applied Part
	Use By Date

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Appendix H | Alarm/Alerts Vibrations and Sounds

H.1 App: System Alerts

Screen	Default On	Default Sound	Default Vibration	Change Settings	Override Mute
Calibration Error After 15 minutes, enter a new blood glucose reading to recalibrate your sensor. OK	YES	Fixed Alert Beep	YES	NO	YES
Calibration Required Enter your 1st blood glucose reading. OK	YES	Fixed Alert Beep	YES	NO	YES
Calibration Required Enter your 2nd blood glucose reading. OK	YES	Fixed Alert Beep	YES	NO	YES
DEXCOM G6 now **Calibration Alert:** Enter new blood glucose reading to maintain your sensor accuracy. Press for More	YES	Silent Alert	NO	NO	NO
Sensor Failed **Remove sensor now** You will not receive alerts, alarms, or sensor glucose readings until your replace your sensor. Sensor Removal Instructions	YES	Fixed Alert Beep	YES	NO	YES

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Screen	Default On	Default Sound	Default Vibration	Change Settings	Override Mute
Transmitter Battery Low Contact Global Technical Support for a replacement. OK	YES	Fixed Alert Beep	YES	NO	NO
Sensor Expiring Your sensor session will end in less than 24 hours. You will not receive alerts, alarms, or sensor glucose readings after this time unless you replace your sensor. OK	YES	Silent Alert	NO	NO	NO
Sensor Expiring Your sensor session will end in less than 6 hours. You will not receive alerts, alarms, or sensor glucose readings after this time unless you replace your sensor. OK	YES	Silent Alert	NO	NO	NO
Sensor Expiring Your sensor session will end in less than 2 hours. You will not receive alerts, alarms, or sensor glucose readings after this time unless you replace your sensor. OK	YES	Silent Alert	NO	NO	NO
Sensor Expiring Your sensor session will end in less than 30 minutes. You will not receive alerts, alarms, or sensor glucose readings after this time unless you replace your sensor. OK	YES	Fixed Alert Beep	YES	NO	NO

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Screen	Default On	Default Sound	Default Vibration	Change Settings	Override Mute
⚠ Sensor Expired **Remove sensor now** You will not receive alerts, alarms, or sensor glucose readings until your replace your sensor. Sensor Removal Instructions	YES	Fixed Alert Beep	YES	NO	YES
Transmitter Alert Your transmitter is not working. Pair a new transmitter. OK	YES	Fixed Alert Beep	YES	NO	YES
Transmitter Expires Soon Time to order a new one. Your transmitter will expire in about 3 weeks. You will get a Last Sensor Session Alert before your transmitter expires. Wait to change your transmitter until then. Transmitters last 3 months. OK	YES	Fixed Alert Beep	YES	NO	NO
Transmitter Expires Soon Time to order a new one. Your transmitter will expire in about 2 weeks. You will get a Last Sensor Session Alert before your transmitter expires. Wait to change your transmitter until then. Transmitters last 3 months. OK	YES	Fixed Alert Beep	YES	NO	NO
⚠ Transmitter and Sensor Expired **Remove sensor and transmitter now** Pair a new transmitter with a new sensor. You will not receive alerts, alarms, or sensor glucose readings until you replace your sensor. Sensor Removal Instructions	YES	Fixed Alert Beep	YES	NO	YES

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Screen	Default On	Default Sound	Default Vibration	Change Settings	Override Mute
Low Storage The available storage on your smart device is almost full. To ensure your Dexcom CGM app functions correctly please follow these steps to free up storage: Exit this app Go to Settings > General > Usage > Manage Storage Free unnecessary storage If your smart device does not have any available storage, you will not receive any alerts, alarms, or sensor glucose readings. OK	YES	Silent Alert	NO	NO	NO
Very Low Storage The available storage on your smart device is almost full. To ensure your Dexcom CGM app functions correctly please follow these steps to free up storage: Exit this app Go to Settings > General > Usage > Manage Storage Free unnecessary storage If your smart device does not have any available storage, you will not receive any alerts, alarms, or sensor glucose readings. OK	YES	Silent Alert	NO	NO	NO
No Storage Error There is not enough available storage for the Dexcom CGM app to function correctly. Please follow these steps to free up storage: Exit this app Go to Settings > General > Usage > Manage Storage Free unnecessary storage If you do not, you will not receive any alerts, alarms, or sensor glucose readings. OK	YES	Fixed Alert Beep	YES	NO	YES

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Screen	Default On	Default Sound	Default Vibration	Change Settings	Override Mute
App Stopped Alert The Dexcom CGM app encountered a temporary error. Exit and restart the application.	YES	Fixed Alert Beep	YES	NO	YES
App Stopped Alert The Dexcom CGM app is no longer working correctly. Delete the Dexcom CGM app from this smart device. Then go to Apple's App Store and download the Dexcom CGM app again. When you open the Dexcom CGM app again, enter your Dexcom user name and password.	YES	Fixed Alert Beep	YES	NO	YES

H.2 App: Glucose and No Data Alerts

Screen	Default On	Default Sound	Default Vibration	Editable Settings	Override Mute
Urgent Low Glucose Alarm Your sensor glucose reading is below 55 mg/dL. OK	YES	Urgent Low	YES	Notify Below (default is 55 mg/dL) Repeat (default is 30 minutes) Sound (default is Urgent Low)	YES
Urgent Low Soon Alert Act now to prevent low. OK	YES	Urgent Low	YES	Enable/Disable (default is disabled) Repeat (default is 30 minutes) Sound (default is Urgent Low)	YES

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Screen	Default On	Default Sound	Default Vibration	Editable Settings	Override Mute
Low Glucose Alert Your sensor glucose reading is below 65 mg/dL. OK	YES	Low Alert	YES	Enable/Disable (default is enabled) Notify Below (default is 70 mg/dL) Repeat (default is Never) Sound (default is Low Alert)	YES
High Glucose Alert Your sensor glucose reading is above 275 mg/dL. OK	YES	High Alert	YES	Enable/Disable (default is enabled) Notify Above (default is 250 mg/dL) Repeat (default is Never) Sound (default is High Alert)	YES
Rise Rate Alert Your sensor glucose reading is rising 3 mg/dL or more per minute. OK	NO	Rise Rate	YES	Enable/Disable (default is disabled) Notify Above (default is 3 mg/dL/min) Sound (default is Rise Rate)	YES

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Screen	Default On	Default Sound	Default Vibration	Editable Settings	Override Mute
Fall Rate Alert Your sensor glucose reading is falling 3 mg/dL or more per minute. OK	NO	Fall Rate	YES	Enable/Disable (default is disabled) Notify Below (default is 3 mg/dL/min) Sound (default is Fall Rate)	YES
Signal Loss Alert You will not receive alerts, alarms, or sensor glucose readings. OK	YES	Signal Loss Alert	NO	Enable/Disable Sound (default is Signal Loss Alert)	Android YES Apple NO
No Readings Alert You will not receive alerts, alarms, or sensor glucose readings. OK	YES	Signal Loss Alert	YES	Enable/Disable (default is disabled) Sound (default is Signal Loss Alert)	YES

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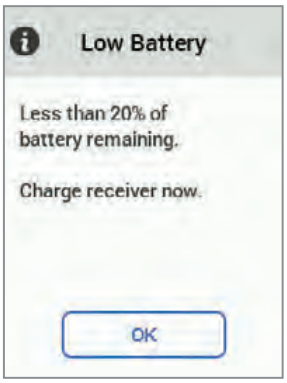
H.3 Receiver: System Alerts

No editable settings.

Screen	Default On	Default Vibration	Default Sound	Notes
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Sensor warmup is done. No need to calibrate to get G6 readings.
	Yes	Silent	Silent	

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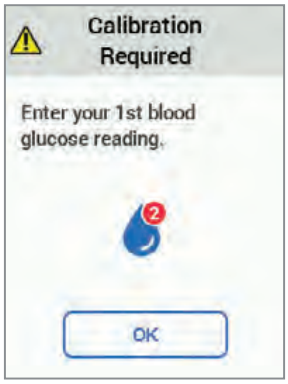
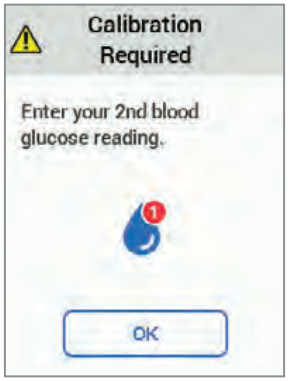
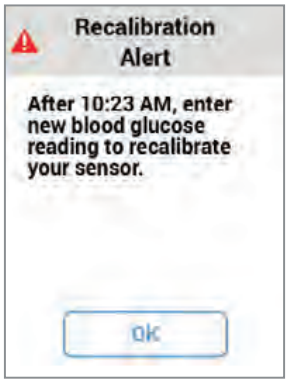
Screen	Default On	Default Vibration	Default Sound	Notes
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	

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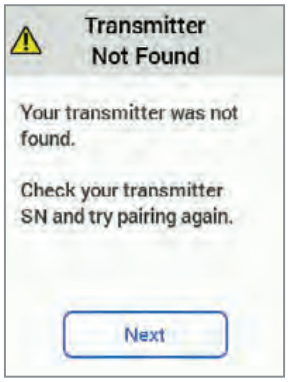
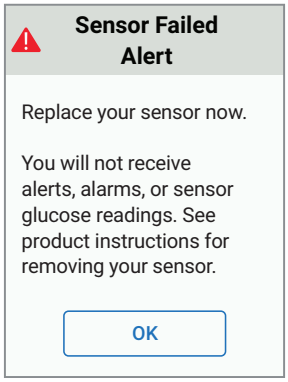
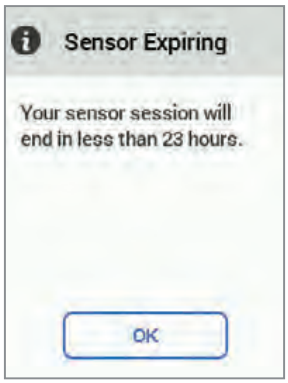
Screen	Default On	Default Vibration	Default Sound	Notes
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Pairing Failed
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	First notification includes sound for: • Urgent Low Alarm • Urgent Low Soon Alert • Sensor Failed Alert • Transmitter Alert
	Yes	Silent	Silent	Silent Sensor Shutoff

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Screen	Default On	Default Vibration	Default Sound	Notes
Sensor Expired Alert Your sensor session has ended. Replace your sensor. You will not receive alerts, alarms, or sensor glucose readings. See product instructions for removing your sensor. OK	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Sensor Shutoff
No Restarts No alerts, alarms, or sensor glucose readings until single-use sensor replaced. OK	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Can't restart sensor once it has been stopped. After trying to restart, transmitter determines if sensor has been restarted and stops it if it has.
Transmitter Battery Low Your transmitter will expire in about 11 weeks. You will be notified when it is time to pair a new transmitter. OK	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	

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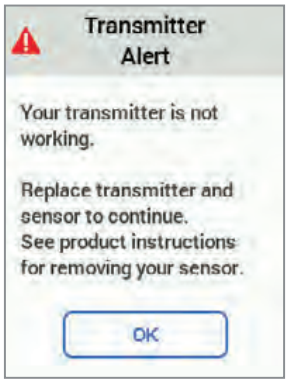
Screen	Default On	Default Vibration	Default Sound	Notes
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	First notification includes sound for: • Urgent Low Alarm • Urgent Low Soon Alert • Sensor Failed Alert • Transmitter Alert
	Yes	Silent	Silent	Recoverable error

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Screen	Default On	Default Vibration	Default Sound	Notes
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Set time alarm

H.4 Receiver: Glucose and Signal Loss Alerts

Screen	Default On	Default Vibration	Default Sound	Editable Settings
	Yes	2 – 1/2 second vibes, 1/2 second apart	2 – 1/2 second high tone beeps, 1/2 second apart	Can be turned on/off by the user EGV >= High alarm level value
	Yes	3 – 1/3 second vibes, 1/3 seconds apart	3 – 1/3 second low tone beeps, 1/3 seconds apart	Can be turned on/off by the user EGV <= Low alarm level value

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Screen	Default On	Default Vibration	Default Sound	Editable Settings
	Yes	6 vibes, progressively shorter in length	6 beeps, progressively shorter in length	Can be turned on/off by the user First notification includes sound for: • Urgent Low Alarm • Urgent Low Soon Alert • Sensor Failed Alert • Transmitter Alert
	No	2 – 1/2 second vibes, 1/2 second apart	2 – 1/2 second high tone beeps, 1/2 second apart	Can be turned on/off by the user
	No	3 – 1/3 second vibes, 1/3 seconds apart	3 – 1/3 second low tone beeps, 1/3 seconds apart	Can be turned on/off by the user

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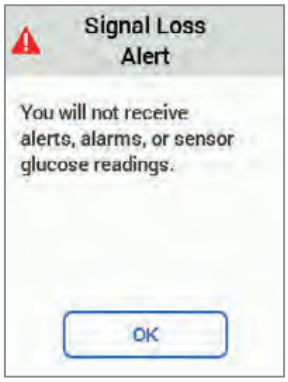
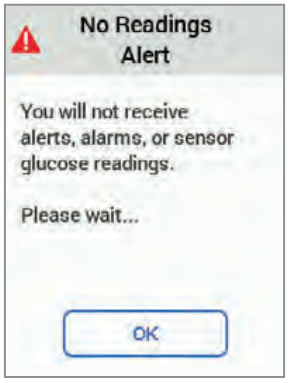
Screen	Default On	Default Vibration	Default Sound	Editable Settings
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Can be turned on/off by the user
	Yes	1 – 1 second vibe	1 – 1 second medium tone beep	Can be turned on/off by the user
	Yes	4 – 200 ms vibes	4 – 1/4 second low tone beeps, 1/4 seconds apart	EGV <= 55 mg/dL First notification includes sound for: • Urgent Low Alarm • Urgent Low Soon Alert • Sensor Failed Alert • Transmitter alert

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