

dexcom | G6TM

CONTINUOUS GLUCOSE
MONITORING SYSTEM

User Guide



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GET STARTED

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

Chapter 1

Get Started:

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 in this User Guide are representational and may differ from your system.

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.

Your First Sensor Session tutorial is available two ways:

- Online: dexcom.com/Support
- USB card: In the receiver package

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
- **Sensor Insertion:** Walks through inserting your sensor
- **Transmitter Attachment:** Walks through snapping your transmitter into place
- **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 included in your receiver package:

- **Getting Started: Your First Sensor Session** complements the tutorial by providing the same instructions in a book. You can use it with the tutorial or on its own!
- **Beyond Getting Started: Everything Else** has information for you to refer to later, like how to troubleshoot issues and warranty details.

User Guide

This User Guide gives you the most extensive overview of the system, detailing features, important safety information, and so much more.

To download an eBook of the User Guide visit dexcom.com/guides.

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 Session
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Part 3: Next Steps

- Chapter 8: Home Screen
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- Appendix A: Glossary
- Appendix B: Need Help? You're Not Alone!
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- Appendix D: Extend Your App
- Appendix E: Take Care of Your G6
- Appendix F: Warranty
- Appendix G: Technical Information
- Appendix H: Label Symbols
- Appendix I: Alarm/Alert Vibrations and Sounds

How to Use Your User Guide

Start with the table of contents. The chapters include information that guides you through your sensor session, from setting it up to taking it off.

All chapters in the G6 User Guide are laid out 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, what do you do with your G6 at airport security, how to find out about the warranty, and taking care of your device.

1.3 Your Dexcom Account

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

1.4 What's 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.

Chapter 2

Get Started:

Indications for Use and Safety Statements

2.1 Introduction

In this chapter, you'll learn how to use the G6 safely.

Review this chapter before using the G6. You'll find:

- How following the safety statements keeps you safe
- How to interpret safety statements
- An overview of safety statements

2.2 What Are Safety Statements?

Safety statements are brief explanations meant to keep you and the system safe while using the G6. There are four types:

- **Warnings:** Describe serious – even life-threatening – situations to avoid when you use the G6
- **Precautions/Cautions:** Are steps you take when using the G6 to prevent minor or moderate harm to you or the system
- **Indications:** Show who should use the system as well as when, why, and how they should use it
- **Contraindications:** Let you know when not to use the G6. If used in these situations, you may hurt yourself or the system

2.3 How to Read Safety Statements

You see safety statements in two formats:

- List: All safety statements are listed in the next section
- Boxes: Chapters include boxes with the safety statements related to that content

Within chapters, each safety statement is in a box, broken down into four sections, like the example below:



2.4 Overview of Safety Statements

This section reviews all safety statements – what you should or shouldn't do, why, and what could happen. The statements are grouped by system function or feature.

Review the safety statements to be aware of the indications, contraindications, warnings, precautions, and cautions listed below. If you don't follow these instructions, you could over or under treat because you may not realize your glucose is very low or high (hypoglycemia or hyperglycemia). And of course, seek medical attention when appropriate.

General CGM System Safety Statements

Indication

- **Who, What, and Why?**
 - Who:
You can use the system if you're 2 years or older and have diabetes. To get the G6, your healthcare

professional (HCP) writes you a prescription. Don't share your device. Use one Dexcom account for each patient.

- What:
The system tracks your glucose patterns and detects trends while they happen. The G6 is designed to replace fingerstick blood glucose (BG) testing for diabetes treatment decisions.
- Why:
Manage your diabetes using the system information – readings, arrows, and alarm/alerts. Every 5 minutes, the sensor reports your sensor glucose reading (reading) on your display device. Over time, you'll see trends and patterns. The system shows you your low and high glucose periods so you can act when needed and create long-term treatment plans with your HCP. These actions and plans help you spend more time in your target glucose range and reduce your A1C.

Contraindication

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



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 system hasn't been tested in those situations. Magnetic fields and heat could stop readings or alarm/alerts. Without readings or alarm/alert notifications, you might miss a severe low or high glucose event.

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 system correctly
- Not understand system information
- Affect how well it works

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

Don't ignore how you feel. If your glucose alerts and 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...**

Don't use the system if you are:

- Pregnant
- On dialysis
- Critically ill

We haven't tested people in these conditions so we don't know if these affect accuracy.

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

Calibration Safety Statements

Warnings

- **Don't Wait – Calibrate!**

The system needs your meter values every day to provide accurate information. Calibrate immediately when notified. If you haven't calibrated when notified, use your meter to make treatment decisions until you calibrate your G6.

When you insert a new sensor be sure to calibrate as soon as the system notifies you. You're notified to calibrate twice, then once more after 12 hours, and again 12 hours later. For the rest of your session, you are notified at least once every 24 hours.

- **Use Meter During Startup**

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

- **Use Fingersticks**

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

Follow system 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 5 minutes of using your meter. Don't enter the G6 reading as a calibration.

- **Don't Calibrate When Glucose Rate Is Changing Fast**

Don't calibrate when your trend arrow is up, double-up, down, or double-down because your BG is changing at more than 2 mg/dL per minute.



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

System/Hardware/Software Safety Statements

Warnings

- **Wire Breaks Off**

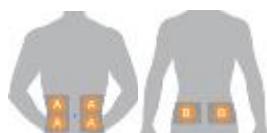
Don't ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact our 24/7 Technical Support.

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 Behind?**

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

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



Ages 2-17 years: Insert in your belly or upper behind



Ages 18 and older: Insert in your belly

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

Precautions

- **Don't Use if Expired**

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

- **Check Package**

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

- **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 system 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 system not work correctly.

- **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 system 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 system notifies you that the transmitter battery is about to expire.

- **Don't Share**

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

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

System Safety Statements

Precautions

- **Treatment Decisions**

Use your sensor glucose 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.

- **Don't Use When Glucose Rate Is Changing Fast**

Your sensor reading may be wrong when your glucose is changing 3 mg/dL or more each minute. This

can happen during exercise or after a meal.

- **Going Through Security Check Point**

When wearing your system, 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 system in the baggage x-ray machine.

You can wear the system 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 system.

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

Receiver and Smart 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.

- **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 readings or alarm/alerts. Make sure your display device is turned on.

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

Smart Device Safety Statements

Warnings

- **Check Settings**

When using your smart device, check:

- Volume/muted/headphones
 - You get a visual notification and a vibration (if your device has a vibration feature). You may not hear the sound on your first notification.
 - If you don't clear it within 5 minutes, the alarm/alert repeats at half volume and at full volume after 10 minutes.
 - Your alarm and important alerts sound and display information even when your volume is low or muted. Specifically, if your smart device is on mute, only these notifications make a sound:
 - 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)
 - Calibration Error
 - Sensor Expired
 - Replace Sensor
 - Transmitter (not working)
 - No Storage Error
 - App Stopped

There's one exception: On Apple® devices, Signal Loss doesn't sound when your volume is low or muted.

- 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.
- *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.
 - **Apple**: During 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 system instructions. If you don't, you could have a severe low or high glucose event.

Precautions

• **Check Accessory Devices**

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

Follow system 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 system not work correctly.

• **Use Cable as Directed**

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

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

Caution

• **Requires HCP 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.

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

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

2.5 What's 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.

Chapter 3

Get Started:

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 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 readings or alarm/alerts.
- App on: Keep the app on so you get 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 readings or alarm/alerts.
- No System errors: If you get a system error — such as No Readings, Sensor Error, or Signal Loss — you won't get readings or alarm/alerts.
- During warmup and after session ends: You won't get alarm/alerts or 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 I) 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:

- No number, no arrow, no CGM treatment decision: If you have a reading and a trend arrow, you can use those to make a treatment decision. Otherwise use your meter.
- Don't wait — calibrate: If you've calibrated immediately when prompted, your G6 is accurate and you can use it to make a treatment decision. Otherwise use your meter until you calibrate your G6.
- When in doubt, get your meter out: If you feel like your glucose is low or high but your G6 number is within your target range, verify with your meter. Likewise, if you care for someone using the G6, watch how they act. If their symptoms don't match the G6, use the meter.
- 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.

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; 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):

- TechSupport@dexcom.com
- 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 readings

This section covers each of those benefits in detail.

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 A1C.

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 confirm your reading with a fingerstick. This can reduce the pain and burden of excessive fingersticks (Aleppo 2017).

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 is falling too fast. This lets you take action to prevent glucose from going too low or high (Pettus 2015). Over time, you spend more time in your target range and less time being too high or too low (Beck 2017; Lind 2017). This gives you more control over your glucose, may help you improve your A1C, and may reduce your risk of long-term diabetes-related complications (The Diabetes Control and Complications Trial Research Group 1993).

Some patients gain peace of mind and a better quality of life when using real-time CGM, such as G6 (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 readings and alarm/alerts remotely. Followers can then reach out when readings go too low or high.

References

Aleppo, Grazia, Katrina Ruedy, Tonya Riddlesworth, Davida Kruger, Anne Peters, Irl Hirsch, Richard Bergenstal, Elena Toschi, Andrew Ahmann, Viral Shah, Michael Rickels, Bruce Bode, Athena Philis-Tsimikas, Rodica Pop-Busui, Henry Rodriguez, Emily Eyth, Anuj Bhargava, Craig Kollman, and Roy Beck. 2017. "Replace-BG: a randomized trial comparing continuous glucose monitoring with and without routine blood glucose monitoring in well-controlled adults with type 1 diabetes." *Diabetes Care*. 40(4):538-545. doi: 10.2337/dc16-2482.

Beck, Roy, Tonya Riddlesworth, Katrina Ruedy, Andrew Ahmann, Richard Bergenstal, Stacie Haller, Craig Kollman, Davida Kruger, Janet McGill, William Polonsky, Elena Roschi, Howard Wolpert, and David Price for the DIAMOND Study Group. 2017. "Effect of continuous glucose monitoring on glycemic control in adults with type 1 diabetes using insulin injections: the DIAMOND randomized clinical trial." *JAMA*. 317(4):371-378. doi:10.1001/jama.2016.19975.

The Diabetes Control and Complications Trial Research Group. September 30, 1993. "The effect of intensive treatment of diabetes on the development and progression of long-term complications in insulin-dependent diabetes mellitus." *N Engl J Med*. 329:977-986.

Lind, Marcus, William Polonsky, Irl Hirsch, Tim Heise, Jan Bolinder, Sofia Dahlqvist, Erik Schwarz, Arndis Finna Olafsdottir, Anders Frid, Hand Wedel, Elsa Ahlen, Thomas Nystom, and Jarl Hellman. 2017.

"Continuous glucose monitoring vs conventional therapy for glycemic control in adults with type 1 diabetes treated with multiple daily insulin injections: the gold randomized clinical trial." *JAMA*. 317(4):379-387. doi:10.1001/jama.2016.19976.

Pettus, Jeremy, David Price, and Steven Edelman. 2015. 'How patients with type 1 diabetes translate continuous glucose monitoring data into diabetes management decisions.' *Endocr Pract*. 21(6):613-620. doi: 10.4158/EP14520.OR.

Polonsky, William, Danielle Hessler, Katrina Ruedy, Roy Beck, for the DIAMOND Study Group. 2017. "The impact of continuous glucose monitoring on markers of quality of life in adults with type 1 diabetes: further findings from the DIAMOND randomized clinical trial." *Diabetes Care*. 40(6):736-741. doi: 10.2337/dc17-0133.

3.3 What's 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!

LET'S G6 - THE BASICS

- What is G6?
- Set up the G6:
 - Set up Display Device(s)
 - Start Sensor Session
 - Pair Sensor with Display Device(s)
 - Double Calibrate

Chapter 4

Let's G6! The Basics:

What Is the G6?

4.1 Introduction

This chapter is an overview of the G6 System.

After this chapter, you'll be able to:

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

4.2 G6 CGM System

The G6 is a medical device you use on yourself. It allows you to continually see your readings, updated every 5 minutes for up to 10 days, without the bother of taking constant fingerstick measurement. You'll see:

- BG readings: Update 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.
- History: Graphs show the last 1, 3, 6, 12, and 24 hours of your readings.
- Reports: Web-based reports reflect your glucose trends and patterns. Share reports with your HCP when developing your diabetes management plans.

4.3 What's New for G6?

Dexcom's G6 features include:

- Treatment decisions: Use your sensor glucose information to make diabetes treatment decisions
- Calibrate once a day: After you're set up, you only need to calibrate every 24 hours and when notified
- Sensor session length: Wear your sensor for up to 10 days
- Overpatch: Use it to cover the patch and help keep your sensor on
- Urgent Low Soon: Get an alert when your glucose is quickly heading toward 55 mg/dL

Treatment Decisions

The G6 allows you to make treatment decisions without using your meter.

With the G6 number and trend arrow, you know where your glucose is and where it's heading. Based on your G6, you determine if you should dose, eat carbs, or do nothing – no fingerstick needed!

You still need your meter to calibrate and as a backup when your CGM data do not reflect how you feel or if you don't have enough information on your home screen. For more information, go to Chapter 11.

Urgent Low Soon Alert

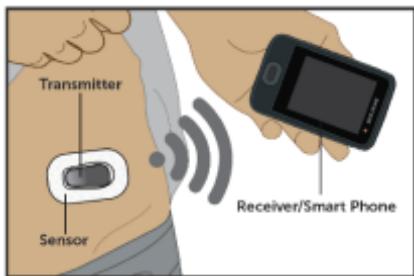
Sometimes glucose levels fall fast. Really fast. The Urgent Low Soon Alert lets you know when yours is falling so fast it will drop to 55 mg/dL in less than 20 minutes. This gives you time to prevent going too low.

For this alert, it doesn't matter where your glucose is now; it matters where it is heading. For more information, go to Chapter 10.

4.4 G6 Components

The G6 has three key parts:

- Sensor
- Transmitter
- Display Device: Dexcom Receiver and/or Dexcom app on your smart device



Each part comes in its own package. Keep the packaging until you're no longer using its contents.

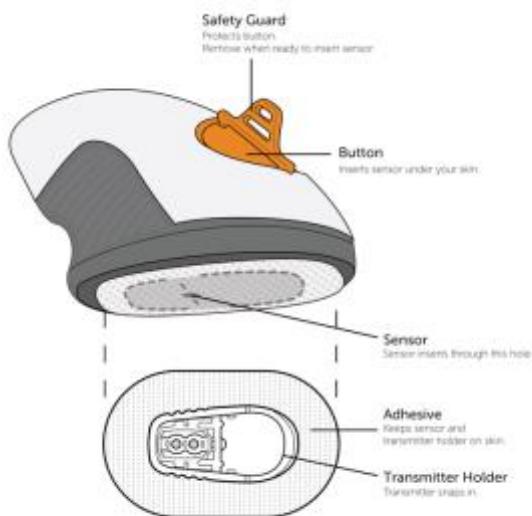
Sensor Overview

For your safety, the single-use sensor is packaged in a sterile sealed pouch. When you open the package, your sensor looks like one item, but it's actually three: sensor applicator, transmitter holder, and sensor wire.

The applicator helps you insert the sensor wire under your skin. After inserting the sensor wire, you can throw away the applicator. You'll see the transmitter holder held onto your body with the adhesive patch. The sensor wire is attached to the other side of the holder.

Once inserted, the sensor's thin, flexible wire measures your glucose levels in the fluid between your cells (interstitial fluid) for up to 10 days.

Here's the applicator:



Transmitter Overview

The front and back of the transmitter look like this:



The transmitter snaps into the transmitter holder and wirelessly sends your glucose information to your display device(s).

The transmitter is reusable. If you have a new transmitter, open the package when you're ready to use it.

Display Device Overview

You can choose which display device(s) to use: the Dexcom Receiver (receiver), the Dexcom G6 App (app) downloaded on your smart device, or both. They both show your readings, graphs, and trend arrows and alert you when there's something you should be aware of.

For a list of current compatible smart devices and operating systems go to: dexcom.com/compatibility

This User Guide is not meant to show you how to use your smart device. Contact your smart device support or read your smart device user guide for assistance.

The receiver is not water resistant or waterproof and can get damaged if moisture gets inside, so keep it away from liquids and very high humidity as well as dirt and dust. If your receiver does get wet or dirty, test it to make sure the speaker and vibrations still work (see Chapter 14).

You can change the receiver protective case. Just take off the black one and put on one of the colored ones. Be sure to line up the cover's speaker holes with the receiver speaker.

G6 and Previous Dexcom System Components

The G6 is not compatible with previous generations such as the Dexcom G4 PLATINUM CGM System or the Dexcom G5 Mobile system. You can't mix the transmitter or receiver between the two systems. However, if you have the touchscreen Dexcom Receiver, you can upgrade it to G6.

PRECAUTION

Do: Use correct transmitter, receiver, and sensor.

Why: G6 components are not compatible with any previous Dexcom products.

Consequences: You could have a severe low or high glucose event.

4.5 What's Covered and What's Coming

Now You Can:

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

Next Steps

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

Chapter 5

Let's G6! The Basics:

Set Up Your Display Devices

5.1 Introduction

This chapter shows you how to 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
- Implement the suggested settings on your smart device
- Download and set up the G6 app
- Set up your receiver

5.2 Choose the Receiver, the App, or Both

You can use the receiver, the app, or both. Choose the device that's best for you.

The main difference between them is the app has Dexcom Share (Share). It lets you send your glucose information to others in real time so they can support you in your care. You can also schedule long-acting insulin dose reminders in the app.

On the other hand, the receiver is a dedicated medical device, so it isn't using battery life to support texts or photos, the way your smart device is. If you're concerned about missing an alarm/alert (for example, due to smart device settings, app shutting off due to lack of storage, low smart device battery, your smart device being damaged, lost, or stolen, etc.), bring your receiver with you.

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

PRECAUTION

Do: Make sure your display device is turned on.

Why: If the receiver or smart device is turned off (Shut Down), it will not show readings or alarm/alerts.

Consequences: You could have a severe low or high glucose event.

The next section walks you through setting up the app. To set up the receiver, go to the following section. If you want to use both, you need to set each up individually. To set up accessory devices, see Appendix D.

5.3 App

Before starting your first sensor, pick the smart device you want to use. 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.

Suggested 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's not on, you won't get alarm/alerts or readings.
- Notifications on:
 - Enable Dexcom app notifications during app setup so you get alarm/alerts
 - Make sure your smart device settings 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 smart device battery. Keep the battery charged.
- **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.

WARNING

Do: When using your smart device, check:

- **Notifications:** Make sure your smart device settings allow Dexcom app notifications to show on your locked screen.
- **On:** The app must always be running in the background.
- **Bluetooth:** Your transmitter talks to your app with Bluetooth. Make sure your smart device Bluetooth is on.

Why: The app works only if the smart device, notifications, and Bluetooth are on.

Consequences: You could have a severe low or high glucose event.

App Installation and Setup

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

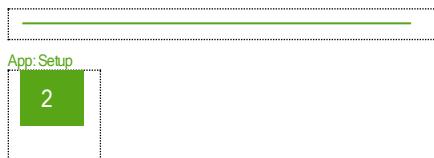
If your smart device has been jailbroken or rooted, do not install the app. The app may not work correctly or remain secure on a jailbroken/rooted smart device.

Is this your first Dexcom CGM app? If so, the app will walk you through setting it up. You'll even set up your High and Low Alerts. If you've used the app before, the app will import your existing settings for your convenience. Either way, follow the instructions in the app – it will know if you're new or not 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.

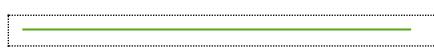
App: Setup



Tap Dexcom **G6** to open it.

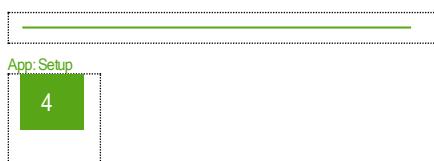
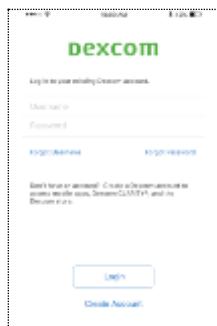


Read and swipe through introductory screens.

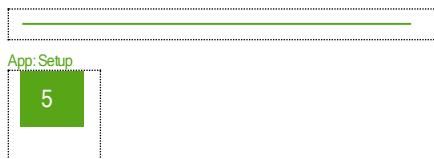
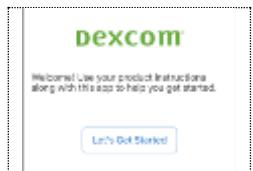




Enter existing **username** and **password**. Or, if you need a Dexcom username and password, tap **Create Account**.

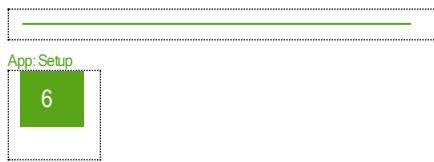


Tap **Let's Get Started**.



The next screens go over legal and safety information, including a video on using your G6 to make treatment decisions. To see the video another time, go to Settings > Help > Videos.

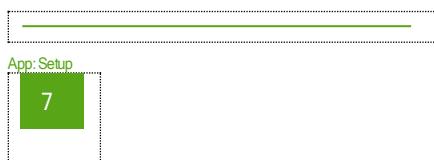
After reading each, tap the appropriate answer to get more information or move forward.



Existing users only:

If you've already used the Dexcom app, the next screens will import your settings and show the new G6 features, including your Urgent Low Soon Alert.

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



New users only:

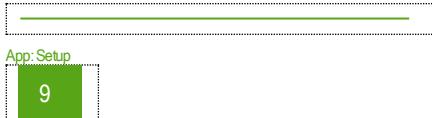
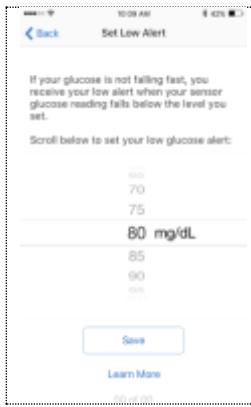
If you're new to the Dexcom app, these screens go over your alarm/alerts.
After reading each screen, tap **Next** to move forward.



New users only:

Set your Low Alert. You'll get an alert if your glucose dips below the number you set. Default is 80 mg/dL.
Scroll to select your level.

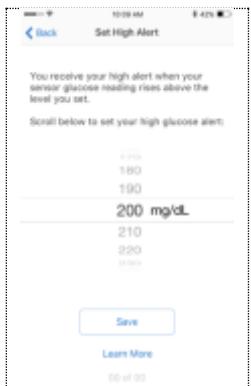
Tap **Save**.



New users only:

Set your High Alert. You'll get an alert if your glucose rises above the number you set. Default is 200 mg/dL.
Scroll to select your level.

Tap **Save**.

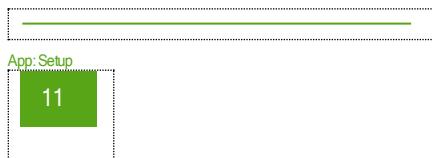
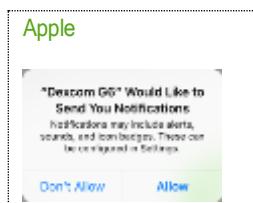




Apple:

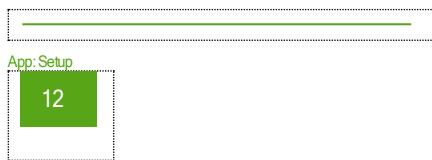
Make sure you get your alarm/alerts.

When asked, tap **Allow** to receive alarm/alerts.



The next screen has recommendations for making sure you hear your alarms/alerts. After that, several screens go over the transmitter and making sure *Bluetooth* is on.

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



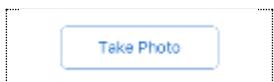
Android: The app may ask for access to your device location. Tap **Allow**.



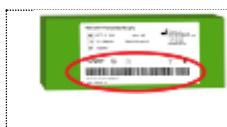
Enter transmitter SN by either taking a photo of the barcode on your box or entering it by hand.

Photo instructions:

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



b. Turn transmitter box upside down on a flat surface with barcodes facing up.
Center longest barcode in green brackets.



c. Checkmark confirms you entered the SN.

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Manually enter transmitter SN instructions:

a. Tap **Manually Enter**.



b. Use keyboard to enter transmitter SN. Find your transmitter SN on the bottom of the transmitter box and the back of the transmitter.

Confirm correct SN.

Tap **Save**.

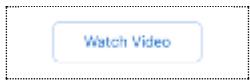


App: Setup

14

Tap **Start Video**.

Insert sensor and attach transmitter following video's instructions.



After completing your initial app setup, set up the receiver if you'd like to use that too. If not, go to [Chapter 6](#) to start your initial sensor.

If you have issues setting up the G6 Mobile app, contact Technical Support (available 24/7) at:

- Email: TechSupport@dexcom.com
- 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.

5.4 Receiver

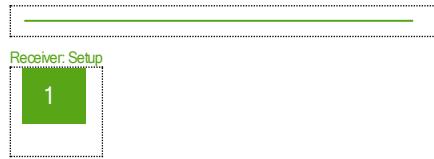
Receiver Setup Overview

The receiver guides you through initial setup. Follow along with the steps below if you'd like.

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 menu options.

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

Receiver: Setup



Press and hold **power button** for 2 seconds to turn receiver on.
Wait for loading screen to appear.



Wait.



Welcome!
Tap **Next**.



Enter the date and time:

The blue outlined box shows what is selected.

Key for date boxes:

- mm = month
- dd = day
- yyyy = year

Key for time boxes:

- hh = hour
- mm = minute
- 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.

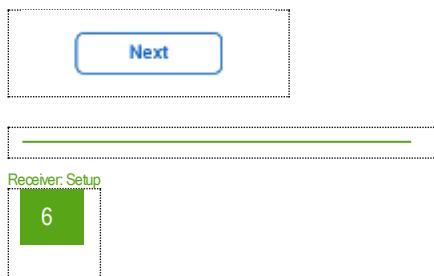
When done, tap **Save**.

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



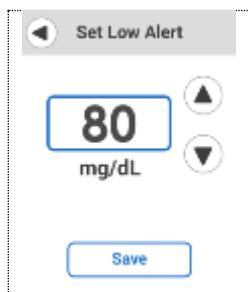
The next few screens have information about your alarm/alerts.

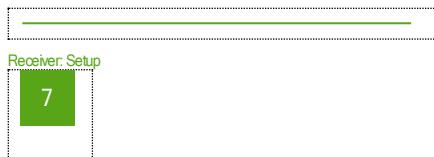
After reading each screen, tap **Next**.



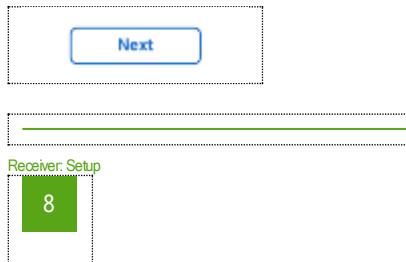
Set your Low and High alerts using levels you've discussed with your HCP. The Low Alert default is 80 mg/dL; High is 200 mg/dL.

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

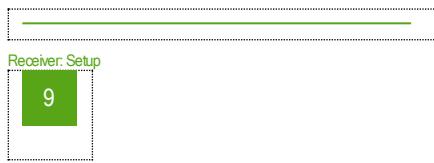
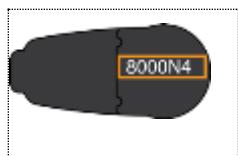




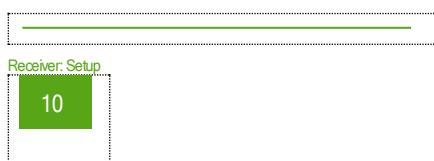
The next screen introduces your transmitter SN.
Tap **Next**.



Find your transmitter SN on the bottom of the transmitter box and the back of the transmitter.



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



your sensor.



5.5 What's Covered and What's Coming

Now You Can:

- Create a Dexcom username and password
- Download the G6 Mobile 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.

Chapter 6

Let's G6! The Basics:

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 expiration date on sensor tray. Don't use if expired.
 - Don't open the sensor tray until you're ready to insert the sensor.
- Transmitter box

Your Items:

- Alcohol wipes
- Your meter

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:
 - On the USB card in your receiver package
 - Online at dexcom.com/tutorial

PRECAUTION

Do: Check sensor package.

Why: Don't use sensor if its sterile package has been damaged or opened.

Consequences: Using an unsterile sensor might cause an infection.

PRECAUTION

Don't: Don't use expired sensors.

Check the package label for the expiration date. It's in YYYY-MM-DD format.

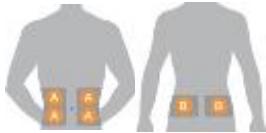
Why: Expired sensors may give incorrect results.

Consequences: You could have a severe low or high glucose event.

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 behinds or bellies.



Those 18 years and older can only use their belly.



Tips

Do:

- Find a flat, pinchable area
- 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:

- Use same site for 2 sensors in a row
- Use sites where bones are close
- Use sites where sensor can be rubbed – by your belt, waist band, seat belt strap – or where you lay when you sleep

PRECAUTION

Do: Choose your sensor insertion site carefully.

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 when sleeping

Why: Inserting the sensor in these areas may affect sensor glucose readings.

Consequences: 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:

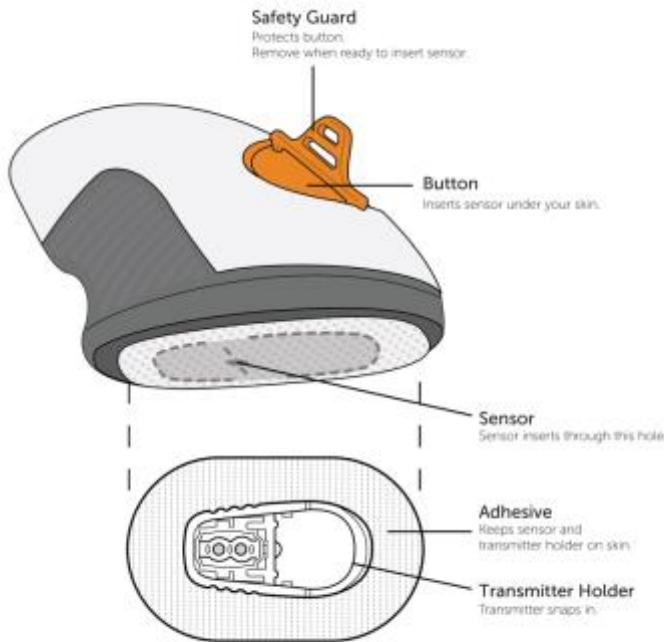
- Before inserting your sensor: Make the sensor site stickier
- After inserting your sensor: Put on the overpatch or medical tape

Both are described in detail below.

Contact your HCP for specific questions regarding the use of medical tape, barrier wipes, or other adhesives.

6.4 Insert Sensor Overview

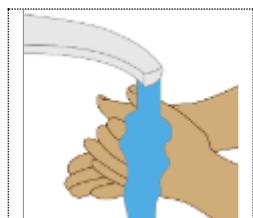
Before you insert your sensor, get to know the applicator using the picture below.



Insert Sensor



Wash and dry your hands.



Clean insertion site with alcohol wipe.
Let dry.

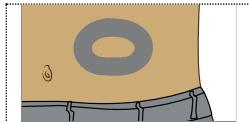


Insert Sensor

3

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.

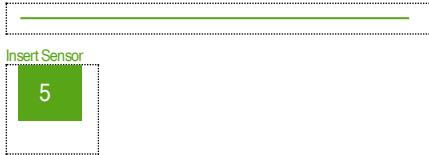
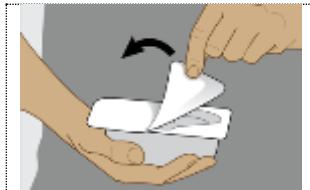


4

Check sterile applicator pack. Don't use if it's damaged or already opened.

Peel off cover. Keep sensor packaging until sensor session is complete.

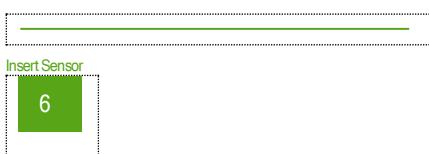
Check sensor for damage.



5

Pull off both tabs that cover the adhesive.

Don't touch adhesive.



6

Place applicator horizontally, not vertically, on skin.

Firmly press down, sticking adhesive to your skin.





Fold and break safety guard and throw it away.



Push and release button to insert sensor.



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



What's left on you?
The adhesive patch with these attached:
• Sensor wire underneath
• Transmitter holder on top



You have successfully inserted the sensor!

Having problems?

LBL014003 Rev 001 Dexcom G6 User Guide

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

- TechSupport@dexcom.com
- Toll free: 1.888.738.3646
- Toll: 1.858.200.0200

WARNING

Don't: If a sensor wire breaks off under your skin and you can't see it, don't try to remove it.

Do: Seek professional medical help if you have symptoms of infection or inflammation – redness, swelling, or pain – at the insertion site.

If either of these happens, contact Technical Support.

Why: A sensor wire could remain under your skin.

Consequences: You could miss a severe low or high glucose event.

6.5 Attach Transmitter Overview

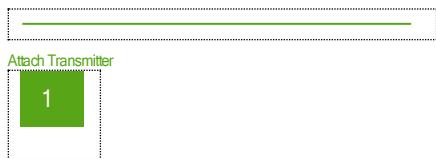
Now that you've inserted your sensor, attach your reusable transmitter.

Keep your current session's transmitter box. The bottom label 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.

Attach Transmitter



Remove transmitter from box.



Wipe back of transmitter with alcohol wipe. Let dry.

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

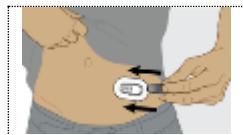
- Touch it or the metal dots on it
- Scratch it – it may harm the waterproof seal



Attach Transmitter

3

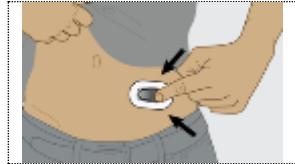
Slide the narrow end of transmitter into the narrow end of the holder.



Attach Transmitter

4

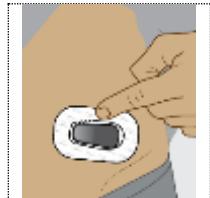
Press the wide end of the transmitter until it clicks into the holder.



Attach Transmitter

5

Secure patch by rubbing fingers around transmitter three times.



You're almost done starting your sensor!

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 LBL014003 Rev 001 Dexcom G6 User Guide

overpatches at dexcom.com/order.

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



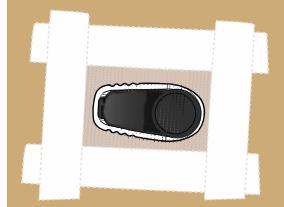
Optional Step:

Put overpatch or medical tape over the patch.

Overpatch



Medical tape



6.6 Pair and Start Your Sensor

Now start your sensor.

During the warmup period, neither device provides alarm/alerts or readings. Your readings begin after the 2-hour sensor warmup has passed and you enter the two calibration meter values into either the smart device or the receiver. Until then, use your meter.

If you use both the receiver and the app, pair and start your sensor on each.

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

Are you using the same transmitter you used for your last sensor? If so, your transmitter is already paired.

PRECAUTION

Do: *Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them.*

Why: 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.

Consequences: You could have a severe low or high glucose event.

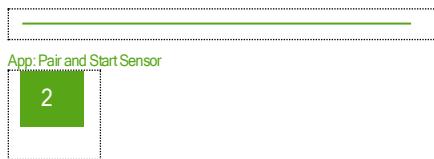
We'll review pairing and starting a sensor for the app, then for the receiver.

App: Pair and Start Sensor



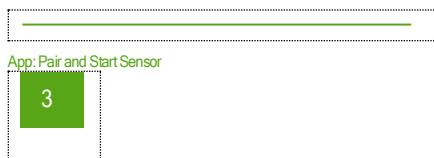
Wait up to 30 minutes while app and transmitter pair.

Apple: At prompt, Tap **Pair** to pair transmitter with app.



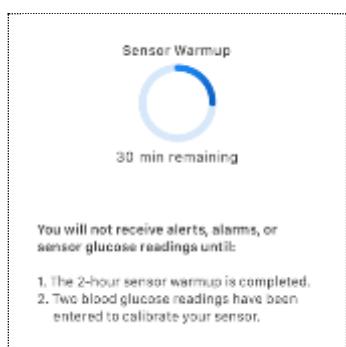
Tap **Start Sensor** to start your 2-hour sensor warmup.

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



Wait.

Screen provides countdown to sensor warmup. The ring darkens as the countdown moves forward. Keep smart device within 20 feet of transmitter during the sensor warmup period.



Calibration Required means sensor warmup is complete.

Open app.

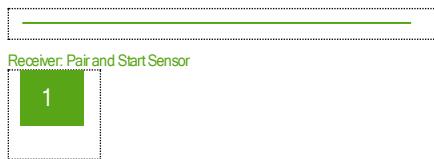


Sensor warmup is complete!



You're ready to calibrate! Chapter 7 covers calibration.

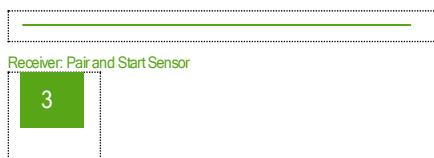
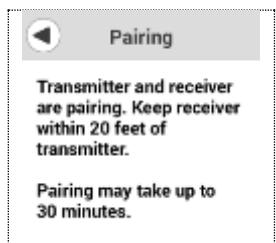
Receiver: Pair and Start Sensor



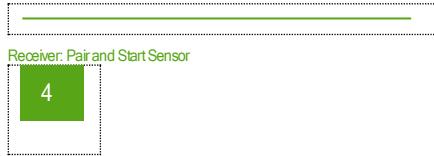
Press power button briefly to wake up receiver.



Wait.



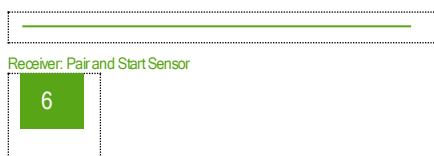
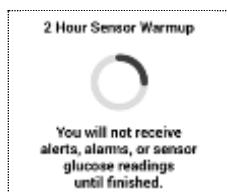
Your transmitter and receiver can communicate now! You may need to unlock your screen. If so, tap 1, then 2.



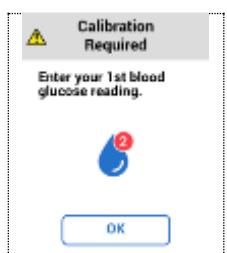
Tap **Start Sensor**.
This starts the 2-hour sensor warmup.



Wait.
Keep your receiver within 20 feet during the warmup period.
Ring darkens to track progress.
You won't get alarm/alerts or 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.



Sensor warmup is complete
You're ready to calibrate! See Chapter 7.

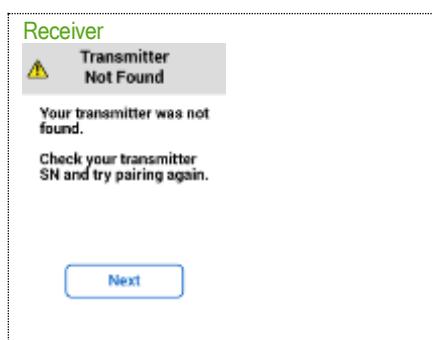
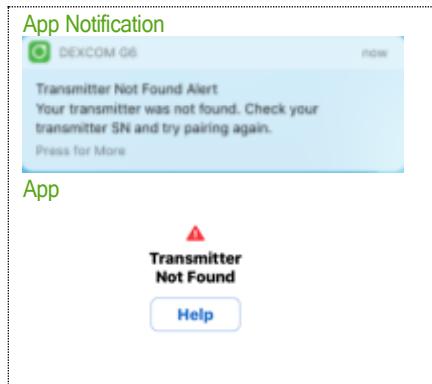


6.7 Pairing Tips

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.



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 reading.

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

- TechSupport@dexcom.com
- Toll free: 1.888.738.3646
- Toll: 1.858.200.0200

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



6.8 What's 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.