Chapter 11

Next Steps:

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 G6.

After this chapter, you'll be able to:

- 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

11.2 How Do You Know You're Ready?

Whether you're new to Dexcom or experienced, use your meter to make treatment decisions until you know how Dexcom works for you. Don't rush! It may take days, weeks, or months to gain confidence in trusting your G6 for treatment decisions. Confirm your G6 readings with your meter until you know how accuracy with newly inserted sensors can vary and how a sensor may work differently in different situations, such as after meals or exercise.

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 readings and trend arrows for treatment decisions, and managing your diabetes with the system.

Learn from your HCP how changes:

- To an insulin regimen should be made cautiously and only under medical supervision
- In 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?
- 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 recent readings
  - Using 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's not the number I thought I would see," use your meter to determine your BG value before making treatment decisions.

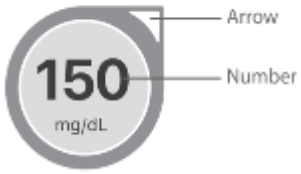
Sometimes the number on your home screen isn't what you expect it to be, for a variety of reasons, such as:

- 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

> **WARNING**
>
> ***Don't:*** *Don't ignore low/high symptoms. If your glucose alerts and readings don't match what you're feeling, use your meter to make treatment decisions.*
>
> **Why**: When how you feel conflicts with your G6, verify your BG with your meter.
>
> **Consequences**: You could have a severe low or high glucose event.

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 glucose reading, use your meter.



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

> **WARNING**
>
> ***Do:*** *Only make treatment decisions when your G6 shows both an arrow and a number.*
>
> **Why**: No number, no arrow, no G6 treatment decisions.
>
> **Consequences**: You could have a severe low or high glucose event.

Don't Wait, Calibrate!

When notified, don't wait, calibrate! Calibrations keep your system accurate. If you haven't calibrated when notified, use your meter until you calibrate your G6.

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're not stacking insulin. And you do want to respond to a high glucose 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 an alarm/alert? You probably need to make a treatment decision!

Your HCP can help you set your alerts. 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 an alert.

Trend Arrows

Arrows show the speed and direction of your 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.

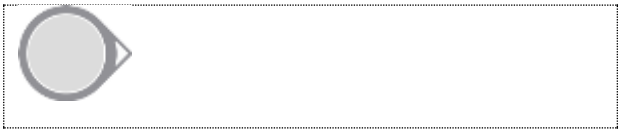
Remember – it takes time for your insulin to work. Don't stack insulin by giving too much insulin in too short a period. Sometimes it's best to watch and wait!

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 are:

- 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

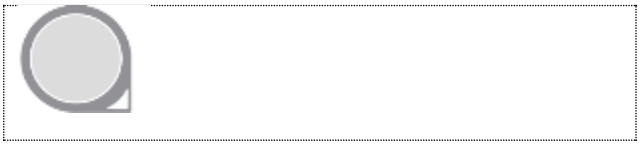
Actions to consider when you are:

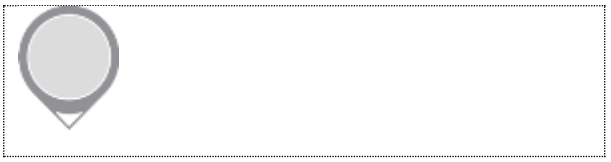
- Low: Watch and wait
- High: Watch and wait if you took insulin recently. Otherwise, adjust insulin dose up
- In target range: Watch and wait if you took insulin recently. Otherwise, adjust insulin dose up

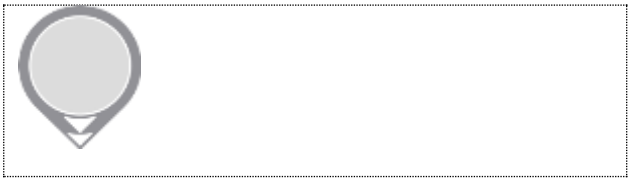
Treatment Decisions: Arrows Going Down

Actions to consider when you are:

- 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

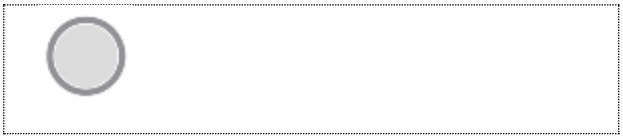


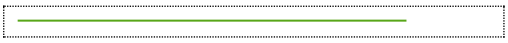




Treatment Decisions: No Arrow

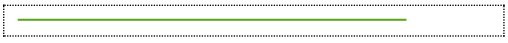
No arrow means you can't use your G6 to make a treatment decision. Use your meter.

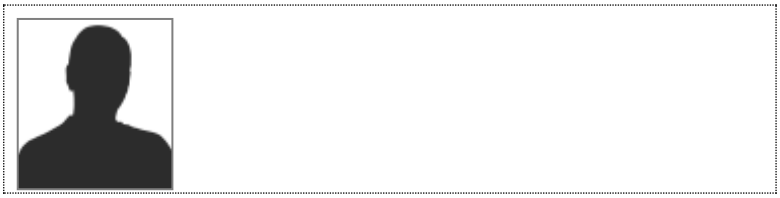




11.7 Check In With Jake and Kelly

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.

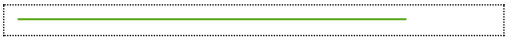


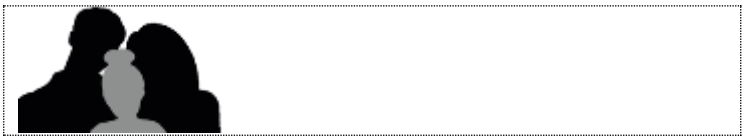


Hey – Jake here! My reading is 330 with an up arrow right now. That's high for me. I'm trying to figure out what to do. An hour ago, I ate lunch and took insulin for it.

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

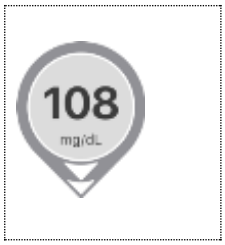
Your trend arrows point the way your number is heading. Use your trend arrow with your number to fine-tune your diabetes management decisions, like Jake and Kelly.

11.8 You Decide!

It’s your turn! The following two situations probably look like decisions you make in real life. Read through them and decide what you would do. Then compare your answer to the actions to consider. There’s no one correct answer because treatment decisions are based on numerous 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 glucose 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.

High and Getting Higher

Right before lunch you look at your display device. The home screen shows your sensor BG reading is 150 mg/dL with a single arrow pointing up, so you know it’s 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 207 mg/dL with a single arrow going up. Not only is your glucose high, it’s 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?

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's 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.

Chapter 12

Next Steps:

App: Share Information With Your Support Team

12.1 Introduction

On your app, you can set up Share to send your CGM information to your support team's display devices in real time – usually just a few minutes after you get the information on your display device. Your loved ones will have more peace of mind, and so will you! Share is not available on the receiver.

We also have something for you and your HCP. CLARITY reports show you your big-picture trends. For example, the overlay report shows 7 days' trends and events overlaid on the same graph. You'll notice things like you're always high on Wednesday night or you go dangerously low at 2 am if you had a drink with dinner. That's the kind of pattern you and your HCP can use to craft the best diabetes management plan for you. We briefly describe that at the end of this chapter.

After this chapter, you'll be able to:

- Implement Share and Follow
  - 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
- Describe CLARITY reports

12.2 Share and Follow

Overview

Share lets you send your CGM information to up to five Followers. You control what it shares, from just your current number and arrow to your whole trend graph. This lets your Followers see your patterns and trends so they know you're OK. They can also reach out and support you in managing your diabetes.

How does it work? Share sends your secured CGM information over the Internet to your Followers.

Share is a backup to help your Followers support you. There are times when Share information may be out of sync with your CGM information. For example, if your Follower lost Internet access temporarily, there would be a gap in that Follower's information. The bottom line: Depend on your CGM information to manage your diabetes, not your Followers. When a Follower contacts you suggesting you treat, always confirm your glucose information on your app or receiver before making a treatment decision.

To use Share, you and your Followers must have smart devices connected to the Internet. Followers also need the Dexcom Follow app installed. Share is not 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, remember:

- Battery: Display devices are charged
- Internet:
  - Smart devices are connected to the Internet (Wi-Fi, 3G, 4G, LTE)
  - Airplane Mode is off
- 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, during phone calls, you may not be able to share information; likewise, your Followers may not be able to get your information if they are on their phones. Dexcom Share and Follow will exchange any information missed after the phone call has ended
- Settings: After setting up Share and Follow, keep the same display device settings

When a device or connection doesn't work, neither does Share. Refer to your smart device instructions.

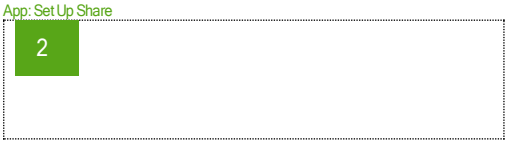
Set Up Share

Follow these steps to set up Share in your app:

App: Set Up Share

Tap **Share** to start set up.

App: Set Up Share



Tap **Let's Get Started.**

App: Set Up Share

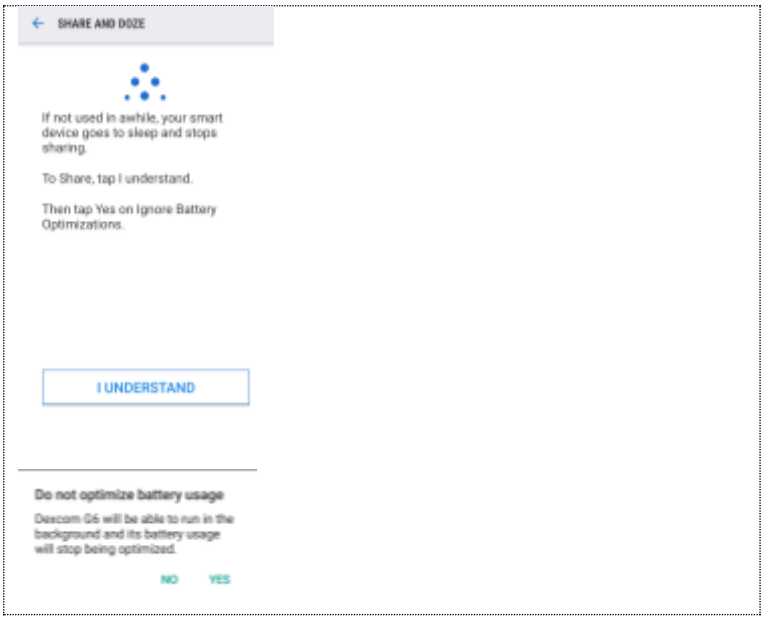
3

Tap **Next.**

App: Set Up Share

4

Android: The next two screens let you give permission for the app to run in the background.
Tap **I Understand**, then **Yes**.



App: Set Up Share

5

Tap **Next.**

App: Set Up Share

6

Tap **Let's Get Started.**

App: Set Up Share

7

Now invite people to Follow you. In the next steps, you'll have Share send your Follower an invitation email.
Your Follower needs to install the Dexcom Follow app on a display device that receives email.

Tap **Invite Followers.**

App: Set Up Share

8

Enter the Follower's nickname and email address. Confirm email address.
Follower must:

- Open email on display device
- Install Dexcom Follow app on display device

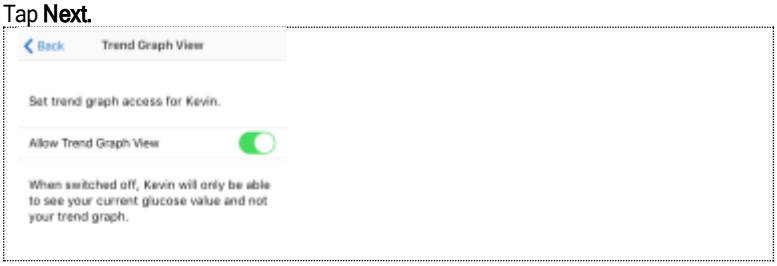
Tap **Next.**

App: Set Up Share

9

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

Tap **Next.**



App: Set Up Share

10

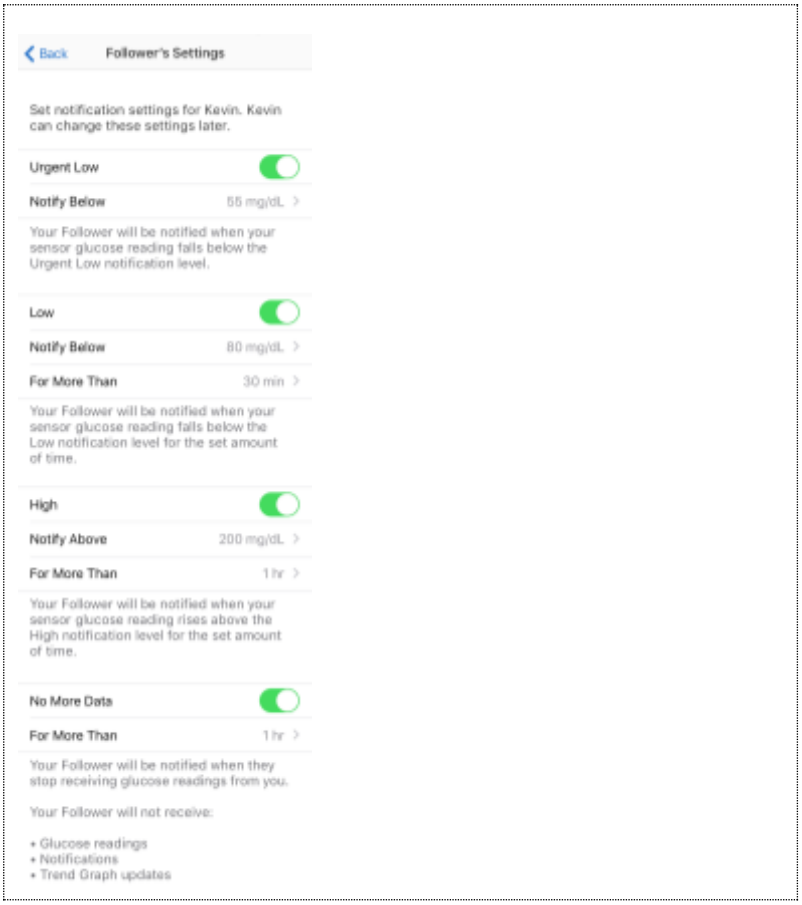
Your Follower gets Urgent Low notifications when your reading is at or below 55 mg/dL. Tap **Urgent Low switch** to not share this. Tap **55 mg/dL** to choose a different level.

You can set up your Share app to send Followers notifications when you're low or high. They don't get these by default. The levels you set are separate from your own Low and High Alerts.

If you are sharing with a Follower, the Follower has access to your reading and can set up their own notifications. If you'd like to suggest notification settings, you can do that on the Follower's Settings screen, shown below. Your Follower can accept your suggestions or override them. For example, you can set up Share so that, if your reading goes below 90 mg/dL for more than half an hour, your Follower gets notified. But your Follower can change it to notify when your reading goes below 75 mg/dL for 45 minutes.

If the Follower isn't getting data, they get notified after an hour. Tap the **No More Data switch** or the **For More Than** to customize these settings.

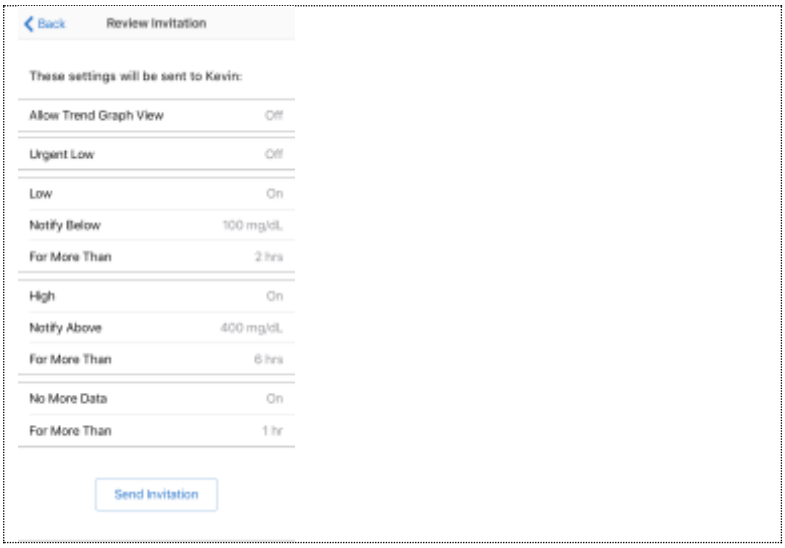
Tap **Next**.



App: Set Up Share

11

Review Follower's settings.
Tap **Send Invitation**.



Manage Followers

Follower Status

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

Followers List Icons

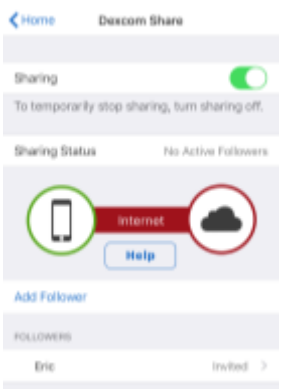
Add Follower	Invite New Follower
Invited	Follower Didn't Accept Invitation Yet
Invitation Expired	Follower Didn't Accept Invitation Within 7 Days. To re-invite, tap Add Follower.
	Follower Gets Notification(s)
	Follower Sees Trend Graph

Removed Follower Stopped Following You

Are You Sharing?

Although you can't tell if your Followers can see your information, you can see whether your information is connecting to the Internet. If you're connected, the information is there, and all that your Followers have to do is connect to it, too. Once one does, your screen will go from No Active Followers to On.

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.

Start or Stop Sharing

Turn off the **Sharing** switch to temporarily stop sharing with your Followers. While Sharing is off, they won't get glucose readings or notifications. The Follower gets a message that you stopped sharing and their dashboard shows it. To restart sharing, tap the On switch.

Dexcom Follow

Follow Description

Your Followers must download and install the Dexcom Follow App. They get a link to it in their invitation email or they can find it in their app store. Followers then have a window into your CGM information.

Recommended Settings

To set up and run Follow, use these tips:

- **Battery:** Smart device is charged
- **Internet**:
  - Smart devices are connected to the Internet (Wi-Fi, 3G, 4G, LTE)
  - Airplane Mode is off
- **Volume**:
  - Do Not Disturb is off
  - Sound is on
-
- **Settings:** After setting up Share and Follow, keep the same display device settings
-
- **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, during phone calls, you may not be able to share information. Likewise, your Follower may not be able to get your information if they are on a call. Dexcom Share and Follow will exchange any information missed after the phone call has ended.

When a device or connection doesn't work, neither does Follow. Refer to your Follower's smart device user manual for further instructions.

Follow Setup

1. Follower gets your email invitation
2. Follower installs the Dexcom Follow app on their smart device
3. Follower sets up Follow on their smart device

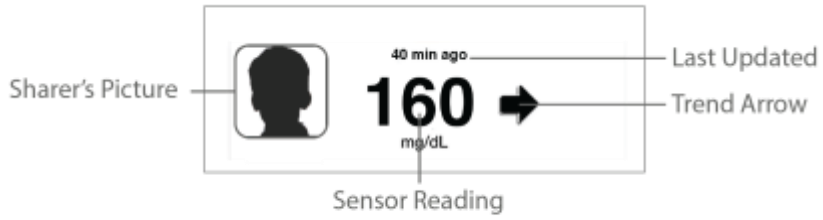
Now the Follower sees your sensor information. They'll also get Share status changes, like:

- Not Sharing – When you turn Share off
- Removed by Sharer – When you delete a Follower
- No More Data – When sharing stops for another reason. You won't know this is happening unless your Follower tells you

What Followers See

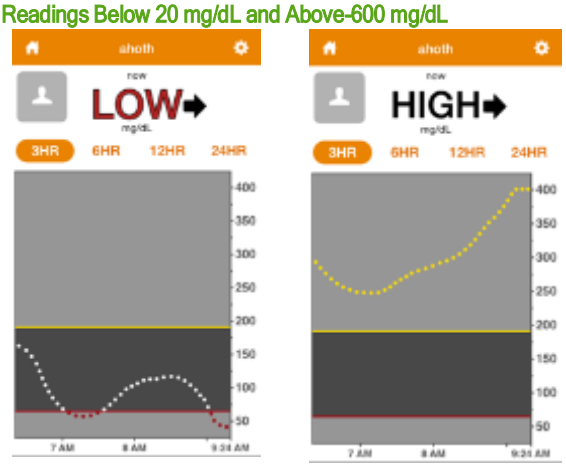
Remember, you can share your number and arrow only, or you can share those along with your trend graph.

Number and Arrow Only



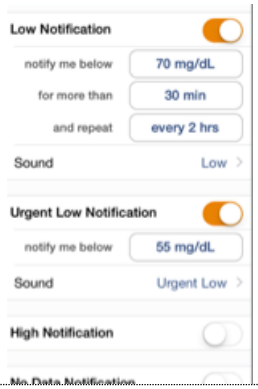
Trend Graph

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



Your Follower can use the screen below to customize notifications. For example, this Follower wants to know if you go below 70 mg/dL for more than 30 minutes. He also wants to be re-notified every 2 hours if you stay under 70.

Follower Notification Settings



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.

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 reading and grilling her about when she last ate and whether her pump was working – confirming my Follow information matched her Dexie could wait a few minutes. 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. Fong 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!

12.4 CLARITY Overview

CLARITY gives you and your HCP your long-term glucose information in graphs and reports. You start by uploading your data from your app or receiver to clinics you choose. Then you and your HCP can use the easy-to-read graphs to view your trends, statistics, and day-by-day data. It helps you both analyze your data to better understand your patterns. Each of you, together or separately, can pick a range of dates to look at and a variety of reports to see an overview, identify patterns, see multiple days' trend graphs overlaid, or compare one day's data to another's.

See dexcom.com/clarity for more information.

12.5 What's Covered and What's Coming

Now You Can:

- Implement Share and Follow
  - 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
- Describe CLARITY reports

What's Next?

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

Chapter 13

Next Steps:

End Sensor and Transmitter Sessions

13.1 Introduction

This chapter reviews what to expect when your sessions end and how to remove the sensor and transmitter.

After this chapter, you'll be able to:

- Identify Replace Sensor notifications at the end of your sensor session
- Remove your sensor and save your transmitter if needed
- Replace and pair transmitter

13.2 End Your Sensor Session

When your 10-day sensor session is almost over, you'll get notifications warning you so you can be prepared. You must remove your sensor and end your sensor session before you can start a new sensor.

Notifications for End of 10-Day Sensor Session

6 Hours, 2 Hours, and 30 Minutes Ahead

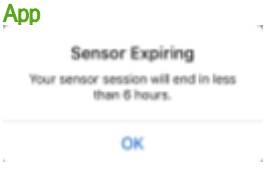
App: Open app to confirm.
Receiver: Tap **OK** to confirm.

What it means:

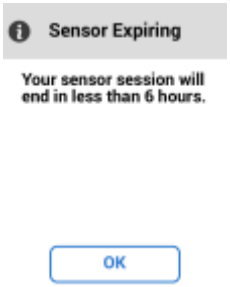
- Notifications let you know your sensor session is ending soon. You get three notifications before the session ends: 6 hours before (shown below), 2 hours before, and 30 minutes before
- Clock counts down until session ends
- Continue to get alarm/alerts and readings
- You can end session early or wait

App Notification

App



Receiver



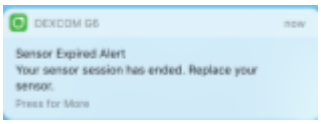
Sensor Session Over

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

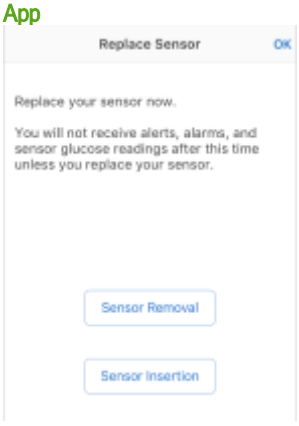
What it means:

- Sensor session is over
- You won't get alarm/alerts or readings until you replace sensor

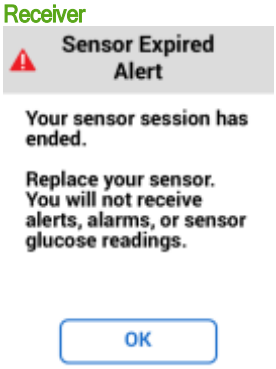
App Notification



App



Receiver



Start New Sensor

Tap **Start Sensor.**

What it means:

- Insert new sensor and start new sensor
- You won't get alarm/alerts or readings until your sensor warmup is done

App and Receiver

Sound and Vibration Prompts

Both the smart device and receiver beep/vibrate to remind you your sensor session will end in 30 minutes, it's just ended, or your sensor failed and you need to start a new session.

The initial notification is one vibration. If not confirmed, you receive a vibration and beep twice, 5 minutes apart.

Once a sensor session has expired, remove your sensor and then start a new session.

13.3 Remove Sensor

When you remove your sensor, your transmitter comes off too. Remember, your transmitter is reusable; don't throw it away until its battery has died. It has a battery life of 90 days, so you can use the same transmitter over a number of sensor sessions. You'll receive notifications as it nears the end of its battery life.

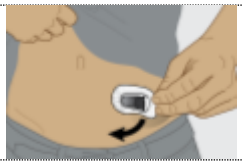
> PRECAUTION
>
> ***Don't****: When ending a session, don't throw away the transmitter.*
>
> **Why:** Transmitter is reusable and can be used until the system notifies you the transmitter battery is about to expire.

Remove Sensor and Transmitter

Remove Sensor and Transmitter

1

Pull patch off like a Band-Aid. The transmitter, holder, and sensor all come off with the patch.



Remove Sensor and Transmitter

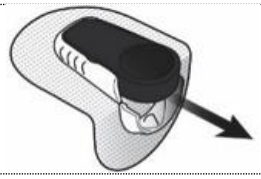
2

Do not remove the transmitter from the holder until you've peeled the patch off your skin.
Grasp the wide rounded edge of the holder. Bend holder edge down to break it and release the transmitter.

Remove Sensor and Transmitter

3

Pull transmitter straight out.



Remove Sensor and Transmitter

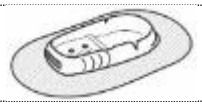
4

Keep transmitter to use with next sensor.

Remove Sensor and Transmitter

5

Throw away patch, with the holder and sensor attached, following your local guidelines for disposal of blood-contacting components.



13.4 End of Transmitter Battery

The transmitter battery is good for up to 3 months.

How do you know if your transmitter battery will last through your next session? If you haven't received your final 10-day transmitter battery life warning, you can reuse the transmitter for your next session. Starting at 3 weeks before the end of its battery life, the warnings count down the transmitter battery life until it has only 10 days – one sensor session – left. If the transmitter battery has 10 days or less remaining, you won't be able to start a new session. See Chapter 14 Troubleshooting for more information.

Transmitter Sound/Vibration Notifications

In case you can't look at your screen, both the smart device and receiver provide beeps/vibrations to tell you your transmitter battery is low or the transmitter failed.

- App: Your smart device notifies you with a triple beep. If not cleared, you receive the triple beep twice, 5 minutes apart
- Receiver: The receiver initially notifies you by vibrating. If not cleared, you receive a vibration/beep twice, 5 minutes apart

See Appendix I for information about notifications that sound while smart device is silenced/muted.

13.5 Pair New Transmitter

Once the transmitter battery has died, before starting a new sensor, you need to pair your new transmitter with your display device. Just put the transmitter in the transmitter holder and start a new sensor. The steps below show you how.

App: Pair New Transmitter

App: Pair New Transmitter

1

Tap **Settings.**

App: Pair New Transmitter

2

Tap **Transmitter.**

App: Pair New Transmitter

3

Tap **Pair New.**

App: Pair New Transmitter

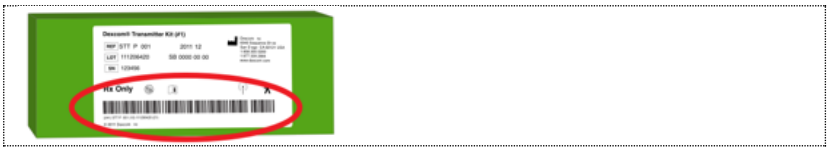
4

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

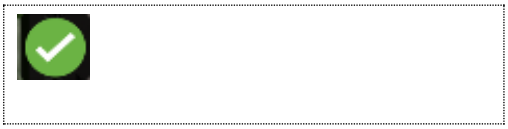
Photo instructions:

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.



Manual 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: Pair New Transmitter

5

Insert sensor and attach transmitter. See Chapter 6 for more information.

Receiver: Pairing New Transmitter

Receiver: Pair New Transmitter

1

Tap **Menu**.

Receiver: Pair New Transmitter

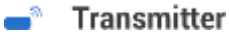
2

Tap **Settings**.

Receiver: Pair New Transmitter

3

Tap **Transmitter**.



Receiver: Pair New Transmitter

4

Tap **Pair New**.

Receiver: Pair New Transmitter

5

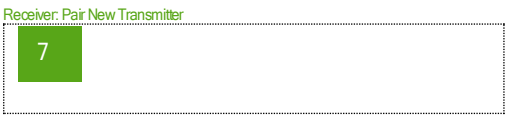
Find transmitter SN on back of box or transmitter.

Receiver: Setup

6

Enter your transmitter SN.
Tap **Save**.

Receiver: Pair New Transmitter



Insert sensor and attach transmitter. See Chapter 6 for more information.

13.6 What's Covered and What's Coming

Now You Can:

- Identify Replace Sensor notifications at the end of your sensor session
- Remove your sensor and save your transmitter if needed
- Replace and pair transmitter

What's Next?

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

Chapter 14

Next Steps:

Troubleshooting

14.1 Introduction

Patch not sticking? Notification won't go away? Not getting your 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:

- Email: TechSupport@dexcom.com
- 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 Readings

Missing Lows: Getting Either Low Alert or No 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 reading reaches Urgent Low level

Solution

- That's working the way it is supposed to.
- Depending on how quickly 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.

No Alarm/Alerts: Display Device Off

Problem

- Not getting alarm/alerts

Solution

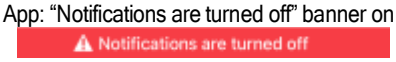
- Make sure display device is on.

- Make sure display device battery is charged.
  - App: See your smart device instructions for more information.
  - Receiver: See below for charging instructions.
- App: Make sure your app is running. Tap **Dexcom icon** to restart.

No Alarm/Alerts: Notifications Off

Problem

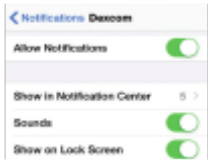
- Not getting alarm/alerts
- App: "Notifications are turned off" banner on home screen



Solution

- See Chapter 10
- App: Turn notifications on in your device settings. See your smart device instructions for more information.

Apple



- Check alerts are turned on in your app (Settings > Alerts) or receiver (Menu > Settings > Alerts).

App

Receiver

No Readings: No Readings Alert

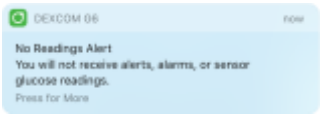
Problem

- Not getting readings for the last 20 minutes

Solution

- No glucose alarm/alerts or readings until fixed. Use meter.
- 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 (see beginning of chapter).

App notification



App

Receiver

No Readings: Sensor Error

Problem

- Not getting readings

Solution

- No glucose alarm/alerts or readings until fixed. Use meter.
- Tap alert to get more information.
- Wait up to 30 minutes while the system fixes itself. If not corrected after 30 minutes, you'll see Sensor Failed. Contact Technical Support (see beginning of chapter).

App

Receiver

No Readings: Sensor Failed Alert

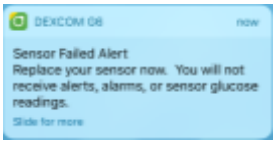
Problem

- Not getting readings

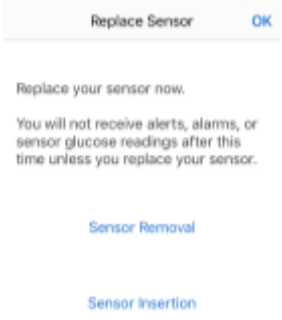
Solution

- No glucose alarm/alerts or readings. Use meter.
- Tap alert to get more information.
- Your sensor does not work. Contact Technical Support (see beginning of chapter).

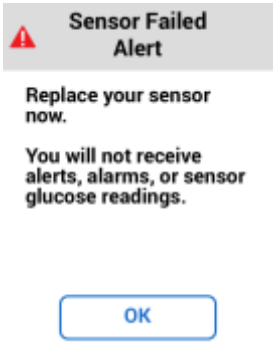
App notification



App



Receiver



No Readings: Signal Loss Alert

Problem

- Not getting readings
- Display device and transmitter not connecting

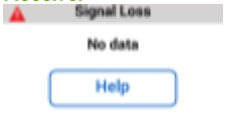
Solution

- No glucose alarm/alerts or readings until fixed. Use meter.
- For more information see Chapter 10.
- Tap alert.
- Make sure display device and transmitter are within 20 feet of each other without obstructions.
- App:
  - Restart smart device.
  - If error remains:
    - Open device *Bluetooth* settings.
    - Delete all Dexcom entries from My Devices.
    - Pair transmitter.
- Wait up to 30 minutes. System may correct problem itself and continue to show readings. More than 30 minutes? Contact Technical Support (see beginning of chapter).

App notification

App

Receiver



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.

No Readings: App Only - *Bluetooth* Is Off

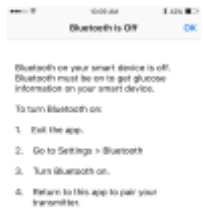
Problem

- No *Bluetooth* means no glucose alarm/alerts or readings

Solution

- No glucose alarm/alerts or readings until fixed. Use meter.
- See Chapter 5.
- Turn *Bluetooth* on in your smart device settings.
- If error comes back, restart smart device. If problem persists, contact device manufacturer.

App



No Readings: Sensor Warmup

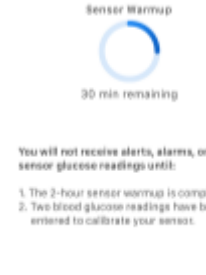
Problem

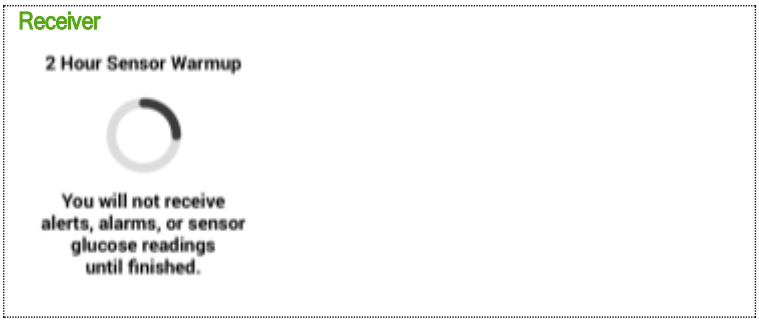
- Not getting readings

Solution

- That's working the way it is supposed to. Sensor is warming up. It is not supposed to give readings or alarm/alerts during warmup. Ring symbol fills in as warmup. completes.
- No alarm/alerts or readings until warmup is done and you've entered two calibrations. Use meter.
- See Chapter 6.
- Have you been on this screen for more than 2 hours? Contact Technical Support (see beginning of chapter).

App





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

Problem

- Information is blocked by lock screen

Solution

- That'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.

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

Inserting Hurts

Problem

- When the needle inserts, it hurts

Solution

- Make sure your application site is not directly over a bone
- Use an area of your belly with less scar tissue or irritation
- See Chapter 6

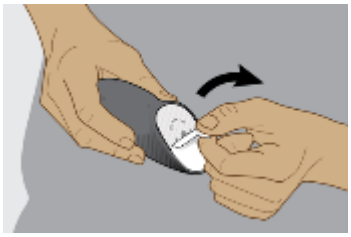
Adhesive Backing Won't Come Off

Problem

- Backing won't come off the patch

Solution

- Lift the backing by the tab



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/order
  - Tape brand names include Blenderm, Tegaderm, Smith & Nephew IV3000, and 3M
- See Chapter 6

Applying overpatch

Applying tape

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

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

14.4 App

Can't Download App

Problem

- You can't download the app from the app store on your smart device. Did you get a new smart device? Make sure it's compatible with the app.

Solution

- Check dexcom.com/compatibility for a list of smart devices that work with the G6 app.
- 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

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

Can't See Screen – Change Brightness

Problem

- The receiver screen is too dim or bright

Solution

- Go to Menu>Brightness and change it.

No Beep or Vibration – Speaker Test

Problem

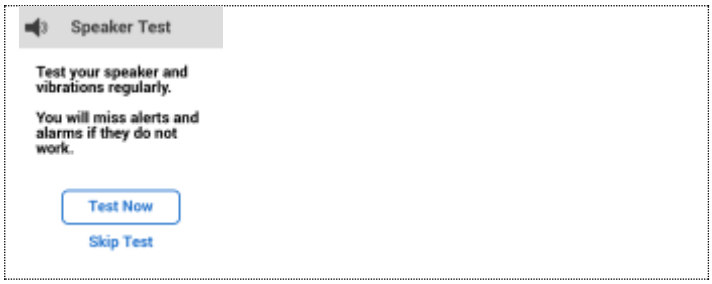
- Don't hear or feel alarm/alerts or notifications

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 (see beginning of chapter).

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.

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.

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:

- TechSupport@dexcom.com
- 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

***Do**: Do test your receiver speaker and vibrations regularly.*

Why: You have to hear or feel alarm/alerts to react to them.

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

Low Battery

Problem

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

Solution

- See Appendix E
- Charge receiver

Prevention:

- To conserve battery power, you can power off the receiver by tapping **Menu** > **Shutdown**. You won't get alarm/alerts or 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 readings can fill in on the graph.
- Shutting down the receiver does not extend your sensor session past the 10 days.

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 (see beginning of chapter)

System Check Passed Screen

Problem

- System check results

Solution

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

Call Tech Support Screen

Problem

- Screen is locked.

Solution

- No alarm/alerts or readings until fixed. Use meter.
- If same code displays again, write it down and contact Technical Support (see beginning of chapter).

14.6 Calibration

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.
- Follow the 20/20 rule:
  - When meter = 80 mg/dL or less: CGM reading should be within ± 20 points. For example, if meter is 70 mg/dL, CGM reading should be between 50 and 90 mg/dL.
  - When meter = 80 mg/dL or more: CGM reading should be within ± 20%. For example, if meter is 90 mg/dL, CGM reading should be between 72 and 108 mg/dL.
- Outside of 20/20 rule: Calibrate again.
- See Chapter 7.

Calibration Range – Low or High Instead of Reading

Problem

System doesn't accept calibration

Solution

- Is your calibration in range? System only accepts calibrations between 20 and 600 mg/dL
- Is system showing LOW or HIGH after a calibration? The system shows LOW or HIGH until your reading is between 40 and 400 mg/dL.

Below 40 mg/dL

Above 400 mg/dL

Recalibration Alert

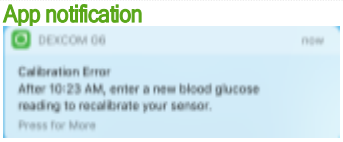
Problem

- System didn't accept calibration

Solution

- No alarm/alerts or readings until fixed. Use meter.
- 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 readings appear on the display, the sensor needs to be replaced. Contact Technical Support to report error (see beginning of chapter).

App notification



App

Receiver

14.7 Transmitter

Pair New Transmitter – Transmitter Alert

Problem

- Transmitter isn't working
- Sensor session automatically stops
- No readings, alarm/alerts until transmitter is replaced

Solution

- No alarm/alerts or readings until fixed. Use meter.
- After confirming alert, it won't re-alert.
- Contact Technical Support (see beginning of chapter).

App notification

App

Receiver

Transmitter Not Found Alert

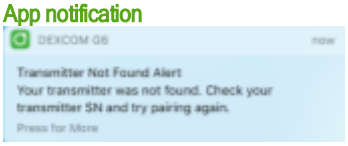
Problem

- Transmitter didn't pair with display device

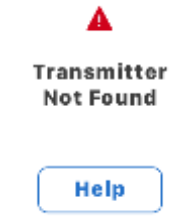
Solution

- No alarm/alerts or readings until fixed. Use meter.
- Make sure Transmitter SN in Settings matches the Transmitter SN on the back of 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 (see beginning of chapter) for replacement.

App notification



App



Receiver

Transmitter Battery Low Alert: 3 Weeks, 2 Weeks, Last Session

Problem

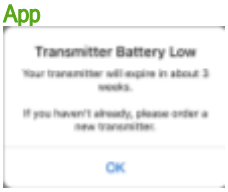
- Your transmitter battery is expiring soon. You get three notifications before it ends: 3 weeks before (shown below), 2 weeks before, and 10 days before (one sensor).

Solution

- Order new transmitter using your normal process. See Appendix B.

App notification

App



Receiver

Transmitter Battery Low Alert: Critically Low

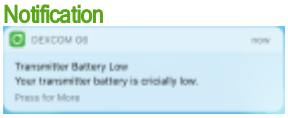
Problem

- Your transmitter battery may expire before the end of this sensor session

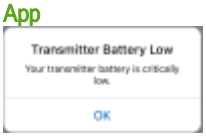
Solution

- Order new transmitter using your normal process. See Appendix B.

Notification



App



Receiver

14.8 Sensor

Problem

- You need to end your sensor session early because of:
  - Personal reasons
  - Error notifications telling you to end sensor session
  - Unresolved calibration issues
  - Error or wait screens that won't go away
  - Sensor coming out of body

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.

Solution

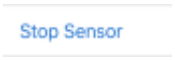
- If you see error notifications, before stopping a sensor session early, always contact Technical Support (see beginning of chapter).
- If you're using both the app and receiver, you only need to stop the sensor session in one. The other display will know the session has stopped.
- To end the sensor session early in the app, go to Stop Sensor in the Settings menu.
  To end the sensor session early in the receiver, go to Stop Sensor in the Menu.
  Menu items change: During sensor session, menu includes Stop Sensor. Between

sensor sessions, menu includes Start Sensor Session.
- After you've stopped your sensor, you can remove it. See Chapter 13 for detailed instructions.

Prevention:

Make sure:
- Sensor hasn't expired
- You selected a good insertion site (see Chapter 6)
- Nothing is rubbing against transmitter holder, like a seatbelt or waistband
- Insertion site is clean and dry before sensor insertion
- Transmitter is snapped securely in transmitter holder
- Transmitter holder isn't dislodged and patch isn't peeling

App



Receiver

14.9 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 readings and alerts.

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 App

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.

No Internet Status

Problem

- Share isn't sharing because it can't access the Internet

Solution

- Connect your smart device to the Internet. See your smart device instructions.

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, contact Technical Support (see beginning of chapter).

14.10 What's 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.