Chapter 7

Let's G6! The Basics:

Calibrate

7.1 Introduction

This chapter shows you how to keep your G6 accurate by calibrating it with your meter.

After this chapter, you'll be able to:
- Describe calibration
- Recognize how to get accurate meter values
- List when you shouldn't calibrate
- Enter calibrations into the G6

7.2 Calibration Overview

What Is Calibration?

You calibrate when you enter a meter reading into your display device.

Why Is It Important?

Calibrations are a must. The system uses your meter values to make your G6 readings more accurate.

G6 readings and meter values come from measuring the glucose found in different body fluids:
- **Sensors** measure the glucose in the fluid between your cells
- **Meters** measure the glucose in your blood

Although these body fluids are very similar, G6 readings can be different from meter values. Calibration evens them up.

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

How Do I Calibrate?

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

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

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

How Often Do I Calibrate?

Don't worry, you don't need to keep track because the system notifies you when calibration is needed.

When you start a sensor, you're asked to enter a double calibration as soon as your warmup is complete. You'll start getting sensor readings 5 minutes later. Twelve hours later, your system asks you to enter a third calibration, and twelve hours after that, it asks for a fourth.

For the rest of your sensor session, enter calibrations once every 24 hours or when notified.

If you receive a calibration notification outside of your scheduled calibrations, the system didn't accept your most recent calibration or your

meter value is very different from your G6 reading.

<div style="border: 1px solid red;">

WARNING

Do: *Calibrate immediately when notified. If you haven't calibrated when notified, use your meter to make treatment decisions until you calibrate your G6.*

Why: Calibrating keeps your G6 accurate.

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

</div>

7.3 Prepare to Calibrate

Your G6 depends on you to help make its readings accurate. If you don't prepare properly for calibration, your sensor may become inaccurate.

Calibration Tips

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

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

G6:
- *Bluetooth*: Make sure it's active.
- Trend arrow(s) straight up or down: Don't calibrate when your trend arrow(s) points straight up or down; this means your reading is changing more than 2 mg/dL per minute. Why? Because by the time you take a meter value and enter it into your G6, your BG will have changed.
- Timing: Must enter within 5 minutes of taking meter value.
- Accuracy: Enter exact meter value for each calibration.

Be safe – if BG is low, first treat, then calibrate.

<div style="border: 1px solid red;">

WARNING

Do: *Use fingertips to calibrate from your meter.*

Why: Blood from other places may be less accurate and not as timely.

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

</div>

<div style="border: 1px solid blue;">

PRECAUTION

Do: *Enter the exact BG value displayed on your meter within 5 minutes of using your meter.*

Why: Calibrating with wrong or old BG values may make your G6 inaccurate.

</div>

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

PRECAUTION

Don't. *Don't calibrate when your trend arrow is up, double-up, down, or double-down.*

Why: Calibrating when your BG is changing quickly may make your G6 inaccurate.

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

7.4 Let's Calibrate

Calibration Schedule

Below is a sample calibration schedule. In this example, you inserted your sensor Monday at 8 am and were then asked to:
- Enter two calibrations Monday at 10 am
- Enter a third calibration at 10 pm
- Enter a fourth calibration 12 hours later, at 10 am on Tuesday
- Enter calibrations once a day starting at 10 am Wednesday for the rest of your sensor session

Enter a Calibration

Once your sensor warmup is complete, your display device tells you it's time to enter the first of your double calibration. Use two separate meter readings, taken within 5 minutes of each other.

If you don't enter your BG values right away, the system reminds you every 15 minutes. You know how important calibration is for system accuracy, so don't wait – calibrate!

Below are steps to enter your calibrations using the app, followed by steps for entering your calibrations into the receiver. You only need to enter calibrations into one display device.

App: Calibration

App: Calibration

1
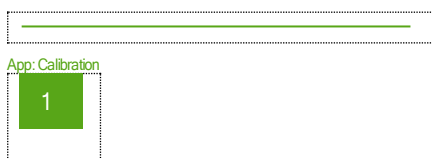
Wash and dry your hands with soap and water, not gel cleaners.
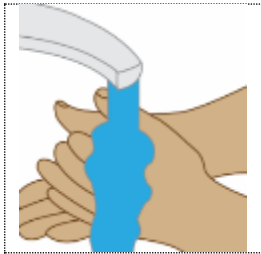
App: Calibration

2

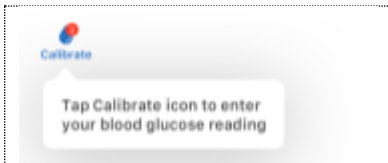Use meter to measure the BG from your fingertip.
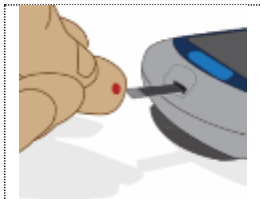
App: Calibration

3

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

What it means:
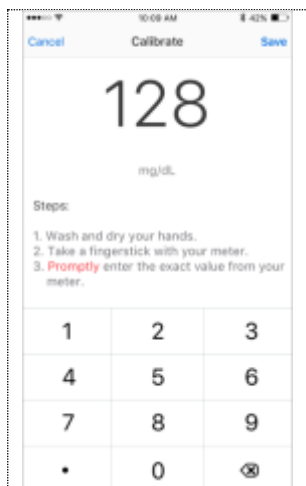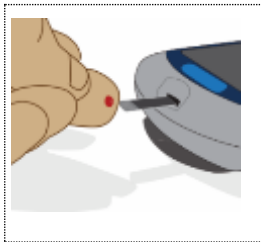- Sensor warmup is complete
- Ready for first calibration

Calibrate

Tap Calibrate icon to enter
your blood glucose reading

App: Calibration

4

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

Sensor default reading for calibration is 120 mg/dL (or the most recent reading).

5

Verify number is correct.
If correct, tap **Confirm**. If you don't tap **Confirm**, BG level isn't saved.
If incorrect, tap **Cancel** and enter correct number.

6
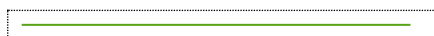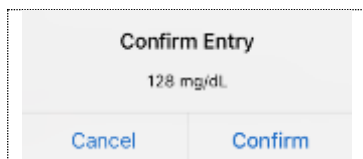
Tap **Calibrate** to enter your second BG reading.
Follow steps 1-5 and enter second reading.

What it means:
- Sensor accepted first calibration
- Ready for second meter reading

7

Calibration accepted: Calibrate icon has no red circle.

Calibrate

8

Your G6 readings begin about 5 minutes after the device accepts your calibrations. Look for the number in the circle above the graph and dots on your trend graph. Each dot represents a single reading taken every 5 minutes.
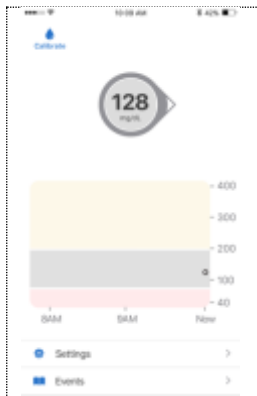
Twelve hours from now, 12 hours after that, and then every 24 hours for the rest of your sensor session, you'll be notified to calibrate:

App Notification

App
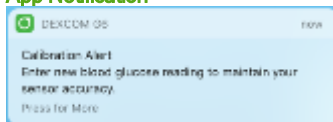
Calibrate

The red circle on the calibrate icon is one way the G6 reminds you to calibrate.

When notified to calibrate:

Tap **Calibrate**.
Repeat steps 1-5 in table above.

Receiver: Calibration

Receiver: Calibration

1

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

2

Use meter to measure the BG from your fingertip.

3

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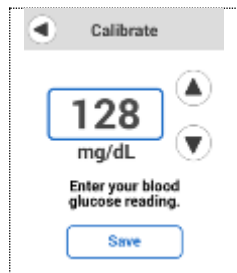Tap **OK**.

What it means:
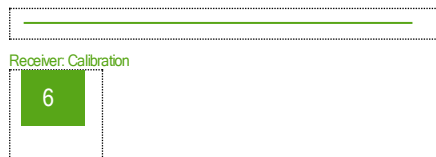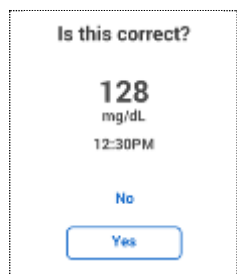- Sensor warmup is done
- Ready for first calibration

4
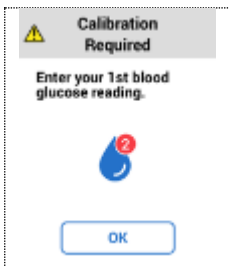
Tap **up/down arrows** to enter meter reading. This example uses 128 mg/dL.
Tap **Save**.

Sensor default reading for calibration is 120 mg/dL (or the most recent reading).

5
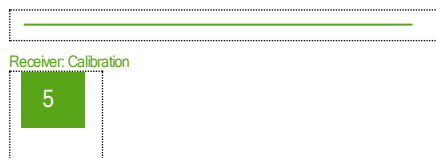
Verify BG value is correct.
If correct, tap **Yes**. If you don't tap Yes, the BG level isn't saved.
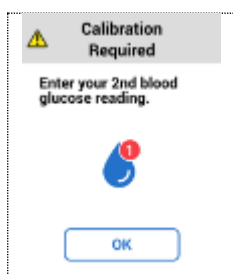If incorrect, tap **No** and reenter.

6

Wait while BG value is accepted.

7

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

8
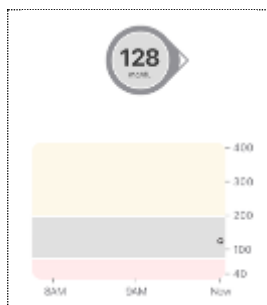
The calibrate icon doesn't have a red circle, so your calibration was accepted and no more are needed for now.

9

Your G6 readings begin about 5 minutes after the device accepts your first two calibrations. Look for the dots on your home screen. Each dot represents a single reading taken every 5 minutes.
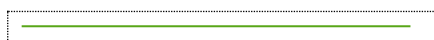
Wait for next calibration notification. You'll get one in 12 hours, then 12 hours after that, and then every 24 hours for the rest of your sensor session.

When notified to calibrate, repeat steps 1-5.

Sound/Vibration Prompts

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

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

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

7.5 Calibrate Only When Prompted (and Exceptions)

Entering extra calibrations will not make your system more accurate. In fact, it can make the system less accurate. To keep your system running well, calibrate only when notified.

There are three exceptions. You should calibrate without being notified when:

1. Your symptoms don't match your CGM information
   Pay attention to how you feel. If you feel low and your CGM tells you differently, use your meter to confirm your glucose level. If the CGM is wrong, enter one extra calibration to get it back on track.

2. It would be more convenient for you to calibrate a few hours earlier than scheduled
   After the first day of your sensor session, calibrations are typically 24 hours apart; however, you can enter them sooner. As an example, if you know your next calibration is due at 10 pm , but you want to go to bed at 9 pm, you can do the calibration before bed, resetting the 24-hour countdown.

3. Your G6 and meter readings aren't within the 20/20 rule
   You're within the 20/20 rule when:
   - Your meter is 80 mg/dL or less and your G6 reading is within ± 20 mg/dL
   - Your meter reading is 80 mg/dL or more and your G6 reading is ± 20%

   For example, if your meter reading is 180 mg/dL, your G6 reading should be between144 and 216 mg/dL. So if your G6 reading is 150, it's within the 20/20 rule and you should not calibrate until notified. If your G6 reading is 220, it's not within the 20/20 rule and you should

calibrate once, even if you're not notified.

7.6 Check In With Jake and Kelly

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

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

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

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

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

I'll apply the 20/20 rule: My meter reading's 65 so my CGM should be between 45 and 85. Well, it's not. It's at 120 now. Time to enter a new calibration – but just one so I don't confuse it.
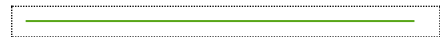
Hi – it's Kelly! This morning I woke up starving! Instead of doing a fingerstick reading and putting it in my app first thing like I usually do, I ate breakfast.

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

"Dad! 360!"

He ran right over and I handed him the meter.

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

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

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

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

Takeaways

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

Calibrating? Remember to wash your hands well!

7.7 What's Covered and What's Coming

Now You Can:

- Describe calibration
- Recognize how to get accurate meter values
- List when you shouldn't calibrate
- Enter calibrations into the G6

What's Next?

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

NEXT STEPS - GETTING THE MOST
OUT OF YOUR DEXCOM CGM

- Read your Home Screen
- Enter Events
- Use Alarm and Alerts
- Make Treatment Decisions
- Share your Glucose Information
- End your Session
- Troubleshoot the G6

Chapter 8

Next Steps:

Home Screen

8.1 Introduction

In this chapter, you'll learn how to read your home screen, identify readings and trends, and understand what they mean.

After this chapter, you'll be able to:
- Navigate using home screen icons
- Locate your reading
- Explain your glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low and High Alert levels on your graph
- Change graph views
- Explain differences between trend arrows

8.2 Home Screen Overview

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

The home screen below is from the Apple app. The Android app and receiver look similar. The only difference is where the Calibrate Icon, Settings Menu, and Event History/Add Event are.

8.3 Glucose Information

This section shows you how to interpret your glucose reading, trend arrow, and graph.
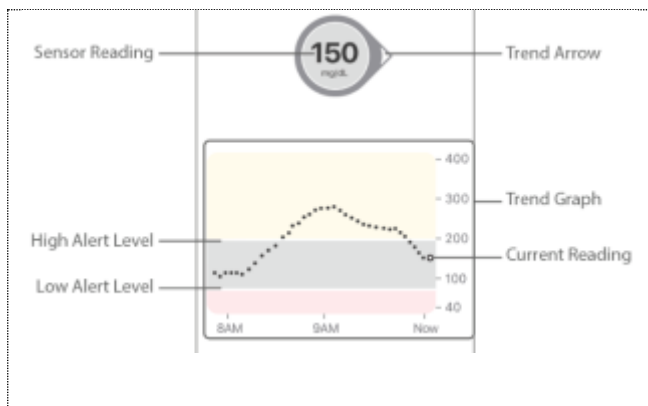
Sensor Glucose Readings

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

202 mg/dL	Yellow: Above target range
123 mg/dL	Gray: Within target range
78 mg/dL	Red: Below target range or in Urgent Low Soon
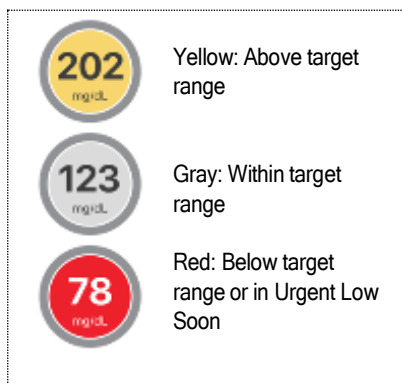
When your most recent glucose reading is above 400 mg/dL or below 40 mg/dL, you won't get a number. Instead, your display device will say HIGH or LOW.

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

Graphs and Events

The graph shows where your readings have been for the past 3 hours. It plots your readings every 5 minutes.
- The most recent reading is the white dot on the right. Black dots are past readings.
- The numbers on the right show glucose level in mg/dL. The numbers on the bottom show the last 3 hours.
- The horizontal white lines show your High and Low Alert levels. Your glucose is:
  - High when your dots are in the yellow area of the graph
  - In your target range (between your high and low alert settings) when in the gray area
  - Low when in the red area
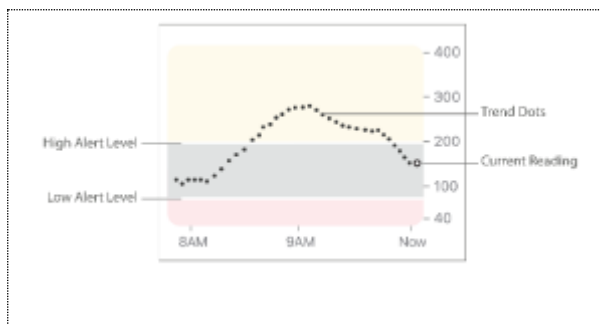
When the transmitter reconnects with the display device after a Signal Loss or similar issue, up to 3 hours of missed readings can fill in on the graph.

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

8.4 Navigation and Status Bar

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

Apple App
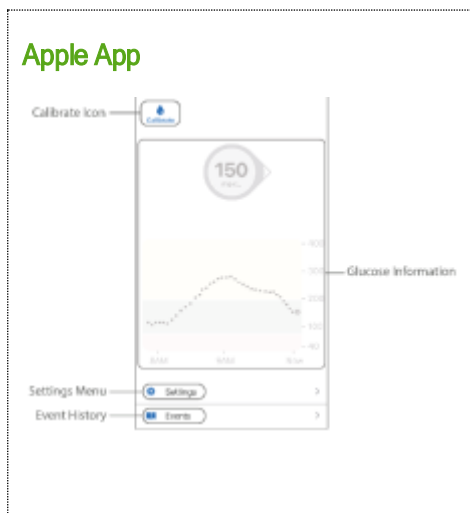
Android App

Receiver
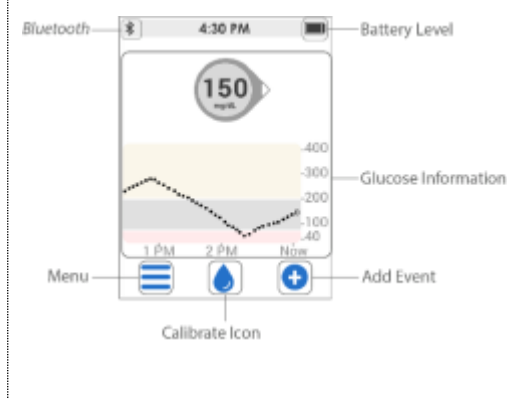
Calibrate icon: The blue drop is the calibrate icon. When you need to enter a new calibration, a red circle shows on the drop.

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

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

Trend Arrows

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

Trend Arrow: Steady

Changing:
- Less than 1 mg/dL each minute
- Up to 15 mg/dL in 15 minutes
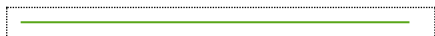
Trend Arrow: Slowly Rising or Falling

Changing:
- 1-2 mg/dL each minute
- Up to 30 mg/dL in 15 minutes

Trend Arrow: Rising or Falling

Changing:
- 2-3 mg/dL each minute
- Up to 45 mg/dL in 15 minutes
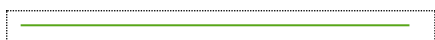
Trend Arrow: Rapidly Rising or Falling

Changing:
- More than 3 mg/dL each minute
- More than 45 mg/dL in 15 minutes
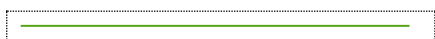
Trend Arrow: None

System can't calculate the speed and direction of your glucose change.
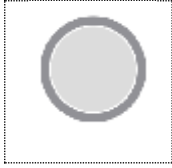
See Chapter 11 for information on using trend arrows to make treatment decisions.

8.5 What's Covered and What's Coming

Now You Can:

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

What's Next?

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

Chapter 9

Next Steps:

Events

9.1 Introduction

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

After this chapter, you'll be able to:
- Define an event
- Describe each type of event
- Add events to the app and receiver

9.2 Events Overview

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

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

Types of Events

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

When you add an event in your app, it shows in Events and CLARITY reports. Do you already use a health app like Apple Health or Samsung Health? If so, you can choose to share readings with them by enabling this option in the Settings menu.

9.3 Enter Insulin Event

This section starts by showing you the screens you use to enter a long-acting insulin dose on the app. Then it reviews steps for setting up your app to send you a daily reminder to take your long-acting insulin. Entering insulin on your receiver is then covered.

App: Enter Long-acting Insulin

App: Enter Long-acting Insulin
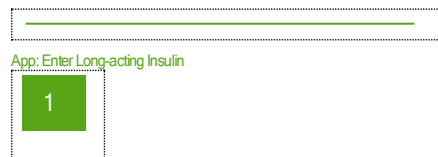
From the Home screen, tap **Events**.

App: Enter Long-acting Insulin

> **2**

Then, tap **Add Event**

_____

> **3**

Tap **Long-Acting Insulin**.

_____

> **4**

How much insulin did you give?
You can't enter the type of insulin, only dosage.
Enter insulin units for each dose, up to 250 units.
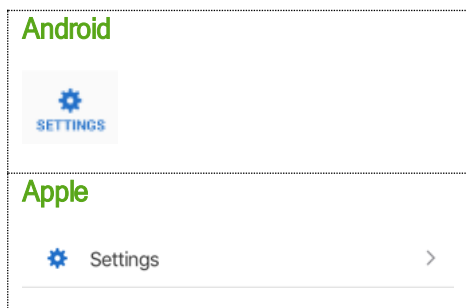

_____

App: Set Up Long-Acting Dose Reminder

You can have the app send you daily long-acting dose reminders.

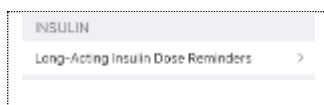Let's say you want to create a reminder to take 15 U of long-acting insulin every day at 10 am. The steps below show you how.

_____

1

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

Android

Apple

2
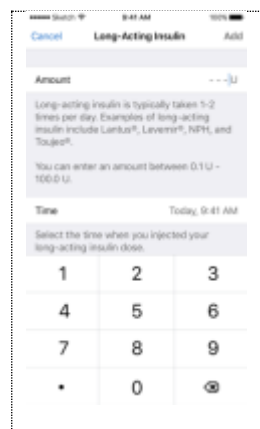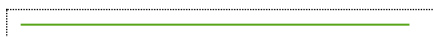
Tap **Long-Acting Dose Reminders**.

INSULIN

Long-Acting Insulin Dose Reminders >

3

There are two reminders you can customize to fit your needs.
Tap **either reminder**.

Time to take your   10:00 AM
long-acting insulin.

Time to take your   OFF
long-acting insulin.
16 U

4
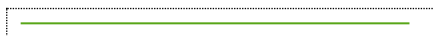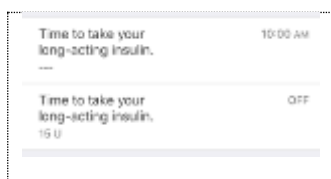
Tap **Reminder switch** to turn it on.

5

Tap **Time** to set the reminder time.

6
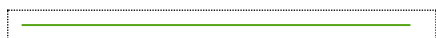
Scroll to the time you want to be reminded. In this example, it's **10 am**.
Android: Selecting a time looks different.

7
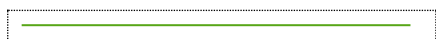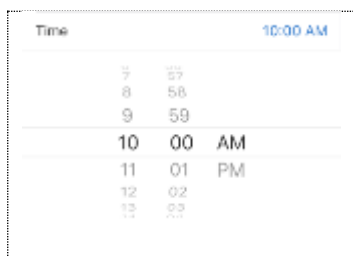
Type in the dose amount. It can be anything from 0.1 to 100.0 units. It's **15** U in this example.
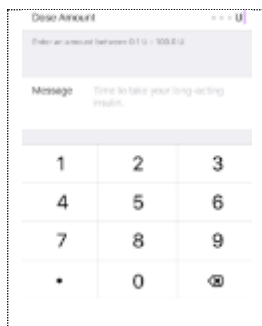
Personalize the reminder message if you'd like.
Tap **Save**.
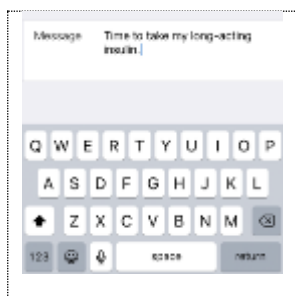
Receiver: Entering Insulin

The steps below show how to enter insulin on the receiver. Unlike the app, you can only log one kind of insulin and you can't set up reminders.

Receiver: Enter Insulin

1

Tap **Add event**.

Receiver: Enter Insulin

2

Tap **Insulin**.

3

Tap arrows to enter Units, up to 250.
When you tap the arrow, number starts at last number entered.
This example uses 10.35 Units.

4

Tap **Edit Date/Time**.

5
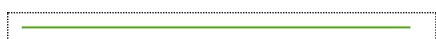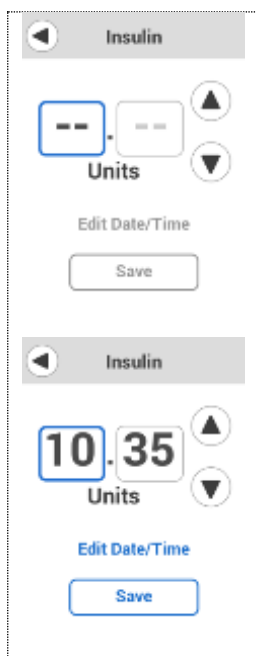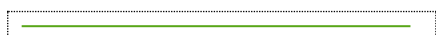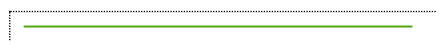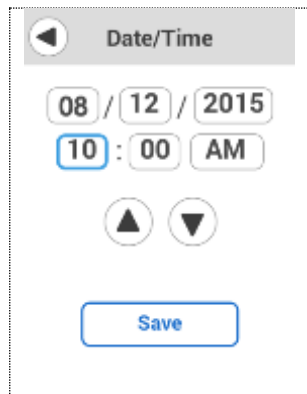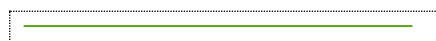
Scroll to **Today at 10:00 am**.

Receiver: Enter Insulin

6

Tap **Save.**

9.4 Other Events

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

- Carbs: When entering carbs, you can add up all carb grams for the snack or meal, up to 250 grams.
- Exercise: You select each exercise's intensity level and duration. Type of exercise isn't an option.
- Health-related events:
  - Illness: Is a cold, flu, or any other temporary illness affecting your well-being?
  - Stress: Are you under stress or feeling anxious?
  - High symptoms: Do you feel high BG symptoms?
  - Low symptoms: Do you feel low BG symptoms?
  - Cycle: Are you on your period?
  - Alcohol: Did you have a glass of wine, beer, or cocktail?

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

9.5 App: Edit or Delete an Event

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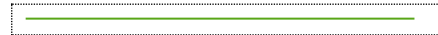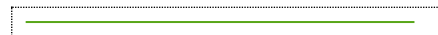
App: Delete Event

1

Tap **Events.**

| 📖 Events | > |

2

Events shows your recent events, newest on the top.
Apple (shown below): Tap **Edit**.
Android: Tap the pencil icon.

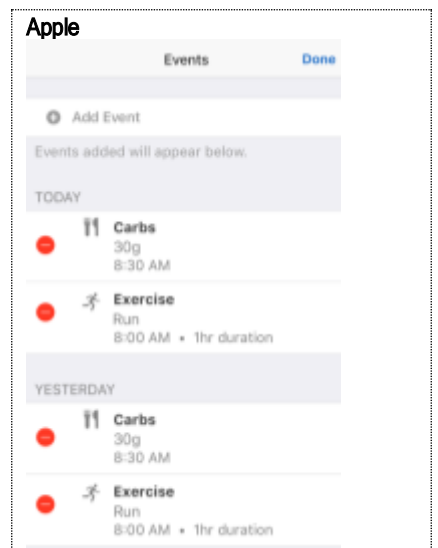Edit

3

Events you added have a red icon, which shows they can be deleted.
Apple (shown below): Red icon is a circle on the left.
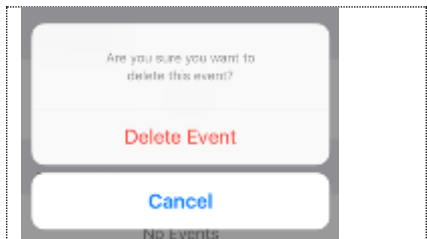**Android**: Red icon is a trash can on the right.

Apple

	Events	Done
⊕ Add Event		
Events added will appear below.		
TODAY		
🍴 **Carbs** 30g 8:30 AM		
🏃 **Exercise** Run 8:00 AM • 1hr duration		
YESTERDAY		
🍴 **Carbs** 30g 8:30 AM		
🏃 **Exercise** Run 8:00 AM • 1hr duration		

Apple: Delete appears on the right. Tap Delete.

4

Tap **Delete Event** to confirm.

9.6 App: View Events

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

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

Landscape shows event details.
Insulin is at the bottom.

Tap labels along top to change time scale. Touch and hold on graph to see details for that time.
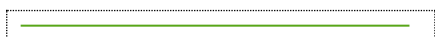
Once you've allowed your *Share* Followers to access your trend graph, they too will be able to view your Events. See Chapter 12 for more information.

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

9.7 What's Covered and What's Coming

Now You Can:

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

What's Next?

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

Chapter 10

Next Steps:

Alarm and Alerts

10.1 Introduction

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

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

10.2 Alarm and Alerts Overview

G6 alarm/alerts can keep you safe from severe lows or highs.

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

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

Keep these things in mind if you use the app:
- Vibrations: The app vibrations can feel the same as other notifications you get from other apps on your smart device. The only way to know if it's from your G6 is to look at it.
- Volume/mute: The app allows your alarm and most important alerts to notify you even when your volume is set too low to hear or silenced. (The only exception is your Signal Loss alert on Apple devices; it doesn't override Silent or Do Not Disturb.) In these cases you may not hear sound on your first notification. You still get a screen notification and a vibration (if your device has a vibration feature). If not cleared after 5 minutes, the alarm/alert repeats at half volume and at full volume after 10 minutes.

Alarm or Alert?

While there are a variety of alerts, there's just one alarm: the Urgent Low Alarm (alarm) at 55 mg/dL. The alarm can't be changed or turned off. As long as your display device is getting readings and notifications, you'll get your alarm.

An alert is a message telling you your glucose trend levels or CGM system needs attention. In this chapter, we focus on these customizable alerts:
- Urgent Low Soon
- Low
- High
- Rise Rate
- Fall Rate
- Signal Loss

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

> **WARNING**
>
> ***Do***: *To get your alarm/alerts, set them on the display device you use.*
>
> **Why:** 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.
>
> **Consequences:** You could have a severe low or high glucose event.

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

> **WARNING**
>
> ***Do:*** *Unplug headphones from your smart device when not in use.*
>
> **Why:** When you have headphones connected to your Android, alarm/alerts will sound through the headphones and the device speaker. On your Apple, they'll sound only in the headphones.
>
> **Consequences:** You could have a severe low or high glucose event.

Alarm/Alerts When You're Low

Urgent Low Alarm

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

What you hear, feel, and see
- Initial alarm: Vibrates 4 times
- Until confirmed: Vibrates and beeps 4 times every 5 minutes.

App Notification

App

Receiver notification

Receiver
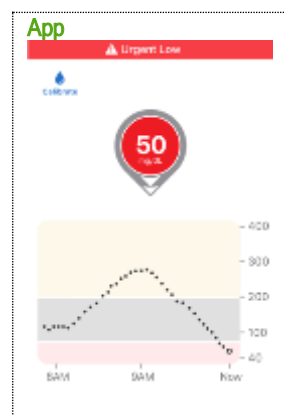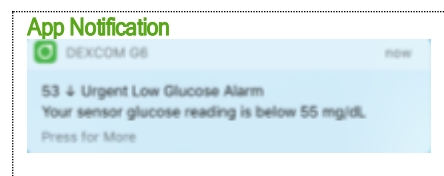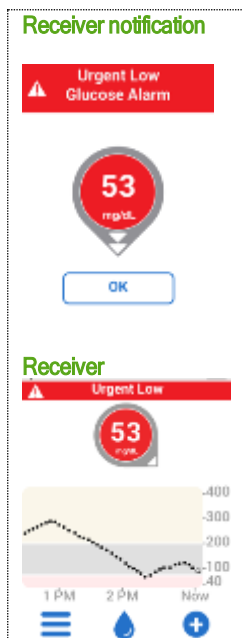
Urgent Low Soon Alert

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

**What you hear, feel, and see**
- Initial alert: Vibrates 6 times
- Until confirmed: Vibrates and beeps 6 times every 5 minutes.
- Updates: 15 minutes later, you get another Urgent Low Soon Alert if you're still falling so quickly you'll be at or below 55 mg/dL within 20 minutes

App Notification

App

Receiver Notification

⚠ Urgent Low Soon
Act now to prevent low

110
mg/dL

OK

Receiver

⚠ 55 mg/dL within 20 mins

110
mg/dL

400
300
200
100
40

1 PM   2 PM   Now
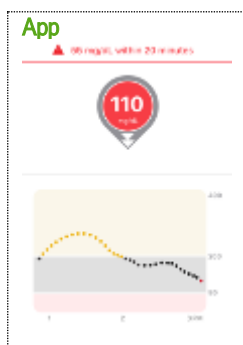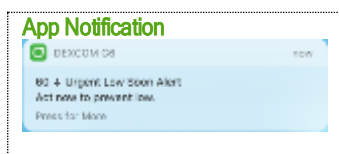
Low Alert

When you aren't falling quickly, but your reading is below the level you set, you get your Low Alert.
During initial setup, you set your Low Alert level.

What you hear, feel, and see
- Initial alert: Vibrates 3 times
- Until confirmed: Vibrates and beeps 3 times every 5 minutes.

App Notification

DEXCOM G6   now

75 ↓ Low Glucose Alert
Your sensor glucose reading is below 80 mg/dL.
Press for More

App

Low Glucose Alert
Your sensor glucose reading is below
75 mg/dL

OK

Receiver
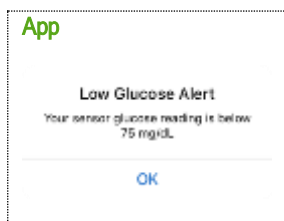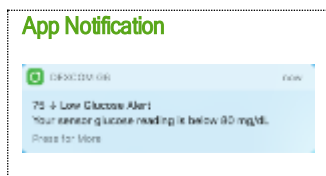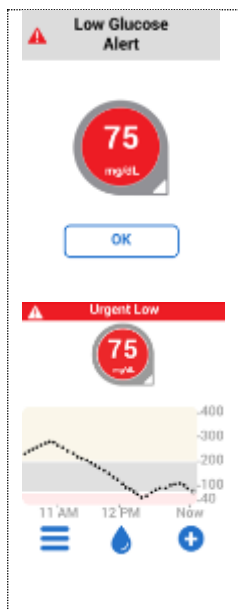
When Do You Get Which Alert?

You always get your Urgent Low Alarm.

Depending on how quickly you'll be at 55 mg/dL, you either get your Urgent Low Soon Alert or your Low Alert:
- Within 20 minutes? You get the Urgent Low Soon Alert
- Not that fast? You get the Low Alert.

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

Alert When You're High

Your High Alert tells you when your readings are above your target glucose range.
During initial setup, you set your High Alert level.

What you hear, feel, and see
- Initial alert: Vibrates 2 times
- Until confirmed: Vibrates and beeps 2 times every 5 minutes

App Notification

App

Receiver Notification

Receiver
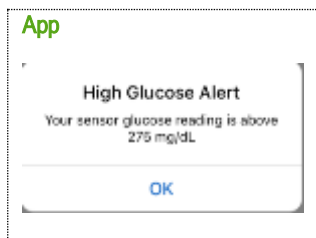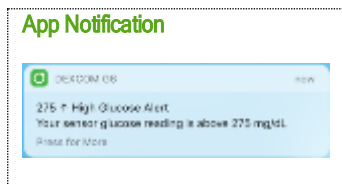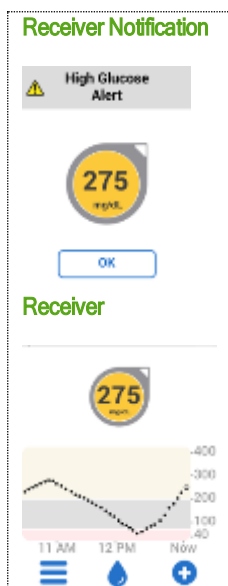
Other Customizable Alerts

Rise Rate and Fall Rate Alerts

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

What you hear, feel, and see
Rise Rate Alert
- Initial alert: Vibrates 2 times
- Until confirmed: Vibrates and beeps 2 times every 5 minutes

Fall Rate Alert
- Initial alert: Vibrates 3 times
- Until confirmed: Vibrates and beeps 3 times every 5 minutes

App Notification

App

Receiver Notification

Receiver
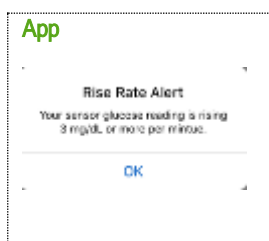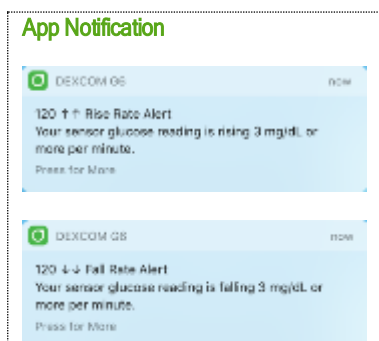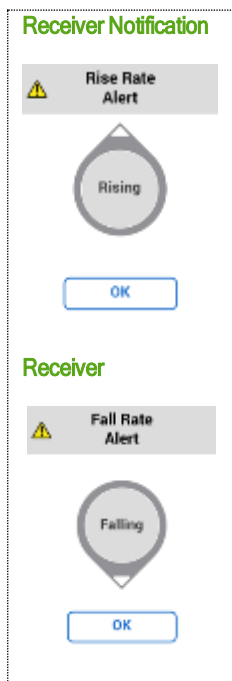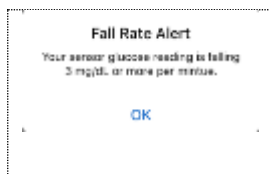
Signal Loss Alert

The Signal Loss Alert tells you when you're not getting readings. Your display device may be too far from your transmitter or there may be something, such as a wall or water, between your transmitter and your display device. You can fix this by moving your display device closer to your transmitter. During signal loss, use your meter to check your glucose and make any treatment decisions.

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

Apple: Unlike other alerts, Signal Loss can't make a sound or vibrate if your smart device is Silenced or in Do Not Disturb mode.

What you hear, feel, and see
- Initial alert: Vibrates once
- Until confirmed: Vibrates and beeps once every 5 minutes
- All other system alerts also vibrate and beep once

App Notification

App

Receiver Notification

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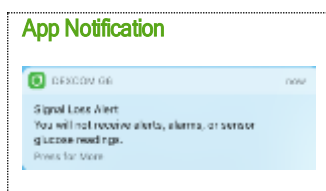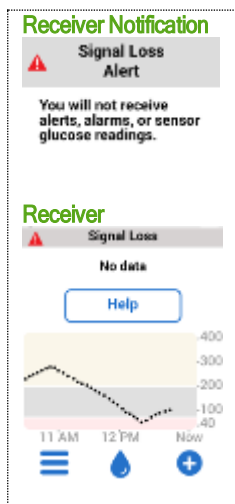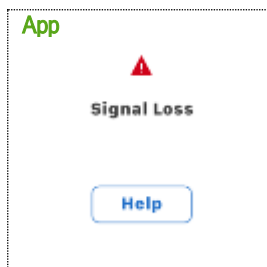
There are many more alerts that you can't customize. See Appendix I.

10.3 Check In With Kelly

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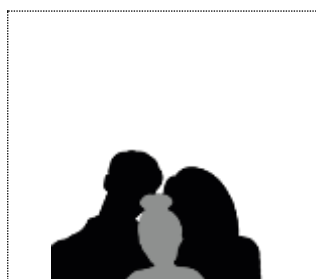
Hi – it's Kate, Kelly's mom.

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

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

I love the Urgent Low Soon! With it, I can **prevent** lows instead of just **react** to them. It's so much healthier for Kelly and so much less stressful for all of us.

Takeaway

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

10.4 Confirming Alarm/Alerts

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

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

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

Confirm Alarm/Alerts Example

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

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

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

App Notification

App

Receiver Notification
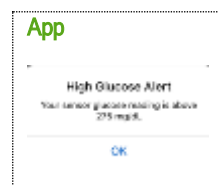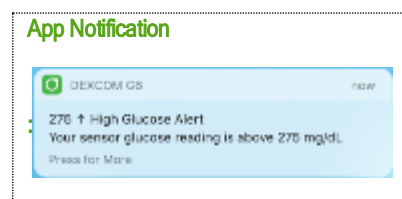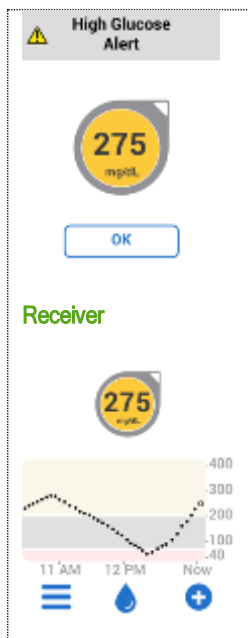
Receiver

10.5 Customizing Your Alerts

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

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

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

Before changing your alert levels, talk with your HCP.

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

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

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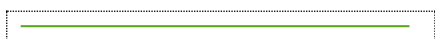
App: Customizing Alerts
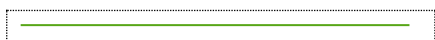
App: Customize Alerts

1

Tap **Settings**.

2

Tap **Alerts**.

Alerts	>

3

Your high alert level shows. If your high alert was off, it would show Off instead.
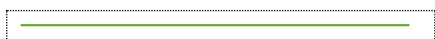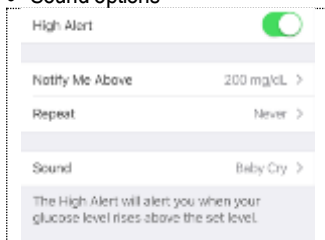Tap **High** to see its settings.

High	200 mg/dL >

4

This screen shows your current High alert settings.

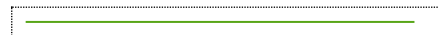Alerts have:
- On/off switch
- Notify me options
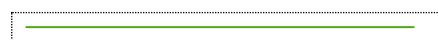- Sound options

5

Check **High Alert** is on:
- On – colored
- Off – gray

6

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

7

Scroll selection wheel to level you want – in this example, 190 mg/dL.
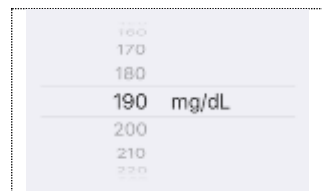
8

Save the new High Alert glucose level.
- **Apple** (shown below): Tap **Back**.
- **Android**: Tap **Save**.

9
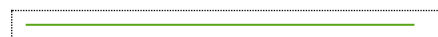
Tap **Repeat** to change how often your High Alert repeats after confirming. Repeats only if you stay above your high glucose level.

Repeat   Never >
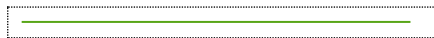
10

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

< Back   Repeat

Repeat Every   2 hr, 0 min

0
1
2   00
3   05
4   10
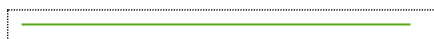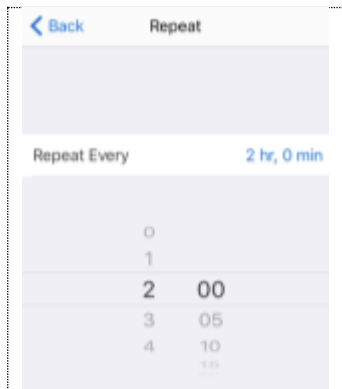
11

Save your new repeat time.
Apple (shown below): Tap **Back**.
Android: Tap Save.

Repeat shows how often you'll get notified.

< **Back**

12

Tap **Sound** to customize alert sound.

Sound   High Alert >
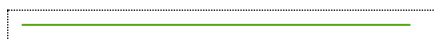
13

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

Door Bell   ✓

14

Save your new alert sound.
Apple (shown below): Tap Back.
Android: Tap Save.

❮ Back

15

Tap the back arrow until you see your home screen.
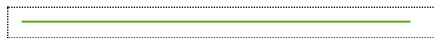
Receiver: Customizing Alerts

Follow these steps to change your receiver alerts. In this example, we'll be changing the High Alert setting to 190 mg/dL, repeating every 2 hours. Later, we'll change the sound, too.
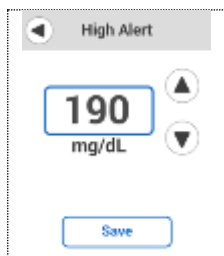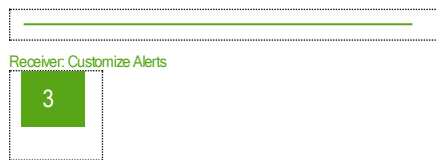
1

Tap **Menu**.

2

Tap **Settings**.

◀ High Alert

190
mg/dL
▲
▼

Save

Receiver: Customize Alerts

| 3 |

Tap **Alerts**.

⚠ Alerts

Receiver: Customize Alerts

| 4 |

Tap **High.**

High

Receiver: Customize Alerts

| 5 |
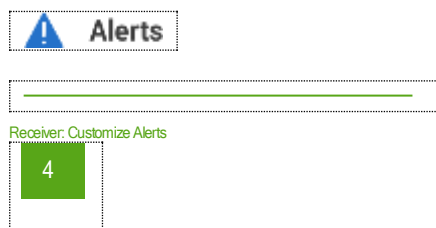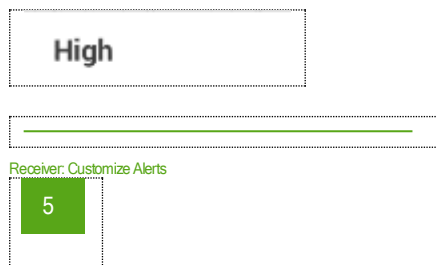
Check **High Alert** is on.

Description
This screen shows your current High Alert settings.

| ◄ High Alert |
On/Off	On
Level	200 mg/dL
Repeat	0 min
Alerts you when your glucose levels rise above the level you set.

Receiver: Customize Alerts

| 6 |
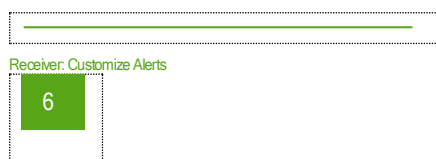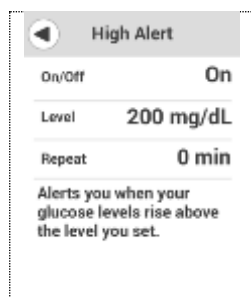
Tap **Level** to set the High Alert level.

| Level | 200 mg/dL |

7

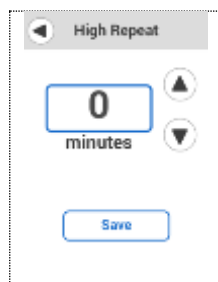Tap arrows – in this example, the **down arrow,** to 190 mg/dL – to change the High Alert.
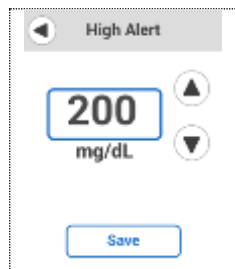
8

Tap **Save**.

9

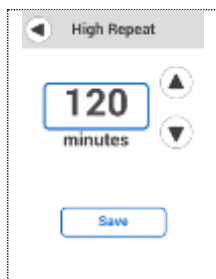Tap **Repeat** to change how often your High Alert repeats after initial alert and confirm.

10
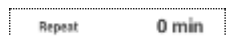
Tap arrows – in this example, the **up arrow** to 120 minutes, or 2 hours. Repeat range is 15 minutes to 4 hours.
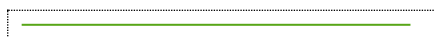
Tap **Save**.

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

Sounds

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

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

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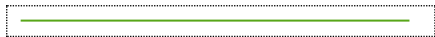
Receiver Sound: Vibrate

Vibration only. No sound (except your receiver vibrating).
Exceptions: Urgent Low Glucose Alarm and Urgent Low Soon Alert always beep and vibrate.
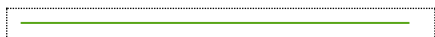
Receiver Sound: Soft

Quiet beeps.

Receiver Sound: Normal
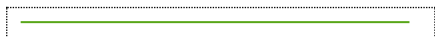
Medium volume beeps.
Default sound.

Receiver Sound: Attentive

Rising melody for High and Rising Alerts.
Dropping melody for Low and Falling Alerts.

Receiver Sound: Hypo Repeat

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

Receiver: Test Sound

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

Customizing Sounds

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

This list shows how to change your sound and try it out.
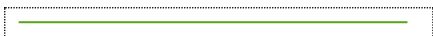
Receiver: Customize Sounds

1

Tap **Menu**.

Receiver: Customize Sounds

2

Tap **Settings**.

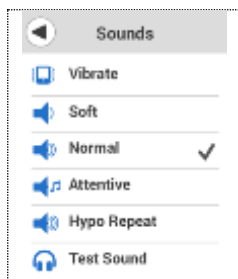Receiver: Customize Sounds

3

Tap **Sounds**.

Receiver: Customize Sounds

4

Selected sound has checkmark. Default is Normal.

Tap your choice.
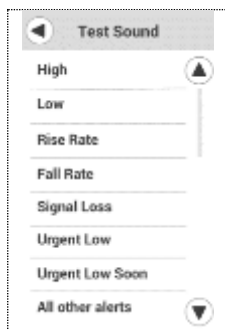
Receiver: Customize Sounds

| 5 |

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

Receiver: Customize Sounds

| 6 |

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

10.6 Why Customize Alerts?

What can customizing alerts do for you? Use your alerts to help you achieve your goals. What are you trying to change about your diabetes management? Are you concerned because you go high too often? Or do you want to know when you go low but don't feel it? Maybe you want to bring your A1C down? Talk to your HCP about using your G6 to optimize your health.

10.7 Check In With Jake and Kelly

What does customizing alerts do for day-to-day life? Let's check in with Jake and Kelly to see how they use it to manage their diabetes.
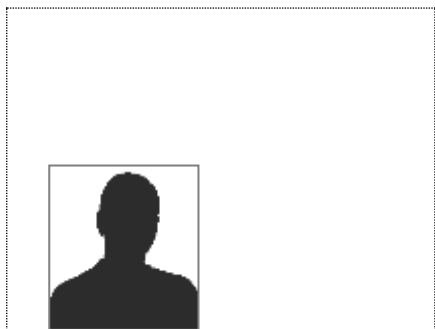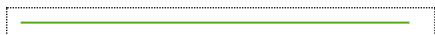
Hi – it's Jake. I figured out how to use repeat with my high alert to avoid insulin stacking!

Check this out! I'd taken insulin to cover dinner but then ended up having a couple bites of dessert, too. My high alert went off; I have it set to 275. Here's the trick: I had my repeat set to 2 hours, which gives the insulin I already took time to act. So I didn't take more insulin because I knew I could confirm the alert and it would remind me in 2 hours if I was still high.

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

I also wanted to let you know how I used my high alert setting to lower my A1C. I just met with my endocrinologist and my A1C has dropped from 10 to 8.5! Yes!

At our last appointment a couple months ago, she explained what an A1C of 10 meant. "So Jake," she said, "your average blood glucose is 275 mg/dL! That's elevated -- almost seriously elevated." Almost seriously elevated? That's bad. Then she gave me some tips for bringing that down. Let me tell you what I did!

The first month, I set my High Alert at 285 so I'd know when I was just a little over my average and could take a walk to bring it down right then. I went on a lot of walks! Seriously, I should get a dog.

That went pretty well, so the next month, as planned, I lowered my High Alert to 275. That was tougher at first, but between the walks and insulin, I got it to work. And hey! Look at those results! Getting the information that I was a little high in time to do something about it made a huge difference over 2 months. I'm sticking with this! I bet I can get my A1C to 9 for my next visit!
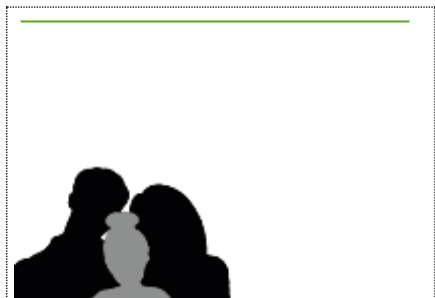
Hi! It's Kate, Kelly's mom. Her dad and I are concerned because she doesn't seem to feel her lows.

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

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

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

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

Takeaway

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

10.8 App: Alert Schedule

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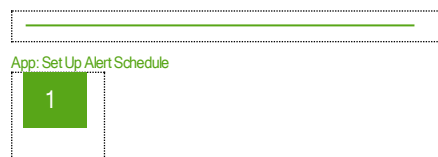
Alert Schedule lets you add one schedule.

When you first turn on Alert Schedule, your glucose alert settings are copied into your schedule. You're guided through setting one up. Follow the steps below to copy your glucose alert setting and change them for workdays.
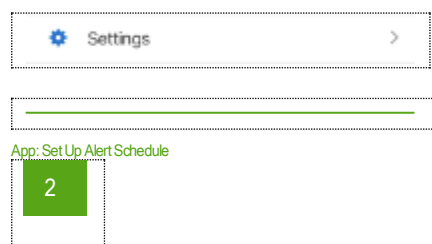
In this example, your workdays schedule will make your High Alert vibrate between 8 am and 5 pm, Monday through Friday. During these times, your Low Alert will be at 70 mg/dL and your High Alert will be at 200 mg/dL. Evenings and weekends – when this schedule isn't in effect – your alarm/alerts will make the sounds and notify you at the levels you set outside the Alert Schedule.

We'll set up your High and Low levels first, then change the scheduled High Alert to vibrate.
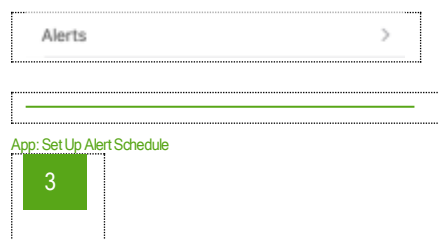
App: Setting Up Alert Schedule

App: Set Up Alert Schedule

1

Tap **Settings**.

⚙ Settings >

App: Set Up Alert Schedule

2

Tap **Alerts**.
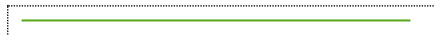
Alerts >

App: Set Up Alert Schedule

3

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

App: Set Up Alert Schedule

4

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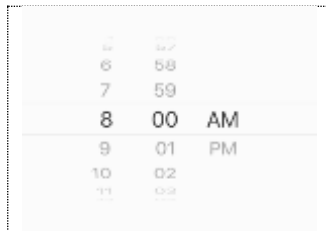

App: Set Up Alert Schedule

5

Workdays schedule starts at 8 am.
Scroll to **8 am**.
Tap **Next**.
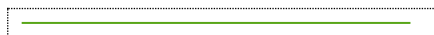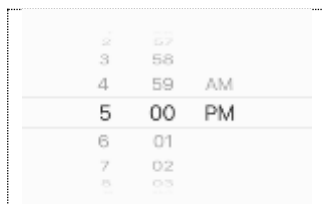**Android**: Selecting a time looks different.

App: Set Up Alert Schedule

6

Scroll to **5 pm**, when your workday ends.
Tap **Next**.
Android: Selecting a time looks different.

App: Set Up Alert Schedule

Select **Every Monday** through **Every Friday** so the schedule covers all workdays.
Tap **Next**.

App: Set Up Alert Schedule

Select **70** as your low glucose alert level for this schedule.
During the days and times this schedule is in effect, you'll get your Low Alert when your glucose reading reaches 70 mg/dL.
Tap **Next**.

App: Set Up Alert Schedule

Select **200** as your high glucose alert level for this schedule.
During the days and times this schedule is in effect, you'll get your High Alert when your glucose reading reaches 200 mg/dL.
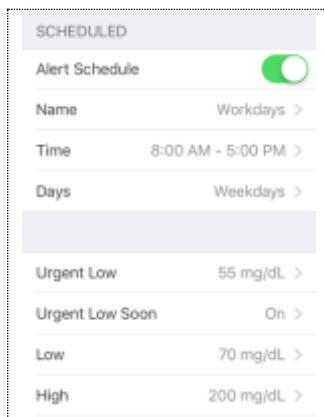Tap **Next**.

App: Set Up Alert Schedule

Review the settings for your Alert Schedule.

Tap **Done** to save.

SCHEDULED	
Alert Schedule	⬤
Name	Workdays >
Time	8:00 AM – 5:00 PM >
Days	Weekdays >
Urgent Low	55 mg/dL >
Urgent Low Soon	On >
Low	70 mg/dL >
High	200 mg/dL >

App: Changing Alert Schedule

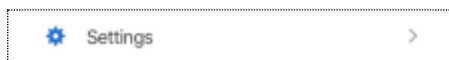Now that the schedule is set up, we'll change the scheduled High Alert to vibrate.

App: Change Alert Schedule

1

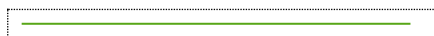Tap **Settings**.

⚙ Settings	>

App: Change Alert Schedule

2

Tap **Alerts**.

Alerts	>

App: Change Alert Schedule

3

When Alert Schedule is on, there are two groups of settings in the Alerts menu: General and Scheduled.
- General shows your settings during the days and times that aren't in a schedule
- Schedule shows settings for days and times that are scheduled

In the Scheduled section, tap **High**.

App: Change Alert Schedule

4

Tap **Sound.**

App: Change Alert Schedule

5

Tap **Vibrate Only**.

App: Change Alert Schedule

6

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

10.9 What's Covered and What's Coming

Now You Can:

- Define alarm and alerts
- Recognize different alarm/alerts
- Turn alerts on and off
- Describe what to do when you get a Signal Loss Alert

- Confirm an alert on your app and receiver
- Customize your alerts on your app and receiver
- Adjust your alert sounds
- Use Repeat to avoid insulin stacking

What's Next?

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