# Dexcom G6

# Using Your G6

- Welcome
- Home Screen Overview
- Alarm and Alerts
- Treatment Decisions
- Ending Your Sensor Session
- Appendices

Instructions available in Spanish at **dexcom.com/ayuda**

Las instrucciones están disponibles en español en **dexcom.com/ayuda**

**WARNING:**

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

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

# Table of Contents

# Chapter 1: Welcome!

Congratulations on making the Dexcom G6 Continuous Glucose Monitoring (CGM) System (G6) part of your life!

## 1.1 Get Started

### In Your Kit

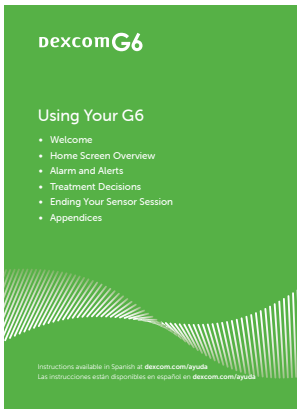To set up your G6, use these resources that come with it:

- Start Here



or

- Your First 10-Day Sensor Session tutorial available at dexcom.com/guides

Both the tutorial and Using Your G6 introduce you to the home screen, guide you through making treatment decisions, and show you how to end your sensor session.

## Additional Resources

Dexcom CARE is a team of trainers and certified diabetes educators dedicated to helping you with your new G6. They provide live, interactive support and webinars to get you started and keep you informed.

Contact them for individualized support or to register for free online webinars at:

- dexcom.com/dexcom-care
- Toll free: 1.888.738.3646
- Toll: 1.858.200.0200

Available Monday–Friday 6 am–5 pm PT, and Saturdays 7 am–1:30 pm PT (subject to change)

## 1.2 Learn More

Want to learn more?

The user guide is a comprehensive look at the G6, reviewing all of its features. Download the user guide as or ask for a printed version.

- Download a PDF at dexcom.com/guides
- Complete online form to receive a free printed copy at dexcom.com/guides
- Ask for a free copy by phone

  Toll free: 1.888.738.3646

  Toll: 1.858.200.0200

# Chapter 2: Home Screen Overview

You spend most of your time on the home screen. It gives you your G6 sensor glucose readings (G6 readings) and trend information and gets you to other G6 functions.

The next section labels all the home screen features. Later we review how to interpret your G6 readings, trend arrows, and graph, followed by how to navigate to other functions.

## 2.1 Home Screen Features

Below are home screens from the Apple app, Android app, and receiver. While the sensor glucose information is the same, navigation is slightly different.

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

**Apple:**

**Android:**

SHARE

Always Sound

G6 Reading ———— **150** mg/dL

Trend Arrow

Settings Menu

SHARE

SETTINGS

Trend Graph

High Alert Level

— 400

— 300

— 200

Current Reading

Low Alert Level

— 100

— 40

8AM        9AM        Now

Event History ———— Events        >

**Receiver:**

Bluetooth

13:20

Battery Level

G6 Reading ———— **150** mg/dL

Trend Arrow

Trend Graph

High Alert Level

-400

-300

-200

Current Reading

Low Alert Level

-100

-40

11A        12PM        Now

Menu

Add Event
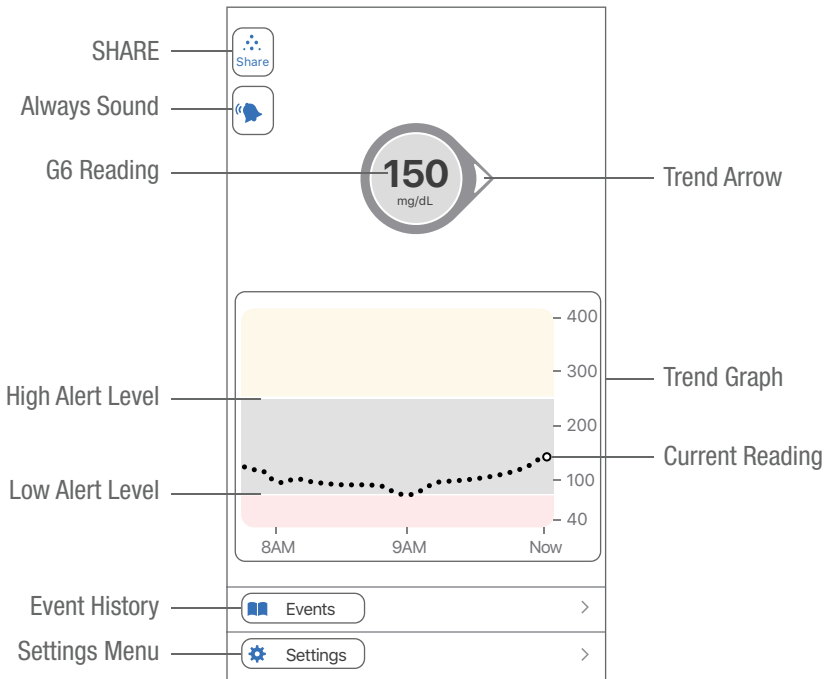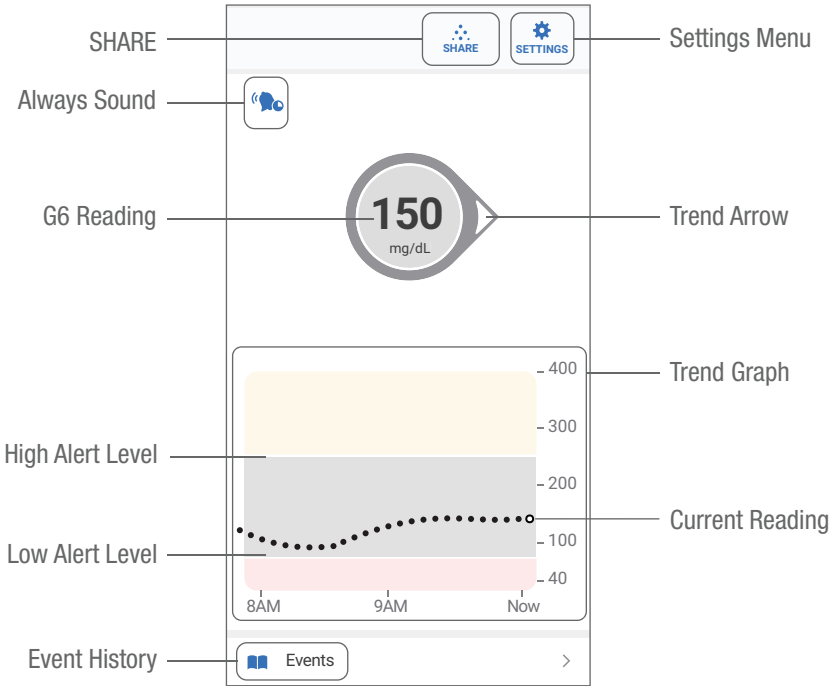
## 2.2 G6 Reading, Trend Arrow, and Graph

### Where You Are Now

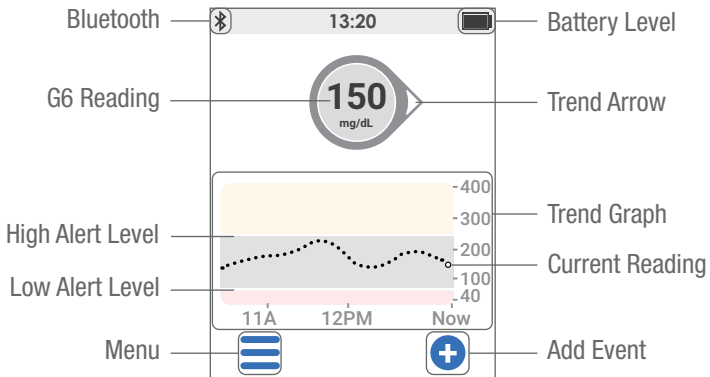On the home screen, numbers and color tell you where you are now. The number is your G6 reading. It updates every 5 minutes. The number's background color shows whether your G6 reading is low, high, or in your target range.

**68** mg/dL — Red = Low

**252** mg/dL — Yellow = High

**123** mg/dL — Gray = In Target

The background is also red when your glucose is falling so fast you will be at or below 55 mg/dL within 20 minutes (see Urgent Low Soon Alert).

### Where You Are Going

To know where you're going, look at your trend arrows.

| Trend Arrows | Where Your Glucose Is Going | |
|---|---|---|
| | **Steady** | Changing up to:<br>• 1 mg/dL each minute<br>• 30 mg/dL in 30 minutes |
| | **Slowly rising or falling** | Changing:<br>• Between 1-2 mg/dL each minute<br>• Up to 30-60 mg/dL in 30 minutes |
| | **Rising or falling** | Changing:<br>• Between 2-3 mg/dL each minute<br>• Up to 60-90 mg/dL in 30 minutes |
| | **Rapidly rising or falling** | Changing more than:<br>• 3 mg/dL each minute<br>• 90 mg/dL in 30 minutes |
| | **No arrow** | Cannot determine trend |

## Where You Have Been

The dot on the right is the current G6 reading. The dots to the left are G6 readings taken earlier.

The graph's background colors also show where your G6 readings are:

- Gray: G6 readings are in your target range
- Yellow: G6 readings are above your High Glucose Alert setting
- Red: G6 readings are below your Low Glucose Alert setting

Yellow = High

Gray = In Target

Red = Low

400

300

200

100

40

8AM          9AM          Now
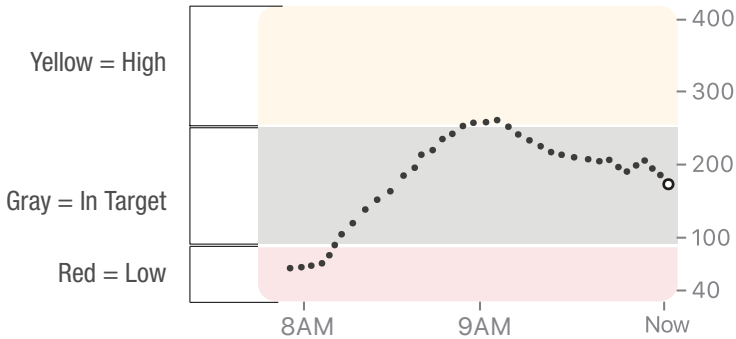
# Home Screen Issues

Sometimes you don't get G6 readings or you won't see a number, just a message. Those are times you won't get alarm/alerts.

| What You See | | What It Means |
|---|---|---|
| **Low** mg/dL | | Your G6 reading is 40 mg/dL or below |
| **High** mg/dL | | Your G6 reading is 400 mg/dL or above. |
| **App**  Signal Loss Alert — You will not receive alerts, alarms, or sensor glucose readings. — OK | **Receiver** ⚠ Signal Loss Alert — You will not receive alerts, alarms, or sensor glucose readings. — OK | An error message means your G6 isn't working and you won't get alarm/alerts or G6 readings. (See Appendix A.) |

## 2.3 Home Screen Navigation

You can access other G6 features using the navigation icons.

The app and receiver navigation icons and features are almost the same.

## App Navigation

| Navigation Icon | What It Means |
|---|---|
| **Settings** | Tap to:<br>• Customize your CGM, such as Share and alert settings<br>• Calibrate<br>• Get support information<br>• End your sensor session<br>• And more |
| **Events** | Tap to add or delete these events:<br>• Carbohydrates<br>• Insulin<br>• Stress or illness<br>• Exercise |

## Receiver Navigation

| Navigation Icon | What It Means |
|---|---|
| **Menu** ▬▬ | Tap to: <br> • Customize your CGM, such as alert settings <br> • Change the screen's brightness in **Settings** <br> • Turn off the receiver <br> • Calibrate and add an event <br> • Change Graph Height in **Settings** <br> • Enable Discreet Alerts and Tap Feedback in **Settings** > **Options** <br> • End your sensor session <br> • And more |
| **Add Event** ➕ | Tap to add events, such as: <br> • Carbohydrates <br> • Insulin <br> • Stress or illness <br> • Exercise <br> You can't delete events on your receiver. |

# Chapter 3: Alarm and Alerts

Your alarm and alerts help you stay in your target range. They tell you when you:

- Are out of your target range
- Are at or below 55 mg/dL
- Will be at 55 mg/dL in less than 20 minutes

Keep your alerts on: They are an important part of making G6 treatment decisions. Talk to your healthcare professional about the best Low and High Alert settings for you.

When using both the app and the receiver at the same time, change alert settings and confirm alarm/alerts on each device.

## 3.1 Low Alarm and Low Alerts

| What You See | | What It Means |
|---|---|---|
| **App** <br><br> **Urgent Low Glucose Alarm** <br> Your sensor glucose reading is below 55 mg/dL. <br><br> OK | **Receiver** <br><br> ⚠ **Urgent Low Glucose Alarm** <br><br> **53** mg/dL <br><br> OK | **Urgent Low Alarm** <br><br> Lets you know when your sensor glucose is at or below 55 mg/dL. <br><br> You can't change or turn off your Urgent Low Alarm. |
| **App** <br><br> **Urgent Low Soon Alert** <br> Act now to prevent low. <br><br> OK | **Receiver** <br><br> ⚠ **Urgent Low Soon** <br> **Act now to prevent low** <br><br> **110** mg/dL <br><br> OK | **Urgent Low Soon Alert** <br><br> Lets you know you're falling **fast**. You will be at or below 55 mg/dL within 20 minutes regardless of where you are now. <br><br> You can turn off your Urgent Low Soon alert. It is on by default. |

| What You See | | What It Means |
|---|---|---|
| **App** | **Receiver** | **Low Glucose Alert (Low Alert)** |
| Low Glucose Alert<br>Your sensor glucose reading is below 65 mg/dL.<br>OK | ⚠ Low Glucose Alert<br>65 mg/dL<br>OK | Lets you know your G6 reading is below your target range, but you're not falling fast enough to get an Urgent Low Soon Alert.<br><br>You can change your Low Alert:<br>• On by default; can be turned off<br>• Choose the alert level and sound |

## 3.2 High Alert

| What You See | | What It Means |
|---|---|---|
| **App** | **Receiver** | **High Glucose Alert (High Alert)** |
| High Glucose Alert<br>Your sensor glucose reading is above 275 mg/dL.<br>OK | ⚠ High Glucose Alert | Lets you know when your G6 sensor reading is above your target range.<br><br>You can change your High Alert:<br>• On by default; can be turned off<br>• Choose the alert level and sound |

# 3.3 Changing Alerts

Talk to your healthcare professional before changing your alert settings. They can help you find the best settings to manage your diabetes without getting too many alerts. Go to **Settings** > **Alerts** (Receiver: **Menu** > **Alerts**) and tap an alert to change it.

## App

| GENERAL | |
|---|---|
| Urgent Low | 55 mg/dL > |
| Urgent Low Soon | On > |
| Low | 80 mg/dL > |
| High | 200 mg/dL > |
| Rise Rate | Off > |
| Fall Rate | Off > |
| Signal Loss | On > |
| No Readings | On > |

SCHEDULED

Alert Schedule

Allows you to create different alert settings for a different time period (e.g. sleeping at night).

## Receiver

Alerts
- High
- Low
- Urgent Low Soon
- Rise Rate
- Fall Rate
- Signal Loss
- No Readings
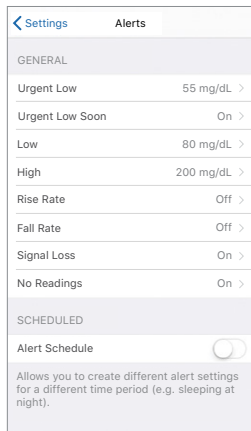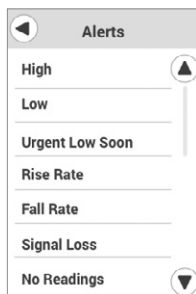
# Chapter 4: Treatment Decisions

With Dexcom G6 CGM (G6), you can make treatment decisions without using your blood glucose (BG) meter (meter).

But sometimes you must use your meter instead of the G6. And other times it's best not to treat, just watch and wait.

Work with your healthcare professional to review what works best for you when making treatment decisions.

## 4.1 When to Use Meter Instead of G6

Rely on your BG meter for treatment decisions in these situations:

- G6 doesn't show both a number and arrow.

  For example, if your home screen displays any of these:

| When you see | | Notice |
|---|---|---|
| **Low** mg/dL | | No number |
| **252** mg/dL | | No arrow |
| **App** <br> Signal Loss Alert <br> You will not receive alerts, alarms, or sensor glucose readings. <br> **OK** | **Receiver** <br> ⚠ **Signal Loss Alert** <br> **You will not receive alerts, alarms, or sensor glucose readings.** <br> **OK** | No number or arrow |

In other words, no number, no arrow, no CGM treatment decision.

- Your G6 readings don't match your symptoms.

  For example, you don't feel right but your G6 readings show you in target. Wash your hands thoroughly and use your meter. If the meter value matches your symptoms, use that value to treat. Then, if you want to align your G6 with your meter, calibrate. You don't have to calibrate, but you can. (See Appendix A).

  In other words, when in doubt, get your meter out.

## 4.2 When to Watch and Wait

There are times when you shouldn't treat at all, just watch and wait.

**Stacking insulin:** Don't stack insulin by taking doses too close together. Wait at least 2 hours between doses so you don't accidentally force your glucose down too low. Sometimes, it is best to watch and wait.

## 4.3 How to Use the Trend Arrows

The trend arrows help you decide how much to dose.

**Up arrow:** Take a little more insulin

**Down arrow:** Take a little less insulin
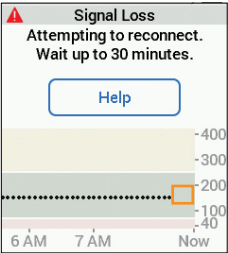
# 4.4 Practice Making Treatment Decisions

Use the examples below to practice making treatment decisions.

Discuss them with your healthcare professional and review:

• When you need to use your meter

• How you can use your G6

• When to watch and wait instead of treat

| Situation | Solution |
|---|---|
| **Early morning:**<br><br>Your Low Alert wakes you up.<br><br>**You see:**<br><br>70 mg/dL | **Think about:**<br>• Number and Arrow: You have both.<br>   • Number: Your glucose is low–70 mg/dL.<br>   • Slowly Falling Arrow: Glucose is falling 1–2 mg/dL each minute.<br>**What you should do:**<br>• Use your G6 to treat as you normally would. |
| **Breakfast time:**<br><br>Ninety minutes later you're sitting down for breakfast.<br><br>**You see:**<br><br>132 mg/dL | **Think about:**<br>• Number and Arrow: You have both.<br>• Up Arrow: Glucose is rising 2 mg/dL each minute.<br>**What you should do:**<br>• Use your G6 to treat. Take your normal dose and, because of the up arrow, a little more. |

| Situation | Solution |
|---|---|
| **After Breakfast:**<br><br>Thirty minutes after dosing to cover breakfast, you get a High Alert.<br><br>**You see:**<br><br>**257** mg/dL | **Think about:**<br><br>• Insulin: You took insulin less than an hour ago. It takes time to work.<br><br>**What you should do:**<br><br>• Nothing. Watch and wait to avoid stacking insulin. Don't treat for at least another hour and a half. |
| **An hour later:**<br><br>You watched and waited.<br><br>**You see:**<br><br>**179** mg/dL | **Think about:**<br><br>• Insulin: The insulin you took with breakfast has you back in your target range.<br><br>**What you should do:**<br><br>• Nothing. No treatment needed. |
| **Mid-morning:**<br><br>You are about to have a mid-morning snack.<br><br>**You see:**<br><br>⚠ **Signal Loss**<br>Attempting to reconnect.<br>Wait up to 30 minutes.<br>[ Help ]<br>-400<br>-300<br>-200<br>-100<br>-40<br>6 AM   7 AM        Now | **Think about:**<br><br>• No Number and No Arrow: You have neither. Notice the gap in G6 readings.<br><br>• Error Message: You are not getting G6 readings.<br><br>**What you should do:**<br><br>• Use your meter for treatment decisions. |

| Situation | Solution |
|---|---|
| **Lunch time:**<br><br>Three hours later, you're about to dose for lunch.<br><br>**You see:**<br><br>108 mg/dL | **Think about:**<br>• Number and Arrow: You have both.<br>• Down arrow: Your glucose is falling 2–3 mg/dL each minute.<br><br>**What you should do:**<br>• Use your G6 to treat. Because of the down arrow, take a little less. |
| **Mid-afternoon:**<br><br>It is 3 hours after lunch.<br><br>**You see:**<br><br>252 mg/dL | **Think about:**<br>• Number and No Arrow: You don't have an arrow.<br><br>**What you should do:**<br>• Use your meter for treatment decisions. |
| **Early Evening:**<br><br>Just before dinner, you feel a little shaky and sweaty.<br><br>**You see:**<br><br>123 mg/dL | **Think about:**<br>• Symptoms and Reading: Your symptoms don't match your sensor G6 readings.<br><br>**What you should do:**<br>• Thoroughly wash your hands and take a fingerstick. If your meter value matches your symptoms, use it for treatment decisions. Then consider calibrating your G6 to align it to your meter. You don't have to calibrate, but you can. |

# Chapter 5: Starting a New Sensor or Transmitter

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

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

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

## 5.1 Starting a New Sensor

Alerts let you know when you're nearing the end of your sensor session. You get an alert when you have 24 hours, 6 hours, 2 hours, and then 30 minutes left in your sensor session. At the end of the 10-day sensor session, you'll get the sensor expired alert.
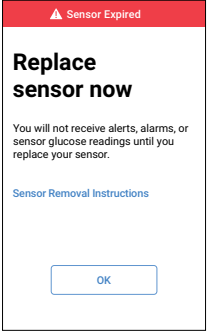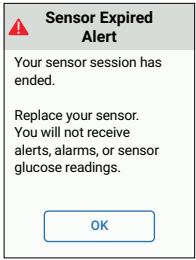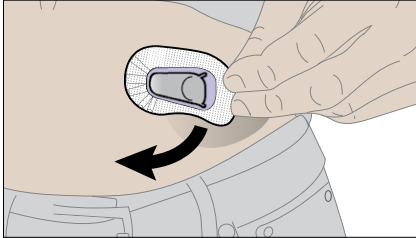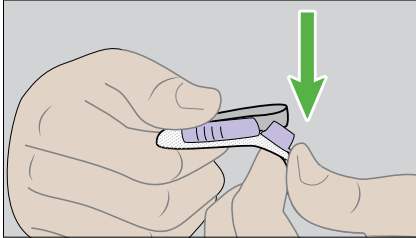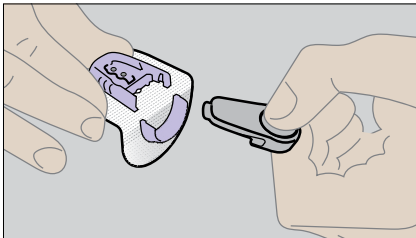
The next sections walk you through starting a new sensor. You can choose when to start a new sensor:

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

### Automatically: Start New Sensor when current Sensor Expires

Follow these steps to:
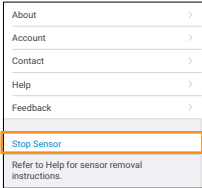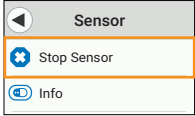
- Take your sensor off your body
- Remove your transmitter from the holder
- Insert a new sensor and start a new sensor session

| | App | Receiver | |
|---|---|---|---|
| 1 | **⚠ Sensor Expired**<br><br>**Replace sensor now**<br><br>You will not receive alerts, alarms, or sensor glucose readings until you replace your sensor.<br><br>Sensor Removal Instructions<br><br>OK | **⚠ Sensor Expired Alert**<br><br>Your sensor session has ended.<br><br>Replace your sensor. You will not receive alerts, alarms, or sensor glucose readings.<br><br>OK | G6 lets you know when to replace sensor.<br><br>Tap **OK**. |
| 2 |  | | Peel adhesive patch up and away from your body like a Band-Aid®. |
| 3 |  | | Break purple transmitter holder at notches. |
| 4 |  | | Slide transmitter out of holder.<br><br>Keep transmitter to use with next sensor.<br><br>Throw out adhesive patch according to your local guidelines for disposal of blood-contacting components. |

| | App | Receiver | |
|---|---|---|---|
| **5** | **App**<br><br>New Sensor | **Receiver**<br><br>New Sensor | Tap **New Sensor.**<br><br>Then follow instructions on the screen to:<br><br>• Enter the new sensor code<br><br>• Insert new sensor and re-attach your current transmitter (find step by step instructions in sensor box)<br><br>• Start the 2-hour sensor warmup |

## Manually: Start New Sensor before current Sensor Expires

To stop a sensor session early follow this step:

| | App | Receiver | |
|---|---|---|---|
| **1** | **App**<br><br>About ›<br>Account ›<br>Contact ›<br>Help ›<br>Feedback ›<br><br>Stop Sensor<br>Refer to Help for sensor removal instructions. | **Receiver**<br><br>◀ **Sensor**<br>✪ Stop Sensor<br>🔘 Info | App: Tap **Settings > Stop Sensor**<br><br>Receiver: Tap **Menu > Sensor > Stop Sensor** |

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

## 5.2 Starting a New Transmitter

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

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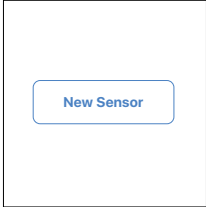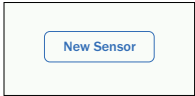
You can choose when to start a new transmitter:

• Automatically: Wait until the current transmitter expires

• Manually: End it early, at your convenience

### Automatically: Start New Transmitter and Sensor when current Transmitter Expires
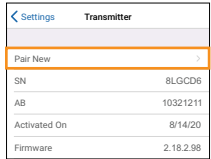
When your transmitter expires after about 3 months, you'll be prompted to pair a new transmitter. Follow this step:

| | App | Receiver | Tap **Pair.** |
|---|---|---|---|
| **1** | ⚠️ Pair New Transmitter [Pair] | 🔵 12:19 PM ⚡▮ Pair new transmitter [Pair] | Then follow instructions on the screen to: • App: Enter the new transmitter SN and new sensor code • Receiver: Enter the new sensor code and new transmitter SN • Insert new sensor and attach new transmitter (find step by step instructions in sensor box) • Start the 2-hour sensor warmup |
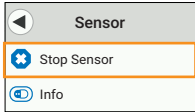
## Manually: Start New Transmitter and Sensor before current Transmitter Expires

To stop a transmitter early follow this step:

### App

| | | |
|---|---|---|
| **1** |  | Tap **Settings > Transmitter > Pair New**<br><br>Then follow instructions on the screen to:<br><br>• Stop your sensor (if you haven't already)<br><br>• Enter the new transmitter SN and new sensor code<br><br>• Insert new sensor and attach new transmitter (find step by step instructions in sensor box)<br><br>• Start the 2-hour sensor warmup |

### Receiver

| | | |
|---|---|---|
| **1** |  | Stop your sensor (if you haven't already). Tap **Menu > Sensor > Stop Sensor.** |
| **2** |  | Tap **Menu > Transmitter > Pair New**.<br><br>Then follow instructions on the screen to:<br><br>• Enter the new sensor code and new transmitter SN<br><br>• Insert new sensor and attach new transmitter (find step by step instructions in sensor box)<br><br>• Start the sensor and the 2-hour sensor warmup |

# Appendix A: Troubleshooting

This appendix has brief instructions for the most common questions. They are listed in alphabetical order, as shown below:

- A.1 Accuracy
- A.2 Adhesive Patch
- A.3 Alarm/Alerts - Hearing Them
- A.4 Calibrate Your Dexcom G6 CGM (G6)
- A.5 Common Alerts
    - Calibration Alerts
    - No Readings Alert
    - Signal Loss Alert
    - Transmitter Not Found
- A.6 Gap in Graph
- A.7 Start Sensor Session Without Sensor Code
- A.8 Water and G6

For full troubleshooting information, see the user guide, the frequently asked questions section on the Dexcom website (dexcom.com/faq), or contact Technical Support.

# A.1 Accuracy

## G6 Readings don't match Meter Values

If your G6 readings don't match your meter values, it may be because different body fluids give different numbers:
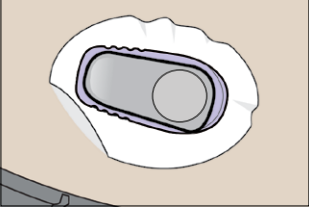
- BG meter measures glucose from blood
- G6 sensor measures glucose from interstitial fluid

## G6 Readings don't match Symptoms

If your G6 readings don't match your symptoms, wash your hands with soap and water. Dry them. Then take a fingerstick with your meter. If your meter value matches your symptoms, use it to make treatment decisions.

Calibrating may help align your G6 readings to your meter values. (See Calibrate Your G6 below.)

# A.2 Adhesive Patch

| Issue | Solution |
|-------|----------|
| **Adhesive patch peeling off body**  | After your sensor is inserted, you can correct peeling by putting the Overpatch or medical tape (such as Blenderm) over the adhesive patch. Don't cover transmitter. Order overpatches at dexcom.com/contact. |
| | For your next sensor session, you can prevent peeling before inserting your sensor by: |
| | • Using adhesive products (such as Mastisol®, SkinTac™) under patch. Avoid spot where needle inserts. |
| | • Thoroughly rubbing patch onto skin. |

# A.3 Alarm/Alerts - Hearing Them

## Overview

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

## Can't Hear Alarm/Alerts

If you can't hear your alarm/alerts on your app:

• Make sure:

  • App, *Bluetooth*, volume, and notifications are on

  • Battery is charged

  • Screens and speaker work

  • If your smart device restarts, always reopen the G6 app.

  • When using a peripheral (headphones, *Bluetooth* speakers, smart watch, etc.) you may not hear alarm/alerts on your primary display device. Make sure you know where you'll get them.

  • See the G6 user guide for smart device suggested settings.

If you can't hear your alarm/alerts on your receiver:
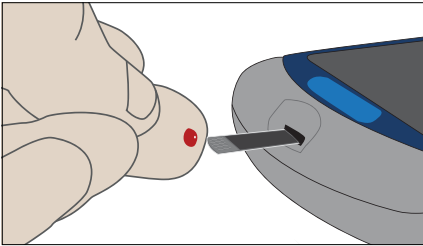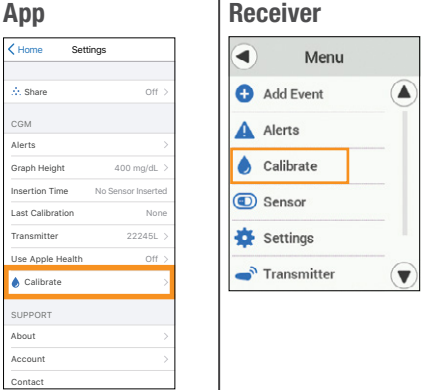
• Change your alarm/alerts ringtone in **Menu** > **Settings** > **Sounds**.

• Use **Menu** > **Settings** > **Sounds** > **Test Sound** to try out the selected sound to make sure you can hear it easily.

• Test your speaker by plugging in the receiver to charge and following the speaker test instructions on the screen.

• Verify that Discreet Alerts, found in **Menu** > **Settings** > **Options** > **Discreet Alerts**, is turned off. When on, your receiver only vibrates and displays a message for the first alarm/alert. Then, if the alarm/alert repeats, the receiver adds a beep. Exceptions are Urgent Low Alarm, Urgent Low Soon Alert, Sensor Failed Alert, and the Transmitter Alert. Those always sound.

## Phone is on Mute But Alarm/Alerts Still Sound

If your phone is on mute or Do Not Disturb you still get your Urgent Low Glucose Alarm along with most alerts to make sure you don't miss a high or low. You can control this with the Always Sound feature (see user guide).
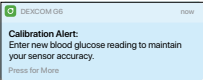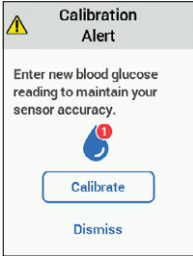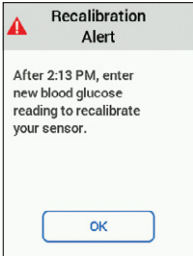
## A.4 Calibrate Your G6

Follow these steps to calibrate your G6:

| | | |
|---|---|---|
| **1** |  | After thoroughly washing your hands with soap and water, dry them. Then use your meter to get a meter value. |
| **2** | **App**<br>    **Receiver**<br> | Tap **Calibrate** on your G6 menu.<br><br>Follow onscreen instructions to enter, save, and confirm your meter value. |

Only calibrate in one display device, even if you use both the app and receiver. The transmitter sends calibration information between each.

# A.5 Common Alerts

| Issue | Solution |
|---|---|
| **Calibration and Recalibration Prompts**<br><br>G6 needs you to calibrate.<br><br>**App**      **Receiver**<br><br> | G6 prompts you to calibrate again when you entered a calibration outside the expected range. |

| Issue | Solution |
|---|---|
| **No Readings Alert**<br><br>Sensor is temporarily unable to measure glucose.<br><br>**App**<br><br>No Readings Alert<br>You will not receive alerts, alarms, or sensor glucose readings.<br><br>OK<br><br>**Receiver**<br><br>⚠ No Readings Alert<br>You will not receive alerts, alarms, or sensor glucose readings.<br>Please wait…<br><br>OK | Don't calibrate.<br><br>1. Check transmitter; is it snapped into transmitter holder?<br><br>2. Wait up to 3 hours while the G6 fixes itself.<br><br>3. If not corrected after 3 hours, contact Technical Support.<br><br>No Alarm/Alerts or G6 readings until fixed. Use your meter for treatment decisions.<br><br>**App Only:**<br><br>Tap **Help** for more information. |
| **Signal Loss**<br><br>Display device and transmitter are not communicating.<br><br>**App**<br><br>Signal Loss Alert<br>You will not receive alerts, alarms, or sensor glucose readings.<br><br>OK<br><br>**Receiver**<br><br>⚠ Signal Loss Alert<br>You will not receive alerts, alarms, or sensor glucose readings.<br><br>OK | Don't calibrate.<br><br>1. Verify display device and transmitter are within 20 feet of each other without obstructions. If you're in water, move device closer than 20 feet.<br><br>2. Wait up to 30 minutes.<br><br>3. If not corrected, contact Technical Support.<br><br>No Alarm/Alerts or G6 readings until fixed. Use your meter for treatment decisions.<br><br>**App Only:**<br><br>Turn *Bluetooth* off, then on. Wait 10 minutes. If that does not work, restart smart device and reopen Dexcom G6 app. |

| Issue | Solution |
|---|---|
| **Transmitter Not Found**<br><br>G6 did not pair.<br><br>**App**<br><br>⚠<br>**Transmitter Not Found**<br><br>Help<br><br>**Receiver**<br><br>⚠ **Transmitter Not Found**<br><br>Your transmitter was not found.<br><br>Check your transmitter SN and try pairing again.<br><br>Next | 1. Make sure transmitter is snapped into transmitter holder.<br><br>2. Verify transmitter serial number (SN) entered is correct.<br><br>3. If not fixed, sensor may not be inserted correctly. Insert a new sensor. For a replacement, contact Technical Support.<br><br>No Alarm/Alerts or G6 readings until fixed. Use your meter for treatment decisions. |

# A.6 Gap in Graph

When you're not getting G6 readings, your graph may show a gap on the right side in the trend dots, like this example.

When your G6 readings resume, up to 3 hours of missed readings can fill in on the graph.
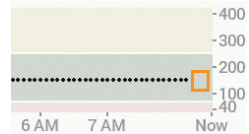
# A.7 Start Sensor Session Without Sensor Code

Do you want to start a sensor session now, but don't have the sensor code? The sensor code is on the applicator label. Use only the sensor code from the applicator you insert; don't use other codes. The right sensor code makes the G6 work without prompting you to calibrate every day.

But even if you don't have a sensor code, you can still use the sensor. Throughout your sensor session, you'll be prompted to calibrate daily. (See Calibration Prompt in Common Alerts section above.)

When setting up your G6 or inserting a new sensor without using a sensor code, on the Sensor Code screen, tap **No Code**.
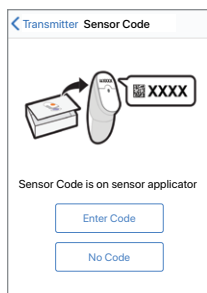
**App**                                    **Receiver**
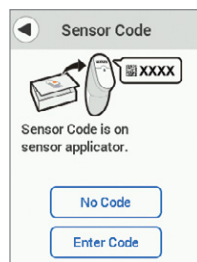


If you do not enter sensor code, you will have to calibrate your G6 daily during this sensor session. Only enter the sensor code from the applicator you insert.

Follow onscreen instructions to:

• Insert sensor

• Attach transmitter

• Start sensor and complete sensor warmup

**2**

**Calibrate**

After your sensor warmup, your G6 prompts you to calibrate twice using two separate fingersticks. (See Calibrate Your G6 above.)

Twelve hours later, it reminds you to calibrate again. Then in another 12 hours, you get another reminder. For the rest of your sensor session, the G6 prompts you to calibrate once every 24 hours.

Make sure you calibrate when prompted. In other words: Don't wait – calibrate! And make sure you thoroughly clean your hands before taking a fingerstick. If you don't, your G6 readings may not be aligned with your meter.

If using the app and receiver, just enter your calibration in one. In less than 10 minutes, the transmitter will send the information to the other device.

## A.8 Water and G6

Once snapped into place, the transmitter is water resistant, but the receiver isn't. Swim, shower, take a bath: No need to worry about water and your G6 – just leave your receiver in a dry area.

If you're in water, your display device needs to be closer than 20 feet to get G6 readings.

# Appendix B: Dexcom Clarity

Dexcom Clarity software is an important part of your G6.

Clarity highlights your glucose patterns, trends and statistics. Share with your clinic and monitor improvements between visits.

To use Dexcom Clarity:

1. Log in at clarity.dexcom.com.

   Use your Dexcom G6 login or create an account.

2. Get weekly notifications with Dexcom Clarity Reports App.

   Notifications available to Dexcom G6 users.

# Appendix C: Dexcom Support Teams

## Dexcom Technical Support Team

Contact for G6 and software issues, such as replacement units, technical issues, and product complaints.

Reach Technical Support (24/7) at:

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

## Dexcom Care Team

Contact for individualized education services, such as product training.

Reach Dexcom Care (available Monday–Friday 6 am–5 pm PT, and Saturdays 7 am–1:30 pm PT, subject to change) at:

- dexcom.com/dexcom-care
- PatientCare@dexcom.com
- Toll free: 1.888.738.3646
- Toll: 1.858.200.0200

## Dexcom Sales Support Team

Contact for orders, tracking shipments, and locating a local Dexcom representative.

Reach Sales Support at:

- dexcom.com/order
- CustomerService@dexcom.com
- Toll free: 1.888.738.3646
- Toll: 1.858.200.0200

# Appendix D: Going Through Security

## Concerned about the security equipment?

TSA requests you tell the Security Officer you're wearing a continuous glucose monitor and want to be hand-wanded or get a full-body pat-down with a visual inspection of your sensor and transmitter. Let the Security Officer know you can't remove the sensor because it's inserted under your skin.

## Security Equipment to Use

**Hand-wanding, pat-down, visual inspection, and walk-through metal detector:** If you're wearing or carrying your G6, use any of these screening methods.

## Security Equipment to Avoid

**Body scanners:** Don't go through an advanced imaging technology body scanner, like a millimeter wave scanner, when wearing your G6.

**X-Ray machines:** Don't put your G6 components through x-ray machines.

## In a Plane

To use your smart device, receiver, or both to get sensor glucose information while in the plane:

- Smart device: After switching to airplane mode, turn *Bluetooth* on.
- Receiver: Keep receiver on.

## For more information

Contact your airline for their policies.

Visit the TSA's website at tsa.gov.

- Email: TSA-ContactCenter@tsa.dhs.gov
- Phone: 1.855.787.2227

# Appendix E: Safety Statements

## Dexcom G6 Safety Statements

### *Indications for Use*

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

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

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

### *Contraindication*

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

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

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

### *Warnings*

- **Read User Materials**

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

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

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

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

  When in doubt, get your meter out.

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

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

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

- **Don't Use If…**

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

*Precaution*

- **Avoid Sunscreen and Insect Repellent**

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

# Start Up Safety Statements

*Warnings*

- **Use Meter During Startup**

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

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

- **Use Correct Sensor Code**

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

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

## Calibration Safety Statements

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

### *Warnings*

- **Don't Wait – Calibrate!**

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

- **Use Fingersticks**

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

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

### *Precautions*

- **Be Accurate, Be Quick.**

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

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

# System/Hardware/Software Safety Statements

## *Warnings*

- **Wire Breaks Off**

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

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

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

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

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



| 18 years and older | 2-17 years |
|---|---|
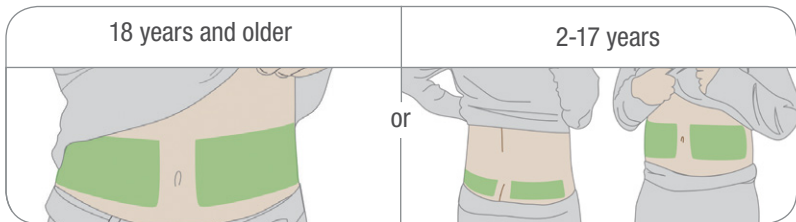
- **Where to Store**

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

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

## *Precautions*

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

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

- **Check Package**

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

- **Clean and Dry Skin**

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

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

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

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

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

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

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

  Sensor placement is important. Choose a site:

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

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

## Transmitter Safety Statements

### *Warnings*

- **Inspect**

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

- **Use as Directed**

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

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

*Precautions*

- **Reuse – Don't Throw Away**

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

- **Don't Share**

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

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

# System Safety Statements

*Precautions*

- **Treatment Decisions**

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

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

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

- **Going Through Security Check Point**

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

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

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

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

- **Interfering Substance Risks**

  - **Hydroxyurea Precaution**

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

  - **Acetaminophen Precaution**

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

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

# Display Device Safety Statements

*Precautions*

- **Keep Transmitter Close to Display Device**

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

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

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

- **Is It On?**

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

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

## Smart Device Safety Statements

*Warnings*

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

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

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

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

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

- **Test Speaker and Vibrations**

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

- **Check Peripheral Devices**

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

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

# Receiver Safety Statements

*Warnings*

- **Don't Use if Damaged**

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

- **Use Cable as Directed**

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

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

*Precautions*

- **Test Speaker and Vibrations**

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

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

- **Keep Clean and Dry**

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

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

*Caution*

- **Requires Prescription**

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

# Dexcom Share Safety Statements

*Important User Information*

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

# Share and Managing Your Diabetes Safety Statements

*Indications*

- **Keep Followers Informed**

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

- **Use as Secondary Notice**

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

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

*Warnings*

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

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

- **Take HCP Advice**

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

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

## Share Setup and Settings Safety Statements

*Warning*

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

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

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

*Precautions*

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

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

- **Check Your Smart Device and Your Followers' Smart Devices**

  - Internet access required: Both smart devices need to be connected to the Internet to use Share. Try sending your Follower an email from your device. If your Follower gets it on their device, both smart devices are connected.

  - Batteries charged: Make sure the smart device batteries are charged. If either your or your Followers' smart device batteries aren't charged, Share won't work.

- **Check Your Smart Device**

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

- **Check Followers' Smart Devices**

  - Sounds on: Followers must keep their smart device volume on, or at least the keep vibration on, so they can hear and/or feel alarm/alerts. Smart device settings trump Follow app settings.

- Sharing gaps: Followers won't get your sensor information when their smart device is off, not connected to the Internet, or in Do Not Disturb or Airplane mode. When the Followers fix those issues, they'll start getting the current information but they won't get the information they missed.

- Cell carrier supports simultaneous voice and data: Most cell service carriers support using voice and data at the same time. Check yours and have Followers check theirs. If it's not supported, Share won't work during phone calls. Share will restart when the call is over and send any waiting notifications.

- **Customize Share So Followers Can Support You**

  - Customize Share to make sure your Followers have the information they need to help you manage your diabetes.

  - Delay feature: Your Follower won't get notified until after the delay time you set.

  - Not Share feature: You can stop sharing with a Follower any time by choosing Not Share. That Follower will stop getting any of your sensor information until you choose to Share again.

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

# Appendix F: Risks and Benefits

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

## F.1 Risks

The risks with using G6 are:

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

This section covers each of those risks in detail.

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

### Not Getting Alarm/Alerts

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

- Battery charged: If the display device battery is dead, you won't get G6 readings or alarm/alerts.
- App on: Keep the app on so you get G6 readings or alarm/alerts.
- Alerts on: Leave the alert function on to get alarm/alerts.
- Volume up: Keep the volume loud enough to hear your alarm/alerts.
- Speaker and vibrations work: If the speaker or vibrations aren't working, you won't hear or feel your alarm/alerts.
- In range: Keep your display device no more than 20 feet from your transmitter, with no obstacles between them. They have to be that close to communicate. If they aren't in range, you won't get G6 readings or alarm/alerts.
- No System errors: If you get a system error – such as No Readings, Sensor Error, or Signal Loss – you won't get G6 readings or alarm/alerts.
- During warmup and after session ends: You won't get alarm/alerts or G6 readings during the 2-hour warmup or after a sensor session ends.

See Troubleshooting (Appendix A), recommended settings (G6 user guide), and notifications that sound while smart device is silenced/muted (Appendix E) for more information.

## Using G6 for Treatment Decisions

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

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

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

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

For more information on how to make treatment decisions using your G6, see Chapter 4. For more information on Share, see Appendix E.

## Interfering Substance Risks

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

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

## Sensor Insertion Risks

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

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

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

# F.2 Benefits

Some benefits of using your G6 are:

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

This section covers each of those benefits in detail.

## Knowing Your Trends

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

## Making Treatment Decisions Using G6

You can use your G6 reading and trend arrow to make treatment decisions – like treating for a low or dosing for a high. See Chapter 4 for more information on treatment decisions. With G6, there's no need to take fingersticks to calibrate the system or for treatment decisions (as long as your symptoms match your G6 readings). This can reduce the pain and burden of excessive fingersticks (Aleppo 2017) and reduce potential errors due to inaccurate calibration.

## Helping Your Diabetes Management

The alarm/alerts features (Chapter 3) keep you aware of your glucose levels. Alarm/alerts notify you when your glucose goes outside your target range, goes too low, or too high, or is rapidly falling or rising. This lets you take action to prevent glucose from going too low or high (Pettus 2015).

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

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# Appendix G: Warranty

Sometimes stuff happens. Dexcom has you covered!

This appendix covers our warranty information outlining what we cover and for how long.

## G.1 Dexcom Receiver Limited Warranty

### What Is Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original Purchaser ("you" or "Purchaser") that the Dexcom receiver (the "receiver") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period starting from the date of shipment to you and continuing for a year following the shipment date ("Warranty Period").

Note: If you received this receiver as a replacement for an in-warranty receiver, the Limited Warranty for the replacement receiver shall continue for the remaining Warranty Period on the original receiver, but the replacement isn't subject to any other warranty.

### What Is Not Covered?

This Limited Warranty is based on Purchaser properly using the CGM system in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. Misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, are not permitted, and void your Limited Warranty.

*This Limited Warranty doesn't cover:*

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.

- Equipment with the ID number removed or made illegible.

- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.

- Malfunctions resulting from the use of the receiver in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.

- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.

- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.

- A receiver that has been taken apart physically or has had any of its software accessed in any unauthorized manner.

- Water damage to the receiver.
  - The receiver isn't water resistant.
  - Don't get the receiver wet at any time.

## Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to Purchaser, any defective receiver. Contact Dexcom Technical Support Department for information:

- Web: dexcom.com/contact

- Toll free: 1.888.738.3646

- Toll: 1.858.200.0200

Upon receipt by Dexcom of a defective receiver covered by this Limited Warranty, Dexcom will promptly replace the defective receiver.

If Dexcom determines the receiver isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the receiver's return by Dexcom.

## Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive warranty for the receiver, and in lieu of all other warranties, expressed or implied, either in fact or by operation of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent prohibited by applicable law.

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 or any feature or service provided by Dexcom for use with the Dexcom G6.

These limits on Dexcom's warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this Limited Warranty and the limited remedy provided by Dexcom.

This Limited Warranty is only provided to the original Purchaser and can't be transferred to anyone else, and it states Purchaser's exclusive remedy.

If any portion of this Limited Warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this Limited Warranty. This Limited Warranty will be enforced to the maximum extent permitted by law.

## G.2 Dexcom Transmitter Limited Warranty

### What Is Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original Purchaser ("you" or "Purchaser") that the Dexcom G6 transmitter (the "transmitter") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period commencing on the date of first use by the original Purchaser (the "Date of First Use") and expiring three (3) months thereafter; provided that the Date of First use occurs within five (5) months of the date of shipment (or disbursement) of the transmitter to you ("Warranty Period").

Note: If you received this transmitter as a replacement for an in-warranty transmitter, the Limited Warranty for the replacement transmitter shall continue for the remaining Warranty Period on the original transmitter, but the replacement isn't subject to any other warranty.

### What Is Not Covered?

This Limited Warranty is based on Purchaser properly using the CGM system in a timely manner and in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. Misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, are not permitted, and void your Limited Warranty.

## *This Limited Warranty doesn't cover:*

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.

- Equipment with the ID number removed or made illegible.

- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.

- Malfunctions resulting from the use of the transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.

- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.

- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.

- A transmitter that has been taken apart physically or has had any of its software accessed in any unauthorized manner.

- Water damage to transmitter.

- Beyond specifications listed in the Dexcom G6 User Guide.

- Your options to get the User Guide:

  - Download or view: dexcom.com/guides

  - Online request form to receive a free printed copy: dexcom.com/guides

  - Request a free copy by phone:

    - Toll free: 1.888.738.3646

    - Toll: 1.858.200.0200

## Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to Purchaser, any defective transmitter. Contact Dexcom Technical Support Department for information:

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- Toll: 1.858.200.0200

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If Dexcom determines the transmitter isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the transmitter's return by Dexcom.

## Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive warranty for the transmitter, and in lieu of all other warranties, expressed or implied, either in fact or by operations of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent prohibited by applicable law.

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 or any feature or service provided by Dexcom for use with the Dexcom G6.

These limits on Dexcom's warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this Limited Warranty and the limited remedy provided by Dexcom.

This Limited Warranty is only provided to the original Purchaser and can't be transferred to anyone else, and it states Purchaser's exclusive remedy.

If any portion of this Limited Warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this Limited Warranty. This Limited Warranty will be enforced to the maximum extent permitted by law.

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1-888-738-3646 ext. 4300

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