



STEP 13 of 14

App: Set Up Alert Schedule

Sound

High Alert >

Your scheduled High Alert will sound.

STEP 14 of 14

App: Set Up Alert Schedule

< Back

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

Finished!

10.10 What Was Covered and What's Coming

Now You Can:

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

What's Next?

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



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Chapter 11 | Treatment Decisions

11.1 Introduction

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

After this chapter, you'll be able to:

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

11.2 How Do You Know You're Ready?

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

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

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

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

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



11.3 Your HCP Is Your Partner

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

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

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

Creating Personal Guidelines

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

Learn from your HCP how changes:

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

Make a List

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

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



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

11.4 When to Use Your Meter

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

When in Doubt, Get Your Meter Out

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

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

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



WARNING

Don't Ignore Low/High Symptoms

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

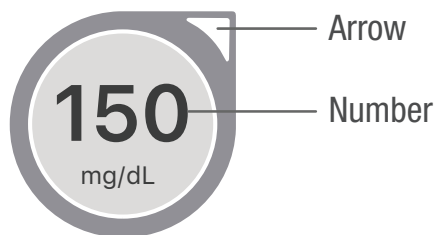
When in doubt, get your meter out.

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

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

No Arrow, No Number, No G6 Treatment Decisions

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



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



WARNING

No Number, No Arrow, No CGM Treatment Decision

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

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

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

11.5 Watch and Wait

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

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

11.6 Using Your G6 for Treatment Decisions

Alarm/Alerts

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

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



Trend Arrows

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

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

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

Treatment Decisions: Steady Arrow

Actions to consider when you're:

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



Treatment Decisions: Arrows Going Up

Actions to consider when you're:

Low: Watch and wait

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





Treatment Decisions: Arrows Going Down

Actions to consider when you're:

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



Treatment Decisions: No Arrow

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



11.7 Check In With Jake and Kelly

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



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



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

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



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



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

“Mom! I need some OJ!”

Takeaway

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



11.8 You Decide!

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

In Target Range, But Going Down Fast

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

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

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



Actions to Consider:

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



High and Getting Higher

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

About 90 minutes later, you get a High Alert. Your display devices show your sensor glucose at 207 mg/dL with a single arrow going up. Not only is your glucose high, it is also rising.

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



Actions to Consider:

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

General Guidelines

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

For lows:

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



For highs:

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

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

11.9 What Was Covered and What's Coming

Now You Can:

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

What's Next?

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



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Chapter 12 | App: Sharing Information With Your Support Team

With the Share app, up to five people can follow you current Dexcom G6® Continuous Glucose Monitoring System (G6) readings and trends. Your loved ones will have more peace of mind, and so will you!

12.1 Introduction

After this chapter, you'll be able to:

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

12.2 Share and Follow

Overview

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

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

Share helps your Followers support you. Remember, there are times when Share information may be out of sync with your G6 information. If your Follower lost their internet connection, there would be a gap in them receiving your information during that time.



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

Share isn't available on the receiver.

Smart Devices for You and Followers



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

Recommended Settings

When using Share or Follow, remember:

- Battery: Keep display devices charged
- Internet:
 - Connect smart devices to the internet
 - Airplane Mode is off
- You opted-in to send data to the cloud
- Voice and data at the same time:
 - Do the cellular service carriers support voice and data at the same time (simultaneous voice and data)?
 - If not, Share won't send data during phone calls.



- When your phone call is over, Share will fill in any missing glucose information

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

Set Up Share

Follow the Share setup wizard:

STEP
1 of 11

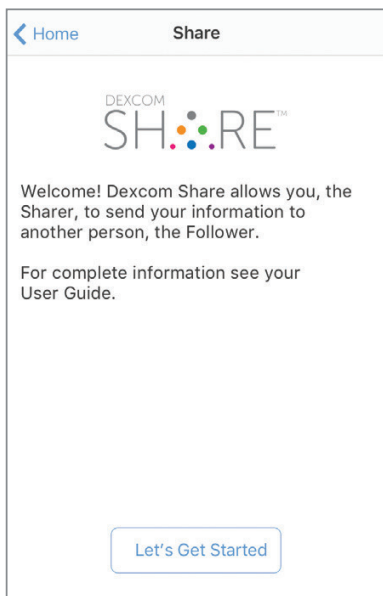
Set Up Share



Tap **Share** icon to start.

STEP
2 of 11

Set Up Share

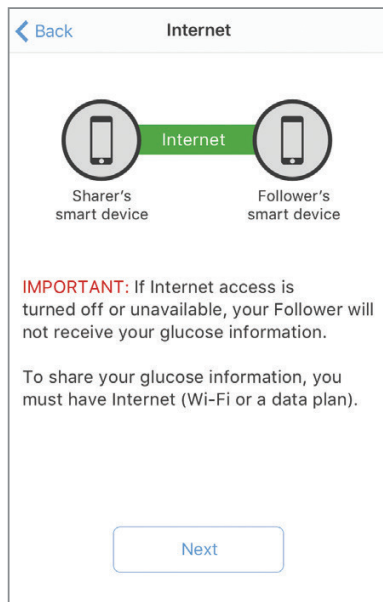


Tap **Let's Get Started**.



STEP 3 of 11

Set Up Share

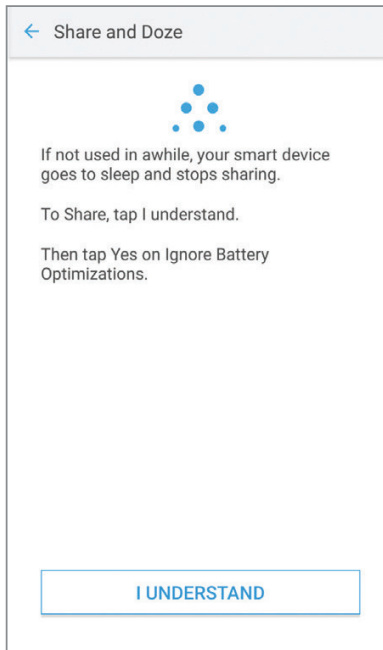


Tap **Next**.



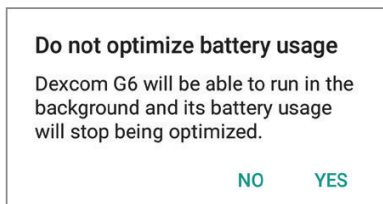
STEP 4 of 11

Set Up Share



Android: In the next two screens, you give permission for the app to run in the background.

Tap **I Understand**, then **Yes**.





STEP 5 of 11

Set Up Share

[< Back](#) Sharing

To make sure you are sharing, you must see both a glucose value and your Share status indicating that it is on.

Glucose Value:



150
mg/dL

Share Status:

 Share

On >

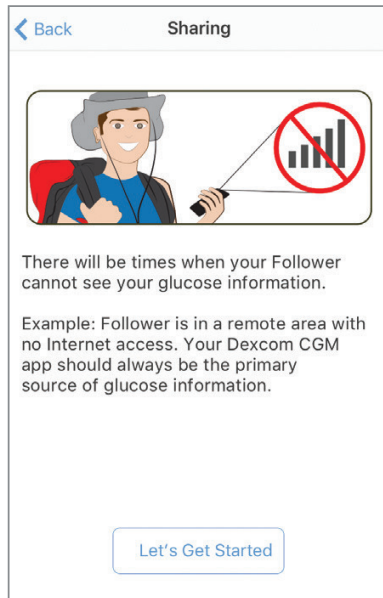
Next

Tap **Next**.



STEP 6 of 11

Set Up Share

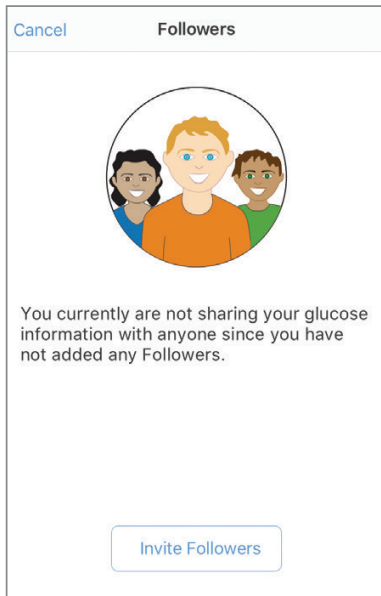


Tap **Let's Get Started**.



STEP 7 of 11

Set Up Share



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

Tap **Invite Followers**.

STEP 8 of 11

Set Up Share

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

Tap **Next**.



STEP 9 of 11

Set Up Share

[< Back](#) Trend Graph View

Set trend graph access for Kevin.

Allow Trend Graph View ☒

When switched off, Kevin will only be able to see your current glucose value and not your trend graph.

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

Tap **Next**.



STEP 10 of 11

Set Up Share

[Back](#) Follower's Settings

Set notification settings for Kevin. Kevin can change these settings later.

Urgent Low ☒

Notify Below 55 mg/dL >

Your Follower will be notified once your sensor glucose reading falls below the Urgent Low notification level.

Low ☒

Notify Below 80 mg/dL >

For More Than 30 min >

Your Follower will be notified when your sensor glucose reading falls below the Low notification level for the set amount of time.

High ☒

Notify Above 200 mg/dL >

For More Than 1 hr >

Your Follower will be notified when your sensor glucose reading rises above the High notification level for the set amount of time.

No More Data ☒

For More Than 1 hr >

Your Follower will be notified when they stop receiving glucose readings from you.

Your Follower will not receive:

- Glucose readings
- Notifications
- Trend Graph updates

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

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

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

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

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

Tap **Next**.



STEP 11 of 11

Set Up Share

< Back	Review Invitation
These settings will be sent to Kevin:	
Allow Trend Graph View	Off
Urgent Low	Off
Low	On
Notify Below	100 mg/dL
For More Than	2 hrs
High	On
Notify Above	400 mg/dL
For More Than	6 hrs
No More Data	On
For More Than	1 hr
Send Invitation	

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

Finished!



Manage Followers

Follower Status

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

Followers List Icons

Invite New Follower

Add Follower

Follower Didn't Accept Invitation Yet

Invited >

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

Invitation Expired >

Follower Gets Notification(s)



Follower Sees Trend Graph



Follower Stopped Following You

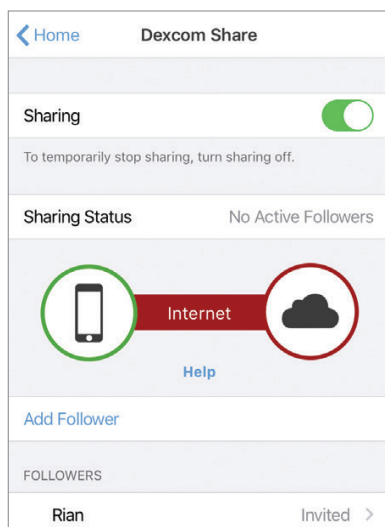
Removed >



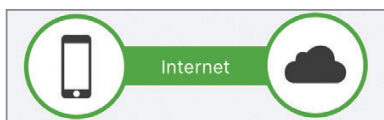
Are You Sharing?

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

No Active Followers



Share is On



See Chapter 14 for information on troubleshooting Share and Follow.

Editing and Removing Followers

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



Start or Stop Sharing

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

Dexcom Follow

Follow Description

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

Recommended Settings

To set up and run Follow, use these tips:

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

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



Follow Setup

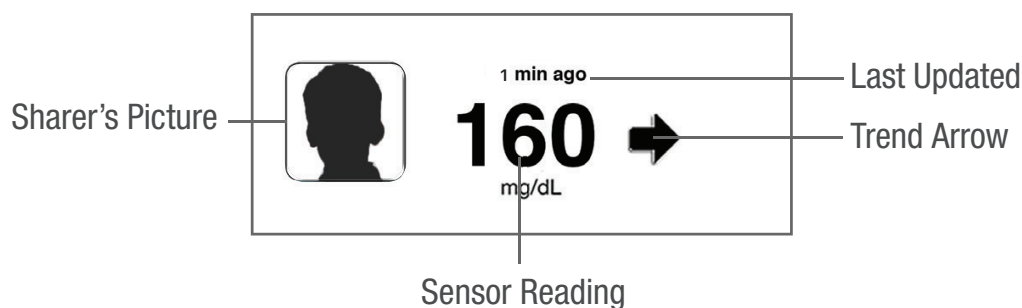
Follower gets and opens your email invitation on the smart device they'll use to follow you. They install and set up the Dexcom Follow app on their smart device. Now your Follower sees your sensor information!

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

What Followers See

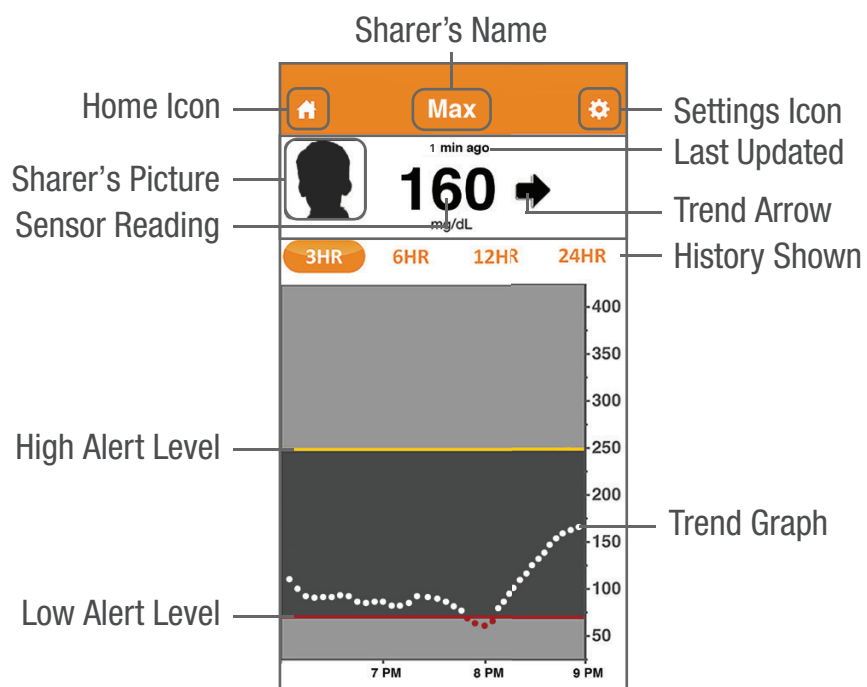
Remember, you can share just your number and arrow, or, also include your graph.

Number and Arrow Only



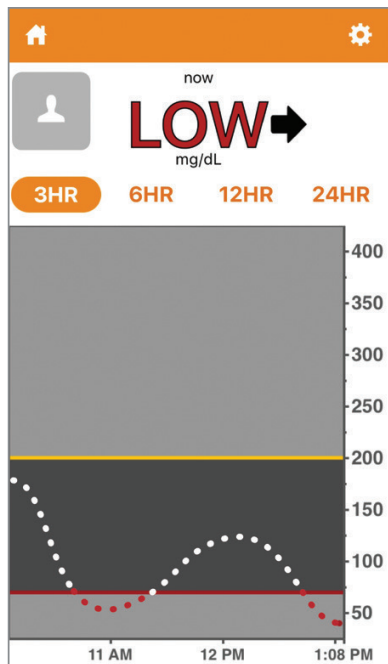
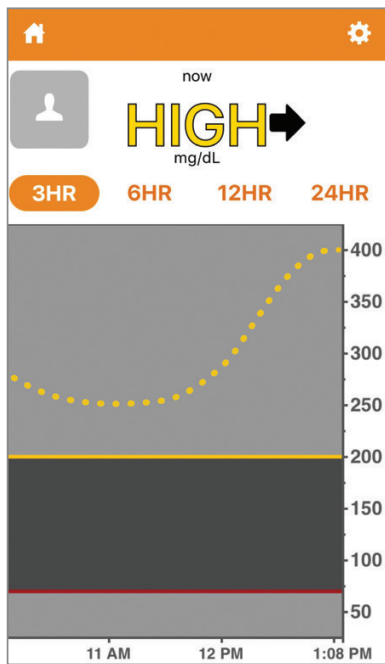


Trend Graph





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





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

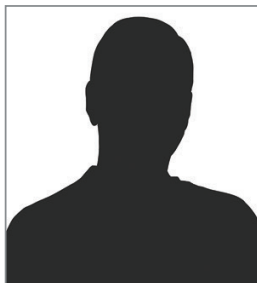
Follower Notification Settings

Low Notification		☒
notify me below	70 mg/dL	
for more than	30 min	
and repeat	every 2 hrs	
Sound	Low >	
Urgent Low Notification		☒
notify me below	55 mg/dL	
Sound	Urgent Low >	
High Notification		☐
No Data Notification		☐



12.3 Check In With Jake and Kelly

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



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

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

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

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



Hi – it's Kate, Kelly's mom.

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

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

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

Takeaway

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



12.4 What Was Covered and What's Coming

Now You Can:

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

What's Next?

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



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Chapter 13 | End Sensor and Transmitter Sessions

13.1 Introduction

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

After this chapter, you'll be able to:

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

13.2 End Your Sensor Session

When your 10-day sensor session is almost over, you get notifications letting you know your sensor session is ending. Before you start a new sensor session, you must remove your existing sensor.

Notifications for End of 10-Day Sensor Session

6 Hours, 2 Hours, and 30 Minutes Ahead

App: Open app to confirm.

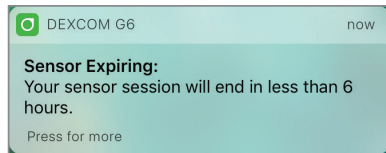
Receiver: Tap **OK** to confirm.

What it means:

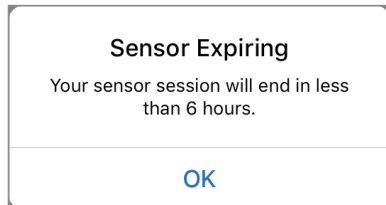
- Notifications let you know your sensor session is ending soon. You get three notifications before the session ends: 6 hours before (shown below), 2 hours before, and 30 minutes before
- Clock counts down until session ends
- Continue to get alarm/alerts and G6 readings
- You can end session early or wait



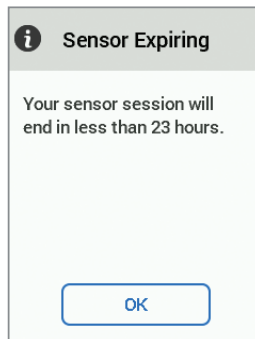
App Notification



App



Receiver





Sensor Session Over

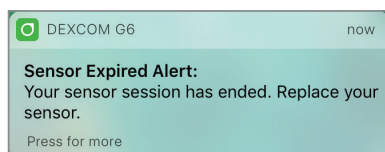
App: Open app to confirm.

Receiver: Tap **OK** to confirm.

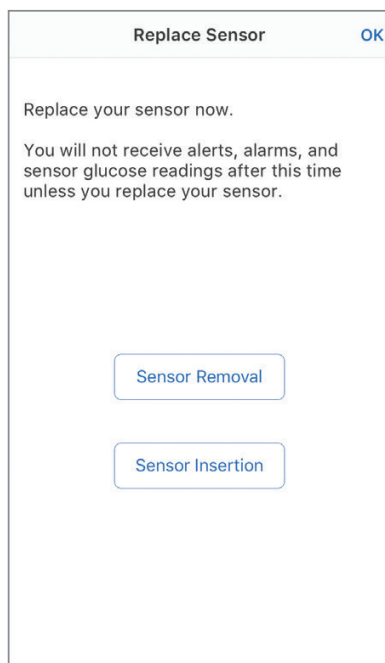
What it means:

- Sensor session is over
- You won't get alarm/alerts or Dexcom G6® Continuous Glucose Monitoring System (G6) readings until you replace sensor

App Notification

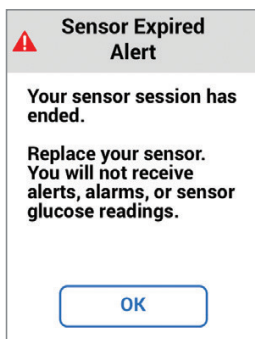


App





Receiver



Sound and Vibration Prompts

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

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

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

13.3 Remove Sensor and Transmitter

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

PRECAUTION

Reuse – Don't Throw Away

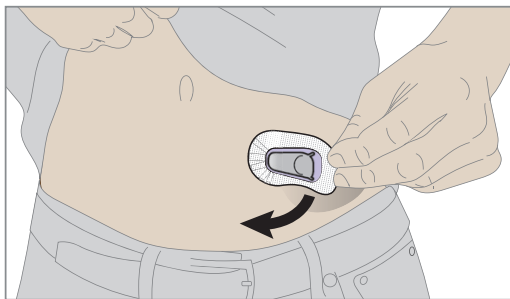
When ending a session, don't throw away the transmitter. The transmitter is reusable until the G6 notifies you that the transmitter battery is about to expire.



Remove Sensor and Transmitter

STEP 1 of 5

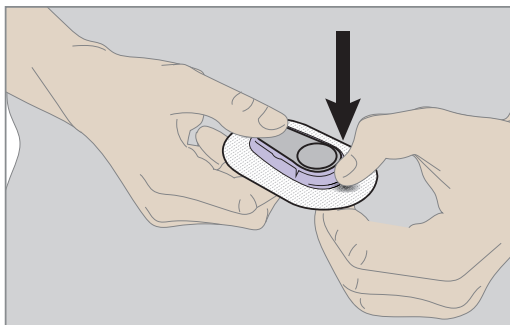
Remove Sensor and Transmitter



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

STEP 2 of 5

Remove Sensor and Transmitter



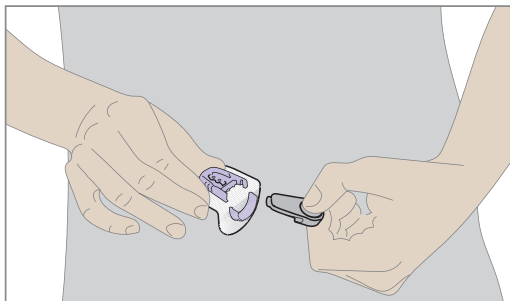
Don't remove the transmitter from the holder until you've peeled the patch off your skin.

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



STEP 3 of 5

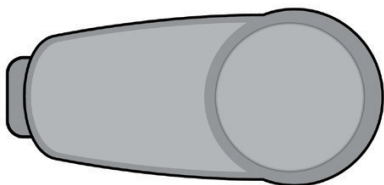
Remove Sensor and Transmitter



Pull transmitter straight out.

STEP 4 of 5

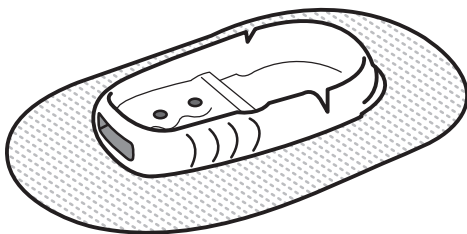
Remove Sensor and Transmitter



Keep transmitter to use with next sensor.

STEP 5 of 5

Remove Sensor and Transmitter



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

Finished!



Start New Sensor Session

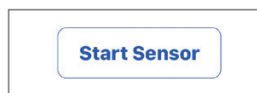
After removing the sensor from your body and the transmitter from the transmitter holder, you're ready to start a new sensor session. You won't have to pair your transmitter to your display device. The transmitter stays paired to your display device until its battery life is over.

You'll need to enter a new sensor code because the code is specific to each sensor.

What it means:

- Insert new sensor and start new sensor
- You won't get alarm/alerts or G6 readings until your sensor warmup is done

App and Receiver





13.4 End of Transmitter Battery

The transmitter battery is good for up to 3 months.

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

Transmitter Sound/Vibration Notifications

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

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

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

13.5 Pair New Transmitter

You get a notification when the transmitter battery has died or the system detects a problem.

The system guides you through pairing your new transmitter:

1. Enter your sensor code and transmitter SN
2. Insert sensor, attach transmitter, and wait for pairing confirmation.
3. Start your new sensor session

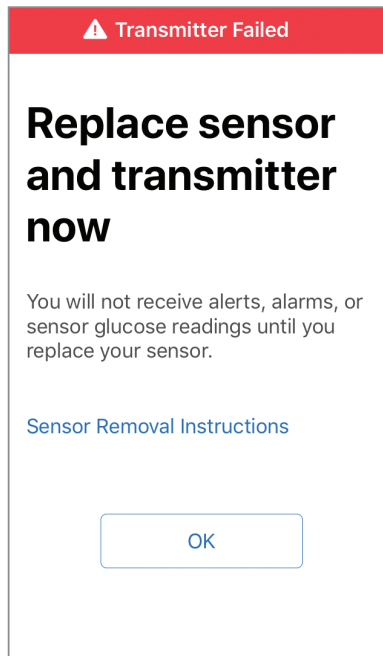
Remember, if you use both display devices, make sure you start the sensor session in one before pairing the transmitter in the other.



App: Pair New Transmitter

STEP
1 of 5

App: Pair New Transmitter



Tap **OK**.

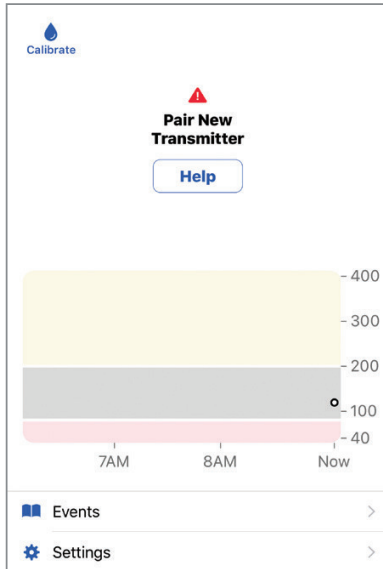


Or go to **Settings > Transmitter**.



STEP 2 of 5

App: Pair New Transmitter



Tap **Pair**.



Or **Pair New**.



STEP 3 of 5

App: Pair New Transmitter

 **Transmitter** Sensor Code



Sensor Code is on sensor applicator

Enter Code

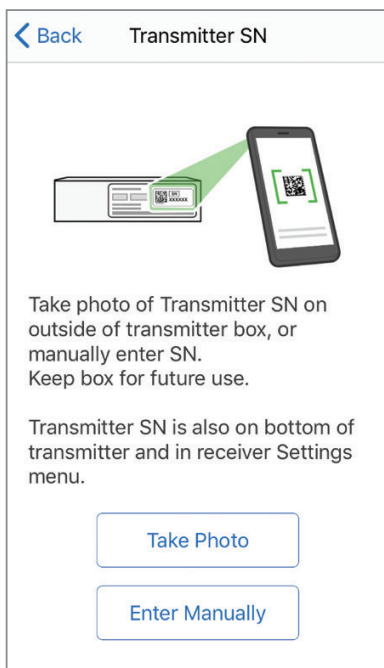
No Code

Enter Sensor Code just like you have in earlier sensor sessions.



STEP 4 of 5

App: Pair New Transmitter



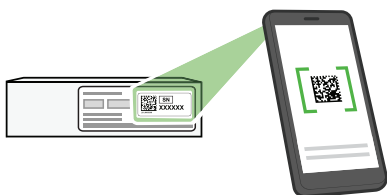
After entering your sensor code, enter transmitter SN.

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

Photo instructions:

Take Photo

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



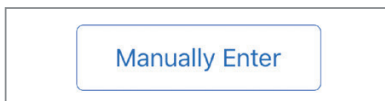
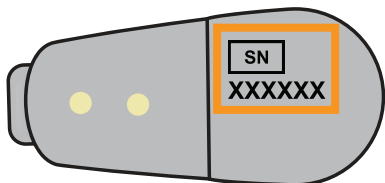
b. Turn transmitter box so barcodes face up.



c. Checkmark confirms you entered the SN correctly.



Manual instructions:



a. Tap **Enter Manually**.

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

c. Confirm correct SN.

Tap **Save**.

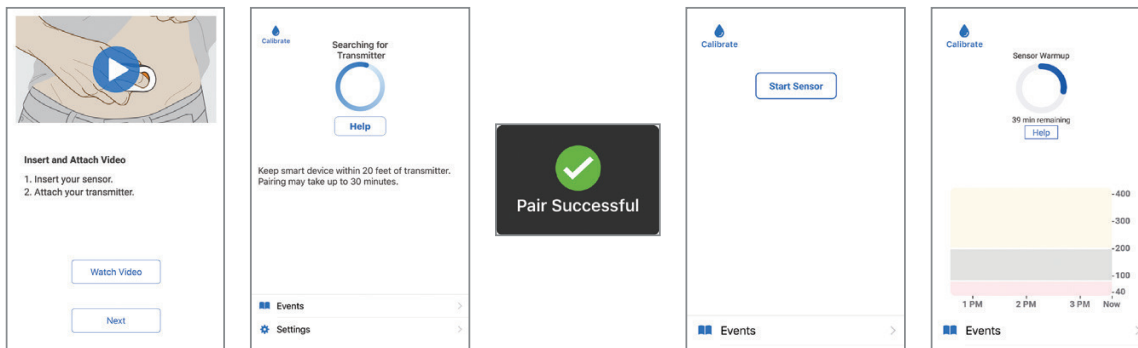
d. Checkmark confirms you entered SN correctly.



STEP 5 of 5

App: Pair New Transmitter

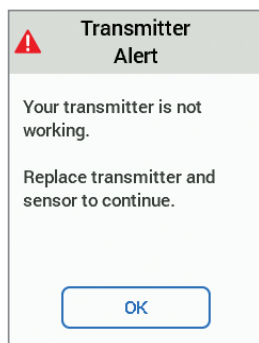
Insert sensor, attach transmitter, wait for your pairing confirmation, then start your new sensor session. If you want to, you're now ready to pair the transmitter to your receiver. See Chapter 6 for more information.



Finished!



Receiver: Pairing New Transmitter



If you are pairing two display devices, make sure you have done all of the steps, including starting a new sensor session, in one before pairing a new transmitter in the other.

Just like the app, follow onscreen prompts to pair a new transmitter or go to **Menu > Settings > Transmitter > Pair New**.

System lets you know when it's time to pair a new transmitter.

STEP 1 of 7

Receiver: Pairing New Transmitter



Tap **OK**.

Or **Menu > Settings > Transmitter**.

STEP 2 of 7

Receiver: Pairing New Transmitter



Tap **Pair**.

Pair New

Or **Menu > Settings > Transmitter > Pair New**.



STEP 3 of 7

Receiver: Pairing New Transmitter

◀ Sensor Code



Sensor Code is on sensor applicator.

No Code

Enter Code

Sensor Code



Sensor Code Successful

Next

Enter Sensor Code just like you have in earlier sensor sessions.

STEP 4 of 7

Receiver: Pairing New Transmitter

◀ Transmitter SN



Find serial number (SN) on transmitter box.

[Help](#)

Next

◀ Transmitter SN

[-] [] [] [] []

▲ ▼

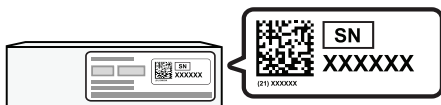
Save

After entering your sensor code, enter transmitter SN.

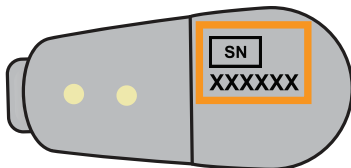


STEP 5 of 7

Receiver: Pairing New Transmitter



Find transmitter SN on back of box or transmitter.



STEP 6 of 7

Receiver: Pairing New Transmitter

Enter your transmitter SN.

Tap **Save**.

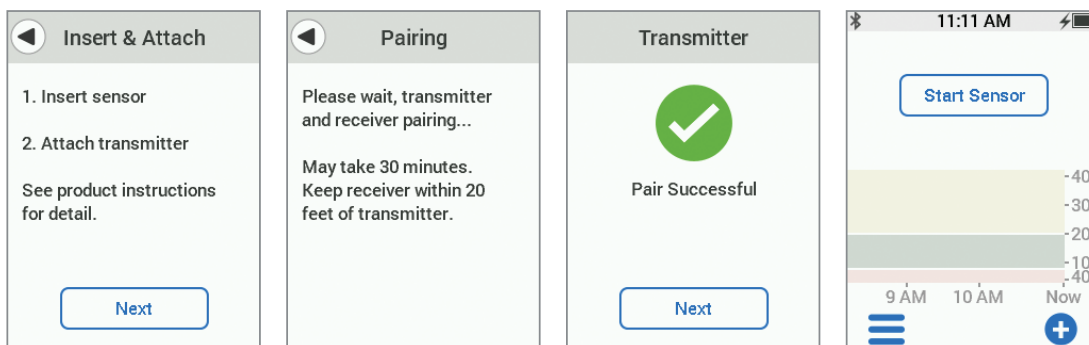


STEP 7 of 7

Receiver: Pairing New Transmitter

Insert sensor, attach transmitter, wait for your pairing confirmation, then start your new sensor session. See Chapter 6 for more information.

If you have already paired your transmitter and started a sensor session in another device, you will join the current session.



Finished!

13.6 What Was Covered and What's Coming

Now You Can:

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

What's Next?

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



Chapter 14 | Troubleshooting

14.1 Introduction

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

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

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

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

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

14.2 Alarm/Alerts and G6 Readings

Missing Lows: Getting Either Low Alert or No Urgent Low Soon Alert, Not Both

Problem

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



Solution

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

Alarm/Alerts Sound While Display Device Is Muted/Silenced

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

Exception: If your Apple smart device is silenced, you will not get the Signal Loss alert.

Cannot Hear Alarm/Alerts

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

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

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



No G6 Readings: No Readings Alert

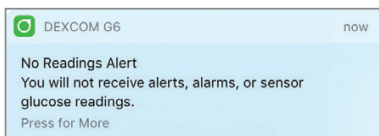
Problem

- Not getting G6 readings for the last 20 minutes

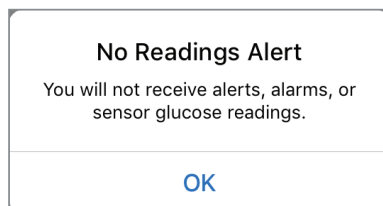
Solution

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

App Notification

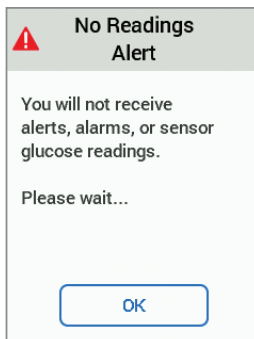


App





Receiver



No G6 Readings: Sensor Error

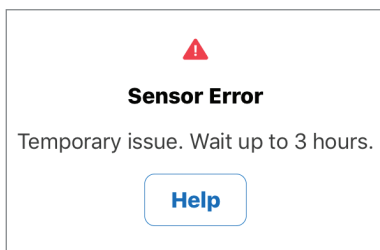
Problem

- Not getting G6 readings

Solution

- No glucose alarm/alerts or G6 readings until fixed. Use meter.
- Tap alert to get more information.
- Make sure your sensor is secure and your transmitter is snapped flat in its holder.
- Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, you'll see Sensor Failed. Contact Technical Support (available 24/7) at:
 - Web: dexcom.com/tech-support
 - Toll free: **1.888.738.3646**
 - Toll: **1.858.200.0200**

App





Receiver



No G6 Readings: Sensor Failed Alert

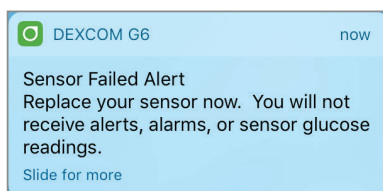
Problem

- Not getting G6 readings

Solution

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

App Notification





App

Replace Sensor

OK

Replace your sensor now.

You will not receive alerts, alarms, and sensor glucose readings after this time unless you replace your sensor.

Sensor Removal

Sensor Insertion

Receiver

 **Sensor Failed Alert**

Replace your sensor now.

You will not receive alerts, alarms, or sensor glucose readings.

OK