



CONTINUOUS GLUCOSE
MONITORING SYSTEM

User Guide

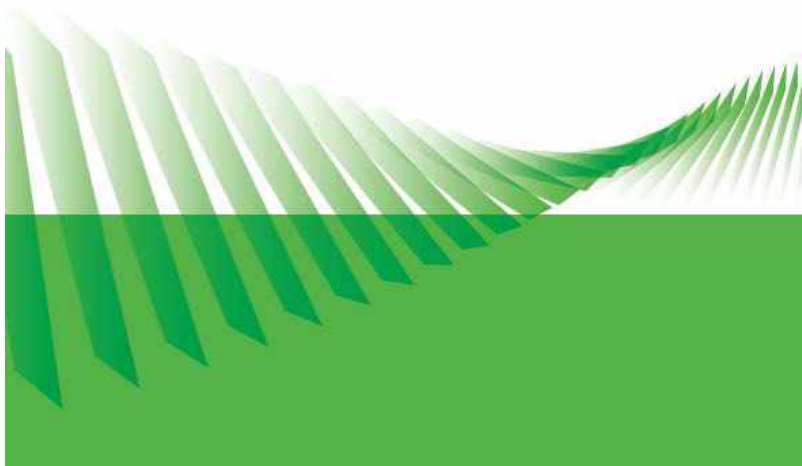


Table of Contents

Glossary	8
Chapter 1	14
Beginning Your Dexcom G5[®] x Continuous Glucose Monitoring System (G5x) Journey	14
1.1 Introduction	14
1.2 Self-Paced Resources	15
1.3 Your Dexcom Account	18
Chapter 2	20
Indications for Use and Safety Statement	20
2.1 Introduction	20
2.2 Important User Information	20
2.3 Safety Statements	21
2.4 Overview of Safety Statements	23
2.5 General CGM System Warnings	25
2.6 Calibration Warning and Precautions	27
2.7 System/Hardware/Software Warnings and Precautions	28
Chapter 3	37
Risks and Benefits	37
3.1 Risks	37
3.2 Benefits	39
Chapter 4	42
What Is the G5x?	42
4.1 System Description	42
4.2 Safety Statement	42
4.3 The G5x	44
4.4 What's New to the G5x?	46
4.5 System Information	47
4.6 System Components	47
4.7 Smart Device Overview	57
Chapter 5	59
Set Up Your Display Devices	59
5.1 Introduction	59
5.2 Safety Statement	59
5.3 Why Different Monitoring Methods?	60
5.4 App	61
Dexcom G5x System User Guide	2

[Glossary](#)

5.5 Dexcom Receiver.....	74
Chapter 6	81
Starting a Sensor Session: Inserting Sensor, Attaching Transmitter, and Starting Your Session	81
6.1 Overview	81
6.2 Safety Statements	82
6.3 Prepping for Sensor Insertion	85
6.4 Choosing Your Insertion Site	88
6.5 Inserting Your Sensor	90
6.6 Attaching Your Transmitter	94
6.7 Loose Transmitter Holder	97
6.8 Starting Your Sensor Session	97
6.9 Receiver <i>Bluetooth</i> Tips.....	102
6.10 Sensor Session Warmup.....	106
Chapter 7	108
Calibration	108
7.1 Introduction	108
7.2 Safety Statements	109
7.3 Calibration Overview.....	111
7.4 When to Calibrate	113
7.5 Calibration Notifications	114
7.6 Preparing for Calibration.....	118
7.7 Ready? Set? Calibrate!	119
7.8 Calibration Errors	126
Chapter 8	129
Ending Your Sensor Session and Transmitter Session	129
8.1 Introduction	129
8.2 Safety Statements	129
8.3 Ending Your Sensor Session	130
8.4 Remove Sensor, Transmitter, and Transmitter Holder	145
8.5 End of Transmitter Battery.....	148
8.6 Pair New Transmitter	151
Chapter 9	161
Home Screen, Rate of Change Arrows, and Errors	161
9.1 Introduction to Home Screens	161
9.2 Safety Statements	161
9.3 Overview of Home Screen.....	163

Apple Today View Widget	171
9.4 Rate of Change Arrows	181
9.5 Error Messages.....	182
Chapter 10	189
Daily Events Affect Your Glucose Trends and Patterns	189
10.1 Introduction	189
10.2 What Is an Event?	189
10.3 Entering Events	198
10.4 Viewing Events	207
Chapter 11	209
Sensor Glucose Alarm and Alerts	209
11.1 Introduction	209
11.2 Safety Statements	210
11.3 Alarm and Alerts	213
11.4 Alarm and Alerts Screens	215
11.5 App: Alarm/Alert Recommended Settings.....	221
11.6 Receiver: Default Beeps and Vibrations.....	222
11.7 Clearing Alarm/Alerts.....	226
Chapter 12	229
Next Steps:	229
On the Go With G5x: Customizing Your Alarm and Alerts	229
12.1 Introduction	229
12.2 Safety Statement.....	229
12.3 Changing app Alarm and Alerts.....	230
12.4 Changing Receiver Alarm and Alerts.....	243
EVERYTHING ELSE G5x.....	252
Chapter 13	253
Warranty: The Fine Print.....	253
13.1 Introduction	253
13.2 Receiver Warranty Information	253
13.3 Transmitter Warranty Information	256
13.4 Dexcom’s Obligations Under the Limited Warranty	257
Chapter 14	260
How to Take Care of Your G5x	260
14.1 Introduction	260
14.2 Basic Maintenance	260

14.3 Storage	268
14.4 Checking app and Receiver Information	269
14.5 System Disposal	270
Chapter 15	272
On the Go With G5x: Getting Through Security	272
15.1 Introduction	272
15.2 Safety Statement.....	272
15.3 Going Through Security.....	273
Chapter 16	276
Need Help? You're Not Alone!	276
16.1 Dexcom Technical Support Team.....	276
16.2 Dexcom Patient Care Team.....	277
16.3 Dexcom Sales Support Team.....	278
16.4 Corporate.....	279
Chapter 17	280
Technical Information	280
17.1 Device Performance Characteristics	280
17.2 Product Specifications.....	325
17.3 FCC Requirements.....	334
Chapter 18	336
Troubleshooting	336
18.1 Introduction	336
18.2 Safety Statements	336
18.3 Troubleshooting	337
Chapter 19	353
Symbols on Package Labels.....	353
SHARING IS CARING	356
Chapter 20	357
Dexcom <i>Share</i>®	357
20.1 Learning About Dexcom <i>Share</i>	357
20.2 Dexcom <i>Share</i> Overview	363
20.3 Risks and Benefits	366
20.4 Safety Statement.....	367
20.5 Setting Up Dexcom <i>Share</i>	371
20.6 Using Dexcom <i>Share</i>	380
20.7 Dexcom Follow App	386

20.8 Troubleshooting..... 389

1

GETTING STARTED

- Glossary
- Getting Started
- Indications for Use and Safety Statement
- Risks and Benefits

Glossary

A1C	Blood test used to diagnose type 1 or 2 diabetes and to gauge how well you're managing your diabetes. The A1C test result reflects your average blood sugar level for the past two to three months.
Accessory Device	Hardware, connected to your smart device by <i>Bluetooth</i> , you use to get easy access to some of its features. For example, <i>Bluetooth</i> headset, Apple watch, or smart watch. Also called wearables.
Alternative Site Testing	Using a blood sample from non-fingertip (alternative) sites such as the palm, forearm, or upper arm for meter readings. Do not use alternative site testing to calibrate the Dexcom G5 [®] x CGM System (G5x), only use fingerstick measurement.
App	A self-contained program or piece of software designed to fulfill a particular purpose; an application, especially as downloaded by a user to a smart or mobile device. The Dexcom G5 [®] Mobile app (app) was developed as a display for continuous glucose monitoring.
Apple Watch[®]	Accessory device for iPhone [®] .
Blood Glucose (BG)	An abbreviation of blood glucose. Blood glucose

	(BG) value is the amount of glucose in the blood measured by a BG meter.
Blood Glucose Meter/Meter/BG Meter	A medical device used to measure how much glucose is in the blood.
Calibration	<p>A comparison or measurement between your meter's fingerstick BG values and the sensor's interstitial fluid glucose readings. Although blood and interstitial fluids are similar, glucose concentration is higher in your blood. Calibration allows alignment between your sensor and meter readings.</p> <p>When you calibrate, you take a fingerstick measurement from your meter then enter the value into your receiver or smart device. The system uses that value to verify that the sensor glucose reading is on track.</p>
Continuous Glucose Monitoring (CGM)	<p>A system that uses a sensor inserted under the skin to check glucose levels in interstitial fluid. A transmitter sends sensor glucose readings to a display device.</p> <p>Users must confirm glucose levels with a BG meter before making a change in treatment.</p>
Contraindication	A safety statement outlining specific situations where the system should not be used because it may be harmful to you. The risk of use clearly outweighs any possible benefit.

Hyperglycemia	<p>High BG. Same as “high” or high blood sugar. Hyperglycemia is characterized by an excess of glucose in the bloodstream.</p> <p>It’s important to treat hyperglycemia. If left untreated, hyperglycemia can lead to serious complications.</p> <p>The default High Glucose Alert in the G5x is set to 200 mg/dL. Consult your healthcare professional to determine the appropriate hyperglycemic setting for you.</p>
Hypoglycemia	<p>Low BG. Same as “low” or low blood sugar. Hypoglycemia is characterized by a low level of glucose in the bloodstream.</p> <p>It’s important to treat hypoglycemia. If left untreated, hypoglycemia can lead to serious complications.</p> <p>The default Low Glucose Alert in the G5x is set to 80 mg/dL. Consult your healthcare professional to determine the appropriate hypoglycemic setting for you.</p>
Indications	<p>A condition making a particular treatment or procedure advisable. How, for what purposes, and under what circumstances you should use the G5x. Indications let you know who should use the G5x and when.</p>

IP	<p>The International Electrotechnical Commission (IEC) is a nonprofit, non-governmental, international organization created to produce safety standards for electronics. One of the safety standards it designed is the Ingress Protection (IP) Marking, which classifies and rates how protected an electronic device is against dust, water, accidental contact, etc.</p> <p>IP ratings are numerical, with the number based on the conditions the electronic device comes across.</p> <p>An IP22 rating lets you know your electronic device won't allow you to stick your fingers in it and won't get damaged or be unsafe during specific testing with water dripping down.</p> <p>An IP28 rating tells you your electronic device won't let you stick your fingers in it and is safe for long-term immersion in liquid up to a specified pressure.</p>
Jailbroken	<p>The removal of limitations and security measures set by the manufacturer on a smart device. The removal poses a security risk, and data may become vulnerable.</p> <p>Do not use, install, or run the Dexcom G5 Mobile app on a jailbroken smart device. The app may not work correctly on a jailbroken smart device.</p>
Landscape	When your smart device is oriented sideways.
mg/dL	Milligrams per deciliter. The standard unit of measure for glucose readings in the United States.

Portrait	When your smart device is oriented vertically.
Precaution	A safety statement regarding any special care to be exercised by you or your healthcare professional for the safe and effective use of the G5x.
RF	Radio-frequency (RF) transmission used to send glucose information from the transmitter to the receiver or smart device. Also used to send calibration data from the receiver or smart device to the transmitter.
Safety Statement	A statement of the intended uses of G5x and relevant warnings, precautions, and contraindications.
Sensor Session	The seven-day monitoring period after inserting a new sensor. During this time frame, your glucose is being monitored and reported every five minutes, with data being sent to your display device(s).
Smart/Mobile Device	Electronic device that can be wirelessly connected to networks over Wi-Fi, <i>Bluetooth</i> , or a cellular data connection (3G, 4G, etc). Examples are smartphones, tablets, and smart watches.
Today View	Swipe down to access information and notifications on your iPhone, iPad®, and iPod®.
Warning	A safety statement letting you know the following feature has important hazard information.

	Describes serious and life-threatening circumstances of using the G5x, their consequences, and how to avoid the hazard.
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Chapter 1

Getting Started:

Beginning Your Dexcom G5[®]x Continuous Glucose Monitoring System (G5x) Journey

1.1 Introduction

Welcome to the G5x family!

We are excited you chose us to partner with you in your journey to manage your diabetes. As a continuous glucose monitoring (CGM) device, the G5x allows you to break free from constant fingersticks. But how do you use the G5x? What are its features? Do you need to avoid anything?

Where do you even begin?

This chapter is the first step to answering these and many other questions.

After this chapter, you will be able to:

- Describe different training resources
- Locate tutorials about using the G5x in your diabetes management
- Find G5x's step-by-step instructions
- Recall how to use the user guide
- Explain why you need a Dexcom[®] account

We have numerous resources available to help you get the most out of your G5x. Between our self-paced training resources and our friendly and knowledgeable Dexcom customer support teams, help is always available.

First Things First - Learning How to Learn

Knowing about the G5x is your first step in creating a successful CGM experience. Before using it, learn about it.

You have numerous self-paced resources, helping you get to know the G5x:

1. Tutorials
2. Getting Started Guide

3. User Guide

No matter which resource(s) you select, make sure you review them prior to using your new CGM system.

1.2 Self-Paced Resources

Tutorials

Along with step-by-step instructions, our tutorials illustrate how real-time CGM can assist in your daily diabetes management. The following is a list of tutorials and how to access them.

Online Tutorials

First Steps With Your Dexcom CGM

Designed for those who have never used a Dexcom CGM. This tutorial covers what to expect in your first week and includes links to step-by-step videos on how to insert your sensor, calibrations, ending a sensor session, etc.

Next Steps With Your Dexcom CGM

Just finished First Steps or already familiar with how a CGM can benefit you? This tutorial covers looking at trends and introduces some advanced features including our reporting tools.

Accessing Online Tutorials:

From dexcom.com homepage, **click Support**.

Once you have viewed the online tutorials, you should be pretty comfortable with what CGMs do and how the G5x can help you.

Offline Tutorials

You don't need to be tied to the Internet to view our instructional tutorials, they're also available offline.

Accessing Offline Tutorials:

USB Card in the receiver package.

Guides

Getting Started Guide (GSG)

The G5x GSG complements the tutorials by providing the same step-by-step instructions in a booklet form or within the app.

One of the great things about the GSG is you can use it in conjunction with the videos, taking notes as you go!

Accessing the GSG:

Booklet in the receiver package.

Both the tutorial and the GSG give you a brief look at the G5x. But what if you want more detailed information?

User Guide

Your G5x reference book!

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

To download an eBook of the user guide or request a printed user guide, visit dexcom.com/guides.

The G5x user guide is grouped into six separate parts:

Part 1: *Getting Started*

- Glossary
- Getting Started
 - Learning how to learn about the G5x
 - Registering at dexcom.com
- Indications for Use and Safety Statement
- Risks and Benefits

Part 2: *Let's G5x! The Basics*

Dexcom G5x System User Guide

16

Beginning Your Dexcom G5x Continuous Glucose Monitoring System (G5x) Journey

- Introduction to the G5x
- Initial Setup
- Starting a Sensor Session: Inserting the Sensor and Attaching Transmitter
- Calibration
- Ending a Sensor Session and Transmitter Session

Part 3: *Next Steps - Getting the Most out of Your G5x*

Once you are up and running, how you can maximize the G5x features:

- Reading Trend Graph Screens and Recognizing Trends
- Events
- Alarm and Alerts
- Sounds for Alarm, Alerts, and System Messages

Part 4: *Everything Else G5x*

- Warranty
- G5x Maintenance
- Travel Tips
- Customer Service Contacts
- Technical Information
- Troubleshooting
- Symbols on Package Labels

At the end of your G5x user guide, Part 5, is the user guide for Dexcom Share[®].

Part 5: *Sharing Is Caring*

- Dexcom Share
 - What Is Dexcom Share?
 - Setting Up Dexcom Share
 - How to Use Dexcom Share

- Your Followers
- Troubleshooting

Part 6

- Index for G5x System and Dexcom *Share*

How to Use Your User Guide

All chapters in the G5x user guide are laid out the same way:

The beginning of each chapter lists what you'll be able to do after you have finished, after that, any applicable safety statements you need to know, followed by the chapter's content. At the end, there's a recap of what was covered and what's in the next chapter.

1.3 Your Dexcom Account

You'll need a username and password to set up the G5 Mobile app (app) and for reordering.

If you haven't already done so, go to dexcom.com and set up your own account.

Or, if you prefer, the app walks you through creating your log-in credentials as part of your initial app setup.

Summary

Now You Can:

- Describe different training resources
- Locate tutorials about using the G5x
- Find step-by-step instructions for the G5x
- Recall how to use the user guide
- Explain why you need a Dexcom® account

What's Next?

Now you are familiar with how to use this user guide and where to go for help.

Throughout the user guide you'll see color-coded boxes containing Safety Statements. The next chapter, *Indications for Use and Safety Statement*, lists all Safety Statements along with how to read and interpret them.

Next you'll learn about when and how to use the G5x safely.

Chapter 2

Getting Started:

Indications for Use and Safety Statement

2.1 Introduction

We want the G5x to be a valuable tool in your diabetes management. Like any system, there are steps to take to get the most out of it. As excited as you are about getting started, did you know if you just took Tylenol[®], maybe you should wait? Did you know taking Tylenol is contraindicated?

In this chapter, you'll learn about some key areas that might prevent you from having the best CGM experience, or, if you're not careful, might even harm you or the system. You'll even learn what a contraindication is!

2.2 Important User Information

Each part of your system has instructions including indications, contraindications, warnings, precautions, and other important user information. Please review the instructions for each part of the system in this user guide before using the G5x.

This chapter is important to read. It helps you use the G5x safely and covers:

- What is a Safety Statement?
 - Telling the difference between an indication and a contraindication
 - Explaining why warnings are so important
 - Defining precautions
- How to read a chapter's Safety Statement
- Overview of Safety Statements

Let's start with definitions, look at a Safety Statement example used throughout the User Guide, and then review the Safety Statements broken down into the system's components.

Safety Statement

A Safety Statement is a brief statement of the G5x's indications, relevant warnings, precautions, or its contraindications (when to avoid using it). The Safety Statements are meant to keep you and the system safe while using the G5x:

1) Indications

How, for what purposes, and under what circumstances you should use the G5x. Indications let you know who should use the G5x and when. Indications are the who, what, and why of the G5x.

2) Contraindications

Contraindications let you know when *not* to use the G5x. If used during these situations, you may hurt yourself or the system; the risk of use clearly outweighs the benefit.

3) Warning

Important hazard information: Describes serious or life-threatening circumstances to stay away from while using the G5x, their consequences, and how to avoid danger.

4) Precaution

Special steps you need to take while using the G5x, preventing minor or moderate injury to either you or the system.

2.3 Safety Statements

This user guide presents Safety Statement two ways:

1. In this chapter's Overview of Safety Statements

- Lists all Safety Statements
- Includes a section reviewing how the statements are formatted
- 2. Within each chapter
 - Lists only those statements applicable to that specific chapter

Chapter's Safety Statements

Each chapter will list all applicable indications, contraindications, warnings, and precautions.

Some chapters will have multiple Safety Statements; others have none. Safety Statements are located toward the front so you can keep them in mind as you learn about that chapter's topic. The same statement may be repeated throughout the user guide. It's important to recognize which factors could prevent the system from working correctly, or even harm you.

Within chapters, each color-coded Safety Statement is in a box, broken down into four sections:

1. Type of statement
 - a. **Bold** and color-coded
 - **WARNING-Red**
 - **PRECAUTION-Blue**
 - **INDICATION-Green**
 - **CONTRAINDICATION-Purple**
2. Do's/Don'ts
 - a. An action you should or should not take
 - b. *Italicized*
3. Why
 - a. A statement of the potential harm
4. Consequences
 - a. What could happen if you don't follow the instructions

The following is an example of a chapter's Safety Statement and how to read it.

Warning

Do: *Calibrate at least once every 12 hours*

Why: Calibrating less often than every 12 hours might cause inaccurate sensor glucose readings

Consequences: Missing severe low (hypoglycemia) or high (hyperglycemia) Alarm or Alerts

Since this is a **Warning**, you know it covers important safety information. Italics are the **Do/Don't** steps to follow: *Calibrate at least once every 12 hours*. Below the italics is a statement explaining **Why** you need to follow the steps: Calibrating less often than every 12 hours might cause inaccurate sensor glucose readings. And finally what happens, or the **Consequences**, if you don't: Missing a severe low (hypoglycemia) or high (hyperglycemia) glucose event.

2.4 Overview of Safety Statements

This section provides a review of Safety Statements containing the same elements described above (type of Safety Statement, an action, a statement of potential harm, and consequences) but listed in a narrative, not boxed, format. Here you'll learn what indications and contraindications are and what to do to keep you safe and the system in proper working order.

Safety Statements are broken down into two major categories. First, general CGM system Warnings which review warnings and precautions you take with most CGM systems—and second, Hardware/Software Warnings and Precautions which list warnings and precautions specific to the G5x components.

Indications and Contraindications

Indications

What are the G5x indications? Well, in technical terms, the indications are:

The Dexcom G5x Continuous Glucose Monitoring (CGM) System (G5x) is a glucose monitoring system indicated for detecting trends and tracking patterns in persons (age 2 years and older) with diabetes. The system is intended for single patient use and requires a prescription.

The system is indicated for use as an adjunctive device to complement, not replace, information obtained from standard home glucose monitoring devices.

The system aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments, which may minimize these excursions. Interpretation of the system results should be based on the trends and patterns seen with several sequential readings over time.

In Layman's Terms

But what does that mean? Indications are the who, what, and why of the G5x.

Who

The G5x is a single patient use device (meaning you can't share the components with others) for people age 2 years and older with diabetes.

What

The G5x is a prescription-only glucose-monitoring device. G5x tracks your glucose patterns and detects trends. Working with your home blood glucose (BG) meter, the system is meant to complement, not replace, your BG meter.

Why

The CGM system's trend and pattern information, its glucose Alarm/Alerts, combined with your meter's actual BG value, can help you manage your diabetes.

By identifying low and high glucose level periods, the G5x allows you to take action when needed and create long-term management strategies with your healthcare professional. Using trend information to see your highs and lows helps you stay inside your target range.

The G5x's trend and pattern information is based on a series of sensor glucose readings taken over a period of time.

Work with your healthcare professional and create a game plan on how to best use your trend and pattern information in managing your diabetes.

Contraindications

Contraindications let you know when *not* to use the G5x; you may hurt yourself or damage the system. Remember, if used during certain situations, the risk of use may clearly outweigh any potential benefit. Within the chapters, contraindications are in purple boxes.



MRI/CT/Diathermy

Don't wear the system (sensor, transmitter, and receiver) before Magnetic Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

The system hasn't been tested during MRI, CT scans, or with diathermy treatment. Magnetic fields and heat could damage the components, stopping sensor glucose readings or Alarm/Alert notifications. Without sensor glucose readings or Alarm/Alert notifications, you might miss a severe low or high glucose event.

Medications

Taking medications with acetaminophen (such as Tylenol or Excedrin[®] Extra Strength) while wearing the sensor may falsely raise your sensor glucose readings. The level of inaccuracy depends on the amount of acetaminophen active in your body and is different for each person.

2.5 General CGM System Warnings

Warnings

Warnings outline important hazard information, describing any serious and/or life-threatening situations, their consequences, how to avoid danger while using the system and how to protect the G5x from harm.

Review Training Materials

Thoroughly review the training materials included with your system before using.

Incorrect use could lead you to misunderstand system information or might affect its performance and you might miss a severe low or high glucose event.

Treatment Decisions

The system does not replace your BG meter.

When making treatment decisions, such as the amount of insulin you need, only use your BG value. Don't use the G5x sensor glucose readings because they can be different from your BG value. If sensor glucose readings are used in determining treatments, it could result in you missing a severe low or high glucose event.

Don't Ignore Low/High Symptoms

If your sensor glucose readings don't match your symptoms, measure your BG with a fingerstick. You may miss a severe low or high glucose event.

Who Shouldn't Use

The system was **not evaluated** for the following persons:

- Pregnant women
- Persons on dialysis

Do not use the Dexcom G5x System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect the performance of the system. Sensor glucose readings may be inaccurate in critically ill patients.

The system's accuracy hasn't been tested in people falling into these groups and sensor glucose readings may be inaccurate, resulting in missing a severe low or high event.

2.6 Calibration Warning and Precautions

Calibration is the process of making sure your sensor continues to be accurate. Your sensor doesn't automatically know what your glucose levels are—you have to teach your system what a given BG value is by entering in a KNOWN glucose value from your BG meter.

Warning

Calibrate on Schedule

Calibrate at least once every 12 hours. Calibrating less often than every 12 hours might cause sensor glucose readings to be inaccurate, resulting in you missing a severe low or high glucose event.

Precautions

Be Accurate, Be Quick

Enter the exact BG value displayed on your BG meter within five minutes of a fingerstick.

Entering the wrong BG values, or waiting more than five minutes before entry, might affect sensor performance, resulting in you missing a severe low or high event.

Significant Glucose Rate Changes

Don't calibrate when your BG is changing at a significant rate: more than 2 mg/dL per minute.

Look for rate of change arrows on your display device screen and don't calibrate when you see:

- A single arrow, pointing up
 - Rising 2-3 mg/dL each minute
- Two arrows pointing up
 - Rising more than 3 mg/dL each minute
- Single arrow pointing down
 - Falling 2-3 mg/dL each minute

- Two arrows pointing down
 - Falling more than 3 mg/dL each minute

Calibrating during a significant rise/fall of your BG may affect accuracy of sensor glucose readings, resulting in you missing a severe low or high glucose event.

Fingerstick Only

Only use fingerstick measurements from your BG meter for calibration.

Alternative site BG values from your arms, palm of your hand, etc., may be different and less accurate than your fingerstick BG values. Using alternative sites for calibration might affect sensor performance, resulting in you missing a severe low or high glucose event.

Prior to Startup Calibration: Data/Alarm/Alert

After starting a new sensor session, until completing your startup calibrations you won't receive any sensor information such as readings, Alarm or Alerts. Without these, you may miss a severe low or high glucose event.

Continue to take fingerstick measurements during a new sensor warmup period.

Now that we have reviewed common CGM Safety Statements, let's focus on the G5x components.

2.7 System/Hardware/Software Warnings and Precautions

In this section, you will learn how to safely use the G5x's hardware and software. Some sections have either Precautions or Warnings, others will have both.

Sensor/Transmitter Holder Warnings and Precautions

Warnings

Sensor Breaking Off

On rare occasions, the sensor wire may break or detach from the transmitter holder.

Within 24 hours of experiencing a broken sensor wire, please call our 24/7 Technical Support department, toll free at **1.888.738.3646**

If a sensor wire breaks under the skin with no portion of it visible, don't remove it. Contact your healthcare professional if you have redness, swelling, or pain at the insertion site.

Placement

Do not insert the sensor component of the system in a site other than the belly/abdomen (ages 2 years and older) or the upper buttocks (ages 2 to 17 years). The placement and insertion of the sensor component of the system is not approved for other sites.

The system has not been tested in other areas and may not work properly if inserted in other areas.

Storage

During a sensor's shelf life, store it between 36° F-86° F. While you don't need to keep your sensor in a refrigerator, you can as long as the refrigerator is between 36° F-86° F.

Never store sensors and/or sensor packages in a freezer.

Storing the sensor incorrectly might cause the sensor glucose readings to be incorrect, resulting in you missing a severe low or high glucose event.

Precautions

Expiration Date

Don't use expired sensors. Before inserting, always check the package label for the expiration date using the YYYY-MM-DD format.

If past the expiration date, don't use because the sensor glucose readings might not be accurate, resulting in you missing a severe low or high glucose event.

Sensor Package

Don't use sensor if its sterile package has been damaged or opened. Using a non-sterile sensor might cause infection.

Clean and Dry Before Using

Before opening the sensor package, wash your hands with soap and water, then dry. If your hands are dirty while inserting the sensor, you may contaminate the insertion site and get an infection.

Before sensor insertion, clean the skin with alcohol wipes to prevent infections. Don't insert the sensor until the cleaned insertion site is dry, and free from any lotions or perfumes.

If your insertion site is not clean and completely dry, you run the risk of infection or the transmitter holder not sticking and falling off.

Sensor Placement

Don't insert the sensor where bones are close to the skin's surface (for example, over your ribs or hip bones). If you insert the sensor in these areas, you may feel excessive pain or damage your sensor.

Don't remove the safety guard before placing the applicator on the skin. If you remove the safety guard first, you may accidentally deploy the needle and hurt yourself. Change the site where you place the sensor with each new insertion. 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
- Unlikely to be bumped or pushed

Insertion in these areas might affect sensor performance, resulting in you missing a severe low or high glucose event.

Transmitter Warnings and Precautions

Warnings

Inspect Transmitter

If your transmitter is damaged or cracked in any way, don't use it. Damaged components could create an electrical safety hazard or malfunction, which might cause electrical shocks.

Choking

The transmitter is small and may pose a choking hazard. Don't put it in your mouth or allow children to play with it.

Precautions

Reusable: Don't Throw Away

When ending a session, don't throw away the transmitter.

The transmitter is reusable and can be used in multiple sensor sessions. Keep using it until the system notifies you the transmitter battery is about to expire.

Don't Share Your Transmitter

Never share your transmitter with another person. The system is a prescription-only medical device and is meant, or indicated, for your use only.

Your transmitter is tied to *your* readings. If used by someone else, your reports, Alarm and Alerts, etc., would be wrong, resulting in you missing a severe low or high glucose event.

System Precautions

Next are precautions for the receiver, transmitter, sensor, and the system.

Precautions

Use Correct Transmitter, Receiver, and Sensor

The G5x transmitter must be used with the G5x Sensor and is not interchangeable with the Dexcom G5@Mobile/G4® PLATINUM Sensor. The G5x transmitter is compatible with the G5 Mobile receiver.

The G5x transmitter and receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver.

System Accuracy

System accuracy may be affected when your glucose is changing at a significant rate such as during exercise or after a meal.

Significant glucose rise/fall rates:

- Rising 2-3 mg/dL each minute
- Rising more than 3 mg/dL each minute
- Falling 2-3 mg/dL each minute
- Falling more than 3 mg/dL each minute

Airport Scanners

Be aware of airport body scanners and baggage x-rays when you travel. Do not place any part of the G5x system in the baggage x-ray machine or body scanner. Ask for visual inspection instead:

- Baggage x-ray machine: Instead of putting any part of your G5x through the baggage x-ray, ask the TSA officers to visually inspect it.
- Body scanner: When you are wearing your G5x, request hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner. AIT is also called millimeter wave scanner.

The system has not been tested in x-rays or AIT body scanners, and it is unknown if exposure to x-rays or AIT body scanners can affect the system performance and result in you missing a severe low or high glucose event.

It is safe to wear the system through the walk-through metal detector or hand-wanding. If you are unsure of whether the airport scanner is a metal detector, an AIT body scanner or an x-ray, ask the TSA officer or request hand-wanding or full-body pat-down.

Receiver and Smart Device Precautions

The Dexcom receiver and your smart device share some warnings and precautions.

Precautions

Communication Range

Do not separate the transmitter from the receiver or smart device by more than 20 feet. The transmission range from the transmitter to receiver or smart device is up to 20 feet without obstruction.

Types of obstruction differ and not all have been tested. Obstructions can include water, walls, metal, etc. If your transmitter and display device(s) are more than 20 feet from each other or are separated by an obstruction, they might not communicate, resulting in you missing a severe low or high glucose event.

As with any wireless device, water in reducing the communication distance. This applies to the transmitter and display devices. Take special care when swimming, taking a bath, or getting into a hot tub.

Setting Alarm/Alert Notifications

When using both a receiver and a smart device, you must set your settings separately in each. If you set up one device and then use another, you might not get an Alarm or Alerts, causing you to miss a severe low or high glucose event.

Using an accessory device (like a smart watch) might override your smart device sounds. Alarms or Alerts might vibrate or be heard on the accessory instead of your smart device. After connecting any accessories, make sure that the smart device settings allow you to continue receiving Alarms or Alerts on the smart device.

Is It On?

If the receiver or smart device is turned off (Shut Down), it will not display sensor data, information, Alarm or Alerts. Make sure they are turned on; otherwise you won't get sensor glucose readings or Alarm or Alerts, causing you to miss a severe low or high glucose event.

Smart Device Warnings

Next are warnings for just your smart device.

Warnings

Smart Device Settings

The app can't override your smart device's internal settings. Also, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alerts and Alarm.

To receive Alarm or Alerts you must:

1. **Make sure** app Notifications are **turned on** in the *Setting's* menu.
2. **Verify** app hasn't been shut down.
3. **Turn Bluetooth®** on.
4. **Turn off Do Not Disturb** (if available on your smart device).
5. **Restart** app after device is restarted.
6. **Set Volume** at a level you can hear.
7. **Do not close app**, always run app in the background.
8. **Make sure** accessory devices do not override your smart device settings.

If your settings are incorrect, you might miss a severe low or high glucose event.

App Alarm/Alert vibrations aren't any different from other vibrating apps on your smart device. Medical device apps, like this app, don't have any special priorities over your smart device's features. G5 Mobile app notifications or Alerts may sound or feel the same as notifications from another app. The only way to know is to look at the screen.

Did You Miss an Alarm or Alert?

An Alarm or Alert can't be heard through your smart device's speakers if headphones are plugged in.

Make sure you unplug your headphones when you are done using them, otherwise you might not hear an Alarm or Alert, causing you to miss a severe low or high glucose event.

Receiver Warning and Precaution

Warning

Don't Use Damaged Goods

If your receiver is damaged or cracked, don't use it. This could create an electrical safety hazard or malfunction, causing possible electrical shocks.

Avoid Strangulation

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

Precaution

Test Receiver

If your receiver gets wet or dropped, make sure the speaker and vibrations still work. To check, either plug it in, turn it on, or go to the *Profiles* menu and select *Try It*. If it doesn't vibrate and beep, contact Technical Support.

If the vibration motor and/or speaker on your receiver aren't functioning properly you may miss a severe low or high Alarm/Alert. Use the app on your smart device until this issue is resolved

Keep Receiver Clean and Dry

Keep the USB port cover on the receiver closed whenever the USB cable is not attached and do not submerge in water.

If dirt or water gets into the USB port, the receiver could become damaged and stop displaying readings or providing Alerts; you might miss a severe low or high glucose event.

Caution

U.S. law restricts the sale of the G5x to sale by or on order of a physician.

Summary

Now You Can:

- Define a Safety Statement

- Explain the difference between an indication and a contraindication
- Describe the importance of warnings
- Describe what a precaution is
- Correctly read a chapter's Safety Statement
- Provide an overview of Safety Statements by category

What's Next?

In our next chapter, you will learn about the risks and benefits of using the G5x.

Chapter 3

Getting Started:

Risks and Benefits

When using any medical device, there are risks and benefits. In this chapter, you'll learn what they are so you can better understand the pros and cons of CGM and the G5x.

First, let's review some possible risks.

3.1 Risks

There are some risks with using real-time CGM.

Not Receiving Alarm/Alerts

If you aren't getting your CGM Alarm/Alerts, you run the risk of not knowing you are having a severe glucose low or high.

Some hardware issues preventing Alarm/Alerts:

- Alert function is turned off
- Transmitter or display device is out of range
- Display device isn't showing sensor glucose readings
- Display device battery is dead
- Unable to hear Alarm/Alerts or feel vibration
- Speaker or vibration motor not working
- App not running in the background
- Smart device is on *Do Not Disturb* or Silent Mode

See Troubleshooting in Chapter 18 or recommended settings in Chapter 11 for more information.

Different Devices May Give Different Numbers

The sensor glucose reading can be different from your meter's BG value.

If the sensor's glucose reading is higher than your meter's BG value, you may miss a Low Alert. As an example, your last sensor glucose reading was 82 mg/dL, whereas your meter BG value shows 78 mg/dL. If your Low Alert is set at 80 mg/dL, you won't receive an alert because the sensor glucose reading is 82 mg/dL.

If you're not receiving an Alarm/Alert, and not taking fingerstick measurements, you may be unaware of low or high glucose levels.

Sensor Insertion Risks

Inserting the sensor and wearing the adhesive patch might cause infection, bleeding, pain, or skin irritations (for example, redness, swelling, bruising, itching, scarring, or skin discoloration). The chance of this happening is low. The G5x uses a different applicator than older systems. The G5x clinical studies showed slight redness and swelling occurring only in a few patients. Different people may have different skin sensitivity to the sensor adhesive. If skin irritation is seen, follow up with your healthcare professional on ways or tips to reduce or avoid sensor site irritation.

With any sensor, if you don't follow the instructions for sensor insertion, there is a chance you may mistakenly insert the sensor before you are ready. Be careful to ensure you place the sensor on your sensor insertion site **before** taking off the safety guard. **After** placing the applicator on the body, fold and break the safety guard.

The safety guard can be a choking hazard. Carefully throw it away, especially if around children.

During Dexcom's G5x clinical studies, no sensor wires broke; however, there is a remote chance a sensor wire could break or detach and remain under your skin. Sterile broken sensor wires usually don't pose a significant medical risk.

If a sensor wire breaks off or detaches and remains under your skin, contact your healthcare professional and call Dexcom's Technical Support toll free, 24/7, at **1.888.738.3646** or toll at **1.858.200.0200** within 24 hours.

Those are the risks, let's now review the benefits!

3.2 Benefits

Daily habits impact your BG levels. With the G5x, you can track how your exercise, carbs, stress levels, medication, or illness influences your glucose levels.

Knowing Your Trends

Providing sensor glucose readings every five minutes, for up to seven days, the G5x helps you detect trends and patterns. Trend information reveals where your glucose is now, where it's been, where it's heading, and how fast it's changing.

Understanding your trends allows you to take proactive action, helping you avoid dangerously low or high glucose values.

Using Dexcom *Share* (see Part 5) allows friends and family, your Followers, to monitor your glucose activity, adding another layer of support and peace of mind.

Simplified Sensor Insertion

The redesigned G5x sensor applicator allows you to insert a sensor with fewer steps while using just one hand. Fewer steps simplify the insertion process.

Helping Your Diabetes Management

Wearing the G5x on a consistent and ongoing basis helps you manage your diabetes. The Alarm/Alerts features (see Chapter 11) keep you aware of your glucose levels. Alerts notify you when your glucose goes outside your target range or is rapidly falling or rising, letting you take action before you get too low or too high. The Urgent Low Glucose Alarm lets you know when you are dangerously or urgently low, going below 55 mg/dL. By taking corrective measures, you reduce the time spent in your low/high range, while increasing time in your target range (Garg, S. Z., 2006) (Battelino, T., 2011).

Real-time CGM can help improve your A1C as well as improve the quality of your glucose control. If you are at or below 7%, using a CGM such as the G5x helps reduce hypoglycemia (Tamborlane, W. V., 2008).

Lowering your A1C, increasing your time in your target range while decreasing time in low/high BG range is believed to reduce your risk of diabetes-related complications (Ohkubo, Y., 1995).

In some cases, patients perceived an increase in their quality of life and peace of mind when using real-time CGM (Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group, 2010).

What's Next?

You've read the Safety Statements, reviewed the risks and benefits; now let's take a look at Dexcom's G5x!

References:

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Ohkubo, Y., Kishikawa, H., Araki, E., Miyata, T., Isami, S., Motoyoshi, S., & Shichiri, M. (1995). Intensive Insulin Therapy Prevents the Progression of Diabetic Microvascular Complications in Japanese Patients With Non-insulin-dependent Diabetes Mellitus: A Randomized Prospective 6-year Study. *Diabetes Research and Clinical Practice*, 28(2), 103-117.

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2

LET'S G5x! THE BASICS

- Introduction to the G5x
- Initial Setup
- Starting a Sensor Session: Inserting the Sensor and Transmitter
- Calibration
- Ending a Sensor Session and Transmitter Session

Chapter 4

Let's G5x! The Basics:

What Is the G5x?

4.1 System Description

Now it's time to get an overview of the the Dexcom G5x.

After this chapter, you'll be able to:

- Explain the G5x
- Describe options to view trends
- Locate your historical readings
- Recognize system components
- Explain each part's function

4.2 Safety Statement

While you can use the G5 Mobile receiver with the G5x, you can't use the sensor or transmitter from previous generations. If the transmitter or sensor box says "G5 Mobile" or "G4 PLATINUM," don't use them with the G5x.

Warning

Don't: *The system was not evaluated for the following persons:*

- *Pregnant women*
- *Persons on dialysis*

Don't use the system in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect the performance of the system. Sensor glucose readings may be inaccurate in critically ill patients.

Consequences: The system's accuracy hasn't been tested in people falling into these groups, and sensor glucose readings may be inaccurate, resulting in missing a severe low or high event.

Precaution

Do: *The G5x transmitter must be used with the G5x Sensor and is not interchangeable with Dexcom the G5@Mobile/G4[®] PLATINUM Sensor. The G5x transmitter is compatible with the G5 Mobile receiver.*

Why: The G5x transmitter and G5 receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver.

Consequences: Missing a severe low (hypoglycemia) or high (hyperglycemia) glucose event.

G5x-Compatible Components

G5x System Components	Components Not Compatible with G5x
G5x Sensor G5x Transmitter G5 Mobile Receiver G5 Mobile App	G5 Mobile/G4 PLATINUM Sensor G5 Mobile Transmitter G4 PLATINUM Transmitter G4 PLATINUM Receiver with Share G4 PLATINUM Receiver

4.3 The G5x

The G5x is a medical device you use on yourself. It allows you to continually see your sensor glucose readings, updated every five minutes for up to 7 days, without the bother of taking constant fingerstick measurements. A single-use sensor inserted under your skin measures your sensor glucose readings. A reusable transmitter sends your data to your display device.

The G5x provides personalized trend Alerts, notifying you to proactively react when your glucose levels are getting too low or too high. Dexcom provides web-based reports reflecting your glucose trends and patterns. Share the reports with your healthcare professional when developing your diabetes management treatment plans.

Some users of the G5x System may need a caregiver involved in their care. Please consult your physician for guidance.

Options to View Your Trends

The G5x transmitter works with a number of display devices, giving you flexibility to use what's best for you, your situation, or your lifestyle.

1. Receiver

2. G5 Mobile app (app) on your smart device

While the system works with different smart devices, they're not interchangeable during a sensor session, so before starting one, select which smart device you want to use and stick with it throughout your session. You can't use multiple smart devices at the same time, but you can combine the receiver with a smart device during a session.

The G5x is the first CGM system where a smart device acts as a receiver. For a list of current devices and operating systems, go to:

dexcom.com/compatibility.

Chapter 5 covers how to set up your smart device with the app.

The primary difference between the receiver and app is not the information they give you, but how that information is presented. The following are some of the shared CGM data and system information features.

Tracking Real-Time CGM Data

The receiver and app give you the ability to track your glucose trends in a number of different ways. Each device's home screen opens to your glucose trend screen.

Viewing Glucose Levels

The receiver and app share many of the same glucose-monitoring features. Your glucose values are color-coded to highlight what zone you are in, allowing you, at a glance, to see what your levels are.

Color-coded glucose levels:

- **Red** - Low
- **Gray** - Within your target range
- **Yellow** - High

Trend Arrows

Glucose levels are not just about the numbers. The G5x includes trend arrows so you know the speed and direction of your glucose, allowing you to proactively react before your glucose gets too high or too low.

Alarm/Alerts

Being warned when your glucose value is too high or too low, falling or rising too quickly, or trending toward a severe low or high is very important. Warnings in the form of Alerts or an Alarm help you avoid getting too low or too high. Alarm and Alert notifications help keep you aware of your glucose trends and are made up of a combination of sounds, vibrations, and screens.

There are a number of Alerts, but only one Alarm: when your glucose level dips below 55 mg/dL. Some customization options are available and are part of the setup process for the receiver and smart device.

In Chapter 11, you can learn more about the Alarm and Alerts feature.

Viewing Your Glucose Values

The G5x allows you to see your last 1-3-6-12-24 hours of your sensor glucose readings. On the receiver, from the home screen, **press Up/Down Arrows** to view. On a smart device, **hold upright** in *portrait* mode to see the most recent three hours; **turn sideways** to *landscape* mode to view your glucose levels over the last 1-3-6-12-24 hours.

Go to Chapter 9 to learn more about viewing your glucose trends.

4.4 What's New to the G5x?

Dexcom's G5x has features not found in our previous generations. They include:

- G5x sensor applicator
- Redesigned transmitter and transmitter holder

G5x Sensor Applicator

Inserting a sensor has never been easier! The redesigned G5x sensor applicator allows you to insert a sensor with just one hand. Just peel away the adhesive's backing, place the applicator on your body, fold and break off the safety guard, and push the applicator's button. For detailed steps on sensor insertion, see Chapter 6.

Redesigned G5x Transmitter Holder and Transmitter

The redesigned transmitter and its holder enjoy a lower profile. The transmitter snaps into the newly designed holder and, with its new breakaway feature, snaps out for easy transmitter removal. For more information on how to attach the transmitter, go to Chapter 6. After a sensor session has ended, see Chapter 8 for its removal.

4.5 System Information

The receiver and app also keep you informed on the system's status. Technical notifications provide information about your sensor session and about the system's hardware. Each chapter provides a table of the notifications, system, and error messages applicable to its subject. As an example, the calibration chapter will review all calibration messages you may see.


Now that you know what the G5x does and what's new, let's open your G5x packages, see what's inside, and review each item.



4.6 System Components




Package



The G5x comes to you in a number of boxes; after opening, keep the packaging until you are no longer using its contents.



G5x System Component Packaging




Sensor	
	Sensor package

	<p>Single use sensor(s) Sold separately.</p> <p>Comes in a sterile pack.</p>
	<p>Insert</p>

<p>Transmitter</p>	
	<p>Transmitter package</p>
	<p>Reusable transmitter</p>
<p>Receiver</p>	
	<p>Receiver package</p>

	Receiver
	Receiver's USB charging and download cable

Receiver	
	AC power adapter
	Welcome Card

	<p>Getting Started Guide</p>
	<p>Training Checklist attached to Getting Started Guide</p>
	<p>Training Tutorial USB Card</p>

Overview of System Components

This section is meant as a quick overview of each part; specifics for each are found in following chapters. For detailed product specifications and technical information, please go to Chapter 17.

The G5x is comprised of four key parts:

1. Applicator with single use sensor

2. Reusable transmitter
3. Rechargeable receiver
4. G5 Mobile app

G5x optional:

Dexcom *Share*

Sensor Applicator Overview

After removing the backing from the adhesive patch on the back of the sensor applicator, place the applicator on your skin and remove the safety guard. Push the orange button to insert the sensor wire and release the transmitter holder.

The sensor wire is made of silver and platinum with polymer membranes. Once inserted, the thin and flexible wire measures your glucose levels in the fluid between your cells (interstitial fluid) for up to seven days.

This section is meant as a quick overview. More information on using and inserting the applicator, sensor, and sensor wire can be found in Chapter 6.

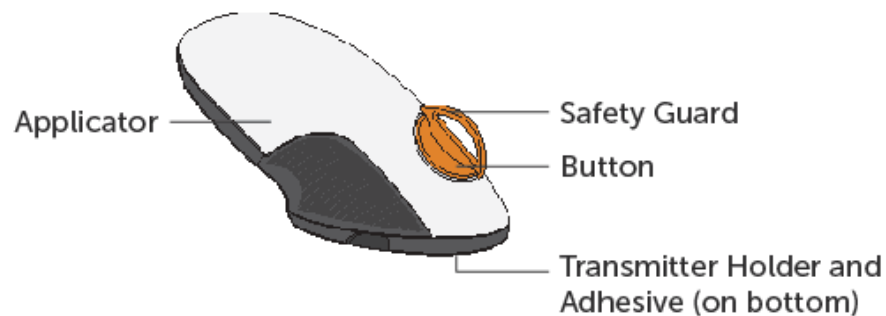


Figure 1. G5x Sensor Applicator and Transmitter Holder

Applicator and Transmitter Holder

What it's called	What it does
Applicator	
Applicator	<p>Contains small insertion needle and sensor wire.</p> <p>Inserts sensor wire under the skin.</p> <p>Disposable, for single use only.</p> <p>Removed after insertion.</p>
Safety Guard	<p>Keeps all moving parts in place before insertion.</p> <p>Prevents accidental sensor insertion.</p> <p>Fold and break to remove.</p>
Button	<p>Press to insert sensor wire and release transmitter holder.</p>

Transmitter Holder

Transmitter Holder	Holds sensor wire and transmitter in place. Water resistant when transmitter is properly installed. Discarded after sensor session.
Adhesive Patch	Keeps transmitter holder attached to your skin.
Sensor Wire	Measures glucose levels in the fluid between your cells (interstitial fluid). Attached to transmitter holder once inserted under skin. Discarded with holder after session.

Transmitter Overview



Figure 2. G5x Transmitter Front and Back

Please Note: Pictures above are representational only; your transmitter may look different.

Snapping into the transmitter holder, the gray plastic transmitter wirelessly sends your glucose information to your display devices—receiver and/or smart

device. If you have a new transmitter, open the package when you are ready to use it.

Transmitter features:

- Reusable
 - Do not discard after sensor session.
 - Only for you, don't share transmitter.
- Water resistant
- Can transmit data to your display devices for up to 20 feet
 - Range is less if you are in or under water.
- Battery lasts approximately three months
 - Receiver or smart device notifies you when battery is running low.
- Transmitter's serial number is on the back

More transmitter features and insertion information are in Chapter 6.

Now that you are familiar with the sensor applicator and transmitter, let's review the receiver.

Receiver

The receiver is a small hand-held device. Your receiver, along with your smart device, shows your sensor glucose readings, trend graphs, and trend arrows, and notifies you when your glucose is too high or too low or if there is something you should be aware of or need to do.



The receiver is neither water resistant nor waterproof and can get damaged if moisture gets inside, so keep it away from any liquids and very high humidity as well as dirt and dust. Keeping the micro USB port closed helps prevent damaging fluids and dust from getting inside the receiver. If your receiver does get wet or dirty, test it to make sure the speaker and vibrations still work (see Chapter 12).






If your receiver isn't charged, see Chapter 14 for charging your receiver's battery.




If you want to use the receiver along with a smart device, you need to set them up separately.

Remember, you can't use a combination of smart devices during a sensor session; select just one.

Receiver Overview

What you see	What it's called	What it does
	Receiver	Provides data about your glucose trends via screen display, sounds, and vibration.
	Micro USB Port	Plug <i>USB cable</i> into <i>port</i> for recharging.
	USB Port Door	Close <i>USB port door</i> after removing <i>USB cable</i> to keep receiver clean and dry.
	Micro USB Cable	<p>Plug into <i>receiver</i> to charge battery.</p> <p>Don't plug into a computer port to charge.</p> <p>Battery can only be charged using the adapter/wall charger.</p>

What you see	What it's called	What it does
	Wall Charger	<p>Plug <i>USB cable</i> into <i>adapter/wall charger</i>.</p> <p>Plug <i>wall charger</i> into an electrical outlet to charge receiver's battery.</p> <p>Don't block access to the charger.</p>
	Display Screen	<p>Shows sensor glucose readings, trend graphs and arrows, Alarm/Alerts, sensor session status.</p> <p>Change settings on Menu screen.</p>
	Speaker	Allows you to hear your Alarm/Alerts sounds.
	Navigation Wheel	Arrows and button to help you navigate through the receiver's menu options and choose features.
	Select Button	Press to select menu option.

What you see	What it's called	What it does
	Left Arrow	Press to go back to last item/screen or home screen.
	Right Arrow	Press to highlight next item.
	Up/Down Arrows	Press to scroll up or down to select menu items or set values. Press to scroll back and forth from the 3-hour trend graph to the 1-6-12-24 views.

4.7 Smart Device Overview

The app was created to work with your smart device, giving you even more options in monitoring your glucose trends and patterns. The app is similar to all other apps.

This user guide is not meant to show you how to use your smart device. Please contact your smart device support or read your smart device's user guide for assistance.

Summary

Now You Can:

- Explain the G5x

- Describe options to view trends
- Locate your historical readings
- Recognize system components
- Explain each part's function

Next Steps

Your next step in getting started with the G5x is selecting how to continuously receive your sensor glucose readings: using the app, the receiver, or a combination.

Our next chapter helps you set up both!

Chapter 5

Let's G5x! The Basics:

Set Up Your Display Devices

5.1 Introduction

In the previous chapter, you received a high level overview of the G5x and learned you can monitor your glucose levels with different display devices. Now it's time to set up your app and your receiver.

After this chapter, you will be able to:

- Create a Dexcom username and password
- Download the app
- Set up the app with the recommended settings
- Successfully set up your receiver

5.2 Safety Statement

While you can use the G5 Mobile receiver with the G5x, you can't use the sensor or transmitter from previous generations. If the transmitter or sensor box says "G5 Mobile" or "G4 PLATINUM," don't use them with the G5x.

Precaution

Do: *The G5x transmitter must be used with the G5x Sensor and is not interchangeable with the Dexcom G5® Mobile/G4® PLATINUM Sensor. The G5x transmitter is compatible with the G5 Mobile receiver.*

Why: The G5x transmitter and G5 receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver.

Consequences: Missing a severe low (hypoglycemia) or high (hyperglycemia) glucose event.

G5x-Compatible Components

G5x System Components	Components Not Compatible with G5x
G5x Sensor	G5 Mobile/G4 PLATINUM Sensor
G5x Transmitter	G5 Mobile Transmitter
G5 Mobile Receiver	G4 PLATINUM Transmitter
G5 Mobile App	G4 PLATINUM Receiver with Share
	G4 PLATINUM Receiver

5.3 Why Different Monitoring Methods?

Your convenience!

By offering two separate monitoring systems, the app or receiver, you can choose to monitor your glucose levels in the handiest method at that moment. Forgot your receiver at home? Use your smart device! Battery died on your smart device? Smart device memory full? Your receiver has you covered!

With the exception of Dexcom *Share*, the primary difference between the two monitoring systems is not the data itself, but how it's presented.

The next section walks you through the initial setup for the app. To set up the receiver, go to Section 5.5. If you want to use both the app and the receiver, you need to setup each individually.

Once you have completed the initial setup, you're one step closer to beginning your sensor session!

5.4 App

Before starting your first sensor session, pick the smart device you want to use. As mentioned in the previous chapter, you can use the receiver with one smart device during a session; however, you can't use multiple smart devices during the same session.

While your smart device can have the app installed, part of your initial setup is entering the transmitter's serial number (SN). If by accident you enter the SN into more than one smart device, the system warns you and you won't be able to complete the setup process.

Suggested Smart Device Settings

Bluetooth is designed for wireless communication between devices (unlike Wi-Fi[®], which wirelessly connects devices to the Internet). Your transmitter communicates to your app via *Bluetooth*[®] Smart! Before beginning, **make sure your smart device's *Bluetooth* is available and turned on.**

Refer to your smart device's user guide if you have questions on how to change your smart device settings.

- While checking your *Bluetooth* settings, check to see *Silent* and *Do Not Disturb* are off. Your app does not override these settings; **if you have them on, you will miss Alarm/Alerts**
- After verifying all your settings are correct, there is one more thing to check. Make sure your smart device's *Volume* is loud enough for you to hear any Alarm/Alerts
- Make sure your smart device settings allow your Alarm/Alerts to always show on your lock screen

- For information on how to set the above settings, see your smart device's user guide. Once you have verified your smart device's settings are right, the next step is installing the app
- The app needs to be open and running in the background. This may drain your smart device's battery; make sure you check its battery is charged
- Don't change your smart device's time because it can make the time on the trend screen wrong and the app may stop displaying data

If your smart device is broken or lost, use your receiver until it's fixed or replaced.

App Installation

Installing the app is easy! Simply download the Dexcom G5 Mobile app from your smart device's store. However, if your smart device has been jailbroken, do not install the app.

For information on how to install an app, see your smart device's user guide.

Initial App Setup

Setting up your app is easy! You'll need your Dexcom account *username* and *password*, along with your *transmitter box*. Once inside, simply follow the setup wizard instructions. The setup wizard walks you through safety information, recommended settings, entering transmitter SN, setting your high/low glucose levels, and receiving CGM notifications.

Your initial setup will require a Dexcom username and password. You can create them by **tapping** *Sign Up* within the app, or by going to dexcom.com.

From Your Web Browser:


1. Go to dexcom.com.
2. Click *My Account* at top right of page
 - If no *My Account*, click green menu bars at top left
 - Click *My Account*
3. Click *Create a Dexcom Account*

But what if you are unclear about a step?



The app has notifications allowing you to get more information. If you are unsure of something during your initial setup process, look at the screen for additional information notifications. Informational notifications include, but aren't limited to: *I don't understand*, *Learn More*, or *Question Mark*. **Tap** your *informational notification* to get more information.

To close out of the information notification, **tap** the *X* in the upper right-hand corner.



Initial App Setup

Step	What you see	What you do
Introductory Screens		
1		Tap <i>app</i> icon to open app.



Introductory Screens

2		<p>Swipe through introductory screens or tap <i>Log In</i>.</p>
3		<p>Enter existing <i>username</i> and <i>password</i> OR Need a Dexcom username and password? Tap <i>Sign Up</i>. Complete <i>Username/Password</i> fields. Tap <i>Login</i> once.</p>


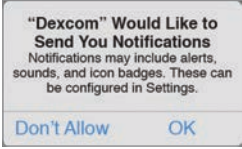
Introductory Screens

4		<p>Tap <i>Let's Get Started</i>.</p>
5		<p>The next screens are the Terms of Use, safety warnings, contraindications, and the recommended settings.</p> <p>Once each screen is read, tap the <i>appropriate answer</i> to move forward.</p> <p>Tap <i>Full Safety Statement</i> or, when applicable, <i>I don't understand</i> to get more information.</p>

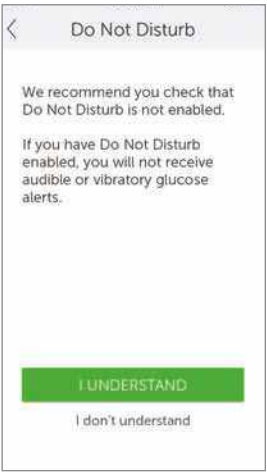
Setting Up Your App Alarm/Alerts and Basic Settings

6		<p>Set your Low Glucose Alert. Default is 80 mg/dL. Scroll to select another amount. Tap <i>Save</i> to move forward.</p> <p>Once your Low Glucose Alert is set, you'll receive an Alert notification if your glucose dips below your set amount.</p>
7		<p>Set your High Glucose Alert. Default is 200 mg/dL. Scroll to select another amount. Tap <i>Save</i> to move forward.</p> <p>Once your High Glucose Alert is set, you'll receive an Alert notification if your glucose rises above your set amount.</p>



Setting Up Your App Alarm/Alerts and Basic Settings

8a		<p>Make sure you get your Alarm/Alerts notifications.</p> <p>Tap the <i>appropriate response</i> to move forward and set your notifications.</p>
8b		<p>Tap <i>OK</i> to receive Alarm/Alerts notifications.</p>


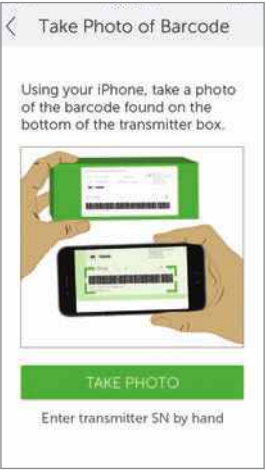
Setting Up Your App Alarm/Alerts and Basic Settings

9		<p>The next screens provide suggestions for device volume, <i>Do Not Disturb</i>, and other basic settings.</p> <p>Tap <i>appropriate answer</i> to move forward.</p>
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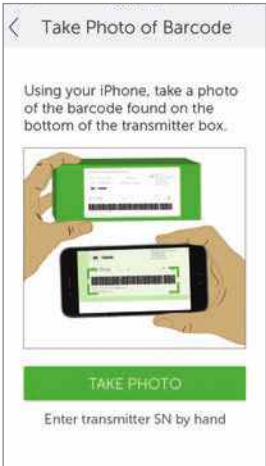
Connecting/Pairing Transmitter With App

10		Tap <i>Next</i> .
11		Verify <i>Bluetooth</i> is on. The app will check to see if <i>Bluetooth</i> is turned "on."


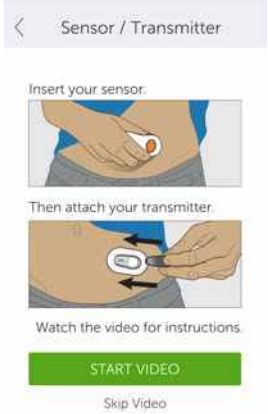
Connecting/Pairing Transmitter With App

12a		<p>Turn transmitter box upside down on a flat surface with barcodes facing up.</p> <p>Center longest barcode within green brackets.</p> <p>For information on how to pair transmitter after initial setup, see Chapter 8.</p>
12b		<p>Center longest barcode within green brackets.</p> <p>Tap <i>Take Photo</i></p>



Connecting/Pairing Transmitter With App


12c		Check mark confirms successful transmitter SN scan.
13a		If unable to use app's scanning device: Tap <i>Enter transmitter SN by hand.</i>


Connecting/Pairing Transmitter With App

13b		<p>Use keyboard to enter transmitter SN. Confirm correct SN . Tap Save.</p>
14		<p>Insert sensor and attach transmitter following video's instructions. See Chapter 6 for more information.</p>

Connecting/Pairing Transmitter With App

15		<p>Wait up to 30 minutes for smart device and transmitter to connect.</p>
16		<p>At notification, Tap <i>Pair</i> to pair app with smart device.</p>

Connecting/Pairing Transmitter With App		
17		<p>Make sure your transmitter and smart device have paired before starting your sensor session</p>

18		<p>Tap the <i>Sensor warmup</i> circle to start your two-hour sensor warmup.</p> <p>When you see the sensor warmup timer, your initial setup is complete.</p> <p>Congratulations!</p>
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If you have any issues setting up the G5 Mobile app, [always contact Technical Support \(available 24/7\) at:](#)

- TechSupport@dexcom.com
- [Toll free: 1.888.738.3646](tel:18887383646)
- [Toll call: 1.858.200.0200](tel:18582000200)

If you are having problems with your smart device, contact your smart device's support line.

After completing your initial app setup, set up the receiver or go to Chapter 6 to start your initial sensor session.

5.5 Dexcom Receiver

In the previous chapter, you learned about the receiver's components. The following is a refresher to help in your initial setup.

Display Screen:

- Trend screen

- Menu selection screen

Navigation Wheel:

- Select
 - Button in the middle of the navigation wheel
 - Center button does not say “Select”
 - Press to:
 - Turn on receiver
 - Select options/features
 - Accept changes
 - Move forward through menus/features
- Up/Down
 - Scroll through trend screens
 - Highlight menu items
 - Change values
- Left
 - Go back to last item or screen
- Right
 - Go to next item or screen

Initial Setup of the Dexcom Receiver

Press *Select* to turn receiver on.

The first screen you see is the startup screen with ascending green bars. Once complete, a setup wizard guides you through the initial setup steps. Don't be worry if your receiver buzzes or makes other sounds during this process.

After your initial setup is complete, you won't see the setup wizard again. Your settings can always be adjusted using menu options.



How you complete your initial setup differs between the receiver and your smart device; however, the data is the same.

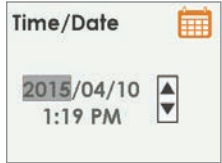
Setup Wizard Notifications:

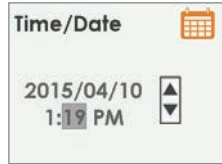
- Time/Date
- Transmitter Serial Number
 - Back of transmitter
 - Back of transmitter's box
- Setting Low Glucose Alert
- Setting High Glucose Alert


Before starting a session, you may want to check the receiver's battery level. If it is less than half, go to Chapter 4 for charging instructions.



Initial Receiver Setup

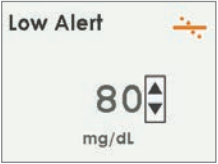
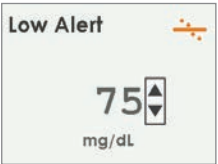
Step	What you see	What you do
Initial Screens		
1		Press <i>Select</i> to turn receiver on.
2		Wait.
Time/Date		


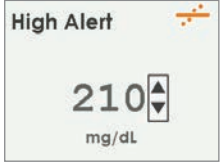
3		<p>Press <i>Up/Down Arrow</i> to change year.</p> <p>Press <i>Right Arrow</i> to move forward.</p> <p>Press <i>Up/Down Arrow</i> to change month.</p> <p>Press <i>Right Arrow</i>.</p> <p>Press <i>Up/Down Arrow</i> to change day.</p> <p>Press <i>Right Arrow</i> to move to time.</p>
---	---	--

Time/Date		
3b		<p>Press <i>Up/Down Arrow</i> to change hour.</p> <p>Press <i>Right Arrow</i>.</p> <p>Press <i>Up/Down Arrow</i> to change minutes.</p> <p>Press <i>Right Arrow</i>.</p> <p>Press <i>Up/Down Arrow</i> to select AM/PM.</p> <p>Press <i>Select</i> to save and close.</p> <p>NOTE: After initial setup, if battery is drained, receiver will vibrate once and you will need to reset date and time.</p>

Transmitter		
4a		<p>Turn <i>transmitter box upside down</i> to locate SN number.</p> <p>For information on how to pair transmitter after initial setup, see Chapter 8.</p>

4b		<p>If transmitter package isn't available:</p> <ul style="list-style-type: none"> • SN is on transmitter's back
4c		<p>Press Up/Down Arrows to select and enter transmitter SN. Press Right Arrow to move to next digit. Press Select to save and close.</p>

Setting Low Alert		
5a		<p>System default is at 80 mg/dL. Press Select to save at present levels and close.</p>
5b		<p>To change value: Press Up/Down Arrows to change value at 5 mg/dL increments. Press Select to save and close.</p>
Setting High Alert		

6a		<p>System default is at 200 mg/dL.</p> <p>Press <i>Select</i> to save at present levels and close.</p>
6b		<p>To change value:</p> <p>Press <i>Up/Down Arrows</i> to change value at 10 mg/dL increments.</p> <p>Press <i>Select</i> to save and close.</p>

These steps are enough to get you going; **now you can** start your sensor session!

Summary

Now You Can:

- Create a Dexcom username and password
- Download the Dexcom G5 Mobile app
- Set up app with the recommended settings
- Successfully set up your receiver

What's Next?

Now that you have completed setting up your app and/or the receiver, your next step is starting a sensor session.

No matter what monitoring method you choose, starting a sensor session is the same:

1. Inserting the sensor.
2. Attaching the transmitter.
3. Pairing the transmitter to your device.

4. Two-hour sensor warmup.
5. Startup calibrations.

Chapter 6

Let's G5x! The Basics:

Starting a Sensor Session: Inserting Sensor, Attaching Transmitter, and Starting Your Session

6.1 Introduction

Now that your display devices are set up, you're ready to begin a sensor session. If this is your first time inserting a sensor, you may want to watch the G5x sensor insertion video to get a better understanding of the process.

There are three ways to get the sensor insertion video:

1. Through the app
2. On the USB card in your receiver package
3. Online at dexcom.com:
 - a. Top of page, **click Support**

After inserting the sensor, start the sensor warmup on your smart device and receiver. The sensor warmup takes approximately two hours; during this time your body is getting used to the new sensor, allowing for more accurate sensor glucose readings. Once the two-hour sensor warmup has passed, you enter two back-to-back fingerstick measurements to calibrate the sensor's glucose readings with your fingerstick measurements (Calibration is covered in the next chapter).

Make sure you give yourself enough time to finish the startup session. Remember your smart device's *Bluetooth* needs to pair with the transmitter, adding up to 30 minutes to your wait time. Good news is you don't need to sit around waiting: as long as you have your display device near, you can go about your day running errands, gardening, personalizing the G5x settings, whatever you choose during that time frame.

Keep your display device(s) handy during the warmup period—it shows how much time has passed, notifying you with beeps and an icon when your sensor session is ready for its startup calibrations.

After this chapter you will be able to:

- Identify sensor applicator features
- Properly prepare for sensor insertion
- Choose the best location to insert your sensor
- Correctly insert your sensor
- Prepare transmitter for placement
- Correctly attach transmitter to transmitter holder
- Outline what happens during the sensor warmup
- Identify countdown icon

6.2 Safety Statements

Following are some important Precautions and Warnings to review; we want to make sure you and the system are safe before starting a sensor session.

Warning

Don't: *If a sensor breaks under the skin with no portion visible above the skin, don't remove it.*

Do: *Contact your healthcare professional if you have redness, swelling, or pain at the insertion site.*

Within 24 hours of experiencing a broken sensor wire, please call our 24/7 Technical Support department:

Email: TechSupport@dexcom.com

Toll free: **1.888.738.3646**

Toll call: **1.858.200.0200**

Why: Sensors may fracture on rare occasions.

MRI with broken wire

For patients undergoing an MRI with a retained wire broken off from a G5x sensor, in-vitro MRI testing did not detect any safety hazards. There was no significant migration or heating of the wire and imaging artifacts were limited to the area around the wire.

Warning

Don't: *Insert the sensor component of the system in a site other than the belly/abdomen (ages 2 years and older) or the upper buttocks (ages 2 to 17 years).*

Why: The placement and insertion of the sensor component of the system is not approved for other sites.

Consequences: The system has not been tested in other areas and may not work properly if inserted in other areas.

Warning

Do: *During a sensor's shelf life, store it between 36° F-86° F.*

Why: Storing the sensor incorrectly might cause the sensor glucose readings to be incorrect.

Never store sensors and/or sensor packages in the freezer.

Consequences: Missing a severe low or high glucose event.

Warning

Don't: Use the system sensor glucose readings for treatment decisions.

Do: When making treatment decisions, such as the amount of insulin you need, only use your BG value from your BG meter.

Why: Since they measure your glucose from different body fluids, sensor glucose readings can be different from your meter's BG values.

Consequences: If sensor glucose readings are used in determining treatments, it could result in you missing a severe low or high glucose event.

Precaution

Don't: Insert the sensor where bones are close to the skin's surface (for example, over your ribs or hip bones).

Why: If you insert the sensor in these areas, you may feel excessive pain or damage your sensor.

Precaution

Do: Change the site where you place the sensor with each new insertion.

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
- Unlikely to be bumped or pushed

Why: Using the same site too often might not allow the skin to heal. Also, insertion in these areas might affect sensor performance.

Consequences: Missing a severe low or high glucose event.

Precaution

Don't: *Use sensor if its sterile package has been damaged or opened.*

Why: Make sure the sterile sensor pack has not been damaged or previously opened. If opened or damaged, sensor may be unsterile.

Consequences: Using a non-sterile sensor might cause an infection.

Precaution

Don't: *Don't remove the safety guard before placing the applicator on the skin.*

Why: If you remove the safety guard first, you may accidentally deploy the needle and hurt yourself.

Precaution

Don't: *Get dirt or water in the receiver's USB port or submerge in water.*

Why: If dirt or water gets into the USB port, the receiver could become damaged and stop displaying readings or providing Alerts.

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

6.3 Prepping for Sensor Insertion

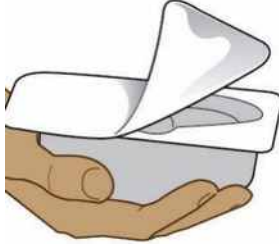

Before inserting a sensor, make sure you have everything you need. Some items are included in your G5x packages, others are not.

Included in Your G5x Packages

For sensor insertion, you need the sensor and transmitter.

Sensor Applicator

Inside Sensor Box

What you see	What it is
	<p>Sterilized applicator and sensor tray with important label information.</p> <p>Check <i>expiration date</i>.</p> <p>Do not use if it is past the expiration date.</p> <p>Open when ready to use.</p>
	<p>Single use sensor applicator.</p>

Knowing what each applicator piece does helps you successfully insert your sensor. Chapter 4, Section 4.6 gave you an overview of the sensor applicator.

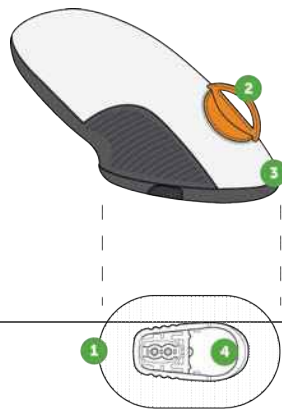


Figure 3. G5x Sensor Applicator and Transmitter Holder


The following table reviews the sensor applicator components in order of use.

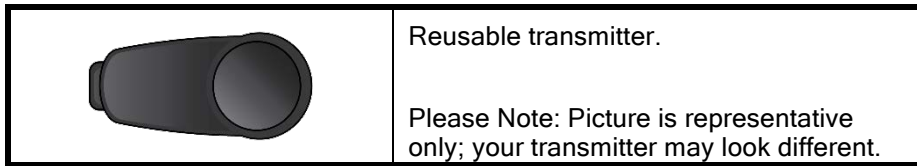
Sensor Applicator Components

Order of Use	Name	What it does
1	Adhesive Patch	Keeps transmitter holder securely on your skin.
2	Safety Guard	Prevents applicator from inserting sensor wire before you are ready.
3	Applicator	Inserts sensor under your skin.
4	Transmitter Holder	Holds sensor wire in place under skin. Holds transmitter.

Transmitter

Transmitter Box

What you see	What it is
 <p>The image shows the bottom of the Dexcom G5 Mobile Transmitter Kit box. The label includes the following information: 'Dexcom G5 Mobile Transmitter Kit (Retail)', 'Part No. 600373', 'Lot No. 19050799', 'Exp. Date 09/05', 'Lot No. 19050799', 'Exp. Date 09/05', 'CAUTION - Investigational Device', 'See User's Guide for System-Matching', 'Rx Only', and '© 2014 Dexcom, Inc. Downloaded by patients from dexcom.com/guide'. There are also several icons for safety and handling instructions.</p>	<p>Bottom of box with important label information.</p> <p>Keep box until transmitter battery dies.</p> <p>Please Note: Picture is representative only; your transmitter box may look different.</p>



In the previous chapter, you entered your transmitter SN into your display devices and made sure your smart device and/or receiver connected with the transmitter. You won't be able to start a sensor session if your transmitter isn't paired with your receiver and/or smart device.

Not included in packages:

1. Alcohol wipes
2. Your BG meter
3. Your test strips

Before starting, check your BG meter; make sure it's in good working order following manufacturer's directions and the meter's date and time match your display device's date and time.

Make sure test strips haven't expired and work with your meter.

Before removing the sensor applicator from its sterile pack, determine the best place to insert your sensor.

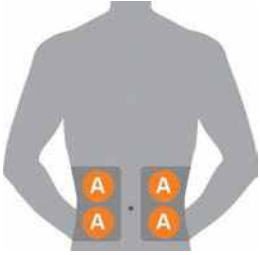
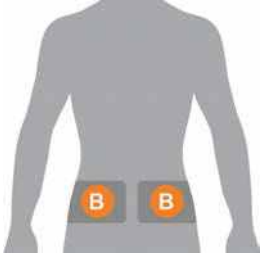
6.4 Choosing Your Insertion Site

Choose a place on your belly (or if user is between the ages of 2 and 17, upper buttocks) to insert the sensor; the site should be either above or below your belt line. The best areas are usually flat, "pinchable," and free from where rubbing can occur (along the waistband, seat belt strap, or where you lie when sleeping).

For more help on ideal sensor insertion sites, contact your healthcare professional.

Insertion Sites

Location	Where it is
----------	-------------

	<p>Front of body (belly area) for ages 2 years and older.</p>
	<p>If user is between the ages of 2 years and 17: Back of body (upper buttocks)</p>

Do:

- Remove the sensor applicator and attached transmitter holder from its sterile pack only at time of use
- Place at least 3 inches from your insulin pump infusion set or injection site
- If needed, shave the area so adhesive patch sticks securely
- Make sure area is clean and free of lotions, perfumes, medications

Don't:

- Never use same site repeatedly for sensor insertion
- Never use same site for 2 sensor sessions in a row

If you have concerns about the transmitter holder not sticking, before inserting your sensor, you can make the sensor site stickier to help ensure the transmitter holder does not peel up.

Optional Site Preparation

Use optional skin adhesives (Mastisol™, SkinTac™) as part of your insertion site preparation to help keep your transmitter holder attached. Apply the skin adhesive after you selected and cleaned your insertion site. Create an empty sideways oval, making sure you don't get any skin adhesive inside the oval. . Let the oval dry based on skin adhesive manufacture's instructions. Once dry, your skin may feel slightly sticky.


See Step 3 in the next table for directions.

NOTE: Contact your healthcare professional for specific questions regarding the use of medical tape, barrier wipes, and/or other adhesives as it relates to your use of Dexcom CGM.


6.5 Inserting Your Sensor

You've collected all of the needed items to begin a sensor session, viewed the tutorials, reviewed the sensor applicator, and prepped the transmitter holder site. You're now ready to insert your sensor!

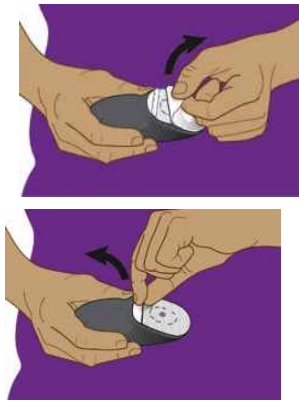
Inserting Sensor




Step	Picture	What you do
Preparation		
1		Wash and dry your hands.


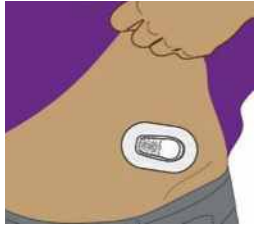
2		<p>Clean <i>insertion site</i> with alcohol wipe. Let dry.</p>
3		<p>Optional Step: Skin Adhesive Create a empty sideways <i>oval</i> on the skin</p> <ul style="list-style-type: none"> • Do not get any skin adhesive inside the oval • Let skin adhesive dry (see manufacturer's instructions) • Insert sensor on clean skin at the center of the oval

Preparation		
4		<p>Check <i>pack</i>. Is it damaged or already opened?</p> <ul style="list-style-type: none"> • If yes, do not use <p>Peel lid off of sensor pack Keep <i>sensor packaging</i> until sensor session is complete.</p>
Attaching Transmitter Holder		

5		<p>Place hand over <i>pack's</i> opening</p>
6		<p>Gently roll <i>pack</i> so applicator falls out and rests in the palm of your hand. Closely inspect <i>sensor applicator</i>, to check it has not been damaged.</p>

Remove Adhesive Backing		
7		<p>2-step process:</p> <ol style="list-style-type: none"> 1. Remove <i>large tab</i> covering adhesive patch. 2. Remove <i>small tab</i>. <p>Don't touch adhesive after removing backing.</p>

Inserting Sensor Wire and Transmitter Holder		
8		<p>Place <i>applicator</i> horizontally, not vertically, on skin.</p> <p>Firmly press down, sticking <i>adhesive patch</i> to your skin.</p>
9		<p>Fold and break <i>safety guard</i>.</p> <p>Throw <i>safety guard</i> away.</p>
10		<p>Push <i>button</i> to insert sensor.</p>

11		<p>Release <i>button</i> and remove <i>applicator</i>.</p> <p>Throw out <i>applicator</i> following local guidelines for disposal of blood-contacting components.</p>
		<p>What's left on your skin?</p> <ul style="list-style-type: none"> • Sensor wire • Transmitter holder

You have successfully inserted the sensor! Now the transmitter holder and sensor wire are attached to your body.

Having problems?

If it's the first time inserting a sensor, you may have questions or need help. If you do, please contact Technical Support (available 24/7) at:

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

The next step is attaching your transmitter to the transmitter holder.

6.6 Attaching Your Transmitter



Now that you have inserted your sensor, you need to attach your transmitter.


Since the transmitter is reusable, you don't need a new one every time you start a sensor session. Keep your current session's transmitter box. The bottom label has important information you may need after you've attached the transmitter. Once the transmitter has been attached, you can't remove it


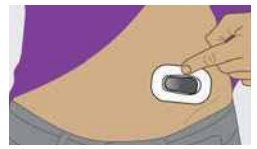
until your session is over. Chapter 8 reviews when and how to remove your transmitter.

Before attaching your transmitter, check you've entered the correct transmitter SN into your display device. Chapter 5 covers entering transmitter's SN number during initial setup. See Chapter 8 for pairing your transmitter after the startup wizard

Attaching Transmitter

Step	Picture	What you do
1		<p>Remove <i>transmitter</i> from box only when you are ready to insert it.</p> <p>Keep box.</p> <p>Get alcohol wipe.</p>
2		<p>Wipe back of <i>transmitter</i> with alcohol wipe.</p> <p>Let dry for 2-3 minutes.</p> <p>Do not let the back of transmitter touch your skin.</p> <p>Do not scratch transmitter's back; this can harm the waterproof seal.</p> <p>Do not touch metal dots on transmitter's bottom.</p>

3		<p>Hold <i>transmitter's round end</i>.</p> <p>Slide <i>transmitter's narrow tip</i> into slot at the narrow end of transmitter holder.</p>
---	---	---

Step	Picture	What you do
4		<p>Press down firmly on <i>round end</i> of the transmitter until it clicks into place.</p>
5		<p>Move fingers around top of <i>adhesive patch</i> three times to secure tape.</p>

You're almost done starting your sensor session!

Inserting the sensor, attaching the transmitter, and the two-hour sensor warmup are the same, regardless of whether you use the receiver or app.

The remaining steps vary from app to receiver:

1. Letting your device know you need to start the sensor warmup.
2. Following your warmup countdown.

6.7 Loose Transmitter Holder

The transmitter holder should be able to stay on your skin using its own adhesive.

If the patch peels up, use medical tape (such as Blenderm™, Tegaderm™, Smith & Nephew IV3000®, 3M™ tape) for extra support.

- Tape over white adhesive patch on all sides for even support
- Don't tape over the transmitter or any plastic parts of the transmitter holder
- Don't tape under transmitter holder
- Don't leave any substance on the skin where you insert the sensor

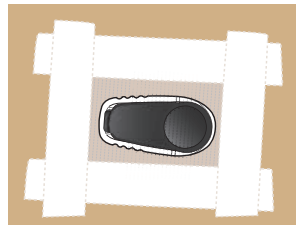


Figure 4. The Right Way to Use Tape for Extra Support
Image is representational only. Your transmitter may look different.

6.8 Starting Your Sensor Session

If you choose to use both the receiver and the app, each system requires individual setups (see Chapter 5).



After pairing the transmitter to your display device(s), inserting your sensor, and attaching the transmitter to the transmitter holder, your next step is telling

your device(s) you want to start a sensor session. Transmitters are reusable; pairing is required only when using a new transmitter.

During the warmup period, neither device will provide any sensor glucose readings. Your sensor glucose readings begin after the two-hour sensor warmup has passed and you entered the two startup calibration BG values into either the smart device or the receiver.

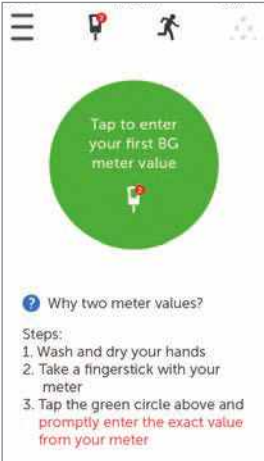
We'll first review starting the sensor session for the app.

Dexcom App: Starting a Session


Step	What you see	What you do
1		Wait for <i>Pair Successful</i> notification. Tap <i>green checkmark</i> in black square.
2		Tap <i>sensor warmup</i> circle to start your two-hour sensor warmup. NOTE: You will NOT get any sensor glucose readings, Alarm/Alerts during your two-hour sensor warmup period.

3		<p>Wait.</p> <p>Screen provides countdown to sensor warmup. The orange dashes darken as the countdown moves forward.</p> <p>Keep <i>smart device</i> within 20 feet of transmitter during the sensor warmup period.</p>
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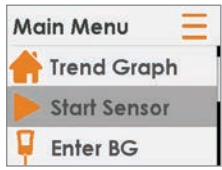
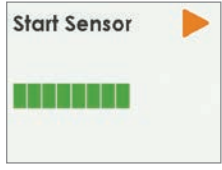
Step	What you see	What you do
4		<p>Locked screen.</p> <p><i>Startup calibration</i> notification tells you when warmup is complete.</p> <p>Chapter 7 covers calibrating.</p>


5		<p><i>Startup calibration</i> notification tells you when warmup is complete.</p> <p>Sensor warmup is complete.</p> <p>You're ready to calibrate!</p>
---	---	---



Receiver: Starting a Session

Step	What you see	What you do
1		Press <i>Select</i> to turn on receiver.

Step	What you see	What you do
------	--------------	-------------

2		<p>Make sure <i>receiver</i> and <i>transmitter</i> are connected/paired before starting sensor session.</p> <p>Check <i>receiver</i> 10 minutes after starting for <i>Bluetooth</i> icon.</p> <ul style="list-style-type: none"> • Solid: Connected/paired • Blinking: Searching/not paired <p>Don't start a sensor session until they are paired.</p> <p>Once connected/paired: Press <i>Select</i> to go to the <i>Main Menu</i></p>
3		<p>Press <i>Down Arrow</i> to highlight <i>Start Sensor</i>.</p> <p>Press <i>Select</i> to start new sensor session.</p> <p>NOTE: After sensor starts, <i>Start Sensor</i> option disappears.</p>
4		<p><i>"Start Sensor"</i> progress bar confirms two-hour sensor warmup.</p> <p>Keep your receiver within 20 feet during the warmup period.</p>

5		Receiver returns to the trend graph screen.
---	---	---

Step	What you see	What you do
6		<p>Wait.</p> <p>Screen provides countdown of the two-hour sensor warmup.</p>
7		<p>Sensor warmup is complete. You're ready to calibrate!</p>

6.9 Receiver *Bluetooth* Tips

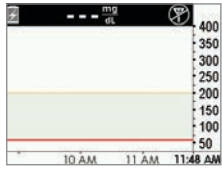
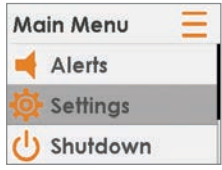
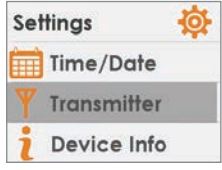
Your transmitter and receiver begin communicating once you start a sensor session. After approximately 30 minutes, if the *Bluetooth* symbol is solid, and not blinking, your transmitter and receiver are talking to each other.


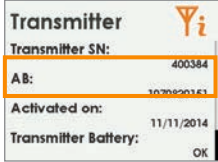
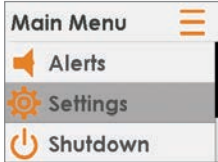
- If blinking, *Bluetooth* is looking for your transmitter
 - Make sure your transmitter and receiver are within 20 feet of each other

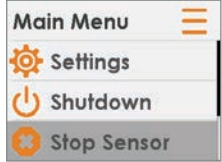
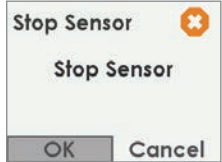
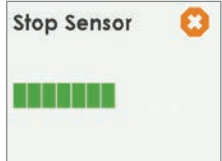
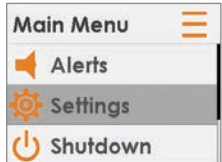
- Don't start a sensor session until they are paired.

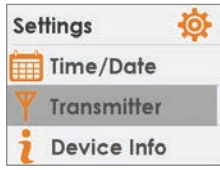
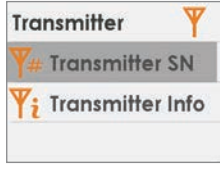

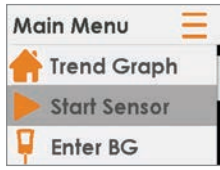
If the *Bluetooth* icon isn't on the receiver and the Signal Loss icon appears in the receiver's upper right corner of the status bar, they're not communicating.

No Communication Between Transmitter and Receiver

Step	What you see	What you do
1		<p>Check correct transmitter SN is in receiver.</p> <ul style="list-style-type: none"> • SN is on the label on bottom of transmitter box <p>Press <i>Select</i> to go to <i>Main Menu</i>.</p>
2		<p>Press <i>Down Arrow</i> to <i>Settings</i>.</p> <p>Press <i>Select</i>.</p>
3		<p>Press <i>Down Arrow</i> to <i>Transmitter</i>.</p> <p>Press <i>Select</i>.</p>

Step	What you see	What you do
4		<p>Press <i>Select</i>.</p>
5		<p>Check correct transmitter SN is in receiver.</p> <ul style="list-style-type: none"> • SN is on the label on bottom of transmitter box <p>Compare SN in receiver to SN on transmitter box.</p> <p>If correct, call our 24/7 Technical Support department, toll free at 1.888.738.3646 or toll at 1.858.200.0200 for help.</p> <p>Press <i>Select</i> to exit screen.</p> <p>Press <i>Left Arrow</i> twice to go to <i>Main Menu</i>.</p>
If Wrong SN Entered		
6		<p>Press <i>Left Arrow</i> twice to go to <i>Main Menu</i>.</p>

Step	What you see	What you do
7		<p>If sensor session has started, to correct the transmitter SN, you must stop the sensor session.</p> <p>Press Down Arrow to Stop Sensor. Press Select.</p>
8		<p>Press Select to stop session.</p>
If Wrong SN Entered		
9		<p>Wait for sensor session to end.</p>
10		<p>From <i>Main Menu</i>:</p> <p>Press Down Arrow to Settings. Press Select.</p>

Step	What you see	What you do
11		<p>Press <i>Down Arrow</i> to <i>Transmitter</i>. Press <i>Select</i>.</p>
12		<p>Highlight <i>Transmitter SN</i>. Press <i>Select</i>.</p>
13		<p>Enter correct SN using <i>Up/Down Arrow</i>. Press <i>Up/Down Arrow</i> to select and enter transmitter SN. Press <i>Right Arrow</i> to move to next digit. Press <i>Select</i> to save and close. Press <i>Left Arrow</i> twice to return to <i>Main Menu</i>.</p>
14		<p>Start Sensor Session. Press <i>Up/Down Arrow</i> to highlight <i>Start Sensor</i>. Press <i>Select</i>.</p>

6.10 Sensor Session Warmup

The sensor takes about two hours to adjust to your body. While you are in the sensor warmup period, you can customize your settings. Chapter 12 steps you through how to personalize your G5x display devices.

Once the sensor warmup is complete, you're ready to enter your startup calibrations! The next chapter shows you how.

Summary

Now You Can:

- Identify sensor applicator features
- Properly prepare for sensor insertion
- Choose the best location to insert your sensor
- Correctly insert your sensor
- Prepare transmitter for placement
- Properly attach transmitter to transmitter holder
- Outline sensor warmup
- Identify countdown icon

What's Next?

The next chapter guides you through the calibration steps.

Chapter 7

Let's G5x! The Basics:

Calibration

7.1 Introduction

In the previous chapter, you learned how to insert your sensor, transmitter, and start a new sensor session. You're now ready to begin your last step before getting your sensor glucose readings: Calibration.

This chapter reviews not just your startup calibration, but also update calibrations required throughout your sensor session.

After this chapter, you will be able to:

- Calibration overview
 - Define calibration
 - Explain the importance of calibration
 - Identify steps to ensure a successful calibration
- Recognize steps in taking accurate BG measurement
 - Identify the correct BG site for calibrations
 - Prepare finger for fingerstick measurement
- Determine if you should/should not calibrate
 - Recognize when you can enter a fingerstick measurement for calibration
 - Recognize when you shouldn't enter a fingerstick measurement for calibration
 - Determine if you need to calibrate outside of the normal calibration requirements
- Initiate startup calibration
- Perform update calibrations

- Correctly enter your fingerstick measurement
 - In the app
 - In the receiver
- Identify calibration errors

7.2 Safety Statements

Contraindication

Don't: *Take medications containing acetaminophen while wearing the sensor.*

Why: Taking medications with acetaminophen (such as Tylenol or Excedrin Extra Strength) while wearing the sensor may falsely raise your sensor glucose readings. The level of sensor inaccuracy:

1. Depends on amount of acetaminophen active in your body.
2. May be different for each person.

Consequences: Without correct readings you might miss a severe low or high glucose event.

Warning

Don't: *Use the system sensor glucose readings for treatment decisions.*

Do: *When making treatment decisions, such as the amount of insulin you need, only use your BG value from your BG meter..*

Why: Since they measure your glucose from different body fluids, sensor glucose readings can be different from your meter's BG values.

Consequences: If sensor glucose readings are used in determining treatments, it could result in you missing a severe low or high glucose event.

Warning

Do: *Calibrate at least once every 12 hours.*

Why: Calibrating less often than every 12 hours might cause sensor glucose readings to be inaccurate.

Consequences: Missing severe low (hypoglycemia) or high (hyperglycemia) glucose event.

Precaution

Do: *Look for rate of change arrows on your display device screen. Trend arrows help you determine if you can calibrate now or should wait.*

Don't: *Calibrate when your BG is changing at a significant rate: more than 2 mg/dL per minute.*

Don't calibrate when you see:

- *A single arrow, pointing up*
 - *Rising 2-3 mg/dL each minute*
- *Two arrows pointing up*
 - *Rising more than 3 mg/dL each minute*
- *Single arrow pointing down*
 - *Falling 2-3 mg/dL each minute*
- *Two arrows pointing down*
 - *Falling more than 3 mg/dL each minute*

Why: Calibrating during a significant rise/fall of your BG may affect accuracy of sensor glucose readings.

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

Precaution

Do: Enter the exact BG value displayed on your BG meter within five minutes of a fingerstick.

Why: Entering the wrong BG values, or waiting more than five minutes before entry, might affect sensor performance.

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

Precaution

Do: Only use fingerstick measurements from your BG meter for calibration.

Don't: Use alternative site BG values from your arms, palm of your hand, etc.

Why: Alternative site BG values may be different and less accurate than your fingerstick BG values.

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

7.3 Calibration Overview

What Is a Calibration?

As you learned earlier, the sensor glucose readings come from measuring the glucose fluids found between your cells (interstitial fluids). Although blood and interstitial fluids are similar, sensor glucose readings can be different between your fingerstick and your CGM. Calibration provides a comparison, or measurement, between your meter's fingerstick measurement and the sensor's glucose readings, allowing alignment between the sensor and meter. Your BG meter "teaches" the sensor your glucose values through calibration. Just like a clock can need adjusting—calibrations allow your CGM to adjust to your body.

Why Is Calibrating Important?

Calibrations are a must to make sure the CGM system is performing at its best.

By calibrating when the system notifies you that a calibration is due, the G5x uses your meter's BG value to make sure the sensor glucose readings remain accurate throughout your session.

How Do I Calibrate?

Take a fingerstick measurement from your meter, and simply enter the meter's BG value into one of your display devices. This chapter lets you know what precautions you need to take before taking your BG meter value, then entering your data. Up to now, you needed to enter information such as Alerts, transmitter SN, etc., separately for the receiver and smart device. Calibration is different. You only need to enter calibrations into one device.

Don't enter your BG values into both devices: enter into either your app or the receiver. If you enter your meter's BG value into your receiver, it takes about five minutes for your sensor glucose readings to begin. In approximately ten minutes, you can view the readings in the other display device.

How Often Do I Calibrate?

There are three primary "must do" calibration events, each with its own notifications:

1. Two startup calibrations once your warmup session is complete.
2. Update calibrations done twice daily, once every 12 hours.
3. When you're notified.

If you receive a calibration notification outside of your scheduled calibration schedule, either the system doesn't accept your most recent calibration or your meter's BG value is very different from the sensor's glucose reading.

Don't worry about keeping track of the time between calibrations; the system will notify you when you are ready for another.

Now that you have an overview of calibration, let's review some contraindications, warnings, and precautions you need to know and follow before you calibrate.

7.4 When to Calibrate

Calibrating on a regular schedule aligns your sensor glucose readings with your meter's BG values. Without calibrations, your sensor may be inaccurate, and as a result, so will your display device's sensor glucose readings, Alerts, and notifications, etc.

There are important times when you *must* calibrate:

1. Startup Calibration: two hours after you insert your sensor.
2. 12 Hour Update Calibration: every 12 hours after two-hour startup calibration.
3. When system notifies you.

With calibration notifications, your sensor and display device help you keep your calibration schedule on track. If your BG values are not between 40-400 mg/dL, the system won't accept your calibration. Wait until you are within the 40-400 mg/dL range before entering your BG values.

Startup Calibration: Sensor Startup Completed

1. At notifications (see next table) enter two back-to-back fingerstick measurements into just one device.
2. No need to do startup calibrations twice.
 - a. Calibration data flows between the receiver and your app.
 - b. Five minute reporting delay between devices.
3. First update calibration is 12 hours after your startup calibration.

Update Calibration

Enter an update calibration every 12 hours after your initial calibration. Below is a sample calibration schedule. As you can see from the calendar's BG meters, you:

1. Inserted your sensor and entered initial two calibrations on Monday at 10 AM.

2. Entered update calibrations at 10 PM that night.
3. For the rest of the seven-day sensor period, you enter update calibrations at 10 AM and 10 PM.

	MON	TUE	WED	THU	FRI	SAT	SUN
8 AM							
10 AM	👉👉+	👉	👉	👉	👉	👉	👉
10 PM	👉	👉	👉	👉	👉	👉	👉

Figure 5. Example Minimum Calibration Schedule During Seven-Day Sensor Session

Update calibrations are typically 12 hours since your last calibration; however, they can be sooner. As an example, if you know your next calibration is due at 10 PM, but you want to go to bed at 9 PM, you can do the calibration before bedtime, resetting the 12-hour count down.



1. Enter one fingerstick measurement at least every 12 hours.
2. Display devices provide calibration prompts.
3. You may be prompted to enter additional fingerstick measurements as needed.


7.5 Calibration Notifications


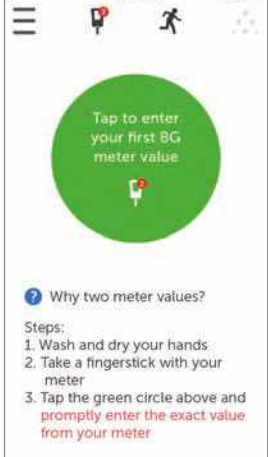
Sensor Session Startup Calibration Notifications

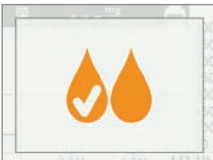
Once your two-hour sensor warmup is complete, your display device tells you it's time to enter the first of your two back-to-back startup calibrations. Once the system has accepted your BG values, your glucose readings begin. If you don't enter your BG values right away, the system reminds you every 15 minutes. Remember, use only your BG meter for calibrations, and never enter values from your CGM.

Startup Calibration Notifications

Device	What you see	What it means	What you do
First Calibration			
Smart Device: Lock Screen	 <p>Dexcom <small>now</small> Enter first BG meter value slide to view</p>		
Smart Device: In App	 <p>Tap to enter your first BG meter value</p> <p>Why two meter values?</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Wash and dry your hands 2. Take a fingerstick with your meter 3. Tap the green circle above and promptly enter the exact value from your meter 	<p>Sensor warmup is complete.</p> <p>Ready for first of two startup calibrations.</p>	<p>Follow steps in Section 7.6 and 7.7.</p> <p>Immediately prepare for next calibration.</p>

Receiver			
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Device	What you see	What it means	What you do
Second Calibration			
Smart Device: Lock Screen			
Smart Device: In App		<p>Sensor accepted first calibration.</p> <p>Ready for second BG meter value.</p>	<p>Follow steps in Section 7.6 and 7.7.</p> <p>Next calibration in 12 hours.</p>

Receiver			
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Your sensor glucose readings begin in approximately five minutes once the device(s) accepts your calibrations.

Update Calibration Notifications



Once your startup calibration is done, your update calibration schedule begins.


The steps to enter your update calibrations are the same as your startup calibration, including only entering values in one display device. The only difference is, with update calibrations, enter your BG meter value just once.

The default BG value is your current reading if available or 120 mg/dL.

Like the reminders you received with your startup calibration, if you don't enter your BG meter values right away, the system notifies you every 15 minutes.

Update Calibration Notifications

Device	What you see	What it means	What you do
Smart Device: Lock Screen		Enter update calibration.	Follow steps in Section 7.6 and 7.7 to calibrate.
Smart Device: In App		If message doesn't go away: <ul style="list-style-type: none"> System didn't accept calibration 	Immediately prepare for next calibration.

Receiver		<ul style="list-style-type: none"> • BG values are very different from sensor glucose readings 	
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Tap Message to clear notification on your smart device. To clear a notification on your receiver, **press Select**.

Sound/Vibration Notifications

In case you can't look at your screen, both the smart device and receiver provide, with the exception of your regular 12-hour update calibration, beep/vibration notifications to let you know it's time to calibrate or if there was a system calibration error.

For more information on setting your sound/vibration notifications and how to clear them, please see Chapter 9.

Smart Device

Calibration notifications will Alert you with a triple beep if your smart device is not on *Silent* or *Do Not Disturb*.

Receiver

The receiver Alerts you with an initial vibration for calibration notifications. If not cleared, you receive a vibrate/beep every five minutes until confirmed.

7.6 Preparing for Calibration

Your sensor depends on you to help make its sensor glucose readings accurate. If you don't prepare properly for the calibration, your sensor may not provide you with the most accurate sensor glucose readings.

Nine Steps to Successful Calibration:

Do:

1. Wash and dry your hands before staking a fingerstick measurement.
2. Always use the same meter you routinely use to measure your BG.
 - a. BG meter and strip accuracy vary between meter brands.
 - b. Switching within a session might cause sensor glucose readings to be less accurate.
3. Follow meter's instructions exactly when taking your fingerstick measurement.
4. Verify test strips are current and, if required, coded correctly with meter.
5. Check: Is *Bluetooth* on?
 - a. If off, can't calibrate
6. Use fingerstick BG values only.
 - a. Other sites are not as accurate.
 - b. Must enter within five minutes of taking BG meter value.
 - c. Enter exact BG value from your meter for each calibration.

Don't:

7. Don't take acetaminophen-containing medication during your session (for example, Tylenol).
 - a. See your healthcare professional to better understand how long acetaminophen is active in your body.
8. Don't calibrate if your BG values are under 40 mg/dL or over 400 mg/dL.
 - a. If BG value is outside of this range, receiver doesn't understand these values and won't calibrate.
 - i. You must wait until your BG is in the range to calibrate.
9. Don't calibrate if trend arrows are going straight up or down
 - a. Glucose is changing too quickly for an accurate calibration.

Be safe—if BG is low, first treat low blood sugar, and then calibrate.

7.7 Ready? Set? Calibrate!

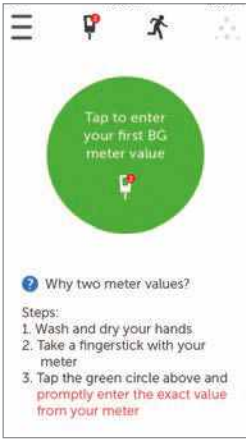
You've followed the nine steps above, have a valid BG value from your meter, and your display device keeps alerting you: Calibrate! Calibrate! Calibrate!



Remember:



You don't have to take a fingerstick measurement for each display device when calibrating. Once you enter the reading into one, data is pushed to the other within ten minutes.

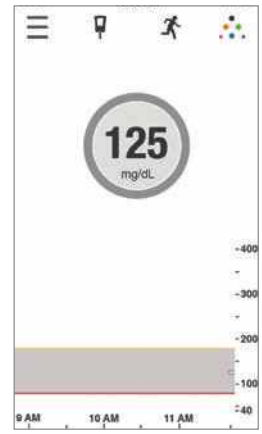
Next are steps to enter your calibrations using the app, followed by the steps for entering your calibrations into the receiver.

Startup Calibration in the App

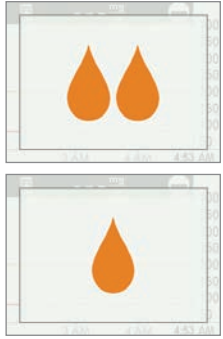
Step	What you see	What you do	Additional Info
1		Tap <i>circle</i> .	<p>Startup calibration: Enter two back-to-back meter BG values.</p> <p>Update calibration: Enter one meter BG value.</p>

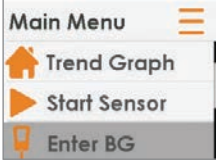


Step	What you see	What you do	Additional Info
2		<p>Enter meter's <i>BG</i> value using number pad.</p> <p>Tap <i>Save</i>.</p>	<p>Double-check your numbers.</p> <p>Entering wrong values, or values taken more than five minutes ago, can affect the sensor's accuracy.</p>
3		<p>Verify value is correct.</p> <p>Tap <i>Save</i>.</p> <p>If not correct:</p> <p>Tap <i>Cancel</i>.</p> <p>Reenter correct value.</p>	

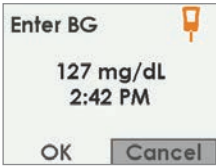
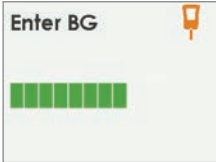

Step	What you see	What you do	Additional Info
4		<p>Tap <i>circle</i> to enter your second BG value.</p> <p>Follow steps 2-3 and enter second reading.</p>	
5		<p>Meter icon has no calibration notification.</p> <p>Calibration accepted.</p>	<p>Your calibration was successful.</p>

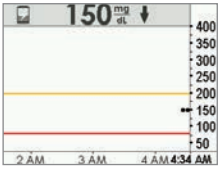
Step	What you see	What you do	Additional Info
6		<p>Wait for next calibration notification in 12 hours.</p>	<p>Default Home trend screen. Calibration accepted.</p>

Startup Calibration With Your Receiver

Step	What you see	What you do	Additional Info
1		<p>Press <i>Select</i> to turn on receiver. Press <i>Select</i> again for Main Menu.</p>	<p>You won't see calibration notifications when receiver screen is black.</p>

Step	What you see	What you do	Additional Info
2		<p>Press <i>Up/Down Arrow</i>.</p> <p>Highlight <i>Enter BG</i>.</p> <p>Press <i>Select</i>.</p>	
3		<p>Press <i>Up/Down Arrow</i> to change numbers.</p> <p>Stop at meter's BG value.</p> <p>Press <i>Select</i>.</p>	<p>Sensor default reading is 120 mg/dL.</p> <p>If sensor glucose reading is within the last 15 minutes, screen will show sensor's actual reading.</p>
4a		<p>Verify BG value is correct.</p> <p>If correct:</p> <p>Press <i>Select</i>.</p>	<p>If <i>Select</i> is not pressed:</p> <ul style="list-style-type: none"> Receiver times out BG level isn't recorded



Step	What you see	What you do	Additional Info
4b		<p>Verify BG value is correct.</p> <p>If incorrect: Press Right Arrow to Cancel. Press Select. Reenter BG value.</p>	<p>Cancel and reenter BG value.</p> <p>Fingerstick measurement must be within the last five minutes.</p>
5		<p>Wait.</p>	<p>“Thinking” screen. BG value is accepted.</p>
6		<p>Immediately take another meter reading.</p> <p>Enter meter’s BG value.</p>	<p>First calibration accepted.</p> <p>Time for second calibration.</p>



Step	What you see	What you do	Additional Info
7		Wait for next calibration notification in 12 hours.	Default trend screen. Calibration(s) accepted.

7.8 Calibration Errors

Before or during your calibration process, your display device may show error notifications. If the notifications don't go away after 15 minutes, refer to Chapter 18, Troubleshooting.

Calibration Error Notifications

Device	What you see	What it means	What you do
Smart Device: In App		Sensor can't calibrate now.	Wait 10-15 minutes. Retake fingerstick measurement at notification. Enter BG value.
Receiver			

Device	What you see	What it means	What you do
Smart Device: In App		System didn't accept recent calibration.	Additional calibration needed immediately. Calibrate. No sensor glucose readings.
Receiver			

Approximately five minutes after entering your second BG meter value, your display device(s) will start providing sensor glucose readings and glucose level trends. While each display device may have different ways of presenting sensor glucose readings and trends, the meanings are the same.

Fingerstick measurements entered into one device will be available in the other approximately ten minutes after entering data.

Summary

Now You Can:

- Calibration overview
 - Define calibration
 - Explain the importance of calibration
 - Identify steps to ensure a successful calibration
- Recognize steps required to take accurate BG measurements
 - Identify the best BG site for calibrations
 - Prepare finger for fingerstick measurement
- Determine if you should/should not calibrate

- Recognize when you can enter BG meter values
 - Recognize when you should not enter BG meter values
 - Determine if you need to calibrate outside of the normal calibration guidelines
- Initiate startup calibration
- Perform update calibrations
- Correctly enter your fingerstick measurement
 - App
 - Receiver
- Identify calibration errors

What's Next?

In the next chapter, you'll learn how to end a typical seven-day sensor session, what to do if you need to end your sensor session early, along with how to remove the transmitter and determining if you need to replace it.

Chapter 8

Let's G5x! The Basics:

Ending Your Sensor Session and Transmitter Session

8.1 Introduction

G5x sensor sessions last seven days. This chapter reviews what you should expect when your session is about to expire, and removing the sensor and transmitter. It also covers how to determine if you need to end your session early.

After this chapter, you will be able to:

- Identify replace sensor notifications at the end of a seven-day sensor session
- Recognize when you have to end a sensor session early
- Successfully end a sensor session early
 - Identify how you can prevent sensor session failures
- Remove your transmitter holder with transmitter attached
- Separate transmitter from its holder
- Determine if transmitter can be used for another sensor session
- Pair a new transmitter

To keep up with your glucose trends, it's important to begin a new sensor session as quickly as possible. After a sensor session ends, the sensor stops taking your sensor glucose readings. You won't get your trends, nor will you get any Alarm or Alerts.

Before stopping a session and removing the transmitter and its holder, review the following safety statements to make sure you don't harm yourself.

8.2 Safety Statements

Warning

Don't: *If a sensor breaks under the skin with no portion visible above the skin, don't remove it.*

Do: *Contact your healthcare professional if you have redness, swelling, or pain at the insertion site.*

Within 24 hours of experiencing a broken sensor wire, please call our 24/7 Technical Support department::

Email: TechSupport@dexcom.com

Toll free: 1.888.738.3646

Toll call: 1.858.200.0200

Why: Sensors may fracture on rare occasions.

MRI with broken wire

For patients undergoing an MRI with a retained wire broken off from a G5x sensor, in-vitro MRI testing did not detect any safety hazards. There was no significant migration or heating of the wire and imaging artifacts were limited to the area around the wire.

Precaution

Don't: *When ending a session, don't throw away the transmitter.*

Do: *Keep using it until the system notifies you the transmitter battery is about to expire.*

Why: The transmitter is reusable and can be used in multiple sensor sessions.

8.3 Ending Your Sensor Session

There are different ways your session might end.

The most common is your sensor's typical seven-day time frame ended. The second is ending the sensor session early. You may end a session early based on a personal decision, or, on rare occasions, the receiver or app detects sensor issues and notifies you to end the session.

Let's review ending a normal session first; later in this chapter we'll review the notifications for ending the session early.

Ending Your Seven-Day Sensor Session


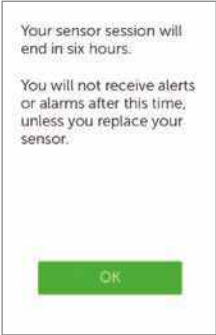
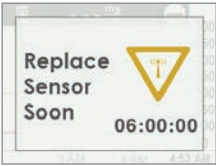
Just like other notifications, your sensor session ending notifications need clearing:

- App
 - **Tap screen**
- Receiver
 - **Press Select**



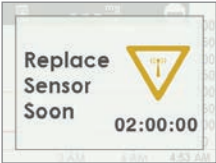
End of Seven-Day Sensor Session Notifications

Ending Sensor Session Notifications



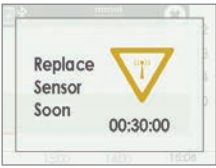
Device	What you see	What it means
At Six Hours		

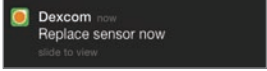
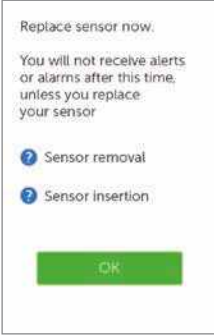
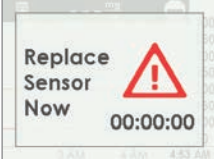
Device	What you see	What it means
Smart Device: Lock Screen		<p>Notifications begin when sensor session has only six hours left.</p> <p>Clock will count down until session has ended.</p> <p>Continue to get sensor glucose readings.</p>
Smart Device: In App		
Receiver		



Device	What you see	What it means
At Two Hours		

Device	What you see	What it means
Smart Device: Lock Screen		
Smart Device: In App		
Receiver		

Device	What you see	What it means
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Device	What you see	What it means
At Thirty Minutes		
Smart Device: Lock Screen		
Smart Device: In App		<p>Thirty minutes remain. Continue to get sensor glucose readings.</p>
Receiver		

Device	What you see	What it means
Session Ended		
Smart Device: Lock Screen	 <p>A notification on a lock screen with the Dexcom logo, the text "Replace sensor now", and a "slide to view" indicator.</p>	<p>Session has ended.</p> <p>App Tap screen's "?" for steps to:</p> <ul style="list-style-type: none"> • Remove sensor • Insert new sensor <p>Receiver Press <i>Select</i> to clear.</p>
Smart Device: In App	 <p>A dialog box with the text "Replace sensor now. You will not receive alerts or alarms after this time, unless you replace your sensor." Below the text are two options: "Sensor removal" and "Sensor insertion", each with a question mark icon. A green "OK" button is at the bottom.</p>	
Receiver	 <p>A warning screen with the text "Replace Sensor Now" and a red triangle warning icon. A timer shows "00:00:00".</p>	

Device	What you see	What it means
Session Stopped		
Smart Device: Lock Screen	N/A	Sensor session has stopped. App <ul style="list-style-type: none"> No sensor glucose readings Notifications for new session Receiver No sensor glucose readings <ul style="list-style-type: none"> Straight line on trend graph Dashed lines on status bar
Smart Device: In App		
Receiver		

Sound/Vibration Notifications

In case you can't look at your screen, both the smart device and receiver provide beep/vibration notifications 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. Remember, if your smart device is on *Silent* or *Do Not Disturb*, you won't get any sound notifications.

For more information on setting your sound/vibration notifications, please see Chapter 9.

Smart Device

Your smart device notifications you with a triple beep. If not cleared, you receive the triple beep twice, five minutes apart.

Receiver

The receiver alerts you with an initial vibration notification. If not cleared, you receive a vibrate/beep twice, five minutes apart.

Once a sensor session has expired, you are ready to start your new session! If you're not sure what to do, the app will provide instructions, or you can refer to the Getting Started Guide, online tutorials, or Chapter 6 in this user guide.

Ending Your Sensor Session Early

For personal reasons, you may want to force quit a sensor session early (for example, you're getting an MRI and need to remove all parts of the system).

Or, occasionally, the app or receiver may detect something is wrong with your sensor and let you know it's stopping the current session.

This may be caused by a number of reasons:

1. Unresolved calibration issues.
2. Error symbol does not go away.
3. Wait symbol does not go away.
4. Sensor is coming out of the body (for example, the adhesive is peeling off).

You'll receive error notifications leading to a new sensor session. If you see error notifications, before stopping a sensor session early, always contact Technical Support (available 24/7) at:

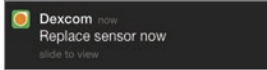

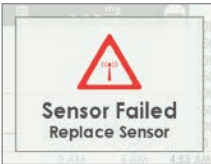
- Email: TechSupport@dexcom.com
- Toll free: **1.888.738.3646**
- Toll call: **1.858.200.0200**

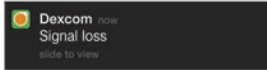
When your display device has system errors, you may not receive any sensor glucose readings and you should not calibrate.


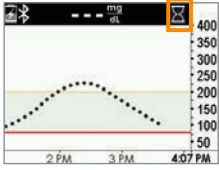
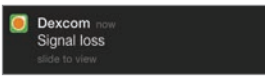

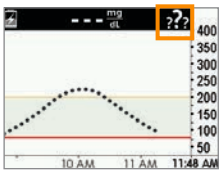
Notifications to End Sensor Session Early

System Notifications

Device	What you see	What it means
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Device	What you see	What it means
Smart Device: Lock Screen		<p>Sensor issues detected. Session ends automatically.</p> <p>No:</p> <ul style="list-style-type: none"> • Sensor Glucose Readings • Alarm/Alerts <p>Replace sensor.</p>
Smart Device: In App		
Receiver		

Device	What you see	What it means
Smart Device: Lock Screen		Wait up to three hours while the system autocorrects.


Device	What you see	What it means
Smart Device: In App		Check transmitter—is it properly inserted into transmitter holder? Make sure you haven't taken acetaminophen. If not corrected after 3 hours:
Receiver		<ul style="list-style-type: none"> Contact Dexcom Technical Support
Smart Device: Lock Screen		Wait up to three hours while the system autocorrects.
Smart Device: In App		Check transmitter—is it properly inserted into transmitter holder? Make sure you haven't taken acetaminophen.
Receiver		If not corrected after 3 hours: <ul style="list-style-type: none"> Contact Dexcom Technical Support


The G5x knows when a typical seven-day sensor session is over, automatically ending the session in each display device. However, if you need to end the session early, you need to let the system know by manually stopping the sensor session.



While the end result is the same (ending a sensor session), the steps differ between the app and receiver. If you're using both, no need to stop the sensor session in each: the other display will see the session has stopped.

Let's first look at how to end a sensor session in the app, then the receiver.

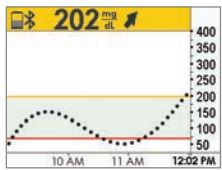
App: Ending a Sensor Session Early

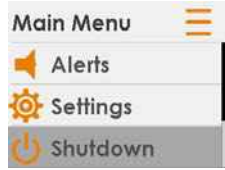
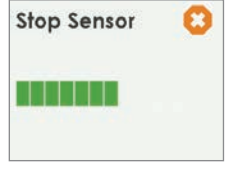
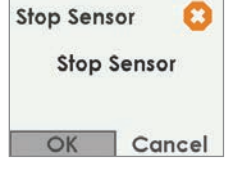

Step	What you see	What it means	What you do
1		Access Main Menu.	Tap <i>Main Menu</i> icon.

Step	What you see	What it means	What you do
2		<p>Ends sensor session.</p> <p>During session:</p> <ul style="list-style-type: none"> • <i>Stop Sensor</i> option appears <p>Not in active session:</p> <ul style="list-style-type: none"> • <i>Start Sensor</i> option appears 	<p>Tap <i>Stop Sensor</i>.</p>

Step	What you see	What it means	What you do
3		Blue ? icons provide additional information.	Tap <i>Stop Sensor</i>.
4		Confirms sensor session has ended. Ready for new session.	Remove sensor. Insert new sensor. Tap <i>green circle</i> when ready for new session.

Receiver: Ending a Sensor Session Early

Step	What you see	What it means	What you do
1		Go to Main Menu.	Press <i>Select</i>.

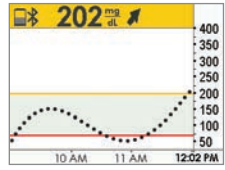

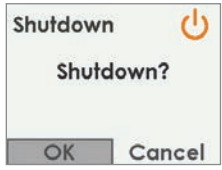
Step	What you see	What it means	What you do
2		Ends sensor session. During session, <i>Stop Sensor</i> option appears.	Press Down Arrow to <i>Stop Sensor</i> . Press Select .
3		Thinking screen.	Wait
4		Confirms you want to stop sensor. Return to Main Menu.	Press Select .
5		Ready to start a new session. Not in active session, <i>Start Sensor</i> option appears.	Remove sensor. Insert new sensor. Press Select to <i>Start Sensor</i> when ready for new session.

Temporarily Shut Down Receiver

To save on its battery, you can temporarily shut down the receiver. When shut down, your receiver and transmitter no longer communicate and you will not get any Alarm or Alerts although your sensor session remains active.

Shutting down the receiver does not extend your sensor session past the seven days; it only stops the receiver from communicating with the transmitter. Your sensor session will stop seven days after you started the session.

Receiver: Temporary Shutdown

Step	What you see	What it means	What you do
1		Go to Main Menu.	Press <i>Select</i>.
2		Ends sensor session. During session, <i>Stop Sensor</i> option appears.	Press <i>Down Arrow</i> to <i>Stop Sensor</i>. Press <i>Select</i>.
3		Confirms you want to shut down. Shuts down receiver.	Press <i>Select</i>.

Press *Select* to turn the receiver back on. It may take up to 20 seconds for the receiver to turn on.

Preventing Sensor Failures

Sensor failures can happen when your display device doesn't receive your sensor's glucose readings. While it is rare to have a sensor failure, there are preventative steps you can take.

Help prevent sensor failures by checking:

1. Sensor hasn't expired.
2. Transmitter is snapped securely into its holder.
3. Transmitter holder isn't dislodged or adhesive isn't peeling.
4. Nothing is rubbing against transmitter holder (for example, seat belts).
5. You selected a good insertion site (see Chapter 6).
6. Insertion site is clean and dry before sensor insertion.

8.4 Remove Sensor, Transmitter, and Transmitter Holder

The app and receiver are ready for a new session! However, before you can start a new sensor session, you need to end the current sensor session, and remove the old sensor and transmitter.

Removing Transmitter Holder and Sensor

Think of the transmitter as being part of the transmitter holder. Do not remove the transmitter before removing the transmitter holder from your body.

To remove the transmitter holder:



1. Gently peel transmitter holder adhesive patch from skin.
 - a. Sensor wire comes out with transmitter holder.
2. Separate the transmitter from the transmitter holder.
3. Discard the transmitter holder following your local waste management regulations for disposing of blood-contacting parts (sensor and transmitter holder).




Removing Transmitter From Its Holder

Remember, your transmitter is reusable, don't throw it away until its battery has died. With a battery life of 90 days, use the same transmitter over a number of sensor sessions. You'll receive notifications as it nears the end of its battery life.

Before reusing the transmitter in your new sensor session, remove it from the old transmitter holder.

Removing Sensor, Transmitter, and Transmitter Holder

Step	Picture	What you do
1		<p>Grasp end of <i>adhesive patch</i>.</p> <p>Peel <i>adhesive patch</i> up and away from your body like a bandage, removing <i>sensor</i>, <i>transmitter</i>, and its <i>holder</i>.</p> <p>NOTE: Do not remove the transmitter while the adhesive patch is on your skin.</p>
2		<p>Hold <i>transmitter holder</i> in your hand.</p> <p>Bend and break <i>latch</i>, releasing the transmitter.</p>

Step	Picture	What you do
3		<p>Hold <i>ridged side</i></p> <p>Pull <i>transmitter</i> straight out</p>
4		<p>Keep <i>transmitter</i> to use with next sensor.</p>
5		<p>Throw away <i>adhesive patch, transmitter holder, and sensor</i> following your local guidelines for disposal of blood-contacting components.</p>

After removing your sensor and taking the transmitter out of the transmitter holder, you're ready to begin a new sensor session. The transmitter's battery is good for up to three months. If you haven't received your final seven-day transmitter battery life warning, you can reuse the transmitter for your next session.

Remember:

1. Never use same spot repeatedly for sensor insertion.

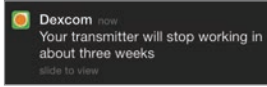

- Never use same site for 2 sensor sessions in a row.

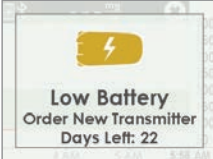
8.5 End of Transmitter Battery

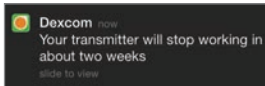
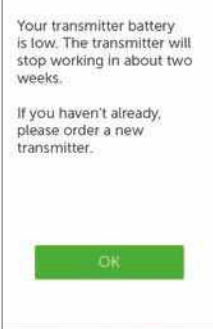
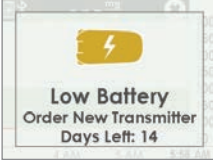
How do you know if your transmitter's battery will last through your next session?

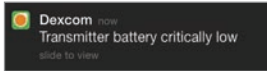

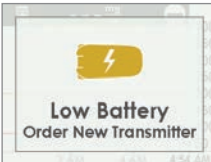
System messages help you determine if your transmitter's battery will last through your next seven-day session. Starting at three weeks prior to the end of its battery life, the messages count down the transmitter's battery until it has only seven days. If the transmitter battery has seven days or less remaining, you won't be able to start a new session.

Transmitter Battery Messages

Device	What you see	What it means
Smart Device: Lock Screen		Transmitter battery will expire in three weeks.
Smart Device: In App		

Device	What you see	What it means
Receiver	 <p>Low Battery Order New Transmitter Days Left: 22</p>	

Device	What you see	What it means
Smart Device: Lock Screen	 <p>Dexcom Your transmitter will stop working in about two weeks. slide to view</p>	<p>Transmitter battery will expire in two weeks. Order a new transmitter.</p>
Smart Device: In App	 <p>Your transmitter battery is low. The transmitter will stop working in about two weeks. If you haven't already, please order a new transmitter. OK</p>	
Receiver	 <p>Low Battery Order New Transmitter Days Left: 14</p>	

Device	What you see	What it means
Smart Device: Lock Screen		Transmitter battery will expire in one week. Order a new transmitter.
Smart Device: In App		
Receiver		

To make sure you have a transmitter that's ready for a new sensor session, you may want to reorder a new one at dexcom.com/order, by calling Customer Service (see Section 16.1), or through the channels you used before, at your first low battery notification.

Sound/Vibration Notifications

In case you can't look at your screen, both the smart device and receiver provide beep/vibration notifications to tell you your transmitter's battery is low or the transmitter failed. Remember, if your smart device is turned on to *Silent* or *Do Not Disturb*, you won't get any sound notifications.

For more information on setting your sound/vibration notifications and how to clear them, please see Chapter 9.

Smart Device

Your smart device notifies you with a triple beep. If not cleared, you receive the triple beep twice, five minutes apart.

Receiver


The receiver alerts you with an initial vibration notification. If not cleared, you receive a vibrate/beep twice, five minutes apart.

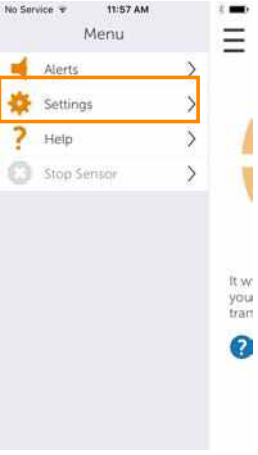
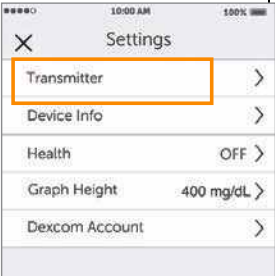
8.6 Pair New Transmitter

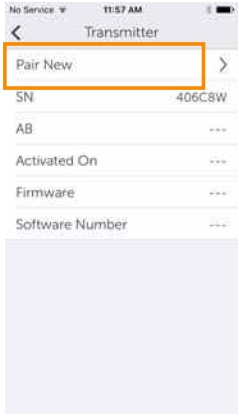

Once the transmitter battery has died, before starting a new sensor session, you need to pair your new transmitter with your display device(s). In Chapter 5 you learned how to pair your transmitter using the set up wizard. But how do you pair a new transmitter once your display device is setup?

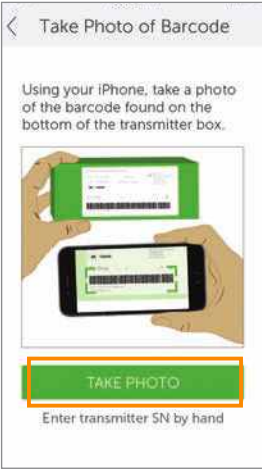

Pair the transmitter before inserting the sensor, putting the transmitter in the transmitter holder, and starting a new sensor session.

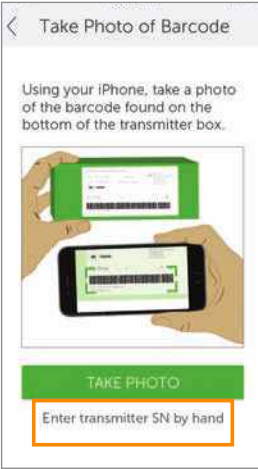

App


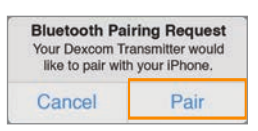

Step	Picture	What you do
1		Tap <i>Menu</i> icon

Step	Picture	What you do
2		<p>Tap <i>Settings</i></p>
3		<p>Tap <i>Transmitter</i></p>

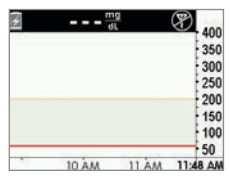
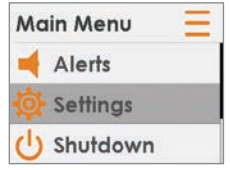
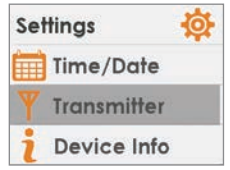


Step	Picture	What you do
4		<p>Tap <i>Pair New</i></p>
5a		<p>If you still have transmitter package: Turn transmitter box upside down on a flat surface with barcodes facing up.</p>




Step	Picture	What you do
5b		<p>Center longest barcode within green brackets.</p> <p>Tap <i>Take Photo</i></p>
5c		<p>Check mark confirms successful transmitter SN scan.</p>

Step	Picture	What you do
6a		<p>If unable to use app's scanning device: Tap <i>Enter transmitter SN by hand.</i></p>
6b		<p>Use keyboard to enter transmitter SN. Confirm correct SN .</p> <p>Tap <i>Save.</i></p>

Step	Picture	What you do
7		<p>Wait up to 30 minutes for smart device and transmitter to connect.</p>
8		<p>At notification, Tap Pair to pair app with smart device.</p>
9		<p>Before inserting the transmitter into its holder and starting a new sensor session, make sure your smart device and transmitter are paired</p>

Receiver

Step	Picture	What you do
1		Press <i>Left Arrow</i> twice to go to <i>Main Menu</i> .
2		Press <i>Down Arrow</i> to <i>Settings</i> . Press <i>Select</i> .
3		Press <i>Down Arrow</i> to <i>Transmitter</i> . Press <i>Select</i> .
4		Highlight <i>Transmitter SN</i> . Press <i>Select</i> .
5a		Turn <i>transmitter box upside down</i> to locate SN number.

Step	Picture	What you do
5b		<p>If transmitter package isn't available:</p> <ul style="list-style-type: none"> • SN is on transmitter's back
6		<p>Enter correct SN using <i>Up/Down Arrow</i>.</p> <p>Press <i>Up/Down Arrow</i> to select and enter transmitter SN.</p> <p>Press <i>Right Arrow</i> to move to next digit.</p> <p>Press <i>Select</i> to save and close.</p> <p>Press <i>Left Arrow</i> twice to return to <i>Main Menu</i>.</p>
7		<p>Make sure <i>receiver</i> and <i>transmitter</i> are connected/paired.</p> <p>Check <i>receiver</i> 10 minutes after starting for <i>Bluetooth</i> icon.</p> <ul style="list-style-type: none"> • Solid: Connected/paired • Blinking: Searching,/not paired <p>Don't insert the transmitter into its holder or start a new sensor session until they are paired.</p>

Summary

Now You Can:

- Identify replace sensor notification at the end of a seven-day sensor session

- Recognize when you have to end a sensor session early
- Successfully end a sensor session early
- Identify how you can prevent sensor session failures
- Remove your transmitter holder with transmitter attached
- Separate transmitter from transmitter holder
- Determine if transmitter can be used for another sensor session
- Pair new transmitter

What's Next?

Congratulations, you have the basics down!

You can set up your app and receiver, start a sensor session, calibrate, as well as end your sensor session and know when to replace your transmitter.

But the G5x can do much more!

In the next part, Part 3: Next Steps, you will learn how to get the most out of your G5x.

3

NEXT STEPS - GETTING THE MOST OUT OF YOUR G5x

- Reading Trend Graph Screens and Recognizing Trends
- Events
- Alarm and Alerts
- Sounds for Alarm, Alerts, and System Messages

Chapter 9

Next Steps:

Home Screen, Rate of Change Arrows, and Errors

9.1 Introduction to Home Screens

In the previous chapter, you learned about calibrations: why they are important and how to do them. Within five minutes of your final startup calibration your sensor glucose readings begin!

In this chapter, you'll learn three things. First, reading the home screen, second, identifying your sensor glucose readings and trends: What do they mean? What's the best way to use trend information? And third, what you do if you aren't getting your sensor glucose readings.

The purpose of this chapter isn't to tell you how to react to your trends but to help you recognize where your glucose was and where it's going. Your healthcare professional can help you with your questions on what actions to take based on your glucose trends.

After this chapter, you'll be able to:

- Recognize home screen icons
- Locate sensor glucose reading
- Explain sensor glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low/High Glucose Alert levels on your trend graph
- Describe when you receive a High or Low sensor glucose reading
- Change trend graph views
- Cite differences between rate of change arrows
- Recognize error messages

9.2 Safety Statements

Take a moment and read the safety statements. If not followed, your sensor glucose readings and trends may be less accurate, and you may miss important High or Low Glucose Alerts.

Contraindication

Don't: *Take medications with acetaminophen while wearing the sensor.*

Why: Taking medications with acetaminophen (such as Tylenol or Excedrin Extra Strength) while wearing the sensor may falsely raise your sensor glucose readings. The level of sensor inaccuracy:

- Depends on amount of acetaminophen active in your body.
- May be different for each person.

Consequences: Without correct readings you might miss a severe low or high glucose event.

Warning

Don't: *Use the system sensor glucose readings for treatment decisions.*

Do: *When making treatment decisions, such as the amount of insulin you need, only use your BG value from your BG meter..*

Why: Since they measure your glucose from different body fluids, sensor glucose readings can be different from your meter's BG values.

Consequences: If sensor glucose readings are used in determining treatments, it could result in you missing a severe low or high glucose event.

Warning

Don't: *Ignore symptoms of high and low glucose.*

Do: *If your sensor glucose readings don't match your symptoms, measure your BG with a fingerstick.*

Why: Your sensor glucose readings may not be accurately reading your glucose.

Consequences: You may miss a severe low (hypoglycemia) or high (hyperglycemia) glucose event.

Precaution

Do: When using both a receiver and a smart device, you must set your settings separately in each.

Why: If you set up one device and then use another device with different settings, you might not get an Alarm or Alerts.

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

Precaution

Do: After connecting any accessories, make sure that the smart device settings allow you to continue receiving Alarm or Alerts on the smart device.

Why: Using an accessory device (like a smart watch) might override your smart device sounds.

Consequences: Alarm or Alerts might vibrate or be heard on the accessory instead of your smart device causing you to miss severe low or high glucose event.

9.3 Overview of Home Screen

Regardless of your display device, the home screen shows your current sensor glucose value, glucose trend, rate of change arrow, and CGM system

Dexcom G5x System User Guide

163

[Home Screen, Rate of Change Arrows, and Errors](#)

status. While the screen does look different between the receiver, smart devices, along with the Apple Today View, and Apple Watch the information and color-coding are the same.

No matter how you hold it, the receiver's view does not change. The app, however, has two ways to view data based on how you hold your smart device:

1. Vertically in portrait: 3-hour trend information with task bar.
2. Horizontally in landscape: 1, 3, 6, 12, or 24-hour trend information without task bar.

This section first familiarizes you with the app's home screen, the Apple Today View, then the receiver's home screen, and last with the Apple Watch home screen. In other chapters, you'll see how to use the icons or use the navigation wheel to enter data or make system changes.

App Home Screen


The app's home screen has two main sections:





1. Status/Task Bar
 - a. Status Bar reflects status of smart device's system.
 - i. Battery, *Bluetooth*, etc.
 - b. Task Bar allows you to change settings, enter data, etc.
2. Glucose Information
 - a. Reflects sensor glucose readings and trends.





Figure 6. Example App Home Screen on Smart Device

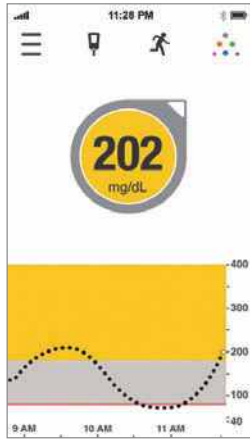
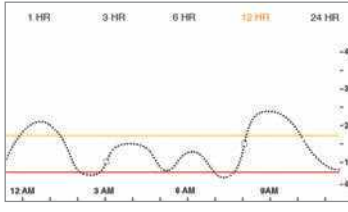
App Task Bar

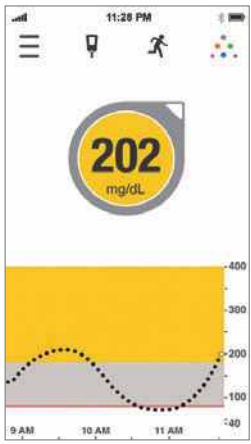
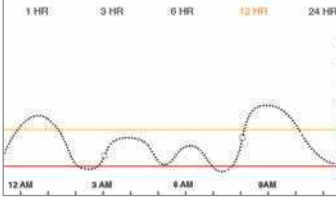
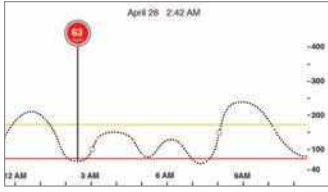
App	Name	What it means	What you do
Status Bar: Information Only			
	Status Bar	<p>Displays signal strength, time, <i>Bluetooth</i>, and battery level.</p> <p>Changes are made using smart device settings, not in the app.</p> <p>May look different depending on your smart device/carrier.</p>	<p>Time: Check smart device and receiver show same time.</p> <p><i>Bluetooth:</i> Check <i>Bluetooth</i> is on.</p> <p>Battery: App can use up battery—Check you are charged.</p>
Task Bar: Complete Tasks			

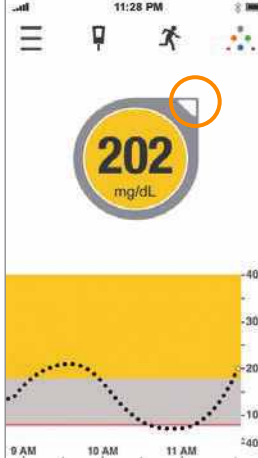
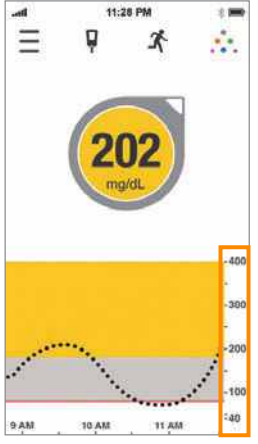
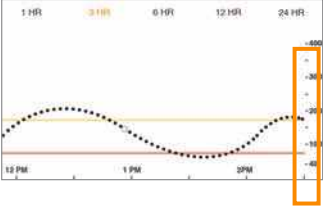
App	Name	What it means	What you do
	Main Menu	Goes to other options.	Tap <i>Main Menu</i> icon to access: <ul style="list-style-type: none"> • Alerts • Settings • Help • Start/Stop Sensor
	BG Meter with red circle and number	Calibration Notification.	Tap <i>icon</i> and enter fingerstick BG value (see Chapter 7).
	BG Meter without red circle	No need to calibrate.	Do nothing.
	Event	Enter different events capturing activities affecting your glucose.	Tap <i>icon</i> to enter data for: <ul style="list-style-type: none"> • Carbs • Insulin • Exercise • Health (See Chapter 10).

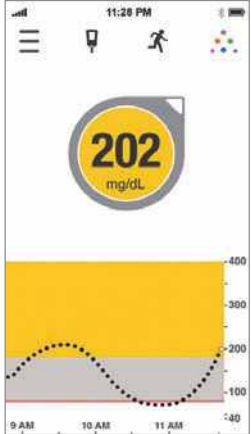
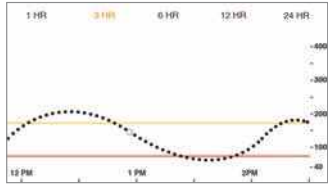
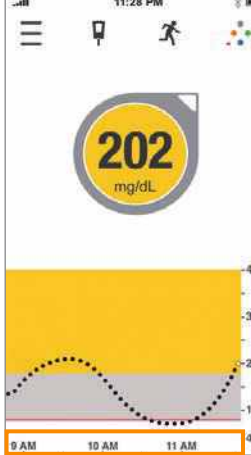
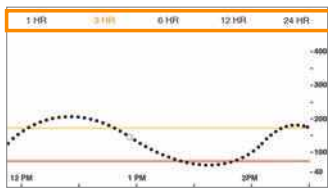
App	Name	What it means	What you do
	Dexcom Share	Dexcom Share is available only on the app. Gray icon means Share is not active.	Tap icon to activate (see Part 5).
	Dexcom Share	Once activated, Dexcom Share icon is colored.	Do nothing. Tap icon to access Dexcom Share.

Glucose Information

App: Portrait	App: Landscape	What it means
		Home Screen In Landscape mode, Tap the trend view you want to see at the top of the screen: 1, 3, 6, 12, or 24-hour historical trend views.

App: Portrait	App: Landscape	What it means
		<p>Number: Most recent sensor glucose reading.</p> <p>Shown in milligrams per deciliter (mg/dL).</p> <ul style="list-style-type: none"> • Yellow: At or above target • Gray: Within range • Red: At or below target
<p>N/A</p>		<p>Historical Readings</p> <p>Turn smart device to <i>Landscape</i> mode.</p> <p>Tap <i>time</i> shows time frame's sensor glucose reading.</p> <p>Slide finger across screen to view rest of day's sensor glucose readings.</p>


App: Portrait	App: Landscape	What it means
	<p style="text-align: center;">N/A</p>	<p>Rate of Change Arrow</p> <p>Direction and number of arrows show sensor glucose change rate.</p>
		<p>Sensor Glucose Reading Range</p> <p>Shows between 40-400 mg/dL.</p>


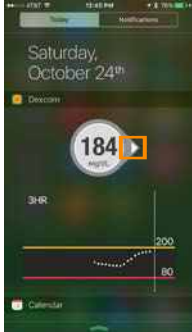
App: Portrait	App: Landscape	What it means
 <p>The portrait view shows a large circular glucose reading of 202 mg/dL. Below it is a trend graph with a yellow background for high alert levels, a gray background for within range, and a red background for low alert levels. The x-axis shows time from 9 AM to 11 AM.</p>	 <p>The landscape view shows a trend graph with a yellow background for high alert levels, a gray background for within range, and a red background for low alert levels. The x-axis shows time from 12 PM to 2 PM.</p>	<p>Within Glucose Range and Alert Levels</p> <ul style="list-style-type: none"> • Yellow: High Alert level • Gray: Within range • Red: Low Alert level
 <p>The portrait view shows a large circular glucose reading of 202 mg/dL. Below it is a trend graph with a yellow background for high alert levels, a gray background for within range, and a red background for low alert levels. The x-axis shows time from 9 AM to 11 AM.</p>	 <p>The landscape view shows a trend graph with a yellow background for high alert levels, a gray background for within range, and a red background for low alert levels. The x-axis shows time from 12 PM to 2 PM.</p>	<p>Trend Graph Time Frame</p> <p>Default is most recent 3 hours.</p> <p>Turn smart device to <i>Landscape</i> mode for most recent 1, 3, 6, 12, and 24-hour readings.</p>


Apple Today View Widget

Check your CGM on your smart device without opening the app, even when the smart device is locked. Swipe down from the top edge of your smart device to find the Dexcom widget in your Today view; the widget installs when you install the app. (See your smart device instructions for customizing your Today view.)

Apple Today View

Apple Today View	Name	What it does	What you do
Glucose Information			
	Glucose Information	Displays your glucose information: <ul style="list-style-type: none"> • Current glucose number • Direction your glucose is heading • Graph of glucose trend 	Review and take appropriate action.

Apple Today View	Name	What it does	What you do
	Sensor Glucose Reading	<p>Shows most recent sensor glucose reading.</p> <p>Color of circle changes:</p> <ul style="list-style-type: none"> • Yellow: At or above target • Gray: Within target range • Red: At or below target 	Take appropriate action.
	Trend Arrow	Shows direction and speed your glucose is changing.	Review and take appropriate action based on fingerstick BG value. (See Chapter 9)

Apple Today View	Name	What it does	What you do
	<p>Historical Readings</p>	<p>Graph of your recent glucose readings between 40 and 400 mg/dL.</p> <p>Glucose target range Alert settings:</p> <ul style="list-style-type: none"> • Yellow Line: High Alert setting • Gray: Target range • Red Line: Low Alert setting or, if that's disabled, 55 mg/dL (Urgent Low Glucose Alarm) 	<p>Review and take appropriate action based on fingerstick BG value. (See Chapter 9)</p>

Receiver Home Screen

This section gets you familiar with the receiver's home screen. In other chapters, you'll see how to enter data or make system changes.

Receiver Home Screen

Unlike your smart device screens, the receiver's screen is not interactive; all notifications are for information only. To make changes or enter data in the receiver, **press *Select*** and go to the Main Menu.

The receiver's home screen has two main sections:

1. Status Bar
 - a. Reflects glucose trends, readings, status of receiver's system (e.g., battery level).
2. Glucose Information Trend Graph
 - a. Reflects sensor glucose readings and trends.

This section will get you familiar with the receiver's home screen. In other chapters, you'll see how to use the navigation wheel to enter data or make system changes.

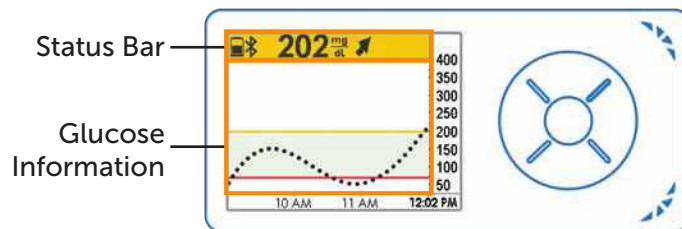
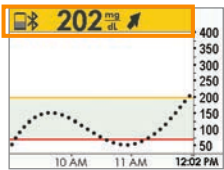
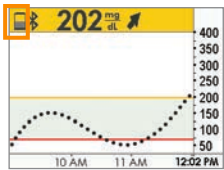

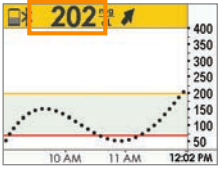
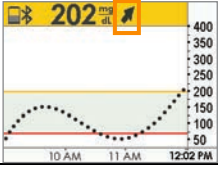



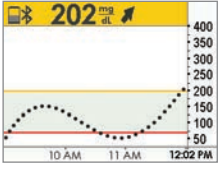
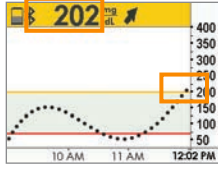
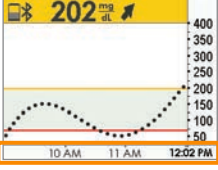
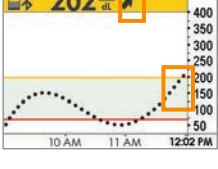
Figure 7. Home Screen on Receiver


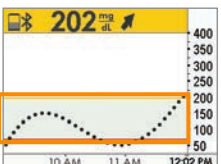
Status Bar

Receiver	Name	What it does	What you do
	Status Bar	Provides at-a-glance information about the receiver, system, or you. Icons will change based on current data.	Review and take appropriate action.
	Battery	Shows battery level.	When low, plug micro USB cable into receiver. Plug USB into the adapter and then into electrical outlet.
	Bluetooth	Shows Bluetooth connection is working.	Do nothing. Receiver's Bluetooth is always on.

Receiver	Name	What it does	What you do
	Sensor Glucose Reading	<p>Shows most recent sensor glucose reading. Color of status bar changes:</p> <ul style="list-style-type: none"> • Yellow: At or above target • Gray: Within target range • Red: At or below target 	Take appropriate action.
	Trend Arrow	Shows direction and speed your glucose is changing.	Review and take appropriate action based on fingerstick BG value.
	Status Area	Far right. Error icons and calibration notifications.	Take appropriate action.

Glucose Information

Receiver	What it does
	<p>Home screen.</p>
	<p>Number: Most recent sensor glucose reading. Shown in milligrams per deciliter (mg/dL). Color of status bar changes:</p> <ul style="list-style-type: none"> • Yellow: At or above target • Gray: Within target range • Red: At or below target
	<p>Historical Readings Default is most recent 3 hours. Press Up/Down Arrows to access 1, 3, 6, 12, or 24-hour trend views.</p>
	<p>Rate of Change Arrow Direction and speed of your glucose changes.</p>

Receiver	What it does
	<p>Sensor Glucose Reading Range Shows between 40-400 mg/dL.</p>
	<p>Glucose target range Alert settings.</p> <ul style="list-style-type: none"> • Yellow: High Alert setting • Gray: Target range • Red: Low Alert setting



Now that you're familiar with the basic layout of the trend graph screen, can locate readings, identify color-coding, and view time frames, let's take a closer look at the rate of change arrows.



Apple Watch Home Screen

This section gets you familiar with the Apple Watch home screen.

Like your smart device, your Apple Watch has a touchscreen.

Apple Watch

Receiver	Name	What it does	What you do
	<p>Apple Watch Home Screen</p>	<p>Displays your glucose information:</p> <ul style="list-style-type: none"> • Current glucose number • Direction your glucose is heading • Graph of glucose trend 	<p>Review and take appropriate action.</p>
	<p>Sensor Glucose Reading</p>	<p>Shows most recent sensor glucose reading.</p>	<p>Take appropriate action.</p>

Receiver	Name	What it does	What you do
	Trend Arrow	Shows direction and speed your glucose is changing.	Review and take appropriate action based on fingerstick BG value. (See Chapter 9)
	Historical Readings	<p>Graph of your recent glucose readings between 40 and 400 mg/dL.</p> <p>Glucose target range Alert settings:</p> <ul style="list-style-type: none"> • Yellow: High Alert setting • Gray: Target range • Red: Low Alert setting or, if that's disabled, 55 mg/dL (Urgent Low Glucose Alarm) 	Review 3-hour trend graph; no other views are available. Take appropriate action based on fingerstick BG value. (See Chapter 9)







9.4 Rate of Change Arrows


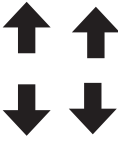


Not sure of how your sensor glucose readings are trending?

Rate of change arrows show the speed and direction of your glucose trends based on the last several sensor glucose readings. Arrows and the trend graph help you know when to take action before you are too high or too low.

However, before doing anything, think about your most recent insulin dosing, food intake, overall trend graph, and current BG value. **Don't overreact to the arrows.** Remember the arrows don't reflect your latest reading: they reflect a combination of recent readings.

Rate of Change Arrows

App		
		Steady Changing: <ul style="list-style-type: none"> • Less than 1 mg/dL each minute Up to 15 mg/dL in 15 minutes
		Slowly Rising or Falling Changing: <ul style="list-style-type: none"> • 1-2 mg/dL each minute Up to 30 mg/dL in 15 minutes
		Rising or Falling Changing: <ul style="list-style-type: none"> • 2-3 mg/dL each minute Up to 45 mg/dL in 15 minutes

		<p>Rapidly Rising or Falling Changing:</p> <ul style="list-style-type: none"> • More than 3 mg/dL each minute <p>More than 45 mg/dL in 15 minutes</p>
		<p>System can't calculate the speed and direction of your glucose change.</p>

There are a number of reasons why you may not get rate of change arrows:

- You just started your sensor session
- No sensor glucose readings over the last few minutes

9.5 Error Messages

Sometimes the transmitter or sensor isn't communicating with the display device, causing you not to get your sensor glucose readings or rate of change arrows. Each device notifies you when there is an issue; however, the notifications look different.

Before the system can move forward, you need to address the error.

App

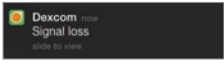

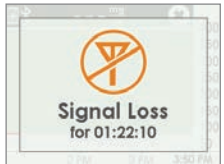
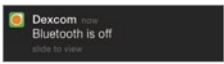

1. If screen is locked:
 - a. Swipe message to go to app.
2. Within app:
 - a. Read message.
 - i. Tap Question Marks for more information and follow steps as appropriate.

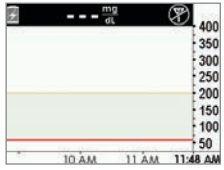

Receiver

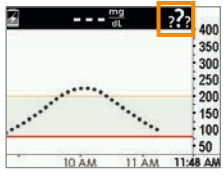


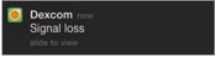
1. **Press *Select*** to clear message.





You will not get any sensor glucose readings or rate of change arrows on either display device until the error is resolved. Check with your BG meter to monitor your glucose during these error periods.



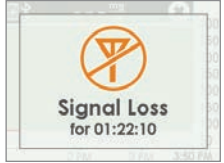
Error Messages

What you see		What you do
Bluetooth Is Out of Range		
Smart Device: Lock Screen		<p>Make sure there are no obstructions, such as a wall or water between your transmitter and your display device.</p> <p>Move within 20 feet of display device.</p> <p>Wait up to 30 minutes while transmitter restores communication.</p>
Smart Device: In App		
Receiver		
Bluetooth Off		
Smart Device: Lock Screen		<p>Smart device:</p> <ol style="list-style-type: none"> 1. Exit app. 2. Tap <i>Settings</i>. 3. Tap <i>Bluetooth</i>. 4. Turn <i>Bluetooth</i> on.
Smart Device: In App		
Receiver	N/A; <i>Bluetooth</i> is always on.	

What you see		What you do
Not Getting Sensor Glucose Reading		
Smart Device: Lock Screen	N/A	<p>Check—Are you:</p> <ul style="list-style-type: none"> • Within 20 feet of your display device? • In your two-hour warmup period? • Outside of your calibration schedule? • In a sensor session?
Smart Device: In App	N/A	
Receiver		
System Found Temporary Sensor Issue		
Smart Device: Lock Screen	N/A	<p>Don't calibrate. System may correct problem on its own and display sensor glucose readings again.</p> <p>If notification stays for three hours:</p> <ul style="list-style-type: none"> • Contact Technical Support (see Section 16.1).
Smart Device: In App		

What you see		What you do
Receiver		
Transmitter and Sensor Not Communicating		
Smart Device: Lock Screen	N/A	<p>Wait three hours while the transmitter tries to fix the error.</p> <p>Do not enter calibrations during this time.</p> <p>Make sure your transmitter is properly inserted into the transmitter holder.</p> <p>If not corrected:</p> <ul style="list-style-type: none"> • Contact Technical Support (see Section 16.1) • Remove sensor • Insert new sensor
Smart Device: In App		
Receiver		
Calibration Required		
Smart Device: Lock Screen		<p>Error in calibrating.</p> <p>Verify you did not enter a BG reading outside the range of 40-400</p>

What you see		What you do
Smart Device: In App		mg/dL. Enter another BG meter value.
Receiver		
Calibration Error		
Smart Device: Lock Screen	N/A	Wait 15 minutes. Enter a BG meter value. If error screen still appears, enter one more BG meter value. Wait 15 minutes. If no sensor glucose readings appear on the display, the sensor needs to be replaced. Contact Technical Support (available 24/7) at: <ul style="list-style-type: none"> • TechSupport@dexcom.com • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200
Smart Device: In App		
Receiver		

What you see		What you do
Display Devices and Transmitter Not Communicating		
Smart Device: Lock Screen		App/Receiver Wait 10 minutes. Move display device and transmitter within 20 feet of each other without obstruction (walls or water). Wait up to 30 minutes.
Smart Device: In App		
Receiver		In app (if not resolved): <ul style="list-style-type: none"> • Tap <i>Settings</i>. • Tap <i>Bluetooth</i>. • Turn <i>Bluetooth</i> Off and On.

If error messages don't go away after you followed necessary steps, and you aren't getting sensor glucose readings, contact Technical Support (see Section 16.1).

Now You Can:

- Recognize home screen icons
- Locate sensor glucose reading
- Explain glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low/High Glucose Alert setting lines
- Describe when you receive a high or low sensor glucose reading
- Change trend graph hours view
- Cite differences between rate of change arrows

- Recognize error messages

What's Next?

By now you have a pretty good understanding of how your trends look on the different display devices, but did you know what you do can affect your trends and patterns? It's important to track actions or well-being to better understand that what you do or how you feel can change your trends.

In the next chapter, you will learn how to enter Events into your G5x.

Chapter 10

Next Steps:

Daily Events Affect Your Glucose Trends and Patterns

10.1 Introduction

Your daily activities can impact your glucose trends and patterns. In the previous chapter, you learned how to read your glucose trend screens; in this chapter, you learn how to enter situations, or “Events.” By tracking Events, you can determine how certain actions or circumstances affect your glucose levels.

After this chapter, you’ll be able to:

- Define Event
- Describe each Event
- Create Events
 - App
 - Receiver
- Recognize Event markers on app
 - Describe how Event markers are different in portrait and landscape view
- Describe how to view Events entered via your receiver
- View Event markers on your smart device

10.2 What Is an Event?

Did you take a walk after lunch today? Did you go to happy hour with your co-workers and have a beer? Are you feeling stressed? Did you catch your kid’s sniffles? How much insulin did you take for your dinner meal? These are all Events that can raise or lower your blood sugar.

An Event is an action or situation affecting your glucose levels. With the G5x, you have the ability to enter your daily Events, helping you track their effect on your glucose trends. Once entered into the smart device or receiver, Events can be viewed in Dexcom reports. The reports help you review how each Event influenced your glucose trends. You can use the reports with your healthcare professional to create a game plan in managing your diabetes.

Even though they differ on how to enter an Event and time, the app and receiver have the same Event categories and subcategories. Later in this chapter, you'll learn how to enter Events in each device.

Event Categories

There are four main Event categories:


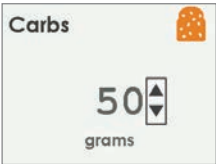
1. Carbs
2. Insulin
3. Exercise
4. Health


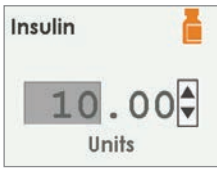
The fourth category, Health, has more options:

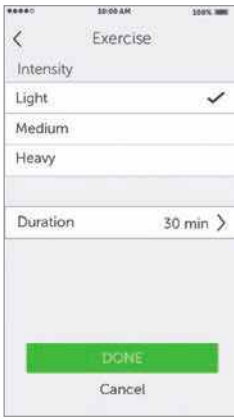
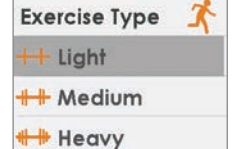
- Illness
- Stress
- Feel High
- Feel Low
- Cycle
- Alcohol



The following table provides more detail on each type of Event.


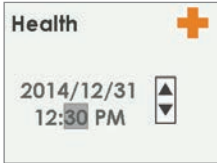
Events Menu

Device	What you see	What it means	What you do
Carbs			
<p>Smart Device: In App</p>		<p>How many grams did you just eat? Receiver's screen reflects last number entered.</p>	<p>Enter Carb grams per snack or meal, up to 250 grams.</p>
<p>Receiver</p>			

Device	What you see	What it means	What you do
Insulin			
Smart Device: In App	 <p>The screenshot shows a mobile app interface titled "Insulin Event". It features a text input field with the placeholder "Enter units", a green "DONE" button, and a "Cancel" link. Below these is a numeric keypad with digits 1-9, a decimal point, and a backspace key.</p>	<p>Receiver's screen reflects last number entered.</p>	<p>Enter insulin units for each dose, up to 250 units. Can't enter type of insulin, only dosage.</p>
Receiver	 <p>The screenshot shows a receiver screen with the word "Insulin" at the top and a small insulin bottle icon. Below is a large digital display showing "10.00" with up and down arrow buttons to its right. The word "Units" is centered below the display.</p>		



Device	What you see	What it means	What you do
Exercise			
Smart Device: In App		Default is 30 minutes.	Select each exercise's intensity level and duration. Enter intensity and duration. Type of exercise isn't an option.
Receiver			


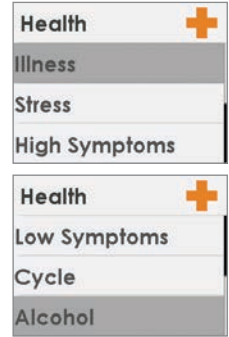
Device	What you see	What it means	What you do
Health			
Smart Device: In App		General well-being.	Enter different health Events (see following Health Events Menu table).
Receiver			

Device	What you see	What it means	What you do
Event Time			
Smart Device: In App		Event time.	For each separate Event, enter date/time Event began.
Receiver			

As mentioned in the last table, Health has a series of Events. Tell the system how you are feeling, if you had a drink, if you're having low or high BG symptoms, etc. You select the Event: no amounts are entered, just date and time.

Health Events Menu

Device	What you see	What it means
Health Main Menu		
<p>Smart Device: In App</p>		<p>Use Health Main Menu to access selections.</p>
<p>Receiver</p>		

Device	What you see	What it means
Health Main Menu		
Smart Device: In App		<p>Illness Have a cold, flu, or any other temporary illness affecting your well-being?</p> <p>Stress Are you under stress? Feeling anxious?</p> <p>High Symptoms Feel high BG symptoms?</p>
Receiver		<p>Low Symptoms Feel low BG symptoms?</p> <p>Cycle Have you started your menstrual cycle?</p> <p>Alcohol Had a glass of wine, beer, or cocktail?</p>

You can have multiple Events in a single day, or even during the same time frame and enter them all in at the same time. As an example, you're running late because of traffic (Stress) and quickly swing by a drive-thru to get lunch (Carbs of 85 grams).

For your convenience (and safety!), no need to stop everything and enter your Events as they are happening. When you have a moment, you can enter your Events retroactively in your app or receiver.

Events are entered as individual occurrences: don't enter daily totals, enter each Event separately.

In the next section, you will learn how to enter Events, first in your smart device, then in your receiver.

10.3 Entering Events

You probably will enter Events in the display device you use most often; however, you should know how to enter Events into each.

First, let's look at how to enter Events in a smart device, then in the receiver.


When using Dexcom Share, you can allow your Followers to see your Event entries. For more Dexcom Share information, please see Part 5.


Entering Events: Smart Device


In the app, Events are just a tap away! The Event icon, a running man, is on the app's home screen task bar in portrait mode (remember, you don't have the task bar in landscape).

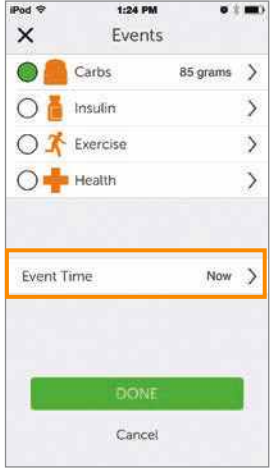
Entering Events for the Carbs, Insulin, Exercise, and Health categories follows the same steps. If you can enter a Carbs Event, you can enter an Insulin Event. To enter Events, we'll use the above scenario. The following table shows how to enter Carbs (drive-thru lunch) and Stress (traffic jam) Events.


Entering Events: App


Step	What you see	What you do
Enter Carbs Event		
1		Tap <i>Running Man</i>.


Step	What you see	What you do
2		<p>Tap <i>Carbs</i>.</p>


Enter Carbs Event		
3		<p>Using the above example, add up all carb grams from lunch. Enter "85" using keypad. Tap <i>Done</i>.</p>

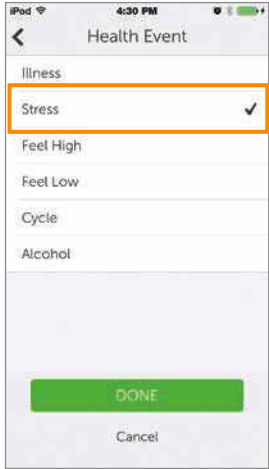
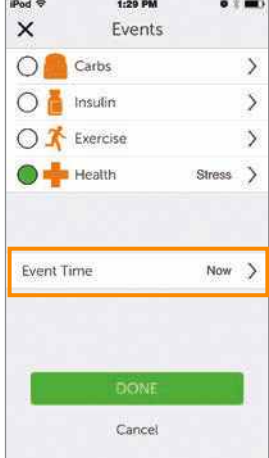
4		<p>Tap <i>Event Time</i>.</p>
---	---	-------------------------------



Enter Carbs Event		
5		<p>Scroll and select date and time. Tap <i>Done</i>.</p>

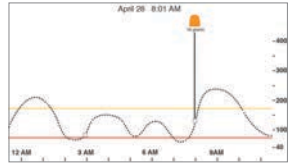
6		Tap <i>Save</i> or <i>Cancel</i> .
---	---	------------------------------------

Enter Health Event - Stress		
7		Tap <i>Events icon</i> .

8		Tap <i>Health</i> .
---	---	---------------------

Enter Health Event - Stress		
9		<p>Tap <i>Stress</i>. Tap <i>Done</i>.</p>
10		<p>Tap <i>Event Time</i>.</p>
Enter Health Event - Stress		

11		<p>Scroll and select date and time. Tap <i>Done</i>.</p>
12		<p>Tap <i>Save</i> or <i>Cancel</i>.</p>

View Events		
13		<p>Trend graph shows events. Turn to landscape to see more</p>

The receiver and app don't talk to one another. If you enter an Event only into the receiver, while the information will appear on Dexcom reports, you won't get an Event marker on your app's trend screen.

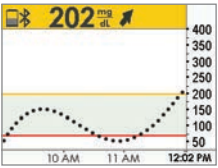
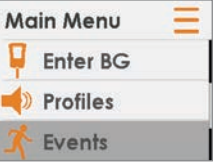
The app has Event markers on its screen, but the receiver doesn't.


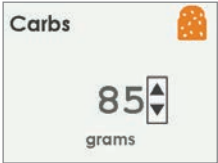
However, there may be times when you want or need to enter Events on the receiver.

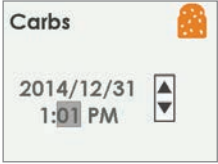
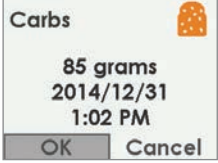
Entering Events: Receiver



While the Event data is the same between display devices, the flow is not the same, including how to enter the Event's date and time. The following table reviews how to enter the same Carbs/Stress Event data from the previous scenario: Carbs at 85, and a Stress Event.

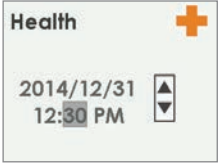
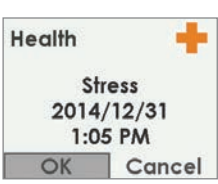
Entering Events: Receiver

Step	What you see	What you do
Enter Carbs Event		
1		<p>Default screen</p> <p>Press <i>Select</i> to go to Main Menu.</p>
2		<p>Press <i>Down Arrow</i> until <i>Events</i> is highlighted.</p> <p>Press <i>Select</i>.</p>

3		<p>Highlight <i>Carbs</i>. Press <i>Select</i>.</p>
4		<p>Add up all carb grams from lunch. Arrow up to "85." Press <i>Select</i>.</p>

Enter Carbs Event		
5		<p>Press <i>Left/Right Arrows</i> to change time and date.</p> <ul style="list-style-type: none"> • Left: Backwards • Right: Forward <p>Press <i>Select</i>.</p>
6		<p>Confirmation screen. Press <i>Select</i>.</p>
Enter Health Event - Stress		

7		<p>Press Down Arrow until <i>Health</i> is highlighted. Press Select.</p>
8		<p>Press Down Arrow to <i>Stress</i>. Press Select.</p>

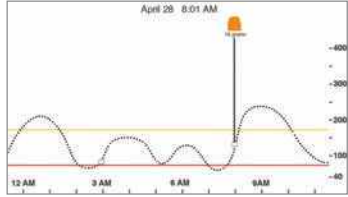
Enter Health Event - Stress		
9		<p>Press Left/Right Arrows to change time and date.</p> <ul style="list-style-type: none"> • Left: Backward • Right: Forward <p>Press Select.</p>
10		<p>Verify information is correct. Press Left/Right Arrows to highlight field. Press Up/Down Arrows to change numbers. Press Select to save.</p>

10.4 Viewing Events

Events entered into your receiver can only be viewed on a Dexcom report; there are no markers on your receiver's screen.

On your smart device, turn to landscape to view your Event markers. A single small square marks all Events entered on your smart device. Slide your finger across the screen or tap the square to get your Event's information.

App: Viewing Events

Landscape	What it does	What you do
	<p>Landscape Only Show Event details.</p>	<p>Landscape Only Slide finger across screen.</p>

Once your Share Follower's access your trend screen, they too will be able to view your Events. See Part 5 for more information.

Summary

Now You Can:

- Define Event
- Describe each Event
- Create an Event
 - App
 - Receiver
- Recognize Event markers on the app
 - Describe how Event markers are different in portrait and landscape view

What's Next?

In the next chapter, you will learn about how your Alarm and Alerts help you monitor your glucose levels. You'll also learn how you know when your system loses its signal and stops communicating.

Chapter 11

Next Steps:

Sensor Glucose Alarm and Alerts

11.1 Introduction

Monitoring your glucose trends is critical in managing your diabetes. But what happens if you're driving, in a meeting, at the movies, and can't, or don't want to, keep looking at your display device?

The G5x understands there are times when you can't look at your receiver or smart device; however, you still need to know critical glucose trends or if you're not getting your sensor glucose readings.

This chapter reviews the sensor glucose Alarm and Alerts based on your sensor glucose readings, allowing you to proactively manage your glucose trend levels and make sure your transmitter is communicating with your display device.

In the next chapter, you'll learn how to customize the Alarm and Alerts.

After this chapter you will be able to:

- Define an Alarm
- Define an Alert
- Identify the different types of Alerts
- Describe the difference between an Alarm and an Alert
- Recognize different Alarm/Alert notifications and sounds
- Determine if signal loss is preventing you from getting an Alarm or Alert
- Describe recommended app settings
- Successfully clear an Alert
 - App
 - Receiver

Your trending information is one of the greatest benefits of the G5x. It's important to focus on your trends and rate of change arrows, rather than the exact number of your glucose reading.

11.2 Safety Statements

The Alarm and Alerts were designed to keep you safe, helping you avoid severe lows and highs or missing your readings. The following safety statements help ensure you get your Alerts and Alarm.

Warning

Do: *Verify that your smart device's internal settings let you receive Alarm and Alerts.*

To receive Alarm/Alerts you must:

1. **Make sure** Dexcom G5 Mobile app Notifications are **turned on** in your smart device settings
2. **Verify** app hasn't been shut down
3. **Turn Bluetooth** on
4. **Turn off Do Not Disturb** (if available on your smart device)
5. **Restart** app after device is restarted
6. Set Volume at a level you can hear
7. Do not close app, always run app in the background
8. Make sure accessory devices do not override your smart device settings

Why: The app cannot override your smart device's internal settings. Also, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alarm, Alerts, and notification settings.

Consequences: If your settings are incorrect, you might miss a severe low or high glucose Alarm or Alerts.

Warning

Don't: Assume the app Alarm/Alert vibrations are different from other vibrating apps on your smart device.

Do: Look at the screen of your smart device and check to see if the sound or vibration is from the G5 Mobile app.

Why: Medical device apps, like this app, don't have any special priorities over your smart device's features. App notifications or alerts may sound or feel the same as notifications from another app.

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

Warning

Do: Make sure you unplug your headphones from your smart device when you are done using them.

Why: An Alarm or Alert can't be heard through your smart device's speakers if headphones are plugged in.

Consequences: You might not hear an Alarm or Alert, causing you to miss a severe low or high glucose event.

Precaution

Don't: Separate the transmitter from the receiver or smart device by more than 20 feet.

Why: The transmission range from the transmitter to receiver or smart device is up to 20 feet without obstruction. If your transmitter and display device(s) are more than 20 feet apart or are separated by an obstruction, they might not communicate.

Types of obstruction differ and not all have been tested. Obstructions can include water, walls, metal, etc.

As with any wireless device, water is often the biggest culprit in reducing communication distance. This applies to the transmitter and display devices. Take special care when swimming, taking a bath, or getting into a hot tub.

Consequences: Missing a severe low or high glucose event.

Precaution

Do: When using both a receiver and a smart device, you must set your settings separately in each.

Why: Settings are specific to each display device and don't carry over to other devices. If you set up one device and then use another device with different settings, you might not get an Alarm or Alerts.

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

Precaution

Do: After connecting any accessories, make sure that the smart device settings allow you to continue receiving Alarm or Alerts on the smart device.

Why: Using an accessory device (like a smart watch) might override your smart device sounds.

Consequences: Alarm or Alerts might vibrate or be heard on the accessory instead of your smart device, causing you to miss severe low or high glucose event.

Precaution

Do: Make sure the receiver and smart device are turned on.

Why: If the receiver or smart device is turned off (Shut Down), it will not display sensor information, Alarm or Alerts.

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

11.3 Alarm and Alerts

As part of managing your diabetes, you learned how to read your trend screen and how to enter Events. In this chapter, you'll learn how Alarm and Alerts can keep you safe from severe lows or highs.

Depending on your display device, you can customize how you receive your Alarm or Alerts.

What Is an Alarm?

While there are a variety of Alerts, there is just one Alarm: the Urgent Low Glucose Alarm (Alarm), is set at 55 mg/dL. The Alarm will repeat every 5 minutes until you clear the Alarm (see Chapter 12 on how to customize the sounds). If you clear the Alarm and your sensor glucose readings don't go over 55 mg/dL in the next 30 minutes, you get another Alarm.

Unlike Alerts, the Urgent Low Glucose Alarm setting can't be changed or turned off. Think of it as a safety net: your glucose level is dangerously low—pay attention now!

What Are Alerts?

An Alert is a message telling you your glucose trend levels need attention.

Low/High Glucose Alerts tell you when your sensor glucose readings are outside your target glucose ranges. Think of them as an FYI: You need to know what's happening. Rising/Falling Alerts tell you your glucose levels are changing quickly. Their default settings are Off (see Chapter 12 on how to turn them on).

Alerts message you with vibrations (vibrations not available on all smart devices), visual notifications, sounds, or a combination of all three.

Unlike the Alarm, you can customize your different Alert's target range (see Chapter 12).

During your initial setup, you establish your Low/High Glucose Alert levels. As mentioned before, this chapter is a review of the Alarm and Alerts, recommended smart device settings, and the receiver's default Alert settings.

Chapter 12 will show you how to change their settings: customize glucose levels notifications, how you are notified, and in some cases, how often you get notified. The following are the defaults.

Default Alerts

Low/High Glucose Alerts

Your Low/High Glucose Alerts have the same color-coding as your trend graph screen:

1. Red: Glucose levels are below your low threshold.
 - a. Default setting of 80 mg/dL.
2. Gray: Glucose levels are within your Low/High Glucose Alert levels.
 - a. No Alerts.
3. Yellow: Glucose levels are above your high threshold.
 - a. Default setting of 200 mg/dL.

Rise Rate/Fall Rate/Repeat Alerts

Rise Rate and Fall Rate Alerts warn you when your glucose levels are changing rapidly, either down or up, and look similar to the rate of change arrows. Repeat Alerts let you know if your sensor glucose readings continue to be above or below your Alert levels.

Glucose Level Alerts

1. Rise Rate
 - a. Default setting is Off—No Alert.

- b. Need to change settings to receive Rising Alert.
- 2. Fall Rate
 - a. Default setting is Off–No Alert.
 - b. Need to change settings to receive Falling Alert.
- 3. Repeat
 - a. Default setting is Off–No Alert.
 - b. Need to change settings to receive Repeat Alert.

Signal Loss Alert

Signal Loss tells you when you and the transmitter are too far from your display device or something is blocking your transmitter signal, causing you not to get sensor glucose readings. The default setting for Signal Loss is On.

Now you have the basics for the G5x Alarm/Alerts features. Next, you will learn about each Alarm/Alert in more detail.

11.4 Alarm and Alerts Screens

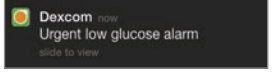

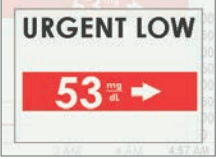
When you fall within an Alarm or Alert target range, your display device will tell you. As mentioned in previous chapters, you won't get any Alarm or Alerts within five minutes of calibration.

Let's first review how the information is presented visually across the devices. While the Alarm/Alerts notifications look different on the display devices, they reflect the same information.

After notifications, we'll separately review the vibration and audible Alarm/Alerts for app and receiver.

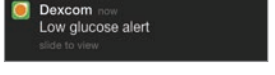
Urgent Low Glucose Alarm


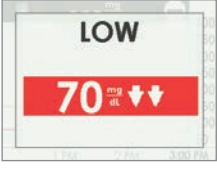
Device	What you see	What it means
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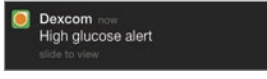
Smart Device: Lock Screen		
Smart Device: In App		
Receiver		



Sensor glucose reading at or below 55 mg/dL.
Shows last glucose value.
Arrows reflect rate of change.
Check BG meter to make treatment decisions.

Low/High Glucose Alerts

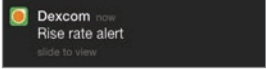
Device	What you see	What it means
Smart Device: Lock Screen		Sensor glucose reading at or below your Low Glucose Alert level.



<p>Smart Device: In App</p>	 <p>A screenshot of a smart device app showing a 'Low Glucose Alert'. The alert features a large red circle with the number '77' and 'mg/dL' below it. Above the circle is the text 'Low Glucose Alert'. Below the circle is a green button labeled 'OK'.</p>	<p>Shows most current sensor glucose reading. Arrows reflect rate of change. Can be set to repeat between 15 minutes to 4 hours. Check your BG meter to make any treatment decisions.</p>
<p>Receiver</p>	 <p>A screenshot of a receiver display showing a 'LOW' alert. The display has a red bar at the bottom with the number '70' and 'mg/dL' next to it, followed by two downward-pointing arrows. The word 'LOW' is displayed in large black letters above the red bar.</p>	

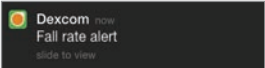
Device	What you see	What it means
<p>Smart Device: Lock Screen</p>	 <p>A screenshot of a smart device lock screen showing a 'High glucose alert'. The alert is a dark grey box with the Dexcom logo, the text 'High glucose alert', and 'slide to view' below it.</p>	<p>Sensor glucose reading at or above your High Glucose Alert level.</p>



Smart Device: In App	 <p>High Glucose Alert</p> <p>202 mg/dL</p> <p>OK</p>	<p>Shows most current sensor glucose reading.</p> <p>Arrows reflect rate of change.</p> <p>Can be set to repeat between 15 minutes to 4 hours.</p> <p>Check BG meter to make treatment decisions.</p>
Receiver	 <p>HIGH</p> <p>389 mg/dL ↑↑</p>	

Rise Rate/Fall Rate Alerts

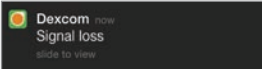
Device	What you see	What it means
Smart Device: Lock Screen	 <p>Dexcom now Rise rate alert slide to view</p>	<p>Sensor glucose readings rising quickly.</p>


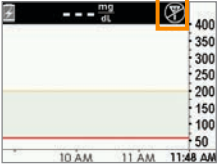
<p>Smart Device: In App</p>		<p>Number of arrows shows how fast (2 mg/dL/min; 3+ mg/dL/min) glucose is rising.</p> <p>Check BG meter to make any treatment decisions.</p>
<p>Receiver</p>		

Device	What you see	What it means
<p>Smart Device: Lock Screen</p>		<p>Sensor glucose readings falling quickly.</p>

<p>Smart Device: In App</p>		<p>Number of arrows shows how fast (2 mg/dL/min; 3+ mg/dL/min) glucose is falling.</p> <p>Check BG meter to make any treatment decisions.</p>
<p>Receiver</p>		

Signal Loss Alert

Device	What you see	What it means
<p>Smart Device: Lock Screen</p>		<p>Your display device and transmitter are not communicating.</p>

Smart Device: In App		<p>You will not receive glucose readings or Alarm/Alerts.</p> <p>Check BG meter to check your glucose and make any treatment decisions.</p>
Receiver		

11.5 App: Alarm/Alert Recommended Settings

The receiver is a standalone medical device and used solely to monitor your glucose trends.

The app can't override your smart device's general settings:

- When your smart device is on Silent, you'll still receive Alarm/Alerts visual notifications and messages, but not vibrations if you haven't adjusted your smart device settings
- Some smart devices don't have a Vibration feature, so you won't get any vibration notifications
- When your ringer's volume is low, you may not hear an Alarm or Alert
- When your smart device is in Do Not Disturb mode, you won't receive any Alarm/Alerts. The app can't override the Do Not Disturb setting
- If you don't enable your G5 push Notifications settings during setup, you won't get any Alarm/Alerts
- Check in Settings under Notifications on how your Alarm/Alerts are prioritized

For information on smart device settings, see your smart device's instructions.

If you are concerned about missing an Alarm or Alert (for example, due to smart device settings, app shutting off due to lack of storage, low smart device battery, etc.), bring your receiver with you.

11.6 Receiver: Default Beeps and Vibrations


The receiver's Alarm/Alerts are vibrations and a beep, or a series of beeps, based on the Alarm or Alert. Beeps and vibrations are preprogrammed into the receiver, and unlike the smart device, the volume can't be changed.

In Chapter 12 you'll learn how to adjust the volume and intensity of your Alarm/Alerts.

The following is a table of the receiver's default beep and vibration patterns. If you clear the Alert's initial vibration, you won't get any beeps or sounds unless you've turned on the Repeat Alert.

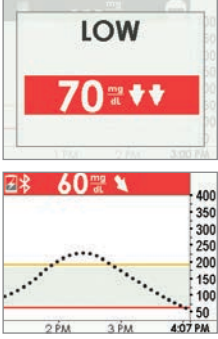
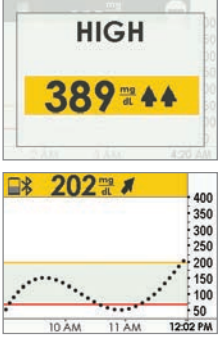
In the next section, you'll learn how to clear the Alarm/Alerts.

Urgent Low Glucose Alarm

What you see	Beeps and vibration
	<p>Initial Default Alert: Vibrates 4 times.</p> <p>After 5 Minutes: Vibrates/beeps 4 times every 5 minutes until cleared or sensor glucose readings go above Alarm level.</p> <p>After 30 Minutes: After clearing Alarm, continues to notify if sensor glucose readings remain at or below Alarm level.</p>





Low/High Glucose Alerts

What you see	Beeps and vibration

 <p>The image shows a 'LOW' alert screen. At the top, it says 'LOW' in black. Below that, a red banner displays '70 mg/dL' with two downward-pointing arrows. Underneath is a trend graph with a y-axis from 50 to 400 mg/dL and an x-axis from 2 PM to 4:07 PM. The graph shows a peak around 2:30 PM and a low reading at 4:07 PM.</p>	<p>Initial Default Alert: Vibrates 3 times.</p> <p>After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until cleared.</p> <p>Trend screen will continue to reflect Alert until sensor glucose readings go above Alert level.</p>
 <p>The image shows a 'HIGH' alert screen. At the top, it says 'HIGH' in black. Below that, a yellow banner displays '389 mg/dL' with two upward-pointing arrows. Underneath is a trend graph with a y-axis from 50 to 400 mg/dL and an x-axis from 10 AM to 12:02 PM. The graph shows a low reading around 11 AM and a high reading at 12:02 PM.</p>	<p>Initial Default Alert: Vibrates 2 times.</p> <p>After 5 Minutes: Vibrates/beeps 2 times every 5 minutes until cleared.</p> <p>Trend screen will continue to reflect Alert until sensor glucose readings go below Alert level.</p>

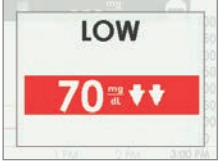

Rise Rate/Fall Rate Alerts

What you see	Beeps and vibration
--------------	---------------------

 	<p>Initial Default Alert: None/Off.</p> <p>After Setting Change: Vibrates 2 times, 2 sounds.</p> <p>After 5 Minutes: Vibrates/beeps 2 times every 5 minutes until cleared or sensor glucose reading drops below Alert level.</p>
 	<p>Initial Default Alert: None/Off.</p> <p>After Setting Change: Vibrates 3 times.</p> <p>After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until cleared or sensor glucose reading rises above Alert level.</p>

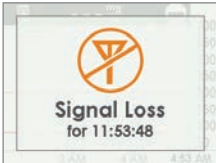
Low Repeat/High Repeat

What you see	Beeps and vibration
--------------	---------------------

	<p>Initial Default Alert: None/Off.</p> <p>After Setting Change: Vibrates 3 times.</p> <p>After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until cleared. Will re-Alert if sensor glucose readings drop at or below 55 mg/dL.</p>
	<p>Initial Default Alert: None/Off.</p> <p>After Setting Change: Vibrates 2 times.</p> <p>After 5 Minutes: Vibrates/beeps 2 times every 5 minutes until cleared.</p>

Signal Loss Alert

What you see	Beeps and vibration
--------------	---------------------

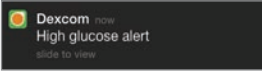
 <p>The image shows a notification window with a red 'X' over a signal icon. The text reads: "Signal Loss for 11:53:48".</p>	<p>Initial Default Alert: On.</p> <p>After Setting Change: Vibrates 1 time.</p> <p>After 5 Minutes: Vibrates/beeps 1 time every 5 minutes for a total of 6 times if not cleared. After 6 times it will not Alert again.</p>
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11.7 Clearing Alarm/Alerts

Alerts require you to acknowledge and clear them. How this is done depends on your display device. If using both display devices, you'll need to clear each separately.


Due to its medical importance, the Alarm is more persistent than an Alert. Even after acknowledging and clearing an Alarm, if your sensor's glucose readings remain at or below 55 mg/dL, the Alarm will sound every 30 minutes until readings are above 55 mg/dL.

Clearing Your Smart Device

Device	What you see	What it means
<p>Smart Device: Lock Screen</p>	 <p>The image shows a notification on a lock screen with the Dexcom logo and the text: "High glucose alert slide to view".</p>	<p>Slide <i>Alarm</i> or <i>Alert</i> to access app.</p>

<p>Smart Device: In App</p>		<p>Tap <i>OK</i> to accept Alarm or Alert.</p>
------------------------------------	---	---

Clearing Your Receiver

What you see	What you do
	<p>Press <i>Select</i>.</p>

Once an Alert is cleared, you won't receive the same Alert unless you hit the Alert's target range again. Your Alarm will repeat even after clearing if your glucose levels do not return to your target range.

Summary

Now You Can:

- Define an Alarm
- Define an Alert
- Identify the different types of Alerts
- Describe the difference between an Alarm and an Alert
- Recognize different Alarm/Alert notifications and sounds

- Determine if signal loss is preventing you from getting an Alarm/Alert
- Describe recommended app settings
- Successfully clear an Alert on
 - App
 - Receiver

What's Next?

Up to now, you have learned about the Alarm or Alert default settings. But what do you do if you want to decrease the High Glucose Alert setting, or you want to continue getting a Low Glucose Alert if your glucose levels don't improve, even though you cleared the message?

How do you make your Alarm/Alerts fit your needs?

Chapter 12

Next Steps:

On the Go With G5x: Customizing Your Alarm and Alerts

12.1 Introduction

The receiver and app come with default glucose Alert level settings, but perhaps they don't reflect the glucose level that works best for you.

Perhaps you're in a meeting and can only clear an Alert, yet want to make sure your Alert repeats, or continues, until you're able to take corrective measures. Maybe you'd like to get a Rising/Falling glucose Alert, but their settings are off by default. How do you turn them on?

In this chapter, you'll learn how to personalize your Alarm and Alerts tones and glucose levels.

After this chapter you will be able to:

- Customize your glucose trend Low/High Glucose Alert notifications
 - App
 - Receiver
- Adjust Alarm sound notification
- Use receiver's Advanced Alerts
 - Low/High Repeat
 - Rise/Fall Alerts
 - Signal Loss

Each display device has customization options; however, the setup flow is different. Before making any changes to your Alert levels, talk with your healthcare professional.

First, let's take a look at personalizing your app Alarm and Alerts, and then we'll review the same process for the receiver.

12.2 Safety Statement

Precaution

Do: When using both a receiver and a smart device, you must set your settings separately in each.

Why: Settings are specific to each display device and don't carry over to other devices. If you set up one device and then use another device with different settings, you might not get an Alarm or Alerts.

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

Precaution

Do: After connecting any accessories, make sure that the smart device settings allow you to continue receiving Alarm or Alerts on the smart device.

Why: Using an accessory device (like a smart watch) might override your smart device sounds.

Consequences: Alarm or Alerts might vibrate or be heard on the accessory instead of your smart device, causing you to miss severe low or high glucose event.


12.3 Changing Alarm and Alerts

App Screen Overview



The Alerts Main Menu lists all customizable Alarm and Alerts and their current settings. Part of your initial setup included setting your Low/High Glucose Alerts. In this chapter, you'll learn how to change them.



Before learning how to change your settings, let's review the app's Alerts Main Menu screen.

Customizing Alerts: App Alarm/Alerts Screen Overview

Step	What you see	What it means	What you do
1		Access Main Menu.	Tap <i>Main Menu</i> icon.

Step	What you see	What it means	What you do
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Step	What you see	What it means	What you do
2		Access Alerts Main Menu.	Tap Alerts.
3		<p>All customizable Alarm and Alerts.</p> <p>Current Alert settings.</p> <p>All Alerts have:</p> <ul style="list-style-type: none"> • <i>On/Off</i> switch • <i>Notify me</i> options • <i>Sound</i> options 	Tap Alarm/Alert you want to change.

Step	What you see	What it means	What you do
4		<p>“?” explains:</p> <ul style="list-style-type: none"> • Each Alarm/Alert • Message options • Recommended settings 	<p>Tap “?” for Alarm/Alert information.</p>
5		<p>Urgent Low Glucose Alarm:</p> <ul style="list-style-type: none"> • Preset at 55 mg/dL and cannot be changed • <i>Repeat</i> preset at 30 minutes and can't be changed • <i>Sound</i> is the only change option 	<p>Tap <i>Sound</i> to change sound.</p>

Steps to Customize App Alarm/Alerts


Although the results will vary depending on the Alarm or Alert you are customizing, the steps to change your Alerts are the same:


From app's Main Menu:

1. Tap *Alerts*.
2. Tap the *Alert* you want.
 - a. Tap *On* or *Off* switch to turn on desired Alerts.
3. Tap *Notify me*.
 - a. Change the Alert glucose level (mg/dL).
 - i. Scroll selection wheel, find your desired Alert level.
 - ii. Tap to highlight.
 - iii. Tap *Save*.
4. Tap *Repeat*.
 - a. Change the amount of time you want between your High/Low Glucose Alerts if your sensor glucose readings continue to be low or high.
 - i. Scroll selection wheel, find your desired Alert level.
 - ii. Tap to highlight.
 - iii. Tap *Save*.
5. Tap *Sound*.
 - a. Assign a different sound to each Alarm or Alert.
 - i. Scroll selection wheel, find your desired sound.
 - ii. Tap to highlight.
 - iii. Tap *back arrow*.



In this following example, we'll change the High Alert level from 200 mg/dL to 190 mg/dL, repeating every hour if you continue to stay high, with a Door Bell sound.

Customizing Alerts: App


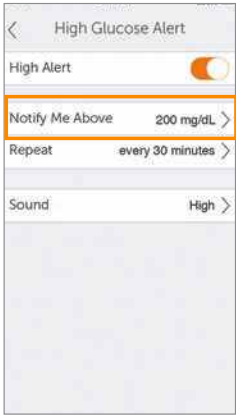
Step	What you see	What it means	What you do
Access Alerts Main Menu			
1		Access Main Menu.	Tap <i>Main Menu</i> icon.

Step	What you see	What it means	What you do
2		Access Alerts Main Menu.	Tap Alerts.



Changing an Alert

3		Access High Alert settings (mg/dL).	Tap <i>High mg/dL</i> .
4		Shows High Alert options and current settings.	Check <i>High Alert</i> is On. <ul style="list-style-type: none"> • On - Orange • Off - Gray

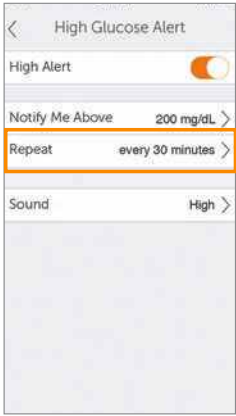

Changing an Alert

5		<p>Won't get Alerts if Off.</p>	<p>If Off: Slide to On.</p> <ul style="list-style-type: none"> • On - Orange • Off - Gray
6		<p>Change High Alert (mg/dL).</p>	<p>Tap <i>Notify Me Above</i>.</p>


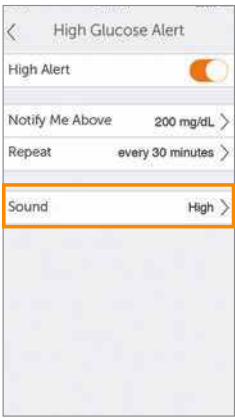
Changing an Alert

7		<p>Change glucose level from current level (mg/dL).</p>	<p>Scroll selection wheel. Stop at 190 mg/dL.</p>
8		<p>Saves new High Alert glucose level (mg/dL). Returns to <i>High Glucose Alert</i> screen options. <i>Notify Me Above</i> set at 190 mg/dL.</p>	<p>Tap Save.</p>

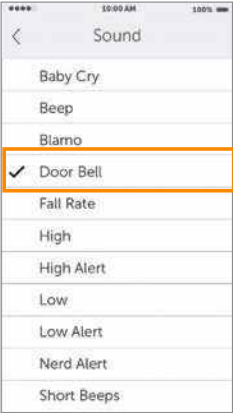

Changing an Alert

9		<p>Changes how often your High Alert repeats after initial Alert and confirmation.</p> <p>Repeats only if you are above your high glucose level.</p>	<p>Tap <i>Repeat</i>.</p>
10		<p>Change the current repeat setting.</p> <p>Can select in 5-minute steps (range 15 minutes-4 hours).</p>	<p>Scroll selection wheel.</p> <p>Stop at 1 hour.</p>



Changing an Alert

11		<p>Saves your new repeat timing.</p> <p>Returns to <i>High Glucose Alert</i> screen options.</p> <p><i>Repeat</i> shows how often you'll get notified.</p>	<p>Tap Save.</p>
12		<p>Customize Alert sound.</p>	<p>Tap Sound.</p>

Changing an Alert

13		Change current sound setting.	<p>Tap <i>Door Bell</i>. Tap <i>Sound</i> again to hear sound sample.</p>
14		<p>Saves your new Alert sound. Returns to <i>High Glucose Alert</i> Menu.</p>	<p>Tap <i>back arrow</i>.</p>

Changing an Alert

15		Return to Main Menu.	Tap "X".
16		Return to trend screen.	Tap <i>Menu</i> icon Or Swipe right.

Any changes to the app will not carry over to the receiver. If using both, make the same changes in the receiver you made in your smart device. If you don't, you may miss an Alarm or Alert.

12.4 Changing Receiver Alarm and Alerts

You'll notice a flow difference between the app and the receiver when personalizing your Alarm/Alerts. With the app, all Alert adjustments are made from one screen, whereas in the receiver, you make changes in different screens.

Unlike the app, you change your receiver's tones (known as Profiles) through a number of different screens in the Profiles menu.

Profiles

Profiles determine the sound and volume of your Alarm and Alerts.

As mentioned in the previous chapter, the receiver uses a series of beeps/vibrations for an Alarm or Alert. The receiver doesn't have the same variety of tones as the app; however, you *can* adjust their volume. While the receiver doesn't have a silent mode, selecting *Vibrate* will replace audible beeps with quiet vibrations. The only exception is the Alarm: the Urgent Low Glucose Alarm can't be turned off.

Changes made in *Profiles* are applied to all of the receiver's Alarm/Alerts. If you choose *Soft* (see next table), all Alerts are in Soft mode. In Chapter 11, you learned how many beeps each Alarm/Alert has.

Normal is the default setting for your receiver sound Profiles.







Attentive uses a rising or falling melody instead of beeps.

The receiver first vibrates when sending you an Alarm or Alert. If you clear the Alarm/Alert at the first vibration by pressing the *Select* button on your navigation wheel, you won't get any Alarm/Alert tones. If you would like to continue to get your Alarm or Alert after clearing, later in this chapter you'll learn about setting up Repeat Alerts.

HypoRepeat is very similar to the *Normal* Profile, but keeps repeating the Urgent Low Glucose Alarm every 5 seconds until your sensor glucose value rises above 55 mg/dL or you confirm by pressing the *Select* button.

The next table lists the different sound Profiles, starting with the quietest, working its way up to the loudest.

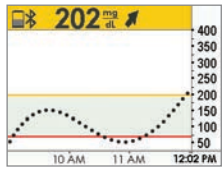


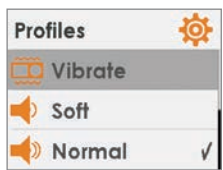
Alarm/Alert Sound Profiles: Receiver

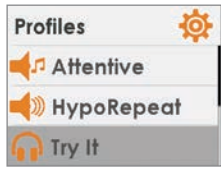
Icon	Profile name	Notification description
	Vibrate	Vibration only. Only sound is your receiver vibrating. Vibrate is not available for the Urgent Low Glucose Alarm.
	Soft	Lower volume beeps.
	Normal	Medium volume beeps. Default Profile.
	Attentive	No beeps. Rising melody for High and Rising Alerts Dropping melody for Low and Falling Alerts
	HypoRepeat	Medium volume beeps. Urgent Low Glucose Alarm only. Repeats Urgent Low Alarm every 5 seconds until sensor glucose reading rises above 55 mg/dL or is confirmed.
	Try It	Sample <i>Profile</i> setting before selecting.

After choosing your sound Profile, changing it is just a few steps away!
 Change your Profile throughout the day depending on what lies ahead: In a meeting? Select *Vibrate*. Going to a ball game after work? Select *Attentive*.

The next table shows how to change a sound Profile, then sample how it sounds.

Customizing Sound Profile: Receiver

Step	What you see	What it means	What you do
1		Go to Main Menu.	Press <i>Select</i>.
2		Access second Main Menu screen.	Press <i>Down Arrow</i>. <i>Profiles</i> on second screen.
3		Profiles adjusts volume of Alarm/Alerts.	Press <i>Up/Down Arrow</i>. <i>Stop</i> at <i>Profiles</i>. <i>Press Select</i>.
4		Choose sound Profile. Check mark shows current Profile.	Press <i>Up/Down Arrow</i>. <i>Stop</i> at desired <i>Profile</i>. <i>Press Select</i>.

Step	What you see	What it means	What you do
5		Hear selected Profile.	<p>To sample sound: Press <i>Down Arrow</i>. Stop at <i>Try It</i>. Press <i>Select</i> to play the sound. To exit Profiles: Press <i>Left Arrow</i> to <i>Main Menu</i>.</p>
6	N/A	Repeat as needed.	<p>Repeat steps 2-5 to change Profile. To exit Profiles: Press <i>Left Arrow</i> to <i>Main Menu</i>.</p>

Profiles allow you to change your Alarm and Alerts tones. The Alerts menu gives you options for personalizing your glucose level Alerts, repeating Alerts, turning on your Rise/Fall Alerts, and turning on your Signal Loss Alert.

Alerts Main Menu

Low/High Alert option lets you adjust your low/high glucose Alert level (mg/dL).

Advanced gives you options to turn on Low/High Repeat, Rise/Fall Alerts, and Signal Loss Alert.

Low/High Repeat

In the previous chapter, you learned clearing an Alert stops it from repeating. If you want to continue to be re-Alerted until your glucose levels are back in your target range, turn on the *Repeat* option.

Rise/Fall Rate

Your trend screen provides visual cues letting you know your sensor glucose readings are falling or rising rapidly.

Constantly looking at your screen may not be practical. You can customize your Rise/Fall Alert with vibrations or beeps letting you know when your glucose is rising or falling (2 mg/dL/min or 30 mg/dL up or down in 15 minutes) or rising or falling rapidly (3 or more mg/dL/min or 45 mg/dL or more up or down in 15 minutes).

The default setting for Repeat and Rise/Fall Rate is *Off*.

It's important you discuss your Alert settings with your healthcare professional.

Signal Loss

Signal Loss Alert tells you when your transmitter and receiver aren't communicating. Set the Signal Loss Alert and get notified if your sensor glucose readings have stopped due to a signal loss anywhere from 20 to 200 minutes.

The default setting for Signal Loss is *On*.

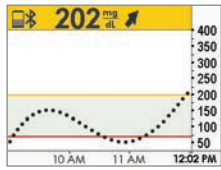
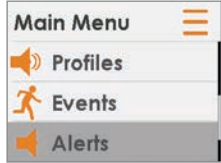

Steps to Customize Receiver Alarm/Alerts


Using the same example from changing your app Alerts, let's change the receiver's High Alert notification level from 200 mg/dL to 190 mg/dL, repeating every 60 minutes.


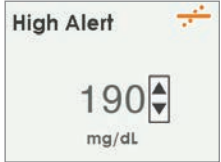

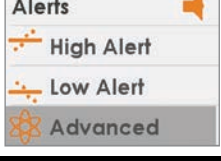
Follow the same steps turning on the Rise/Fall Alerts, and adjusting your Low Alerts.


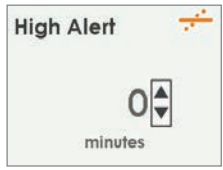
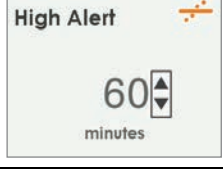
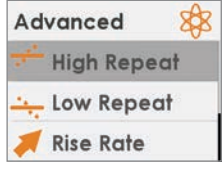
Customizing Alerts: Receiver

Step	What you see	What it means	What you do
Change High Alert Level			

Step	What you see	What it means	What you do
1		Go to Main Menu.	Press <i>Select</i>.
2		Alerts option from the Main Menu. Enter Alerts menu option.	Press <i>Down Arrow</i>. Stop at Alerts. Press <i>Select</i>.
3		Alerts option menu. Lists different Alerts: High/Low/Advanced (Repeat, Rise/Fall, Signal Loss) Alerts.	Press <i>Up/Down Arrow</i>. Stop at High Alert. Press <i>Select</i>.

Change High Alert Level			
4		Alert's current settings. Change your current High Alert level.	Press <i>Down Arrow</i>. Stop at Level. Press <i>Select</i>.

5		<p>Current setting. Use <i>Up/Down</i> arrows to change your High Alert level (mg/dL).</p>	<p>Press <i>Down Arrow</i>. Stop at 190 mg/dL.</p>
6		<p>Saves new High Alert level. Return to Alerts Menu.</p>	<p>Press <i>Select</i>. To exit: Press <i>Left Arrow</i>.</p>
Turn On Repeat			
7		<p>Alerts Menu. Choose <i>Advanced</i> to get to Repeat Alert.</p>	<p>Press <i>Down Arrow</i>. Stop at <i>Advanced</i>.</p>
Turn On Repeat			
8		<p>Enter Advanced Alert options.</p>	<p>Press <i>Select</i> on <i>Advanced</i>.</p>

9		<p>Main Advanced screen. Set Repeat Alerts. Turn on Rise/Fall Rate Alerts.</p>	<p>Arrow to <i>High Repeat</i>. Press Select.</p>
10		<p>Initial screen shows current repeat minutes. Change time frame in 5-minute increments.</p>	<p>Press Up/Down Arrow. Stop at 60 minutes.</p>
11		<p>Changed <i>Repeat</i> time for High Alert.</p>	<p>Press Select.</p>
12		<p>Change completed. Return to <i>Alerts Menu</i>.</p>	<p>To exit: Press Left Arrow.</p>

It doesn't matter which device you first use to customize your Alarm/Alert settings; the key is to make sure you make the same changes in both or you may miss an Alarm or Alert.

Summary

Now You Can:

- Customize your glucose trend Low/High Alerts in
 - App
 - Receiver
- Adjust Alarm Profiles
- Set up receiver's Advanced Alerts
 - Low/High Repeat
 - Rise/Fall Rate
 - Signal Loss

What's Next?

Believe it or not, you are becoming a pro at using your G5x! You've set up the app and receiver, started a session, calibrated, followed your glucose trends, paid attention to your Alarm/Alerts notifications, and ended a session!

The next chapters begin our fourth part of the user guide: information you need to know, but unlike the previous chapters, typically not part of your day-to-day G5x experience.

The next part, Part 4: Everything Else G5x, reviews the technical specifications, the warranty, how to take care of the G5x components, going through security when traveling, contacting the Help Desk, Troubleshooting information, and symbols on system components and packages.

4

EVERYTHING ELSE G5x

- Warranty
- G5x Maintenance
- Travel Tips
- Customer Service Contacts
- Technical Information
- Troubleshooting
- Symbols on Package Labels

Chapter 13

Everything Else G5x:

Warranty: The Fine Print

13.1 Introduction

Sometimes stuff happens. Dexcom has you covered!

The following is our warranty information outlining what we do cover, what we don't, and for how long. First the receiver's limited warranty information, then the transmitter's limited warranty information.

13.2 Receiver Warranty Information

G5x's Limited Warranty

What's 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 shipment date and continuing for a year following the shipment date ("Warranty Period"):

Dexcom receiver: **1 year** from shipment date

NOTE: If you received this receiver as a replacement for an in-warranty receiver, the Limited Warranty for the original receiver shall continue for the Warranty Period on the original receiver, but the replacement is not subject to any other warranty.

What's Not Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. You understand that misusing the CGM system, improperly accessing it or the information it

processes and transmits, “jailbreaking” your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. 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.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
4. 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.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. 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.
7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to the receiver.
 - a. Receiver is not water resistant.
 - b. Do not 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 G5 Mobile receiver.

To return, you must send the receiver to an authorized Dexcom Technical Support Department. Make sure you package the receiver adequately for shipping.

The return package needs to include:

1. Receiver
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Receiver's serial number
4. Seller's name and address

Call Dexcom Technical Support Department for delivery information help:

- Toll free: **1.888.738.3646**
- Toll call: **1.858.200.0200**

Upon receipt, Dexcom will 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, 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 G5x or any feature or service provided by Dexcom for use with the G5x.

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 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.

13.3 Transmitter Warranty Information

G5x Transmitter Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser that the G5x transmitter is free from defects in material and workmanship under normal use 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 the original purchaser.

NOTE: If you received this transmitter as a replacement for an in-warranty transmitter, the Limited Warranty for the original transmitter shall continue for the Warranty Period on the original transmitter, but the replacement is not subject to any other warranty.

What's Not Covered?

This Limited Warranty is based on the 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. You understand that misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. 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.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
4. 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.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. 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.
7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to transmitter.
 - a. Beyond specifications listed in G5 Mobile's user guide.
 - b. Your options to get the user guide:
 - i. Download or view: dexcom.com/guides
 - ii. Online request form to receive free printed copy: dexcom.com/guides
 - iii. Request a free copy by mail
 - iv. Request a free copy by phone:
Toll free: **1.888.738.3646**
Toll call: **1.858.200.0200**
 - v. Located on dexcom.com.

13.4 Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective G5x transmitter.

To return, you must send the transmitter to an authorized Dexcom Technical Support Department. Make sure you package the transmitter adequately for shipping.

The return package needs to include:

1. Transmitter
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Transmitter's serial number
4. Seller's name and address

Call Dexcom Technical Support Department for delivery information or help:

- Toll free: **1.888.738.3646**
- Toll call: **1.858.200.0200**

Upon receipt, Dexcom will replace the defective transmitter.

If Dexcom determines this Limited Warranty doesn't cover the transmitter, 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, including without limitation any warranty 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 G5x or any feature or service provided by Dexcom for use with the G5x.

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 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.

Chapter 14

Everything Else G5x:

How to Take Care of Your G5x

14.1 Introduction

There are not a lot of moving parts in the G5x, so maintenance is relatively simple:

- Keep it clean
- Keep display device(s) dry and protected
- Use accessory parts, like the USB cable, etc., included with the system
- Store according to each piece's instructions

This chapter covers only Dexcom parts (sensor, transmitter, and receiver). Follow the manufacturer's instructions when caring for your smart device.

After this chapter, you will be able to:

1. Demonstrate proper maintenance
 - a. Sensor applicator
 - b. Transmitter
 - c. Receiver
 - d. Receiver battery
 - e. Accessories
2. Identify the best storage methods
 - a. Sensor applicator
 - b. Transmitter
 - c. Receiver
3. Check app and receiver information
4. Safely dispose of system components
 - a. Sensor
 - b. Transmitter
 - c. ReceiverX

14.2 Safety Statements

Following are some important Warnings and Precautions to review. This information helps you take care of your system so it can take care of you.

Warning

Do: *Inspect your transmitter.*

Don't: *Use your transmitter if it is damaged or cracked in any way.*

Why: Damaged components could create an electrical safety hazard or malfunction.

Consequences: Electrical safety hazard or malfunction could cause electrical shocks.

Warning.

Don't: *Use your receiver if it is damaged or cracked in any way.*

Why: Damaged components could create an electrical safety hazard or malfunction.

Consequences: Electrical safety hazards or malfunctions could cause electrical shocks.

Precaution

Don't: *Never get dirt or water in the receiver's USB port or submerge in water.*

Why: If dirt or water gets into the USB port, the receiver could become damaged and stop displaying readings or providing Alerts.

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

Precaution

Don't: *Use expired sensors. Before inserting, always check the package label for the expiration date using the YYYY-MM-DD format.*

Why: If past the expiration date, the sensor glucose readings might not be accurate.

Consequences: Missing severe low or high glucose event.

Precaution

Don't: *Share your transmitter with another person.*

Why: The system is a prescription-only medical device and is meant, or indicated, for your use only.

Consequences: Your transmitter is tied to *your* readings. If used by someone else, your reports, Alarm and Alerts, etc., would be wrong, resulting in you missing a severe low or high glucose event.

Precaution

Do: *If your receiver gets wet or dropped, make sure the speaker and vibrations still work.*

To check, either plug it in, turn it on, or go to the Profiles menu and select Try It. If it doesn't vibrate and beep, contact Technical Support.

Why: If your receiver gets wet or dropped, the speaker and vibrations may not work.

Consequences: If the vibration motor and/or speaker on your receiver aren't functioning properly you may miss a severe low or high Alarm/Alert. Use the app on your smart device until this issue is resolved

14.3 Basic Maintenance

14.2 Basic Maintenance

Sensor Applicator

1. Keep in sterile package until ready for use.
2. Check package label for expiration date.
 - a. Expiration date format is YYYY-MM-DD (year-month-day) format.
 - b. Don't use if past expiration date.
 - i. May provide inaccurate sensor glucose readings.
 - ii. May be unsterile.

Transmitter

1. Keep in box until ready for use.

- a. Check transmitter and don't use if damaged.
2. Transmitter is reusable, but only by the same person.
 - a. Never share transmitter with anyone.
3. Between uses, clean outside of the transmitter with damp cloth or alcohol wipes. Let dry before use or storage.
4. When not in use:
 - a. Protect transmitter by returning it to its packaging or another safe place.
 - b. Store between 32° F-113° F.

Receiver

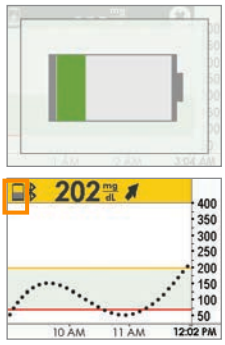

1. Check receiver casing; if it's cracked or damaged, don't use. Do not open it. There are no serviceable parts inside.
 - a. May get an electric shock.
2. Keep receiver dry—it is only splash resistant.
 - a. Don't submerge in liquid.
 - b. Don't spill fluids on receiver.
3. Keep battery charged.
 - a. Only use Dexcom USB charging/download cable.
4. Keep the micro USB port cover closed if not using USB cable.
 - a. Prevents fluid from getting inside receiver.



Charging Receiver's Battery

The receiver's status bar lets you see its battery level and notifications you when the battery is getting low. While the receiver is being charged, you will continue to get your sensor glucose readings if the transmitter and receiver are within 20 feet of each other.

Each charge lasts approximately three days. If your receiver's battery was drained, after charging, you may need to reset its time and date. If this is required, the system tells you to reset and takes you to the time/date setting screens.

Charging Receiver Battery

Step	What you see	What it means	What you do
1	 <p>The screenshot shows a mobile device interface. At the top, there is a battery icon with a green bar indicating low charge. Below it, a yellow banner displays '202 mg/dL' with an upward arrow. A graph below the banner shows glucose levels over time, with a red line indicating a low reading around 11 AM. The x-axis is labeled with '10 AM', '11 AM', and '12:02 PM'. The y-axis ranges from 50 to 400.</p>	Low Battery	Charge your battery.
2	 <p>A close-up photograph of the back of the receiver, showing a small orange Micro USB port.</p>	Micro USB Port	<p>Open <i>USB port door.</i></p> <p>Plug <i>USB cable</i> into port for recharging.</p>

Step	What you see	What it means	What you do
3		Micro USB Cable	<p>Plug into <i>receiver</i> to charge battery.</p> <p>Don't plug into a computer port to charge.</p> <p>Don't use an external USB hub; it doesn't provide enough power to charge battery.</p> <p>Battery can only be charged using the adapter/wall charger.</p> <p>Charge battery before each new sensor session.</p>
4		Wall Charger	<p>Plug <i>USB cable</i> into <i>adapter/wall charger</i>.</p> <p>Plug wall charger into an electrical outlet to charge receiver's battery.</p> <p>Don't block access to the charger.</p>

Step	What you see	What it means	What you do
5		Battery Charging	Keep charging until battery icon is solid.
6		Battery Charged	Disconnect wall charger from outlet when fully charged.
7		USB Port Door	Remove USB cable from receiver. Close USB port door after removing USB cable to keep receiver clean and dry.

Accessories

1. Only use Dexcom-supplied parts (including cable and charger).
 - a. Use of non-Dexcom supplied parts may affect safety and performance.
2. Insert cable only as directed.
 - a. Do not force cable in place.

3. Look at cable for signs of wear and tear. Do not use if worn or damaged.

There is no repair service available for any G5x parts.

If you experience problems, report the issue to Technical Support (available 24/7) at:

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

14.4 Storage

Storing your G5x correctly helps prevent system failures.

Sensor Applicator

1. Keep the sensor applicator in its sterile packaging until you are ready to use it.
2. Store at temperatures between 36° F-86° F.
 - a. Storing outside of this range may cause inaccurate sensor glucose readings.
 - b. May store in refrigerator if it's within this temperature range.
 - c. Sensors should not be stored in freezer.
3. Store at humidity levels between 10%-90% relative humidity.

Transmitter

1. Keep transmitter protected when not in use.
2. Store at temperatures between 32° F-113° F.
3. Store at humidity levels between 10%-95% relative humidity.

Receiver

1. Keep receiver protected when not in use.
2. Fully charge the battery before storing for over 3 months.
3. Store at temperatures between 32° F-104° F.
4. Store at humidity levels between 10%-95% relative humidity.

14.5 Checking app and Receiver Information

You can check your app or receiver for information about your CGM system at any time.

CHECKING YOUR APP & RECEIVER SOFTWARE VERSION

You can check your app or receiver for information about your CGM system at any time.

Receiver



1. From the Settings menu, **press** *Up* or *Down* arrows to scroll to “Device Info.”
2. **Press** *Select*. Information about your sensor session and system will show

App



1. From Main Menu, **tap** *Settings*.
2. **Tap** *Device Info*.

Available Information

- Insertion Time
- Last Calibration
- Transmitter Battery
- Transmitter Serial Number
- Part Number
- Part Revision
- Software Number

14.5 System Disposal

Different municipalities have different requirements when throwing away electronics (receiver and transmitter) and parts that have come in contact with blood or other bodily fluids (sensor).

Consult your area's local waste management authorities for proper disposal instructions.

Taking care of your G5x is pretty easy. In the next chapter, "On the Go With G5x: Getting Through Security" you'll learn how simple it is to travel the world with your G5x!

Chapter 15

Everything Else G5x:

On the Go With G5x: Getting Through Security

15.1 Introduction

G5x can be a great travel companion; you can go through metal detectors, be handwanded, and even keep your receiver on during your flight.

This chapter covers only the G5x. It doesn't cover steps you need to take when traveling with your smart device. See your smart device's instructions for use to learn how to travel with it.

After this chapter, you will be able to:

- Explain proper procedure if you prefer a full-body pat-down
- Describe steps needed for a TSA officer to inspect G5x components
- Identify when your display device(s) can be on during a flight
- Contact TSA directly with your security questions

15.2 Safety Statement

Precaution

Don't: *Place any part of the G5x in the baggage x-ray machine or body scanner.*

Do: *Ask for visual inspection instead:*

- Baggage x-ray machine: Instead of putting any part of your G5 Mobile through the baggage x-ray, ask the TSA officer to visually inspect it.
- Body scanner: When you are wearing your G5 Mobile, request hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner. (AIT is also called millimeter wave scanner.)

Why: The system has not been tested in x-rays or AIT body scanners, and it is unknown if exposure to x-rays or AIT body scanners can affect the system performance.

It is safe to wear the system through the walk-through metal detector or hand-wanding. If you are unsure of whether the airport scanner is a metal detector, an AIT body scanner or an x-ray, ask the TSA officer or request hand-wanding or full body pat-down.

Consequences: Missing a severe low (hypoglycemia) or high (hyperglycemia) glucose event.

15.3 Going Through Security

Walk-Through Metal Detectors

Transmitter and Sensor

No worries about wearing your transmitter and sensor when going through security.

Go through walk-in metal detectors or, if you prefer, be handwanded without worrying about damaging your transmitter or sensor.

If you're concerned or uncomfortable about walking through the metal detector, the Transportation Security Administration (TSA) requests you tell the Security Officer that you're wearing a continuous glucose monitor and want a full-body pat-down with a visual inspection of your sensor and transmitter.

Let the Security Officer know the sensor can't be removed because it's inserted under the skin.

X-Ray Machines

Receiver, Extra Sensors

Don't put your components through x-ray machines.

Before your screening process begins, ask the TSA Officer to perform a visual inspection of the receiver and your extra sensors. Place all components in a separate bag before handing over to the Security Officer.

For other medical supplies, such as medications, meters, and strips, check manufacturer's instructions or the TSA website.

Body Scanners

Use of advanced imaging technology (AIT) body scanners, like millimeter wave scanners, has not been studied, and we therefore recommend hand-wanding or full-body pat-down and visual inspection in those situations.

In the Plane

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

- Smart device: When you switch to airplane mode, keep *Bluetooth* on
- Receiver: Keep receiver on

Contact your airline for their policies.

Technical Information

The G5x System is an M-PED (Medical-Portable Electronic Device) which meets the FAA RTCA/DO-160 edition G section 21, Category M. It can be used on aircraft according to the directions provided by the operator of the aircraft..

Any M-PED that meets this standard in all modes may be used onboard the aircraft without any further testing by the operator.

This device can withstand exposure to common electrostatic discharge (ESD) and electromagnetic interference (EMI).

Still Have Questions?

Visit the TSA's website if you have any questions or concerns at tsa.gov.

Email: TSA-ContactCenter@tsa.dhs.gov

Phone: **1.866.289.9673**

Chapter 16

Everything Else G5x:

Need Help? You're Not Alone!

Dexcom has three support teams to help you, each with their own specialty:

- Dexcom Technical Support Team
- Dexcom Patient Care Team
- Dexcom Sales Support Team

16.1 Dexcom Technical Support Team

The Dexcom Technical Support Team helps you with all CGM system-related issues as well as software-related issues. They provide replacement units, resolve technical issues and take product complaints.

Dexcom Technical Support does not offer medical advice.

By Email

Email: TechSupport@dexcom.com

If you prefer to email, to help us help you best, include the following information in your email:

- Name of patient
- Patient's date of birth
- Description of technical problem
- When the problem happened (date and time)
- Patient's address
- Patient's phone number
- Item SKU number and description (for example, name of the device)
- Lot number and/or serial number(s) of affected device(s) (for example, sensor)
- Your preferred contact method and information so Dexcom can reach

you if needed. For example: by phone 555-555-5555 after 5 PM Pacific Time

By Phone

Available 24 hours a day, 7 days a week

Dexcom Technical Support phone numbers:

- Toll free: **1.888.738.3646**
- Toll call: **1.858.200.0200**

16.2 Dexcom Patient Care Team



The Dexcom Patient Care Team is a group of Certified Diabetes Educators (CDE[®]) and Registered Nurses (RNs) offering you customer care and individualized education services around Dexcom CGM.

Your Dexcom Patient Care Team provides education and support throughout your CGM experience, such as:

- Initial CGM product training
- Ongoing Dexcom product education (for example, how to use a specific feature)
- How to maximize Dexcom CGM use
- Dexcom CGM reporting software and features
- How to review and understand Dexcom CGM reports

By Email

Email: patientcare@dexcom.com

If you prefer to email, to help us help you best, include the following information in your email:

- Name of patient
- Patient's date of birth
- Contact phone number
- Reason for inquiry or education needed

For additional Dexcom CGM education, check the Dexcom website: dexcom.com/web-based-education

By Phone

Available Monday-Friday 5:30 AM-8:00 PM PST (subject to change)

Toll Free: 1.888.738.3646

Toll Call: 1.858.200.0200

16.3 Dexcom Sales Support Team

Inside Sales Support Team

For help with:

- First-time orders
- Re-orders
- Tracking shipments
- Locating a local Dexcom representative

By Internet

Dexcom online store: dexcom.com/order

By Email

Email: CustomerService@dexcom.com

By Phone

Dexcom Inside Sales Support phone numbers:

Toll Free: **1.888.738.3646**

Toll Call: **1.858.200.0200**

By Fax

1.877.633.9266

16.4 Corporate

Dexcom Website:

dexcom.com

Dexcom Address:

6340 Sequence Drive

San Diego, CA 92121

Chapter 17

Everything Else G5x:

Technical Information

17.1 Device Performance Characteristics

NOTE: We recommend that you review the information in this chapter with your healthcare professional to understand how well the G5 Mobile performs.

The G5 Mobile (the System) uses a glucose sensor to continuously measure and monitor your glucose levels. The sensor is “calibrated” using a commercially available BG meter. Once calibrated, the System reports glucose readings up to every 5 minutes. The System was evaluated in clinical studies in which System readings were compared to BG values to assess its performance and how well the System readings compared to a laboratory test method that measures BG values. Additionally, subjects performed self-monitoring BG meter tests at home to assess the System performance in a real use environment.

Although the performance characteristics of the System are presented in the following, there is no commonly accepted statistical approach for capturing performance of continuous glucose monitors (CGMs), such as the G5 Mobile.

Clinical Study Overview

The System performance was evaluated in four separate prospective clinical studies. Two studies included adults, and two studies included pediatrics. In the following sections and tables, the studies will be identified as follows:

Adult Studies (18 years and older)

Original Adult Study: the receiver included software version SW10050

Software 505 Adult Study: the receiver included software version SW10505

Pediatric Studies (2 to 17 years)

Original Pediatric Study: the receiver included software version SW10050

Software 505 Pediatric Study: the receiver included software version SW10505

The G5 Mobile incorporates the algorithm from software version SW10505 and has a new software number.

Overview of Adult Studies

The System performance for adults was evaluated in two separate prospective clinical studies: **Original Adult** Study (software SW10050) and the **Software 505 Adult** Study (software SW10505). Differences between the studies include the number of subjects enrolled, the number of Systems worn by each participant, the SMBG meter used, and the number of clinic days each subject participated in during the study. An overview of each study is provided here.

The **Original Adult** Study enrolled 72 subjects, and the **Software 505 Adult** Study enrolled 51 subjects. All subjects had Type 1 or Type 2 diabetes mellitus, and required insulin or oral medication to manage their diabetes. In the **Original Adult** Study, 83% of subjects had Type 1 diabetes, and 17% of subjects had Type 2 diabetes. In the **Software 505 Adult** Study, 86% of subjects had Type 1 diabetes, and 14% of subjects had Type 2 diabetes. Both studies included subjects greater than 18 years of age.

Subjects in both studies used the System for seven days. In the **Original Adult** Study, thirty-six subjects each wore 2 sensors; in the **Software 505 Adult** Study, all subjects wore 1 sensor only. Throughout the 7-day wear period, the sensor was calibrated with an average of 2 fingersticks per day (approximately once every 12 hours). In the **Original Adult** Study, subjects used the LifeScan[®] OneTouch[®] Ultra[®] 2 meter and in the **Software 505 Adult** Study, subjects used Bayer's CONTOUR[®] NEXT USB meter.

In the **Original Adult** Study, all subjects were evaluated in a controlled clinic environment on all three clinic days: Day 1, Day 4, and Day 7 of the 7-day wear period. In the **Software 505 Adult** Study, subjects were evaluated in one of the three clinic days so there are fewer data samples than in the **Original Adult** Study. While using the System in the clinic, subjects had their BG measured every 15 minutes with a reliable laboratory method, the Yellow

Springs Instrument 2300 STAT Plus™ Glucose Analyzer. This instrument is referred to as the “YSI.” Readings from the System were reported every 5 minutes and paired with YSI values in order to characterize how well the System readings agreed with laboratory standard BG results. The remainder of the study took place at home, and the System performance was also paired with the comparative meter results, referred to as the “SMBG.”

Overview of Pediatric Studies

The System performance for children and adolescents was evaluated in two separate prospective clinical studies: the **Original Pediatric** Study (SW10050) and the **Software 505 Pediatric** Study (SW10505). Differences between the studies include the number of subjects enrolled, the number of Systems worn by each participant, the SMBG meter used, the length of time subjects were evaluated in a controlled clinic environment and whether or not subjects ages 13-17 had their glucose levels intentionally manipulated during the study. An overview of each study is provided here.

The **Original Pediatric** Study enrolled 176 subjects, with 16% of subjects younger than 6-years old, and the **Software 505 Pediatric** Study enrolled 79 subjects, with 20% of subjects younger than 6-years old. All subjects had Type 1 or Type 2 diabetes mellitus and required insulin or oral medication to manage their diabetes. In the **Original Pediatric** Study, about 99% of subjects had Type 1 diabetes and 1% had Type 2 diabetes. In the **Software 505 Pediatric** Study, all subjects had Type 1 diabetes. Sensors were inserted in either the abdomen or upper buttocks.

Subjects in all studies used the System for seven days. In the **Original Pediatric** Study, all subjects wore 2 sensors; in the **Software 505 Pediatric** Study, all subjects wore 1 sensor only. Throughout the 7-day wear period, the sensors were calibrated with an average of 2 fingersticks per day (approximately once every 12 hours), using self-monitoring BG (SMBG) meter values. The **Original Pediatric** Study used the LifeScan® OneTouch® Verio® IQ meter; the **Software 505 Pediatric** Study used Bayer’s CONTOUR® NEXT USB meter.

All subjects were evaluated in a controlled clinic environment on Day 1, Day 4, or Day 7 of the 7-day wear period. While using the System in the clinic, subjects provided at least two fingerstick measurements per hour, and

subjects ages 6-17 also provided venous blood for comparison to a laboratory method, the Yellow Springs Instrument 2300 STAT Plus™ Glucose Analyzer. This instrument is referred to as the “YSI.” In the **Original Pediatric** Study, subjects’ glucose levels were not intentionally manipulated during this study; in the **Software 505 Pediatric** Study, subjects ages 13-17 had their glucose levels intentionally manipulated during the clinic session. Readings from the System were reported every 5 minutes and paired with YSI values collected every 15 minutes in order to characterize how well the System readings agreed with laboratory standard BG results. The remainder of the study took place at home, and the System performance was also paired with the comparative meter results, referred to as the “SMBG.”

Table 1-A. System Agreement to YSI Within CGM Glucose Ranges (Adult)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-YSI	Percent Within 15/15% YSI	Percent Within 20/20% YSI	Percent Within 30/30% YSI	Percent Greater than 40/40% YSI
Overall	Original	9152	71%	82%	92%	3%
	Software 505	2263	86%	93%	98%	1%
40-60	Original	512	67%	78%	88%	6%
	Software 505	120	89%	94%	98%	0%
61-80	Original	781	73%	85%	94%	2%
	Software 505	226	91%	96%	99%	0%
81-180	Original	3853	67%	78%	91%	3%
	Software 505	738	84%	92%	98%	1%
181-300	Original	2784	72%	84%	93%	4%
	Software 505	798	86%	93%	98%	1%
301-350	Original	775	82%	91%	97%	2%
	Software 505	229	86%	94%	98%	1%
351-400	Original	447	74%	84%	91%	5%
	Software 505	152	80%	92%	97%	0%

¹CGM readings are within 40-400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 1-B. System Agreement to YSI Within CGM Glucose Ranges (Pediatric)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-YSI	Percent Within 15/15% YSI	Percent Within 20/20% YSI	Percent Within 30/30% YSI	Percent Greater than 40/40% YSI
Overall	Original	2922	55%	68%	85%	7%
	Software 505	2262	81%	91%	96%	2%
40-60	Original	19	63%	74%	79%	21%
	Software 505	86	54%	74%	91%	3%
61-80	Original	76	61%	82%	92%	4%
	Software 505	142	77%	82%	90%	3%
81-180	Original	1155	56%	69%	84%	6%
	Software 505	805	78%	88%	97%	1%
181-300	Original	1380	55%	68%	85%	7%
	Software 505	957	89%	96%	99%	1%
301-350	Original	206	48%	62%	80%	11%
	Software 505	209	81%	91%	94%	5%
351-400	Original	86	48%	61%	79%	12%
	Software 505	63	64%	81%	83%	8%

¹CGM readings are within 40-400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Agreement Relative to YSI

Agreement between the System and BG values is characterized using paired System and YSI values. The System and YSI results were compared by pairing the YSI BG value to a System glucose reading that occurred immediately after the YSI was collected.

The agreement of the System to BG value was assessed by calculating the percentage of System readings that were within 15%, 20%, 30% and greater than 40% of the YSI values. For readings less than or equal to 80 mg/dL the absolute difference in mg/dL between the two glucose results was calculated. For values greater than 80 mg/dL the absolute percent difference (%) from the YSI values was calculated. The percentages of total readings within 15 mg/dL or 15%, 20 mg/dL or 20%, 30 mg/dL or 30% or greater than 40 mg/dL or 40% are provided in Table 1-A and 1-B. The tables are categorized within CGM glucose ranges. When you see a CGM reading on your receiver, this table shows you how likely that reading matches your BG level (measured by YSI in the study).

For example, in the **SW10505 Adult** Study (Table 1-A), the total number of data pairs considered in the analysis was 2263. Of these, 93% of the System readings fall within ± 20 mg/dL of the YSI BG values ≤ 80 mg/dL and within $\pm 20\%$ of YSI BG values > 80 mg/dL.

Table 2-A. Number and Percentage of YSI Values When CGM Readings Are “LOW” or “HIGH” (Adult)

			YSI mg/dL					Total
CGM Readings	Study ¹	CGM-YSI Pairs	< 55	< 60	< 70	< 80	≥ 80	
“LOW”	Original	n	66	84	123	142	13	155
		Cumulative Percent	42%	54%	79%	92%	8%	
	Software 505	n	11	16	17	18	0	18
		Cumulative Percent	61%	89%	94%	100%	0%	
YSI mg/dL								
CGM Readings	Study ¹	CGM-YSI Pairs	> 340	> 320	> 280	> 240	≤ 240	Total
“HIGH”	Original	n	189	220	238	246	2	248
		Cumulative Percent	76%	89%	96%	99%	1%	
	Software 505	n	40	43	45	45	0	45
		Cumulative Percent	89%	96%	100%	100%	0%	

¹Both sets of study data are presented and are labeled as *Original* (SW10050) or *Software 505* (SW10505).

Table 2-B. Number and Percentage of YSI Values When CGM Readings Are “LOW” or “HIGH” (Pediatric)

			YSI mg/dL					Total
CGM Readings	Study ¹	CGM-YSI Pairs	< 55	< 60	< 70	< 80	≥ 80	
“LOW”	Original	n	0	0	0	0	13	13
		Cumulative Percent	0%	0%	0%	0%	100%	
	Software 505	n	3	5	10	15	1	16
		Cumulative Percent	19%	31%	63%	94%	6%	
YSI mg/dL								
CGM Readings	Study ¹	CGM-YSI Pairs	> 340	> 320	> 280	> 240	≤ 240	Total
“HIGH”	Original	n	38	51	68	69	1	70
		Cumulative Percent	54%	73%	97%	99%	1%	
	Software 505	n	14	19	22	23	1	24
		Cumulative Percent	58%	79%	92%	96%	4%	

¹Both sets of study data are presented and are labeled as *Original* (SW10050) or *Software 505* (SW10505).

Agreement When CGM Reads “LOW” or “HIGH”

The System reports glucose readings between 40 and 400 mg/dL. When the System determines the glucose reading is below 40 mg/dL, it displays “LOW” in the Receiver Status Box. When the System determines that the glucose level is above 400 mg/dL, it displays “HIGH” in the Receiver Status Box.

Because the System does not display glucose values below 40 mg/dL or above 400 mg/dL, the comparisons to the actual BG levels (as determined by the YSI analyzer) when CGM is classified as “LOW” or “HIGH” are included separately in Table 2-A and 2-B. The tables include the numbers and the cumulative percentages when YSI values were less than certain glucose levels (for “LOW”), and when YSI values were greater than certain glucose levels (for “HIGH”).

For example, in the **Software 505 Adult** Study (Table 2-A), when the System displayed “LOW” (18 occasions), 100% (18 out of 18) of the YSI values were less than 80 mg/dL, and 94% (17 out of 18) of the YSI values were less than 70 mg/dL. When the System displayed “HIGH” (45 occasions), 100% (45 out of 45) of the YSI values were greater than 240 mg/dL, and 100% (45 out of 45) of the YSI values were greater than 280 mg/dL.

**Table 3-A. Concurrence of CGM Readings and YSI Values
(Original Adult Study)**

CGM (mg/dL)	YSI (mg/dL) Row Percentage of Matched Pairs in Each CGM Glucose Range											Number of Paired CGM-YSI
	< 40	40- 60	61- 80	81- 120	121- 160	161- 200	201- 250	251- 300	301- 350	351- 400	> 400	
< 40	6%	48%	37%	7%	1%	0%	0%	0%	0%	0%	0%	155
40-60	4%	49%	36%	11%	1%	0%	0%	0%	0%	0%	0%	512
61-80	0%	22%	51%	24%	1%	0%	0%	0%	0%	0%	0%	781
81-120	0%	2%	17%	66%	13%	1%	0%	0%	0%	0%	0%	1706
121-160	0%	0%	1%	25%	60%	13%	2%	0%	0%	0%	0%	1492
161-200	0%	0%	0%	2%	28%	53%	16%	2%	0%	0%	0%	1240
201-250	0%	0%	0%	0%	3%	21%	51%	21%	3%	1%	0%	1181
251-300	0%	0%	0%	0%	0%	4%	19%	49%	24%	3%	0%	1018
301-350	0%	0%	0%	0%	0%	0%	3%	28%	51%	16%	1%	775
351-400	0%	0%	0%	0%	0%	0%	3%	10%	43%	38%	7%	447
> 400	0%	0%	0%	0%	0%	0%	1%	6%	21%	57%	15%	248

**Table 3-B. Concurrence of CGM Readings and YSI Values
(Software 505 Adult Study)**

CGM (mg/dL)	YSI (mg/dL) Row Percentage of Matched Pairs in Each CGM Glucose Range											Number of Paired CGM-YSI
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400	
< 40	6%	83%	11%	0%	0%	0%	0%	0%	0%	0%	0%	18
40-60	2%	74%	22%	3%	0%	0%	0%	0%	0%	0%	0%	120
61-80	0%	19%	68%	13%	0%	0%	0%	0%	0%	0%	0%	226
81-120	0%	0%	19%	72%	8%	1%	0%	0%	0%	0%	0%	347
121-160	0%	0%	0%	17%	72%	11%	0%	0%	0%	0%	0%	246
161-200	0%	0%	0%	0%	25%	59%	16%	0%	0%	0%	0%	286
201-250	0%	0%	0%	0%	0%	16%	70%	13%	1%	0%	0%	376
251-300	0%	0%	0%	0%	0%	2%	16%	61%	14%	7%	0%	281
301-350	0%	0%	0%	0%	0%	0%	2%	28%	59%	10%	1%	229
351-400	0%	0%	0%	0%	0%	0%	0%	4%	47%	45%	5%	152
> 400	0%	0%	0%	0%	0%	0%	0%	0%	20%	38%	42%	45

**Table 3-C. Concurrence of CGM Readings and YSI Values
(Original Pediatric Study)**

CGM (mg/dL)	YSI (mg/dL) Row Percentage of Matched Pairs in Each CGM Glucose Range											Number of Paired CGM-YSI
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400	
< 40	0%	0%	0%	54%	31%	15%	0%	0%	0%	0%	0%	13
40-60	0%	21%	58%	16%	5%	0%	0%	0%	0%	0%	0%	19
61-80	0%	21%	45%	30%	4%	0%	0%	0%	0%	0%	0%	76
81-120	0%	1%	20%	66%	12%	1%	0%	0%	0%	0%	0%	338
121-160	0%	0%	1%	36%	54%	7%	1%	0%	0%	0%	0%	511
161-200	0%	0%	0%	4%	40%	48%	6%	1%	0%	0%	0%	596
201-250	0%	0%	0%	1%	9%	44%	41%	5%	0%	0%	0%	658
251-300	0%	0%	0%	0%	2%	7%	50%	36%	3%	0%	2%	432
301-350	0%	0%	0%	0%	0%	2%	18%	59%	21%	0%	0%	206
351-400	0%	0%	0%	0%	0%	0%	3%	28%	50%	16%	2%	86
> 400	0%	0%	0%	0%	0%	0%	1%	14%	41%	36%	7%	70

**Table 3-D. Concurrence of CGM Readings and YSI Values
(Software 505 Pediatric Study)**

CGM (mg/dL)	YSI (mg/dL) Row Percentage of Matched Pairs in Each CGM Glucose Range											Number of Paired CGM-YSI
	< 40	40-60	61-80	81-120	121-160	161-200	201-250	251-300	301-350	351-400	> 400	
< 40	6%	25%	63%	6%	0%	0%	0%	0%	0%	0%	0%	16
40-60	0%	33%	60%	6%	1%	0%	0%	0%	0%	0%	0%	86
61-80	0%	8%	64%	26%	2%	0%	0%	0%	0%	0%	0%	142
81-120	0%	1%	15%	69%	13%	1%	1%	0%	0%	0%	0%	314
121-160	0%	0%	0%	15%	66%	18%	1%	0%	0%	0%	0%	313
161-200	0%	0%	0%	1%	18%	66%	15%	0%	0%	0%	0%	355
201-250	0%	0%	0%	0%	1%	17%	68%	14%	0%	0%	0%	444
251-300	0%	0%	0%	0%	0%	0%	26%	58%	16%	0%	0%	336
301-350	0%	0%	0%	0%	0%	0%	4%	40%	46%	9%	0%	209
351-400	0%	0%	0%	0%	0%	0%	3%	14%	62%	21%	0%	63
> 400	0%	0%	0%	0%	0%	0%	4%	13%	29%	38%	17%	24

Concurrence of System and Laboratory Reference

Table 3-A (Original Adult Study), 3-B (Software 505 Adult Study), 3-C (Original Pediatric Study) and 3-D (Software 505 Pediatric Study) are categorized by ranges of CGM glucose readings. These tables describe, for each range of CGM glucose readings, what percentage of paired YSI values were in the same glucose range (shaded) or in glucose ranges above and below the paired CGM readings. For example, based on the Software 505

Adult Study, when CGM readings are within 81 to 120 mg/dL, you can expect your BG levels are within 81 to 120 mg/dL 72% of time.

Table 4-A. System Difference to YSI Within CGM Glucose Ranges (Adult)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-YSI	Mean Percent Difference	Median Percent Difference	Mean Absolute Percent Difference	Median Absolute Percent Difference
Overall	Original	9152	2.9%	1.7%	13.3%	9.8%
	Software 505	2263	2.5%	2.4%	9.0%	7.0%
*40-60	Original	512	-10.0	-8.2	13.5	9.7
	Software 505	120	-3.3	-2.1	6.9	4.8
*61-80	Original	781	-2.4	-0.4	11.4	8.6
	Software 505	226	0.8	1.4	6.7	5.4
81-180	Original	3853	4.8%	3.0%	13.8%	9.8%
	Software 505	738	3.9%	4.1%	9.6%	8.2%
181-300	Original	2784	2.1%	0.0%	11.9%	9.2%
	Software 505	798	0.6%	0.4%	8.0%	6.1%
301-350	Original	775	3.8%	2.8%	9.8%	7.9%
	Software 505	229	4.1%	3.4%	8.0%	5.8%
351-400	Original	447	10.4%	7.7%	12.8%	9.1%
	Software 505	152	7.2%	6.3%	9.2%	7.2%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

**For CGM \leq 80 mg/dL, the difference and absolute difference in mg/dL are included instead of percent differences (%).*

Table 4-B. System Difference to YSI Within CGM Glucose Ranges (Pediatric)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-YSI	Mean Percent Difference	Median Percent Difference	Mean Absolute Percent Difference	Median Absolute Percent Difference
Overall	Original	2922	13.5%	11.6%	17.4%	13.5%
	Software 505	2262	1.8%	1.2%	10.4%	7.9%
*40-60	Original	19	-18.1	-9.1	19.2	9.1
	Software 505	86	-15.3	-13.2	16.1	13.2
*61-80	Original	76	-3.7	-2.3	13.4	10.6
	Software 505	142	-4.8	-1.0	11.8	7.7
81-180	Original	1155	11.9%	9.7%	17.0%	13.0%
	Software 505	805	1.9%	0.7%	10.6%	8.1%
181-300	Original	1380	14.8%	12.4%	17.4%	13.3%
	Software 505	957	2.2%	1.0%	8.1%	6.5%
301-350	Original	206	19.2%	15.9%	19.4%	15.9%
	Software 505	209	7.8%	6.5%	11.0%	7.9%
351-400	Original	86	18.5%	15.5%	19.1%	15.5%
	Software 505	63	14.9%	11.6%	15.2%	11.6%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

*For CGM ≤ 80 mg/dL, the difference and absolute difference in mg/dL are included instead of percent differences (%).

Accuracy Relative to YSI

Accuracy between matched pairs was also estimated by calculating the percent difference between the System reading and the YSI value. For example, if the YSI value is 100 mg/dL and the System reading is 90 mg/dL, a 10% difference between the System and the YSI is reported. The System and YSI values were compared by pairing the System reading that fell immediately after the YSI value was collected.

In the example above, the System reading is less than the YSI value, so the percent difference reading is negative. The mean percent difference is the average of all positive and negative percent differences between the two devices; it tells you if the System reads higher or lower on average than the YSI within each glucose range.

Another estimate used to show the accuracy of the System is the absolute percent difference. The absolute percent difference tells you the percent difference or “distance” between the System and YSI values, but does not tell you whether the System is reading, on average, higher or lower than the YSI laboratory standard. The mean absolute percent difference is the average “distance” (regardless if positive or negative) between System readings and YSI values.

Accuracy measures in differences for both the **Original Adult** and **Software 505 Adult** Studies are summarized in Table 4-A. Accuracy measures in differences for both the **Original Pediatric** and **Software 505 Pediatric** Studies are summarized in Table 4-B. Table 4-A and 4-B are categorized within CGM glucose ranges.

For example, in the **Software 505 Adult** Study (Table 4-A), overall, on average, the System reads 2.5% different (Mean Percent Difference) than the reference and 9.0% absolute different (Mean Absolute Difference) than the reference values. The Median Percent Difference shows that half of the time the System reads 2.4% or less than the YSI BG values and the Median Absolute Percent Difference shows that half of the time the System reads about 7.0% or less than the YSI BG values.

Table 5-A. Hypoglycemia Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Adult)

Hypoglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hypoglycemia Detection Rate	Hypoglycemia Missed Detection Rate
55	Original	50%	50%	71%	29%
	Software 505	71%	29%	68%	32%
60	Original	64%	36%	75%	25%
	Software 505	85%	15%	83%	17%
70	Original	79%	21%	83%	17%
	Software 505	92%	8%	91%	9%
80	Original	87%	13%	86%	14%
	Software 505	95%	5%	90%	10%
90	Original	90%	10%	89%	11%
	Software 505	96%	4%	94%	6%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 5-B. Hypoglycemia Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Pediatric, Ages 6-17 Years)

Hypoglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hypoglycemia Detection Rate	Hypoglycemia Missed Detection Rate
55	Original	0%	100%	0%	100%
	Software 505	22%	78%	75%	25%
60	Original	11%	89%	25%	75%
	Software 505	42%	58%	78%	23%
70	Original	47%	53%	50%	50%
	Software 505	68%	32%	75%	25%
80	Original	55%	45%	55%	45%
	Software 505	86%	14%	91%	9%
90	Original	69%	31%	62%	38%
	Software 505	90%	10%	93%	7%
100	Original	75%	25%	62%	38%
	Software 505	91%	9%	93%	7%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 5-C. Hypoglycemia Alert and Detection Rate Evaluation in Reference to SMBG 30 Minutes Before and After (Pediatric, Ages 2-5 Years)

Hypoglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hypoglycemia Detection Rate	Hypoglycemia Missed Detection Rate
55	Original	3%	97%	57%	43%
	Software 505	25%	75%	100%	0%
60	Original	11%	89%	62%	38%
	Software 505	20%	80%	100%	0%
70	Original	29%	71%	77%	23%
	Software 505	20%	80%	100%	0%
80	Original	35%	65%	85%	15%
	Software 505	61%	39%	100%	0%
90	Original	51%	49%	89%	11%
	Software 505	78%	22%	100%	0%
100	Original	64%	36%	91%	9%
	Software 505	82%	18%	100%	0%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Low and High Glucose Alerts

The ability of the System to detect high and low glucose levels is assessed by comparing System results to YSI results at low and high BG levels and determining if the Alert may have sounded. The System and YSI values were compared by pairing the System reading that occurred immediately after the YSI value was collected. We suggest that you ask your doctor what Alert settings would be best for you.

The Low Glucose Alert

Estimates of how well the adjustable Low Glucose Alert performs are presented in Table 5-A, 5-B and 5-C. Table 5-A represents the hypoglycemic Alert evaluation within 15 minutes of the YSI value in the adult studies. Table 5-B represents the Alert evaluation within 15 minutes of the YSI value for a subset of the pediatric population—subjects age 6 to 17 years who had YSI measurements every 15 minutes. Table 5-C represents the Alert evaluation within 30 minutes of an SMBG reading for 2- to 5-year-old subjects in the pediatric studies.

Hypoglycemia Alert Rate

The Alert Rate shows how often the Alert is right or wrong. The True Alert Rate is the % of time the device alarmed when the BG level was at or below the Alert setting within 15 or 30 minutes before or after the device alarmed. The False Alert Rate is the % of time the device alarmed when the BG level was above the Alert setting within 15 or 30 minutes before or after the device alarmed.

For example, if you set the Low Glucose Alert to 70 mg/dL and your Alarm sounds, how often can you expect your blood sugar to actually be low? In the **Software 505 Adult** Study (Table 5-A), when your Alarm sounds, you can expect your blood sugar to be below 70 mg/dL approximately 92% of the time and above 70 mg/dL approximately 8% of the time within the 15 minute period before or after your Alarm sounds.

Hypoglycemia Detection Rate

The Detection Rate shows how often the device recognizes and Alerts you to an episode of hypoglycemia or how often it misses such an event. The Hypoglycemia Detection Rate is the % of time the BG level was at or below the Alert setting and device alarmed within 15 or 30 minutes before or after the BG was at or below the Alert settings. The Hypoglycemia Missed Detection Rate is the % of time the BG was at or below the Alert setting, but the device did not alarm within 15 or 30 minutes before or after the BG was at or below the Alert setting.

For example, if you set the Low Glucose Alert to 70 mg/dL, how often will your Alarm Alert you if your BG goes below 70 mg/dL? In the **Software 505 Adult** Study (Table 5-A), when your blood sugar goes below 70 mg/dL, you can expect your alarm to sound 91% of the time and not to sound approximately 9% of time within the 15 minute period before or after your blood sugar goes below 70 mg/dL.

Table 6-A. Hyperglycemia Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Adult)

Hyperglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hyperglycemia Detection Rate	Hyperglycemia Missed Detection Rate
120	Original	95%	5%	98%	2%
	Software 505	98%	2%	100%	0%
140	Original	94%	6%	97%	3%
	Software 505	97%	3%	99%	1%
180	Original	92%	8%	97%	3%
	Software 505	97%	3%	99%	1%
200	Original	92%	8%	97%	3%
	Software 505	96%	4%	98%	2%
220	Original	91%	9%	95%	5%
	Software 505	94%	6%	98%	2%
240	Original	91%	9%	94%	6%
	Software 505	93%	7%	95%	5%
300	Original	82%	18%	86%	14%
	Software 505	86%	14%	90%	10%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 6-B. Hyperglycemia Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Pediatric, Ages 6-17 Years)

Hyperglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hyperglycemia Detection Rate	Hyperglycemia Missed Detection Rate
120	Original	91%	9%	98%	2%
	Software 505	98%	2%	99%	1%
140	Original	87%	13%	99%	1%
	Software 505	97%	3%	98%	2%
180	Original	75%	25%	99%	1%
	Software 505	94%	6%	98%	2%
200	Original	71%	29%	98%	2%
	Software 505	94%	6%	97%	3%
220	Original	67%	33%	97%	3%
	Software 505	93%	7%	96%	4%
240	Original	62%	38%	96%	4%
	Software 505	88%	12%	94%	6%
300	Original	43%	57%	93%	7%
	Software 505	69%	31%	84%	16%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 6-C. Hyperglycemia Alert and Detection Rate Evaluation in Reference to SMBG 30 Minutes Before and After (Pediatric, Ages 2-5 Years)

Hyperglycemia Alert Level (mg/dL)	Study ¹	True Alert Rate	False Alert Rate	Hyperglycemia Detection Rate	Hyperglycemia Missed Detection Rate
120	Original	92%	8%	98%	2%
	Software 505	97%	3%	99%	1%
140	Original	90%	10%	98%	2%
	Software 505	98%	2%	100%	0%
180	Original	87%	13%	96%	4%
	Software 505	99%	1%	93%	7%
200	Original	85%	15%	96%	4%
	Software 505	98%	2%	93%	7%
220	Original	81%	19%	95%	5%
	Software 505	100%	0%	97%	3%
240	Original	80%	20%	95%	5%
	Software 505	99%	1%	98%	2%
300	Original	71%	29%	90%	10%
	Software 505	95%	5%	96%	4%

¹Both sets of study data are presented and are labeled as *Original* (SW10050) or *Software 505* (SW10505).

The High Glucose Alert

Estimates of how well the adjustable High Glucose Alert performs are presented in Table 6-A, 6-B and 6-C. Table 6-A represents the hyperglycemia Alert evaluation within 15 minutes of the YSI value in the adult studies. Table 6-B represents the Alert evaluation within 15 minutes of the YSI value for a subset of the pediatric population—subjects age 6 to 17 years who had YSI measurements every 15 minutes. Table 6-C represents the Alert evaluation within 30 minutes of an SMBG reading for 2- to 5-year-old subjects in the pediatric studies.

Hyperglycemia Alert Rate

The Alert Rate shows how often the Alert is right or wrong. The True Alert Rate is the % of time the device alarmed when the BG level was at or above the Alert setting within 15 or 30 minutes before or after the device alarmed. The False Alert Rate is the % of time the device alarmed when the BG level was below the Alert setting within 15 or 30 minutes before or after the device alarmed.

For example, if you set the High Glucose Alert to 200 mg/dL and your Alarm sounds, how often can you expect your blood sugar to actually be high? In the **Software 505 Adult** Study (Table 6-A), when your Alarm sounds, you can expect your blood sugar to be at or above 200 mg/dL approximately 96% of the time and not be above 200 mg/dL approximately 4% of the time within the 15 minute period before or after your Alarm sounds.

Hyperglycemia Detection Rate

The Detection Rate shows how often the device recognizes and Alerts you to an episode of hyperglycemia or how often it misses such an event. The Hyperglycemia Detection Rate is the % of time the BG level was at or above the Alert setting and the device alarmed within 15 or 30 minutes before or after the BG was at or above the Alert settings. The Hyperglycemia Missed Detection Rate is the % of time the BG was at or above the Alert setting, but the device did not alarm within 15 or 30 minutes before or after the BG was at or above the Alert setting.

For example, if you set your High Glucose Alert to 200 mg/dL, how often will your Alarm Alert you if your BG goes at or above 200 mg/dL? In the **Software 505 Adult** Study (Table 6-A), when your blood sugar goes above 200 mg/dL, you can expect your Alarm to sound 98% of the time and not to sound approximately 2% of time within the 15 minute period before or after your blood sugar goes above 200 mg/dL.

**Table 7-A. Percentage of System Readings¹ Within YSI Values
With Data Stratified in 2-Hour Increments After Calibration (Adult)**

Time from Calibration	Study ²	Number of Paired CGM-YSI	Percent Within 15/15% YSI	Percent Within 20/20% YSI	Percent Within 30/30% YSI	Percent Greater than 40/40% YSI
0-2 hours	Original	1929	78%	88%	96%	2%
	Software 505	469	93%	97%	99%	0%
2-4 hours	Original	1516	69%	81%	91%	4%
	Software 505	389	90%	97%	99%	0%
4-6 hours	Original	1547	69%	79%	91%	5%
	Software 505	383	85%	91%	97%	2%
6-8 hours	Original	1520	68%	79%	92%	3%
	Software 505	380	79%	90%	97%	2%
8-10 hours	Original	1555	71%	82%	92%	4%
	Software 505	347	83%	92%	98%	0%
10-12 hours	Original	1068	65%	77%	91%	4%
	Software 505	295	80%	90%	98%	0%
12-14 hours	Original	17	65%	76%	82%	12%
	Software 505	0	--	--	--	--

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

**Table 7-B. Percentage of System Readings¹ Within YSI Values
With Data Stratified in 2-Hour Increments After Calibration
(Pediatric)**

Time from Calibration	Study ²	Number of paired CGM-YSI	Percent within 15/15% YSI	Percent within 20/20% YSI	Percent within 30/30% YSI	Percent greater than 40/40% YSI
0-2 hours	Original	648	65%	75%	87%	7%
	Software 505	545	83%	91%	97%	1%
2-4 hours	Original	649	51%	67%	86%	7%
	Software 505	460	72%	89%	96%	2%
4-6 hours	Original	630	51%	61%	80%	10%
	Software 505	428	77%	88%	95%	2%
6-8 hours	Original	409	52%	68%	85%	5%
	Software 505	325	88%	92%	94%	3%
8-10 hours	Original	296	53%	69%	84%	7%
	Software 505	305	86%	93%	97%	1%
10-12 hours	Original	253	58%	74%	89%	5%
	Software 505	198	89%	94%	98%	0%
12-14 hours	Original	37	32%	38%	65%	22%
	Software 505	1	100%	100%	100%	0%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Calibration Stability

The System must be calibrated every 12 hours. To demonstrate performance of the System over a 12-hour calibration period, Systems were evaluated to verify that performance remains consistent over the 12-hour calibration period. Systems were evaluated in 2-hour increments after calibration. Performance was estimated at each 2-hour interval and stratified by glucose values by calculating the percentage of System readings within 15 mg/dL or 15%, 20 mg/dL or 20%, 30 mg/dL or 30%, 40 mg/dL or 40% and greater than 40 mg/dL or 40% of the YSI values in Table 7-A and 7-B.

**Table 8-A. Sensor Stability Relative to YSI (Accuracy Over Time¹)
- (Adult)**

Day of Wear	Study ²	Number of Paired CGM-YSI	Mean Absolute Percent Differences	Median Absolute Percent Differences	Percent Within 15/15% YSI	Percent Within 20/20% YSI	Percent Within 30/30% YSI	Percent Greater than 40/40% YSI
Day 1	Original	3023	16.7%	13.2%	59%	71%	86%	6%
	Software 505	680	10.7%	7.9%	77%	84%	96%	2%
Day 4	Original	3108	11.4%	8.2%	77%	87%	95%	2%
	Software 505	777	8.0%	6.4%	89%	96%	99%	0%
Day 7	Original	3021	11.9%	8.9%	76%	87%	95%	2%
	Software 505	806	8.5%	7.2%	90%	97%	99%	0%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

**Table 8-B. Sensor Stability Relative to YSI (Accuracy Over Time¹)
- (Pediatric, Ages 6-17 Years)**

Day of Wear	Study ²	Number of Paired CGM-YSI	Mean Absolute Percent Differences	Median Absolute Percent Differences	Percent Within 15/15% YSI	Percent Within 20/20% YSI	Percent Within 30/30% YSI	Percent Greater than 40/40% YSI
Day 1	Original	1016	21.2%	15.8%	48%	61%	78%	15%
	Software 505	740	12.7%	8.5%	75%	83%	91%	4%
Day 4	Original	810	16.0%	13.9%	52%	66%	87%	3%
	Software 505	795	8.1%	6.7%	89%	97%	100%	0%
Day 7	Original	1096	15.1%	11.3%	63%	76%	89%	4%
	Software 505	727	10.4%	8.4%	80%	91%	98%	1%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 8-C. Sensor Stability Relative to SMBG (Accuracy Over Time¹) - (Pediatric, Ages 2-17 Years)

Day of Wear	Study ²	Number of Paired CGM-SMBG	Mean Absolute Percent Differences	Median Absolute Percent Differences	Percent Within 15/15% SMBG	Percent Within 20/20% SMBG	Percent Within 30/30% SMBG	Percent Greater than 40/40% SMBG
Day 1	Original	3216	18.8%	14.2%	53%	65%	81%	10%
	Software 505	893	14.8%	10.7%	64%	79%	91%	5%
Day 2	Original	2148	16.2%	12.4%	60%	74%	87%	6%
	Software 505	436	13.2%	10.4%	69%	81%	95%	3%
Day 3	Original	1977	15.2%	11.0%	63%	76%	89%	5%
	Software 505	441	13.8%	11.3%	66%	77%	91%	2%
Day 4	Original	2830	14.0%	10.9%	66%	79%	91%	4%
	Software 505	850	10.7%	8.5%	79%	91%	97%	1%
Day 5	Original	1768	15.4%	10.7%	67%	78%	90%	5%
	Software 505	374	11.4%	8.7%	74%	86%	96%	1%
Day 6	Original	1704	14.3%	9.8%	68%	79%	90%	4%
	Software 505	410	12.3%	9.2%	72%	80%	93%	2%
Day 7	Original	2675	12.4%	9.2%	72%	83%	94%	3%
	Software 505	860	11.3%	8.6%	79%	90%	96%	2%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Sensor Stability

Relative to YSI

Sensors can be worn for up to 7 days. Performance was estimated by calculating the percentage of System readings within 15 mg/dL or 15%, 20 mg/dL or 20%, 30 mg/dL or 30% , 40 mg/dL or 40% and greater than 40 mg/dL or 40% of the YSI values at the beginning (Day 1), middle (Day 4) and end (Day 7) of the System lifecycle. The average and median of the absolute percent differences are included in Table 8-A and 8-B showing consistent accuracy and sensor stability over the 7-day life of the sensor.

Relative to SMBG (Pediatric Study)

Performance was also estimated by calculating the percentage of system readings within various percentages of the SMBG values at each day of the sensor wear period (Table 8-C). The average and median of the absolute percent differences are included in the table.

Precision of System Readings

A subset of subjects wore two Systems at the same time. This was to look at how similarly two Systems function on the same subject (sensor precision). Precision was evaluated by comparing the glucose readings from the two Systems worn on the same subject at the same time.

In the **Original Adult** Study, 36 subjects wore two Systems. Results showed that System readings from the two sensors generally agreed with each other within 9% (absolute percent difference) with a 7% coefficient of variation. In the **Original Pediatric** Study, all subjects wore two Systems. Results showed that System readings from the two sensors generally agreed with each other within 10% (absolute percent difference) with a 7% coefficient of variation. Only one System was worn in the **Software 505 Adult** and **Software 505 Pediatric** Studies, so precision data was not collected.

Sensor Life

Sensors may be worn for up to 7 days (168 hours). To estimate how long a sensor will work over 7 days, all sensors worn were evaluated to determine how many days/hours of readings each sensor provided.

In the **Original Adult** Study, 108 sensors were evaluated. Ninety-four percent (94%) of the sensors lasted until Day 7 (145-168 hours). There were 6 (6%) sensors that ended early, four of which lasted more than 3 days.

In the **Software 505 Adult** Study, 51 sensors were evaluated. Ninety-eight percent (98%) of the sensors lasted until Day 7 (145-168 hours). There was 1 (2%) sensor that ended early, which lasted until day 5 of the sensor wear.

In the **Original Pediatric** Study, 351 sensors were evaluated. Eighty-five percent (85%) of the sensors lasted until Day 7 (145-168 hours).

In the **Software 505 Pediatric** Study, 77 sensors were evaluated. Ninety-four percent (94%) of the sensors lasted until Day 7 (145-168 hours).

Table 9-A. Number of Readings Provided by Each Sensor Over 7 Days (Adult)

% of Total Possible Readings Provided	Study ¹	Total Readings Provided (Min-Max)	% of Systems Providing That Number of Readings
0-25%	Original	167-491	2%
	Software 505	0	0%
26-50%	Original	719-914	4%
	Software 505	856-856	2%
51-75%	Original	1267-1267	1%
	Software 505	1253-1253	2%
76-100%	Original	1811-1992	94%
	Software 505	1497-1992	96%

¹ Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 9-B. Number of Readings Provided by Each Sensor Over 7 Days (Pediatric)

% of Total Possible Readings Provided	Study ¹	Total Readings Provided (Min-Max)	% of Systems Providing That Number of Readings
0-25%	Original	103-427	3%
	Software 505	60-223	4%
26-50%	Original	569-954	3%
	Software 505	877-891	3%
51-75%	Original	1006-1484	9%
	Software 505	1131-1342	3%
76-100%	Original	1518-1992	86%
	Software 505	1623-1990	91%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 10-A. System Readings Within Wear Days (Adult)

Statistic	Study ¹	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	All Days ²
Mean	Original	98%	98%	98%	98%	97%	99%	95%	97%
	Software 505	98%	99%	98%	98%	96%	99%	97%	98%
Median	Original	100%	100%	100%	100%	100%	100%	100%	100%
	Software 505	99%	100%	100%	100%	100%	100%	100%	100%
Standard Deviation	Original	5%	3%	9%	8%	10%	3%	11%	8%
	Software 505	3%	2%	8%	11%	15%	2%	13%	9%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

²A total of 108 sensors were included with the **Original** Study and 51 sensors were included with the **Software 505** Study.

Table 10-B. System Readings Within Wear Days (Pediatric)

Statistic	Study ¹	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	All Days ²
Mean	Original	97%	96%	96%	95%	94%	94%	92%	95%
	Software 505	96%	96%	95%	96%	93%	95%	93%	95%
Median	Original	99%	99%	99%	99%	99%	99%	98%	99%
	Software 505	99%	98%	99%	99%	97%	97%	98%	98%
Standard Deviation	Original	6%	10%	9%	12%	14%	14%	17%	12%
	Software 505	9%	6%	12%	10%	15%	7%	12%	11%

¹Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

²A total of 108 sensors were included with the **Original** Study and 77 sensors were included with the **Software 505** Study.

Number of Readings Provided

The System is capable of providing a reading up to every 5 minutes, or up to 288 readings per day. For a variety of reasons, the System may not display a glucose reading and readings are “skipped.” Table 9-A and 9-B estimate the number of readings you can expect to receive from the System over the entire 7-day period after calibration. Table 10-A and 10-B show the number of readings you can expect to receive from the System within each system wear day.

For the **Software 505 Adult** Study (SW10505), 96% of Systems provided between 1497 and 1992 valid glucose readings (or more than 75% of the expected number of readings) as seen in Table 9-A. Adjusted within each system wear-day, the System in the **Software 505 Adult** Study provided an average of 98% of all expected glucose readings (288) as seen in Table 10-A.

Table 11-A. System Agreement to SMBG Within CGM Glucose Ranges (Adult)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-SMBG	Percent Within 15/15% SMBG	Percent Within 20/20% SMBG	Percent Within 30/30% SMBG	Percent Greater than 40/40% SMBG
Overall	Original	7508	69%	81%	94%	2%
	Software 505	2992	77%	87%	96%	1%
40-60	Original	731	75%	84%	92%	4%
	Software 505	221	73%	80%	87%	7%
61-80	Original	968	78%	86%	95%	1%
	Software 505	336	77%	85%	95%	1%
81-180	Original	3141	65%	78%	93%	2%
	Software 505	1362	74%	85%	96%	1%
181-300	Original	1960	68%	81%	94%	3%
	Software 505	826	80%	90%	97%	1%
301-350	Original	450	77%	88%	98%	1%
	Software 505	161	83%	93%	99%	0%
351-400	Original	258	75%	85%	95%	2%
	Software 505	86	90%	93%	98%	1%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

Table 11-B. System Agreement to SMBG Within CGM Glucose Ranges (Pediatric)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-SMBG	Percent Within 15/15% SMBG	Percent Within 20/20% SMBG	Percent Within 30/30% SMBG	Percent Greater than 40/40% SMBG
Overall	Original	16,318	64%	76%	89%	5%
	Software 505	4264	73%	84%	94%	2%
40-60	Original	487	44%	55%	68%	19%
	Software 505	240	54%	71%	86%	7%
61-80	Original	1340	59%	70%	85%	7%
	Software 505	399	64%	76%	92%	2%
81-180	Original	7084	62%	74%	90%	5%
	Software 505	1650	72%	84%	95%	2%
181-300	Original	5627	69%	80%	90%	5%
	Software 505	1526	79%	89%	97%	2%
301-350	Original	1176	65%	77%	90%	4%
	Software 505	319	72%	83%	94%	2%
351-400	Original	604	58%	72%	86%	6%
	Software 505	130	69%	79%	86%	8%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as *Original* (SW10050) or *Software 505* (SW10505).

Table 12-A. System Difference to SMBG Within CGM Glucose Ranges (Adult)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-SMBG	Mean Percent Difference	Median Percent Difference	Mean Absolute Percent Difference	Median Absolute Percent Difference
Overall	Original	7508	-0.4%	-1.4%	14.0%	11.0%
	Software 505	2992	-2.6%	-2.7%	11.3%	8.6%
*40-60	Original	731	-9.3	-8.0	11.7	8.0
	Software 505	221	-10.3	-6.0	13.0	8.0
*61-80	Original	968	-1.0	1.0	10.7	8.0
	Software 505	336	-4.0	-2.0	10.1	7.0
81-180	Original	3141	1.4%	0.0%	14.2%	11.0%
	Software 505	1362	-2.6%	-3.1%	11.4%	8.9%
181-300	Original	1960	-0.7%	-2.8%	13.0%	10.3%
	Software 505	826	-1.4%	-2.0%	9.5%	7.4%
301-350	Original	450	-0.7%	-2.6%	10.5%	8.6%
	Software 505	161	-0.0%	0.0%	8.3%	6.0%
351-400	Original	258	5.0%	3.0%	11.9%	8.6%
	Software 505	86	3.9%	3.2%	8.1%	6.7%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

*For CGM ≤ 80 mg/dL, the differences in mg/dL are included instead of percent differences (%).

Table 12-B. System Difference to SMBG Within CGM Glucose Ranges (Pediatric)

CGM Glucose Range ¹ (mg/dL)	Study ²	Number of Paired CGM-SMBG	Mean Percent Difference	Median Percent Difference	Mean Absolute Percent Difference	Median Absolute Percent Difference
Overall	Original	16,318	2.2%	0.9%	15.3%	11.1%
	Software 505	4264	-0.7%	-1.1%	12.5%	9.5%
*40-60	Original	487	-22.1	-17.0	23.9	18.0
	Software 505	240	-15.9	-14.0	16.9	14.0
*61-80	Original	1340	-11.8	-8.0	17.0	11.0
	Software 505	399	-7.8	-6.0	13.7	10.0
81-180	Original	7084	1.1%	-1.0%	15.4%	11.4%
	Software 505	1650	-1.2%	-2.6%	12.1%	9.5%
181-300	Original	5627	5.7%	3.4%	13.5%	9.5%
	Software 505	1526	1.7%	0.9%	10.1%	7.7%
301-350	Original	1176	9.6%	7.2%	14.2%	10.4%
	Software 505	319	6.7%	5.9%	11.8%	8.9%
351-400	Original	604	12.7%	10.2%	16.1%	11.9%
	Software 505	130	12.0%	8.9%	15.7%	10.6%

¹CGM readings are within 40 to 400 mg/dL, inclusive.

²Both sets of study data are presented and are labeled as **Original** (SW10050) or **Software 505** (SW10505).

*For CGM ≤ 80 mg/dL, the differences in mg/dL are included instead of percent differences (%).

Agreement and Accuracy Relative to SMBG

Agreement between the System and BG values is also characterized using paired System and SMBG results (Table 11 to 12). The System and SMBG values were compared by pairing the comparative SMBG value to a System glucose reading that occurred immediately after the SMBG was collected. These results characterize the performance that subjects expect during real-time use of the System in their daily diabetes management when comparing the System readings to their home BG meter results. For readings less than or equal to 80 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For values greater than 80 mg/dL, the absolute percent difference (%) from the SMBG values was calculated. The percentages of total readings within 15 mg/dL or 15%, 20 mg/dL or 20%, 30 mg/dL or 30%, 40 mg/dL or 40% or greater than 40 mg/dL or 40% were then calculated.

For example, if the System reads 100 mg/dL, it is between 81-180 mg/dL range and you can expect the System readings to be within 20% of the SMBG values 85% of the time for the **Software 505 Adult** Study, as seen in Table 11-A.

Overall, the System in the **Software 505 Adult** Study reads, on average, 2.6% lower (Mean Percent Difference) than SMBG values and 11.3% absolute different (Mean Absolute Percent Difference) than the SMBG values. The Median Percent Difference shows that half of the time the System reads lower in 2.7% or less than the SMBG values and the Median Absolute Percent Difference shows that half of the time the System reads about 8.6% or less different than SMBG values, as seen in Table 12-A.

Adverse Events

No serious adverse events or device-related serious adverse events occurred during the studies. Mild to moderate skin irritation, such as erythema or edema, occurred at the sensor needle insertion area or around the adhesive area. No infection, bruising, or bleeding occurred at the sensor needle insertion area or the adhesive area.

17.2 Product Specifications

The G5x is intended for single patient use in the home environment and requires a prescription.

Use of accessories, transducers, and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

Do not touch the metal connectors on the bottom of the transmitter and other open connectors on the receiver, charging cable, and charger.

Sensor Product Specifications

Glucose Range	40-400 mg/dL
Sensor Life	Up to 7 days
Calibration	Commercially available BG meter
Calibration Range	40-400 mg/dL
Storage /Operational/Transport Conditions	Temperature: 36° F-86° F Humidity: 10%-90% RH
Sterilization	Sterile by radiation

Transmitter Product Specifications

Part Number	9445-01
Dimensions (Including Transmitter Holder)	Length: 1.5 inches Width: 0.9 inches Thickness: 0.5 inches
Weight (Including Transmitter Holder)	0.3 ounces

Part Number	9445-01
Power Supply	Lithium manganese dioxide/Organic electrolyte battery (not replaceable)
Operational Conditions	Ambient temperature is 10° C-42° C (50° F-107.6° F) Equilibrium temperature of less than 0.5° C (0.9° F) above ambient Humidity: 10%-95% RH
Storage /Transport Conditions	Temperature: 32° F-113° F Humidity: 10%-95% RH
Operating Altitude	-1300 feet to 13,800 feet
Limited Warranty	3 months
Moisture Protection	IP28: Protection against insertion of large objects and immersion in water for up to 8 feet for 24 hours Protection against submersion in water
Protection Against Electrical Shock	Type BF applied part

Transmitter Performance Characteristics

Parameter	Performance Characteristic
TX/RX Frequencies	2.402-2.480 GHz
Bandwidth	1.02 MHz
Maximum Output Power	1.0 mW EIRP
Modulation	Gaussian Frequency-Shift Keying
Data Rate	1 Mbps
Data Communication Range	20 feet

The Dexcom G5x CGM System is safe for use on U.S. commercial airlines.

The G5x System is an M-PED (Medical-Portable Electronic Device), which meets the FAA RTCA /DO-160 edition G section 21, Category M. It can be used on aircraft according to the directions provided by the operator of the aircraft.

This device can withstand exposure to common electrostatic discharge (ESD) and electromagnetic interference (EMI).

Guidance and Manufacturer's Declaration - Electromagnetic Immunity

The transmitter (P/N 9445-01) is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the transmitter should ensure that it is used in such an environment.

Transmitter Electromagnetic Immunity Specifications

Immunity Test	IEC 60601 Test Level	Transmitter Compliance Level	Electromagnetic Environment Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	± 8 kV Contact ± 15 kV Air	± 8 kV Contact ± 15 kV Air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Power Frequency (50/60 Hz) Magnetic Field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

Receiver Product Specifications

Part Number	MT22719
Reading Frequency	Every 5 minutes
Dimensions	Length: 4.0 inches Width: 1.8 inches Thickness: 0.5 inches
TX/RX Frequencies	2.402-2.480 GHz
Bandwidth	1.22 MHz
Maximum Output Power	2.5 mW EIRP
Modulation	Gaussian Frequency-Shift Keying
Data Rate	1 Mbps

Weight	2.4 ounces
Receiver Input	5V DC, 1A
Power Supply	MT21255
Communication Range	20 feet
Memory Storage	30 days of glucose data 7 days of tech support data
Re-Chargeable Battery Use	3 days
Charging Time	3 hours wall outlet The device behaves normally while being charged Do not hold the receiver while charging for over a minute There are no risks to connecting any part of the system to an MSO (Multiple Socket Outlet)
Storage/Operational/Transport Conditions	Temperature: 32° F-104° F Humidity: 15%-95% RH, (Storage 10%-95% RH)
Operating Altitude	-1300 feet to 13,800 feet
Medium Priority Alarm Audible Output	50 dBa at 1 meter
Moisture Protection	IP22: Vertically falling drops Protection against insertion of large objects and dripping water
Limited Warranty	1 year
Control Classification	Class II equipment

No cleaning methods are recommended or tested for the receiver. The warranty life of the receiver is 1 year. The service life for the accessories is noted to be up to 1 year. If you have difficulty reading your receiver in bright sunlight, you may need to seek a shady location. Do not connect the receiver to any equipment not specified in IFU.

Guidance and Manufacturer's Declaration - Electromagnetic Immunity

The receiver (MT22719) is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the receiver should ensure that it is used in such an environment.

Receiver Electromagnetic Immunity Specifications


Immunity Test	IEC 60601 Test Level	Transmitter Compliance Level	Electromagnetic Environment Guidance
Electrostatic Discharge (ESD) IEC 61000-4-2	± 8 kV Contact ± 15 kV Air	± 8 kV Contact ± 15 kV Air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical Fast Transient/Burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input/output lines	± 2 kV for power supply lines Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV line(s) to line(s) Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV line(s) to line(s) Not applicable	Mains power quality should be that of a typical commercial or hospital environment.
Voltage Dips, Short Interruptions and Voltage Variations on Power Supply Input Lines IEC 61000-4-11 IEC 60601-1-11	0% U_T for 1 cycle 0% U_T for 0.5 cycle at 8 phase angles 70% U_T (30% dip in U_T) for 25 cycles 0% U_T for 250 cycles	0% U_T for 1 cycle 0% U_T for 0.5 cycle at 8 phase angles 70% U_T (30% dip in U_T) for 25 cycles 0% U_T for 250 cycles	Mains power quality should be that of a typical commercial or hospital environment.
Power Frequency (50/60 Hz) Magnetic Field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

NOTE: U_T is the a.c. mains voltage prior to application of the test level.

Guidance and Manufacturer's Declaration - Electromagnetic Immunity

The Dexcom G5 Mobile System is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the Dexcom G5 Mobile System should ensure that it is used in such an environment.

System Electromagnetic Immunity Specifications

Immunity Test	IEC 60601 Test Level	Transmitter Compliance Level	Electromagnetic Environment Guidance
Conducted RF IEC 61000-4-6 (Receiver only)	3 Vrms 150 kHz to 80 MHz	6 Vrms	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Radiated RF IEC 61000-4-3	10 V/m at 80 MHz to 2700 MHz (AM Modulation)	10 V/m	Recommended Separation Distance $d = 1.2 \sqrt{P}$ 150 kHz to 80 MHz $d = 1.2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 2.5 GHz Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey ^a should be less than the compliance level in each frequency range ^b . Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTE 1: At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

- a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the G5 Mobile System is used exceeds the applicable RF compliance level above, the G5 Mobile System should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the G5 Mobile System.
- b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 10 V/m.

Guidance and Manufacturer's Declaration - Electromagnetic Emissions

The G5 Mobile System is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the G5 Mobile System should ensure that it is used in such an environment.

Electromagnetic Emissions Specifications

Immunity Test	Compliance	Electromagnetic Environment Guidance
RF Emissions CISPR 11	Group 1	The G5 Mobile System uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF Emissions CISPR 11	Class B	The G5 Mobile System is suitable for use in all establishments including domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.

Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and the Receiver

The receiver is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the receiver can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the receiver as recommended in the next table, according to the maximum output power of the communications equipment. Portable and mobile RF equipment include: baby monitors, *Bluetooth* wireless headsets, wireless routers, microwave ovens, laptops with internal Wi-Fi adapters, GSM cell phones, RFID scanners and hand-held security metal detector often used by security screeners.

Minimum Recommended Distance Between Other RF Transmitters and the Dexcom Transmitter/Receiver

Rated Maximum Output Power of Transmitter (W)	Separation Distance According to Frequency of Transmitter (m)		
	150 kHz to 80 MHz $d = 1.2 P^{1/2}$	80 MHz to 800 MHz $d = 1.2 P^{1/2}$	800 MHz to 2.5 GHz $d = 2.3 P^{1/2}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in feet can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic

propagation is affected by absorption and reflection from structures, objects and people.

USB Charging/Download Cable* Specifications

Part Number	MT20655
Input/Output	5V DC, 1A
Type	USB A to USB micro B
Length	3 feet

**The power supply/charger can be connected to the USB charging/download cable for charging using an AC power outlet. Misuse of the USB cable can present a strangulation risk. Isolation of system is by disconnecting charger from wall.*

Power Supply/Charger Specifications

Part Number	MT21255
Class	II
Input	AC Input 100-240 Vac, 50/60Hz, 0.2A, 0.2A rms at 100 Vac
DC Output	5V DC, 1A (5.0 Watts)

17.3 FCC Requirements

The transmitter and receiver covered by this user guide have been certified under FCC ID:

- G5x Transmitter: PH29588
- G5 Mobile receiver: PH29496

Although the transmitter and receiver have been approved by the Federal Communications Commission, there is no guarantee that they will not receive interference or that any particular transmission from either device will be free from interference.

Compliance Statement (Part 15.19)

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Warning (Part 15.21)

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. No modification of the equipment is allowed as it could create an unsafe condition.

FCC Interference Statement (Part 15.105 (b))

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This portable transmitter with its antenna complies with FCC/IC RF exposure limits for general population/uncontrolled exposure.

Chapter 18

Everything Else G5x:

Troubleshooting

18.1 Introduction

Transmitter holder not sticking? Notification won't go away? Not getting your sensor glucose readings? Don't know when to replace your transmitter? 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; some have audible notifications, and others don't. When more detailed answers or preventative measures are in a chapter, you'll get a brief explanation here, and then get directed to the applicable chapter and section.

After looking at the troubleshooting chapter, are you still not sure what to do? Or maybe your problem is hardware (for example, receiver or transmitter failure).

If your problem is not found here, follow the steps listed on your app screen, or call Technical Support.

If any of these errors continue and the instructions don't resolve the issue, please contact Technical Support (available 24/7) at:

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

18.2 Safety Statements

Following are the Safety Statements for the Troubleshooting chapter.

Warning

Do: *Calibrate at least once every 12 hours.*

Why: Calibrating less often than every 12 hours might cause sensor glucose readings to be inaccurate.

Consequences: Missing severe low (hypoglycemia) or high (hyperglycemia) glucose event.

Precaution

Do: *Enter the exact BG value displayed on your BG meter within five minutes of a carefully performed fingerstick.*

Why: Entering the wrong BG values, or waiting more than five minutes before entry, might affect sensor performance.

Consequences: Missing a severe low or high glucose event.

Precaution

Don't: *Separate the transmitter from the receiver or smart device by more than 20 feet.*

Why: The transmission range from the transmitter to receiver or smart device is up to 20 feet without obstruction. If your transmitter and display device(s) are more than 20 feet apart or are separated by an obstruction, they might not communicate.

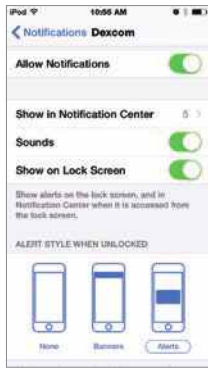

Types of obstruction differ and not all have been tested. Obstructions can include water, walls, metal, etc.

As with any wireless device, water is often the biggest culprit in reducing communication distance. This applies to the transmitter and display devices. Take special care when swimming, taking a bath, or getting into a hot tub.


Consequences: Missing a severe low or high glucose event.


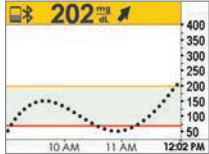
18.3 Troubleshooting


No Alarm/Alerts

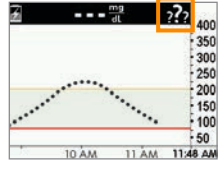

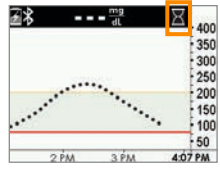
Device	What you see	Problem	What you do
Smart Device: In app		Not receiving Alarm/Alerts	See Chapter 11. Check Alarm/Alerts, sound and/or vibrations notifications are turned on. Check your smart device is not on Silent or Do Not Disturb (if applicable).
Receiver			


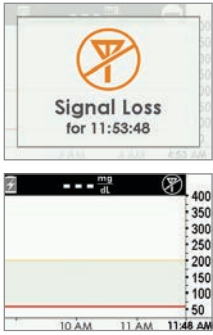

Sensor Glucose Readings


Device	What you see	Problem	What you do
BG Meter		Sensor readings and BG meter glucose values often don't show the same numbers.	See Chapter 7. Differences are not uncommon. Readings from different body fluids reflect different numbers:

Device	What you see	Problem	What you do
Smart Device: In app			<p>Meter - from blood</p> <p>Sensor - from interstitial fluid</p> <p>20/20 Rule:</p> <p>If the meter shows 80 or less, CGM should read within ± 20 points.</p> <p>If the meter shows 80 or above, the CGM should read $\pm 20\%$.</p> <p>Example: a 202 mg/dL sensor reading and a 188 mg/dL glucose meter value = a 7% difference (this is still considered accurate).</p> <p>Outside of 20/20 rule:</p> <p>Calibrate again.</p>
Receiver			




Device	What you see	Problem	What you do
Smart Device: In app		Not getting sensor glucose readings.	<p>See Chapter 9.</p> <p>Wait.</p> <p>System will often resolve itself.</p> <p>Check transmitter—is it properly inserted into</p>

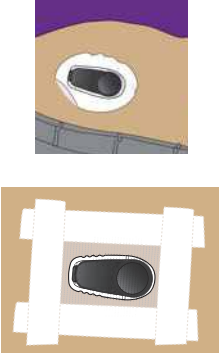
Device	What you see	Problem	What you do
Receiver			<p>the transmitter holder?</p> <p>Make sure you haven't taken acetaminophen.</p> <p>Don't calibrate. Use BG meter for BG reading.</p> <p>If this continues for more than 3 hours, contact Technical Support (see Chapter 16.).</p>
Smart Device: In app			<p>See Chapter 9.</p> <p>Wait</p> <p>System will often resolve itself.</p> <p>Check transmitter—is it properly inserted into transmitter holder?</p>
Receiver		Not getting sensor glucose readings.	<p>Make sure you haven't taken acetaminophen.</p> <p>Don't calibrate.</p> <p>If this continues for more than 3 hours, call Technical Support (see Chapter 16):</p>


Device	What you see	Problem	What you do
Smart Device: In app			See Chapter 9. <i>Don't</i> calibrate. Verify display device and transmitter are within 20 feet of each other without obstruction.
Receiver		System display device and transmitter not connecting. No sensor readings, Alarm/Alerts or notifications until error is fixed.	Wait up to 30 minutes. Don't calibrate. Use BG meter for BG reading. More than 30 minutes? App (if not resolved): <ul style="list-style-type: none"> • Go to <i>Settings</i>. • Tap <i>Bluetooth</i>. • Turn <i>Bluetooth Off and On</i>. App/Receiver: If this continues for more than 3 hours, contact Technical Support (see Chapter 16).
Smart Device: In app		No sensor glucose readings	See Chapter 7. Wait up to 2 hours. System is counting down to when you do your startup calibration.

Device	What you see	Problem	What you do
Receiver			



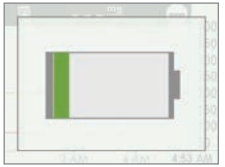
Applicator


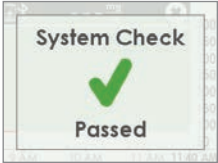
Picture	Problem	What you do
	Can't push in orange button.	After placing on body, make sure safety guard is removed. Fold and break away guard.
	Hurts when the needle fires.	Make sure your application site is not directly over a bone. Use an area of your belly with less scar tissue or irritation.
	Smaller adhesive patch won't come off.	Lift up the tab of the label.


Picture	Problem	What you do
	<p>Transmitter holder won't stick.</p>	<p>See Chapter 6.</p> <p>Put medical tape over transmitter holder's white adhesive patch (e.g., Blenderm).</p> <p>Don't place tape over the transmitter.</p>

Picture	Problem	What you do
	<p>Applicator doesn't come off after pushing button</p>	<p>Don't panic!</p> <p>Remove applicator and adhesive patch:</p> <ol style="list-style-type: none"> 1. Gently pull applicator up until you see adhesive patch 2. Using your finger or thumb, hold front edge of patch and peel from skin 3. While holding adhesive patch's front edge, gently rock back applicator, away from your body. <p>Check insertion site to make sure the sensor isn't left on the skin.</p> <p>Don't try to reuse applicator.</p> <p>Call Customer Service.</p> <ul style="list-style-type: none"> • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200



Hardware Error


Device	What you see	Problem	What you do
Receiver		Won't turn on: Battery dead.	See Chapter 4. Charge <i>receiver</i> using electrical outlet, not computer/laptop. Full charge may take up to five hours.
Receiver		After full charge session: Won't turn on.	See Chapter 4. Reset <i>receiver</i> . Connect <i>receiver</i> to <i>charger</i> . Insert end of paper clip into small circular hole on receiver's back. Push down on paper clip. Receiver will vibrate. Processing screen appears. Charge <i>receiver</i> .
Receiver		Receiver low battery.	See Chapter 4. Charge <i>receiver</i> .

Device	What you see	Problem	What you do
Receiver		Corrupted database.	<p>See Chapter 16.</p> <p>Write down error code. (Screen may show other codes.)</p> <p>Call Technical Support:</p> <ul style="list-style-type: none"> • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200 <p>Notification: Vibrates one time for four seconds and four beeps.</p>
Receiver		System recovery.	<p>See Chapter 16.</p> <p>Do nothing.</p> <p>Receiver is able to continue to work and recover from an error.</p> <p>app: Tap <i>OK</i> to clear Alert.</p> <p>Receiver: Press <i>Select</i> to clear Alert.</p>

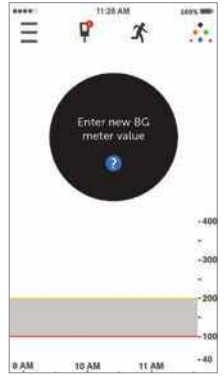

Device	What you see	Problem	What you do
Smart Device: In app		No <i>Bluetooth</i> . No sensor readings, Alarm/Alerts or notifications until error is fixed.	See Chapter 5. Go to smart device's <i>Settings</i> . Make sure <i>Bluetooth</i> is On. If problem persists, please contact device's manufacturer.

Calibration Error

Device	What you see	Problem	What you do
BG Meter		System will not accept calibration if outside of the 40-400 mg/dL range.	See Chapter 7. Wait until your glucose is between 40-400 mg/dL. Calibrate only when your BG meter values are between 40-400 mg/dL.
Smart Device: In app		System didn't accept recent calibration (see Sensor Glucose Readings troubleshooting)	See Chapter 7. app: Tap <i>question mark</i> to get more information. OR Follow instructions


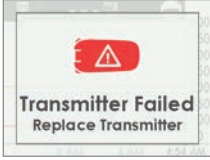
Device	What you see	Problem	What you do
Receiver		<p>for a possible reason).</p> <p>No sensor readings, Alarm/Alerts or notifications until error is fixed.</p>	<p>below.</p> <p>app/Receiver:</p> <p>Wait 15 minutes.</p> <p>Enter 1 calibration.</p> <p>If error screen still appears enter 1 more BG meter value.</p> <p>Wait 15 minutes.</p> <p>If no sensor glucose readings display on the smart device or receiver, the sensor needs to be replaced.</p> <p>Contact Technical Support (see Section 16.1) to report error:</p>


Device	What you see	Problem	What you do
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Device	What you see	Problem	What you do
Smart Device: In app		System didn't accept recent calibration.	<p>See Chapter 7.</p> <p>Wait 15 minutes.</p> <p>Enter 1 BG meter value.</p> <p>Wait 15 more minutes.</p> <p>If error screen still appears enter 1 more BG meter value.</p> <p>Wait 15 minutes.</p> <p>If no sensor glucose readings appear on the display, the sensor needs to be replaced.</p> <p>Call Technical Support (see Section 16.1) to report error:</p> <ul style="list-style-type: none"> • TechSupport@dex.com.com • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200
Receiver			


Transmitter Error

Device	What you see	Problem	What you do
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Device	What you see	Problem	What you do
Smart Device: In App		Transmitter not working.	See Chapter 16. Make sure transmitter is snapped into sensor pod Contact Technical Support:
Receiver		Sensor session automatically stopped. No sensor readings, Alarm/Alerts or notifications until transmitter is replaced	<ul style="list-style-type: none"> TechSupport@dexcom.com Toll free: 1.888.738.3646 Toll call: 1.858.200.0200 Use BG meter for BG reading. You won't get additional Alerts after clearing.

Device	What you see	Problem	What you do
Smart Device: In App		Pairing failed Transmitter and sensor not connected.	See Chapter 6. Sensor may not be inserted correctly. Insert a new sensor. For a replacement,

Device	What you see	Problem	What you do
Receiver		No sensor readings, Alarm/Alerts or notifications until transmitter is paired.	<p>contact Tech Support at:</p> <ul style="list-style-type: none"> • TechSupport@dex.com.com • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200

Device	What you see	Problem	What you do
Smart Device: In App		Transmitter Low Battery	<p>See Chapter 16. Contact Technical Support:</p> <ul style="list-style-type: none"> • TechSupport@dex.com.com • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200

Device	What you see	Problem	What you do
Receiver			













Chapter 19
















Everything Else G5x:

Symbols on Package Labels

The following symbols may be found on the sensor, transmitter, and receiver package labels. These symbols tell you about the proper and safe use of the Dexcom G5x System.

Some of these symbols may not have meaning in your region, and are listed for informational purposes only. This table shows what each symbol means.

	Alternating Current		Authorized Representative in the European Community
	Batch/Lot Number		<i>Bluetooth</i>
	Caution		Class II Equipment
	Date of Manufacture		Direct Current
	Do Not Reuse		Do Not Use If Package Is Damaged
	Electrical Equipment Designed Primarily for Indoor Use		European Union WEEE Directive 2012/19/EU

	Humidity Limitation		Input
	IP22: Protection Against Insertion of Large Objects and Dripping Water		IP28: Protection Against Insertion of Large Objects and Immersion in Water
	Keep Dry		Manufacturer
	Marking Certifies Device Meets European Council Directive 93/42/EEC		MR Unsafe
	Non-Ionizing Radiation	Rx Only	Prescription Required
	Refer to Instruction Manual/Booklet		Serial Number
SB	Ship By Date		Sterile by Radiation
	Temperature Limitation		Type BF Applied Part
	Use By Date		

5

SHARING IS CARING

- Dexcom *Share*[®]

Chapter 20

Sharing is Caring:

Dexcom Share[®]

20.1 Learning About Dexcom Share

Glossary

Airplane Mode	A setting on a smart device where wireless features are disabled in order to comply with airline regulations.
Application or App	A software program, such as the Dexcom G5 Mobile app and the Dexcom Follow app, designed to run on a smart device.
App Store	Internet store for downloading applications to a smart device.
Blood Glucose Meter	A device used to measure how much glucose is in the blood.
BG Value	The measurement of glucose in the blood.
Bluetooth	A wireless technology that allows devices to wirelessly communicate with each other.
Default	A manufacturer's preset option for a device setting.
Delay	Amount of set time that passes before a notification is sent to a Follower.

Dexcom Follow App	Gets the Sharer's glucose information and notification data from the Dexcom <i>Share</i> Cloud.
Dexcom G5 Mobile App	Receives glucose information from the G5x transmitter. Sends glucose information to the Dexcom Cloud using an Internet connection.
Dexcom G5x Sensor	The Dexcom G5x System part that includes an applicator and sensor wire.
Dexcom G5x System	CGM system made of a sensor, transmitter, and smart device/receiver.
Dexcom G5x Transmitter	The G5x System part that wirelessly sends glucose information to the app.
Dexcom <i>Share</i>	A secondary notification system using the following parts: <ul style="list-style-type: none"> • G5x • <i>Bluetooth</i> wireless technology • Sharer's smart device • App • Internet • Follower's smart device • Dexcom Follow app
Dexcom <i>Share</i> Cloud	A secure online storage server where Dexcom <i>Share</i> feature information is stored and then shared with Followers.

Do Not Disturb	A setting on a smart device where all incoming calls, Alerts, and notifications are silenced. Do Not Disturb can be set to specific times and can be set to allow exceptions (people who can disturb you).
Follower	A person that gets the Sharer's shared information in the Dexcom Follow app.
Follow Dashboard®	On the Dexcom Follow app, the Follow Dashboard shows the glucose information of up to five (5) Sharers.
Follower's Smart Device	Runs the Dexcom Follow app.
G5 Mobile/G4 PLATINUM Sensor	G5 Mobile part that includes an applicator and sensor wire.
G5 Mobile System	CGM system made of a sensor, transmitter, and smart device/receiver.
G5 Mobile Transmitter	G5 Mobile part that wirelessly sends glucose information to the G5 Mobile app.
G5 Mobile App	Receives glucose information from the G5 transmitter. Sends glucose information to the Dexcom <i>Share</i> Cloud using an Internet connection.

Hyperglycemia	<p>High BG. Same as “high.”</p> <p>The default High Glucose Alert in the G5x is set to 200 mg/dL.</p> <p>Consult your healthcare professional to determine the appropriate hyperglycemia setting for you.</p>
Hypoglycemia	<p>Low BG. Same as “low.”</p> <p>The default Low Glucose Alert in the G5x is set to 80 mg/dL.</p> <p>Consult your healthcare professional to determine the appropriate hypoglycemic setting for you.</p>
Invite/Follow Invitation Email	<p>An email request for a person to download the Dexcom Follow app and get the Sharer’s shared information.</p>
Jailbroken	<p>The removal of limitations set by the manufacturer on a smart device.</p> <p>Do not use jailbroken smart devices with Dexcom <i>Share</i>.</p>
mg/dL	<p>Milligrams per deciliter. The standard unit of measure for sensor glucose information in the United States.</p>
Mobile Data Connections	<p>Cellular networks, such as 3G, 4G, and LTE™, used by a smart device to access the Internet.</p>
No More Data Notification	<p>Notifies the Follower when the Sharer is unable to share glucose information.</p>

Notification	A visual message that appears on the screen of the Follower's smart device. Notifications may also include a sound, depending on the smart device's settings.
Not Sharing	When the Sharer chooses to temporarily not share glucose data with the Follower.
Obstruction	An object that stops the wireless communication between devices, such as wall thickness or radio waves.
Profile	Located in Follow Dashboard and displays the Sharer's glucose information, trend arrow, and profile picture.
Range	Maximum distance two devices can communicate wirelessly without obstruction.

Real-Time CGM	Data the Sharer receives on the G5 Mobile app. Although your Dexcom Follow app might be similar to what you see on your G5 Mobile app, it cannot be considered real-time because there are layers of communication between the Dexcom G5 Mobile app and the Dexcom Follow app.
Repeat	Amount of time the Follower chooses before he/she wishes to receive a repeat notification.
Sensor Glucose Reading	A glucose measurement taken by the G5x.

Sharer	The person who uses the Dexcom <i>Share</i> app..
Sharing	The act of electronically transmitting glucose information from the Sharer's smart device to the Follower's smart device.
Simultaneous Voice and Data	The ability to make a phone call and access the Internet on the same cellular connection at the same time.
Smart Device	A cordless (unless charging), mobile (easily transportable), connected (via Wi-Fi, 3G, 4G, etc.) electronic device that can operate the G5 Mobile app or the Dexcom Follow app. Examples of smart devices are smartphones or tablets. For a list of compatible smart devices, see dexcom.com/compatibility .
Standard Home Glucose Monitoring	Self-monitoring of BG using blood taken from the finger and a BG meter.
Trend Arrow	The arrow next to the Sharer's glucose value, located on the Sharer's profile on the Dexcom Follow app. This is the same trend arrow that is found on the Dexcom receiver.

Trend Graph	Displays the pattern of the Sharer's glucose information.
Wi-Fi or Wireless Internet	A technology that allows electronic devices to wirelessly access the Internet. These networks can include your home Internet or one found at a public location.

20.2 Dexcom *Share* Overview

Dexcom *Share* is a feature within the G5 Mobile app. It allows for remote monitoring of G5x data from one person, the Sharer, to another person, the Follower.

Dexcom *Share* includes:

- G5x CGM System
- Sharer's smart device
- App
- Internet connection
- Follower's smart device
- Dexcom Follow app

You cannot use the *Share* feature with the receiver.

Once the Sharer activates the *Share* feature in their app, the smart device transfers sensor glucose readings to the Dexcom *Share* Cloud using either Wi-Fi or a cellular data plan. Then, the sensor glucose readings are sent from the Dexcom *Share* Cloud to the Follower's smart device using Wi-Fi or the Follower's cellular data plan.

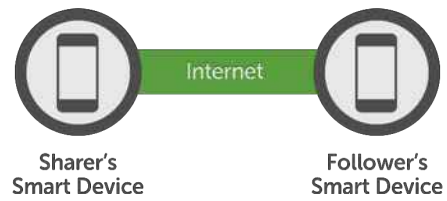










Figure 8. Sharing

The Sharer must be within 20 feet of his/her smart device in order to send data to the Follower or it will not work.

Dexcom Share Parts

	Sharer's smart device* ¹
	Follower's smart device* ¹
	G5 Mobile app
	Dexcom Follow app
	G5x transmitter*
	G5x sensor*
	Internet/Wi-Fi or mobile data service/3G/4G/LTE*
	<i>Bluetooth</i>

* Must be purchased separately.

¹ A list of compatible devices can be found at dexcom.com/compatibility.

Conditions Affecting Use

Once sharing is active, make sure the Sharer's and Follower's smart device settings are not altered.

Make sure the Sharer's and Follower's smart devices have:

- Enough battery power to maintain sharing
- An active Internet connection
- Notifications turned on. If turned off, Follower won't receive any notifications

Dexcom recommends charging the smart device while sharing.

20.3 Risks and Benefits

Risks

Dexcom *Share* is a feature of the G5x. The main risks involved with using the Dexcom *Share* feature are based on misunderstanding its purpose.

Remember that the Dexcom *Share* feature in the G5x is a secondary notification feature, not a real-time remote monitoring system.

With using the Dexcom *Share* feature, there are three distinct parts of glucose monitoring:

1. **BG meter**—use this to make any treatment decisions.
2. **G5x**—Use the G5x to complement, but not replace, information obtained from the BG meter. It detects glucose trends and tracks glucose patterns.
3. **Dexcom *Share***—This is an optional add-on to the G5x that can share glucose information and notifications with up to five (5) other people. Shared sensor glucose readings and information can add another level of awareness.

Using the wrong glucose information for treatment decisions could lead to low or high glucose. BG values from a BG meter may differ from the information displayed on the Dexcom Follow app. All treatment decisions should be made using a BG value from your meter, not the glucose information displayed on the Dexcom Follow app.

Followers who are concerned by notifications on the Dexcom Follow app should contact Sharers and remind them to check their BG with a BG meter before driving a car or making any treatment decisions, such as taking insulin or eating fast-acting carbohydrates.

Sharers should not rely on Followers to notify them about low or high glucose.

Any problems with smart device(s), *Bluetooth*, wireless Internet connection, mobile data connection, Dexcom *Share* Cloud, or not being in the communication range could cause data to not be shared with the Follower. In addition, if the Delay setting is too long, the Follower might not be aware of glucose level changes in a reasonable time. Therefore, the Dexcom *Share* feature should be used only to give a secondary level of awareness and should not be expected to always communicate and transfer sensor glucose readings and information.

Benefits

Patients usually respond when their continuous glucose monitoring (CGM) systems notify them.

However, experts advise that an additional CGM Alert to another person may be helpful in increasing the detection of low glucose or high glucose values, especially at night. The Dexcom *Share* feature enables this additional awareness, even when the Sharer and Follower are not in the same place.

The Dexcom *Share* feature may provide improved quality of life and greater peace of mind to patients, their caregivers, and their support team by allowing the G5x Alerts, Alarms, and trend graphs to be checked remotely.

20.4 Safety Statement

Intended Use

The purpose of Dexcom *Share* Direct Secondary Displays is to notify another person, the Follower, of the patient's Dexcom Continuous Glucose Monitoring (CGM) System sensor glucose information.

The Secondary Displays is intended for providing secondary notification of a continuous glucose monitoring system and does not replace real time

continuous glucose monitoring (G5x) or standard home BG monitoring. The Dexcom *Share* Direct Secondary Displays is not intended to modify or analyze data received from the continuous glucose monitoring system, nor is it intended to instruct, or to transmit information to the continuous glucose monitoring system.

The Dexcom *Share* Direct Secondary Displays is not intended to serve as a replacement for a primary display device for a continuous glucose monitoring system. The Dexcom *Share* Direct Secondary Displays is not intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.

Important User Information

Please review the indications, contraindications, warnings, precautions, cautions and other important information in the G5x user guide. Dexcom *Share* is a feature of the G5x.

If you do not have the G5x user guide, you can view it on dexcom.com or call **1.888.738.3646** to request a copy. Availability hours: Monday-Friday, 6 AM-6 PM PST. Please contact your healthcare professional during hours the line is unavailable.

Contraindications

Do not bring the smart device (e.g., mobile phone, tablet computer) into a room containing medical equipment such as Magnetic Resonance Imaging (MRI), Computed Tomography (CT), or diathermy.

These smart devices have not been tested with this equipment. Exposure to these types of equipment could heat and damage the smart devices so that they are unable to send or receive glucose information.

Warnings

Dosing decisions should not be made based on this device. The user should follow instructions on the continuous glucose monitoring system.

This device is not intended to replace self-monitoring practices advised by a physician. Dexcom *Share* does not work alone. Dexcom *Share* does not

replace G5x and requires *Share* to be turned “On” to communicate glucose information to the Follower.

You cannot use Dexcom *Share* to make treatment decisions, such as how much insulin to take. Dexcom *Share* does not replace a BG meter. Always use the values from a BG meter for treatment decisions.

BG values may differ from the sensor glucose information. Using the sensor glucose information for treatment decisions could lead to low or high BG values.

Precautions

Do not use Dexcom *Share* as the main source of CGM glucose trend information. Use the Dexcom receiver as the main device to track sensor glucose information, notifications and Alarms.

At times, the patient will be unable to share data using Dexcom *Share*, and the Follower might miss helping the patient in the event of low or high BG values. Do not rely solely on the Follower to notify the patient of low or high glucose events or other important information. At times, the Follower may not receive data, and the patient will not be notified of this fact.

When using Dexcom *Share*, make sure *Share* is turned “On.” If not, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high BG values. If the patient’s smart device does not have a connection or loses the connection, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high BG values.

Do not use Dexcom *Share* unless both the patient’s and Follower’s smart devices have active Internet connections in order to share data. If either the patient or the Follower does not have a connection, loses their connection, turns off the connection (“Airplane Mode”) or if the smart device is in Do Not Disturb mode, the patient will be unable to share data and the Follower might miss helping the patient in the event of low or high BG values. To check this, make sure that the Follower’s smart device can receive text messages. Follow notifications and text messages work by a similar process.

Make sure the patient’s and Follower’s smart devices have charged batteries or are connected to electrical outlets. If the smart device shuts down due to

low battery, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high BG values.

If the patient's smart device is powered off or restarted, make sure the app is reopened after the smart device is turned back on in order to resume sharing. If the app is not reopened, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high BG values.

Do not turn off sounds in the Follower's smart device at any time that he or she wants Follow notifications to be heard. The smart device settings override the Dexcom Follow app, and all notifications will be silent even if the Follower has selected a Dexcom Follow app notification sound. If the smart device has a vibrate feature and vibrate is On, the Dexcom Follow app notifications will only vibrate.

Check the delay settings on the patient's smart device to make sure they are not too long. The Follower will not receive notifications until after the time period in the delay has passed, and the Follower might miss helping the patient in the event of low or high BG values if the delay is too long.

The patient should not choose to "Not Share" with the Follower at any time when he or she wants the Follower to get notifications. During the time the patient chooses to "Not Share," the Follower will not receive notifications and might miss helping the patient in the event of low or high BG values.

Check the Dexcom Follow app's trend graph if the Follower's smart device has been off or if there is no data connection (for example, Internet/Wi-Fi or mobile data service/3G/4G/LTE is lost, connection is turned off in Airplane Mode, or smart device touch is placed in Do Not Disturb mode). When the smart device is turned back on, the Follower will only receive the most recent notification and might miss helping the patient in the event of prior low or high BG values.

Sharers and Followers should check whether their cellular service carriers support voice and data at the same time (simultaneous voice and data). If their carriers do not support simultaneous voice and data, the app may not be able to share glucose readings and the Dexcom Follow app may not be able to receive notifications or glucose readings during phone calls. Dexcom *Share* will resume sharing after the phone call has ended, and the Follower will receive any waiting notifications after the phone call has ended.

20.5 Setting Up Dexcom *Share*

Dexcom *Share* Description

What Dexcom *Share* does:

- Connects your smart device with your Follower's smart device via either a Wi-Fi or mobile data connection (connect to Wi-Fi through a secured network to maintain data security)
- Invites and sends Followers your setting recommendations
- Displays the status of your smart device, and the Dexcom *Share* Cloud
 - Confirms your sensor glucose readings are being shared with your Follower(s)

What Dexcom *Share* does not do:



- Lets you know when the Follower is not receiving your sensor glucose readings and information

Tips

- Read the rest of the G5x user guide before using Dexcom *Share*
- Always confirm information with a BG meter before making treatment decisions
- Check the status screen after turning Dexcom *Share* "On" on the smart device to make sure it is working

Installing the App

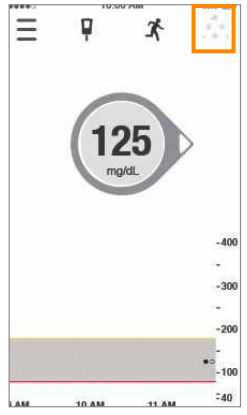

Step	What you see	What you do
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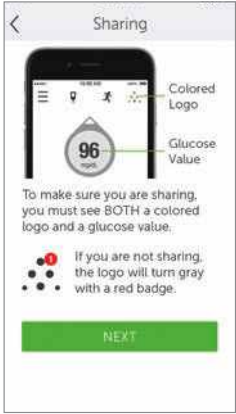
Step	What you see	What you do
1		<p>Download the G5 Mobile app from your app store.</p> <p>See your smart device's user manual for instructions.</p> <p>Download the app to use Dexcom <i>Share</i>.</p>
2		<p>Launch the app.</p> <p>Set up your smart device (see Chapter 5) before sharing.</p> <p>Once your app has been set up, activate Dexcom <i>Share</i>.</p>


A series of screens walk you through the Dexcom *Share* features, highlighting important information.

Activating Your Share Feature


Step	What you see	What it means	What you do
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Step	What you see	What it means	What you do
1		<p>Activates Dexcom <i>Share</i>.</p> <p>If Dexcom <i>Share</i> icon is gray, your <i>Share</i> feature has not been turned on.</p>	<p>Tap <i>Dexcom Share icon</i> in the upper right corner of your smart device's home screen.</p>
2		<p>Dexcom <i>Share</i> Welcome Screen.</p>	<p>Read screen.</p> <p>Tap <i>Next</i> when done.</p>


Step	What you see	What it means	What you do
3		<p>Message about Internet access.</p>	<p>Tap <i>Next</i>.</p>
4		<p>How to know you are sharing your data.</p>	<p>Tap <i>Next</i>.</p>


Step	What you see	What it means	What you do
5		How to know your Follower is not getting your sensor data.	Tap <i>Let's Get Started</i> to move on and invite your Followers.



Inviting Followers

Step	What you see	What you do
1		Tap <i>Invite Followers</i> to set up your Followers.

Step	What you see	What you do
2		<p>Enter the Follower's nickname and email address.</p> <p>Confirm Follower's email address.</p> <p>The Follower will get a Follow Invitation email.</p> <p>Make sure the Follower can access this email account from their smart device.</p> <p>Tap Next.</p>

Step	What you see	What you do
3		<p>Slide <i>Allow Trend Graph View's On/Off switch</i> if you want Follower to see your trend graph.</p> <p>Tap <i>Next</i>.</p> <p>Turned Off: Follower sees only your sensor glucose reading and trend arrow.</p> <p>Turned On: Follower sees your sensor glucose reading, trend arrow, and trend graph.</p>

Step	What you see	What you do
4		<p>Choose if your Follower gets your Urgent Low, Low, and High Glucose Alarm/Alerts.</p> <p>Choose if you want your Follower to get notifications if they are not receiving your sensor glucose readings.</p> <p>Select what Alarms/Alerts your follower gets and how long you are low/high or not sharing data (for example, if you want your Follower to know when your glucose is above 200 mg/dL for more than 2 hours, you can set up notifications in the Follower's Settings menu).</p> <p>Tap Save for each Follower Setting "Save."</p> <p>Tap Next when done.</p>

Step	What you see	What you do
5		<p>Before Follower invitation is sent, review the Summary screen.</p> <p>Tap <i>Send Invitation</i>.</p> <p>After sending invitation, you cannot adjust the Follower's settings.</p>
6		<p>To add more Followers:</p> <p>Tap <i>Followers</i> on the <i>Share Status</i> screen.</p> <p>Invite up to a total of five (5) Followers.</p>

20.6 Using Dexcom Share

Dexcom Share Status

You can look at the Dexcom *Share* icon on your home screen to see if Dexcom *Share* is working. After turning Dexcom *Share* on, check its status.

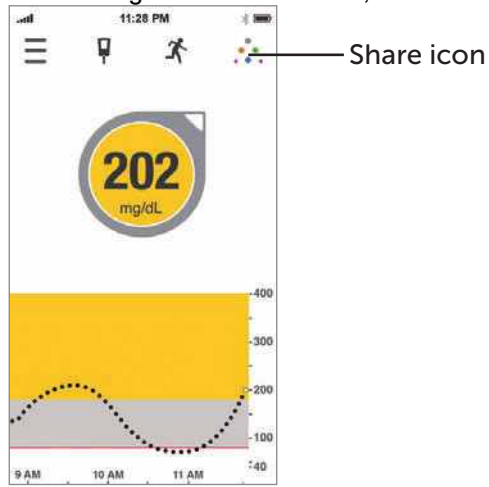





Figure 9. *Share* Status

Dexcom *Share* Status Icons

Status tab	What it is
	The <i>Share</i> icon is in color when Dexcom <i>Share</i> is sending sensor glucose readings and information.

Status tab	What it is
	<p>The <i>Share</i> icon is dark gray with a red circle when Dexcom <i>Share</i> is not working.</p> <p>The Sharer should tap on the dark gray <i>Share</i> icon when <i>Share</i> is not working to get further information about the error.</p>
	<p>The <i>Share</i> icon is light gray when Dexcom <i>Share</i> has not been activated.</p> <p>The Sharer should tap the light gray icon to get started using Dexcom <i>Share</i>.</p>

When a device or connection is not working, Dexcom *Share* will not work. The Sharer will not be able to send sensor glucose readings and data to Follower(s).

Troubleshooting Status Issues

The Dexcom *Share* status bar is a useful tool. It can help identify if there is a problem and Dexcom *Share* is not working. The following table provides troubleshooting tips for the *Share* status bar.

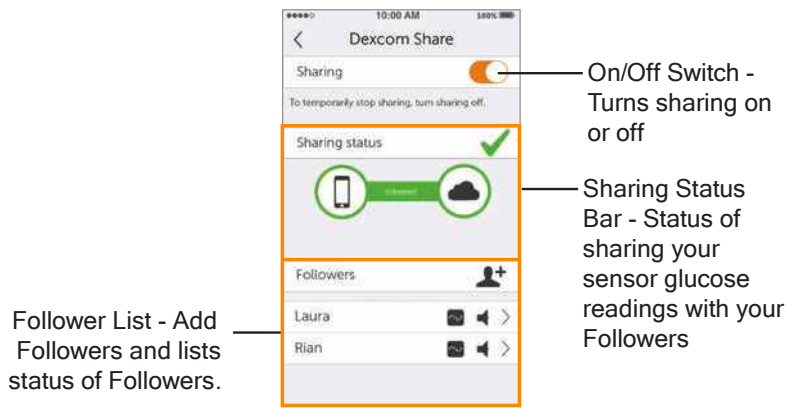
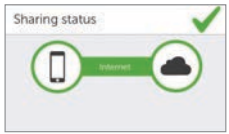



Figure 10. Dexcom Share Screen

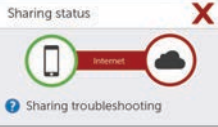
NOTE: Whether or not Dexcom *Share* is working and the Followers are receiving glucose Alarm/Alerts, you must always refer to your G5x display device for your sensor glucose readings and Alerts.

All treatment decisions must be based on your BG value from your BG meter.

Dexcom *Share* Status Issues

What you see	What it means	What you do
	<p>Green check mark: All connections are working.</p>	<p>N/A.</p>

What you see	What it means	What you do
 <p>The image shows a 'Sharing status' dialog box with a red 'X' in the top right corner. Inside the dialog, there is a smartphone icon on the left and a cloud icon on the right, connected by a green line. The smartphone icon is circled in red, and the cloud icon is circled in green. Below the icons, there is a blue question mark icon and the text 'Sharing troubleshooting'.</p>	<p>Issue with:</p> <ul style="list-style-type: none"> • Sharer's CGM data • Sharer's smart device 	<p>The Sharer should:</p> <ul style="list-style-type: none"> • Verify there is a glucose value on the smart device • Be sure the transmitter is in range of the smart device • Tap on blue “?” to learn more about how to troubleshoot this issue • Allow up to 10 minutes for their status to turn green and a green check mark to appear <p>If the Sharer continues to see this, the Sharer should turn off <i>Share</i> and then turn it back on.</p>

What you see	What it means	What you do
 <p>The image shows a 'Sharing status' dialog box with a red 'X' in the top right corner. It contains a green circle with a smartphone icon on the left and a red circle with a cloud icon on the right, connected by a red line labeled 'Internet'. Below this is a blue question mark icon and the text 'Sharing troubleshooting'.</p>	<p>Issue with:</p> <ul style="list-style-type: none"> • Sharer's Internet connection • Dexcom <i>Share</i> Cloud 	<p>The Sharer should:</p> <ul style="list-style-type: none"> • Verify their Wi-Fi or cellular connection is ON • Be sure they are in an area that has cellular reception • Not be on a voice call • Be sure they can access the web via a browser • Check later or follow up with their Internet connectivity provider • Tap on blue “?” to learn more about how to troubleshoot this issue



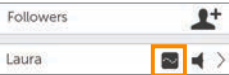
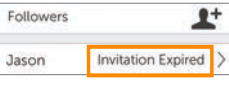

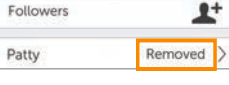
Followers List

The Followers list allows the Sharer to manage his/her Followers.

In the Followers list the Sharer can:

- Invite a new Follower
- See the status of Followers that have been invited
- Glance at what options the current Followers have

Icon/Status

What you see	What it means
	Invite a new Follower.
	Follower is set to get notifications from Sharer.
	Follower is able to view Sharer's trend graph.
	<p>Follower did not accept Sharer's Follow Invitation email within 7 days.</p> <p>Sharer can invite Follower again by tapping on the + icon in the top right corner of the screen.</p>
	Follower has been sent a Follow Invitation email but has not accepted it yet.
	<p>Sharer stopped sharing with Follower.</p> <p>Follower will not get any of the Sharer's glucose information, Alarm/Alerts, or trend graph updates.</p>

Editing/Removing Followers

Tap on a Follower to edit the Follower's profile (nickname or ability to view trend graph) or remove a Follower. Remove a Follower by tapping "Remove Follower." Once removed, the Follower won't get glucose information or Alarm/Alerts.

NOTE: The Sharer cannot change any Follower settings after the Follow Invitation email has been sent.

Stop Sharing

The Sharer can swipe the On/Off switch to temporarily stop glucose information and Alarm/Alerts from being sent to Followers. Sharing stops until the Sharer turns the On/Off Switch back on.

For reasons of safety and intended use, the Follower will get a message telling them the Sharer's data was set to *Not Sharing*. The Follower's dashboard will show the Sharer has stopped sharing glucose information.

20.7 Dexcom Follow App

Dexcom Follow App Description

The Dexcom Follow app is a separate app from the G5 Mobile app. Your Followers only need to download and install the Dexcom Follow app.

What the Dexcom Follow App does:

- Allows Follower to view Sharer's glucose information
- Allows Follower to get Alarm and Alerts
- Allows Follower to view Sharer's trend graph

What the Follower app does not do:

- Provide treatment advice
- Interact with the G5 Mobile app

Receiving Dexcom Follow Invitation Email

After getting the Sharer's Follow invitation by email, the Follower sets up his/her smart device.

Glucose Alarm and Alerts

A glucose notification is a visual message saying "Glucose notification from [Sharer's name]" that appears on the screen of the Follower's smart device. The notification may include sounds, depending on the smart device's settings.

Types of notifications the Follower gets:

- Low Sensor Glucose Reading
- Urgent Low Glucose Alarm (< 55 mg/dL)
- High Sensor Glucose Reading

Followers can change some of the initial settings to fit their needs. Followers cannot change the Sharer's permission settings to see the trend graph.

Sharer Status Changes That Notify the Follower

Some Sharer status changes will notify the Follower:

- **Not Sharing**—Sharer decides to temporarily stop sharing
- **Removed by Sharer**—Sharer removes Follower
- **No More Data**—Active glucose sharing is stopped for any reason, other than the Sharer turning Share "Off"
 - Follower should contact Sharer for more information about the data interruption

The Follower Dashboard



If the Sharer doesn't allow the Follower to see the trend graph, he/she will only see the glucose reading and trend arrow.

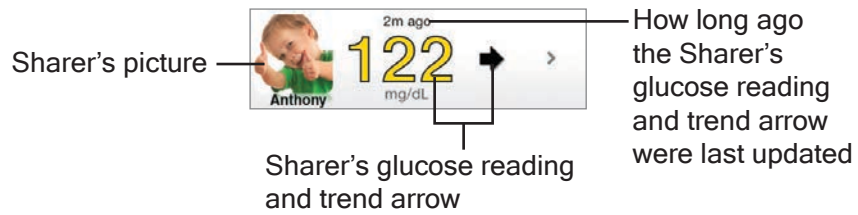
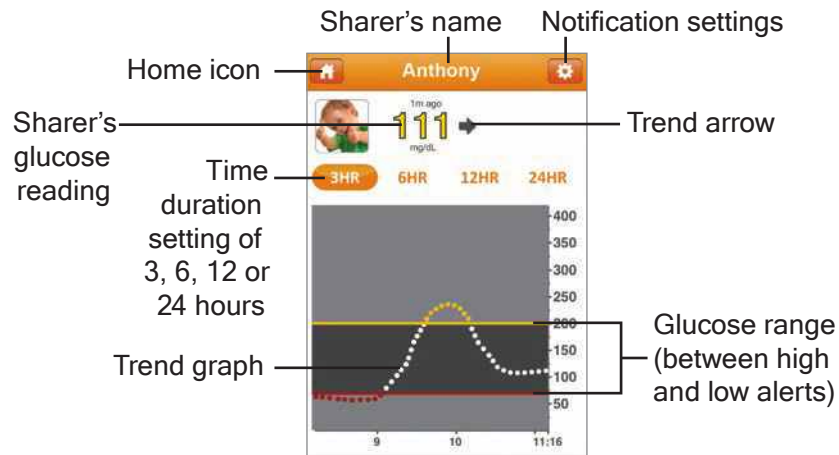


Figure 12. Follower Information

If you choose to have your Followers see your trend graph, they see:



20.8 Troubleshooting

Dexcom *Share* Troubleshooting

Troubleshooting Status—See the Troubleshooting Status Issues portion of Section 20.6.



Figure 14. Sharing Status Troubleshooting

Sharing Checklist

To share, make sure:

- Your smart device works with the G5 Mobile app
 - To see a list of supported smart devices and operating systems, go to: dexcom.com/compatibility
- The app is open or running in the background
- Your smart device has an active Internet connection (Wi-Fi, 3G, 4G, LTE)
 - Check to see if the Internet connection is working by trying to open a web page on the smart device
- If on a phone call using your smart device, your CGM information may not upload into the *Share* Cloud while on your call
- Airplane Mode is turned off
- Do Not Disturb is turned off
- Smart device sound is on in order to hear notifications
- Smart device is sufficiently charged or charging
- Smart device is within 20 feet of the transmitter
- Smart device has 35 MB of available memory
-

Refer to the smart device user manual for further instructions.

Tips

- Read the G5x user guide before using the Dexcom *Share* feature
- Always confirm information with a BG meter before you make treatment decisions

| Sample Index (note, pagination is wrong)

A

A

Adhesive

- Adhesive won't stick 51
- Optional use 30

Alarm or Alerts

- Change Low/High Alerts 44
- Rise Rate, Fall Rate, and Signal Loss Alerts 44
- Urgent Low Glucose Alarm 44

App

- Enter Initial BG Meter Values 22
- Enter Update Calibration 23
- Install App 21
- View Home Screen 24

B

Benefits 15

C

Calibration

- Entering initial BG in app 22
- Enter update BG readings in app 12 Hours 23
- Tips for Entering BG Meter Values 23

- Warning and Precautions 6
- Change Low/High Alerts 44
- Choose Display Device 18
- Components
 - Applicator and Sensor 17
 - Display Devices 17
 - Transmitter 17
- Customer Service 60

E

- Ending Sensor Session Early 42
- End Sensor Session 40
- Enter Initial BG Meter Values 36

F

- Fall Rate 44
- Fingerstick 7

H

- Hourglass 46

I

- Indications for Use 5
- Install App 21

M

- MRI/CT/Diathermy 5

P

Precautions 7, 8, 10, 11, 13

Q

Question Marks 46

R

Receiver

- Confirm Transmitter and Receiver Communication 35
- Ending Sensor Session Early 43
- Enter BG Meter Values Every 12 Hours 37
- Enter Initial BG Meter Values 36
- Receiver Setup 27
- Set Up Alert Sounds 34
- Start Sensor 33
- Trend Arrows 39
- View Receiver Trend Screen 38

Rise Rate 44

Risks and Benefits

- Benefits 15
- Risks 14

S

Safety Statement

- Calibration Warning and Precautions 6
- Contraindications 5
- Indications for Use 5

- Receiver Warning and Precaution 11
- System Precautions 10
- Transmitter Warnings and Precautions 9

Sensor

- Ending Sensor Session Early 43
- End Sensor Session 40
- Insert Sensor 29

Signal Loss 44

System Overview

- Choose Display Device 18
- Components 17
 - Applicator and Sensor 17
 - Display Device(s) 17
 - Transmitter 17

T

Training Options 4

Transmitter

- Attach Transmitter 32
- Errors 49
- Remove 40

Travel 58

Trend Arrows

- App 25
- Receiver 39

Trend Graph

- App 25
- Receiver 39

Troubleshooting

- Adhesive 51

Applicator 52
Calibration Errors 48
Sensor Glucose Readings 45
Transmitter Errors 49

U

Urgent Low Glucose Alarm 44

W

Warnings 6, 8, 9, 12, 13

Warranty

Receiver Warranty Information 53
Transmitter Warranty Information 55

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