



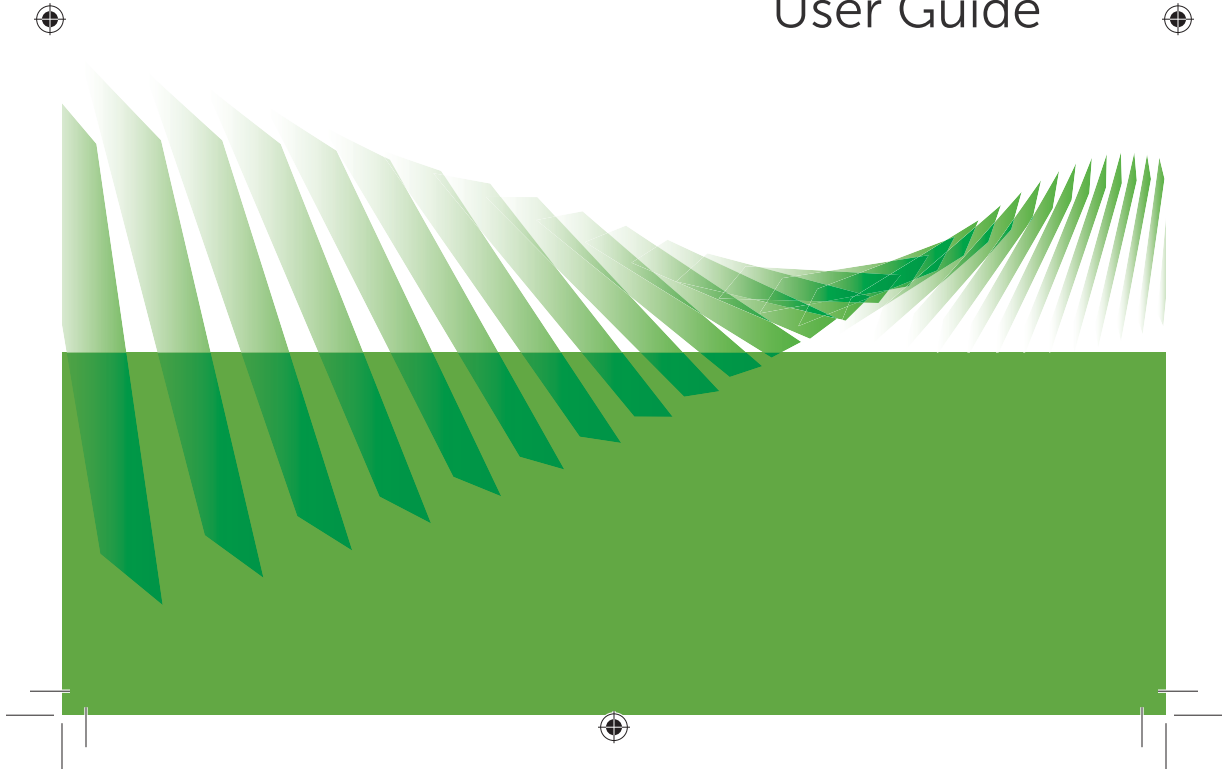
ATTACHMENT 1



dexcom | G5[®]
mobile

CONTINUOUS GLUCOSE MONITORING SYSTEM

User Guide





IMPORTANT USER INFORMATION

Failure to use the Dexcom G5 Mobile CGM System and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from your Dexcom G5 Mobile CGM System do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate.

Please review the product instructions before using the Dexcom G5 Mobile CGM System. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G5 Mobile CGM System. Discuss with your healthcare professional how you should use the information displayed on the Dexcom G5 Mobile System to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G5 Mobile CGM System and on the performance characteristics of the system.



Emergency Phone Number: _____



Your Healthcare Professional: _____

Your Receiver Serial Number: _____

Your Transmitter Serial Number: _____

Dexcom® Technical Support/Patient Care Team: **1.877.738.3646** _____

Dexcom Website: dexcom.com _____

Nearest Hospital: _____

Dexcom®





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GETTING STARTED

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



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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.
Accessories/ Accessory Devices	Wearable smart devices used with the Dexcom G5 to add mobility to the system. An example of an accessory device is the Apple Watch®.
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. 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 G5 Mobile app was developed as a display for continuous glucose monitoring. It may also be referred to as the Dexcom CGM app, or the app.
Apple Watch	A specific smart watch that is compatible with iPhones only. The Apple Watch is considered an accessory device, as it requires an active connection with the iPhone to have full functionality. Also see the Accessory Device and Smart Watch entries in this glossary.
Blood Glucose (BG) Value	BG is an abbreviation of blood glucose. Blood glucose 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	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. 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.
Continuous Glucose Monitoring (CGM)	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.
Contraindication	A safety statement outlining specific situations where the Dexcom G5 should not be used because it may be harmful to you. The risk of use clearly outweighs any possible benefit.
eBook	An electronic version of a printed book that can be read on a computer or handheld device designed specifically for this purpose.
Hyperglycemia	High blood glucose. Same as "high" or high blood sugar. Hyperglycemia is characterized by an excess of glucose in the bloodstream. It's important to treat hyperglycemia. If left untreated, hyperglycemia can lead to serious complications. The default high alert in the Dexcom G5 is set to 200 mg/dL. Consult your healthcare professional to determine the appropriate hyperglycemia setting for you.
Hypoglycemia	Low blood glucose. Same as "low" or low blood sugar. Hypoglycemia is characterized by a low level of glucose in the bloodstream. It's important to treat hypoglycemia. If left untreated, hypoglycemia can lead to serious complications. The default low alert in the Dexcom G5 is set to 80 mg/dL. Consult your healthcare professional to determine the appropriate hypoglycemia setting for you.



Indications	A condition making a particular treatment or procedure advisable. How, for what purposes, and under what circumstances you should use the Dexcom G5. Indications let you know who should use the Dexcom G5 and when.
IP	The International Electrotechnical Commission (IEC) is a nonprofit, non-governmental, international organization created to produce safety standards for electronics. One of the safety standards is the Ingress Protection (IP) Marking, which classifies and rates how protected an electronic device is against dust, water, accidental contact, etc. IP ratings are numerical, with the number based on the conditions the electronic device comes across. 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.
Jailbroken	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. Do not use, install, or run the G5 Mobile app on a jailbroken smart device. The app may not work correctly on a jailbroken smart device.
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 Dexcom G5.
Safety Statement	A statement of the intended uses of Dexcom G5 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	An electronic, mobile device that can wirelessly connect to networks over Wi-Fi or a cellular data connection (3G, 4G, etc.). Examples of smart/mobile devices are smartphones and tablets.
Smart Watch	A watch that communicates with and extends a smart device. These devices typically require a smart device connection for full functionality. An example is the Apple Watch. Also see the Apple Watch and Accessory Device entries in this glossary.
Stacking Insulin	Taking a dose of insulin soon after your most recent dose. This can result in low blood sugar. Doesn't apply to taking insulin doses to cover what you just ate.
Today View	A feature found on iOS smart devices used to quickly access information from any activity or from the lock screen. Access by swiping down from the top edge of your device.
Warning	A safety statement letting you know the following feature has important hazard information. Describes serious and life-threatening circumstances of using the Dexcom G5, their consequences, and how to avoid the hazard.



Chapter 1

Getting Started:

Beginning Your Dexcom G5 Mobile® Continuous Glucose Monitoring System Journey

1.1 Introduction

Welcome to the Dexcom G5 family!

We are excited you chose us as a partner in your journey to manage your diabetes. As a continuous glucose monitoring (CGM) device, the Dexcom G5 Mobile® CGM System (Dexcom G5) allows you to break free from constant fingersticks. But how do you use the Dexcom G5? 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 Dexcom G5
- Find step-by-step instructions for the Dexcom G5
- 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 Dexcom G5. 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 Dexcom G5 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 Dexcom G5:

Dexcom G5 Mobile System User Guide

Beginning Your Dexcom G5 Mobile Continuous Glucose Monitoring System Journey

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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 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**, **click Tutorials**.

Once you have viewed the online tutorials you should be pretty comfortable with what CGMs do and how the Dexcom G5 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



Paper Based Resources

Getting Started Guide

The Dexcom G5 Getting Started Guide (GSG) complements the tutorials by providing in a booklet form the same step-by-step instructions seen in the app.

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

Accessing the GSG:

- Booklet in the receiver package

Both the tutorial and the GSG give you the basics in getting started with your Dexcom G5. But what if you want more detailed information?

User Guide

Your Dexcom G5 encyclopedia!

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 visit dexcom.com/guides

The Dexcom G5 User Guide is grouped into six separate parts:

Part 1: Getting Started

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

Part 2: Let's G5! The Basics

- Introduction to the Dexcom G5 Mobile CGM System
- Initial Setup
- Starting a Sensor Session: Inserting the Sensor and Attaching the Transmitter
- Calibration
- Ending a Sensor Session and Transmitter Session



Part 3: Next Steps: Getting the Most out of Your Dexcom G5

Once you are up and running, how you can maximize the Dexcom G5 features:

- Reading Trend Graph Screens and Recognizing Trends
- Events
- Alarm and Alerts
- Sounds for Alarm, Alerts, and System Messages
- Using Dexcom G5 for Treatment Decisions

Part 4: Everything Else G5

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

At the end of your Dexcom G5 user guide is the user guide for Dexcom Share®, a remote monitoring system.

Part 5: Sharing Is Caring

- Dexcom Share

Part 6

- Index for Dexcom G5 and Dexcom Share

How to Use Your User Guide

All chapters in the Dexcom G5 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, it shows 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 and for reordering supplies.

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

Or, if you prefer, the G5 Mobile 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 real-time CGM in your diabetes management
- Find step-by-step instructions for the Dexcom G5
- 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 Dexcom G5 safely.



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Chapter 2

Getting Started:

Indications for Use and Safety Statement

2.1 Introduction

We want the Dexcom G5 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 that 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

Please review the instructions before using the Dexcom G5 System. This chapter is important to read. It helps you use the Dexcom G5 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, then look at a Safety Statement example used throughout the user guide, and then review the Safety Statements.



Safety Statement

A Safety Statement is a brief statement of the Dexcom G5 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 Dexcom G5:

Indications

How, for what purposes, and under what circumstances you should use the Dexcom G5. Indications let you know who should use the Dexcom G5 System and when.

Contraindications

Contraindications let you know when not to use the Dexcom G5. If used during these situations, you may hurt yourself or the system; the risk of use clearly outweighs the benefit.

Warning

Important hazard information: Describes serious or life threatening circumstances to stay away from while using the Dexcom G5, their consequences, and how to avoid danger.

Precaution

Special steps you need to take while using the Dexcom G5, preventing minor or moderate injury to either you or the system.

2.3 Safety Statements

This user guide presents Safety Statements 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 beginning 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
 - **Indication-Green**
 - **Contraindication-Purple**
 - **Warning-Red**
 - **Precaution-Blue**

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 a severe low or high glucose event or making a treatment decision that results in injury.

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.

Indications and Contraindications

Indications for Use

The Dexcom G5 Mobile Continuous Glucose Monitoring System (Dexcom G5) is a glucose monitoring system indicated for the management of diabetes in persons age 2 years and older. The Dexcom G5 is designed to replace fingerstick blood glucose testing for diabetes treatment decisions.

Interpretation of the Dexcom G5 results should be based on the glucose trends and several sequential readings over time. The Dexcom G5 also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments.

The Dexcom G5 is intended for single patient use and requires a prescription.

Important User Information

Failure to use the Dexcom G5 and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from your Dexcom G5 do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate.

Please review the product instructions before using the Dexcom G5. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G5. Discuss with your healthcare professional how you should use the information displayed on the Dexcom G5 to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G5 and on the performance characteristics of the system.





Contraindications



MRI/CT/ Diathermy

Remove the Dexcom G5 sensor, transmitter, and receiver before Magnetic Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

The Dexcom G5 has not been tested during MRI or CT scans or with diathermy treatment. The magnetic fields and heat could damage the components of the Dexcom G5, which may cause it to display inaccurate blood glucose readings or may prevent alerts.

Medications

Taking medications with acetaminophen while wearing the Dexcom G5 may inaccurately raise the glucose readings generated by the Dexcom G5. The level of inaccuracy depends on the amount of acetaminophen active in your body and is different for each person. Do not rely on continuous glucose monitoring (CGM) data produced by the Dexcom G5 if you have recently taken acetaminophen.

Warnings

Sensor Fractures

Do not ignore sensor fractures. Sensors may fracture or detach from the sensor pod on rare occasions. If a sensor breaks and no portion of it is visible above the skin, do not attempt to remove it. Seek professional medical help if you have symptoms of infection or inflammation—redness, swelling, or pain—at the insertion site. If you experience a broken sensor, please report this to our Technical Support department at **1.888.738.3646** (toll free) or **1.858.200.0200**.

Do Not Use Damaged Goods

If the Dexcom G5 receiver or Dexcom G5 transmitter is damaged or cracked, do not use it. This could create an electrical safety hazard causing possible electrical shocks resulting in injury. In addition, a damaged or cracked Dexcom G5 receiver or Dexcom G5 transmitter may cause the Dexcom G5 System not to function properly.

Choking

Do not allow young children to hold the sensor or transmitter without adult supervision. The sensor and transmitter include small parts that may pose a choking hazard.



Warnings (continued)

The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

Review Training Materials

Thoroughly review the training materials included with your Dexcom G5 before use. Incorrect use of the Dexcom G5 could lead you to misunderstand information produced by the system or might affect the system's performance.

Diabetes Treatment Decisions

If your Dexcom G5 does not display a sensor glucose reading and an arrow or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.

Do Not Ignore Low/High Symptoms

Do not ignore symptoms of low or high glucose. If your glucose alerts and readings do not match your symptoms or expectations, you should obtain a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions or seek immediate medical attention.

Who Should Not Use

The Dexcom G5 was not evaluated or approved for the following persons:

- Pregnant women
- Persons on dialysis

Do not use the Dexcom G5 Mobile CGM System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect performance of the system. Sensor glucose readings may be inaccurate in critically ill patients.

The Dexcom G5's accuracy has not been tested in people within these groups and the system's glucose readings may be inaccurate.

Calibrate on Schedule

Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration.



Warnings (continued)

The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

Placement

Do not insert the sensor component of the Dexcom G5 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 Dexcom G5 is not approved for other sites. If placed in other areas, the Dexcom G5 may not function properly.

Initial Calibration: Data/Alarm/Alert

Do not expect sensor glucose readings or Alarms/Alerts from the Dexcom G5 until after the 2-hour startup. The Dexcom G5 will NOT provide any sensor glucose readings or Alarms/Alerts until after the 2-hour startup ends AND you complete the startup calibration. Use fingerstick glucose values from your blood glucose meter during the 2-hour startup.

Sensor Storage

Store the sensor at temperatures between 36° F – 77° F for the length of the sensor's shelf life. You may store the sensor in the refrigerator if it is within this temperature range. The sensor should not be stored in the freezer.

Storing the sensor improperly might cause the sensor glucose readings to be inaccurate.

Smart Device Settings

Your smart device's internal settings override any G5 Mobile app setting. In addition, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alarm, Alert, and notification settings.

To receive Alarm or Alerts you must:

- Make sure the notifications for the G5 Mobile app are turned on in the setting's menu of your smart device
- Check that the G5 Mobile app hasn't been shut down by your smart device
- Turn on *Bluetooth* on your smart device
- Turn off the Do Not Disturb feature on your smart device (if available)



Warnings (continued)

The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

- Restart the G5 Mobile app after your smart device is restarted
- Set the volume on your smart device at a level you can hear
- Always run the app in the background; do not close the G5 Mobile app
- Make sure accessory devices do not override your smart device settings

If the settings on your smart device are incorrect, your Dexcom G5 may not function properly.

The Dexcom G5 Alarm/Alert vibrations are not any different from other vibrating apps on your smart device. Medical device apps, like the G5 Mobile app, do not have any special priorities over your smart device's features. You cannot determine if a vibration is a notification from your G5 Mobile app or another app. The only way to know is to look at the screen.

Missed an Alarm or Alert?

An Alarm or Alert from the G5 Mobile app cannot 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 from the Dexcom G5.

Precautions

Sensor Package

Do not use the Dexcom G5 sensor if its sterile package has been damaged or opened. Using a non-sterile sensor might cause infection.

Clean and Dry Before Using

Do not open the sensor package until you have washed your hands with soap and water, and let them dry. You may contaminate the insertion site and suffer an infection if you have dirty hands while inserting the sensor.

Do not insert the sensor until you have cleaned the skin near the insertion site with a topical antimicrobial solution, such as isopropyl alcohol, and allowed the skin to dry. Inserting into



Precautions *(continued)*

The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

unclean skin might lead to infection. Do not insert the sensor until the cleaned area is dry so the sensor adhesive will stick better.

Reusable: Don't Throw Away

Do not discard your transmitter. It is reusable. The same transmitter is used for each session until you have reached the end of the transmitter's battery life.

Be Accurate, Be Quick

To calibrate the system, enter the exact blood glucose value displayed on your blood glucose meter within five minutes of a carefully performed fingerstick glucose measurement.

Do not enter Dexcom G5 sensor glucose readings for calibration. Entering incorrect blood glucose values, blood glucose values obtained more than 5 minutes before entry, or sensor glucose readings might affect sensor performance.

Treatment Decisions

Make diabetes treatment decisions based on the combination of the sensor glucose reading, trend arrow, and/or actionable alerts generated by the Dexcom G5.

Expiration Date

Do not use Dexcom G5 sensors beyond their expiration date. Before inserting a sensor, confirm the expiration date that is listed on the package label in the following format: YYYY-MM-DD.

Do not use sensors that are beyond their expiration date, because the sensor glucose readings might not be accurate.

Sensor Placement

Avoid using the same spot repeatedly for sensor insertion. Rotate your sensor placement sites, and do not use the same site for two sensor sessions in a row. Using the same site might cause scarring or skin irritation.

Avoid inserting the sensor in areas that are likely to be bumped, pushed, or compressed or areas of skin with scarring, tattoos, or irritation as these are



Precautions (continued)

The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

not ideal sites to measure glucose. Insertion in these areas might affect sensor accuracy.

Avoid injecting insulin or placing an insulin pump infusion set within three inches of the sensor. The insulin might affect sensor performance.

Use Correct Transmitter, Receiver, and Sensor

Different generations of Dexcom CGM System transmitters and receivers are not interchangeable with each other.

The Dexcom G5 transmitter and receiver are not compatible with the Dexcom G4 PLATINUM CGM System transmitter and receiver. The Dexcom G5 will not work if you mix the transmitter and receiver from different generations.

You can use a Dexcom G4 PLATINUM sensor with the Dexcom G5 System. Before using the sensor, make sure the sensor label says “Dexcom G5 Mobile/G4 PLATINUM Sensor” or “Dexcom G4 PLATINUM Sensor.”

Communication Range

Avoid separating the transmitter and receiver by more than 20 feet. The transmission range from the transmitter to the receiver is up to 20 feet without obstruction. Wireless communication does not work well through water so the range is much less if you are in a pool, shower, etc.

Types of obstruction differ and have not been tested. If your transmitter and receiver are farther than 20 feet apart or are separated by an obstruction, they might not communicate or the communication distance may be shorter.

Setting Alarm/Alert Notifications

When using both a receiver and a smart device with your Dexcom G5, 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 Alert.

Using an accessory device (like a smart watch) might override your smart device sounds. Alarm 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 Alarm or Alerts on the smart device.



Precautions *(continued)*

The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

Is It On?

If the receiver or smart device is turned off (Shut Down), it will not display sensor data, information, Alarm or Alerts generated by the Dexcom G5. Make sure the display devices are turned on; otherwise you won't get sensor glucose readings or Alarm or Alerts.

Keep Receiver Dry

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

If water gets into the USB port, the receiver could become damaged and stop displaying readings or providing alerts.

No Alternative Site Testing

Do not use alternative site blood glucose testing (blood from your palm or forearm, etc.) for calibration. Alternative site blood glucose values may be different from those taken from a fingerstick blood glucose test and may not represent the timeliest blood glucose value. Use a blood glucose value taken only from a fingerstick for calibration. Using alternative site blood glucose values for calibration might affect Dexcom G5 accuracy.

When Not to Calibrate

Do not calibrate if your blood glucose is changing at a significant rate, typically more than 2 mg/dL per minute. Do not calibrate when your receiver screen is showing the rising or falling single arrow or double arrow, which indicates that your blood glucose is rapidly rising or falling. Calibrating during rapid rise or fall of blood glucose may affect sensor accuracy.



Precautions (continued)

The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:

Don't Share Your Transmitter

Do not share your transmitter with another person or use a transmitter from another person. The Dexcom G5 is a prescription-only medical device and is meant, or indicated, for individual use only.

The transmitter is tied to the sensor glucose readings. If the transmitter is used by more than one person, the glucose readings, alerts, and reports may be wrong.

Caution

U.S. law restricts the sale of the Dexcom G5 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 Dexcom G5.



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, helping you decide if Dexcom G5 is right for you.

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 low or high glucose event.

Some hardware issues preventing Alarm/Alerts:

- Alert function is turned off
- Transmitter and display device are out of range
- Receiver or smart device isn't showing sensor glucose readings. For example, when there are data gaps due to being out of range or "???"
- Receiver or smart device battery is dead
- Unable to hear Alarm/Alerts or feel vibration
- App not running in the background
- Signal Loss Alert won't be heard if smart device is in Do Not Disturb mode

See recommended settings in Chapter 19, Troubleshooting, for more information.



Using CGM for Treatment Decisions

If you are taking acetaminophen, your sensor glucose readings may be falsely high, causing you to potentially miss a low glucose event or treat a high glucose event with insulin. Do not make any treatment decision based on your CGM when acetaminophen is active in your body.

In order to use CGM for your treatment decisions, you must calibrate a minimum of once every 12 hours to help keep your CGM system accurate. If you do not calibrate at this minimum frequency and make treatment decisions based on your CGM, you may not be getting the most accurate information and could miss a high or low glucose event.

In order to use CGM for your treatment decisions, you must have:

1. Sensor glucose reading
2. Trend arrow

For more information on how to make treatment decisions using your Dexcom G5, see Chapter 13.

If you have symptoms of low or high glucose, but your CGM is not showing low or high glucose sensor readings, take a fingerstick blood glucose measurement with your BG meter. If you are a caregiver of someone using the Dexcom G5, watch how they act. If their symptoms don't match the CGM, take a fingerstick BG measurement.

Your BG meter is your backup when/if your CGM is not showing a sensor glucose reading or your symptoms do not match your sensor readings. Remember to wash your hands before taking a fingerstick.

Sensor Glucose Reading Different From Your Expectations or Symptoms

The sensor glucose reading can be different from your expectations and symptoms. In this case, wash your hands and take a fingerstick blood glucose measurement with your BG meter to confirm your expectations and symptoms. If your sensor readings and BG meter values are different, you can calibrate your CGM system. Wash and dry your hands, repeat the BG measurement, and, if still different, recalibrate.

If you're not receiving an Alarm/Alert, and not taking fingerstick BG 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 Dexcom G5 uses the same sensor as the previous CGM system—the Dexcom G4 PLATINUM. The Dexcom G4 PLATINUM System clinical studies and complaint data showed slight redness and swelling occurring only in a small percentage of Dexcom's total patient population.

During the Dexcom G4 PLATINUM System clinical study, 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 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 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; now let's review the benefits!

3.2 Benefits

Daily habits impact your BG levels. With the Dexcom G5, you can track how your exercise, carbs, stress levels, medication, or illness, influence your glucose levels.

Knowing Your Trends

Providing sensor glucose readings every five minutes, for up to seven days, the Dexcom G5 helps you detect trends and patterns. Trend information as well as the trend arrow reveals where your glucose is now, where it has been, where it is heading, and how fast it's changing. This provides you with a more complete picture of your glucose.

Making Treatment Decisions Based on Your CGM

With Dexcom G5, you can now use the sensor glucose readings to make your diabetes treatment decisions (like how much insulin to take, when to treat a low glucose, etc.) when you have the key pieces of CGM information: your trend arrow and sensor glucose reading. If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on. Talk to your healthcare professional to determine your best Alert levels.





Helping Your Diabetes Management

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 lessen the time spent in your low/high range, while increasing time in your targeted range (Battelino, 2011; Garg, 2005). If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on. See Chapter 13 for Treatment Decisions.

Real-time CGM can help improve your A1C as well as improve the quality of your glucose control. If your A1C is at or below 7%, using a CGM such as the Dexcom G5 helps reduce hypoglycemia (Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group, 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, 1995).

Some people perceive 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).

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.

What's Next?

You've read the Safety Statements, reviewed the risks and benefits; now let's take a look at the Dexcom G5!





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LET'S G5! THE BASICS

- Introduction to the Dexcom G5
- Initial Setup
- Starting a Sensor Session: Inserting the Sensor & Attaching the Transmitter
- Calibration
- Ending a Sensor Session & Transmitter Session



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Chapter 4

Let's G5! The Basics:

What Is the Dexcom G5?

4.1 System Description

Now it's time to get an overview of the Dexcom G5 System. After this chapter, you'll be able to:

- Explain what Dexcom G5 does
- Describe options to view trends
- Locate your historical readings
- Recognize system components
- Explain each part's function

4.2 Safety Statement

If you've used the Dexcom G4 PLATINUM CGM System, you might still have its transmitter or receiver. While you can use the sensors across the different generations (look for "G5" or "G4 PLATINUM" on the sensor's package), you can't mix the transmitter or receiver between the two systems.



Warning

Don't: The Dexcom G5 was not evaluated or approved for the following persons:

- Pregnant women
- Persons on dialysis

Do not use the Dexcom G5 Mobile CGM System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect 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

Don't: Never mix the Dexcom G5 transmitter or receiver with the Dexcom G4 PLATINUM transmitter or receiver.

Why: The Dexcom G5 transmitter and receiver are not compatible with the Dexcom G4® PLATINUM CGM System transmitter and receiver. The Dexcom G5 won't work if you mix receiver and transmitter components from different generations.

Consequences: Missing severe low or high blood glucose event or making a treatment decision that results in injury.

4.3 The Dexcom G5 System

CGM

The Dexcom G5 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 seven days, without the bother of taking constant fingerstick measurement.

For more information on reading your trend screen, go to Chapter 9.

The Dexcom G5 provides personalized trend Alerts, prompting 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.





Options to View Your Trends

The Dexcom G5 transmitter works with a number of display devices, giving you flexibility to use what's best for you, your situation, or your lifestyle:

- Dexcom G5 receiver (receiver)
- G5 Mobile app (app) on your smart device

While the system works with different smart devices, they're not interchangeable during a sensor session. 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.

For a list of current compatible smart devices and operating systems go to:

dexcom.com/compatibility

Chapter 5 covers how to set up your smart device with the G5 Mobile 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.

View 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 Dexcom G5 includes trend arrows so you know the speed and direction of your glucose, allowing you to proactively act before your





glucose gets too high or too low. See Chapter 13 and learn how to make treatment decisions based on your Dexcom G5.

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 high. Alarm and Alert prompts 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 Dexcom G5 allows you to see the 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 Dexcom G5?

Features of the Dexcom G5 include:

- Ability to make treatment decisions based on your sensor glucose readings
- G5 Mobile app for your smart device and Apple Watch®
- G5 Mobile widget in the Apple Today view
- Software updates
- Dexcom Share in the G5 Mobile app

Treatment Decisions

The Dexcom G5 allows you to make treatment decisions, including help in determining your insulin doses.

With the Dexcom G5 glucose readings and trend (trend arrow and trend graph), you can determine the speed and direction of your glucose changes. These help you determine if



any treatment or management decision is needed without having to take a fingerstick BG meter reading. Based on your Dexcom G5, you determine if you should dose, eat carbs, or do nothing.

You still need your BG meter to calibrate the Dexcom G5 and as a backup when your CGM data does not reflect how you feel or if you don't have enough information on your trend screen.

For more information on how to use your sensor readings combined with your trend arrows, sensor readings, and Alarm and Alerts to make your treatment decisions, go to Chapter 13.

G5 Mobile App

You now have an option for how you view your information and enter data. After downloading the app, you can monitor your glucose and enter information from your smart device.

Check your CGM information on your wrist! The G5 Mobile app supports Apple Watch. Use it to discreetly see your glucose information.

G5 Mobile App for Apple Watch

Check your CGM information on your wrist! The G5 Mobile app supports Apple Watch* and can be used to discreetly view your glucose reading, trend arrow, and trend graph.

For more information about the G5 Mobile app for Apple Watch, go to Chapter 9, Section 9.3, under Apple Watch and Today View.

*For compatibility information see dexcom.com/compatibility.

G5 Mobile Widget in Apple Today View

Check your CGM information on your smart device without needing to open the app, even when the device is locked. Swipe down from the top of your screen to access the G5 Mobile widget in the Apple Today view. This is where you might check the weather or stocks if using the default settings.

For more information about the G5 Mobile widget, go to Chapter 9, Section 9.3, under Apple Watch and Today View.

"Share" Your Data

Through secure wireless connections, Dexcom Share™ allows remote viewing of your sensor glucose readings, trends, and data by your loved ones from a smart device. Activate Dexcom



Share by tapping on the Share icon in the G5 Mobile app, follow a few simple steps, and then invite up to five people to connect with you.

After downloading the Dexcom Follow™ app, each of the five people becomes your Follower. As a Follower, he or she can watch your sensor glucose readings and trends and receive Alarm/Alerts when your glucose is low or high.

You determine what your Follower can see. Based on what you allow, your Followers can receive your Alarm or Alerts and view your trends. Followers can pick and choose, or turn off, the data they receive, including the Alarm/Alerts, trends, and messages. The Share remote monitoring feature in the G5 Mobile app is different from the Dexcom Share app used with other systems.

For more information about Dexcom Share and instructions for use, go to Chapter 21.

NOTE: Review all Dexcom Share System indications, contraindications, precautions, warnings, and detailed procedures in Chapter 21.

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 prompts, 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 Dexcom G5 does and what's new, let's open your Dexcom G5 packages, see what's inside, and review each item.

4.6 System Components

Package

The Dexcom G5 comes to you in a number of boxes; after opening keep each box until you are no longer using its contents. Please Note: Images are representational only. Your packaging may look different.



Sensor	
	Sensor package
	Single use sensor(s)
	Sensor package insert
Transmitter	
	Transmitter package

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Transmitter	
	Reusable transmitter
	Receiver package
	Receiver
	Receiver's USB charging and download cable
	AC power adapter

(Continued on next page)



(Continued from previous page)

Receiver	
	Welcome card
	Getting Started Guide
	Training Tutorial USB card

Overview of System Components

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 18.

The Dexcom G5 is comprised of four key parts:

1. Single use sensor
2. Reusable transmitter
3. Rechargeable receiver
4. G5 Mobile app



- a. Downloaded to your smart device
- b. Dexcom G5 optional:
 - i. Dexcom Share

Sensor Overview

For your safety, the sensor is packaged in a sterile sealed pack. When you first open the pack, your sensor looks like one item; however, it's actually three: sensor applicator, sensor pod, and sensor wire.

The applicator helps you insert the sensor wire inside the sensor pod under your skin. After inserting the sensor wire, remove the applicator. The sensor wire stays in the sensor pod with the pod attached to your skin by adhesive; 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 the applicator to insert the sensor wire can be found in Chapter 6.

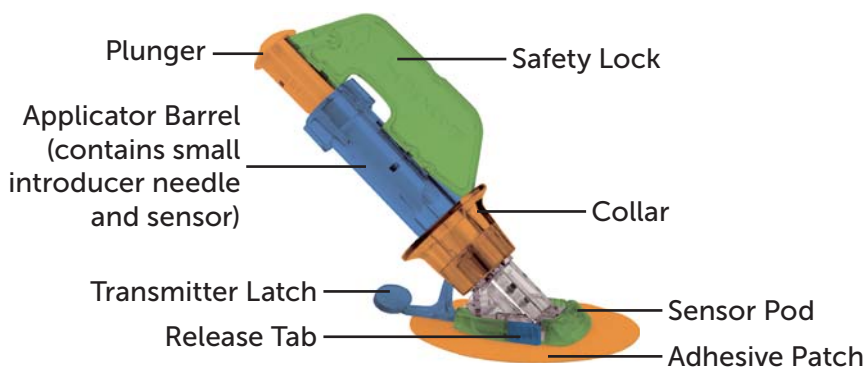


Figure 1. Dexcom G5 Sensor Applicator and Pod

Applicator and Sensor Pod

What it's called	What it does
Applicator	
Applicator Barrel	Contains small insertion needle and sensor wire. Inserts sensor wire under the skin. Disposable, for single use only. Removed after insertion.
Safety Lock	Keeps all moving parts in place before insertion. Prevents accidental sensor insertion. Tool to remove transmitter after sensor session. Put in transmitter box after removal to use later.
Collar	Collar removes insertion needle.
Plunger	Inserts sensor wire into your body.
Transmitter Latch	Securely snaps transmitter into sensor pod.
Sensor Pod	
Sensor Pod	Holds transmitter and sensor wire. Water resistant when transmitter is properly installed. Discarded after sensor session.
Adhesive Patch	Keeps sensor pod attached to your skin.
Transmitter Cradle	Holds transmitter in place during sensor session.
Sensor Wire	Wire measures glucose levels in fluid in between your cells. Attached to sensor pod. Discarded with pod after session.



Transmitter Overview



Figure 2. Dexcom G5 Transmitter Front and Back

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

Snapping into the sensor pod, the transmitter wirelessly sends your glucose information to your display devices—receiver and/or smart device. If you have a new transmitter, only 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 devices prompts you when battery is running low.
- Serial number is on the back

More transmitter features and insertion information is in Chapter 6.

Now that you are familiar with the sensor and transmitter, let's review the Dexcom G5 receiver.





Receiver Overview

Your receiver, as well as your smart device, shows your sensor glucose readings, trend graphs, and trend arrows. They alert 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 15 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 is 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 port for recharging.

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What you see	What it is called	What it does
	USB Port Door	Close <i>USB</i> port door after removing <i>USB</i> cable to keep receiver clean and dry.
	Micro USB Cable	Plug <i>USB cable</i> into <i>receiver</i> to charge battery. Don't plug into a computer port to charge. Battery can only be charged using the adapter/wall charger.
	Wall Charger	Plug <i>USB cable</i> into <i>adapter/wall charger</i> . Plug <i>wall charger</i> into an <i>electrical outlet</i> to charge receiver's battery. Don't block access to the charger. Please Note: Your adapter/charger may look different.
	Display Screen	Shows sensor glucose readings, trend graphs and arrows, Alarm/Alerts, sensor session status. Change settings on Menu screen.

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What you see	What it is called	What it does
	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.
	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 beyond from the 3-hour trend graph to the 1-6-12-24 views.



4.7 Smart Device Overview

The G5 Mobile 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 what Dexcom G5 does
- Describe options to view trends
- Locate your historical readings
- Recognize system components
- Explain each part's function

What's Next

Your next step in getting started with the Dexcom G5 is selecting how to continuously receive your sensor glucose readings: the G5 Mobile app, the Dexcom G5 receiver, or a combination.

Our next chapter helps you set up both!



Chapter 5

Let's G5! The Basics:

Set Up Your Display Devices

5.1 Introduction

In the previous chapter, you received a high level overview of the Dexcom G5 and learned you can monitor your glucose levels with different display devices. Now it's time to set up your G5 Mobile app and your receiver.

After this chapter, you will be able to:

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

5.2 Safety Statement

If you've used the Dexcom G4 PLATINUM CGM System, you might still have its transmitter or receiver. While you can use the sensors across the different generations (look for the Dexcom G5/G4 PLATINUM sensor package), you can't mix the transmitter or receiver between the two systems.



Precaution

Don't: Never mix the Dexcom G5 transmitter or Dexcom G5 receiver with the Dexcom G4 PLATINUM transmitter or receiver.

Why: The Dexcom G5 transmitter and receiver are not compatible with the Dexcom G4 PLATINUM transmitter and receiver. The Dexcom G5 won't work if you mix receiver and transmitter components from different generations.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

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 or out of storage space? 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 G5 Mobile app and the receiver, you need to set up each individually.

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

5.4 G5 Mobile App

Before starting your first sensor session, pick which 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 to allow 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.** If not, you will not receive any Alarm/Alerts or glucose information.

The app allows your Alarm and most important Alerts to notify you when your volume is set too low to hear. If you have your Silent or Do Not Disturb on, no need to worry. You'll still get your Alarm and Alerts. The only exception is your Signal Loss alert; it doesn't override Silent or Do not Disturb.

- In these cases you may not hear sound on your first notification. You still get a visual notification, and a vibration if your device has a vibration feature
- If not confirmed after five minutes, the Alarm/Alert repeats at half volume, and at full volume after ten minutes

See your smart device instructions to learn how to change its settings. Use the following with your CGM system:

- **Bluetooth:** Your transmitter talks to your G5 Mobile app with *Bluetooth* wireless technology. *Bluetooth* is designed for wireless communication between devices (unlike Wi-Fi, which wirelessly connects devices to the Internet). Make sure your smart device *Bluetooth* is on. If not, you will not get Alarm/Alerts or CGM information
- **Silent and Do Not Disturb:** These prevent the Signal Loss Alert from making sound and vibration
- **Notifications:**
 - If you don't enable app notifications during setup, you won't get any Alarm/Alerts
 - Make sure your smart device settings allow app notifications to show on your lock screen
- **Battery:** The app must always be running in the background and may drain your smart device battery. Keep the battery charged
- **Update manually:** Automatic updates of the app or your device operating system can change settings or shut down the app. Always update manually and verify correct device settings afterwards



- **Compatibility:** Before upgrading your smart device or its operating system, check dexcom.com/compatibility
- **Time:** Don't change your smart device time because it can make the time on the trend screen wrong and the app may stop displaying data

The receiver is a stand-alone medical device and used solely to monitor your glucose trends. If you are concerned about missing an Alarm/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. If your smart device is broken or lost, use the receiver.

After checking your smart device settings are right, install the app.

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 might not override all of these settings; **if you have them on, you may miss some Alarm/Alerts, like the Signal Loss Alert**
- 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 G5 Mobile app
- The G5 Mobile app needs to be open and running in the background. This may drain your smart device's battery quicker than you expect. Make sure you check the 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.



G5 Mobile App Installation

Installing the app is easy! Simply download the G5 Mobile app from your smart device's store. Do not use, install, or run the G5 Mobile app on a jailbroken smart device. The app may not work correctly or remain secure on a jailbroken smart device.

For information on how to install an app, see your smart device instructions.

Initial G5 Mobile 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*.
3. **Click** *Create Account*.

But what if you are unclear about a step?

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

To close out of the informational prompt, tap the X in the upper right-hand corner.



Initial App Setup

Step	What you see	What you do
Introductory Screens		
1		Tap G5 Mobile app icon to open app.
2		Swipe through introductory screens or tap Log In .

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Step	What you see	What you do
Introductory Screens		
3		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.

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Step	What you see	What you do
Introductory Screens		
4		Tap <i>Log In</i>.

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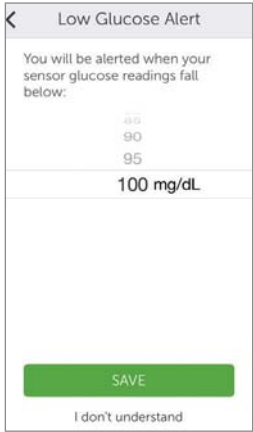
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Step	What you see	What you do
Introductory Screens		
5		The next screens are the terms of use, safety warnings, contraindications, and the recommended settings. Once each screen is read, tap appropriate answer to move forward. Tap Full Safety Statement or, when applicable, I don't understand to get more information.

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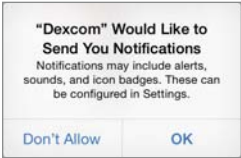


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Step	What you see	What you do
Setting Up Your App Alarm/Alerts and Basic Settings		
6		Set your <i>Low Glucose Alert</i>. Default is 80 mg/dL. Scroll to select another amount. Tap Save to move forward. Once your Low Glucose Alert is set, you'll receive an Alert if your glucose dips below your set amount.
7		Set your <i>High Glucose Alert</i>. Default is 200 mg/dL. Scroll to select another amount. Tap Save to move forward. Once your High Glucose Alert is set, you'll receive an Alert if your glucose rises above your set amount.

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Step	What you see	What you do
Setting up Your App Alarm/Alerts and Basic Settings		
8a		Make sure you get your Alarm/Alert notifications. Tap the <i>appropriate response</i> to move forward and set your notifications.
8b		Tap <i>OK</i> or <i>Don't Allow</i> to receive Alarm/Alert notifications.

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

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Step	What you see	What you do
Connecting/Pairing Transmitter With App		
11		Verify <i>Bluetooth</i> is on. The app will check <i>Bluetooth</i> is turned “On.”
12a		Get your <i>transmitter box</i>. Tap <i>Take Photo</i>.

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Step	What you see	What you do
Connecting/Pairing Transmitter With App		
12b		Turn <i>transmitter box</i> upside down on a flat surface with barcodes facing up. Center <i>longest barcode</i> within green brackets. For information on how to pair transmitter after initial setup, see Chapter 8. Please Note: Picture is representational only; the back of your transmitter box may not look the same.
12c		Check mark confirms successful transmitter SN scan.

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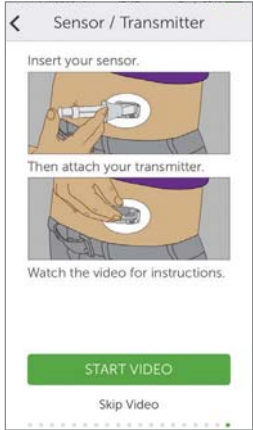


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Step	What you see	What you do
Connecting/Pairing Transmitter With App		
13a		If unable to use app's scanning device: Tap <i>Enter transmitter SN by hand.</i>
13b		Use keyboard to enter transmitter SN. Confirm correct SN. Tap <i>Save.</i>

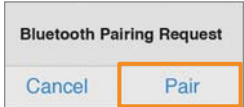
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Step	What you see	What you do
Connecting/Pairing Transmitter With App		
14		Insert sensor and attach transmitter following video's instructions. See Chapter 6 for more information.
15		Wait up to 30 minutes for smart device and transmitter to connect.

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Step	What you see	What you do
Connecting/Pairing Transmitter With App		
16		At prompt, tap <i>Pair</i> to pair app with smart device.
17		Make sure your transmitter and smart device have paired before starting your sensor session.
18		Tap <i>Sensor warmup</i> circle to start your two-hour sensor warmup. Congratulations! When you see the sensor warmup timer, your initial setup is complete.



If you have any issues setting up the G5 Mobile app, always contact Technical Support (available 24/7):

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

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 G5 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
 - 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 Arrows
 - Scroll through trend screens
 - Highlight menu items
 - Change values



- Left Arrow
 - Go back to last item or screen
- Right Arrow
 - Go forward to next item or screen

Initial Setup of the Dexcom G5 Receiver

Press the select button to turn receiver on.

The first screen is the startup screen with progressing green bars. Once complete, a setup wizard guides you through the initial setup steps. Don't be alarmed 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.

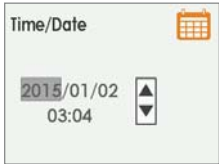
How you complete your initial setup differs between the receiver and your smart device; however, the data is the same.

Setup Wizard Prompts:

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

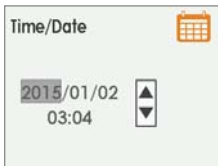
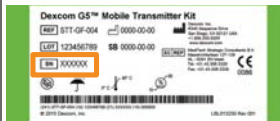
Before starting a session, you may want to check the receiver's battery level. If it is less than half, go to Chapter 15 for charging instructions.

Initial Receiver Setup

Step	What you see	What you do
Initial Screens		
1		Press <i>select button</i> to turn receiver on.
2		Wait.
Time/Date		
3a		Press <i>up/down arrows</i> to change year. Press <i>right arrow</i> to move forward. Press <i>up/down arrows</i> to change month. Press <i>right arrow</i>. Press <i>up/down arrows</i> to change day. Press <i>right arrow</i> to move to time.

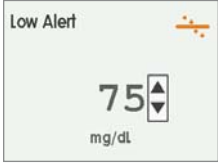
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Step	What you see	What you do
Transmitter		
3b		Press <i>up/down</i> arrows to change hour. Press <i>right arrow</i>. Press <i>up/down</i> arrows to change minutes. Press <i>right arrow</i>. Press <i>up/down</i> arrows to select AM/PM. Press <i>select button</i> to save and close. NOTE: After initial setup, if battery is drained, receiver will vibrate once and you will need to reset date and time.
4a		Turn transmitter box upside down to locate SN number. For information on how to pair transmitter after initial setup, see Chapter 8. Please Note: Image is representational only; your box label may look different.
4b		If transmitter box isn't available: SN is on transmitter's back

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Step	What you see	What you do
Time/Date		
4c		Press <i>up/down arrows</i> to select and enter transmitter SN. Press <i>right arrow</i> to move to next digit. Press <i>select button</i> to save and close.
Setting Low Alert		
5a		System default is set at 80 mg/dL. Press <i>select button</i> to save at present levels and close.
5b		To change value: Press <i>up/down arrows</i> to change value at 5 mg/dL increments. Press <i>select button</i> to save and close.
Setting High Alert		
6a		System default is set at 200 mg/dL. Press <i>select button</i> to save at present levels and close.

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Step	What you see	What you do
Setting High Alert		
6b		To change value: Press <i>up/down arrows</i> to change value at 10 mg/dL increments. Press <i>select button</i> to save and close.

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 G5 Mobile app
- Set up app with the recommended settings
- Successfully set up your Dexcom G5 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:

- Inserting the sensor
- Attaching the transmitter
- Pairing the transmitter to your device
- Two-hour sensor warmup
- Initial calibrations





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Chapter 6

Let's G5! The Basics:

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

6.1 Overview

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 Dexcom G5 sensor insertion video to get a better understanding of the steps.

The Dexcom G5 sensor insertion video is available three ways:

1. Through the app
2. Via the USB card in your Dexcom G5 receiver package
3. Online at dexcom.com:
 - a. Click Support tab at top of page
 - b. Click Education

After inserting the sensor, start the sensor warmup on your smart device and receiver. The sensor warmup takes approximately two hours, during which 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 that your smart device's *Bluetooth* needs to pair with the transmitter, which may add 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 Dexcom G5 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 initial 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 sensor
- Outline what happens during the sensor warmup
- Identify countdown icon

6.2 Safety Statements

Following are some important warnings and precautions 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: Seek professional medical help if you have symptoms of infection or inflammation (for example, redness, swelling, or pain) at the insertion site.

Always report a broken sensor to Technical Support (available 24/7) as soon as possible:

- 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:

If you have experienced a broken sensor and are planning to undergo an MRI, please discuss the following with your doctor or technician.

Laboratory (in vitro) MRI tests did not detect any safety hazards for a broken sensor that remains in the body.

There was no significant movement or heating of the wire. Imaging artifacts were limited to the area around the wire.

Warning

Do: Store sensor between 36° F-77° F during its shelf life. Never store sensors in the freezer.

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

Consequences: If stored outside of 36° F-77° F, your sensor glucose readings may not be accurate, resulting in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.



Warning

Do: Use BG values from your BG meter for treatment decisions (for example, how much insulin to take) if your Dexcom G5 does not display a sensor glucose reading or if you are getting inconsistent readings.

Why: Inconsistent readings may indicate that your sensor glucose readings are inaccurate.

Consequences: Using inconsistent sensor glucose readings for treatment decisions could result in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

Do: Select sensor insertion site with care.

- Avoid:
 - Areas likely to be bumped, pushed or squeezed
 - Areas of skin with scarring, tattoos, or irritation
 - Injecting insulin within 3 inches of sensor
 - Placing an insulin pump infusion set within 3 inches of sensor

Why: Inserting sensor in these areas may affect sensor glucose readings.

Consequences: Inaccurate sensor glucose readings may result in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

Do: Check sensor package before opening.

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

Consequences: Using an unsterile sensor may cause an infection.



6.3 Prepping for Sensor Insertion

Before inserting a sensor, make sure you have everything you need. Some items are included in the Dexcom G5 packages, others are not.

Items Included in Your Dexcom G5 Packages

For sensor insertion, you need the sensor and transmitter.

Sensor Applicator

Inside Sensor Box

What you see	What it is
	Sterilized sensor pouch with important label information. Check <i>expiration date</i>. Do not use if it is past the expiration date.
	Single use sensor applicator.

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.

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



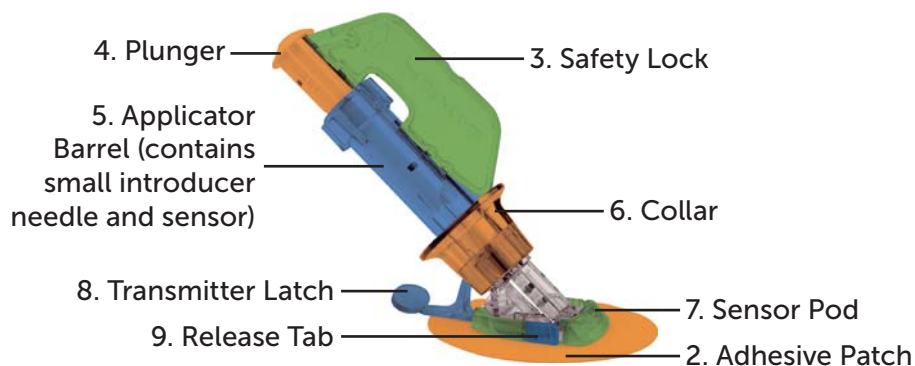


Figure 3. Dexcom G5 Sensor Applicator and Pod

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

Applicator Components

Order of use	Name	What it does
1	Sensor Pouch	Sterilized for your protection. Open to remove applicator and sensor.
2	Adhesive Patch	Holds the sensor/transmitter in place on your skin.
3	Safety Lock	Prevents plunger from inserting sensor until you are ready.
4	Plunger	Inserts sensor wire into your body.
5	Applicator Barrel	Contains small insertion needle and sensor wire. Disposable, for single use only.

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Order of use	Name	What it does
6	Collar	Collar removes insertion needle. Helps remove applicator barrel once sensor wire is inserted.
7	Sensor Pod	Holds sensor wire in place under skin. Holds transmitter.
8	Transmitter Latch	Locks transmitter into sensor pod.
9	Release Tab	Allows you to remove applicator barrel from sensor pod.

Transmitter



Transmitter Box



What you see	What it is
	Bottom of box with important label information. Keep box until transmitter battery dies.
	Reusable transmitter. Please Note: Picture is representative only; your transmitter may look different.

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:

- Alcohol wipes





- Your BG meter
- 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 BG meter.

Before removing the sensor applicator out of its sterile pouch, determine the best place to insert your sensor.

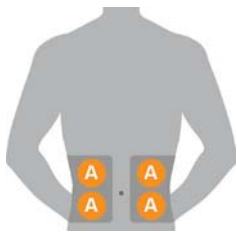
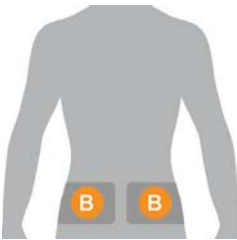
6.4 Choosing Your Insertion Site

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
	Front of body (belly area) for ages 2 years and above.
	Back of body (upper buttocks) if user is between the ages of 2 and 17 years:

Do:

- Remove the sensor and applicator from its sterile pouch 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, and medications

Don't:

- Use same site repeatedly for sensor insertion
- Use same site for 2 sensor sessions in a row
- Use sites where bones are close to the surface of your skin (for example; ribs or hip bones)
- Use sites where sensor can be rubbed against



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

Optional Site Preparation

Use optional skin adhesives (Mastisol™, SkinTac™) as part of your insertion site preparation to help keep your sensor pod 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 manufacturer's instructions. Once dry, your skin may feel slightly sticky.

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 sensor pod site. You're now ready to insert your sensor!



Sensor Insertion

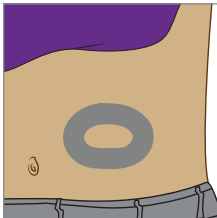


Step	Picture	What you do
Preparation		
1		Wash and dry your hands.

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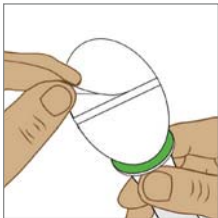
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Step	Picture	What you do
Preparation		
2		Clean insertion site with alcohol wipe. Let dry.
3		Optional Step: Skin Adhesive • Create an <i>empty sideways</i> oval on the skin • Do not get any skin adhesive inside the oval • Let skin adhesive dry (see manufacturer's instructions) • Insert sensor on clean skin in center of oval
4		Check pouch: Is it damaged or already opened? <i>If yes, do not use.</i> Remove <i>sensor applicator</i> from sterile pouch. Closely inspect <i>sensor</i> , check it has not been damaged. <i>If yes, do not use.</i> Keep <i>sensor packaging</i> until sensor session is complete.

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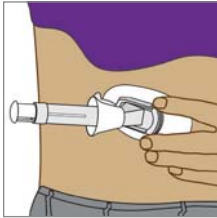
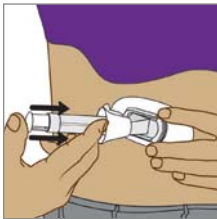
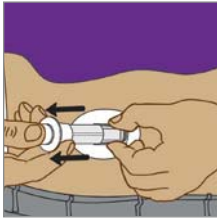
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Step	Picture	What you do
Attaching Sensor Pod		
5		Pull off adhesive backing tabs. Don't touch sticky adhesive patch.
6		Place sensor horizontally, not vertically, on skin. Move fingers around top of adhesive patch several times to secure tape.
Inserting Sensor Wire		
7		Hold applicator barrel. Pull out safety lock.

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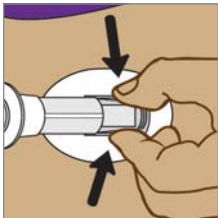
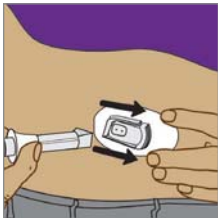


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Step	Picture	What you do
Inserting Sensor Wire		
8		Place <i>fingers</i> of one hand on edges of adhesive patch. Pinch up <i>your skin</i> at the tips of the white adhesive.
9		Place <i>two fingers</i> directly <i>above</i> collar to steady applicator barrel. Place <i>thumb</i> on the white plunger. Push <i>plunger</i> completely down the applicator barrel. You should hear 2 clicks. NOTE: Finger placement is important for correct insertion.
Removing Applicator Barrel and Collar		
10		Move <i>two fingers</i> from <i>above</i> collar to below collar. Keep your thumb as a base on the white plunger. Pull back <i>collar</i> all the way towards your thumb. You should hear 2 clicks. NOTE: Finger placement is important for correct removal.

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Step	Picture	What you do
Removing Applicator Barrel and Collar		
11		Hold transmitter latch down against your body. Squeeze ribbed release tabs on the sides of sensor pod.
12a		Move applicator barrel forward and out, away from your body. Follow local ordinances when disposing the applicator.
12b		What's left? 1. Sensor pod 2. Transmitter latch

You have successfully inserted the sensor!

At this point, you should have two items attached to your belly or upper buttocks:

1. Sensor pod
2. Transmitter latch



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):

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

The next step is attaching your transmitter to the sensor pod.

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

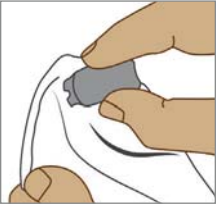
Attaching Transmitter

Step	Picture	What you do
1		Remove <i>transmitter</i> from box. Keep <i>box</i>. Save <i>safety lock</i> from sensor applicator (helps remove transmitter once sensor session is over). Get <i>alcohol wipe</i>.

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Step	Picture	What you do
2		Wipe back of transmitter with alcohol wipe. Let dry for 2-3 minutes. Don't let the back of transmitter touch your skin. Don't scratch transmitter's back; this can harm the waterproof seal.
3		Flat side down. Slide transmitter's small end under the sensor pod lip located in front of pod's ribbed tabs, away from transmitter latch.
4		Keep finger on transmitter holding it in place. Push transmitter latch up and forward over the transmitter's wide end with your other hand. You should hear 2 clicks.
5		Is transmitter secure? Before removing transmitter latch, verify transmitter is securely in place. Make sure none of the transmitter's sides popped out of the sensor pod. If transmitter is not completely snapped in, you may have a bad connection and it won't be watertight.

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Step	Picture	What you do
6		Hold <i>sensor pod sides</i> with one hand. Twist <i>latch away</i> from your body with other hand. Remove <i>latch</i>. Don't remove transmitter while sensor pod is attached to skin.

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:

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





6.7 Loose Sensor Pod

The sensor pod should stay on your skin using its own adhesive; however, in the course of normal wear and tear, it may peel up.

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 sensor pod
- Don't tape under sensor pod
- Don't leave any substance on the skin where you insert the sensor



Figure 4. The Right Way to Use Tape for Extra Support

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 sensor pod, your next step is telling your device(s) you want to start a sensor session.

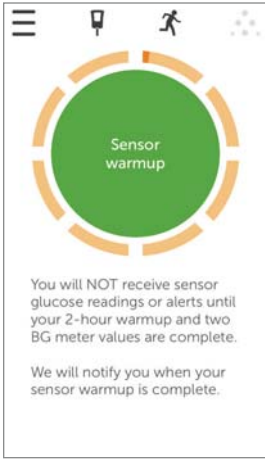
Transmitters are reusable; pairing is required only when using a new transmitter.

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 initial two 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 check</i> mark 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. Use your BG meter during the warmup period, including when making a treatment decision.
3		Wait. Screen provides countdown to sensor warmup. The orange dashes darken as the countdown moves forward. Keep <i>smart device</i> within 20 feet of transmitter during the sensor warmup period.

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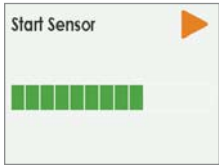


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Step	What you see	What you do
4		Locked screen. Initial calibration notification tells you when warmup is complete. Chapter 7 covers calibrating.
5		Initial calibration prompt tells you when warmup is complete. Sensor warmup is complete. You're ready to calibrate!



Receiver: Starting a Session

Step	What you see	What you do
1		Press <i>select button</i> to turn on receiver.
2		Make sure <i>receiver</i> and <i>transmitter</i> are connected/paired before starting sensor session. Check <i>receiver</i> 10 minutes after starting for <i>Bluetooth</i> icon. • Solid: Connected/paired • Blinking: Searching/not paired Don't start a sensor session until they are paired. Once connected/paired: Press <i>select button</i> to go to Main Menu.
3		Press <i>down arrow</i> to highlight Start Sensor. Press <i>select button</i> to start new sensor session. NOTE: After sensor starts, Start Sensor option disappears.
4		Start Sensor progress bar confirms two-hour sensor warmup. Keep your receiver within 20 feet during the warmup period.

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Step	What you see	What you do
5		Receiver returns to the trend graph screen.
6		Wait. Screen provides countdown of the two-hour sensor warmup.
7		Sensor warmup is complete. You're ready to calibrate!

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.

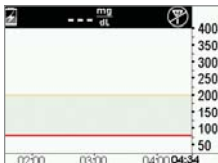
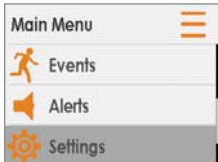
If the *Bluetooth* icon isn't on the receiver and the Signal Loss icon appears in the receiver's upper right corner of the status bar, they're not communicating. Unlike with other Alerts, if your smart device is on Silent or Do Not Disturb, you won't get a vibration or hear any





notifications. You will only see the Alert. To make sure you get your Signal Loss Alert, check to see that your smart device is not set on Silent or Do Not Disturb.

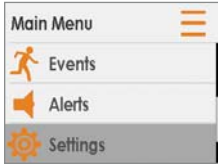
No Communication Between Transmitter and Receiver

Step	What you see	What you do
1		Check correct <i>transmitter</i> SN is in receiver. SN is on the label on bottom of transmitter box. Press <i>select button</i> to go to Main Menu.
2		Press <i>down arrow</i> to highlight Settings. Press <i>select button</i> .
3		Press <i>down arrow</i> to highlight Transmitter. Press <i>select button</i> .
4		Press <i>select button</i> again.

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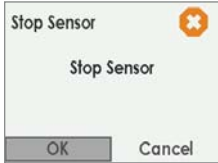
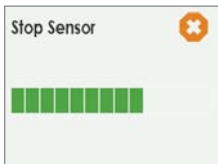
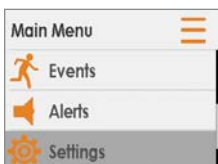


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Step	What you see	What you do
5		Check correct <i>transmitter</i> SN is in receiver. SN is on the label on bottom of transmitter box. Compare SN number in receiver to SN on transmitter box. If correct, but still have Signal Loss icon, contact Technical Support (available 24/7) for help: • TechSupport@dexcom.com • Toll free: 1.888.738.3646 • Toll call: 1.858.200.0200 Press <i>select button</i> to exit screen. Press <i>left arrow</i> twice to go to Main Menu.
If Wrong SN Entered		
6		Press <i>left arrow</i> twice to go to Main Menu.
7		If sensor session has started, to correct transmitter SN, you must stop the sensor session. Press <i>down arrow</i> to highlight Stop Sensor. Press <i>select button</i>.

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Step	What you see	What you do
If Wrong SN Entered		
8	 A dialog box titled "Stop Sensor" with a close button (X) in the top right corner. The text "Stop Sensor" is displayed in the center. At the bottom, there are two buttons: "OK" and "Cancel".	Press <i>select button</i> again to stop session.
9	 A dialog box titled "Stop Sensor" with a close button (X) in the top right corner. Below the title, there is a progress bar consisting of several green segments.	Wait for sensor session to end.
10	 A screen titled "Main Menu" with a hamburger menu icon in the top right corner. Below the title, there are four menu items: "Events" (with a person icon), "Alerts" (with a speaker icon), and "Settings" (with a gear icon). The "Settings" item is highlighted.	From Main Menu: Press <i>down arrow</i> to highlight Settings. Press <i>select button</i> .
11	 A screen titled "Settings" with a gear icon in the top right corner. Below the title, there are three menu items: "Time/Date" (with a calendar icon), "Transmitter" (with an antenna icon), and "Time Format" (with a clock icon). The "Transmitter" item is highlighted.	Press <i>down arrow</i> to highlight Transmitter. Press <i>select button</i> .
12	 A screen titled "Transmitter" with an antenna icon in the top right corner. Below the title, there are two menu items: "Transmitter SN" (with an antenna icon) and "Transmitter Info" (with an antenna icon and an information icon). The "Transmitter SN" item is highlighted.	Highlight <i>Transmitter SN</i> . Press <i>select button</i> .

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Step	What you see	What you do
If Wrong SN Entered		
13		Enter correct SN using up/down arrows: Press <i>up/down</i> arrows to select and enter transmitter SN. Press <i>right arrow</i> to move to next digit. Press <i>select button</i> to save and close. Press <i>left arrow</i> twice to return to Main Menu.
14		Start sensor session: Press <i>up/down arrows</i> to highlight Start Sensor. Press <i>select button</i>.

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 Dexcom G5 display devices. Remember, during your warmup period, you will not get any Alarm/Alerts or sensor readings. During this time, use your BG meter.

Once the sensor warmup is complete, you're ready to enter your initial 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 sensor
- Outline sensor warmup
- Identify countdown icon

What's Next?

The next chapter guides you through the calibration steps.





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Chapter 7

Let's G5! The Basics: Calibration

7.1 Introduction

In the previous chapter, you learned how to insert your sensor, attach your 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 initial calibration, but also update calibrations required throughout your sensor session.

After this chapter, you will be able to:

- Provide an overview of calibration
 - Define "calibration"
 - Explain the importance of calibration
 - Identify steps to ensure a successful calibration
- Recognize steps in taking accurate BG measurements
 - 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



- G5 Mobile app
- Dexcom G5 receiver
- Identify calibration errors

7.2 Safety Statements

Contraindication

Don't: *Never take any medications containing acetaminophen during your sensor session.*

Why: Taking medications with acetaminophen (such as Tylenol®, Excedrin® Extra Strength, Sudafed®, Robitussin®) while wearing your sensor may falsely raise sensor glucose readings. 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 blood glucose event or make a treatment decision that results in injury.

Warning

Do: *Do take a BG measurement with your BG meter and use the BG value for treatment decisions (such as how much insulin to take) if your Dexcom G5 does not display both a number and a trend arrow.*

Why: Not having both a number and the arrow means you may be getting inconsistent or inaccurate sensor glucose readings.

Consequences: Using inconsistent or inaccurate sensor glucose readings for treatment decisions could result in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.



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 a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

Do: Look at trend arrows before calibrating. Trend arrows help you determine if you can calibrate now or should wait.

Don't: Never calibrate if your BG is changing at a significant rate, typically more than 2 mg/dL per minute.

Never 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 significant rise/fall of BG may affect accuracy of sensor glucose readings.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.



Precaution

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

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

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

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

Don't: Never use alternative site BG values such as blood from palms, forearms, etc.

Why: Alternative site BG values are different from a fingerstick BG value and may not reflect most recent BG value.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

7.3 Calibration Overview

What Is a Calibration?

As you learned earlier, the sensor glucose readings come from measuring the glucose found in fluids 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 BG meter's fingerstick measurement and the sensor's glucose readings, allowing alignment between the sensor and BG 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. They align your Dexcom G5 Mobile readings with your BG meter, improving its accuracy and helping it perform at its best.

By calibrating when the system notifies you that a calibration is due, the Dexcom G5 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 BG meter, and simply enter the meter's BG value into your display device.

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

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.

Do not enter your BG values into both devices: only enter your BG value into your app OR your 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 prompts:

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

If you receive a calibration prompt 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 prompt you when you are ready for another.



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 prompts, etc.

There are important times when you must calibrate:

1. Initial or 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: your next calibration is due 12 hours from the LAST calibration, but you may be notified for a calibration sooner.

With calibration prompts, 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.

Initial Calibration: Sensor Startup Completed

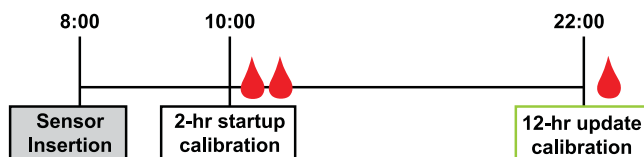
1. When notified (see next table) enter two back-to-back fingerstick measurements into just one device.
2. No need to do initial calibrations twice.
 - a. Calibration data flows between the receiver and your app.
 - b. Ten-minute reporting delay between devices.
3. First update calibration is 12 hours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

Update Calibration

Update calibrations are typically performed 12 hours since your last calibration; however, they can be done sooner. As an example, if you know your next calibration is due at 4 AM, you can do the calibration before bedtime, resetting the 12-hour countdown.

1. Enter one fingerstick measurement at least every 12 hours.
2. Display devices provide calibration prompts.
3. Your next calibration is due 12 hours from the LAST calibration but you may be prompted to calibrate sooner.

Monday (Day One of Sensor Session):



Tuesday - Sunday (Days 2-7 Sensor Session):

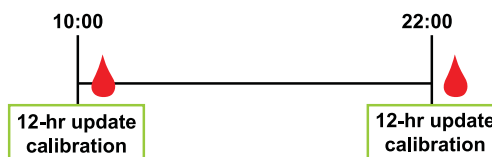


Figure 5. Example Minimum Calibration Schedule During Seven-Day Sensor Session

7.5 Calibration Prompts

Sensor Session Startup Calibration Prompts

Once your two-hour sensor start-up is complete, your display device tells you it's time to enter the first of your two back-to-back start-up 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, only use your BG meter for calibrations, and never enter values from your CGM.

Startup Calibration Prompts

Device	What you see	What it means	What you do
First Calibration			
Smart Device: Lock Screen		Sensor warmup is complete. Ready for first of two initial calibrations.	Follow steps in Section 7.6 and 7.7. Immediately prepare for next calibration. Calibrate only from your BG meter.
Smart Device: In App			
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		Sensor accepted first calibration. Ready for second BG meter value.	Follow steps in Section 7.6 and 7.7. Next calibration in 12 hours.
Receiver			

Your sensor glucose readings begin in approximately five minutes once the device(s) accepts your calibrations. Look for the dots on your trend screen. Each dot represents a single reading taken every five minutes.

Update Calibration Prompts

Once your start-up calibration is done, your update calibration schedule begins.

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

Like the reminders you received with your initial 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.
Smart Device: In App		If notification doesn't go away: • System didn't accept calibration	
Receiver		• BG values are very different from sensor glucose readings	Immediately prepare for next calibration.

Tap message to confirm notification on your smart device, or **press** select button to confirm it on your receiver.

Sound/Vibration Prompts

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, sound/vibration prompts notifications to let you know it's time to calibrate or if there was a system calibration error.



Smart Device

Calibration alerts notify you with a sound, and will repeat every five minutes until confirmed.

Receiver

The receiver alerts you with an initial vibration for calibration notifications. If not confirmed, you will 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.

When taking a fingerstick, it's important to do it correctly. Make sure you wash and dry your hands. Always use soap and water, not a gel cleaner, as gel cleaners can affect the values. And remember; always use your fingertip, never another site.

Eight Steps to Successful Calibration:

Do:



1. Wash and dry your hands before taking a fingerstick measurement.
 - a. Always use soap and water, never gel cleaners.
 - i. Gel cleaners may affect your meter values.
2. Always use the same BG 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 BG meter's instructions exactly when taking your fingerstick measurement.
4. Verify test strips are current and, if required, coded correctly with BG meter.
5. Check: that *Bluetooth* is active.
6. Use fingerstick (fingertip) 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. Never take acetaminophen-containing medication during your session (for example, Tylenol®, Excedrin® Extra Strength, Sudafed®, Robitussin®).
 - a. See your healthcare professional to better understand how long acetaminophen is active in your body.
8. Never 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.
 - b. You must wait until your BG is in the range to calibrate.

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

7.7 Ready? Set? Calibrate!

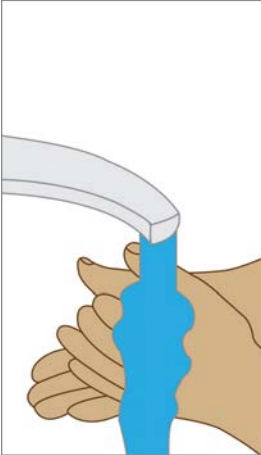
You've followed the eight steps above, have a valid BG value from your meter, and your display device keeps alerting you: Calibrate! Calibrate! Calibrate!

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.

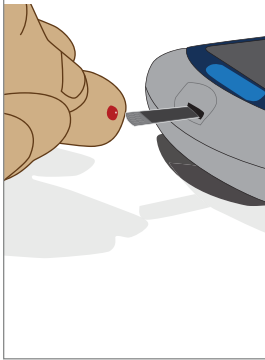
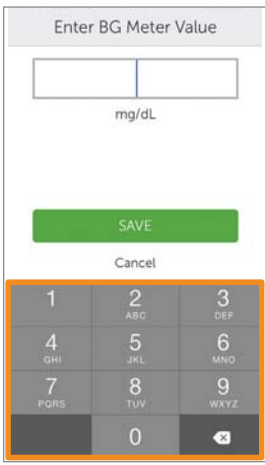
Next are steps to enter your calibrations using the app, followed by the steps for entering your calibrations into the receiver.

Calibrate With Your G5 Mobile App

Step	What you see	What you do	Additional info
1		Tap circle.	Screenshot is for initial calibration only. Initial calibration: Enter two back-to-back meter BG values. Update calibration: Enter single meter BG value.
2		Wash and dry your hands. Always use soap and water.	Having clean and dry hands is key to getting a good BG meter value. Don't use cleaning gels, they may affect your meter values.

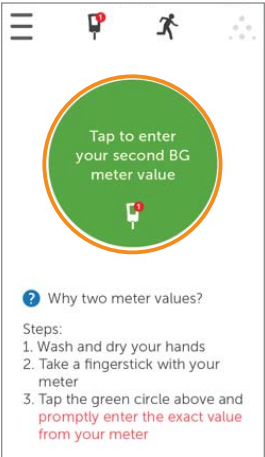
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Step	What you see	What you do	Additional info
3		Take a fingerstick BG measurement using your BG meter.	Only use your fingertip, never use alternative sites for measuring your BG.
4		Enter meter's BG value using number pad. Tap Save.	Double-check your numbers. Entering wrong values can affect the sensor's accuracy.

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Step	What you see	What you do	Additional info
5		Verify value is correct. Tap Save. If not correct: Tap Cancel. Reenter correct value.	N/A
6		Tap circle to enter your second BG value. Follow steps 2-3 and enter second reading.	N/A

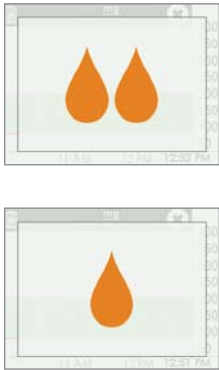
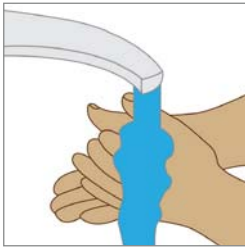
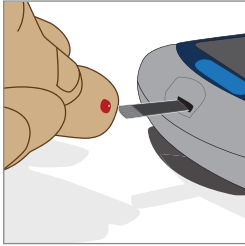
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Step	What you see	What you do	Additional info
7		BG meter icon has no red calibration badge. Calibration accepted.	Your calibration was successful.
8		Wait for next calibration prompt in 12 hours.	Default home screen. Calibration accepted.

Calibrate With Your Dexcom G5 Receiver

Step	What you see	What you do	Additional info
1		Press <i>select button</i> to turn on receiver. Press <i>select button</i> again for Main Menu.	You won't see calibration prompts when receiver screen is black.
2		Wash and dry your hands. Always use soap and water.	Having clean and dry hands is key to getting a good BG meter value. Don't use cleaning gels, they may affect your meter values.
3		Take a <i>fingerstick BG measurement</i> using your BG meter.	Only use your fingertip, never use alternative sites for measuring your BG.

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Step	What you see	What you do	Additional info
4		Press <i>up/down arrows</i> to highlight Enter BG. Press <i>select button</i> .	N/A
5		Press <i>up/down arrows</i> to change numbers. Stop at meter's BG value. Press <i>select button</i> .	Sensor default reading is 120 mg/dL. If sensor glucose reading is within the last 15 minutes, screen will show sensor's actual reading.
6a		Verify BG value is correct. If correct: Press <i>select button</i> .	If select button is not pressed: - Receiver times out - BG level isn't recorded
6b		Verify BG value is correct. If incorrect: Press <i>right arrow</i> to highlight Cancel. Press <i>select button</i> . Reenter BG value.	Cancel and reenter BG value. Fingerstick measurement must be within five-minute window.

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Step	What you see	What you do	Additional info
7		Wait.	"Thinking" screen. BG value is accepted.
8		Immediately take another meter reading. Enter meter's BG value.	First calibration accepted. Time for second calibration.
9		Wait for next calibration prompt in 12 hours.	Default home 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 19, Troubleshooting.

Calibration Errors

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

- Provide an overview of calibration
 - Define "calibration"
 - Explain the importance of calibration
 - Identify steps to ensure a successful calibration
- Recognize steps in taking 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 requirements
- Initiate startup calibration
- Perform update calibrations
- Correctly enter your BG meter value
 - G5 Mobile app
 - Dexcom G5 receiver
- Identify calibration errors

What's Next?

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



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Chapter 8

Let's G5! The Basics:

Ending Your Sensor Session and Transmitter Session

8.1 Introduction

Dexcom G5 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 prompts 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 sensor pod with transmitter attached
- Separate transmitter from sensor pod
- Determine if transmitter can be used for another sensor session
- Pair 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 sensor pod and transmitter, 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. Don't ignore sensor fractures.

Do: Seek professional medical help if you have symptoms of infection or inflammation (for example, redness, swelling or pain) at the insertion site.

Always report a broken sensor to Technical Support (available 24/7) as soon as possible:

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

Why: Sensors may fracture on rare occasions.

Precaution

Do: Keep transmitter until its battery life has ended.

Why: Transmitter is reusable. Use for multiple sessions.

8.3 Ending Your Sensor Session

There are different ways your sensor session might end.

The most common is your sensor's typical seven-day session 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 prompts you to end the session.

Let's review ending a normal session first. Later in this chapter we'll review the prompts for ending the session early.

Ending Your Seven Day Sensor Session

Just like with other prompts, you need to confirm your sensor session ending prompts:

- App
 - **Tap** screen





- Receiver
 - **Press select button**

End of Seven-Day Sensor Session Prompts

Ending Sensor Session Prompts

Device	What you see	What it means
At Six Hours		
Smart Device: Lock Screen		
Smart Device: In App		Prompts begin when sensor session has only six hours left. Clock will count down until session has ended. Continue to get sensor glucose readings.
Receiver		

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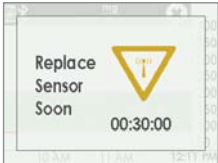


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Device	What you see	What it means
At Two Hours		
Smart Device: Lock Screen		Two hours remain on your current sensor session. Continue to get sensor glucose readings.
Smart Device: In App		
Receiver		

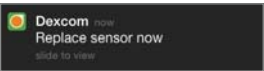
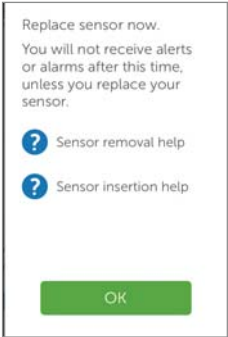
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Device	What you see	What it means
At Thirty Minutes		
Smart Device: Lock Screen		Thirty minutes remain. Continue to get sensor glucose readings.
Smart Device: In App		
Receiver		

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Device	What you see	What it means
Session Ended		
Smart Device: Lock Screen		Session has ended. App: Tap “?” for steps to: - Remove sensor - Insert new sensor Receiver: Press <i>select button</i> to confirm.
Smart Device: In App		
Receiver		

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Device	What you see	What it means
Session Stopped		
Smart Device: Lock Screen	N/A	Sensor session has stopped. App: - No sensor glucose readings - Prompts for new session Receiver: - Straight line - No sensor glucose readings
Smart Device: In App		
Receiver		

Sound/Vibration Prompts

In case you can't look at your screen, both the smart device and receiver provide sound/vibration prompts 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.

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

Smart Device

Your smart device prompts you with a sound, and repeats every five minutes until confirmed.

Receiver

The receiver alerts you with an initial vibration prompts. If not confirmed, you receive a sound/vibration 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, view the online tutorials, or go to Chapter 6 in the 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 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:

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

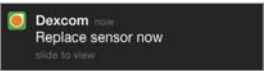
You'll receive error prompts leading to a new sensor session. If you see error prompts, always contact Technical Support (available 24/7) at:

- TechnSupport@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.

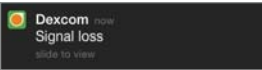
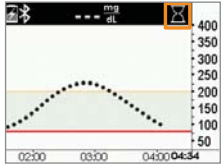
Prompts to End Sensor Session Early

System Prompts

Device	What you see	What it means
Smart Device: Lock Screen		Sensor issues detected. Session ends automatically. No: • Sensor glucose readings • Alarm/Alerts Tap OK. Replace sensor.
Smart Device: In App		
Receiver		

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Device	What you see	What it means
Smart Device: Lock Screen		Wait up to three hours while the system autocorrects.
Smart Device: In App		Check transmitter —is it properly inserted into sensor pod? Make sure you haven't taken acetaminophen. If not corrected after 3 hours:
Receiver		Contact Technical Support (available 24/7): - TechSupport@dexcom.com - Toll free: 1.888.738.3646 - Toll call: 1.858.200.0200
Smart Device: Lock Screen		Wait up to three hours while the system autocorrects.
Smart Device: In App		Check transmitter —is it properly inserted into sensor pod? Make sure you haven't taken acetaminophen. If not corrected after 3 hours:
Receiver		Contact Technical Support (available 24/7): - TechSupport@dexcom.com - Toll free: 1.888.738.3646 - Toll call: 1.858.200.0200

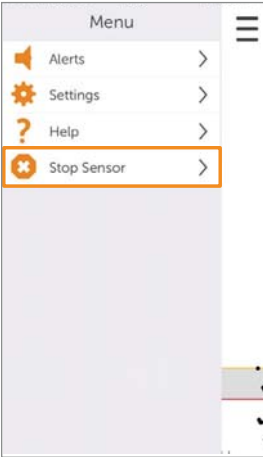


The Dexcom G5 knows when a typical seven-day sensor session is over, automatically ending the session in each display device. However, if you need to end the session early, you need to let the system know by manually stopping the sensor session.

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 device knows the session has stopped.

Before you can begin a new session, you must end the existing session. 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.
2		Ends sensor session. During session: <i>Stop Sensor</i> option appears. Not in active session: <i>Start Sensor</i> option appears when session is not active.	Tap <i>Stop Sensor</i> . Ends sensor session. During session: <i>Stop Sensor</i> option appears. Not in active session: <i>Start Sensor</i> option appears when session is not active.

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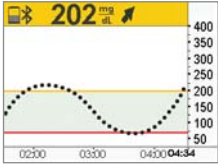
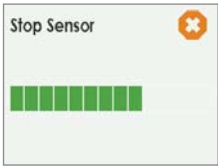
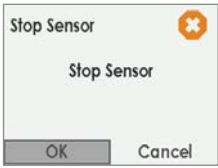




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Step	What you see	What it means	What you do
3		Blue “?” icons provide additional information.	Tap <i>Stop Sensor</i> .
4		Confirms sensor session has ended. Ready for new session.	Remove <i>sensor</i> . Insert <i>new sensor</i> . Tap <i>green circle</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 button</i> .
2		Ends sensor session. During session: Stop Sensor option appears.	Press <i>down arrow</i> to highlight <i>Stop Sensor</i> . Press <i>select button</i> .
3		Thinking screen.	Wait .
4		Confirms you want to stop sensor. Return to Main Menu.	Press <i>select button</i> .
5		Ready to start a new session. Start Sensor option appears when not in an active session.	Remove <i>sensor</i> . Insert <i>new sensor</i> . Press <i>Start Sensor</i> when ready for new session.

Dexcom G5 Mobile System User Guide

Ending Your Sensor Session and Transmitter Session

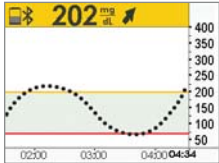
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Temporarily Shutting Down Receiver

To save on its battery, you can temporarily shut down the receiver. When shut down, your receiver and transmitter no longer communicate and you won't 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 even if you temporarily shut the receiver off.

Shutting Down Receiver

Step	What you see	What you do	What it means
1		Press <i>select</i> button.	Go to Main Menu.
2		Press <i>down arrow</i> to highlight <i>Shutdown</i>. Press <i>select</i> button.	Pauses sensor session. Doesn't extend sensor session. During session: <i>Stop Sensor</i> option appears.
3		Press <i>select</i> button.	Confirms you want to shut down receiver.

Press the select button 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 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 sensor pod.
3. Sensor pod isn't dislodged or adhesive isn't peeling.
4. Nothing is rubbing against sensor pod (for example, seat belts, etc.).
5. You selected a good insertion site (see Chapter 6).
6. Insertion site is clean and dry before sensor insertion.

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.

8.4 Remove Sensor Pod and Transmitter

Removing Sensor Pod

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

To remove the sensor pod:

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

Removing Transmitter From Sensor Pod

Remember your transmitter is reusable. With a battery life of 90 days, use the same transmitter over a number of sensor sessions. You'll receive prompts as you near the end of its battery life.

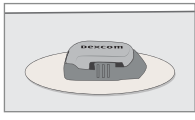
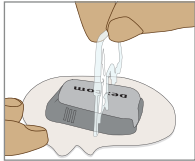
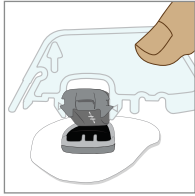


Before reusing the transmitter in your new sensor session, separate it from the old sensor pod.

You can detach transmitter two ways:

1. Use safety lock (see “With Safety Lock” table below), which you removed from the applicator barrel at the beginning of the session.
2. Manually spread out tabs holding transmitter in sensor pod (see “Without Safety Lock” table below).

With Safety Lock

Step	Picture	What you do
1		Grasp end of <i>adhesive patch</i> . Peel <i>adhesive patch</i> up and away from your body to remove sensor pod and transmitter.
2		Put <i>sensor pod</i> on flat surface.
3		Place <i>safety lock's</i> jagged edge: • Over transmitters wide edge • In between open slots on sensor pod's sides
4		Lift up <i>safety lock</i> .





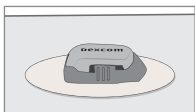
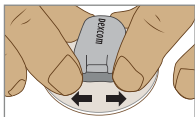
If you no longer have the safety lock, don't worry! You can use your fingers to remove the transmitter from the old sensor pod.

After removing your sensor, and taking the transmitter out of the sensor pod, you're ready to begin a new sensor session. The transmitter's battery is good 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:

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

Without Safety Lock

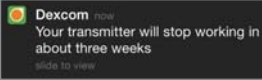
Step	Picture	What you do
1		Grasp end of adhesive patch. Peel adhesive patch up and away from your body to remove <i>sensor pod</i> and <i>transmitter</i> .
2		Put <i>sensor pod</i> on flat surface.
3		Grasp <i>sensor pod's</i> wide end with two hands and place fingers in sides' open slots.
4		Pull <i>tabs</i> away from transmitter.

8.5 End of Transmitter Battery

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

System messages help you determine if your transmitter 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 battery life 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. Order a new transmitter.
Smart Device: In App		
Receiver		

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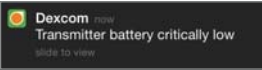
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Device	What you see	What it means
Smart Device: Lock Screen		Transmitter battery will expire in two weeks. Order a new transmitter.
Smart Device: In App		
Receiver		

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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		

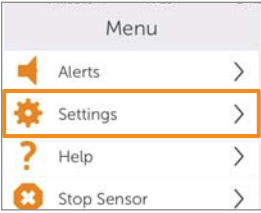
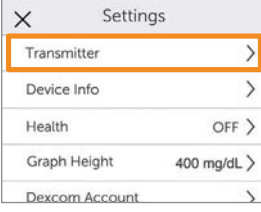
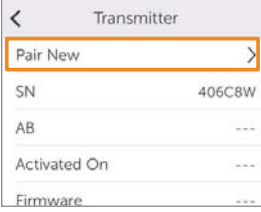
To make sure you have a transmitter that's ready for a new sensor session, you may want to reorder a new one at store.dexcom.com/order, by calling Customer Service (see Section 17.1), or through the channels you used before, at your first low battery prompt.

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 setup wizard. But how do you pair a new transmitter once your display device is already set up?

After inserting the sensor and putting the transmitter into the transmitter holder, pair the transmitter before starting a new sensor session.

Pairing New Transmitter With App

Step	What you see	What you do
1		Tap <i>Menu</i> icon.
2		Tap <i>Settings</i> .
3		Tap <i>Transmitter</i> .
4		Tap <i>Pair New</i> .

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Step	What you see	What you do
5a		If you still have transmitter package: Turn <i>transmitter box</i> upside down on a flat surface, with barcodes facing up. Please Note: Picture is representational only; the back of your transmitter box may not look the same.
5b		Center <i>longest barcode</i> within green brackets. Tap <i>Take Photo</i>.

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Step	What you see	What you do
5c		Check mark confirms successful transmitter SN scan.
6a		If unable to use app's scanning device: Tap Enter transmitter SN by hand.

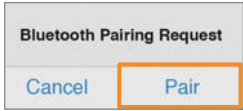
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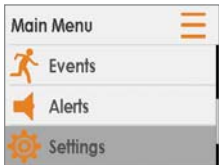
Step	What you see	What you do
6b		Use keyboard to enter transmitter SN. Confirm correct SN . Tap Save.
7		Wait up to 30 minutes for smart device and transmitter to connect.

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Step	What you see	What you do
8		At notification, Tap <i>Pair</i> to pair app with smart device.
9		Before starting a new sensor session, make sure your smart device and transmitter are paired.

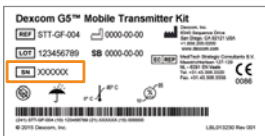
Pairing New Transmitter With Receiver

Step	What you see	What you do
1		After inserting sensor and attaching transmitter into the sensor pod: Press <i>left arrow</i> twice to go to <i>Main Menu</i> .
2		Press <i>down arrow</i> to highlight <i>Settings</i> . Press <i>select button</i> .

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Step	What you see	What you do
3		Press <i>down arrow</i> to highlight <i>Transmitter</i> . Press <i>select button</i> .
4		Highlight <i>Transmitter SN</i> . Press <i>select button</i> .
5		Turn <i>transmitter box</i> upside down to locate SN number.
6		Press <i>up/down arrows</i> to select and enter transmitter SN. Press <i>right arrow</i> to move to next digit. Press <i>select button</i> to save and close. Press <i>left arrow</i> twice to return to <i>Main Menu</i> .
7		Make sure receiver and transmitter are connected/paired before starting a sensor session. Check receiver 10 minutes after starting for <i>Bluetooth</i> icon. • Solid: Connected/Paired • Blinking: Searching/Not Paired



Sound/Vibration Prompts

Both the smart device and receiver provide sound/vibration prompts to tell you your transmitter battery is low or the transmitter failed. Remember, if your smart device is on Silent or Do Not Disturb, you may not get any sound notifications.

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

Smart Device

Your smart device prompts you with a sound, and repeats every five minutes until cleared.

Receiver

The receiver prompts you with an initial vibration. If not confirmed, you receive a sound/vibration twice, five minutes apart.

Summary

Now You Can.

- Identify replace sensor prompts 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 sensor pod with transmitter attached
- Separate transmitter from sensor pod
- 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 know when to replace your transmitter, and pair a new transmitter. But the Dexcom G5 can do much more.

In the next part, Part 3: Next Steps, you will learn how to get the most out of your Dexcom G5.



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NEXT STEPS - GETTING THE MOST OUT OF YOUR DEXCOM G5

- Reading Trend Graph Screens and Recognizing Trends
- Events
- Alarm and Alerts
- Sounds for Alarm, Alerts and System Messages
- Using Dexcom G5 for Treatment Decisions



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Chapter 9

Next Steps - Getting the Most out of Your Dexcom G5

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 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
- Explain 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.

Contraindications

Don't: *Never take any medications containing acetaminophen during your sensor session.*

Why: Taking medications with acetaminophen (such as Tylenol®, Excedrin® Extra Strength, Sudafed®, Robitussin®) while wearing sensor may falsely raise sensor glucose readings. Level of 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 blood glucose event or make a treatment decision that results in injury.

Warning

Do: *Take a BG measurement with your BG meter and use the BG value for treatment decisions (such as how much insulin to take) if your Dexcom G5 does not display both a number and a trend arrow.*

Why: Not having both a number and the arrow means you may be getting inconsistent or inaccurate sensor glucose readings.

Consequences: Using inconsistent or inaccurate sensor glucose readings for treatment decisions could result in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.



Warning

Don't: Never ignore symptoms of high and low glucose.

Do: Measure your BG with fingerstick measurement if sensor glucose readings don't match your symptoms.

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

Consequences: Ignoring your symptoms before treatment decisions could result in you having severe low or high blood glucose or making a treatment decision that results in injury.

Precaution

Using an accessory device (like a smart watch) might override your smart device sounds. Alarm/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 Alarm or Alerts on the smart device.



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 status. While the screen does look different between the receiver, smart device, Apple Today view, and Apple Watch, the information is the same.

No matter how you hold the receiver, its view does not change. The G5 app, on the other hand, has two ways to view data based on how you hold your smart device:

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

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



App Home Screen

The app home screen has two main sections:

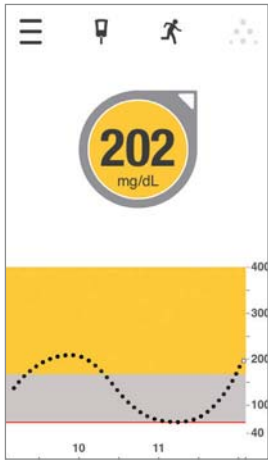
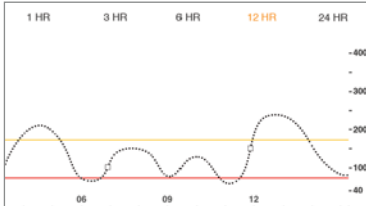
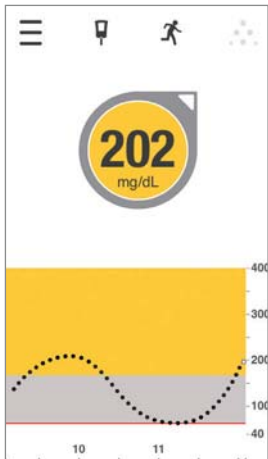
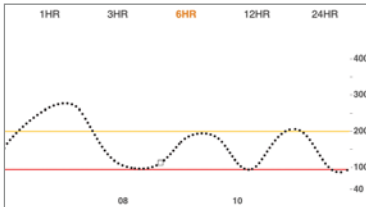
1. Task bar: Change settings, enter data, calibrate, and use Share.
2. Glucose information: Reflects glucose readings and trends.



Figure 6. App Home Screen on Smart Device

App	Name	What it means	What you do
Task Bar: Complete Tasks			
	Main Menu	Goes to other options.	Tap Main Menu to access: - Alerts - Settings - Help - Start/Stop Sensor
	BG Meter with red badge and number	Calibration prompt.	Tap icon and enter fingerstick BG value (see Chapter 7).
	BG Meter without red badge	No need to calibrate.	Do nothing.
	Event	Enter different events capturing activities affecting your glucose.	Tap icon to enter data for: - Carbs - Insulin - Exercise - Health (See Chapter 10).
	Dexcom Share	Dexcom Share is available only on the app. Gray icon: Share is not active.	Tap icon to activate (see Chapter 21).
	Dexcom Share	Once activated, Dexcom Share icon is colored.	Do nothing. Tap icon to access Dexcom Share.

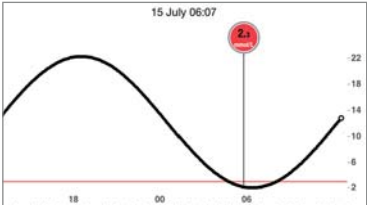
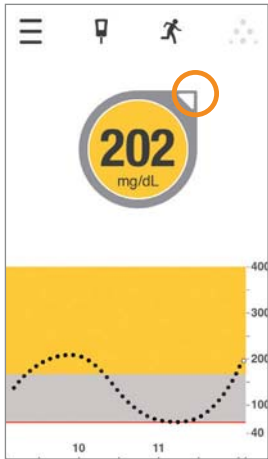
Glucose Information

App: Portrait	App: Landscape	What it means
		Home Screen In landscape mode, tap on the trend view you want to see at the top of the screen: 1-, 3-, 6-, 12-, or 24-hour historical trend views.
		Number Indicates the most recent sensor glucose reading. Shown in milligrams per deciliter (mg/dL). - Yellow: At or above target - Gray: Within target range - Red: At or below target

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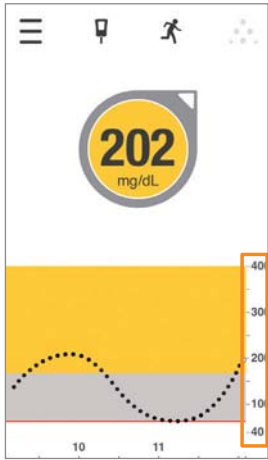
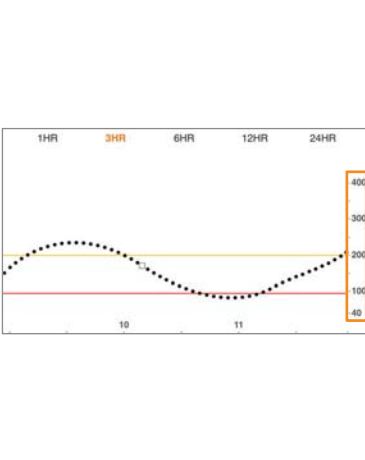
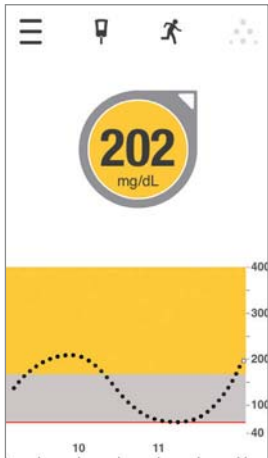
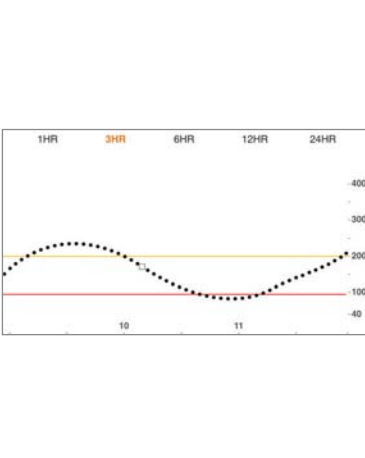
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App: Portrait	App: Landscape	What it means
N/A		Historical Readings Turn <i>smart device</i> to landscape mode. Tap time , shows timeframe's sensor glucose reading. Slide finger across screen to view rest of day's sensor glucose readings.
	N/A	Rate of Change Arrow Direction and number of arrows show sensor glucose change rate.

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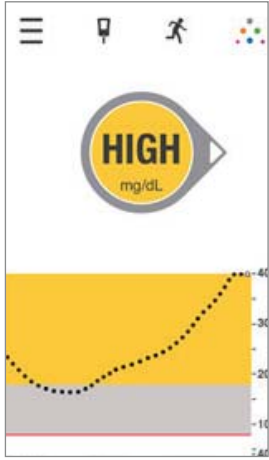
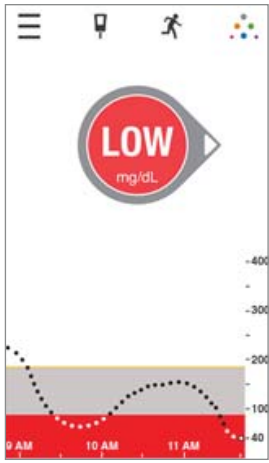
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App: Portrait	App: Landscape	What it means
		Sensor Glucose Reading Range Shows between 40-400 mg/dL.
		Within Glucose Range and Alert Levels • Yellow bar: High Alert level • Gray background: Within target range • Red bar: Low Alert level

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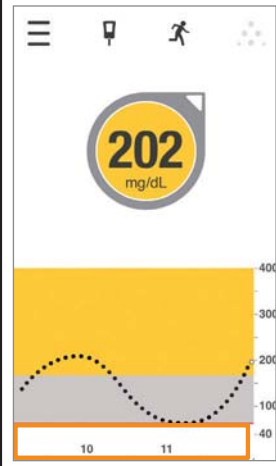
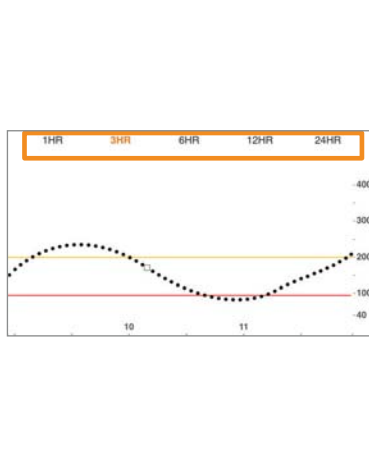
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App: Portrait	App: Landscape	What it means
	N/A	Your sensor glucose readings are above 400 mg/dL. You will not receive sensor readings until you are at or below 400 mg/dL.
	N/A	Your sensor glucose readings are below 40 mg/dL. You will not receive sensor readings until you are at or above 40 mg/dL.

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App: Portrait	App: Landscape	What it means
		Trend Graph Time Frame Default is most recent 3 hours. Turn smart device to landscape mode for most recent 1-, 3-, 6-, 12-, and 24-hour readings.

When the app and transmitter connect after a Signal Loss, up to three hours of missed readings can fill in on the trend graph.

Apple Watch and Today View

The G5 Mobile app offers other ways to check your glucose information, aside from opening the app. If you choose, you can use either of the following methods:

- Today view
- Apple Watch

Today View

Use the Today view to check your glucose quickly, even when the device is locked.

To open the Today view:

1. Swipe down from the top edge of your screen.
2. Swipe right.
3. Scroll to the bottom and tap Edit to add Dexcom to that screen.

Today View

Today View	Name	What it means
	Today View	Displays your glucose information: • Current glucose number • Direction your glucose is heading • Graph of glucose trend
	Sensor Glucose Reading	Shows most recent sensor glucose reading. Color of circle changes: • Yellow: At or above target • Gray: Within target range • Red: At or below target
	Trend Arrow	Shows direction and speed your glucose is changing.

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Today View	Name	What it means
	Trend Graph	Graph of your recent glucose readings between 40 and 400 mg/dL. Glucose target range Alert settings: • Yellow bar: High Alert level • Gray background: Target range • Red bar: Low Alert level or, if that's disabled, 55 mg/dL (Urgent Low Glucose Alarm)

Apple Watch (iPhone only)

Check your CGM on your Apple Watch. Use the Watch app on your smart device to add G5 to the Watch. See your Apple Watch instructions for help.

Today View	Name	What it does
	G5 on Apple Watch	Displays your glucose information: • Current glucose number • Direction your glucose is heading • Graph of glucose trend

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Today View	Name	What it does
	Sensor Glucose Reading	Shows most recent sensor glucose reading.
	Trend Arrow	Shows direction and speed your glucose is changing.
	Trend Graph	Graph of your recent glucose readings between 40 and 400 mg/dL. Glucose target range Alert settings: • Yellow: High Alert setting • Gray: Target range • Red: Low Alert setting or, if that's disabled, 55 mg/dL (Urgent Low Glucose Alarm)



Your Apple Watch can communicate only with your smart device, not the Dexcom G5 transmitter. You will not get Alarm or Alerts on the watch unless it is connected with your smart device. For example, if you have your watch on and you go out, but leave your smart device at home, you will not receive any CGM updates.

When you wake your Apple Watch, it gets your current CGM data from your smart device. There may be a brief delay before the watch shows current information.

For compatibility information, see dexcom.com/compatibility.

Now that you've learned about the app's home screen, let's move our focus to the Dexcom G5 receiver.

Receiver Home Screen

Unlike your smart device screens, the receiver's screen is not interactive; all prompts are for information only. To make changes or enter data in the receiver, **press select button** 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 (for example, 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.

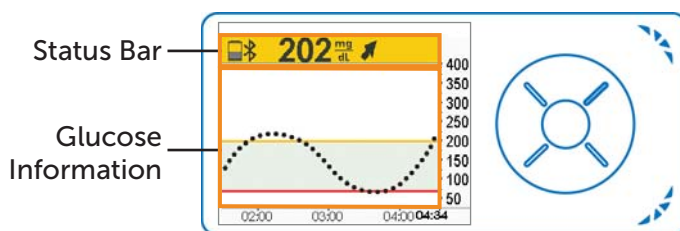
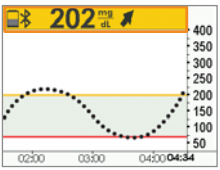
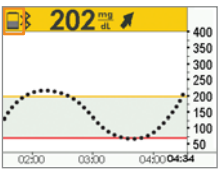
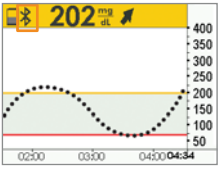


Figure 7. Home Screen on Receiver

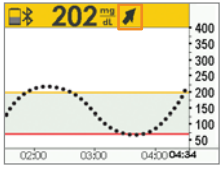
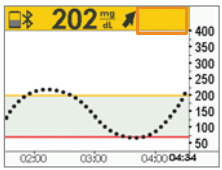


Status Bar

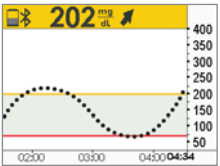
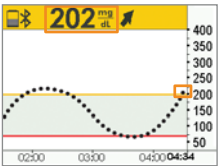
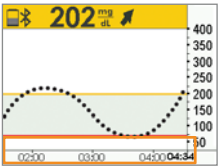
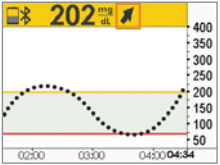
Receiver	Name	What it does	What you do
	Status Bar	Provides at-a-glance information about the receiver, system, or you. Icons will change based on current data.	Review and take appropriate action.
	Battery	Shows battery level.	When battery is low, plug micro USB cable into receiver. Plug USB into the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

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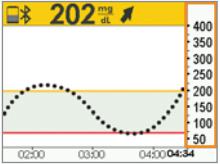
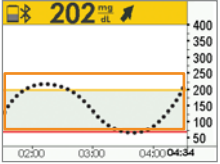
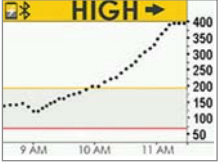
Receiver	Name	What it does	What you do
	Sensor Glucose Reading	Shows most recent sensor glucose reading. Color of status bar changes: Yellow: At or above target. Gray: Within target range. Red: At or below target.	Take appropriate action.
	Trend Arrow	Shows direction and speed your glucose is changing.	Review and take appropriate action.
	Status Area	Far right. Error icons and calibration prompts.	Take appropriate action.

Glucose Information

Receiver	What it does
	Home screen.
	Number Most recent sensor glucose reading. Shown in milligrams per deciliter (mg/dL). Color of status bar changes: - Yellow: At or above target - Gray: Within target range - Red: At or below target
	Historical Readings Default is most recent 3 hours. Press up/down arrows to access 1-, 3-, 6-, 12-, or 24-hour trend views.
	Rate of Change Arrow Direction and speed of your glucose changes.

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Receiver	What it does
	Sensor Glucose Reading Range Shows between 40-400 mg/dL.
	Glucose Target Range Alert Settings. • Yellow bar: High Alert setting • Gray fill: Target range • Red bar: Low Alert setting
	Your sensor glucose readings are above 400 mg/dL. You will not receive sensor readings until you are at or below 400 mg/dL.
	Your sensor glucose readings are below 40 mg/dL. You will not receive sensor readings until you are at or above 40 mg/dL.

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

9.4 Rate of Change Arrows

Not sure 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.

You need a rate of change arrow when using your Dexcom G5 to make treatment decisions.

However, before doing anything, think about your most recent insulin dosing, food intake, overall trend graph, and current sensor glucose reading. **Don't overreact to the arrows.** For more information on using your Dexcom G5 Mobile for treatment decisions, please see Chapter 13.

Remember, the arrows don't reflect your latest reading: they reflect a combination of recent readings.

Rate of Change Arrows

App	Receiver	What your glucose is doing
		Glucose is steady. Not increasing/decreasing more than 1 mg/dL per minute or up to 15 mg/dL in 15 minutes.
		Glucose is slowly rising 1-2 mg/dL each minute or up to 30 mg/dL in 15 minutes.
		Glucose is rising 2-3 mg/dL each minute or up to 45 mg/dL in 15 minutes.
		Glucose is rapidly rising more than 3 mg/dL each minute or more than 45 mg/dL in 15 minutes.

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App	Receiver	What your glucose is doing
		Glucose is slowly falling 1-2 mg/dL each minute or up to 30 mg/dL in 15 minutes.
		Glucose is falling 2-3 mg/dL each minute or up to 45 mg/dL in 15 minutes.
		Glucose is rapidly falling more than 3 mg/dL each minute or more than 45 mg/dL in 15 minutes.
	No arrow	You are not getting any sensor glucose readings. System can't calculate the speed and direction of your glucose change.



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, or display devices aren't communicating, 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

If screen is locked:

1. Depending on your device, swipe or tap message to go to app.

Within app:

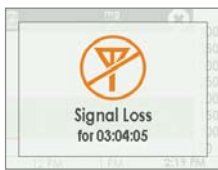
1. Read message.
2. **Tap** *Question Marks* for more information and follow steps as appropriate.

Receiver

1. **Press** *select button* to confirm 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 or to make treatment decisions during these error periods.

Error Notifications

What you see		What you do
Bluetooth Out of Range		
Smart Device: Lock Screen		Move display device and transmitter within 20 feet of each other without obstruction (walls or water). Wait up to 30 minutes. Smart device: 1. Restart smart device. If error remains: 1. Open your device <i>Bluetooth</i> settings. 2. Delete all Dexcom <i>from My Devices</i>. Pair your <i>transmitter</i>.
Smart Device: In App		
Receiver		

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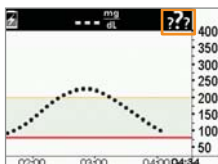


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What you see		What you do
App Notifications Disabled		
Smart Device: In App		Notifications from the app are blocked. Enable <i>Notifications</i> in your smart device settings. See your smart device instructions.
Bluetooth Off		
Smart Device: Lock Screen		Smart device: 1. Press <i>Home</i> button. 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.	

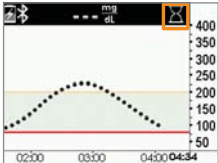
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What you see		What you do
Not Getting Sensor Glucose Reading		
Smart Device: Lock Screen	N/A	Signal Loss receiver only: Check —Are you: • Within 20 feet of your display device? • In your two-hour warmup period? • Outside of your calibration schedule? • In a sensor session?
Smart Device: In App		
Receiver		
System Found Temporary Sensor Issue		
Smart Device: Lock Screen	N/A	Don't calibrate. System may correct problem on its own and display sensor glucose readings again. If notification stays for three hours: Contact Technical Support (see Section 17.1).
Smart Device: In App		
Receiver		

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What you see		What you do
Transmitter and Sensor Not Communicating		
Smart Device: Lock Screen	N/A	Wait three hours while the transmitter tries to fix the error. Do not enter calibrations during this time. Make sure your transmitter is properly inserted into the sensor pod. If not corrected: • Contact Technical Support (see Section 17.1) • Remove sensor • Insert new sensor
Smart Device: In App		
Receiver		

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What you see		What you do
Calibration Required		
Smart Device: Lock Screen		Error in calibrating. Enter another BG meter value.
Smart Device: In App		
Receiver		

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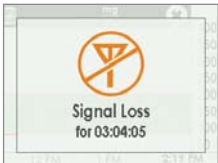
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What you see		What you do
Calibration Error		
Smart Device: Lock Screen		Wait 15 minutes. Enter a BG meter value.
Smart Device: In App		
Receiver		

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What you see		What you do
Display Devices and Transmitter Not Communicating		
Smart Device: Lock Screen		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: 1. Restart smart device. If error remains: 1. Open your device <i>Bluetooth settings</i>. 2. Delete all <i>Dexcom entries</i>. 3. Pair your <i>transmitter</i>.
Smart Device: In App		
Receiver		

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 17.1).

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 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



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 that 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 in the Dexcom G5.





Chapter 10

Next Steps - Getting the Most out of Your Dexcom G5

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 will 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
 - G5 Mobile app
 - Dexcom G5 receiver
- Recognize Event markers on the G5 Mobile app
 - Describe how Event markers are different in portrait and landscape view
- Describe how to view Events entered via your receiver

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 sugars.

An Event is an action or situation affecting your glucose levels. With the Dexcom G5, 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:

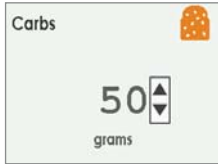
1. Carbs
2. Insulin
3. Exercise
4. Health

The fourth category, Health, has more options:

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

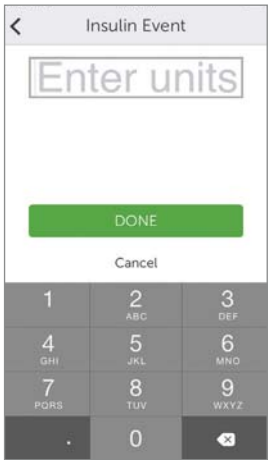
The following table provides more detail on each type of Event.

Events Menu

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

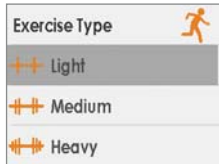
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Device	What you see	What it means	What you do
Insulin			
Smart Device: In App		Receiver's screen reflects last number entered.	Enter insulin units for each dose, up to 250 units. Can't enter type of insulin, only dosage.
Receiver			

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

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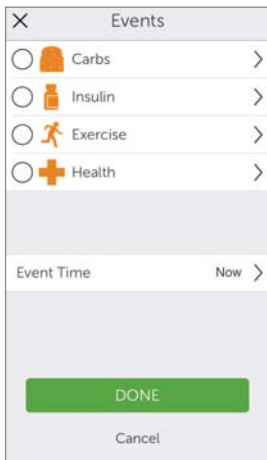
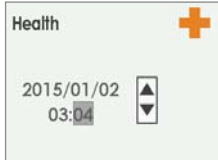
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Device	What you see	What it means	What you do
Health			
Smart Device: In App		General well-being.	Enter different health Events (see following Health Events Menu table).
Receiver			

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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, the Health category 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		
Smart Device: In App		Use Health Main Menu to access selections.
Receiver		

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



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 meant to be 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 into the 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 see your Event entries. For more Dexcom Share information, please see Part 5.

Entering Events: Smart Device

In the G5 Mobile 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).

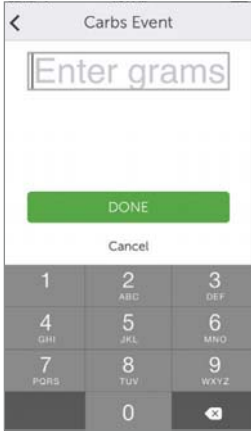
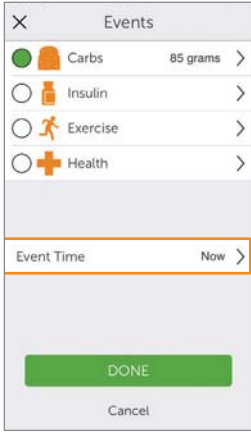
The same steps are used to enter Events for Carbs, Insulin, Exercise, and Health. If you can enter a Carb Event, you can enter an Insulin Event. To enter Events, we'll use the above scenario. The following table shows how to enter Carbs (drive-thru lunch) and Stress (traffic jam) Events.

Entering Events: G5 Mobile App

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

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Step	What you see	What you do
Enter Carb Event		
3		Add up all carb grams from lunch. Enter “85” using keypad. Tap <i>Done</i>.
4		Tap <i>Event Time</i>.

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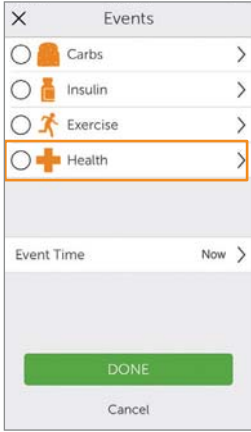
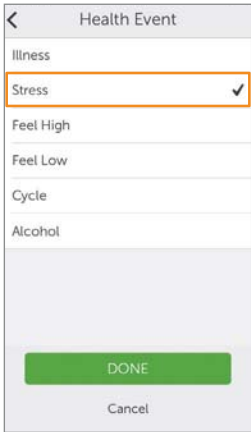
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Step	What you see	What you do
Enter Carb Event		
5		Scroll and select date and time. Tap Done.
6		Tap Save or Cancel.
Enter Stress Event		
7		Tap Running Man.

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Step	What you see	What you do
Enter Stress Event		
8		Tap <i>Health</i>.
9		Tap <i>Stress</i>. Tap <i>Done</i>.

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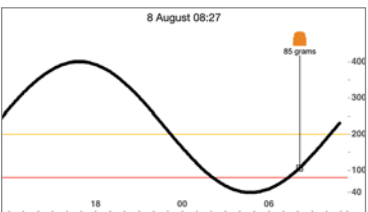
Step	What you see	What you do
Enter Stress Event		
10		Tap Event Time.
11		Scroll and select date and time. Tap Done.

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Step	What you see	What you do
Enter Stress Event		
12		Tap Save or Cancel .
13		Turn to landscape.

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, the receiver doesn't.

There may be times when you want or need to enter Events on the Dexcom G5 receiver.

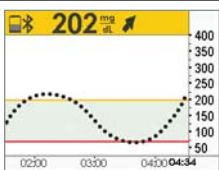
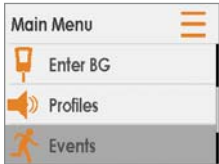


Entering Events: Dexcom G5 Receiver

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.

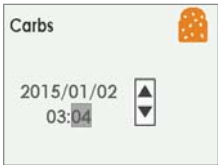
Entering Events: Receiver

Step	What you see	What you do
Enter Carbs Event		
1		Default screen Press <i>select button</i> to go to Main Menu.
2		Press <i>down arrow</i> to highlight Events. Press <i>select button</i> .
3		Highlight <i>Carbs</i> . Press <i>select button</i> .

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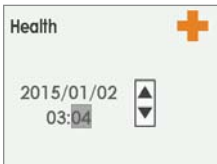
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Step	What you see	What you do
Enter Carbs Event		
4		Add up all carb grams from lunch. Press up arrow to “85.” Press select button.
5		Press left/right arrows to change time and date. • Left: Backward • Right: Forward Press select button.
6		Confirmation screen. Press select button.

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Step	What you see	What you do
Enter Health Event		
7		Press <i>down arrow</i> to highlight Health. Press <i>select button</i>.
8		Press <i>down arrow</i> to highlight Stress. Press <i>select button</i>.
9		Press <i>left/right arrows</i> to change time and date. • Left: Backward • Right: Forward Press <i>select button</i>.
10		Verify information is correct. Press <i>left/right arrows</i> to highlight field. Press <i>up/down arrows</i> to change numbers. Press <i>select button</i> to save.

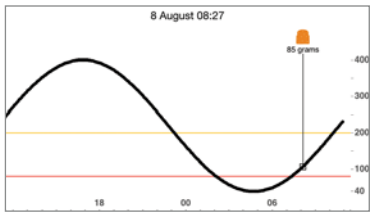


10.4 Viewing Events

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

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

Events Markers: App

What you see	What it does	What you do
	Landscape Only Show Event details.	Landscape Only Tap square. Slide finger across screen.

Once you have allowed your Share Follower's to 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
 - G5 Mobile app
 - Dexcom G5 receiver
- Recognize Event markers on the G5 Mobile app
 - Describe how Event markers are different in portrait and landscape view
- Describe how to view Events entered via your receiver





What's Next?

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





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Chapter 11

Next Steps: - Getting the Most out of Your Dexcom G5

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 Dexcom G5 understands there are times when you can't look at your receiver or smart device; however, you still need to know of actionable glucose trends or if you're not getting your sensor glucose readings.

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

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

After this chapter, you will be able to:

- Define "Alarm"
- Define "Alert"
- Identify the different types of Alerts
- Describe the difference between Alarm/Alerts
- Recognize different Alarm/Alerts
- Determine if signal loss is preventing you from getting an Alarm or Alert
- Describe recommended app settings
- Successfully confirm Alarm/Alerts on the smart device and receiver

Your trending information is one of the greatest benefits of the Dexcom G5. 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 your smart device settings let you get Alarm and Alerts.*

To receive Alarm/Alerts you must:

- **Make sure** G5 Mobile app notifications are turned on in Settings menu
- **Verify** app hasn't been shut down.
- **Adjust** volume so you can hear sounds.
- **Turn on** *Bluetooth*.
- **Turn off** Do Not Disturb.
- **Keep** G5 Mobile app running in the background.
- **Restart** app after device is restarted.
- **Make sure** accessory devices (for example, smart watch) do not override your sounds and other settings.

Why: Your app's settings do not override phone settings.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.





Warning

Don't: *Never assume the Dexcom G5 Mobile app's Alarm/Alerts vibrations are different from other vibrating apps.*

Do: *Look at your smart device and check if vibration is a Dexcom G5 Alarm or Alert.*

Why: Medical device apps don't have special priority over your smart device's features. You can't determine if the vibration is coming from your G5 Mobile app or another app.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Warning

Do: *Unplug headphones from your smart device when not in use.*

Why: If headphones are plugged in while not being used, you won't hear an Alarm or Alert.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

Don't: *Never prevent communication between transmitter and display devices.*

Do: *Keep smart device and receiver within 20 feet of transmitter and away from obstructions.*

Why: 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 types have been tested. Obstructions can include water, walls, metal, etc.

Water (for example, while swimming, surfing, bathing, etc.) can severely limit communication range.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.



Precaution

Do: Set smart device and receiver settings separately.

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, you won't get an Alarm or Alert.

Consequences: Missing a severe low or high blood glucose or making a treatment decision that results in injury.

Precaution

Do: Verify smart device and receiver are turned on.

Why: Neither the receiver nor smart device will generate sensor glucose readings, Alarm, or Alerts if turned off.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

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 Alarm (Alarm), which is set at 55 mg/dL. The Alarm will repeat every 5 minutes until you confirm the Alarm (see Chapter 12 on how to customize the sounds). If you confirm the Alarm and your sensor glucose readings do not go above 55 mg/dL in the next 30 minutes, the Alarm repeats.

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 level or CGM system needs attention.



Low/High glucose Alerts tell you when your sensor glucose readings are outside your target glucose range. 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 are not available on all smart devices), visual prompts, sounds, or a combination of all three. If your smart device is on Silent or Do Not Disturb, you'll still get most of your Alarm and Alerts with one main exception: your Signal Loss Alert won't notify you when your smart device is on Silent and/or Do Not Disturb.

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

During your initial setup, you establish your Low and High 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 to customize glucose level notifications, how you are notified, and, in some cases, how often you get notified. The following are the defaults.

Default Alerts

Low/High Alerts

When making treatment decisions using your Dexcom G5 Mobile CGM System, it's best to keep your Alerts turned on.

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

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

Rise Rate/Fall Rate/Repeat/Signal Loss Alerts

Rise Rate and Fall Rate Alerts warn you when your glucose levels are changing rapidly, either up or down, 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

- Rise Rate
 - Default setting is Off—No Alert.
 - Need to change settings to receive Rising Alert.
- Fall Rate
 - Default setting is Off—No Alert.
 - Need to change settings to receive Falling Alert.
- Repeat
 - Default setting is Off—No Alert.
 - 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.
 - Default setting is On.
 - If you are concerned about missing your Signal Loss Alert, don't turn on Silent or Do Not Disturb.

Now you have the basics for Dexcom G5 Alarm/Alerts feature. 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 tells 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 look different on the display devices, they reflect the same information.

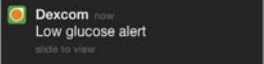
After prompts we'll separately review the vibration and audible Alarm/Alerts for the app and receiver.

Alarm and Alerts look different based on your display device, but reflect the same information.

Urgent Low Glucose Alarm

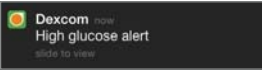
Device	What you see	What it means
Smart Device: Lock Screen		Sensor glucose reading at or below 55 mg/dL. Shows last glucose value. Arrows reflect rate of change.
Smart Device: In App		
Receiver		

Low/High Glucose Alerts

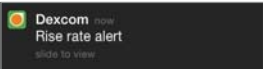
Device	What you see	What it means
Smart Device: Lock Screen		Sensor glucose reading at or below your Low Glucose Alert level. Shows most current sensor glucose reading. Arrows reflect rate of change. Can be set to repeat between 15 minutes to 4 hours
Smart Device: In App		
Receiver		

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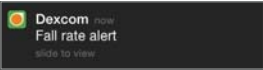
Device	What you see	What it means
Smart Device: Lock Screen		Sensor glucose reading at or above your High Glucose Alert level. Shows most current sensor glucose reading. Arrows reflect rate of change. Can be set to repeat between 15 minutes to 4 hours.
Smart Device: In App		
Receiver		

Rise Rate/Fall Rate Alerts

Device	What you see	What it means
Smart Device: Lock Screen	 A black notification banner with the Dexcom logo, the text "Rise rate alert", and a "slide to view" prompt.	Sensor glucose readings rising quickly. Number of arrows shows how fast (2 mg/dL/min; 3+ mg/dL/min).
Smart Device: In App	 A white screen titled "Rise Rate Alert" featuring a large circular graphic with the word "RISING" and a green "OK" button at the bottom.	
Receiver	 Two side-by-side screenshots of the receiver display. The left screen shows "RISING" with one upward arrow. The right screen shows "RISING" with two upward arrows. Both screens include a timestamp at the bottom.	

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Device	What you see	What it means
Smart Device: Lock Screen		Sensor glucose readings falling quickly. Number of arrows shows how fast (2 mg/dL/min; 3+ mg/dL/min).
Smart Device: In App		
Receiver		

Signal Loss Alert

Device	What you see	What it means
Smart Device: Lock Screen		Your receiver and transmitter are not communicating. You will not receive Alarm/Alerts. Check BG meter to check your glucose and make any treatment decisions.
Smart Device: In App		
Receiver		

11.5 App: Suggested Settings

Review Chapter 5 to learn how to configure your smart device for use with the Dexcom G5. Use the suggested settings to help ensure you get Alarm and Alerts.

11.6 Receiver: Default Beeps and Vibrations

The Dexcom G5 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 with the smart device, the volume can't be changed.

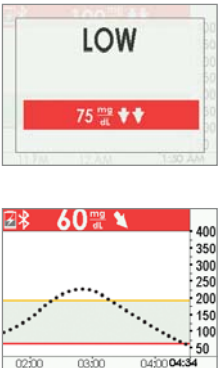
In Chapter 12 you'll learn how to adjust the volume and intensity of your Alarm/Alerts. The following is a table of the receiver's default beep and vibration patterns. After you confirm the initial Alert vibration, you won't get any beeps or sounds unless you've turned on the Repeat Alert.

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

Urgent Low Glucose Alarm

What you see	Beeps and vibration
	Initial Default Alert: Vibrates 4 times. After 5 Minutes: Vibrates/beeps 4 times every 5 minutes until confirmed or sensor glucose readings go above Alarm level. After 30 Minutes: After confirming the Alarm, you will continue to be notified if sensor glucose readings remain at or below the pre-set 55 mg/dL Alarm level.

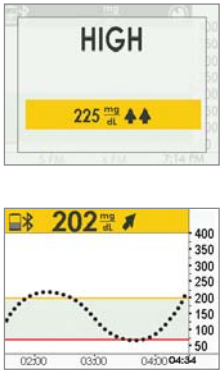
Low/High Glucose Alerts

What you see	Beeps and vibration
	Initial Default Alert: Vibrates 3 times. After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until confirmed. Trend screen will continue to reflect Alert until sensor glucose readings go above Low Alert level.

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What you see	Beeps and vibration
	Initial Default Alert: Vibrates 2 times. After 5 Minutes: Vibrates/beeps 2 times every 5 minutes until confirmed. Trend screen will continue to reflect Alert until sensor glucose readings go below High Alert level.

Rise Rate/Fall Rate Alerts

What you see	Beeps and vibration
	Initial Default Alert: None/Off. After Setting Change: Vibrates 2 times, 2 sounds. After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until confirmed or sensor glucose reading rises below Alert level.

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What you see	Beeps and vibration
 	Initial Default Alert: None/Off. After Setting Change: Vibrates 3 times. After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until confirmed or sensor glucose reading rises above Alert level.

Low Repeat/High Repeat

What you see	Beeps and vibration
	Initial Default Alert: None/Off. After Setting Change: Vibrates 3 times. After 5 Minutes: Vibrates/beeps 3 times every 5 minutes until confirmed. Will re-alert if sensor glucose readings drop to 55 mg/dL or below.

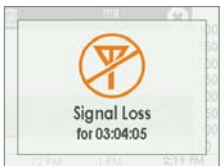
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What you see	Beeps and vibration
	Initial Default Alert: None/Off. After Setting Change: Vibrates 2 times. After 5 Minutes: Vibrates/beeps 2 times every 5 minutes until confirmed.

Signal Loss Alert

What you see	Beeps and vibration
	Initial Default Alert: On. After Setting Change: Vibrates 1 time. After 5 Minutes: Vibrates/beeps 1 time every 5 minutes for a total of 6 times if not confirmed. After 6 times it will not alert again.

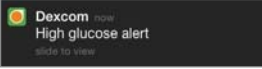
11.7 Confirming Alarm/Alerts

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

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



Smart Device: Confirming Alarm/Alerts

Device	What you see	What you do
Smart Device: Lock Screen		iOS: Slide Alarm/Alert right to open app.
Smart Device: In App		Tap OK to confirm Alarm/Alert.

Receiver: Confirming Alarm/Alerts

What you see	What you do
	Press select button.

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



Summary

Now You Can:

- Define “Alarm”
- Define “Alert”
- Identify the different types of Alerts
- Describe the difference between Alarm/Alerts
- Recognize different Alarm/Alerts
- Determine if signal loss is preventing you from getting an Alarm/Alert
- Describe recommended app settings
- Successfully confirm Alarm/Alerts on the smart device and receiver

What's Next?

Up to now, you have learned about the Alarm/Alerts default settings. But what do you do if you want to decrease the High Alert glucose level threshold, or you want to continue getting a Low Alert notification if your glucose levels don't improve, even though you've confirmed the notification?

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



Chapter 12

Next Steps - Getting the Most out of Your Dexcom G5

On the Go With G5: Customizing Your Alarm and Alerts

12.1 Introduction

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

Perhaps you're in a meeting and can only confirm an Alert, yet want to make sure your Alert repeats, or continues, until you're able to take corrective measures. 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 Alert tones and glucose levels.

After this chapter, you will be able to:

- Customize your Low/High Alerts
 - G5 Mobile app
 - Dexcom G5 receiver
- Adjust your Alarm sound notification
- Use receiver's Advanced Alerts
 - Low/High Repeat
 - Rise/Fall Rate
 - 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

Warning

Do: If using both receiver and app to get an Alarm or Alerts, change settings in each display device.

Why: Any changes to the G5 Mobile app will not carry over to the receiver.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

12.3 Changing App Alarm and Alerts

App Screen Overview

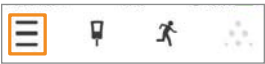
The Alerts Main Menu lists all customizable Alarm/Alerts and their current settings. Part of your initial setup included setting your Low/High Alerts. In this chapter, you'll learn how to change them.

Before learning how to change your settings, let's review the app's Alerts Main Menu screen.





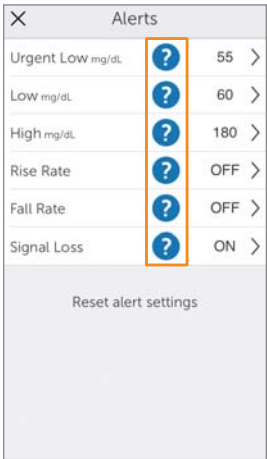
Customizing Alerts: App Alarm/Alerts Screen Overview

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

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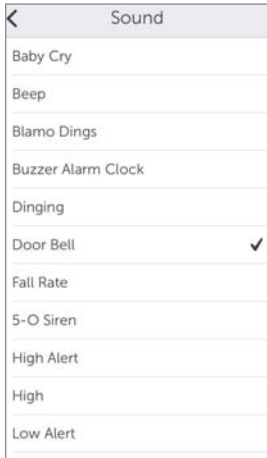
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Step	What you see	What you do	What it means
3		All customizable Alarm and Alerts. Current Alert settings. All alerts have: • On/Off switch • "Notify me" options • Sound options	Tap Alarm/Alert you want to change.
4		"?" explains: • Each Alarm/Alert • Message options • Recommended settings	Tap "?" for Alarm/Alert information.

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Step	What you see	What you do	What it means
5		Urgent Low Glucose Alarm: • Preset at 55 mg/dL and can't be changed • <i>Repeat</i> preset at 30 minutes and can't be changed • <i>Sound</i> is the only change option	Tap <i>Sound</i> to change sound.

Steps to Customize App Alarm/Alerts

Although the results will vary depending on what Alarm or Alert you are customizing, the steps to change your Alarm or Alerts are the same:

From app's Main Menu:

1. **Tap Alerts.**
2. **Tap** the *Alert* you want.
 - a. **Tap** *switch* to turn Alert on/off.
3. **Tap Notify me.**
 - a. Change the Alert glucose level (mg/dL).
 - i. **Scroll** *selection wheel* to 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 Alerts if your sensor glucose readings continue to be high or low.
 - i. **Scroll** *selection wheel* to find your desired Alert level.
 - ii. **Tap** to highlight.
 - iii. **Tap** *Save*.

5. **Tap** *Sound*.

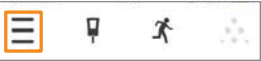
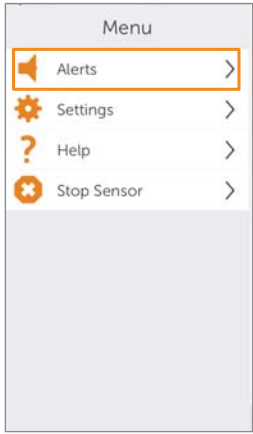
- a. Assign a different sound to each Alarm or Alert.
 - i. **Scroll** *selection wheel* to find your desired sound.
 - ii. **Tap** to highlight.
 - iii. **Tap** *back arrow*.

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.





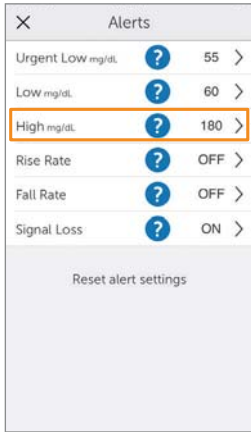
Customizing Alerts: App

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

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Step	What you see	What it means	What you do
Changing an Alert			
3		Opens High Alert settings (mg/dL).	Tap <i>High mg/dL</i> .
4		Shows High Alert options and current settings	Check <i>High Alerts</i> is on. • On - Orange • Off - Gray

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Step	What you see	What it means	What you do
Changing an Alert			
5		Won't get Alert if off.	If off: Slide switch to On. • On - Orange • Off - Gray
6		Changes High Alert (mg/dL).	Tap Notify Me Above.

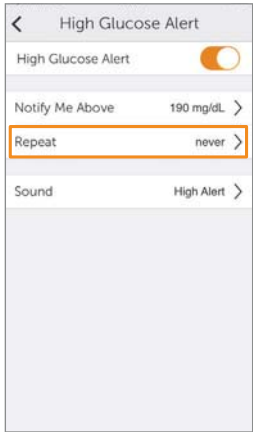
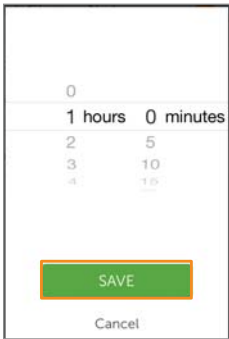
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Step	What you see	What it means	What you do
Changing an Alert			
7		Changes glucose level from current level (mg/dL).	Scroll selection wheel. Stop at 190 mg/dL.
8		Saves new High Alert glucose level (mg/dL). Returns to High Glucose Alert screen options. Notify Me Above set at 190 mg/dL.	Tap Save.

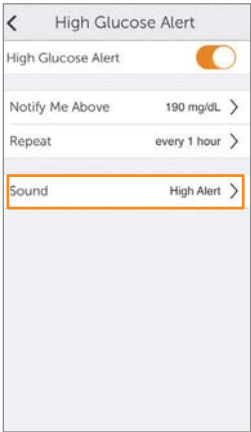
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Step	What you see	What it means	What you do
Changing an Alert			
9		Changes how often your High Alert repeats after initial Alert and confirmation. Repeats only if you are above your high glucose level.	Tap Repeat.
10		Changes the current repeat setting. Can select in five minute steps (range 15 minutes-4 hours).	Scroll selection wheel. Stop at 1 hour.

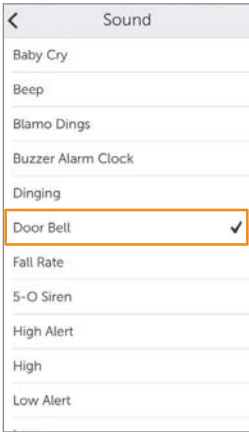
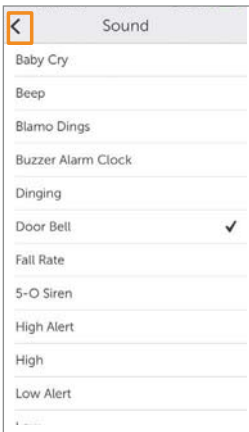
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Step	What you see	What it means	What you do
Changing an Alert			
11		Saves your new repeat timing. Returns to High Glucose Alert screen options. Repeat shows how often you'll get notified.	Tap Save.
12		Customizes Alert sound.	Tap Sound.

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Step	What you see	What it means	What you do
Changing an Alert			
13	 The screenshot shows a list of sound options: Baby Cry, Beep, Blamo Dings, Buzzer Alarm Clock, Dinging, Door Bell (highlighted with an orange box and a checkmark), Fall Rate, 5-O Siren, High Alert, High, and Low Alert.	Changes current sound setting.	Tap Door bell. Tap <i>Sound</i> again to hear sound sample.
14	 The screenshot shows the same list of sound options as in step 13. The back arrow in the top left corner is highlighted with an orange box.	Saves your new Alert sound. Returns to High Glucose Alert Menu.	Tap <i>Back Arrow</i>.

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Step	What you see	What it means	What you do
Return to Trend Screen			
15	 The screenshot shows the 'Alerts' screen with a list of alert settings: Urgent Low mg/dL (55), Low mg/dL (60), High mg/dL (190), Rise Rate (OFF), Fall Rate (OFF), and Signal Loss (ON). Each item has a question mark icon. At the bottom is a 'Reset alert settings' button. The 'X' icon in the top left corner is highlighted with an orange box.	Returns to Main Menu.	Tap "X".
16	 The screenshot shows the 'Menu' screen with a list of options: Alerts, Settings, Help, and Stop Sensor. Each item has an icon and a right arrow. The menu icon in the top right corner is highlighted with an orange box.	Returns to trend screen.	Tap <i>Menu</i> icon Or Swipe <i>right</i> .



12.4 Changing Receiver Alarm and Alerts

Any changes to the app will not carry over to the receiver. If using both, make the same changes in the receiver that you made in your smart device. If you don't, you may miss an Alarm or Alert.

You'll notice a difference in flow 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 the 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 10, you learned how many beeps each Alarm/Alert has.

Normal is the default setting for your receiver sound Profiles.

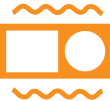
Attentive uses a rising or falling melody instead of beeps.

The receiver first vibrates when sending you an Alarm or Alert. If you confirm the 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 confirming, later in this chapter you'll learn about setting up Repeat Alerts.

HypoRepeat is very similar to the Normal Profile, but keeps repeating the fixed 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.

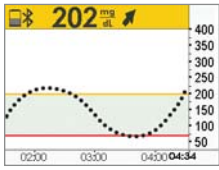
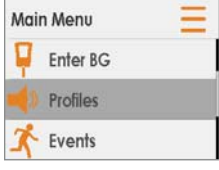
Alarm/Alert Sound Profiles

Icon	Profile name	Notification description
	Vibrate	Vibration only. Only sound is your receiver vibrating. Vibrate is not available for the 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 fixed 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.

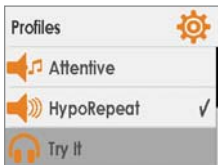
The next table shows how to change a sound Profile, then sample how it sounds.

Customizing Sound Profiles: Receiver

Step	What you see	What it means	What you do
1		Goes to Main Menu	Press <i>select button</i> .
2		Profiles is on second screen. Second Main Menu screen.	Press <i>down arrow</i> .
3		Profiles adjusts volume of Alarm/Alerts.	Press <i>up/down arrows</i> . Stop at <i>Profiles</i> . Press <i>select button</i> .
4		Choose sound Profile.	Press <i>up/down arrows</i> . Stop at desired <i>Profile</i> . Press <i>select button</i> .

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Step	What you see	What it means	What you do
5		Hear the sound.	Sample sound: Press <i>down arrow</i> . Stop at <i>Try It</i> . Press <i>select button</i> to have the sound play. Exit Profiles: Press <i>left arrow</i> .
6	N/A	Repeat as needed.	Repeat steps 2-5 to change Profile. To Exit: Press <i>left arrow</i> to Main Menu.

Profiles allow you to change your Alarm and Alert tones. The Alerts menu gives you options for personalizing your glucose level Alerts, repeat Alerts, turning on your Rising/Falling Alerts, and turning on your Signal Loss Alert.

Alerts Main Menu

The Low/High Alert option lets you adjust your Low/High glucose Alert level (mg/dL). If you are using your Dexcom G5 for treatment decisions, keep your Alerts on.

The Advanced option lets you turn on Low/High Repeat, Rise/Fall Rate Alerts, and Signal Loss Alert.

Low/High Repeat

In the previous chapter, you learned that confirming 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 Low/High Repeat option.

The default setting for Low/High Repeat is Off.



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 Rate Alert with vibrations or beeps to let you know when your glucose is rising or falling (2 mg/dL/min, or 30 mg/dL in 15 minutes) or rapidly rising or falling (3 or more mg/dL/min, or 45 mg/dL or more in 15 minutes).

The default setting for the Rise/Fall Rate Alert is Off.

It is important that 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 to get alerted if your sensor glucose readings have stopped due to a signal loss anywhere from 20 to 200 minutes.

The default setting for the Signal Loss Alert is On.

Remember, if Silent and/or Do Not Disturb are On, you won't hear your Signal Loss Alert.



Steps to Customize Receiver Alarm/Alerts

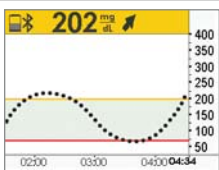
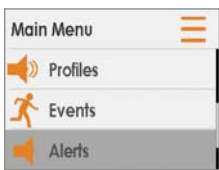
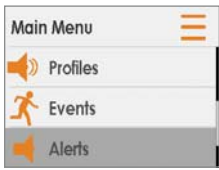


Using the same example from changing your app Alerts, let's change the receiver's High Alert notification level from 200 mg/dL to 190 mg/dL, repeating every 60 minutes.

Follow the same steps for turning on the Rise/Fall Rate Alerts, and adjusting your Low Alert.



Customizing Alerts: Receiver

Step	What you see	What it means	What you do
Change High Alert Level			
1		Go to Main Menu.	Press <i>select</i> button.
2		Alerts option from the Main Menu.	Press <i>down</i> arrow. Stop at Alerts.
3		Enter Alerts menu option.	Press <i>select</i> button.
4		Alerts' option menu. Lists different Alerts.	Press <i>up/down</i> arrows. Stop at <i>High Alert</i>. Press <i>select</i> button.

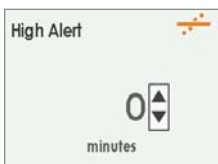
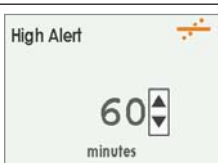
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Step	What you see	What it means	What you do
Change High Alert Level			
5		Alert's current settings. Change your current High Alert level.	Press down arrow. Stop at Level. Press select button.
6		Current setting Use Up/Down arrows to change your High Alert level (mg/dL).	Press down arrow. Stop at 190 mg/dL.
7		Saves new High Alert level. Return to Alerts Menu.	Press select button. To exit: Press left arrow.
Turn on Repeat			
8		Alerts Menu. Choose Advanced to get to Repeat Alert.	Press down arrow. Stop at Advanced.

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Step	What you see	What it means	What you do
Turn on Repeat			
9		Enter Advanced Alert options.	Press <i>select</i> button.
10		Main Advanced screen. Set Repeat Alerts. Turn on Rise/Fall Rate Alerts.	Arrow to <i>High Repeat</i>. Press <i>select</i> button.
11		Initial screen shows current repeat minutes. Change time frame in 5 minute increments.	Press <i>up/down arrows</i>. Stop at 60 minutes.
12		Changed Repeat time for High Alert.	Press <i>select</i> button.
13		Changed completed. Return to Alerts Menu.	To exit: Press <i>left arrow</i>.



It doesn't matter which device you first use to customize your Alarm/Alerts settings; the key is making sure you make the same changes in both devices or you may miss an Alarm or Alert.

Summary

Now You Can:

- Customize your Low/High Alerts
 - G5 Mobile app
 - Dexcom G5 receiver
- Adjust your Alarm sound notification
- Use 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 Dexcom G5! You've set up the app and receiver, started a session, calibrated, followed your glucose trends, paid attention to your Alarm/Alerts prompts, and ended a session!

Other than monitoring your blood glucose sensor readings and their trends, how else can you use your Dexcom G5? In the next chapter, you will learn what you need to know when using your CGM system for treatment decisions.



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Chapter 13

Next Steps - Getting the Most out of Your Dexcom G5:

Using the Dexcom G5 Mobile CGM System for Treatment Decisions

13.1 Introduction

In previous chapters, you learned how trend arrows help you see how quickly your glucose is falling or rising. You also learned how Alarm/Alerts let you know something is happening to your glucose levels.

For example, you had a snack this afternoon. Just as you are leaving work, you get a High Glucose Alert. What would you do? What would you look at? Could you use your Dexcom G5 sensor glucose readings to make a treatment decision?

Prior to the Dexcom G5, you had to take a fingerstick with your BG meter before making any treatment decisions.

The Dexcom G5 changes all that. When asked if you could make treatment decisions based on your Dexcom G5 readings, the answer is now "Yes I can!"

Treatment decisions using your Dexcom G5 are easy. Follow the steps outlined in this chapter and you'll have what you need to make decisions using your G5. You'll also know when you should still use your BG meter.

After this chapter, you will be able to:

- Talk with your healthcare professional about creating a personalized treatment plan
- Identify when you can use your Dexcom G5 in treatment decisions
- Describe the importance of Alarm/Alerts in treatment decisions
- Tell when you shouldn't make a treatment decision using the Dexcom G5
- Recognize when you should watch and wait before treating



13.2 Safety Statement

Warning

Do: Do take a BG measurement with your BG meter and use the BG value for treatment decisions (such as how much insulin to take) if your Dexcom G5 does not display both a number and a trend arrow.

Why: Not having both a number and the arrow means you may be getting inconsistent or inaccurate sensor glucose readings.

Consequences: Using inconsistent or inaccurate sensor glucose readings for treatment decisions could result in you missing a severe low or high blood glucose event or making a treatment decision that results in injury.

13.3 Treatment Decisions: The Basics

How Do You Know You're Ready?

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

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

Before you start making treatment decisions with your Dexcom G5, work with your HCP and learn the basics: When do you need to use a BG meter instead of relying on your Dexcom G5? How can you avoid insulin stacking? Once you and your HCP are comfortable that you know the basics, you're ready!

Some users have reported that performance may vary significantly between sensors; pay attention to how each newly inserted sensor is working for you when deciding whether to make treatment decisions based on your glucose readings. If your symptoms don't match your glucose readings, use your BG meter when making treatment decisions. If your glucose readings don't consistently match your symptoms or BG meter values then talk to your healthcare professional about how you should be using the Dexcom G5 to help manage your diabetes. Your healthcare provider can help you decide how you should best use this device."



Working closely with your healthcare professional (HCP), develop a personalized treatment plan. This section is designed to help you talk with your HCP, followed by what you need to have on your Dexcom G5 before making a treatment decision.

Creating Personal Guidelines

Working with your HCP, find *your* target glucose range, plus your appropriate Alert settings.

Along with helping you figure out your target glucose range, your HCP can show you how to stay within your target range using the Dexcom G5. Let your HCP guide you through the system's features: adjusting your Alert settings accordingly, working with sensor readings and trend errors for treatment decisions, along with managing your diabetes with the system.

Learn from your HCP how changes:

- To an insulin regimen should be made cautiously and only under medical supervision
- In insulin strength, manufacture, type, or method of administration may result in a need for a change in insulin dose

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



Make a List



Before meeting with your HCP, make a list of questions you have about treatment decisions in general and how to specifically include your Dexcom G5 in your decision-making process. Think of the following as talking points or your "What to Dos" when making treatment decisions. Below are some topics you may want to include:

- What is your plan if your blood glucose is falling or rising rapidly?
- Discuss different scenarios. When to:
 - Take more insulin
 - Eat fast-acting carbohydrates
- When to watch and wait so you don't stack insulin
- How to use your Dexcom G5 to make better meal-dosing decisions
 - Using the Dexcom G5 in treatment decisions
 - Setting your Alerts
 - What to do when you get an Alarm or Alert





- What to expect on your first day
- Acting on trend arrows
- Looking at your trend graph for your most recent readings
- Using sensor readings
- Looking at the last 24 hours
 - What decisions worked?
 - How can you improve?

What Not to Do

While talking to your HCP about using your Dexcom G5 for treatment decisions, ask, “When shouldn’t I use my Dexcom G5 and use my BG meter instead?”

Use Your BG Meter When...

There are times when you need to rely on your BG measurements from your BG meter and not your Dexcom G5.

Not Sure if Your Dexcom G5 Mobile Is Correct

There are times when you look at your home screen and think, “Hmmmmm, that’s not the number I thought I would see.” For example, you just took a brisk walk and looked at your home screen. The sensor reading says 285, but you think you should be around 180.

Anytime the number on your home screen doesn’t match what you expect, obtain a BG with your BG meter.

Your Symptoms Don’t Match

You know your body...listen to it. Your symptoms may not always match your sensor glucose readings. For example, you may feel low, but your readings show you are in your target range.

If your symptoms and readings don’t match, don’t ignore how you feel. Measure your BG with your BG meter and treat accordingly.



Loved One's Symptoms Don't Match

If you're a caregiver, watch for signs that something is wrong. Your two-year-old may not be able to tell you what's going on, but chances are their actions will. Look for the differences between how they normally act and now; then look at the Dexcom G5.

If the symptoms don't match, use the BG meter. Don't ignore changes in behavior. Take a fingerstick and treat accordingly.

When in Doubt

Sometimes you don't feel your lows or highs. Or you may be new to diabetes and aren't even sure what your body is telling you. When in doubt, use your BG meter to determine your BG value before making treatment decisions.

Sometimes on your first day, it takes a little while for your body and sensor to know each other. Until you are comfortable with making treatment decisions with the G5, use your meter.

Just Took Acetaminophen

Any medications containing acetaminophen, such as Tylenol®, Excedrin Extra Strength®, or Nyquil® can give you a false high reading. Never use the Dexcom G5 for treatment decisions if acetaminophen is in your system; always use your BG meter.

Use a Smart Watch

You shouldn't use your smart watch readings for treatment decisions.

If you're using a smart watch to get your Dexcom G5 information, look at your receiver or smart device before making a treatment decision. Your smart watch reflects information sent from your smart device and may not show your most recent sensor readings.

No Arrows or Readings

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

At times you may have a number but not an arrow. When this happens, use your BG meter.

No number, no arrow, don't use your Dexcom G5 for treatment decisions.

Learning what not to do isn't just about deciding if you need to use your BG meter and not your Dexcom G5. It's also about learning when you shouldn't dose. Next, you'll learn about "stacking" insulin.





Watch and Wait

Be patient. Insulin takes time to work.

It's tempting to correct an ongoing high blood sugar; however, taking insulin doses too close together, or "stacking" insulin, is a common cause of low blood sugars.

So what should you do?

Rapid-acting insulin may not start working until 15 minutes after dosing. It works hardest typically one or two hours later, staying in your system four or more hours. If you inject another corrective dose within that time frame, it could result in low blood sugar. You do want to respond to a high glucose reading between meals; just be careful not to overreact. Talk with your HCP about what you should do if you are high between meals.

Don't worry—If you take insulin to cover what you eat, you're not stacking insulin. Talk to your HCP to help you decide the best action to take.

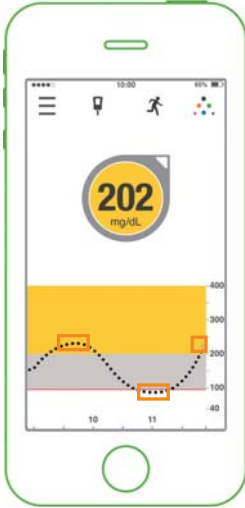
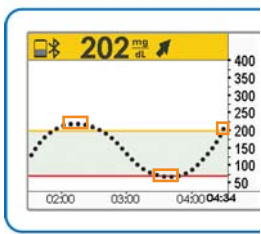
After meeting with your HCP, you should be ready to use the Dexcom G5 for treatment decisions. But do you know why? The next section explains the whys and hows of using your Dexcom G5 in treatment decisions.

13.4 Treatment Decisions: Beyond the Basics

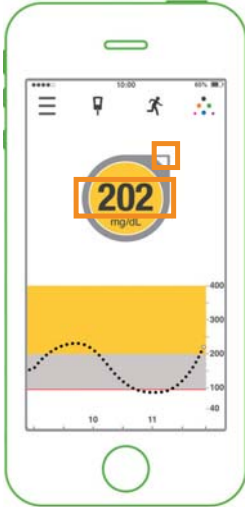
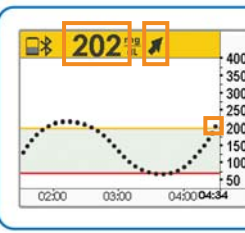
Ready for more? Your Dexcom G5 offers information you can use to adjust your treatment decisions.

The next table is an overview of the information your Dexcom G5 offers, followed by how you can use its Alarm/Alerts, readings, and trend arrows, in your treatment decisions.

Alarm/Alerts

Device	What you see	What it means
Smart Device: In App, Portrait		Alarm/Alerts Highlighted sections show your Alarm and Alerts triggers. Your Alarm/Alerts are your call to action.
Receiver		

Sensor Readings and Arrows

Device	What you see	What it means
Smart Device: In App, Portrait		Sensor Glucose Reading Most recent sensor glucose reading. Trend Arrows Current sensor glucose speed and rate of change arrows. No readings or arrows? Use your BG meter.
Receiver		



Alarm/Alerts

With the Dexcom G5, you have everything you need to make a treatment decision: an Alarm or Alert, sensor glucose readings, and trend arrows.

Just got an Alarm or Alert? Chances are you need to make a treatment decision quickly.

As you learned earlier, you can never turn off or change your Urgent Low Glucose Alarm, but you can change your Alerts—including turning them off. Make sure you always get your Alerts by keeping them on.

Even when your smart device is set to Silent, you still get notified. As a reminder, if you use an accessory device, such as a smart watch, check your smart device and accessory device settings so they don't override your sounds and other settings.

Work with your HCP in setting optional Alert features (Chapter 12). You can repeat an Alert if you continue to be high or low over time, or set an Alert letting you know your sensor glucose readings are rising or falling. Alerts help you make timely decisions to help you stay within your target range.

Your HCP can help you set your Alerts. While the default Low Alert is 80 mg/dL, setting it lower may decrease the time before you get symptoms. Setting it higher gives you more time. However, the higher the setting, the more Alerts you'll get.

Your High Alert default is 200 mg/dL. If you normally have a high A1C, this may result in too many Alerts. You may want to talk with your HCP about raising your High Alert setting. If you are tightly managing your diabetes, you may want to talk with your HCP about lowering your High Alert setting.

The Signal Loss alert lets you know your transmitter and display device are no longer talking with each other. When there is a signal loss, you won't get a reading with a trend arrow and won't be able to use your Dexcom G5 for treatment decisions. As a reminder, your Signal Loss alert won't make a sound if your smart device is set to Do Not Disturb or Silent.

Need a refresher on your Alarm and Alerts? Chapter 11 reviews all of the Alarm and Alerts, and Chapter 12 shows you how to customize them to best fit your needs.

After receiving an Alarm or Alert, look at your home screen: What direction is your trend arrow showing?





Sensor Glucose Readings and Trend Arrows

In Chapter 8 you learned how to read your home screen. When making a treatment decision, you want to make sure you have a sensor glucose reading number and a trend arrow. Before treating, look at your trend graph; it gives you your most recent reading.

When your home screen shows Signal Loss, High, or Low instead of a number, use your BG meter.

Sometimes your home screen may show just a number, without a trend arrow. Once again, if you don't have both a number and an arrow, you don't have enough information to treat. Use your BG meter, not your Dexcom G5 for a treatment decision.

When you do have both a number and an arrow, you can use the number by itself to make treatment decisions, just like you use your BG meter's number. To fine-tune your treatment decisions, use both the number and the trend arrow. Trend arrows are your guides to the amount of insulin to use. As an example, typically with a down arrow, you use less insulin, and with an up arrow, more. Always check with your HCP when creating a treatment decision plan.

Using Your Trend Arrows



In Chapter 8, you learned how arrows help you see the speed and direction of your sensor glucose readings. Trend arrows and your sensor glucose reading help you determine your best plan of action.



Remember—be patient; it takes time for your insulin to work. Don't "stack insulin" by giving yourself too much insulin, too often, in too short a period of time. Before dosing, watch and wait!

The table below gives you a general overview of how you use your Dexcom G5 trend arrows to fine-tune your treatment decisions. Your HCP can help you determine what is your appropriate low or high glucose value, and the best plan of action based on the direction of the trend arrow.

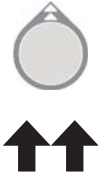


Trend Arrows

What you see	Possible actions based on trend arrows		
Arrows	Low glucose	High glucose	Target glucose
	No arrows/no readings. Don't use your Dexcom G5 for treatment decisions! Use your BG meter for any treatment decisions.	No arrows/no readings. Don't use your Dexcom G5 for treatment decisions! Use your BG meter for any treatment decisions.	No arrows/no readings. Don't use your Dexcom G5 for treatment decisions! Use your BG meter for any treatment decisions.
	May need to eat a snack or a fast-acting carbohydrate.	May adjust insulin to correct a high sensor glucose reading to reach target range. Don't stack insulin.	Based on last meal or insulin dose, may need to take insulin or eat a snack to stay within target range. Don't stack insulin.
	Watch and wait.	May adjust insulin to correct a high sensor glucose reading to reach target range. Don't stack insulin.	Based on last meal or insulin dose, may need to take insulin to stay within target range. Don't stack insulin.
	Watch and wait. Make sure you didn't over-treat for a low.	May adjust insulin to correct a high sensor glucose reading to reach target range. Don't stack insulin.	If you haven't already taken insulin with a recent meal or snack, you may take insulin to stay within target range.

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What you see	Possible actions based on trend arrows		
Arrows	Low glucose	High glucose	Target glucose
	Watch and <i>wait</i> . Make sure you didn't over-treat for a low.	May adjust insulin to correct a high sensor glucose reading to reach target range. Don't stack insulin.	May need to take insulin to stay within target range. Don't stack insulin.
	May need to eat a snack or fast-acting carbohydrate. Was last insulin dose too high or activity too strenuous?	Based on last insulin dose or activity, may need to watch and wait to reach target range.	May need to eat a snack or fast-acting carbohydrate.
	May need to eat a snack or fast-acting carbohydrate. Was last insulin dose too high or activity too strenuous?	Based on last insulin dose or activity, may need to watch and wait to reach target range.	May need to eat a snack or fast-acting carbohydrate.
	May need to eat a snack or fast-acting carbohydrate. Was last insulin dose too high or activity too strenuous?	Based on last insulin dose or activity, may need to watch and wait to reach target range.	May need to eat a snack or fast-acting carbohydrate.



At this point, you should know when you can and when you cannot make a treatment decision based on your Dexcom G5 sensor glucose readings. Now let us go back to the questions at the beginning of the chapter and see what you would do!

13.5 You Decide!

The following scenarios are examples only; however, they probably reflect treatment decisions you have made in real life. While there's a "correct" answer, no situation is black and white. Your treatment decisions are based on numerous factors, so always consult your HCP when learning how to make treatment decisions using your Dexcom G5.

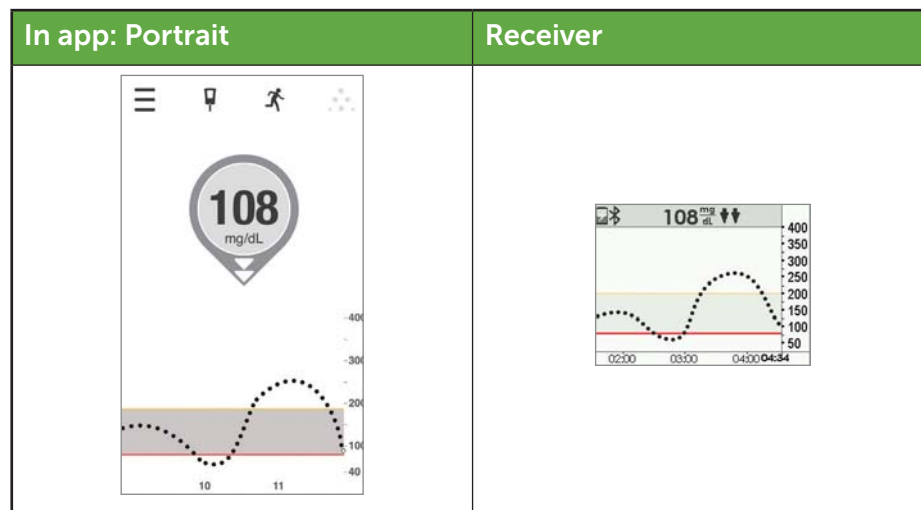
Scenario 1: What would you do?

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

Although you are within your target range, as you are sitting down for dinner, you look at your Dexcom G5 and see your trend arrow is pointing down.

Using the information below, what treatment decision would you make?

Scenario 1



Dexcom G5 Mobile System User Guide

Using the Dexcom G5 Mobile CGM System for Treatment Decisions

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Your Options

You have a number of options; which would you choose?

- A. Adjust insulin to correct for a low pre-meal glucose
- B. Eat fast-acting carbohydrates and adjust insulin to correct for a low pre-meal blood sugar. Consider taking less insulin based on your immediate plans, since your trend arrow is going down
- C. Eat your meal but don't take any insulin
- D. Eat fast-acting carbohydrate to treat the current sensor glucose reading, and delay your meal. Do not take any more insulin

If you chose "B", you are correct!

Based on your target glucose range and how you manage a low glucose, you may need to reduce the amount of insulin needed to cover the food you are about to eat.

Let's take a look at why "B" was the best answer:

- "A" doesn't consider that you are recovering from a low and treated with fast-acting carbohydrates

You are still dropping and your glucose is not stable.

- "C" doesn't consider that your glucose is dropping and you're below your target range

However, depending on your meal and planned activities, you may still need to take some insulin to prevent a high glucose after your meal.

- "D" doesn't consider that your glucose is already below target range and dropping
Fast-acting carbohydrates will raise your glucose, and your normal meal should help get you to your target glucose range.

Let's look at another scenario.

Scenario 2: What would you do?

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

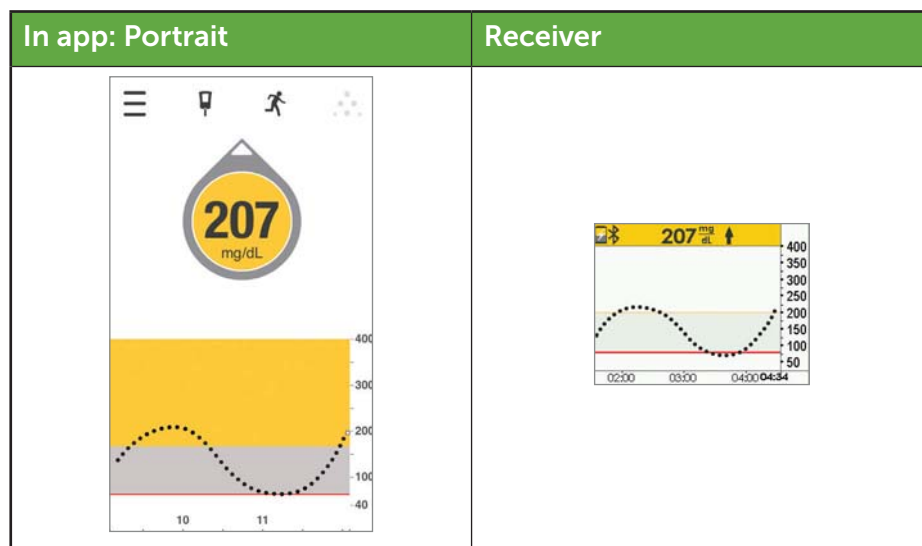
About 90 minutes later, you get a High Glucose Alert.



You know your High Glucose Alert is set at 200 mg/dL. Your display devices show your sensor glucose at 207 mg/dL with a single arrow going up. Not only is your glucose high, it is also rising at around 1-2 mg/dL each minute or up 30 mg/dL in 15 minutes.

Using the information below, what treatment decision would you make?

Scenario 2



Your Options

- Take insulin to lower your high glucose reading based on your correction factor. Since your trend arrow is going up, you are even thinking about taking more insulin than your usual correction dose.
- Watch and wait. Take no insulin. The insulin you took for your meal may still have not reached its full effect, and you don't want to stack insulin.
- Eat fast-acting carbohydrates to treat your sensor glucose value and don't take any more insulin.





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

If you chose “D”, you are correct!

Your blood glucose is still climbing but you are taking only a small extra dose. You know your pre-meal insulin dose is still working.

Let’s take a look at why “D” was the best answer:

- “A” doesn’t consider how long it takes insulin to work.
The insulin you took before your meal may continue to work for 3-4 hours. So, taking a “full” extra dose of insulin, a short time after your meal insulin, is “stacking” insulin, and could result in a low glucose. Talk to your HCP about the dangers of stacking insulin.
- “B” may be a correct answer, as the insulin you took 2 hours ago is still working.
However, as your glucose is still rising, the dose you took may not have been enough. Your HCP can help you decide when to take small correction insulin doses.
- “C” would be better if your glucose were going down rapidly, but since your glucose is already high and rising, eating some fast-acting carbohydrates would not be the right answer.

13.6 General Guidelines

During your daily life with diabetes, it is important to learn from your treatment decisions: what worked (getting you back to your target glucose range) or what did not work (keeping you from reaching your target glucose range). Think about why you were high or low.

For lows:

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



For highs:

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

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

Now You Can:

- Talk with your healthcare professional about creating a personalized treatment plan
- Identify when you can use your Dexcom G5 in treatment decisions
- Describe the importance of Alarm/Alerts in treatment decisions
- Tell when you shouldn't make a treatment decision using the Dexcom G5
- Recognize when you should watch and wait before treating

What's Next?

The next chapters begin our fourth part of the user guide: information you need to know, but unlike previous chapters, not typically part of your day-to-day Dexcom G5 experience.

The next part, Part 4: Everything Else G5, reviews the warranty, how to take care of the Dexcom G5 components, going through security when traveling, contacting customer service, technical specifications, troubleshooting information, and symbols on system components and packages.



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EVERYTHING ELSE G5

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



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Chapter 14

Everything Else G5:

Warranty: The Fine Print

14.1 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.

14.2 Receiver Warranty Information

Dexcom G5 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 G5 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 G5 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 Dexcom G5 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**:

Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Receiver.

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

Limits on Dexcom's Warranty and Liability Obligations

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

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

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G5 or any feature or service provided by Dexcom for use with the Dexcom G5.

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.





14.3 Transmitter Warranty Information

Dexcom G5 Transmitter Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser that the Dexcom G5 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 Dexcom G5's User Guide found on dexcom.com or a printed copy can be requested by calling **1.888.738.3646**

14.4 Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 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:

- Transmitter
- Sales receipt or comparable substitute proof of sale showing the date of purchase
- Transmitter's Serial Number
- Seller's name and address

Call Dexcom Technical Support Department for delivery information or help:

Toll free: **1.888.738.3646**

Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Transmitter.

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

Limits on Dexcom's Warranty and Liability Obligations

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



Dexcom expressly excludes and disclaims all other warranties, 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 Dexcom G5 or any feature or service provided by Dexcom for use with the Dexcom G5.

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 15

Everything Else G5:

How to Take Care of Your Dexcom G5

15.1 Introduction

There are not a lot of moving parts in the Dexcom G5, so maintenance is relatively simple: keep it clean, keep display device (s) dry and protected, use accessory parts, like the USB cable, etc., given to you with the system and store according to each piece's labeling instructions.

After this chapter, you will be able to:

- Demonstrate proper maintenance
 - Sensor
 - Transmitter
 - Receiver
 - Charge receiver battery
- Determine what accessories you may use
- Identify the best storage methods
 - Sensor applicator
 - Transmitter
 - Receiver
- Check app and receiver information
- How to safely dispose of
 - Sensor
 - Transmitter
 - Receiver



15.2 Basic Maintenance

Sensor

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 sensor has expired.
 - 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, however 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 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.
 - 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. Use only Dexcom USB charging/download cable.

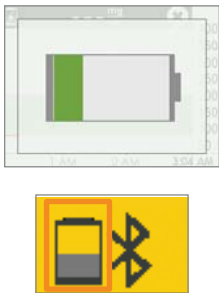


4. Keep the micro USB port cover closed if not using USB cable.
 - a. Prevents fluid from getting inside receiver.

Charging Receiver's Battery

The receiver's status bar lets you see its battery level and prompts you when the battery is getting low. While the receiver is being charged, you'll 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 prior to charging, 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.

Step	What you see	What it means	What you do
1		Low Battery	Charge your battery.
2		Micro USB Port	Open USB port door. Plug USB cable into port for recharging.

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Step	What you see	What it means	What you do
3		Micro USB Cable	Plug into receiver to charge battery. <i>Don't</i> plug into a computer port to charge <i>Don't</i> use an external USB hub; it doesn't provide enough power to charge battery. Battery can only be charged using the adapter/wall charger. Charge battery before each new sensor session.
4		Wall Charger	Plug USB cable into adapter/wall charger. Plug wall charger into an electrical outlet to charge receiver's battery. <i>Don't</i> block access to the charger.

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Step	What you see	What it means	What you do
5		Battery Charging	Keep charging until icons are solid.
6		Battery Charged	Unplug 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. Use only Dexcom-supplied parts (including cables and chargers).
 - a. Use of non-Dexcom-supplied parts may affect safety and performance.
2. Insert cables only as directed.
 - a. Do not force cables in place.
3. Look at cables for signs of wear and tear. Do not use if worn or damaged.

There is no repair service available for any Dexcom G5 parts.

If you experience problems, call Dexcom Technical Support, available 24 hours, 7 days a week, toll free at **1.888.738.3646** or toll at **1.858.200.0200** to report the issue.



15.3 Storage

Storing your Dexcom G5 correctly helps prevent system failures.

Sensor

1. Keep the sensor in its sterile packaging until you are ready to use it.
2. Store at temperatures between 36° F-77° 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 15%-85% 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.

15.4 Checking App and Receiver Information

CHECKING YOUR APP & RECEIVER SOFTWARE VERSION

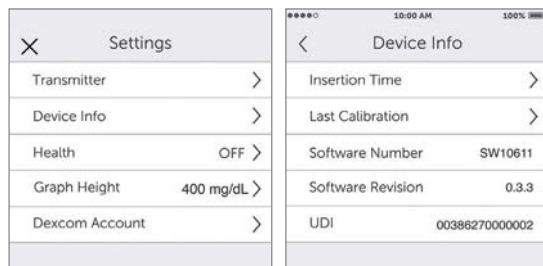
You can check your app or receiver for information about your CGM system at any time.

Receiver



1. From the Settings menu, press *up/down arrows* to scroll to Device Info.
2. Press *select button* to show information about your sensor session and system.

App



1. From Main Menu, **tap** Settings.
2. **Tap** Device Info.

Available Information

- Insertion Time
- Last Calibration
- Transmitter Battery
- Transmitter SN
- Serial Number
- Part Number
- Part Revision
- Software Number



15.5 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.

Summary

Now You Can:

- Demonstrate proper maintenance
 - Sensor
 - Transmitter
 - Receiver
 - Receiver battery
 - Accessories
- Identify the best storage methods
 - Sensor applicator
 - Transmitter
 - Receiver
- Check app and receiver information
- Safely dispose of system components
 - Sensor
 - Transmitter
 - Receiver

What's Next?

Taking care of your Dexcom G5 is pretty easy. In the next chapter, "On the Go With Dexcom G5: Getting Through Security," you'll learn how simple it is to travel the world with your Dexcom G5!



Chapter 16

Everything Else G5:

On the Go with Dexcom G5: Getting Through Security

16.1 Introduction

Dexcom G5 can be a great travel companion; you can go through metal detectors, be hand-wanded, and even keep your receiver on during your flight.

This chapter covers only the Dexcom G5. It doesn't cover steps you need to take when traveling with your smart device. See your smart device's instructions 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 Dexcom G5 components
- Identify when your display device(s) can be on during a flight
- Contact TSA directly with your security questions

16.2 Going Through Security

Walk-Through Metal Detectors

Transmitter and Sensor

You should have no worries about wearing your transmitter and sensor when going through security.

You can go through walk-in metal detectors or, if you prefer, be hand-wanded 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 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 Dexcom G5 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 Dexcom G5 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 a full-body pat-down with a 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 Dexcom G5 transmitter is an M-PED (Medical-Portable Electronic Device) with emission levels that meet RTCA/DO160, Section 21, Category M. Per FAA Advisory, Circular #91-21, 1B, dated 8/25/06.

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





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Chapter 17

Everything Else G5:

Need Help? You're Not Alone!

17.1 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**

What Can They Help Me With?

The Dexcom Technical Support Team helps you with all CGM system related issues as well as software related issues.

Dexcom Technical Support does not offer medical advice.

17.2 Dexcom Patient Care Team

The Dexcom Patient Care Team (PCT) is a group of Certified Diabetes Educators (CDE®) and Registered Nurses (RNs) offering you customer care and individualized education services around Dexcom CGM.

Your PCT 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**

17.3 Sales Support Team

Inside Sales Support Team

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

Fax number: 1.877.633.9266

17.4 Corporate

Dexcom Website: **Dexcom.com**

Dexcom Address:

6340 Sequence Drive

San Diego, CA 92121

Dexcom G5 Mobile System User Guide

Need Help? You're Not Alone!

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Chapter 18

Everything Else G5:

Technical Information

18.1 Device Performance Characteristics

NOTE: We recommend that you review the information in this chapter with your healthcare provider to understand how well the Dexcom G5 performs.

The Dexcom G5 (the System) uses a glucose sensor to continuously measure and monitor your glucose levels. The sensor is “calibrated” using a commercially available blood glucose 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 blood glucose values to assess its performance and how well the System readings compare to a laboratory test method that measures blood glucose values. Additionally, subjects performed self-monitoring blood glucose meter tests at home to assess the System performance in 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 Dexcom G5.

Clinical Study Overview

The System performance was evaluated in four separate prospective clinical studies. In all four studies, subjects were required to confirm glucose readings with their SMBG meters before making any treatment decisions. 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 Dexcom G5 Mobile CGM System 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 below.

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 blood glucose 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 blood glucose 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 below.

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 blood glucose (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 blood glucose 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 blood glucose values is characterized using paired System and YSI values. The System and YSI results were compared by pairing the YSI blood glucose value to a System glucose reading that occurred immediately after the YSI was collected.

The agreement of the System to blood glucose values 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 Tables 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 blood glucose 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 blood glucose values ≤ 80 mg/dL and within $\pm 20\%$ of YSI blood glucose 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					Total
CGM Readings	Study ¹	CGM-YSI Pairs	> 340	> 320	> 280	> 240	≤ 240	
“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)

CGM Readings	Study ¹	CGM-YSI Pairs	YSI mg/dL					Total
			< 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%	
CGM Readings	Study ¹	CGM-YSI Pairs	YSI mg/dL					Total
			> 340	> 320	> 280	> 240	≤ 240	
“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 Dexcom G5 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 blood glucose levels (as determined by the YSI analyzer) when CGM is classified as “LOW” or “HIGH” are included separately in Tables 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, when CGM readings are within 81 to 120 mg/dL, you can expect your blood glucose 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 ≤ 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. Tables 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 blood glucose values and the Median Absolute Percent Difference shows that half of the time the System reads about 7.0% or less than the YSI blood glucose values.





Table 5-A. Hypoglycemic Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Adult)

Hypoglycemic 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. Hypoglycemic Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Pediatric, Ages 6-17 Years)

Hypoglycemic 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. Hypoglycemic Alert and Detection Rate Evaluation in Reference to SMBG 30 Minutes Before and After (Pediatric, Ages 2-5 Years)

Hypoglycemic 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 blood glucose 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 Tables 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 blood glucose 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 blood glucose 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 blood glucose level was at or below the alert setting and device alarmed within 15 or 30 minutes before or after the blood glucose was at or below the alert settings. The Hypoglycemia Missed Detection Rate is the % of time the blood glucose was at or below the alert setting, but the device did not alarm within 15 or 30 minutes before or after the blood glucose 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 blood glucose 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. Hyperglycemic Alert and Detection Rate Evaluation in Reference to YSI 15 Minutes Before and After (Adult)

Hyperglycemic 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. Hyperglycemic 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. Hyperglycemic Alert and Detection Rate Evaluation in Reference to SMBG 30 Minutes Before and After (Pediatric, Ages 2-5 Years)

Hyperglycemic 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 Tables 6-A, 6-B and 6-C. Table 6-A represents the hyperglycemic 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 blood glucose 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 blood glucose 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 blood glucose level was at or above the alert setting and the device alarmed within 15 or 30 minutes before or after the blood glucose was at or above the alert settings. The Hyperglycemia Missed Detection Rate is the % of time the blood glucose was at or above the alert setting, but the device did not alarm within 15 or 30 minutes before or after the blood glucose 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 blood glucose 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 Tables 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 Tables 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%

¹Both 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.” Tables 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. Tables 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 1,497 and 1,992 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	16318	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. CGM 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	16318	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 blood glucose values is also characterized using paired System and SMBG results (Tables 11-A/B to 12-A/B).

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 subjects expect during real-time use of the System in their daily diabetes management when comparing the System readings to their home blood glucose 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.

18.2 Product Specifications

User is the single use operator in the home environment.

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 blood glucose meter
Calibration Range	40-400 mg/dL
Storage Condition	Temperature: 36° F-77° F Humidity: 15%-85% RH
Sterilization	Sterile by radiation

Transmitter Product Specifications

Part Number	9438-06
Dimensions (Including Sensor Pod)	Length: 1.5 inches Width: 0.9 inches Thickness: 0.5 inches
Weight (Including Sensor Pod)	0.4 ounces
Power Supply	Silver oxide batteries (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 Conditions	Temperature: 32° F-113° F Humidity: 10%-95% RH
Operating Altitude	-1300 feet to 13800 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 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 G5 is safe for use on U.S. commercial airlines. The Dexcom G5 is an M-PED with emission levels that meet RTCA/DO160, Section 21, Category M. Per FAA Advisory, Circular #91-21, 1B, dated 8/25/06, 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).

Guidance and Manufacturer’s Declaration – Electromagnetic Immunity

The transmitter (P/N 9438-06) 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/Operating Conditions	Temperature: 32° F - 104° F Humidity: 15% - 95% RH, (Storage 10% - 95% RH)
Operating Altitude	-1300 feet to 13800 feet

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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 one 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 instructions for use (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 is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the Dexcom G5 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 Dexcom G5 is used exceeds the applicable RF compliance level above, the Dexcom G5 should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the Dexcom G5.

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 Dexcom G5 is intended for use in the electromagnetic environment specified in the next table. The customer or the user of the Dexcom G5 should ensure that it is used in such an environment.

Electromagnetic Emissions Specifications

Emissions Test	Compliance	Electromagnetic Environment Guidance
RF Emissions CISPR 11	Group 1	The Dexcom G5 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 Dexcom G5 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 manufacture.

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 unplugging 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)

18.3 FCC Requirements

The transmitter and receiver covered by this user guide have been certified under FCC ID:

- Dexcom G5 transmitter: PH29715
- Dexcom G5 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.



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Chapter 19

Everything Else G5:

Troubleshooting

19.1 Introduction

Sensor pod not sticking? Prompt 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. Sometimes you may be notified there is an issue by an audible prompt but other times you may not. 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 related to the 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.

Please call the Dexcom Technical Support Team, 24/7, toll free at **1.888.738.3646** or toll at **1.858.200.0200** if any of these errors continue and the instructions don't resolve the issue.

19.2 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 inaccurate sensor glucose readings.

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.



Precaution

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

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

Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

Precaution

Don't: Never prevent communication between transmitter and display devices.

Do: Keep smart device and receiver within 20 feet of transmitter and away from obstructions.

Why: 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 types have been tested. Obstructions can include water, walls, metal, etc.

Water (for example, while swimming, surfing, bathing, etc.) can severely limit communication range.

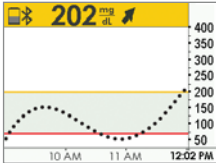
Consequences: Missing a severe low or high blood glucose event or making a treatment decision that results in injury.

19.3 Troubleshooting

No Alarm/Alerts

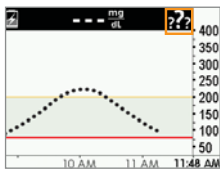
Device	What you see	Problem	What you do
Smart Device: In App		Not receiving Alarm/Alerts.	See Chapter 11. Check Alarm/Alerts, sound and/or vibrations for notifications are on. Check your smart device is not on Silent or Do Not Disturb (if applicable). Check your app is running in the background. Use your BG meter for treatment decisions during this time.
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.	See Chapter 7. Differences are not uncommon. Readings from different body fluids reflect different numbers: • Meter - from blood • Sensor - from interstitial fluid 20/20 Rule: If the meter shows 80 or less, CGM should read within ± 20 points. If the meter shows 80 or above, the CGM should read $\pm 20\%$. Example: a 202 mg/dL sensor reading and a 188 mg/dL glucose meter value = a 7% difference (this is still considered accurate). Outside of 20/20 rule: Calibrate again.
Smart Device: In App			
Receiver			

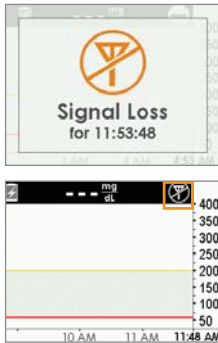
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Device	What you see	Problem	What you do
Smart Device: In App		Not getting sensor glucose readings.	See Chapter 9. <i>Don't</i> calibrate. Wait for more prompts. System may correct problem itself and continue to provide sensor glucose readings. If 3 hours since last sensor reading, contact Technical Support (see Section 17.1).
Receiver			
Smart Device: In App		Not getting sensor glucose readings.	See Chapter 9. Wait System will often resolve itself. If this continues for an extended period of time, contact Technical Support to report error (see Section 17.1).
Receiver			

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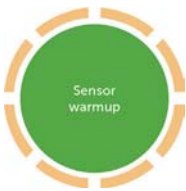
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Device	What you see	Problem	What you do
Smart Device: In App		System display device and transmitter not communicating.	See Chapter 9. <i>Don't</i> calibrate. Wait 10 minutes. Move <i>display device</i> and <i>transmitter</i> within 20 feet of each other without obstruction. Wait another 10 minutes. Smart device: Restart <i>smart device</i>. If error remains: Open your device's <i>Bluetooth settings</i>. Delete all <i>Dexcom entries</i>. Pair your <i>transmitter</i>.
Receiver			

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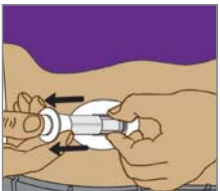
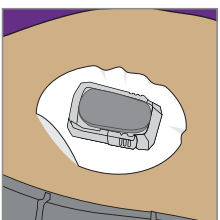


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Device	What you see	Problem	What you do
Smart Device: In App		No sensor glucose readings.	See Chapter 7. Wait up to 2 hours. System is counting down to when you do your initial calibration. Use your BG meter for treatment decisions during this time.
Receiver			



Applicator

Picture	Problem	What you do
	Safety lock stuck.	See Chapter 6. Pull <i>safety lock</i> straight out: • Away from your body • Follow direction of safety lock up arrow
	Collar won't pull up.	See Chapter 6. Use force when pulling the collar up. Check <i>white plunger</i> is completely down—flush to the applicator barrel.
	Can't remove transmitter latch.	See Chapter 6. <i>Don't</i> pull it straight off. Hold <i>sensor pod</i> with one hand. Twist <i>transmitter latch</i> with other hand to break transmitter latch off.
	Sensor pod won't stick.	See Chapter 6. Put medical tape over sensor pod's white adhesive patch (for example, Blenderm). <i>Don't</i> place tape over the transmitter.

Hardware Error

Device	What you see	Problem	What you do
Receiver		Won't turn on: Battery dead.	See Chapter 4. Charge receiver 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 receiver. Connect receiver to charger. 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 receiver.
Receiver		Receiver low battery.	See Chapter 4. Charge receiver.

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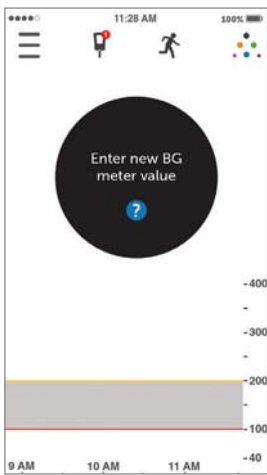
Device	What you see	Problem	What you do
Receiver		Corrupted database.	See Chapter 17. Write down error code. Contact Technical Support (see Section 17.1). Check BG value using BG meter. Prompt: Vibrates one time for four seconds and four beeps.
Receiver		System Recovery.	See Chapter 17. Do nothing. Receiver is able to continue to work and recover from an error. App: Tap <i>OK</i> to confirm Alert. Receiver: Press <i>select button</i> to confirm Alert.
Smart Device: In App		No <i>Bluetooth</i> .	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 Chapter 7. Wait 15 minutes. Enter 1 calibration.
Receiver		(Sensor Glucose Readings troubleshooting in Section 19.3 for a possible reason). No sensor glucose readings will be displayed until error is resolved.	If error screen still appears, enter 1 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 to report error (see Section 17.1). App: Follow same instructions. Tap <i>question mark</i> to get more information.

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Device	What you see	Problem	What you do
Smart Device: In App		System didn't accept recent calibration.	See Chapter 7. Wait 15 minutes. Enter 1 BG meter value. Wait 15 more minutes. If error screen still appears, enter 1 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 (see Section 17.1) to report error.
Receiver			

Transmitter Error:

Device	What you see	Problem	What you do
Smart Device: In App		Transmitter not working. Sensor session automatically stopped. No sensor glucose readings displayed.	See Chapter 17. Contact Technical Support to report issue (Section 17.1). Start checking BG value using BG meter. App: Tap <i>OK</i> to confirm Alert. Receiver: Press <i>select button</i> to confirm Alert. Will not re-alert once confirmed. Order <i>new transmitter</i> .
Receiver			

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Device	What you see	Problem	What you do
Smart Device: In App		Pairing failed.	See Chapter 6. Check transmitter SN in display device is correct. If wrong: Stop sensor session. Re-enter correct transmitter SN. App: Menu > Trans SN > Enter correct SN Receiver: Settings > Trans SN > Enter correct SN If SN correct: Contact Technical Support (see Chapter 17).
Receiver			

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Device	What you see	Problem	What you do
Smart Device: In App		Transmitter low battery.	See Chapter 17. Contact Technical Support: • TechSupport@dexcom.com • Toll free: 1.888.738.3646 • Toll free: 1.858.200.0200
Receiver			





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Chapter 20

Everything Else G5:

Symbols on Package Labels

The following symbols may be found on the sensor, transmitter, and receiver packaging. These symbols tell you about the proper and safe use of the Dexcom G5.

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.

	Use By Date		Batch/Lot Number
	Caution		Part/Catalog Number
	Date of Manufacture		Sterile by Radiation
	Do Not Reuse		Temperature Limitation
	Serial Number		IP28: Protection Against Insertion of Large Objects and Immersion in Water
	Class II Equipment		IP22: Protection Against Insertion of Large Objects and Dripping Water
	Alternating Current		Direct Current

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	Type BF Applied Part		Authorized Representative in the European Community
	Manufacturer		Non-Ionizing Radiation
	Humidity Limitation		Marking Certifies Device Meets European Council Directive 93/42/EEC
	European Union WEEE Directive 2012/19/EU		Do Not Use If Package Is Damaged
	Electrical Equipment Designed Primarily for Indoor Use		Ship By Date
	Input		Prescription Required
	Keep Dry		MR Unsafe
	Refer to Instruction Manual/Booklet		Bluetooth



SHARING IS CARING

- Dexcom Share



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Chapter 21

Sharing Is Caring:

Dexcom Share

21.1 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.
App Store	Internet store for downloading applications to a smart device.
Blood Glucose Meter	A medical device used to measure how much glucose is in the blood.
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 Share Cloud.
Dexcom Share	Secondary notification using the following parts: • Dexcom G5 • <i>Bluetooth</i> wireless technology • Sharer's smart device • G5 Mobile app • Internet • Follower's smart device • Dexcom Follow app

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Dexcom Share Cloud	A secure online storage server where Dexcom Share 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).
Follow Dashboard™	On the Dexcom Follow app, the Follow Dashboard shows the glucose information of up to five (5) Sharers.
Follower	A person that gets the Sharer's shared information in the Dexcom Follow app.
Follower's Smart Device	Runs the Dexcom Follow app.
Invite/Follow Invitation Email	An email request for a person to download the Dexcom Follow app and get the Sharer's shared information.
Mobile Data Connections	Cellular networks, such as 3G, 4G and LTE™, used by a smart device to access the Internet.
No More Data Notification	Notifies the Follower when the Sharer is unable to share glucose information.
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 the Follow Dashboard; displays the Sharer's glucose information, trend arrow, and profile picture.
Prompt	A visual message that appears on the screen of the Follower's smart device. Prompt may also include a sound, depending on the smart device's settings.

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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 G5 Mobile app and the Dexcom Follow app.
Repeat	Amount of time the Follower chooses before he/she wishes to receive a repeat notification.
Secondary Display	Any device a Follower uses to get Sharer's sensor glucose information. The secondary display can be any smart device that has the downloaded Dexcom Follow app.
Sensor Glucose Reading	A glucose measurement taken by the Dexcom G5.
Sharer	The person who uses the Dexcom G5 and the Dexcom Share 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/Mobile Device	An electronic, mobile device that can connect to networks over Wi-Fi or a cellular data connection (3G, 4G, etc.) to operate the G5 Mobile app or the Dexcom Follow app. Examples of smart/mobile devices are smartphones and 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.

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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 G5 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.

21.2 Dexcom Share Overview

Dexcom Share is a feature within the G5 Mobile app. It allows for remote monitoring of Dexcom G5 data from one person, the Sharer, to another person, the Follower.

Dexcom Share includes:

- Dexcom G5 sensor and transmitter
- Sharer's smart device
- G5 Mobile app
- Internet connection
- Follower's smart device
- Dexcom Follow app

You cannot use the Share feature if only using the Dexcom G5 receiver. You need a smart device with the G5 Mobile app to take advantage of this feature.

Once the Sharer activates the Share feature in his/her G5 Mobile 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.





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.

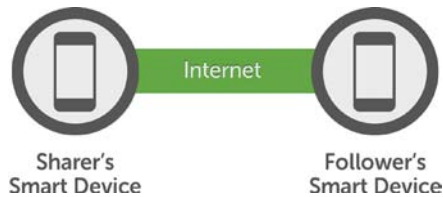


Figure 8. Sharing

Dexcom Share Parts

	Sharer's smart device* ¹
	Follower's smart device* ¹
	G5 Mobile app
	Dexcom Follow app

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	Dexcom G5 transmitter
	Dexcom G5 Mobile/G4 PLATINUM sensor
	Internet/Wi-Fi or mobile data service/3G/4G/LTE*
	Bluetooth

*Must be purchased separately.

¹A 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 will not receive any notifications

Dexcom recommends charging the smart device when sharing.

21.3 Risks and Benefits

Risks

Dexcom Share is a feature of the G5 Mobile app. The main risks involved with using the Dexcom Share feature are based on misunderstanding its purpose.



Remember that the Dexcom Share feature in the G5 Mobile app is a secondary notification feature. With the secondary display, there might be delays in getting your sensor readings.

When Dexcom Share is enabled in the G5 Mobile app, you will be able to share your 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. Dexcom G5 sensor glucose readings and BG values from a BG meter may differ from the information displayed on the Dexcom Follow app. Treatment decisions should never be made using Share or Follow. See Chapter 13 on how to use the Dexcom G5 for treatment decisions.

Followers who are concerned by notifications on the Dexcom Follow app should contact the patients and remind them to check their Dexcom G5 sensor glucose readings or 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 CGM systems alert 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 Dexcom G5 Alarm, Alerts, and trend graph to be checked remotely.



21.4 Safety Statement

Intended Use

The purpose of Dexcom Share secondary displays is to notify another person, the Follower, of the patient's Dexcom G5 sensor glucose information.

The secondary display is intended for providing secondary notification of a continuous glucose monitoring system and does not replace real-time continuous glucose monitoring (Dexcom G5) or standard home BG meter. Secondary displays aren't intended to modify or analyze data received from the continuous glucose monitoring system, nor are they intended to instruct, or to transmit information to the continuous glucose monitoring system.

Secondary displays aren't intended to serve as a replacement for a primary display device for a continuous glucose monitoring system. Secondary displays aren't intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.

Important User Information

Please review the indications, contraindications, precautions, cautions, warnings, and other important information in the Dexcom G5 user guide (See Chapter 2). Dexcom Share is a feature of the Dexcom G5.

CONTRAINDICATIONS

 Do not bring the smart device (for example, 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

Treatment decisions should not be made based on the secondary display device (Dexcom Share). The user should follow instructions on the continuous glucose monitoring system (Dexcom G5).



The secondary display is not intended to replace self-monitoring practices advised by a physician.

Dexcom Share does not work alone. Dexcom Share does not replace the Dexcom G5 and requires Share to be turned “On” to communicate glucose information to the Follower.

You cannot use secondary displays to make treatment decisions, such as how much insulin to take. Secondary displays do not replace the Dexcom G5 or a BG meter. Always use the values from the Dexcom G5 or a BG meter for treatment decisions.

PRECAUTIONS

Do not use secondary displays as the main source of CGM glucose trend information. Use the Dexcom G5 receiver and/or the G5 Mobile app as the main device to track sensor glucose information, notifications, and alarms.

At times, the patient will be unable to share data using the Dexcom Share feature, 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 alert 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.

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 G5 Mobile app is reopened after the smart device is turned back on in order to resume sharing. If the G5 Mobile 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 G5 Mobile 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.





21.5 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 doesn't do:

- Let you know when the Follower is not receiving your sensor glucose readings and information

Tips

- Read the rest of the Dexcom G5 user guide before using Dexcom Share
- Check the status screen after turning Dexcom Share "On" on the smart device to make sure it is working
- If you stop sharing with a Follower, the Follower will no longer receive data or notifications



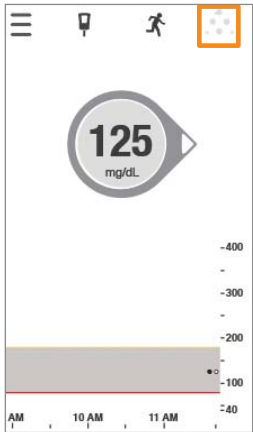
Installing the G5 Mobile App

Step	What you see	What you do
1		Download the G5 Mobile app from your app store. See your smart device's user manual for instructions. Download the G5 Mobile app to use Dexcom Share.
2		Launch the G5 Mobile app. Set up your smart device before sharing (see Chapter 5 for steps to set up your smart device). Once your app has been set up, activate Dexcom Share.

A series of screens walk you through the features of Dexcom Share, highlighting important information.

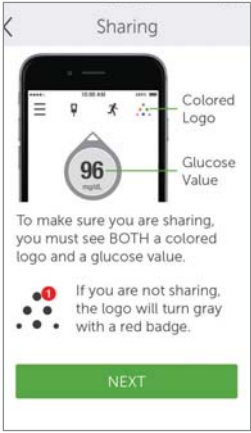


Activating Your Share Feature

Step	What you see	What it means	What you do
1		Activates Dexcom Share.	Tap <i>Dexcom Share icon</i> in the upper right corner of your smart device's home screen. If Dexcom Share icon is gray, your Share feature has not been turned on.
2		Dexcom Share Welcome Screen.	Read screen. Tap <i>Next</i> when done.

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Step	What you see	What it means	What you do
3		Message about Internet access.	Tap <i>Next</i> .
4		How to know you are sharing your data.	Tap <i>Next</i> .

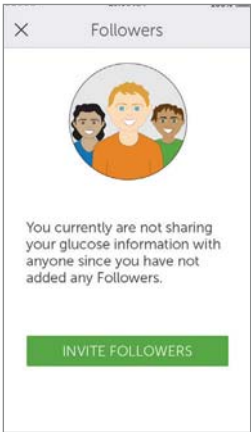
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Step	What you see	What it means	What you do
5		How to know your Follower is not getting your sensor data.	Tap <i>Let's Get Started</i> to move on and invite your Followers.

Inviting Followers

Step	What you see	What you do
1		Tap <i>Invite Followers</i> to set up your Followers.
2		Enter the Follower's nickname and email address. Confirm Follower's email address. The Follower will get a Follow Invitation email. Make sure the Follower can access this email account from his/her smart device. Tap <i>Next</i>.

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Step	What you see	What you do
3		Slide <i>Allow Trend Graph View</i> on/off switch if you want Follower to see your trend graph. Tap <i>Next</i>. Turned off: Follower sees only your sensor glucose reading and trend arrow. Turned on: Follower sees your sensor glucose reading, trend arrow, and trend graph.
4		Choose if you want your Follower to get your Urgent Low, Low, and High sensor glucose Alarm/Alerts. Choose if you want your Follower to get notifications if not receiving your sensor glucose readings. Select what Alarm/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 this up in the Follower's Settings menu). Tap <i>Save</i> for each Follower's Setting "Save." Tap <i>Next</i> when done.

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Step	What you see	What you do
5		Before Follower invitation is sent, review the summary screen. Tap <i>Send Invitation</i>. After sending invitation, you cannot adjust the Follower's settings.
6		To add more Followers: Tap <i>Followers</i> tab on the Sharing Status screen. Invite up to a total of five (5) Followers.

21.6 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 on Dexcom Share, check its status.

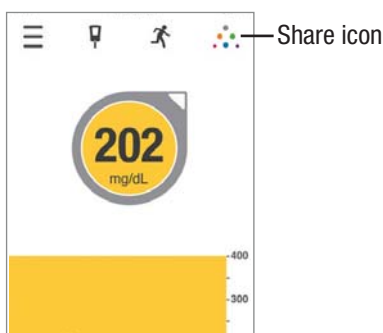


Figure 9. G5 Mobile App Home Screen

Dexcom Share Status Icons

Status tab	What it is
	The Share icon is in color when Dexcom Share is sending sensor glucose readings and information.
	The Share icon is dark gray with a red circle when Dexcom Share is not working. The Sharer should tap on the dark gray icon when Share is not working to get further information about the error.
	The Share icon is light gray when Dexcom Share has not been activated. The Sharer should tap the light gray icon to get started using Dexcom Share.



When a device or connection is not working, Dexcom Share will not work. The Sharer will not be able to send his/her sensor glucose readings and data to the Follower.

Troubleshooting Sharing Status Issues

The Dexcom Sharing 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 Sharing status bar.

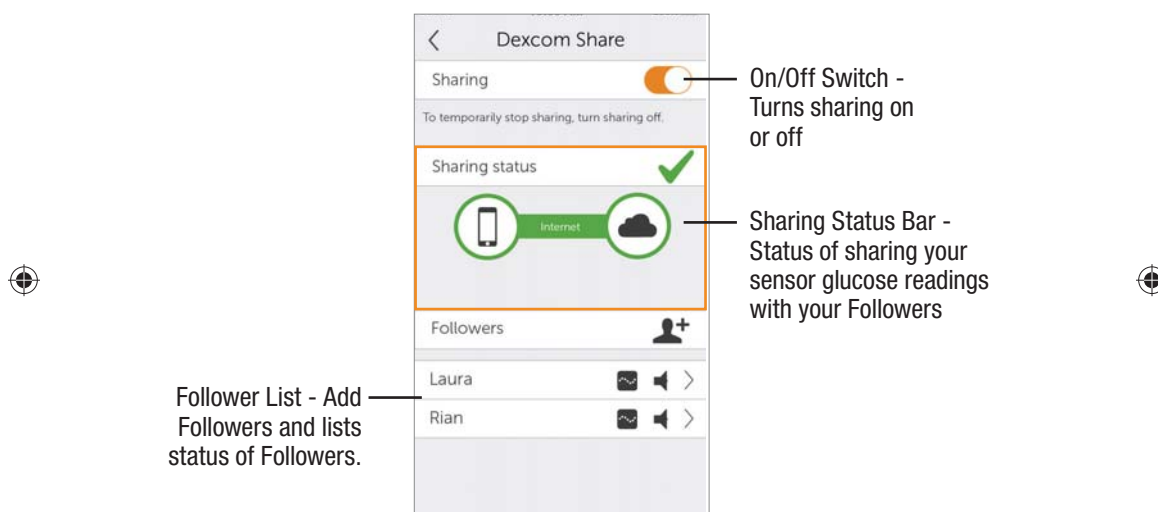
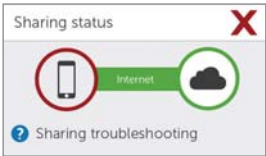


Figure 10. Dexcom Share Screen

NOTE: Whether or not Dexcom Share is working and the Followers are receiving glucose Alarm/Alerts, you must always refer to your Dexcom G5 display device(s) for your sensor glucose readings and Alerts.



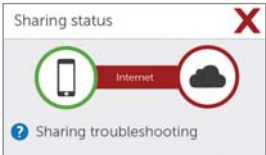
Troubleshooting Sharing Status

What you see	What it means	What you do
	Green check mark: All connections are working	N/A.
	Issue with: • Sharer's CGM data • Sharer's smart device	The Sharer should make sure: • A glucose value is on the smart device • 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 status to turn green and a green check mark to appear If the Sharer continues to see this, the Sharer should turn off Share and then turn it back on.

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What you see	What it means	What you do
	Issue with: • Sharer's Internet connection • Dexcom Share Cloud	The Sharer should make sure: • Their Wi-Fi or cellular connection is ON • They are in an area that has cellular reception • They are not on a voice call • 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

Follower List

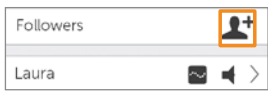
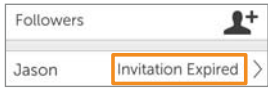
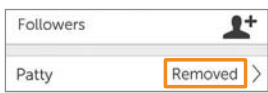
The Follower list allows the Sharer to manage his/her Followers.

In the Follower list you can:

- Invite a new Follower
- See the status of Followers you have invited
- Glance at what options your current Followers have



Follower 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.
	Follower did not accept Sharer's Follow Invitation email within 7 days. Sharer can invite Follower again by pressing on the + icon in the top right corner of the screen.
	Follower has been sent a Follow Invitation email but has not accepted it yet.
	Sharer stopped sharing with Follower. Follower will not get any of Sharer's glucose information, Alarm/Alerts, or trend graph updates.

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 is 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 saying the Sharer's data was set to Not Sharing. The Follower's Dashboard will show the Sharer has stopped sharing glucose information.

21.7 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 the Follower to view the Sharer's glucose information
- Allows the Follower to get Alarm/Alerts
- Allows the Follower to view the Sharer's trend graph

What the Dexcom Follow 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.

Notifications your Followers get:

- Low Sensor Glucose Reading
- Urgent Low Sensor Glucose Reading (<55mg/dL)



- High Sensor Glucose Reading

Your Follower can change some of the initial settings to fit his/her needs. The Follower cannot change your permission settings to see your trend graph.

Sharer Status Changes That Notify the Follower

Some Sharer status changes will notify your Followers.

- **Not Sharing** - Sharer decides to temporarily stop sharing
- **Removed by Sharer** - Sharer removes Follower
- **No More Data** - Notification sent when active glucose sharing is stopped for any reason, other than the Sharer turning Share “Off”. The Follower should contact the Sharer for more information about the data interruption

The Follower Dashboard



Figure 11. Follower Dashboard

If you don't allow your Followers to see your trend graph, they will only see your glucose reading and trend arrow.

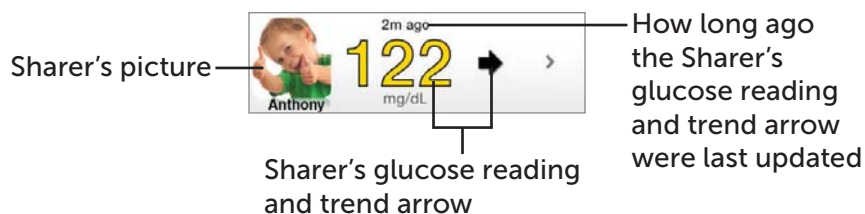


Figure 12. Follower Information

If you choose to have your Followers see your trend graph, they see:

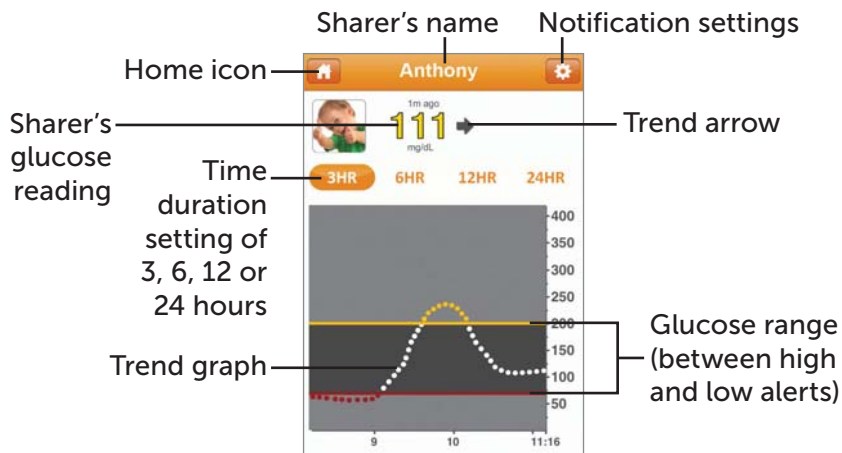


Figure 13. Follower Information With Trend Graph



If your sensor glucose readings are outside of the 40-400 mg/dL range, your Followers will not receive sensor readings, just a “LOW” (less than 40 mg/dL) or “HIGH” (greater than 400 mg/dL).

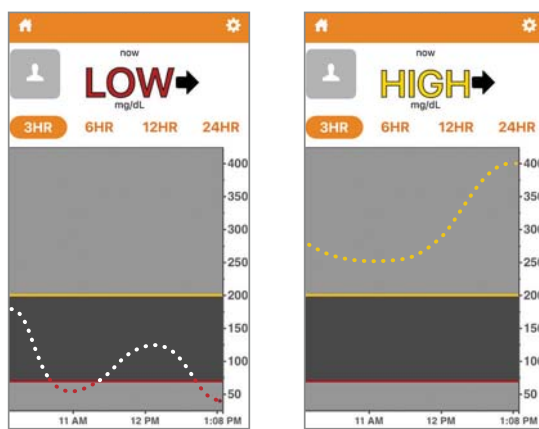


Figure 14. Follower Information

21.8 Troubleshooting

Dexcom Share Troubleshooting

Troubleshooting Sharing Status - See the Troubleshooting Sharing Status Issues portion of Section 21.6.

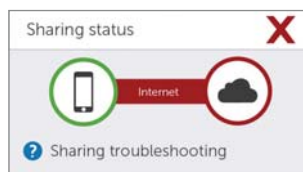


Figure 15. Sharing Status Troubleshooting



Sharing Checklist

To share, make sure that:

- Smart device works with the G5 Mobile app
 - To see a list of supported smart devices and operating systems, go to: dexcom.com/compatibility
- G5 Mobile app is open or running in the background
- 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 your 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 prompts
- Smart device is sufficiently charged or charging
- Smart device is within 20 feet of the transmitter
- Smart device has 35 MB of available memory or storage space
- Refer to your smart device user manual for further instructions

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Notes

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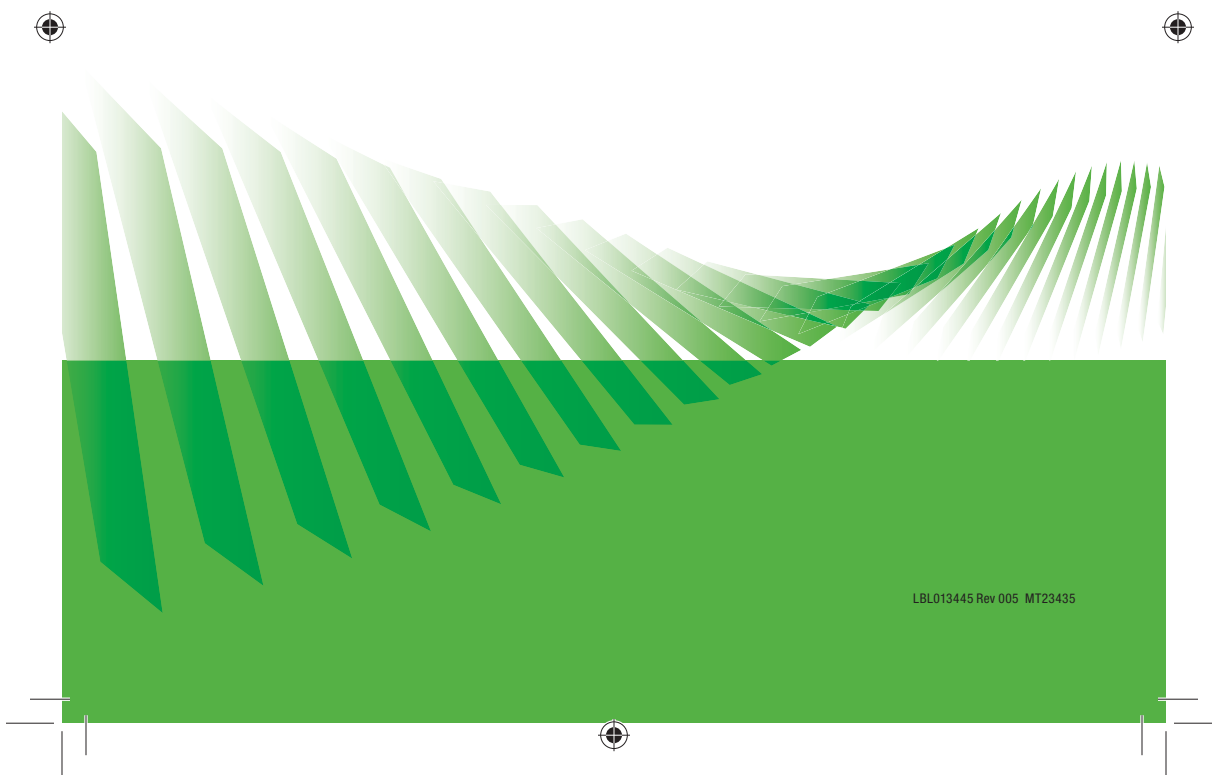
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ATTACHMENT 2

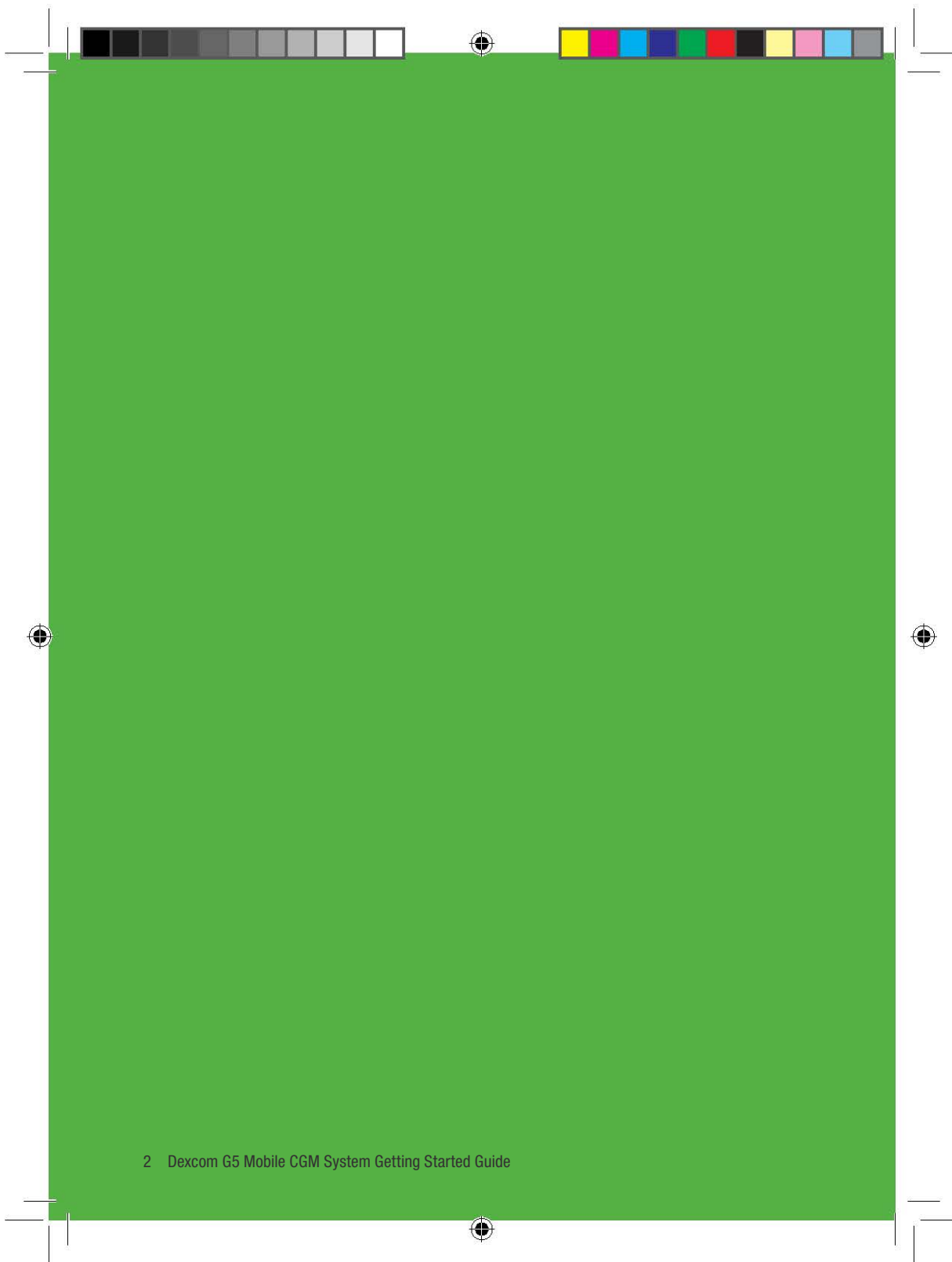


dexcom®

Getting Started Guide

for Dexcom G5® Mobile Continuous
Glucose Monitoring (CGM) System





2 Dexcom G5 Mobile CGM System Getting Started Guide



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2 • Dexcom G5 Mobile CGM System Getting Started Guide



Section 1: Welcome

Congratulations on making the Dexcom G5® Mobile Continuous Glucose Monitoring (CGM) System part of your life!

The Dexcom G5 Mobile CGM System (Dexcom G5) allows you to see real-time continuous glucose readings every five minutes for up to seven days. These readings can help you find trends and patterns in your glucose levels, allowing you to see where your glucose levels have been, which direction they are headed, and how fast they are rising or falling.

1.1 Training Options

Knowing about the Dexcom G5 is your first step in creating a successful CGM experience. Before using it, learn about it.

You can train on the Dexcom G5 in the following ways:

- Self train with the Dexcom G5 Mobile Tutorial
- Train with our Dexcom Care Team: **1.877.339.2664**, Monday through Friday, 6 am to 5 pm PST
- Train with your healthcare professional using this Getting Started Guide

Before you begin and anytime you have questions, review the Dexcom G5 Mobile CGM User Guide (user guide). Your options to get the full user guide:

- Download as an eBook or view/print in a .pdf format
dexcom.com/guides
- Online request form to receive a free printed copy
dexcom.com/guides
- Request a free copy by mail
Using the business reply card found in the back of this guide
- Request a free copy by phone
1.888.738.3646 ext. 4300



Section 2: Indications for Use and Safety Statement

Indications for Use

The Dexcom G5 Mobile Continuous Glucose Monitoring System (Dexcom G5) is a glucose monitoring system indicated for the management of diabetes in persons age 2 years and older. The Dexcom G5 is designed to replace fingerstick blood glucose testing for diabetes treatment decisions.

Interpretation of the Dexcom G5 results should be based on the glucose trends and several sequential readings over time. The Dexcom G5 also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments.

The Dexcom G5 is intended for single patient use and requires a prescription.

Important User Information

Failure to use the Dexcom G5 and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from your Dexcom G5 do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate.

Please review the product instructions before using the Dexcom G5. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G5. Discuss with your healthcare professional how you should use the information displayed on the Dexcom G5 to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G5 and on the performance characteristics of the system.

Contraindications



MRI/CT/ Diathermy

Remove the Dexcom G5 sensor, transmitter, and receiver before Magnetic



Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

The Dexcom G5 has not been tested during MRI or CT scans or with diathermy treatment. The magnetic fields and heat could damage the components of the Dexcom G5, which may cause it to display inaccurate blood glucose readings or may prevent alerts.

Medications

Taking medications with acetaminophen while wearing the Dexcom G5 may inaccurately raise the glucose readings generated by the Dexcom G5. The level of inaccuracy depends on the amount of acetaminophen active in your body and is different for each person. Do not rely on continuous glucose monitoring (CGM) data produced by the Dexcom G5 if you have recently taken acetaminophen.

Warnings

Sensor Fractures

Do not ignore sensor fractures. Sensors may fracture or detach from the sensor pod on rare occasions. If a sensor breaks and no portion of it is visible above the skin, do not attempt to remove it. Seek professional medical help if you have symptoms of infection or inflammation—redness, swelling or pain—at the insertion site. If you experience a broken sensor, please report this to our Technical Support department at 1.877.339.2664 (toll free) or 1.858.200.0200.

Do Not Use Damaged Goods

If the Dexcom G5 Receiver or Dexcom G5 Transmitter is damaged or cracked, do not use it. This could create an electrical safety hazard causing possible electrical shocks resulting in injury. In addition, a damaged or cracked Dexcom G5 Receiver or Dexcom G5 Transmitter may cause the Dexcom G5 System not to function properly.

Choking

Do not allow young children to hold the sensor or transmitter without adult supervision. The sensor and transmitter include small parts that may pose a choking hazard.

The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:



Review Training Materials

Thoroughly review the training materials included with your Dexcom G5 before use. Incorrect use of the Dexcom G5 could lead you to misunderstand information produced by the system or might affect the system's performance.

Diabetes Treatment Decisions

If your Dexcom G5 does not display a sensor glucose reading and an arrow, or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.

Do Not Ignore Low/High Symptoms

Do not ignore symptoms of low or high glucose. If your glucose alerts and readings do not match your symptoms or expectations, you should obtain a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions or seek immediate medical attention.

Who Should Not Use

The Dexcom G5 was not evaluated or approved for the following persons:

- Pregnant women
- Persons on dialysis

Do not use the Dexcom G5 Mobile CGM System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect performance of the system. Sensor glucose readings may be inaccurate in critically ill patients.

The Dexcom G5's accuracy has not been tested in people within these groups and the system's glucose readings may be inaccurate.

Calibrate on Schedule

Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration.

Placement

Do not insert the sensor component of the Dexcom G5 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 Dexcom G5 is not approved for other sites. If placed in other areas, the Dexcom G5 may not function properly.

Initial Calibration: Data/Alarm/Alert

Do not expect sensor glucose readings or alarms/alerts from the Dexcom G5 until after the 2-hour startup. The Dexcom G5 will NOT provide any sensor glucose readings or alarms/alerts until after the 2-hour startup ends AND you complete the startup calibration. Use fingerstick glucose values from your blood glucose meter during the 2-hour startup.

Sensor Storage

Store the sensor at temperatures between 36°F-77°F for the length of the sensor's shelf life. You may store the sensor in the refrigerator if it is within this temperature range. The sensor should not be stored in the freezer.

Storing the sensor improperly might cause the sensor glucose readings to be inaccurate.

Smart Device Settings

Your smart device's internal settings override any Dexcom G5 Mobile App setting. In addition, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alarm, Alert, and notification settings.

To receive Alarm or Alerts you must:

1. Make sure the notifications for the Dexcom G5 Mobile App are turned on in the setting's menu of your smart device.
2. Check that the Dexcom G5 Mobile App hasn't been shut down by your smart device.
3. Turn on *Bluetooth* on your smart device.
4. Turn off the Do Not Disturb feature on your smart device (if available).
5. Restart the Dexcom G5 Mobile App after your smart device is restarted.
6. Set the volume on your smart device at a level you can hear.
7. Always run the app in the background; do not close the Dexcom G5 Mobile App.
8. Make sure accessory devices do not override your smart device settings.

If the settings on your smart device are incorrect, your Dexcom G5 may not function properly.



The Dexcom G5 Alarm/Alert vibrations are not any different from other vibrating apps on your smart device. Medical device apps, like the Dexcom G5 Mobile App, do not have any special priorities over your smart device's features. You cannot determine if a vibration is a notification from your Dexcom G5 Mobile App or another app. The only way to know is to look at the screen.

Missed an Alarm or Alert?

An Alarm or Alert from the Dexcom G5 Mobile App cannot 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 from the Dexcom G5.

Precautions

Sensor Package

Do not use the Dexcom G5 Sensor if its sterile package has been damaged or opened. Using a non-sterile sensor might cause infection.

Clean and Dry Before Using

Do not open the sensor package until you have washed your hands with soap and water, and let them dry. You may contaminate the insertion site and suffer an infection if you have dirty hands while inserting the sensor.

Do not insert the sensor until you have cleaned the skin near the insertion site with a topical antimicrobial solution, such as isopropyl alcohol, and allowed the skin to dry. Inserting into unclean skin might lead to infection. Do not insert the sensor until the cleaned area is dry so the sensor adhesive will stick better.

Reusable: Don't Throw Away

Do not discard your transmitter. It is reusable. The same transmitter is used for each session until you have reached the end of the transmitter's battery life.

The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:



Be Accurate, Be Quick

To calibrate the system, enter the exact blood glucose value displayed on your blood glucose meter within five minutes of a carefully performed fingerstick glucose measurement.

Do not enter the Dexcom G5's sensor glucose readings for calibration. Entering incorrect blood glucose values, blood glucose values obtained more than 5 minutes before entry, or sensor glucose readings might affect sensor performance.

Treatment Decisions

Make diabetes treatment decisions based on the combination of the sensor glucose reading, trend arrow, and/or actionable alerts generated by the Dexcom G5.

Expiration Date

Do not use Dexcom G5 Sensors that are beyond their expiration date. Before inserting a sensor, confirm the expiration date that is listed on the package label in the following format: YYYY-MM-DD.

Do not use sensors that are beyond their expiration date because the sensor glucose readings might not be accurate.

Sensor Placement

Avoid using the same spot repeatedly for sensor insertion. Rotate your sensor placement sites, and do not use the same site for two sensor sessions in a row. Using the same site might cause scarring or skin irritation.

Avoid inserting the sensor in areas that are likely to be bumped, pushed, or compressed or areas of skin with scarring, tattoos, or irritation as these are not ideal sites to measure glucose. Insertion in these areas might affect sensor accuracy.

Avoid injecting insulin or placing an insulin pump infusion set within three inches of the sensor. The insulin might affect sensor performance.

Use Correct Transmitter, Receiver, and Sensor

Different generations of Dexcom continuous glucose monitoring system transmitters and receivers are not interchangeable with each other.



The Dexcom G5's transmitter and receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver. The Dexcom G5 will not work if you mix the transmitter and receiver from different generations. You can use a Dexcom G4 PLATINUM Sensor with the Dexcom G5 System. Before using the sensor, make sure the sensor label says "Dexcom G5 Mobile/G4 PLATINUM Sensor" or "Dexcom G4 PLATINUM Sensor."

Communication Range

Avoid separating the transmitter and receiver by more than 20 feet. The transmission range from the transmitter to the receiver is up to 20 feet without obstruction. Wireless communication does not work well through water so the range is much less if you are in a pool, shower, etc.

Types of obstruction differ and have not been tested. If your transmitter and receiver are farther than 20 feet apart or are separated by an obstruction, they might not communicate or the communication distance may be shorter.

Setting Alarm/Alert Notifications

When using both a receiver and a smart device with your Dexcom G5, 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 Alert.

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 generated by the Dexcom G5. Make sure the Display Devices are turned on; otherwise you won't get sensor glucose readings or Alarm or Alerts.

Keep Receiver Dry

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

If water gets into the USB port, the receiver could become damaged and stop displaying readings or providing alerts.



No Alternative Site Testing

Do not use alternative blood glucose site testing (blood from your palm or forearm, etc.) for calibration. Alternative site blood glucose values may be different than those taken from a fingerstick blood glucose value and may not represent the timeliest blood glucose value. Use a blood glucose value taken only from a fingerstick for calibration. Using alternative site blood glucose values for calibration might affect the Dexcom G5's accuracy.

When Not To Calibrate

Do not calibrate if your blood glucose is changing at a significant rate, typically more than 2 mg/dL per minute. Do not calibrate when your receiver screen is showing the rising or falling single arrow or double arrow, which indicates that your blood glucose is rapidly rising or falling. Calibrating during rapid rise or fall of blood glucose may affect sensor accuracy.

Don't Share Your Transmitter

Do not share your transmitter with another person or use a transmitter from another person. The Dexcom G5 is a prescription-only medical device and is meant, or indicated, for individual use only.

The transmitter is tied to the sensor glucose readings. If the transmitter is used by more than one person, the glucose readings, alerts, and reports may be wrong.

Caution

U.S. law restricts the sale of the Dexcom G5 to sale by or on order of a physician.



Section 3: Risks and Benefits

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 low or high glucose.

Some hardware issues preventing Alarm/Alerts:

- Alert function is turned off
- Transmitter and display device is out of range
- Receiver or smart device isn't showing sensor glucose readings. For example, when there are data gaps due to being out of range or "???"
- Receiver or smart device battery is dead
- Unable to hear Alarm/Alerts or feel vibration
- App not running in the background
- Signal Loss Alert won't be heard if smart device is in Do Not Disturb

Using CGM for Treatment Decisions

If you are taking acetaminophen, your sensor glucose readings may be falsely high causing you to potentially miss a low glucose or treat a high glucose with insulin. Do not make any treatment decision based on your CGM when acetaminophen is active in your body.

In order to use CGM for your treatment decisions, you must calibrate a minimum of once every 12 hours to help keep your CGM system accurate. If you do not calibrate at this minimum frequency and make treatment decisions based on your CGM, you could not be getting the most accurate information and miss a high or low glucose.

In order to use CGM for your treatment decisions, you must have:

1. Sensor glucose reading
2. Trend Arrow

If you have symptoms of low or high glucose, but your CGM is not showing high or low glucose sensor readings, take a fingerstick blood glucose measurement with your BG meter. If you are a caregiver of someone using the G5 Mobile, watch how they act. If their symptoms don't match the CGM, take a fingerstick BG measurement.

Your BG meter is your back-up when/if your CGM is not showing a sensor glucose reading or your symptoms do not match your sensor readings. Remember to wash your hands before taking a fingerstick.



Sensor Glucose Reading Different from Your Expectations or Symptoms

The sensor glucose reading can be different than your expectations and symptoms. In this case, wash your hands and take a fingerstick blood glucose measurement with your BG meter to confirm your expectations and symptoms. If your sensor readings and BG meter values are different, you can calibrate your CGM system. Wash and dry your hands, repeat the BG measurement and if still different, recalibrate.

If you're not receiving an Alarm/Alert, and not taking fingerstick BG 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 Dexcom G5 uses the same sensor as the previous CGM system—the Dexcom G4 PLATINUM. The Dexcom G4 PLATINUM System clinical studies and complaint data showed slight redness and swelling occurring only in a small percentage of Dexcom's total patient population.

During Dexcom's G4 PLATINUM System's clinical study, no sensor wires broke however there is a remote chance sensor fragments could remain under your skin if the sensor breaks during normal wear. Sterile broken sensor wires 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 **1.877.339.2664** or toll at **1.858.200.0200** within 24 hours.

3.2 Benefits

Daily habits impact your glucose levels. With the Dexcom G5, you can track how your exercise, carbs, stress levels, medication, or illness, influence your glucose levels.

Knowing Your Trends

Providing sensor glucose readings every five minutes, for up to seven days, the Dexcom G5 helps you detect trends and patterns. Trend information as well as the trend arrow reveals where your glucose is now, where your glucose is heading, and how fast it's changing. This provides you with a more complete picture of your glucose.

Making Treatment Decisions Based on Your CGM

With Dexcom G5, you can now use the sensor glucose readings to make your diabetes treatment decision (like how much insulin to take, when to treat a low glucose, etc.) when you have the key pieces of CGM information – trend arrow and sensor glucose



reading. If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on. Talk to your healthcare professional to determine your best Alert levels.

Helps in Your Diabetes Management

The Alarm/Alerts features 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 to take action before you get too low or too high. The Urgent Low Alarm lets you know when you are dangerously or urgently low, going below 55 mg/dL. By taking corrective measures, you lessen the time spent in your low/high range, while increasing time in your targeted range (Battelino, 2011). If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on.

Real-time CGM can help improve your A1C as well as improve the quality of your glucose control. If your A1C is at or below 7%, using a CGM such as the Dexcom G5, helps reduce hypoglycemia.

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, 1995).

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM.

References:

Battelino, T., Phillip, M., Bratina, N., Nimri, R., Oskarsson, P., & Bolinder, J. (2011). Effect of Continuous Glucose Monitoring on Hypoglycemia in Type 1 Diabetes. *Diabetes Care*, 34 (4), 795-800.

The Diabetes Control and Complications Trial Research Group. The Effect of Intensive Treatment of Diabetes on the Development and Progression of Long-Term Complications in Insulin-Dependent Diabetes Mellitus. *The New England Journal of Medicine*, Vol. 329, No. 14. (September 1993), pp. 977-986.

Garg, S., Zisser, H., Schwartz, S., Bailey, T., Kaplan, R., Ellis, S., & Jovanovic, L. (2005). Improvement in Glycemic Excursions With a Transcutaneous, Real-Time Continuous Glucose Sensor: A randomized controlled trial. *Diabetes Care*, 29(1), 44-50.

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Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group (2010). Quality-of-Life Measures in Children and Adults with Type 1 Diabetes. *Diabetes Care*, 33 (10), 2175-2177.

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.

Section 4: System Overview

4.1 Components

Your Dexcom G5 is made up of the following:

Sensor and Applicator



- The sensor is inserted using the applicator
- Small sensor wire measures glucose levels just below the skin
- Worn for up to seven days
- The sensor and applicator are disposable after use

Transmitter



- Placed into the sensor pod
- Wirelessly sends glucose information to either your Dexcom G5 Mobile App, your receiver, or both
- Reusable during three month battery life

Display Device(s)



The Dexcom G5 Mobile App on your smart device* and/or your receiver can be used as your display device.

- Displays your glucose readings
- Allows you to set and receive Alarm/Alerts
- Your display device and transmitter must be kept within 20 feet of each other

* For a list of compatible devices see: dexcom.com/compatibility



4.2 Choose Display Device

To set up your Dexcom G5, first choose the display device(s) you want to receive your CGM data and alerts. You have three choices.

Smart Device Only (For Setup see Section 5)

Your transmitter sends glucose information directly to your smart device using *Bluetooth®* wireless technology. *Bluetooth* on your smart device must be ON in order to receive CGM data and alerts.

Receiver Only (For Setup see Section 6)

Your transmitter sends glucose information directly to your receiver using *Bluetooth*.

Things to consider if choosing your receiver only:

- Your receiver is a dedicated medical device
- Use when you cannot take your phone
- Battery lasts at least three days
- You will not have access to Dexcom Share*

* Dexcom Share allows you to share your glucose information with Followers. For more information on Dexcom Share see your user guide.

Smart Device and Receiver (For Setup see Section 5 and 6)

Your transmitter sends glucose information directly to your app and/or your receiver, at the same time, using *Bluetooth*.

You can choose to use both devices at once or switch between devices.

Things to consider if choosing both devices:

- Use your app during daily activities where you already take your smart device
- Use your receiver during activities where your smart device may not be allowed (work or school)
- If you carry both devices, you will receive alerts and must acknowledge alerts on both devices



Section 5: App Setup

5.1 Install App

1		Install the Dexcom G5 Mobile App from your app store.
2		Log in to the app (with your existing Dexcom account) or sign up for a new account.



Once you log in, the app guides you through the setup process.

This takes about 20 minutes and includes:

- Setting your high and low alerts
- Adjusting your device settings
- Entering your transmitter serial number
- Inserting your sensor and attaching your transmitter
- Pairing your transmitter with your app
- Starting your 2-hour sensor warmup





5.2 Enter Initial BG Meter Values

At the end of the 2-hour warmup, you must enter two separate BG meter values before glucose readings begin.

App Setup

1	Enter first BG meter value	Your app alerts you when you need to enter your two BG meter values. Go to your app to enter values.
2		Wash hands with soap and water, never gel cleaners. Dry your hands. Washing and drying your hands before taking a BG value helps ensure accuracy.
3		Take a fingerstick BG measurement using your BG meter. Use fingertips only.
4		Tap the circle to enter the first of two BG meter values within five minutes of obtaining the value.
5		Enter the exact value from your BG meter. Tap SAVE.
6		Repeat steps above to enter the final BG meter value. Entering two separate BG meter values will ensure an accurate reading.



5.3 View Home Screen



App Setup

Where You Are

To know where you are now, look at the color, and number or message.



Red = Low



Yellow = High



Gray = In Target

No Readings



LOW = Below 40 mg/dL



HIGH = Above 400 mg/dL



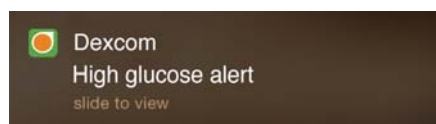
System Errors
Tap blue question mark for information.

5.4 Smart Device Settings

Even though the Dexcom G5 Mobile App is a medical app, it functions just like any other app. Your smart device settings can impact your alerts.

To receive CGM alerts, you must allow Dexcom to send you notifications. These notifications include CGM information only. No promotional notifications will be sent. An example of a CGM notification and an in-app alert is shown below.

Example: a High Glucose Alert appears if your glucose rises above your high alert setting.



Your smart device vibrates and/or makes sound depending on your settings. Slide the notification right to open the app.



Once in the app, tap **OK**.

To get alerts:

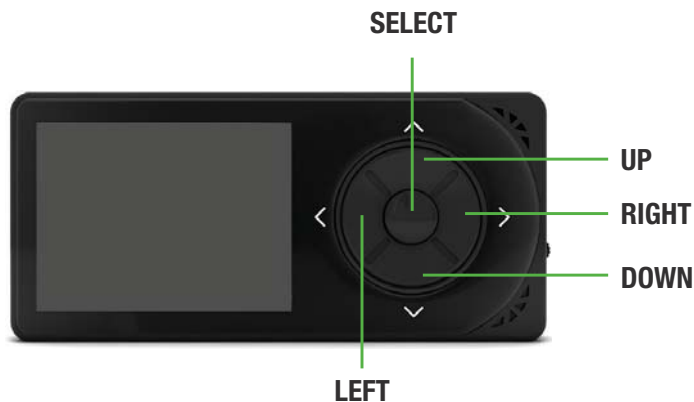
- **Bluetooth** must be **ON**
- App must be running in the background. Always open the app to activate it after restarting your smart device
- For a full list of recommended settings see your user guide. For information on how to set the above settings, see your smart device instructions

NOTE: Silent and Do Not Disturb prevent the Signal Loss Alert from making sound and vibration.



Headphones will prevent sound from coming through the speaker. You may miss a high or low alert.

Section 6: Receiver Setup



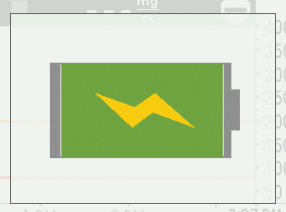
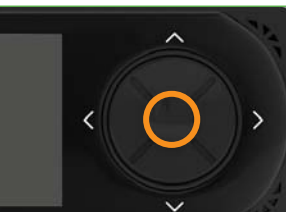
UP and DOWN: Scroll through trend screens, highlight menu items, or set values.

SELECT: Turns receiver on, selects the highlighted option, or goes to the main menu.

LEFT: Goes back to the last item or screen or to the trend screen from the main menu.

RIGHT: Highlights the next item.

6.1 Set Up Receiver

1  1 PM 2 PM 3:27 PM	Before setting up your receiver, make sure it is charged. For more information on charging, see your user guide. A full charge will last about 3 days.
2 	Press SELECT to turn your receiver on.

The setup wizard walks you through entering your time/date, transmitter SN, and setting up your Low/High Alerts.

Press **UP** and **DOWN** to change a value.

Press **RIGHT** or **SELECT** to move to the next space.

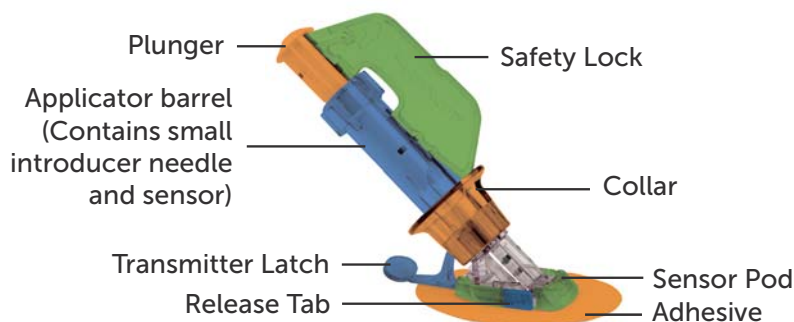
Press **SELECT** to accept changes.

Receiver Setup		☐ Time/Date Year/Month/Day Hour/Minute/AM or PM
		☐ Transmitter SN Entering the correct transmitter SN makes it possible for your transmitter and receiver to talk to each other and share your glucose information. Your transmitter SN can be found on the back of your transmitter or on the back of your transmitter box.
		☐ Low Alert (Set between 60-100 mg/dL) When your glucose is at or below your low alert setting, your device will alert you.
		☐ High Alert (Set between 120-400 mg/dL) When your glucose is at or above your high alert setting, your device will alert you.

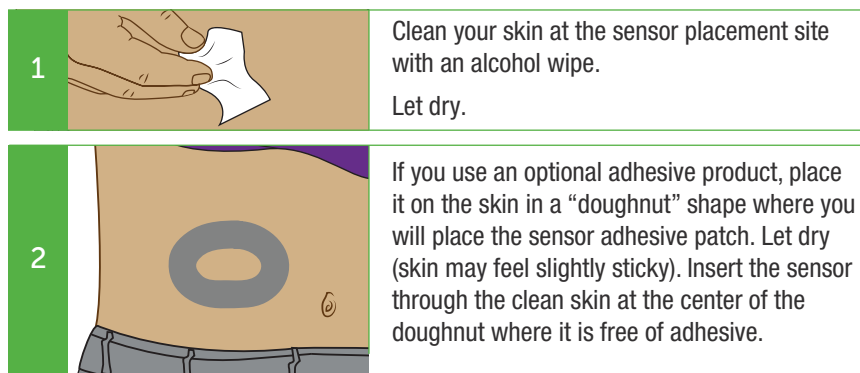
The setup wizard will only start the first time you set up your receiver.

6.2 Insert Sensor

Before you begin, make sure you have alcohol wipes, a sensor, and a transmitter. Adhesive products (Mastisol®, Skin Tac™) are optional. Wash and dry your hands.



Choose a site at least 3 inches from your insulin pump infusion set or injection site and out of the way of your waistband. Avoid areas likely to be bumped, pushed, with scarring, tattoos or irritation.





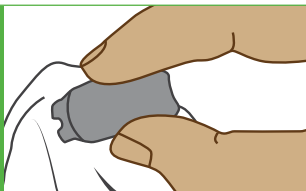
- | | | |
|----|--|---|
| 3 | | <p>Remove the adhesive backing from the sensor pod one half at a time.</p> |
| 4 | | <p>Place the sensor pod horizontally on your skin.
Move your fingers around the adhesive patch to secure the tape to your skin.</p> |
| 5 | | <p>Hold the applicator, and pull the safety lock straight out.</p> |
| 6 | | <p>Place the fingers of one hand at the edge of the white adhesive.
You may pinch up on your skin using this hand.</p> |
| 7 | | <p>Place two fingers ABOVE the collar and your thumb on the white plunger. Push down the plunger. You should hear 2 clicks.</p> |
| 8 | | <p>Move your two fingers from above the collar to below the collar. Pull the collar back towards your thumb until you hear 2 clicks or cannot pull back any more.</p> |
| 9 | | <p>Squeeze the ribbed tabs on the sides of the sensor pod.</p> |
| 10 | | <p>While squeezing the tabs, rock the applicator barrel forward and away from your body.</p> |

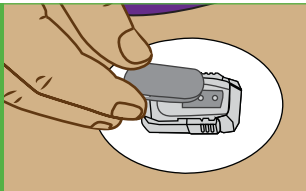
Receiver Setup

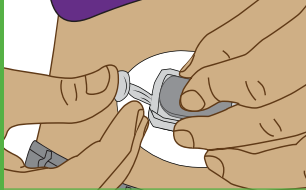
6.3 Attach Transmitter

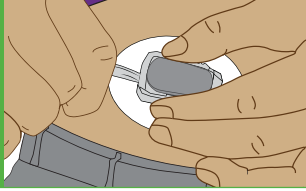
Once you have inserted the sensor, you need to attach your transmitter.



- 

1 Clean the back of your transmitter with an alcohol wipe.
Let dry.
- 

2 Place the transmitter in the sensor pod with the flat side down, and thinner side away from the transmitter latch.
- 

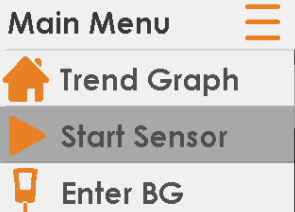
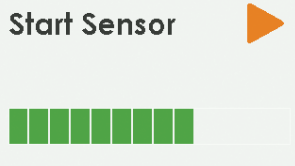
3 Place one finger on the transmitter to keep it in place. With your other hand, pull the transmitter latch up and forward until you hear 2 clicks.
- 

4 Hold the sides of your sensor pod with one hand. Remove the transmitter latch with the other hand by quickly twisting off the latch away from your body.

Receiver Setup

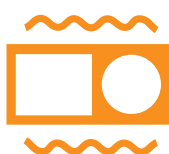
6.4 Confirm Communication and Start Sensor

Once you have inserted your sensor, attached your transmitter, and made sure your *Bluetooth* symbol is solid you are ready to start your sensor.

1		Check your receiver 10 minutes after attaching your transmitter to make sure your receiver and transmitter are communicating. The <i>Bluetooth</i> symbol blinks while looking for a transmitter and turns solid when it is found.
2		From any trend graph, press SELECT to get to the Main Menu. Choose Start Sensor.
3		The Start Sensor screen appears, letting you know the 2-hour sensor warmup has begun.
4	A 2-hour countdown symbol will show on the receiver trend screen and will fill in during the 2-hour sensor warmup.  Start [0-24 minutes] [24-48 minutes] [48-72 minutes] [72-96 minutes] Ready for calibration Keep your receiver within 20 feet during the 2-hour sensor warmup. You will NOT receive sensor glucose readings or alerts until your 2-hour sensor warmup and two BG meter values are complete. During this time you might miss severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) events. Use your BG meter for BG readings.	

6.5 Set Up Alert Sounds

You can choose your Alert profiles/sounds. The sound you choose will apply to all alerts (low and high). The default profile is **Normal**. See below for an overview of the different sound options.



Vibrate: Can be used when you want to be alerted by vibration.

The Urgent Low Glucose Alarm at 55 mg/dL will still make a sound. It will alert you by vibration first, followed by audible beeps 5 minutes later if not confirmed.



Soft: Can be used when you want your alert to be discreet.

This sets all Alarm/Alerts to lower volume beeps.



Normal: This is the default profile and sets all the Alarm/Alerts to higher volume beeps.



Attentive: Can be used when you want your alert to be noticeable.

This sets all Alarm/Alerts to loud with distinctive melodies.



HypoRepeat: Can be used when you want extra alerts for severe low sensor glucose readings.

This profile will keep repeating the Urgent Low Glucose Alarm every 5 seconds until confirmed or until your reading rises above 55 mg/dL.



Follow these steps to choose your sound profile.

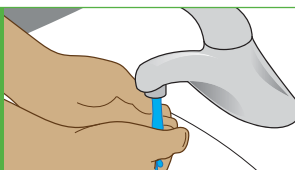
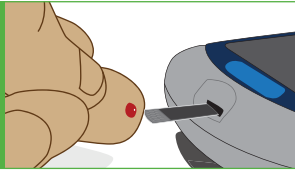
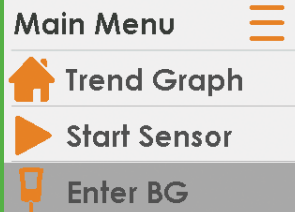
1	Main Menu   Enter BG  Profiles  Events	Press SELECT to get to the Main Menu. Choose Profiles .
2	Profiles   Vibrate ✓  Soft  Normal	Highlight the alert profile you want. Press SELECT . A check mark appears to the right of the profile you choose.
3	Profiles   Attentive  HypoRepeat ✓  Try It	Choose Try It to hear an example of your selected alert profile.

NOTE: No matter what profile you set, all Alerts will notify you by vibrating first. There will be no audible beep if you confirm the alert after the first vibration.

 Receiver Setup

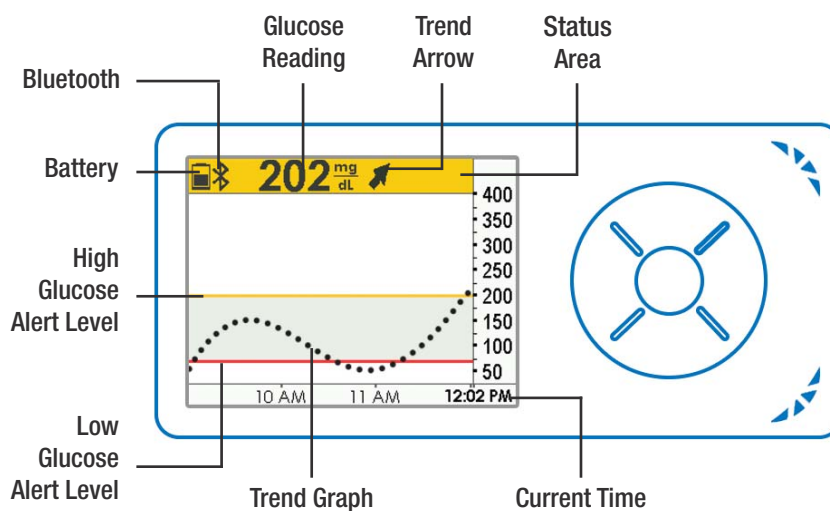
6.6 Enter Initial BG Meter Values

At the end of the 2-hour sensor warmup, you must enter two BG meter values before any glucose readings will show.

- | | | |
|---|---|--|
| 1 |  | After the 2-hour warmup, a double blood drop will show on the receiver screen. |
| 2 |  | Wash and dry your hands using soap and water, never gel cleaners.
Washing and drying your hands before taking a BG value helps ensure accuracy. |
| 3 |  | Take a fingerstick BG measurement using your BG meter.
Use fingertips only. |
| 4 |  | Choose Enter BG .
Press SELECT . |
| 5 |  | Enter the exact blood glucose value from your BG meter. Press SELECT .
Press SELECT again to confirm. |
| 6 | Repeat steps above to enter a second meter value.
Entering two separate BG meter values will ensure an accurate reading. | |

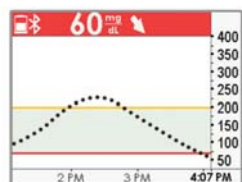
Receiver Setup

6.7 View Receiver Trend Screen

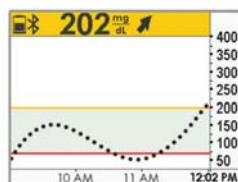


Where You Are Now

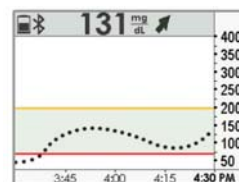
To know where you are now, look at the top bar's color and number or message



Red = Low



Yellow = High



Gray = In Target

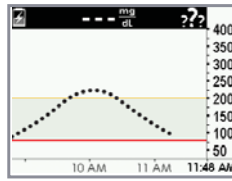
No Readings



LOW = Below 40 mg/dL



HIGH = Above 400 mg/dL

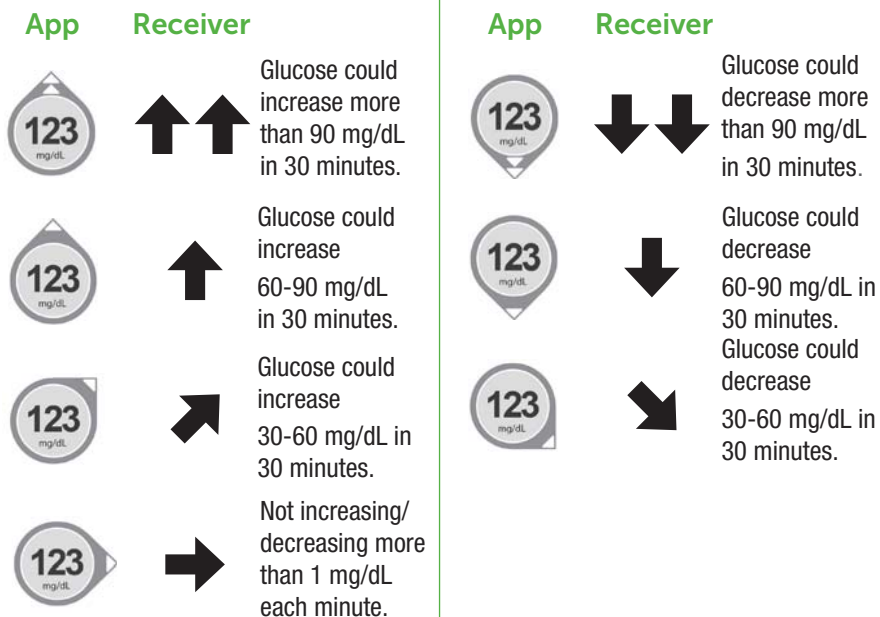


Black Bar = System Errors
See user guide
for more information

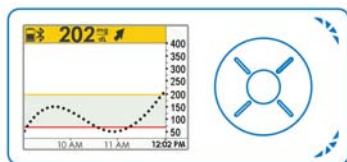
30 • Dexcom G5 Mobile CGM System Getting Started Guide

Section 7: App and Receiver Trend Arrows

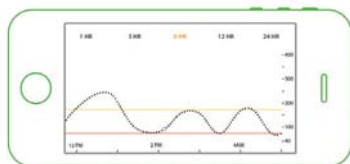
It is not all about the number. Pay attention to the direction and speed of your glucose.



Section 8: App and Receiver 1, 3, 6, 12 or 24 hour Trend Graph



Press up or down to view your 1, 3, 6, 12 and 24 hour trend graph.



Turn your smart device sideways to view your 1, 3, 6, 12 and 24 hour trend graph.

Section 9: App and Receiver Enter BG Meter Values Every 12 Hours

BG meter values must be entered once every 12 hours at a minimum.



App:

The meter icon shows a red badge when a BG meter value is needed.



Receiver:

A single blood drop prompt will appear when a BG meter value is needed.

See your user guide for more details.

WARNING: Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration.

Tips for Entering BG Meter Values

Do enter BG Meter Values:

- After washing and drying your hands
- Within five minutes of testing with your meter
- Using the exact number from your meter
- Using only fingerstick blood glucose values

Don't enter BG Meter Values:

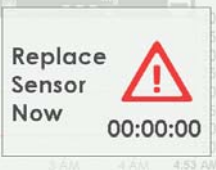
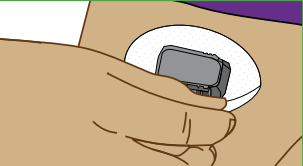
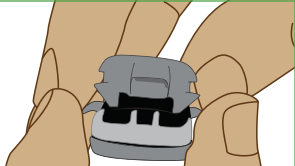
- If you see a ??? (question mark), signal loss, or hourglass error on the screen
- After you have taken acetaminophen (such as Tylenol®)
- If your BG meter value is higher than 400 mg/dL or lower than 40 mg/dL.

When using both the app and the receiver at the same time, you should **enter BG meter value on only 1 device**. When you enter a value into one device, the glucose values may be different on the other display device until the transmitter shares the entered value.

Section 10: End Sensor Session

10.1 Remove Sensor and Transmitter

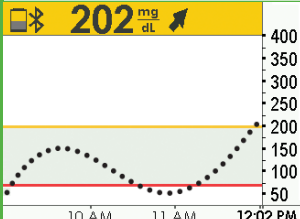
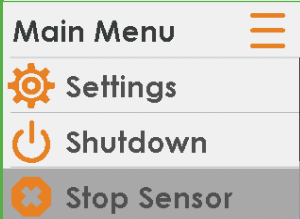
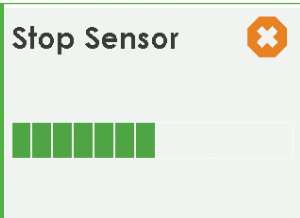
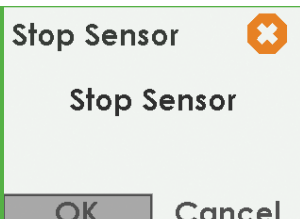
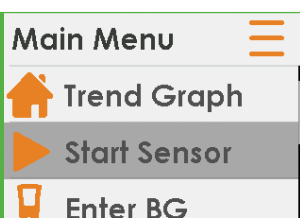
The sensor automatically shuts off after 7 days. The app or receiver will alert you at 6 hours, 2 hours, and 30 minutes before the sensor session ends.

1	Replace sensor now. ⓘ Sensor removal help ⓘ Sensor insertion help App Screen	 Receiver Screen	Screens showing it's time to remove sensor.
2	 Peel the adhesive off your body like a Band-Aid®. The sensor, sensor pod and transmitter will all be removed.		
NOTE: Do not remove the transmitter from the sensor pod until all components (sensor, sensor pod) are removed from your body.			
3		Use your fingers to spread the back tabs of the sensor pod. Transmitter will pop out.	
4	 Keep	Keep your transmitter to use again with your next sensor.	
5	Dispose of the sensor following your local guidelines for disposal of blood-contacting components.		

10.2 App: Ending Sensor Session Early

1		Tap Main Menu icon.
2		Tap Stop Sensor .
3		Tap STOP SENSOR .
4		Remove sensor. Insert new sensor. Tap green circle to start new session.

10.3 Receiver: Ending Sensor Session Early

1 	Press SELECT to get to the Main Menu.
2 	Highlight Stop Sensor. Press SELECT.
3 	Wait.
4 	Press OK.
5 	Remove sensor. Insert new sensor. Highlight Start Sensor when ready for new session. Press SELECT.



Section 11: Alarm, Alerts and Advanced Alerts

11.1 Urgent Low Glucose Alarm

The Dexcom G5 has an automatic Urgent Low Glucose alarm set at 55 mg/dL. You can't change or turn off this alarm or its re-alert settings.

11.2 Change Low and High Alerts

Part of your initial set up included setting your Low/High Alerts. You can change these settings at any time. To change your Low/High Alert go to **Menu > Alerts** in your app or receiver. For detailed steps see your user guide.

When using both the app and the receiver at the same time, change Alerts on each device separately.

11.3 Advanced Alerts

By default, these Alerts are turned OFF, but they can be turned ON, and customized:

Rise Rate: Your device alerts you when your glucose is rising at a rapid (2 mg/dL/min) or very rapid (3 mg/dL/min) rate. This feature helps you avoid staying high over a long period of time.

Fall Rate: Your device alerts you when your glucose is falling at a rapid (-2 mg/dL/min) or very rapid (-3 mg/dL/min) rate. This feature helps you avoid low glucose events.

By default, the following alert is turned ON, but can be turned OFF, and customized:

Signal Loss: Your device alerts you when you aren't receiving glucose readings. Signal loss happens when your display device and transmitter stop communicating; make sure you are within range (20 feet), without obstruction.

WARNING: If your Dexcom G5 does not display a sensor glucose reading and an arrow or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.

When using both the app and the receiver at the same time, you need to acknowledge alerts on each device separately.



Section 12: Using Dexcom G5 for Treatment Decisions

You can use your Dexcom G5 to make treatment decisions. But how do you know you're ready? Start by discussing the basics listed below with your healthcare professional (HCP). Get your questions answered. Together, decide when you're ready.

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

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

12.1 Treatment Decisions: The Basics

Work with your HCP and learn the basics: When do you need to use a BG meter instead of relying on your Dexcom G5? How can you avoid insulin stacking?

Even when you're confident using your Dexcom G5 to make treatment decisions, there are times when you must use your meter:



Symptoms: Always use your meter if symptoms don't match readings. You know your body, listen to it.



Acetaminophen: Always use your meter if you have taken acetaminophen. Medications containing acetaminophen (For example, Tylenol®, Excedrin®, Sudafed®, Robitussin®) can give you a false high reading.



Calibration: Always use your meter to calibrate at sensor start and every 12 hours. Calibrating less often may cause inaccurate readings. When calibrating wash hands with soap and water, never gel cleaners.



When in Doubt: In some situations you may feel less confident in your readings (for example, the first day of your sensor or when your glucose is rapidly changing). **When in doubt get your meter out.**



No number, no arrow, no treatment decision: Always use your meter if you don't have a number and arrow.



Not stacking insulin is important, whether you use your meter, your Dexcom G5, or both.

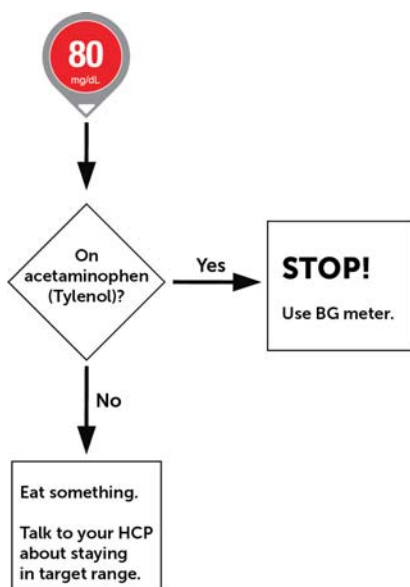


Insulin Stacking: Don't take insulin doses too close together, or "stack" insulin. You don't want to go low; wait at least 2 hours between doses. Sometimes, it's best to watch and wait.

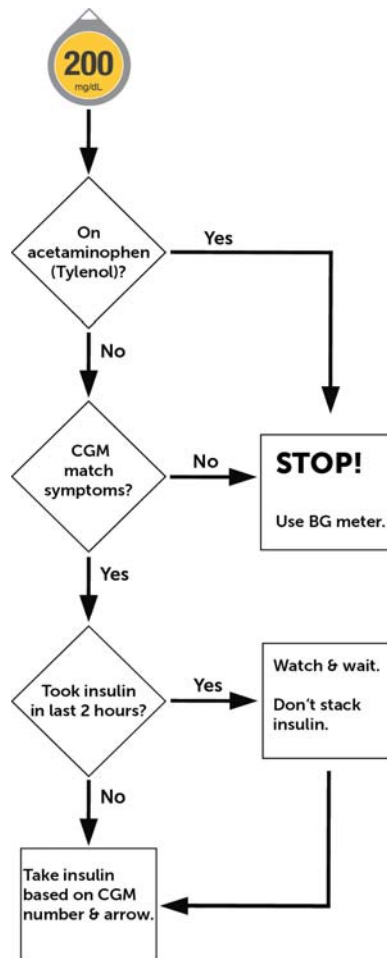
Some users have reported that performance may vary significantly between sensors; pay attention to how each newly inserted sensor is working for you when deciding whether to make treatment decisions based on your glucose readings. See the Dexcom G5 User Guide for more information on what to do if your glucose readings and BG meter values or symptoms don't match. If your glucose readings don't consistently match your symptoms or BG meter values then talk to your healthcare professional about how you should be using the Dexcom G5 to help manage your diabetes. Your healthcare provider can help you decide how you should best use this device.

Once you and your HCP are comfortable that you're ready to make treatment decisions using your Dexcom G5! Try it out using these flow charts.

You Decide



You Decide



12.2 Treatment Decisions: Beyond The Basics

Ready for more? Your Dexcom G5 offers so much more! Use your trend arrow, Alarm, and Alerts to fine-tune your treatment decisions.

The more you use your Dexcom G5 the better your results. Wear it. Look at it. Respond to it.
Let's look at Kim's day and how she used her Dexcom G5 to make treatment decisions:

What Kim Sees	What Kim Does and Why
Kim got a Low Alert: 	What: She eats an energy bar without doing a fingerstick. Why: An 80 mg/dL with the down arrow means her glucose is dropping. In 15 minutes, Kim could be 35 mg/dL.
Sitting down for breakfast, Kim sees: 	What: She doses to cover her meal. Why: Because of the up arrow, she takes a little more insulin. 
At lunchtime, Kim sees: 	What: She doses to cover her meal. Why: Because of the down arrow, she reduces her insulin amount. 
For dinner Kim takes the correct amount of insulin, covering her meal. An hour later she gets a High Alert: 	What: She decides to watch and wait and not dose again. An hour later she's back in target. Why: Insulin takes time to work. It's important not take insulin doses too close together, or "stack" insulin. Wait at least 2 hours. You don't want to go low; sometimes it's best to watch and wait.

What decisions would you make? Walk through scenarios like these with your HCP.

Section 13: Troubleshooting

The solutions here are meant to be brief and not all-inclusive. For full troubleshooting information, view the user guide at dexcom.com/guides.



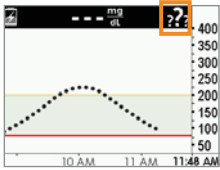
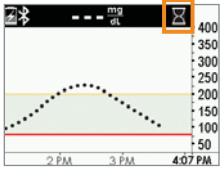
In your app, tap the blue question mark for more information on any issue or error you see.

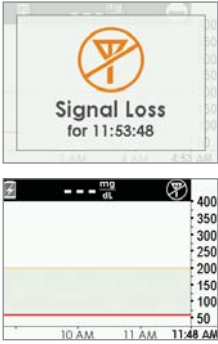
Call Technical Support, 24/7, if these instructions don't resolve the issue.

- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

13.1 Sensor Glucose Readings

Device	What you see	Problem	What you do
BG Meter			Differences are not uncommon. Readings from different body fluids may be different: • Meter - from blood • Sensor - from interstitial fluid
Smart Device		Sensor readings and BG meter glucose values often don't show the same.	20/20 Rule If the meter shows 80 or less, sensor glucose reading should be within ± 20 points. If the meter shows 80 or above, sensor glucose reading should be $\pm 20\%$.
Receiver			Example: A 202 mg/dL sensor reading and a 188 mg/dL sensor glucose meter value = a 7% difference (still considered accurate). In this example, the sensor glucose reading can show up to 225 and still be accurate.

Device	What you see	Problem	What you do
Smart Device		Question Marks	Wait. System will often resolve itself.
Receiver		Not getting sensor glucose readings. No sensor glucose readings display until error is fixed.	Check transmitter—is it properly inserted into the transmitter holder? Make sure you haven't taken acetaminophen. Don't calibrate. Use BG meter for BG reading. If it continues for over 3 hours, call Tech Support.
Smart Device		Hourglass	Wait. System will often resolve itself.
Receiver		Not getting sensor glucose readings. No sensor glucose readings display until error is fixed.	Check transmitter—is it properly inserted into the transmitter holder? Make sure you haven't taken acetaminophen. Don't calibrate. Use BG meter for BG reading. If it continues for over 3 hours, call Tech Support.

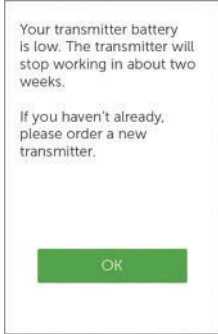
Device	What you see	Problem	What you do
Smart Device			Don't calibrate. Wait 10 minutes. Move display device and transmitter within 20 feet of each other without obstruction. Wait another 10 minutes.
Receiver		System display device and transmitter not communicating. No sensor glucose readings display until error is fixed.	Smart device (if not resolved): 1. Restart smart device. If problem remains: 1. Open your device <i>Bluetooth</i> Settings. 2. Delete all Dexcom entries. 3. Pair your Transmitter.

13.2 Calibration Errors

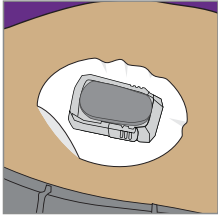
Device	What you see	Problem	What you do
Smart Device		System didn't accept recent calibration.	Wait 15 minutes. Enter 1 calibration. If error screen still appears enter 1 more BG meter value.
Receiver		No sensor glucose readings will be displayed until error is fixed.	Wait 15 minutes. If no sensor glucose readings appear on the display, the sensor needs to be replaced. Call Tech Support to report error.
Smart Device		System didn't accept recent calibration.	Enter 1 BG meter value. Wait 15 more minutes. If error screen still appears enter 1 more BG meter value.
Receiver		No sensor glucose readings display until error is fixed.	Wait 15 minutes. If no sensor glucose readings appear on the display, the sensor needs to be replaced. Call Tech Support to report error.
BG Meter		System will not accept calibration if outside of the 40-400 mg/dL range.	Wait until your glucose is between 40-400 mg/dL. Calibrate only when your BG meter values are between 40-400 mg/dL.

13.3 Transmitter Errors

Device	What you see	Problem	What you do
Smart Device		Transmitter not working. Sensor session automatically stopped.	Make sure transmitter is snapped into transmitter holder. Call Tech Support.
Receiver		No sensor glucose readings displayed.	Use BG meter for BG reading. You won't get additional Alerts after clearing.
Smart Device		Transmitter and sensor not communicating.	Check transmitter SN in display device is correct. OR
Receiver			Sensor may not be inserted correctly. Insert a new sensor. For a replacement, call Tech Support.

Device	What you see	Problem	What you do
Smart Device		Transmitter battery is low.	Is transmitter more than 10 weeks old? Order new transmitter: • dexcom.com/order • Through your usual channels Less than 10 weeks old? • Call Tech Support
Receiver			

13.4 Adhesive

Picture	Problem	What you do
	Sensor pod won't stick	Use adhesive products (Mastisol®, Skin Tac™). Make sure adhesive is not placed where the needle inserts. Put medical tape over sensor pod's white adhesive patch (for example, Blenderm). Don't place tape over the transmitter.



Section 14: Warranty

14.1 Receiver Warranty Information

Dexcom G5 Mobile CGM System'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 G5 Mobile 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 G5 Mobile 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 Dexcom 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: **1.877.339.2664**
- Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Receiver.

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

Limits on Dexcom's Warranty and Liability Obligations

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

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

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G5 Mobile CGM System or any feature or service provided by Dexcom for use with the Dexcom G5 Mobile CGM System.





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.

14.2 Transmitter Warranty Information

Dexcom G5 Mobile Transmitter Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser that the Dexcom G5 Mobile 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 Dexcom G5 Mobile CGM System's User Guide.
 - b. User Guide is included in the Dexcom G5 Mobile System's Receiver package.
 - c. Located on dexcom.com.

Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 Mobile 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: **1.877.339.2664**
- Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Transmitter.

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



Limits on Dexcom's Warranty and Liability Obligations

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

Dexcom expressly excludes and disclaims all other warranties, 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 Dexcom G5 Mobile CGM System or any feature or service provided by Dexcom for use with the Dexcom G5 Mobile CGM System.

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.

Section 15: Travel



Go through walk-in metal detectors or be hand-wanded 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 you're wearing a continuous glucose monitor and want a full-body pat-down with a visual inspection. Let the Security Officer know the sensor can't be removed because it's inserted under the skin.



Use of AIT body scanners (also called millimeter wave scanners) has not been tested and may affect the system. Therefore, we recommend hand-wanding or full-body pat-down and visual inspection in that situation.



Don't put your Dexcom G5 components through baggage 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 Dexcom G5 components in a separate bag before handing over to the Security Officer.



To use your smart device, receiver, or both to get 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.

Still Have Questions?

Visit the TSA's website at tsa.gov if you have any questions or concerns.

Email: TSA-ContactCenter@tsadhs.gov or Phone: 1.866.289.9673



Section 16: Need Help? You're Not Alone!

16.1 Dexcom Technical Support

Provides replacement units, resolves technical issues or takes product complaints.

Call your Dexcom Technical Support Team, 24 hours a day, 7 days a week, if something is wrong with your Dexcom G5. The Dexcom Technical Support Team helps you with all CGM system related issues including CGM software issues. *Dexcom Technical Support does not offer medical advice.*

By 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
- Date of Birth
- The technical issue you have
- 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 devices (for example, sensor)

If you are using the Dexcom G5 Mobile App, use the app to email technical support:
Menu > Help > Contact Dexcom > Technical Support > Email

By Phone: Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

16.2 Dexcom Care Team



The Dexcom 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.

Dexcom Care 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 Phone Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

Available Monday-Friday 6:00 am-8:00 pm PST (subject to change)

By Email: patientcare@dexcom.com

If you prefer email, include the following information in your email:

- Name
- DOB
- Contact phone number
- Reason for inquiry or education needed

16.3 Sales Support Team

For help with:

- First-time orders
- Re-orders
- Tracking shipments
- Locating a local Dexcom representative

By Phone: Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

By Email: CustomerService@dexcom.com

By Fax: 1.877.633.9266

16.4 Web-based Education

Dexcom makes CGM education easier for you with interactive web-based education programs.

dexcom.com/web-based-education

16.5 Dexcom Share and Follow

See how you can share your CGM data with friends and family with Dexcom Share/Follow.

dexcom.com/apps



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Be eligible to participate in a monthly drawing for a free box of sensors by completing this training business reply card within 14 days of training.

Dexcom®

Individuals are limited to a one-time prize redemption for a box of sensors. Health care professionals and Medicare patients who purchase the Dexcom G5 Mobile System are not eligible to participate. Winners will be notified by email.

Complete, sign, and return card to Dexcom via:

- Fax: **1.866.348.6030**
- Email: **fieldclinicaltraining@dexcom.com**
- US mail

I have trained on the following:

- | | |
|--|--|
| ☐ Dexcom G5 Mobile Components | ☐ Inserting Sensor |
| ☐ Display Device Options | ☐ Starting Sensor Session |
| ☐ Setting High/Low Alerts | ☐ Entering BG Meter Value |
| | ☐ Ending Sensor Session |

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Fold over with the *Business Reply Mail* facing up and back is blank.
For your privacy, seal edges with tape.

Patient Name: _____

Patient Email: _____

Trained by:

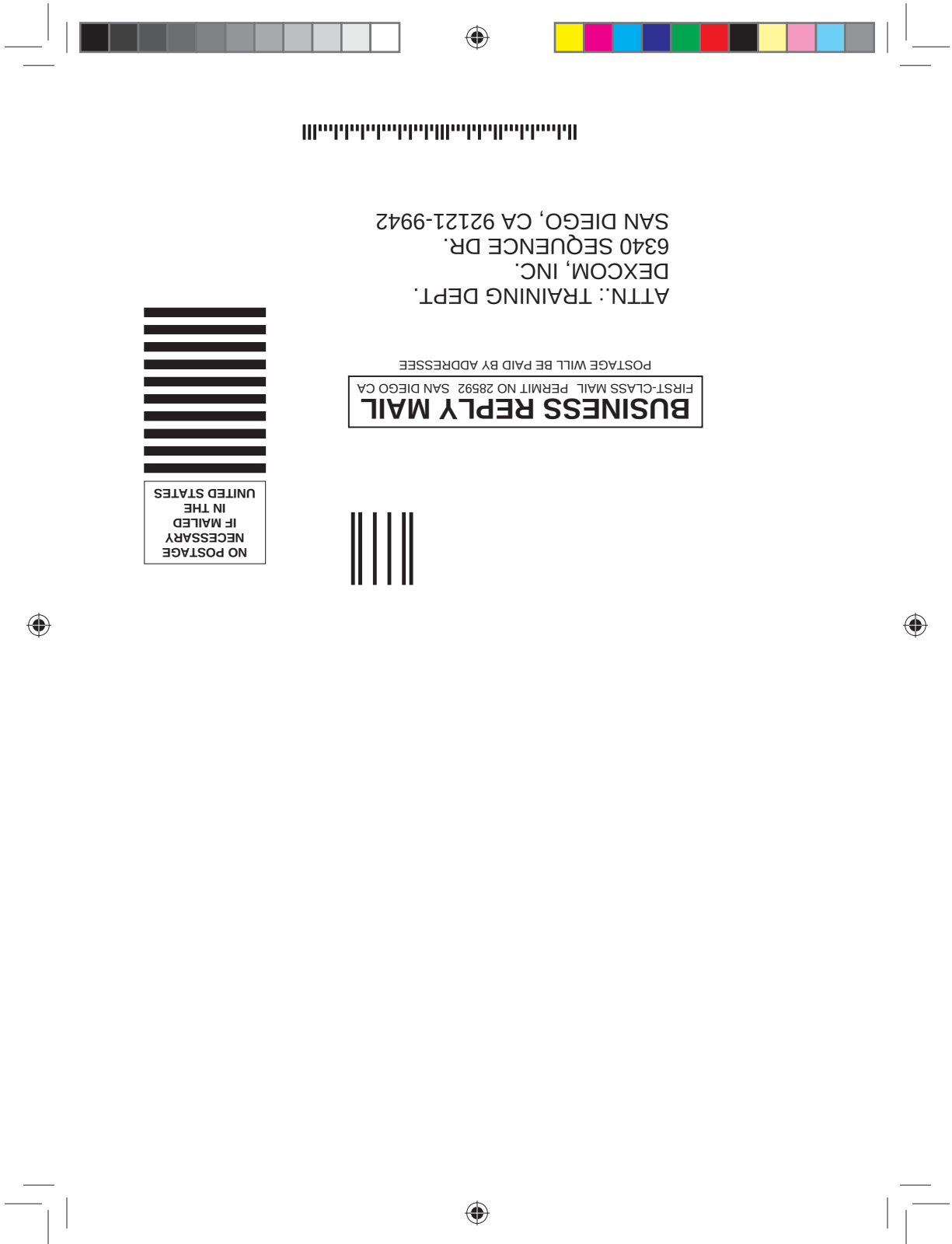
- ☐ Self-Training/Tutorial ☐ Diabetes Center/Doctor's Office
- ☐ Dexcom Staff _____

Date: _____

Physician Name: _____

Patient Signature: _____

seal for privacy







dexcom | **G5[®]**
mobile

Your options to get the full Dexcom G5 Mobile User Guide:

- 1 Download as an eBook or view/print in a .pdf format
dexcom.com/guides
- 2 Online request form to receive a free printed copy
dexcom.com/guides
- 3 Request a free copy by mail
Cut this page along the dotted lines on the left.
- 4 Request a free copy by phone
1-888-738-3646 ext. 4300

Fold over with the *Business Reply Mail* facing up and back is blank.
For your privacy, seal edges with tape.

fold here

Mail-In Request for Dexcom G5 Mobile CGM User Guide
YES! Please send me a printed Dexcom G5 Mobile CGM User Guide

Patient Name: _____

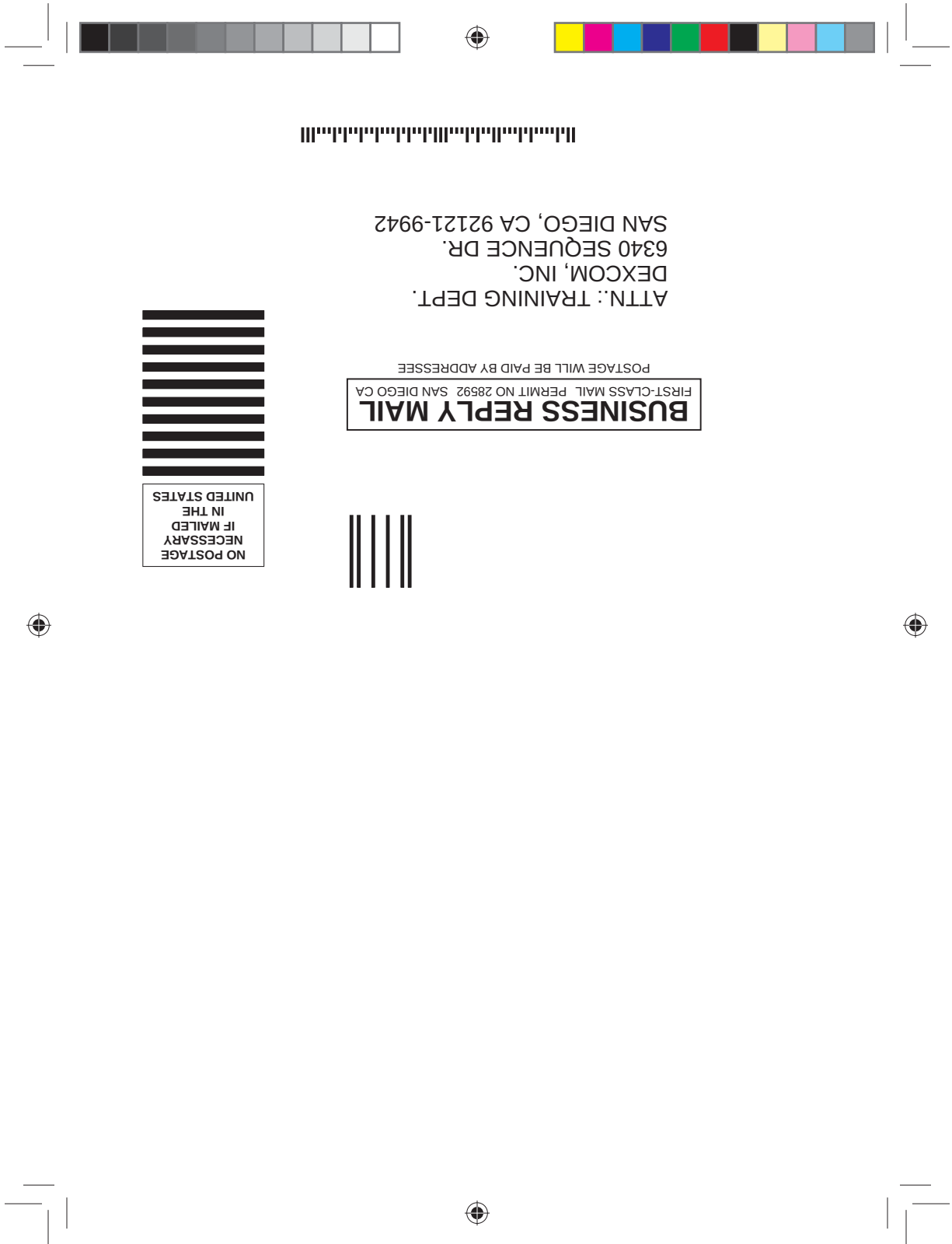
Patient Address: _____

Address Line #2: _____

City: _____ State: _____ Zip _____ - _____

Phone Number: (____) _____

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Covered by patents www.dexcom.com/patents.

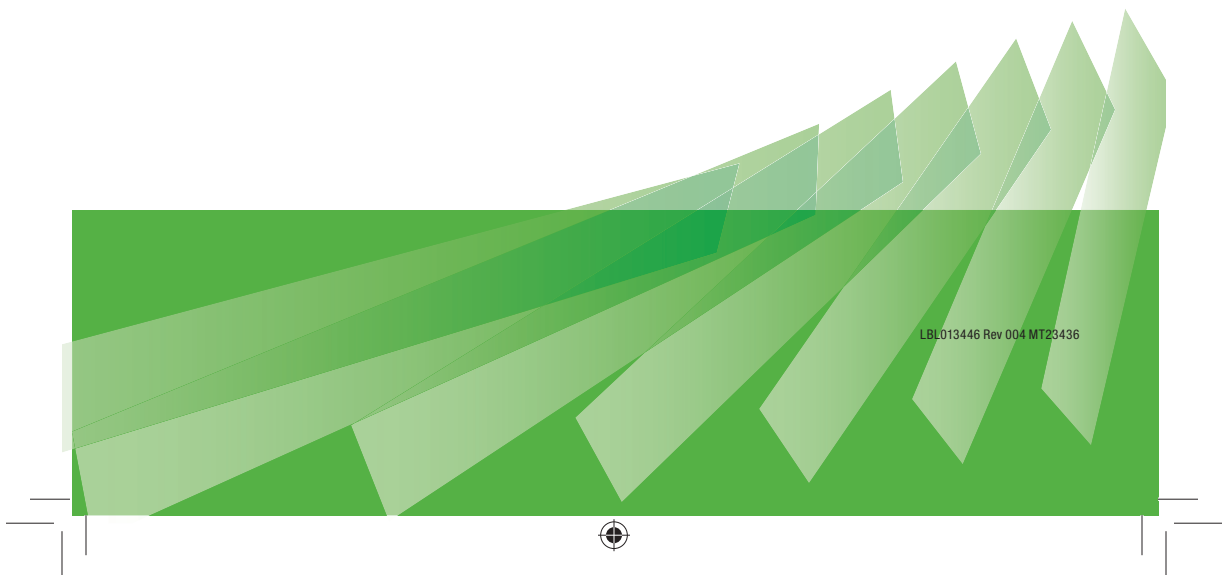
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Tech Support: **1.877.339.2664**
Web: dexcom.com



LBL013446 Rev 004 MT23436

ATTACHMENT 3a

(Artwork for USB card that contains tutorial script)



ATTACHMENT 3b

(Tutorial script)

MT23437 Rev 004 Dexcom G5 Mobile CGM System Tutorial Non-Adjunctive US Master Script

Section dividers are highlighted pink; navigational directions are in pink text.

Boxes shaded **white** will be seen by all viewers.

Boxes shaded **green** will be seen by viewers using a smart device as their display device.

Boxes shaded **blue** will be seen by viewers using the receiver as their display device.

Bold text at top of Visuals row means it's a screen title. It's not bolded in Storyline, just in the script for emphasis.

All "Correct" and "Incorrect" within questions are not bolded, on screen they are.

In some instances. Capital "T" appears to be bolded in the script. It is not in bold.

	Voiceover (VO)	Visuals
["Frame" copy]	N/A	["Frame" copy—copy available throughout tutorial] Dexcom G5 Mobile: Your First Week Tutorial Menu [Buttons] PREV NEXT
1.	N/A	[Title screen] [Logo] [Text] Continuous Glucose Monitoring (CGM) System Your First Week Tutorial Click NEXT to begin
2.	N/A	Important User Information [Text] Scroll to view full document <u>INDICATIONS FOR USE</u> The Dexcom G5 Mobile Continuous

	Voiceover (VO)	Visuals
		Glucose Monitoring System (Dexcom G5) is a glucose monitoring system indicated for the management of diabetes in persons age 2 years and older. The Dexcom G5 is designed to replace fingerstick blood glucose testing for diabetes treatment decisions. Interpretation of the Dexcom G5 results should be based on the glucose trends and several sequential readings over time. The Dexcom G5 also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments. The Dexcom G5 is intended for single patient use and requires a prescription. <u>IMPORTANT USER INFORMATION</u> Failure to use the Dexcom G5 and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from your Dexcom G5 do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate. Please review the product instructions before using the Dexcom G5. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G5. Discuss with your healthcare professional how you should use the information displayed on the Dexcom G5 to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G5 and on the performance characteristics of the system. <u>CONTRAINDICATIONS</u>

	Voiceover (VO)	Visuals
		 MRI/CT/ Diathermy Remove the Dexcom G5 sensor, transmitter, and receiver before Magnetic Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment. The Dexcom G5 has not been tested during MRI or CT scans or with diathermy treatment. The magnetic fields and heat could damage the components of the Dexcom G5, which may cause it to display inaccurate blood glucose readings or may prevent alerts. Medications Taking medications with acetaminophen while wearing the Dexcom G5 may inaccurately raise the glucose readings generated by the Dexcom G5. The level of inaccuracy depends on the amount of acetaminophen active in your body and is different for each person. Do not rely on continuous glucose monitoring (CGM) data produced by the Dexcom G5 if you have recently taken acetaminophen. <u>WARNINGS</u> Sensor Fractures Do not ignore sensor fractures. Sensors may fracture or detach from the sensor pod on rare occasions. If a sensor breaks and no portion of it is visible above the skin, do not attempt to remove it. Seek professional medical help if you have symptoms of infection or inflammation—redness, swelling or pain—at the insertion site. If you experience a broken sensor, please report this to our Technical Support department at 1.877.339.2664 (toll free) or 1.858.200.0200. Do Not Use Damaged Goods If the Dexcom G5 Receiver or Dexcom G5 Transmitter is damaged or cracked, do not use it. This could create an electrical safety hazard causing possible electrical shocks resulting in injury. In addition, a damaged or cracked Dexcom G5 Receiver or Dexcom G5 Transmitter may cause the Dexcom G5 System not to function properly.

	Voiceover (VO)	Visuals
		Choking Do not allow young children to hold the sensor or transmitter without adult supervision. The sensor and transmitter include small parts that may pose a choking hazard. <i>The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:</i> Review Training Materials Thoroughly review the training materials included with your Dexcom G5 before use. Incorrect use of the Dexcom G5 could lead you to misunderstand information produced by the system or might affect the system's performance. Diabetes Treatment Decisions If your Dexcom G5 does not display a sensor glucose reading and an arrow, or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Do Not Ignore Low/High Symptoms Do not ignore symptoms of low or high glucose. If your glucose alerts and readings do not match your symptoms or expectations, you should obtain a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions or seek immediate medical attention. Who Should Not Use The Dexcom G5 was not evaluated or approved for the following persons: • Pregnant women • Persons on dialysis Do not use the Dexcom G5 Mobile

	Voiceover (VO)	Visuals
		CGM System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect performance of the system. Sensor glucose readings may be inaccurate in critically ill patients. The Dexcom G5's accuracy has not been tested in people within these groups and the system's glucose readings may be inaccurate. Calibrate on Schedule Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration. Placement Do not insert the sensor component of the Dexcom G5 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 Dexcom G5 is not approved for other sites. If placed in other areas, the Dexcom G5 may not function properly. Initial Calibration: Data/Alarm/Alert Do not expect sensor glucose readings or alarms/alerts from the Dexcom G5 until after the 2-hour startup. The Dexcom G5 will NOT provide any sensor glucose readings or alarms/alerts until after the 2-hour startup ends AND you complete the startup calibration. Use fingerstick glucose values from your blood glucose meter during the 2-hour startup. Sensor Storage Store the sensor at temperatures between 36°F-77°F for the length of the sensor's shelf life. You may store the sensor in the refrigerator if

	Voiceover (VO)	Visuals
		it is within this temperature range. The sensor should not be stored in the freezer. Storing the sensor improperly might cause the sensor glucose readings to be inaccurate. Smart Device Settings Your smart device's internal settings override any Dexcom G5 Mobile App setting. In addition, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alarm, Alert, and notification settings. To receive Alarm or Alerts you must: 1. Make sure the notifications for the Dexcom G5 Mobile App are turned on in the setting's menu of your smart device. 2. Check that the Dexcom G5 Mobile App hasn't been shut down by your smart device. 3. Turn on Bluetooth on your smart device. 4. Turn off the Do Not Disturb feature on your smart device (if available). 5. Restart the Dexcom G5 Mobile App after your smart device is restarted. 6. Set the volume on your smart device at a level you can hear. 7. Always run the app in the background; do not close the Dexcom G5 Mobile App. 8. Make sure accessory devices do not override your smart device settings. If the settings on your smart device are incorrect, your Dexcom G5 may not function properly. The Dexcom G5 Alarm/Alert vibrations are not any different from other vibrating apps on your smart device. Medical device apps, like the Dexcom G5 Mobile App, do not have any special priorities over your smart device's features. You cannot

	Voiceover (VO)	Visuals
		determine if a vibration is a notification from your Dexcom G5 Mobile App or another app. The only way to know is to look at the screen. Missed an Alarm or Alert? An Alarm or Alert from the Dexcom G5 Mobile App cannot 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 from the Dexcom G5. PRECAUTIONS Sensor Package Do not use the Dexcom G5 Sensor if its sterile package has been damaged or opened. Using a non-sterile sensor might cause infection. Clean and Dry Before Using Do not open the sensor package until you have washed your hands with soap and water, and let them dry. You may contaminate the insertion site and suffer an infection if you have dirty hands while inserting the sensor. Do not insert the sensor until you have cleaned the skin near the insertion site with a topical antimicrobial solution, such as isopropyl alcohol, and allowed the skin to dry. Inserting into unclean skin might lead to infection. Do not insert the sensor until the cleaned area is dry so the sensor adhesive will stick better. Reusable: Don't Throw Away Do not discard your transmitter. It is reusable. The same transmitter is used for each session until you have reached the end of the transmitter's battery life. <i>The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or</i>

	Voiceover (VO)	Visuals
		<i>making a treatment decision that results in injury:</i> Be Accurate, Be Quick To calibrate the system, enter the exact blood glucose value displayed on your blood glucose meter within five minutes of a carefully performed fingerstick glucose measurement. Do not enter the Dexcom G5's sensor glucose readings for calibration. Entering incorrect blood glucose values, blood glucose values obtained more than 5 minutes before entry, or sensor glucose readings might affect sensor performance. Treatment Decisions Make diabetes treatment decisions based on the combination of the sensor glucose reading, trend arrow, and/or actionable alerts generated by the Dexcom G5. Expiration Date Do not use Dexcom G5 Sensors that are beyond their expiration date. Before inserting a sensor, confirm the expiration date that is listed on the package label in the following format: YYYY-MM-DD. Do not use sensors that are beyond their expiration date because the sensor glucose readings might not be accurate. Sensor Placement Avoid using the same spot repeatedly for sensor insertion. Rotate your sensor placement sites, and do not use the same site for two sensor sessions in a row. Using the same site might cause scarring or skin irritation. Avoid inserting the sensor in areas that are likely to be bumped, pushed, or compressed or areas of skin with scarring, tattoos, or irritation as these are not ideal sites to measure glucose. Insertion in

	Voiceover (VO)	Visuals
		these areas might affect sensor accuracy. Avoid injecting insulin or placing an insulin pump infusion set within three inches of the sensor. The insulin might affect sensor performance. Use Correct Transmitter, Receiver, and Sensor Different generations of Dexcom continuous glucose monitoring system transmitters and receivers are not interchangeable with each other. The Dexcom G5's transmitter and receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver. The Dexcom G5 will not work if you mix the transmitter and receiver from different generations. You can use a Dexcom G4 PLATINUM Sensor with the Dexcom G5 System. Before using the sensor, make sure the sensor label says "Dexcom G5 Mobile/G4 PLATINUM Sensor" or "Dexcom G4 PLATINUM Sensor." Communication Range Avoid separating the transmitter and receiver by more than 20 feet. The transmission range from the transmitter to the receiver is up to 20 feet without obstruction. Wireless communication does not work well through water so the range is much less if you are in a pool, shower, etc. Types of obstruction differ and have not been tested. If your transmitter and receiver are farther than 20 feet apart or are separated by an obstruction, they might not communicate or the communication distance may be shorter. Setting Alarm/Alert Notifications When using both a receiver and a smart device with your Dexcom G5,

	Voiceover (VO)	Visuals
		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 Alert. 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 generated by the Dexcom G5. Make sure the Display Devices are turned on; otherwise you won't get sensor glucose readings or Alarm or Alerts. Keep Receiver Dry Keep the USB port cover on the receiver closed whenever the USB cable is not attached. Do not submerge the receiver in water. If water gets into the USB port, the receiver could become damaged and stop displaying readings or providing alerts. No Alternative Site Testing Do not use alternative blood glucose site testing (blood from your palm or forearm, etc.) for calibration. Alternative site blood glucose values may be different than those taken from a fingerstick blood glucose value and may not represent the timeliest blood glucose value. Use a blood glucose value taken only from a fingerstick for calibration. Using alternative site blood glucose values for calibration might affect the Dexcom G5's accuracy. When Not To Calibrate Do not calibrate if your blood

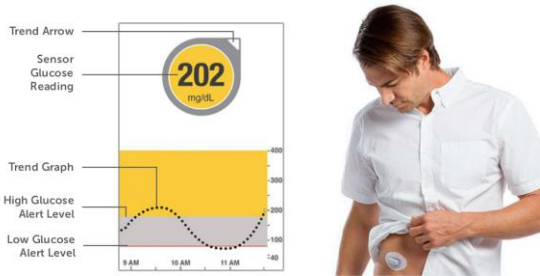
	Voiceover (VO)	Visuals
		glucose is changing at a significant rate, typically more than 2 mg/dL per minute. Do not calibrate when your receiver screen is showing the rising or falling single arrow or double arrow, which indicates that your blood glucose is rapidly rising or falling. Calibrating during rapid rise or fall of blood glucose may affect sensor accuracy. Don't Share Your Transmitter Do not share your transmitter with another person or use a transmitter from another person. The Dexcom G5 is a prescription-only medical device and is meant, or indicated, for individual use only. The transmitter is tied to the sensor glucose readings. If the transmitter is used by more than one person, the glucose readings, alerts, and reports may be wrong. CAUTION U.S. law restricts the sale of the Dexcom G5 to sale by or on order of a physician.
3.	Welcome to Dexcom continuous glucose monitoring, or CGM! Let's get you set up and using your new system! We'll help you: • Learn about CGM • Do initial setup, calibrate your system, and adjust your Alerts • Replace your sensor after a week • Show you how to use CGM to decide if you need to eat for a low or dose for a high. We will also go over the importance of having a number and arrow. • And more! Use the buttons below or the menu above to get where you need to go.	Welcome! [Visual para 1: man with smart device with home screen]  [Bullets—come in with bullets in VO] • Learn about CGM

	Voiceover (VO)	Visuals
	And remember, if you need it, your user guide is the place to go for more information, including details on system accuracy and performance expectations. You also have the Dexcom patient care team and Tech Support available to help. Tech Support is available 24 hours a day, 7 days a week, 365 days a year.	• Do Initial Setup • Calibrate • Set up Alerts/Alarm • Replace sensor after a week • Treatment decisions [Visual para 2: Dexcom Care logo and tech support icon]   [Text—comes in with para 4] dexcom.com Patient Care Specialists patientcare@dexcom.com Monday–Friday, 5:30 am–8 pm Pacific Time* *Subject to change. Technical Support techsupport@dexcom.com 24 hours a day, 7 days a week, 365 days a year Reach both at: Toll free: 1-888-738-3646 Toll call: 1-858-200-0200

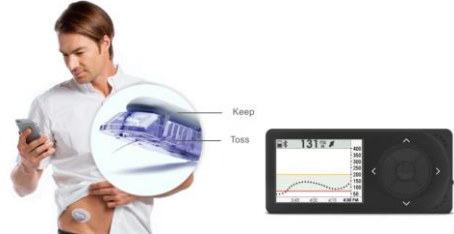
	Voiceover (VO)	Visuals
		(Not shown on screen, menu items appear if Menu option is clicked: Dexcom G5 Mobile: Your First Week · Introduction · Important User Information · Welcome! · Question · CGM Basics · Why CGM? · The Dexcom G5 Mobile System · The Sensor, the Transmitter, the Display Device(s) · How Far? · Question · Question · Question · Flights? MRIs? Tylenol®? · Question · Should I Choose the Smart Device? · Or Should I Choose the Receiver? · Maybe Using Both Is the Way to Go? · Question · My Display Device Choice Is: · Smart Device: Setup · Is Your Smart Device Charged? · Where Do I Start? · I've Got the App – Now What? · Setup With the Setup Wizard · No Information During Warmup · Question · Is Warmup Over? · Smart Device: Calibration · Initial Calibration · Update Calibrations Every 12 Hours · Two Devices? Calibrate One. · What's Calibration Like Day to Day? · Question · Question · Calibration Do's and Don'ts · Smart Device: Using Your System · What's On My Home Screen? · What Does the Arrow Mean? · What's Up With the Black Circle? · Question · Smart Device: Changing Alerts · How Do I Change My Sounds? · Question · Question · Smart Device: Sensor Removal · Change My Sensor? When? How? · Change My Sensor? When? How? · Using Dexcom CGM for Treatment Decisions · Treatment Decisions · Treatment Decisions Video

	Voiceover (VO)	Visuals
		· Question · Question · Question · Conclusion · Set up other display device · Receiver: Setup · Is Your Receiver Charged? · What Do These Buttons Do? · Set Up With the Setup Wizard · Sensor Insertion is No Big Deal! · Sensor Insertion Video · Are Receiver and Transmitter Linked? · No Information During Warmup · Question · How Do I Get My Alerts and Alarm? · Is Warmup Over? · Receiver: Calibration · Initial Calibration · Update Calibration Every 12 Hours · Two Display Devices? Calibrate One. · What's Calibration Like Day to Day? · Question · Question · Calibration Do's and Don'ts · Receiver: Using Your System · What's On My Home Screen? · What Does the Arrow Mean? · What's the Black Bar? · Question · Receiver: Changing Alerts · How Do I Change My Alert Levels? · Question · Receiver: Sensor Removal · Change My Sensor? When? How? · Change My Sensor? When? How? · Using Dexcom CGM for Treatment Decisions · Treatment Decisions · Treatment Decisions Video · Question · Question · Question · Conclusion · Set up other display device
4.	N/A	[Global note on quiz questions—letters (A, B, C) do not appear in tutorial] [Global note on quiz questions: if user continues to next screen and then goes back to the quiz question, their original answer is selected.] [Global note on quiz questions: "Submit"]

	Voiceover (VO)	Visuals
		button is present with each question. If “Submit” is clicked before answer is selected this text appears: “Invalid Answer You must complete the question before submitting.” “OK” button] What’s in the user guide? A. Information about system accuracy and performance expectations B. Candy and balloons C. A detailed history of medical devices, starting with ancient Egypt [Feedback] [Global note on quiz questions: At the end of the feedback text is a “Continue” button that must be clicked to continue the tutorial] [Global note on quiz answers: The continue answer appears on every answer.] A. Correct Yes! Your user guide has lots of useful information, like details about system accuracy and performance expectations. B. Incorrect If you find candy and balloons in your user guide, lucky you! Call Tech Support to let us know. Their phone number is in your user guide, along with lots of other useful information, like details about system accuracy and performance expectations. C. Incorrect There’s only useful information in your user guide, like details about system

	Voiceover (VO)	Visuals
		accuracy and performance expectations.
5.	N/A	CGM Basics
6.	Let's start by talking about CGM. You might be wondering what it is. Do you know how it's different from using a blood glucose meter? How it can help you? How do you make treatment decisions from it, like eating for a low or dosing for a high? You've used a meter, right? You know it gives you just one number—where your glucose is right now. CGM, though, gives you a fuller picture to help you make informed treatment decisions: • It gives you a sensor glucose reading every 5 minutes for up to 7 days • These readings are put on a trend graph, so you can see where your levels have been and where they may be going • Arrows show which direction your glucose is headed and how fast it's moving • And, you set high and low glucose Alerts so that you know if your levels are headed outside that range Use these sensor glucose readings, graphs, arrows, and Alerts to better understand what's happening.	Why CGM? [Visuals para 1: BG meter, man with smart device]  [Visuals para 2: BG meter, man with smart device, number on BG meter is circled with "one number" VO]  [Visuals para 3: Dexcom home screen/man looking at transmitter attached to his body]  [Text—comes in with para 3]

	Voiceover (VO)	Visuals
		Graphics in this tutorial are representational only. Your product may look different. [Callouts—come in with bullets] Sensor Glucose Reading Trend Graph Trend Arrow High Glucose Alert Level Low Glucose Alert Level
7.	N/A	The Dexcom G5 Mobile System
8.	Your new Dexcom CGM system has 3 parts: You use the applicator to insert the first part, a tiny sensor wire, just under your skin. The sensor should stay in place for 7 days. Insert it on or before the package's expiration date. Store sensors at room temperature. Do not freeze. Second, your transmitter snaps onto your sensor and sends your glucose information to the third part of the system—your display device. You choose your display: Your smart device, the receiver that came with your system, or both. Remember to keep your display device (or devices) charged. A smart device may need more frequent charging than you're used to because the Dexcom G5 Mobile app will use some battery power.	The Sensor, the Transmitter, the Display Device(s) [Visual para 1: man looking at smart device, shirt raised to show sensor/transmitter on abdomen] [Visual para 2: "1" is added to sensor/transmitter on abdomen, inset of sensor/transmitter appears with "1" next to sensor, first item in text below appears] [Visual para 3 before dash: "2" is added to main picture and inset, second item in text below appears] [Visual para 3 after dash: display device photo is added, "3" is added to main and new photo, third item/footnote in text below appears] 

	Voiceover (VO)	Visuals
		[Text—comes in with para 2, 3 before dash, 3 after dash respectively] 1. Sensor 2. Transmitter 3. Display device (smart device*, receiver, or both) *Compatible devices at dexcom.com/compatibility.
9.	Throw out your sensor and applicator after one use. Keep your transmitter. You reuse it over 3 months. Once your transmitter's snapped into place, your sensor and transmitter are water resistant, so you can shower, bathe, or swim while using your system. You must stay within 20 feet of your display device (or devices) so it can communicate with your transmitter. If you're in or around water (for example a pool, bathtub, or waterbed) you may need to be even closer.	Keep or Toss? Water? How Far? [Note above headline builds with first sentence appearing with para 1, second with para 2, etc.] [Visual para 1: man looking at smart device, shirt raised to show sensor/transmitter on abdomen, inset of sensor/transmitter, first callout appears with first sentence, second with second sentence] [Callouts—come in with para 1] Toss Keep [Visual para 2: receiver appears]  [Text—appears with para 2] • Water resistant: sensor with transmitter - Not water resistant: receiver

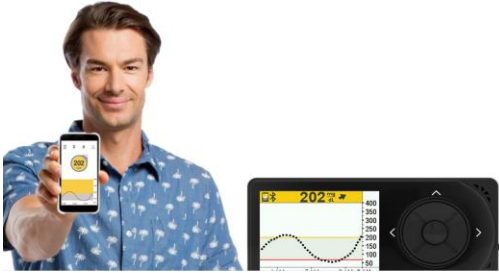
	Voiceover (VO)	Visuals
		[Text—appears with para 3] 20 feet: transmitter and display device communication range
10.	N/A	True or false? When using your Dexcom G5 Mobile system, you must keep your display device(s) charged. [True/False buttons] [Feedback] [True] Correct Right! It's important to keep your device(s) charged. [False] Incorrect If your display device(s) runs out of battery, you won't be able to see your trend graph, arrows, or glucose sensor readings. You must keep your device(s) charged.
11.	N/A	True or false? When using your Dexcom G5 Mobile system, you must stay within 20 feet of your display device(s). [True/False buttons] [Feedback] [True] Correct Right! You must be within 20 feet of your display device(s) to communicate with your transmitter. [False] Incorrect You must be within 20 feet of your display device(s) to communicate with your

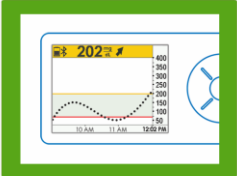
	Voiceover (VO)	Visuals
		transmitter.
12.	N/A	True or false? When using your Dexcom G5 Mobile system you must avoid bathing. [True/False buttons] [Feedback] [True] Incorrect You can bathe, shower, and even swim while wearing your sensor and transmitter, but avoid getting your display device wet. [False] Correct Right! You can bathe, shower, and even swim while wearing your sensor and transmitter, but avoid getting your display device wet.
13.	You can use your system on planes. Don't put it through baggage or full-body X-ray machines. Get a visual inspection, use a walk-in metal detector, or get hand-wanded. Don't wear your Dexcom CGM (sensor, transmitter, and receiver) for 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 or Alert notifications. Taking medications with acetaminophen may falsely raise your sensor glucose readings. Many cold and flu medications — such as Tylenol — have this ingredient. If you are unsure if a medicine you take has acetaminophen, ask your doctor.	Flights? MRIs? Tylenol®? [Note above headline is built with first part appearing with para 1, etc] [Visual para 1: plane]  [Text—comes in with para 1 sentence 2] Don't: • Use baggage X-ray machines • Use full body X-ray machines or AIT scanners Do: • Get a visual inspection

	Voiceover (VO)	Visuals
		• Use a walk-in metal detector • Get hand-wanded [Visual para 2: MR with red circle/slash, patient, tech and CT scanner, woman receiving diathermy treatment] [Visual para 3: acetaminophen and Tylenol bottles with circles and slashes over them]  TYLENOL Acetaminophen EXCEDRIN NyQuil DayQuil Alka-Seltzer Robitussin SUDAFED
14.	N/A	You can't wear your Dexcom G5 Mobile system when you: A. Swim B. Sleep in a waterbed C. Have an MRI

	Voiceover (VO)	Visuals
		[Feedback] A. Incorrect You can swim, bathe, and shower with your Dexcom G5 Mobile system! But don't wear it when you have an MRI, CT scan, or diathermy treatment. B. Incorrect Waterbeds are fine! You might need to keep your display device closer than 20 feet from your transmitter, though, since water can affect the communication range. And don't wear your Dexcom G5 Mobile system when you have an MRI, CT scan, or diathermy treatment. C. Correct Right! Don't bring any part of your Dexcom G5 Mobile system into an MRI, CT scan, or diathermy treatment room.
15.	Before we go further, let's pick your display device. You can use a smart device, receiver, or both. You can change your mind at any time. With your smart device: - You get your glucose information on a device you already carry - You can use Dexcom <i>Share</i> to send your glucose information to up to 5 people - You'll need to charge your smart device's battery more often - You must be careful not to run out of memory	Should I Choose the Smart Device? [Visual para 1: smart device and receiver]  [Visual para 2: man with smart device with home screen]

	Voiceover (VO)	Visuals
		 [Bullets— come in with bullets in VO] • No need to carry another device • Share with up to 5 people [Dexcom share icon also appears] • Charge battery more often • Do not run out of memory
16.	With the receiver: • You get your glucose information on a dedicated medical device • You have to carry the receiver with you • You can't use Dexcom <i>Share</i>	Or Should I Choose the Receiver? [Visual: receiver with home screen, man with shirt raised to show sensor/transmitter on abdomen]  [Bullets—come in with VO bullets] • Dedicated medical device • Carry receiver • Can't use Dexcom <i>Share</i>
17.	With both your smart device and the receiver: • You can switch back and forth depending on your situation	Maybe Using Both Is the Way to Go? [Visual: man holding smart device with home screen, receiver with home screen]

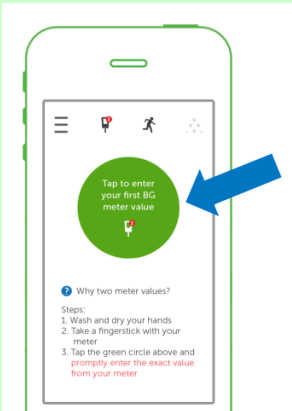
	Voiceover (VO)	Visuals
	- You can use Dexcom <i>Share</i> - You have to confirm Alerts, Alarms, and most notifications on both devices - Your transmitter communicates with each device, but the devices don't talk to each other - You can calibrate with either device	next to man]  [Bullets—come in with VO bullets] - Switch back and forth - Dexcom <i>Share</i> - Confirm Alerts and Alarm on both - Display devices don't talk to each other - Calibrate just one device
18.	N/A	You chose to have both your smart device and your receiver as display devices. While at lunch, your smart device and receiver both alert you to a low glucose level. You confirm on your smart device. Do you also need to confirm on your receiver? A. Yes B. No [Feedback] A. Correct Yes! Although your transmitter communicates with each device, your display devices don't talk to each other. You must confirm Alerts, Alarm, and most notifications on both devices. B. Incorrect Although your transmitter communicates with each device, your display devices don't talk to each other. You must confirm Alerts, Alarm, and most notifications on both devices.

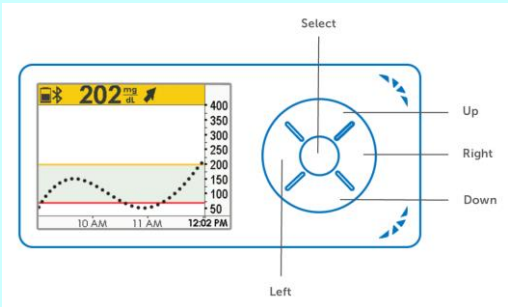
	Voiceover (VO)	Visuals
19.	N/A	My Display Device Choice Is: [Buttons with visuals for selection] Smart Device Receiver [Smart device advances to next green cell] [Receiver advances to next blue cell]   Smart Device Receiver [Text] If you plan to use both, choose one to set up first. Afterwards, return here and set up the other one.
20.	N/A	Smart Device: Setup
21.	N/A	Is Your Smart Device Charged? [Visual: Smart device with charging cord]  My smart device is charged [Confirmatory button] [Global Note: Prev and Next buttons are available as well as confirmatory button.] My smart device is charged
22.	First up: Download the Dexcom G5 Mobile app. And while we're on the subject of the app, note you must always have it running. If you don't, you may miss Alerts and Alarms. Never close your Dexcom app. If you do, tap the app's icon to restart.	Where Do I Start? [Step "menu" (to visually locate user; items do not need to be links) with relevant step highlighted] 1. Download app

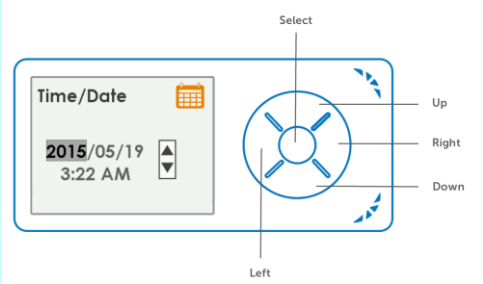
	Voiceover (VO)	Visuals
		Need help downloading an app? See your smart device user guide. 2. Login 3. Setup wizard [Visual: smart device with app icon]  [Confirmatory button—comes in para 2 second sentence] I have downloaded the app
23.	Tap the app to open, then log in. If you don't have a Dexcom account yet, tap sign up to create one.	I've Got the App – Now What? [Step “menu” (to visually locate user; items do not need to be links) with relevant step highlighted] 1. Download app 2. Login 3. Setup wizard [Visual: man with smart device and inset view of login screen]

	Voiceover (VO)	Visuals
		
24.	The setup wizard walks you through setup. It takes about 15 minutes. When you're done, check the items on this screen to confirm you've done each task.	Setup With the Setup Wizard [Step "menu" (to visually locate user; items do not need to be links) with relevant step highlighted—appears cells 33 to 35] 1. Download app 2. Login 3. Setup wizard (check each as you do it) [Visual: man with smart device]  • Set low + high glucose alerts • Adjust smart device settings • Insert sensor + attach transmitter (watch video in app for instructions) • Pair smart device and transmitter • Start 2-hour warmup

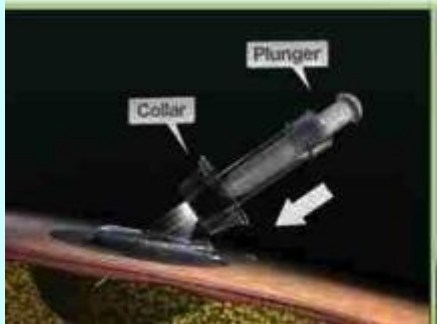
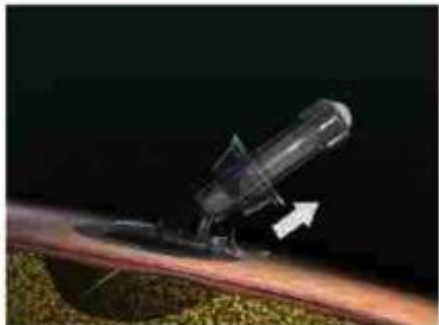
	Voiceover (VO)	Visuals
		[Confirmatory button—appears when all items in checklist are checked] All done! 
25.	Are you in your 2-hour warmup? Here's how your screen should look. During warmup you won't get any sensor glucose readings, Alerts, Alarms, or notifications. Good news: If you use both a smart device and receiver, when you set up the second device it will already be partway through warmup.	No Information During Warmup [Visuals: smart device with warmup screen, BG meter; para 1 sentence 3 arrow points to warmup screen] 
26.	N/A	During my 2-hour warmup: A. I cannot bathe B. I won't get glucose readings, Alerts, Alarm, or notifications C. My Dexcom G5 Mobile plays the national anthem [Feedback] A. Incorrect Your Dexcom G5 Mobile never prevents you from bathing. However, you won't get glucose readings, Alerts, Alarm, or notifications during your 2-hour warmup. B. Correct Yes! During your 2-hour warmup, you won't get glucose readings, Alerts, Alarm, or notifications.

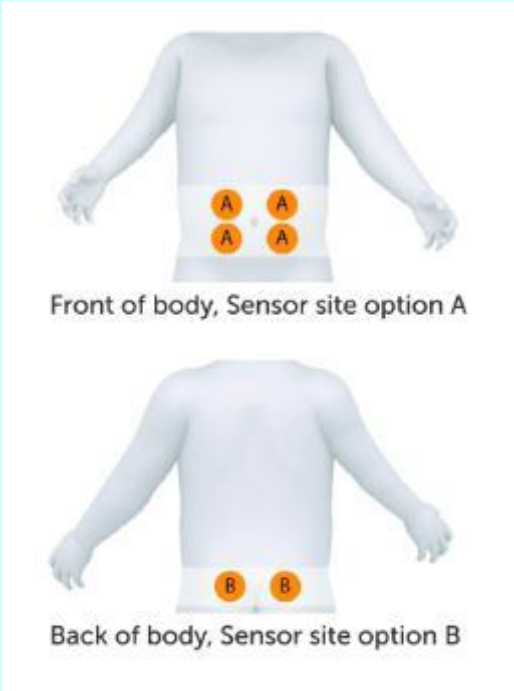
	Voiceover (VO)	Visuals
		C. Incorrect If your Dexcom G5 Mobile plays the national anthem, call Tech Support! During your 2-hour warmup, you won't get glucose readings, Alerts, Alarm, or notifications.
27.	Now just wait for your warmup to be over. When you see this screen, it's done and you can continue.	Is Warmup Over? [Smart device with calibration screen, blue arrow pointing to screen comes in with "this screen" in VO] [Confirmatory button—comes up at end of VO] Warmup's done!   [Advances to cell next green cell]
28.	N/A	Receiver: Setup
29.	Is your receiver charged? It can take up to 3 hours to fully charge. Once you're set up, though, you get glucose information even when charging. A cable and adapter come with your system. Plug one end of the cable into your receiver, the other into the adapter. Plug the adapter into a wall outlet.	Is Your Receiver Charged? [Visual para 1: receiver with low battery screen] [Visual para 2/3: receiver with low battery screen, cable and adapter, cable plugs into

	Voiceover (VO)	Visuals
	The battery symbol fills as you charge. Your receiver tells you when your battery level is low.	receiver, battery charging screen] [Confirmatory button—appears end of VO] My receiver is charged 
30.	Your receiver's easy to use: • SELECT turns it on, gets you to the Main Menu, selects options, and confirms changes • The UP and DOWN buttons let you scroll to the item or value you want • LEFT moves you to a previous item, screen, or the Main Menu • RIGHT moves you to the next item Your backlight turns on when you press any button.	What Do These Buttons Do? [Receiver with home screen visual]  [Callouts—appear with VO bullets] Select Up Down Left Right
31.	Press SELECT to start the setup wizard. Set the date and time—press the UP and DOWN buttons to change values, the LEFT and RIGHT buttons to move between values. Once everything's correct, press SELECT. Enter your transmitter serial number the same way. Scroll up past 9 to get to A, down past 0 to get to the end of the alphabet.	Set Up With the Setup Wizard [Step “menu” (to visually locate user; items do not need to be links) with relevant step highlighted—appears cells 41 to 46] 1. Setup wizard 2. Insert sensor + attach transmitter 3. Confirm receiver + transmitter are linked

	Voiceover (VO)	Visuals
	Set your low and high Alerts the same way, so your receiver can let you know when your glucose levels are higher or lower than you like.	4. Start sensor session 5. Set Alert profile [Visual para 1: receiver with date/time screen]  [Callouts para 1] Select Up Down Left Right [Visual para 2: time/date screen, transmitter with serial number highlighted, transmitter serial number screen]  [Visual para 3: visuals from para 2 remain, high/low glucose alert screens appear]
32.	Next, insert your sensor and attach your transmitter. This short video walks you through, step by step.	Sensor Insertion is No Big Deal! [Step “menu” (to visually locate user; items do not need to be links) with relevant step highlighted—appears cells 41 to 46] 1. Setup wizard

	Voiceover (VO)	Visuals
		2. Insert sensor + attach transmitter 3. Confirm receiver + transmitter are linked 4. Start sensor session 5. Set Alert profile [Visual: man with shirt lifted looking at sensor/transmitter on abdomen] 
33.	(video insertion starts here) It's time to learn how to insert a new Sensor.	[Updated branding of logo and style – change to Dexcom G5 logo] Inserting the Sensor
34.	After completing this step, you will have: • Chosen a placement site for your Sensor • Inserted your Sensor • Attached your Transmitter • Learned the options for skin preparation or adhesive products	After completing this step, you will have: • Chosen a placement site for your Sensor • Inserted your Sensor • Attached your Transmitter • Learned options for skin preparation or adhesive products (optional)
35.	Before starting this process, you should have a sensor Applicator, your transmitter, alcohol wipes and skin preparation or adhesive products if needed, for example, (Skin Tac or Mastisol) ready to go.	[Visual of Sensor and Transmitter] • Sensor Applicator • Transmitter • Alcohol Wipes • Skin preparation or adhesive

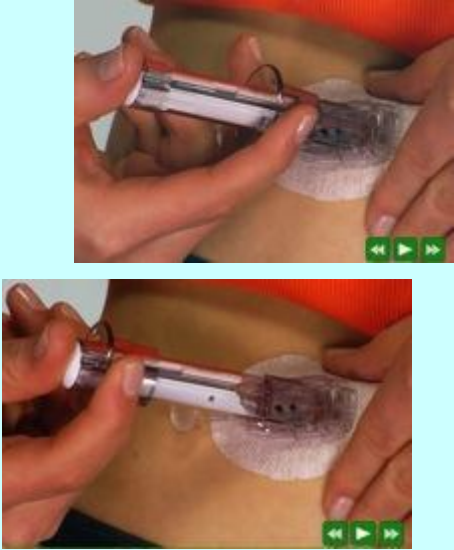
	Voiceover (VO)	Visuals
		products if needed
36.	Your first Sensor insertion may not feel natural, but once you have done it once or twice, it should become more familiar. The process of inserting the Sensor is as follows: On the applicator barrel, the white plunger inserts the introducer needle and Sensor under your skin. When the collar is pulled back completely, the introducer needle is removed and the tiny, flexible Sensor remains under your skin.	  
37.	First, wash your hands with soap and water before opening the sensor package. After opening the package, avoid touching the adhesive area. Next, choose a sensor placement site on your belly. An alternative for users age 2–17 is the upper buttocks.	• Wash your hands with soap and water before opening the Sensor package • After opening the package, avoid

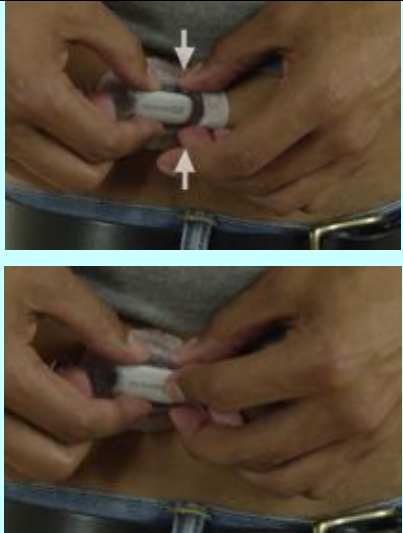
	Voiceover (VO)	Visuals
	No other sensor insertion sites have been tested.	touching the adhesive area Choose a site to place your Sensor Insert in the belly (option A) or the upper buttocks (users age 2–17, option B).  Front of body, Sensor site option A Back of body, Sensor site option B [Text under image of front of child:] Front of body, Sensor site option A [Text under image of back of child:] Back of body, Sensor site option B (ages 2–17) No other Sensor insertion sites have been tested.
38.	When you choose which site to place your Sensor, here are a few things to keep in mind: The best areas to insert your Sensor are usually flat and “pinchable”. The placement site should be out of the way of your	Choosing the Ideal Sensor Placement Site: - Choose a flat and “pinchable” area - Avoid areas around your waistband or areas you put pressure on while sleeping or

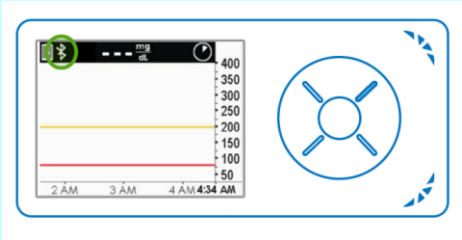
	Voiceover (VO)	Visuals
	waistband. Avoid areas that are likely to be bumped, pushed or pressed against or areas of your skin with scarring, tattoos, or irritation. Place the Sensor at least 3 inches away from your insulin pump infusion set or injection site. Make sure there are no traces of lotions, perfumes or medications on the skin where you place the Sensor. Change the site where you place your Sensor with each new Sensor. The ideal Sensor insertion site for you may be based on your body type, activity, sensitivities, and other personal traits. For more help on choosing the ideal Sensor insertion sites for you, contact your healthcare provider.	sitting • Avoid areas on your skin with scarring, tattoos, or irritation • Place at least 3 inches (8 cm) away from your insulin pump infusion set or injection site • Avoid using lotions, perfumes, and ointments on the skin where you place the Sensor • Avoid using the same spot repeatedly for Sensor placement The ideal Sensor insertion site for you may be based on your body type, activity, sensitivities, and other personal traits. For more help on choosing the ideal Sensor insertion sites for you, contact your healthcare provider. PRECAUTION: Avoid using the same spot repeatedly for sensor insertion. Rotate your sensor placement sites, and do not use the same site for two sensor sessions in a row. Using the same site may cause scarring or skin irritation.
39.	Once you have chosen your site to place your sensor, you'll then clean the placement site on your body with alcohol, and let it dry. To help the sensor stick to your body, you can also use skin preparation or adhesive products, for example (Skin Tac or Mastisol). These products are optional and should be used prior to inserting your sensor on your body. If you choose to use a skin preparation or adhesive product, place it on the skin in a "doughnut" shape where you will place the sensor	When inserting a Sensor, you'll first clean the placement site with alcohol, and let it dry.

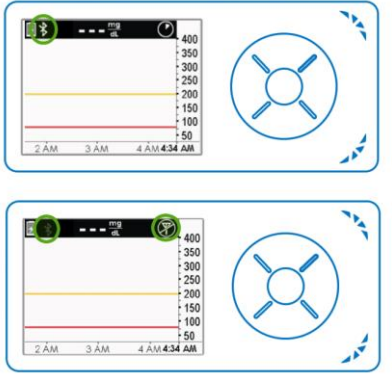
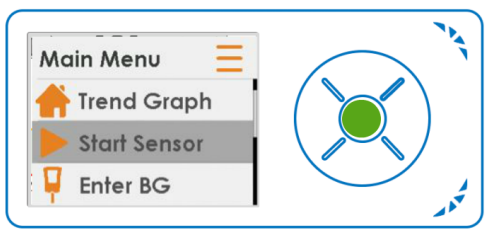
	Voiceover (VO)	Visuals
	adhesive patch. The center area of the doughnut should be free of skin preparation or adhesive products and is where you will insert your sensor. Let the skin preparation or adhesive product dry before inserting your sensor.	 If needed, you'll then apply the skin preparation or adhesive product to your chosen Sensor placement site and let dry.  [Show adhesive product animating on belly, to the left of belly button, to depict how to apply adhesive.] Do not place adhesive in the center area. Allow the adhesive product to dry before inserting the Sensor.
40.	Once the placement site is clean and the optional skin preparation or adhesive product has been placed on your skin and dry, remove the adhesive tabs from the bottom of the sensor Pod.	
41.	Place the Sensor horizontally on the placement site on your body, NOT vertically. Rotate your fingers around the adhesive to secure the adhesive tape to the body.	
42.	Remove the Safety Lock by pulling straight out. Save the	

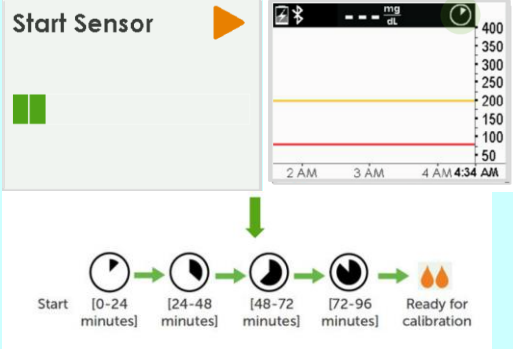
	Voiceover (VO)	Visuals
	Safety Lock, as you'll be using it to remove your Transmitter from your Sensor after your Sensor session is done.	
43.	Using the thumb and forefinger on your non-dominant hand, you may want to pinch up on the tips of the white adhesive on your skin at the base of the Sensor Pod.	
44.	With your dominant hand, place 2 fingers above the Sensor Application collar.	
45.	Put your thumb on the plunger and push down completely. You should hear 2 clicks.	
46.	Using your thumb as a base, move your fingers from above the collar to below the collar, and pull the collar up completely towards your thumb until you hear 2 clicks or cannot pull back any more. You might feel pressure as you	

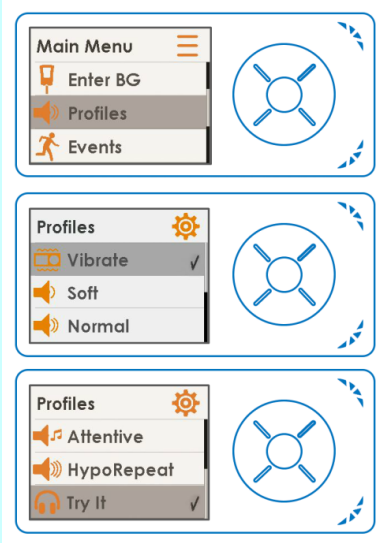
	Voiceover (VO)	Visuals
	pull back the collar, but continue to pull it back completely, as shown.	
47.	While still holding the Sensor Applicator, use your other hand to squeeze the ribbed tabs on the sides of the Sensor Pod. Rock the Sensor Applicator forward and out, away from your body.	
48.	Once your Sensor has been inserted, it's time to attach the Transmitter. First, if you haven't already done so, clean your Transmitter with an alcohol wipe and let it dry.	 This is an example of the Dexcom G5 Transmitter. The information on the back of your Transmitter may not look identical to what is shown here.

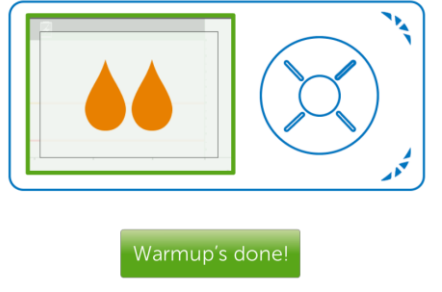
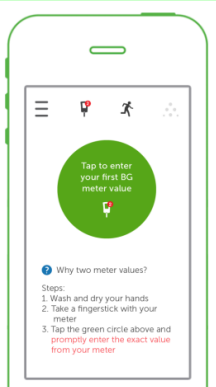
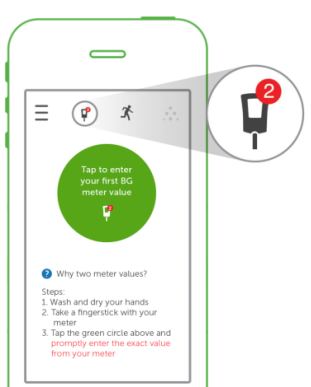
	Voiceover (VO)	Visuals
		
49.	Once it's dry, place your Transmitter into the Sensor Pod (flat side down, thinner side away from the Transmitter Latch).	 Should be G5 logo through end of video
50.	With one hand, you may want to pinch up on your skin at the front tips of the white adhesive. Use a finger to hold the Transmitter in place. With your other hand, move the Transmitter Latch forward until you hear 2 clicks. This may take some force.	

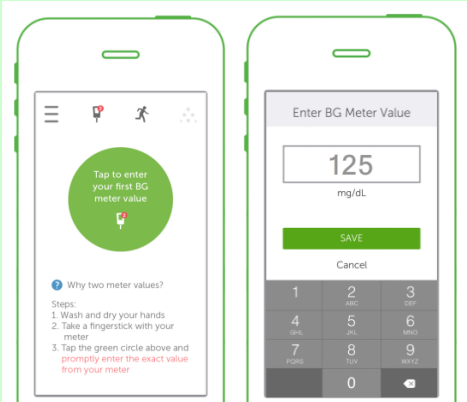
	Voiceover (VO)	Visuals
		
51.	To remove the Transmitter Latch, hold the sides of the Sensor Pod with one hand and the Transmitter Latch with the other. Twist off the latch. Your Sensor insertion is now complete. You are now ready to go on to the next step. (video of sensor insertion stops here)	 Your Sensor insertion is now complete. You are now ready to go on to the next step.
52.	Has your sensor session been going for about 10 minutes? Check for the Bluetooth symbol. If you see it, your receiver and transmitter are talking to each other. If you see the signal loss symbol, go to the troubleshooting section of your user guide	Are Receiver and Transmitter Linked? [Step “menu” (to visually locate user; items do not need to be links) with relevant step highlighted] 1. Setup wizard 2. Insert sensor + attach transmitter 3. Confirm receiver + transmitter are linked 4. Start sensor session 5. Set Alert profile [Visuals: receiver with warmup screen, Bluetooth symbol highlighted; last sentence signal loss screen appears] 

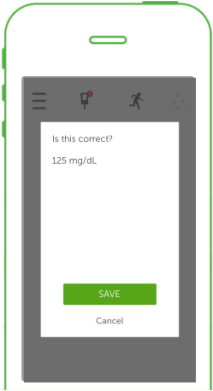
	Voiceover (VO)	Visuals
		
53.	To start your sensor session: • Press SELECT • Highlight Start Sensor • Press SELECT Are you in your 2-hour warmup? The countdown symbol fills to show your progress. During warmup you won't get any sensor glucose readings, Alerts, Alarms, or notifications. Good news: If you use both a smart device and receiver, when you set up the second device it will already be partway through warmup.	No Information During Warmup [Step "menu" (to visually locate user; items do not need to be links) with relevant step highlighted] 1. Setup wizard 2. Insert sensor + attach transmitter 3. Confirm receiver + transmitter are linked 4. Start sensor session 5. Set Alert profile [Visual para 1/bullets: receiver with start sensor screen, select turning green when mentioned in bullets]  [Visuals para 2: receiver with warmup screen, countdown symbols person will see shown]

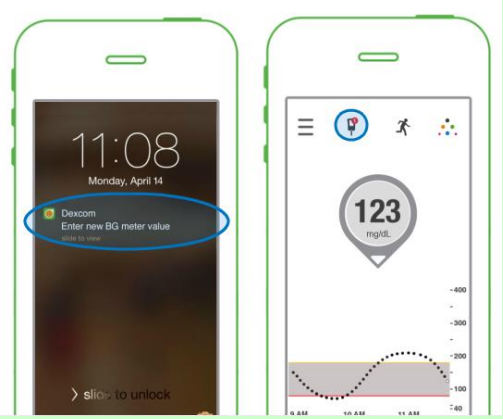
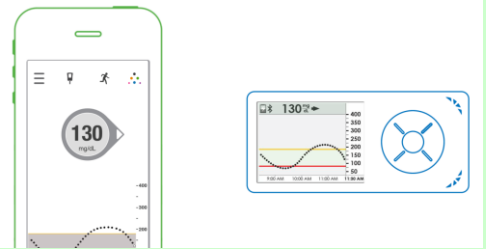
	Voiceover (VO)	Visuals
		
54.	N/A	When will I get glucose readings, Alerts, Alarm, and notifications? A. After setup (including the 2-hour warmup) B. During my 2-hour warmup C. In a box, with a fox, in a house, with a mouse [Feedback] A. Correct You get your glucose readings, Alerts, Alarm, and notifications once you're done with setup, including the 2-hour warmup. You won't get them during warmup. B. Incorrect During the 2-hour warmup you won't get glucose readings, Alerts, Alarm, or notifications. C. Incorrect You need to complete setup-including the 2-hour warmup-to get your glucose readings, Alerts, Alarm, and notifications. After that, you can get them in a box, with a fox, in a house, or with a mouse. You won't get any information during warmup.
55.	You choose how you like to get Alerts and Alarms. Select	How Do I Get My Alerts and Alarm?

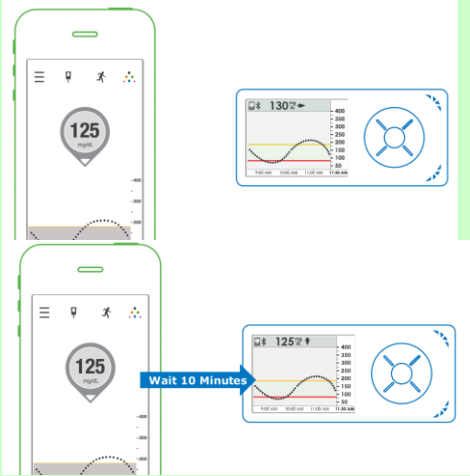
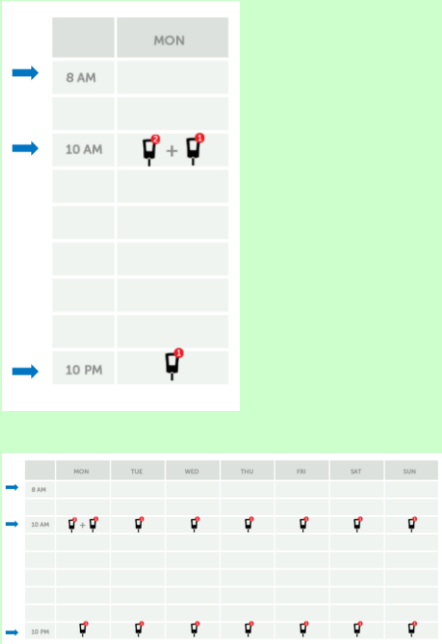
	Voiceover (VO)	Visuals
	Profiles from your main menu, then select the sound option you want. The checkmark shows your choice. See the Try It option at the bottom of the list? Use that to hear your choice. Do you like it? Will you notice it?	[Step “menu” (to visually locate user; items do not need to be links) with relevant step highlighted] 1. Setup wizard 2. Insert sensor + attach transmitter 3. Start sensor session 4. Confirm receiver + transmitter are linked 5. Set Alert profile [Visuals: receiver with main menu screen with Profiles highlighted, Profiles screen, Try It highlighted]  The first screenshot shows the 'Main Menu' with options: Enter BG, Profiles (highlighted), and Events. The second screenshot shows the 'Profiles' screen with options: Vibrate (checked), Soft, and Normal. The third screenshot shows the 'Profiles' screen with options: Attentive, HypoRepeat, and Try It (checked).
56.	OK. Picking your sound is done. Now we wait for warmup to finish. When you see this screen, it's done and you can continue.	Is Warmup Over? [Visual: receiver with calibration screen] [Confirmatory button—comes in with last sentence] Warmup's done!

	Voiceover (VO)	Visuals
		 [Advances to cell next blue cell]
57.	N/A	Smart Device: Calibration
58.	You must calibrate to get accurate CGM readings. Initially, you do this by entering 2 fingerstick values into your app when prompted. Good news: If you use both a smart device and receiver and you've already calibrated on your receiver, you can skip this step. Otherwise, follow these steps: 1. Wash and dry your hands 2. Take a fingerstick reading with your blood glucose meter 3. Tap the green circle on your app 4. Enter your exact fingerstick value within 5 minutes of taking the reading Repeat these steps to enter a second fingerstick value. Watch your trend graph. Do you see your first sensor glucose reading? Great—that means calibration success!	Initial Calibration [Visual para 1: smart device with calibration screen. With second sentence visual callout highlighting calibration icon appears]   [Visuals numbered list: 1) picture of hands being washed, 2) fingerstick reading being taken and BG meter with reading on it, 3) and 4) smart device with calibration

	Voiceover (VO)	Visuals
		screens.]  [Visual para 4: home screen with glucose value] 

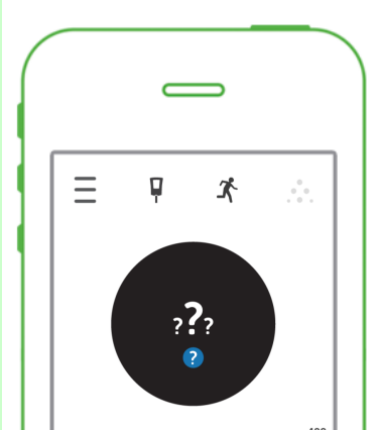
	Voiceover (VO)	Visuals
		 [Text—appears with para 4] Entering two separate BG meter values ensures an accurate reading 1. Wash and dry your hands - Always use soap and water, never gel cleaners. 2. Take a fingerstick reading with your BG meter. - Only use fingertip. 3. Tap green circle to enter BG meter value 4. Enter exact fingerstick value [Confirmatory button—comes up with last sentence VO] Yay! I have a glucose reading! 

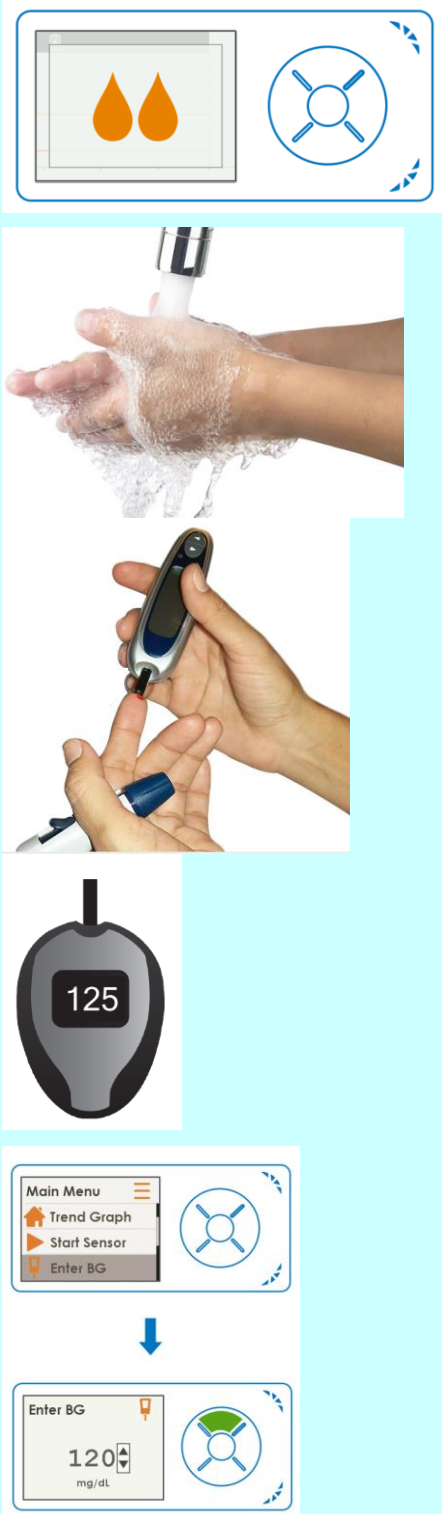
	Voiceover (VO)	Visuals
		
59.	Every 12 hours, you must enter 1 additional fingerstick reading into your app. Don't worry, your system will prompt you each time.	Update Calibrations Every 12 Hours [Visual sentence 1: BG meter with reading; visual sentence 2: smart devices with calibration prompts]  
60.	If you use both a smart device and receiver, here are some tips: Enter calibration values into 1 device During calibration, your sensor glucose values may be different on each device. Don't worry—they'll sync within 10 minutes	Two Devices? Calibrate One. [Visual intro sentence: smart device and receiver with home screens]  [Visual bullet 1: smart device has calibration]

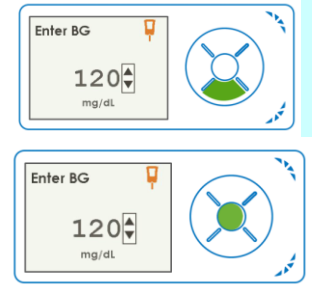
	Voiceover (VO)	Visuals
		screen] [Visual bullet 2: different values on each device. With second sentence blue arrow with the text “Wait 10 Minutes” appears, then numbers sync] 
61.	So what does a typical calibration schedule look like? Here's an example: You insert a new sensor Monday at 8 AM. At 10 AM, you get a prompt to enter 2 fingerstick readings. At 10 PM—12 hours later—you get a prompt to enter 1 fingerstick reading. The rest of the week—Tuesday through Sunday—you get prompts for 1 fingerstick every 12 hours. Note you can calibrate sooner—before the 12 hours are up—if it's more convenient. For example, if your prompt was going to be at 10 PM but you were planning to be asleep by then, you could calibrate before you went to bed.	What's Calibration Like Day to Day? [Visual: weekly calendar with calibrations shown as discussed in VO] 

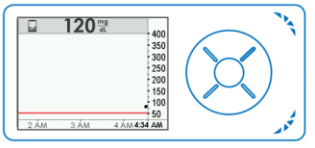
	Voiceover (VO)	Visuals
		 [Text—appears with last sentence] OK to calibrate early.
62.	N/A	When should you enter a blood glucose reading to calibrate your Dexcom G5 Mobile? A. Every 12 minutes B. Every 12 hours C. Every 12 weeks D. Every 12 months [Feedback] A. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. Calibrating every 12 minutes would be annoying. B. Correct Right! Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. C. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. D. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile.
63.	N/A	Which of these answers is WRONG? When entering calibrations, you must: A. Enter both initial calibrations into the

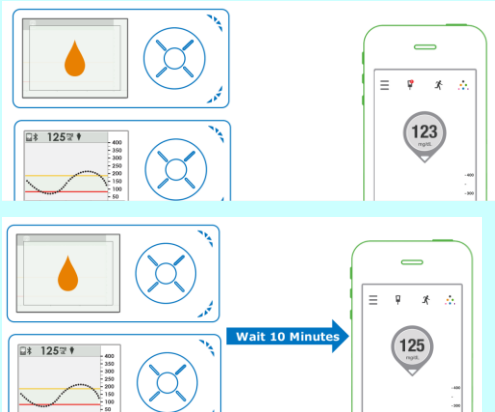
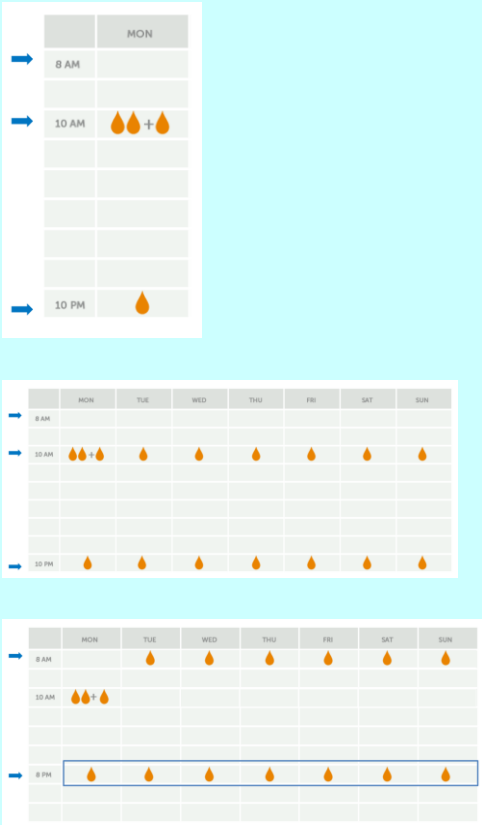
	Voiceover (VO)	Visuals
		same display device, even if you use two devices B. Enter calibrations into one device, not both of them C. Enter the exact blood glucose reading within five minutes of taking the reading D. Stand on your head and recite the alphabet backwards [Feedback] A. Incorrect This answer's right. You must enter both initial calibrations into the same device. B. Incorrect This answer's right. You only need to enter calibrations into one device. C. Incorrect This answer's right. You must enter your exact blood glucose reading. D. Correct Right! You don't have to stand on your head or recite the alphabet backwards to calibrate. You do need to enter both initial calibrations into the same device, and always enter your exact blood glucose reading. You only need to enter calibrations into one device.
64.	When you calibrate: • Use the same meter for all calibrations • Follow the manufacturer's instructions for meter quality checks • Wash and dry your hands before fingersticks • Use fingersticks only, not blood from alternative sites • Enter the exact meter value into your app within 5 minutes of your fingerstick	Calibration Do's and Don'ts [Visual: BG meter]

	Voiceover (VO)	Visuals
	Don't calibrate if: - You take acetaminophen - Your glucose level is lower than 40 or higher than 400 mg/dL - Your smart device and transmitter have lost their connection - You see 3 question marks, signal loss, or an hourglass error	 [Text] Do's: - Same meter - Clean hands with soap and water, not gel cleaners - Use fingertip - Be accurate Don'ts: - Acetaminophen - BG < 40 mg/dL - BG > 400 mg/dL - BG rapidly changing - Signal loss/System error [visual of smart device with error appears]  [Advances to cell next green cell]
65.	N/A	Receiver: Calibration
66.	You must calibrate to get accurate CGM readings. Initially, you do this by entering 2 fingerstick values into your receiver	Initial Calibration [Visual para 1: receiver with calibration]

	Voiceover (VO)	Visuals
	when you see the double blood drop prompt. Good news: If you use both a smart device and receiver and you've already calibrated on your smart device, you can skip this step. Otherwise, follow these steps: 1. Wash and dry your hands 2. Take a fingerstick reading with your blood glucose meter 3. Select Enter BG from your receiver's main menu 4. Use the Up or Down buttons to enter your exact fingerstick value 5. Press Select twice Repeat these steps to enter a second fingerstick value. Watch your trend graph. Do you see your first sensor glucose reading? Great—that means calibration success!	screen]  The visual sequence includes: - A graphic with two orange blood drops. - A photograph of hands being washed with soap under a faucet. - A photograph of a hand using a lancing device to take a fingerstick reading. - A photograph of a glucose meter displaying the number 125. - A sequence of two screen shots from a receiver: the first shows the 'Main Menu' with options 'Trend Graph', 'Start Sensor', and 'Enter BG'; the second shows the 'Enter BG' screen with the value '120 mg/dL' and a green trend arrow.

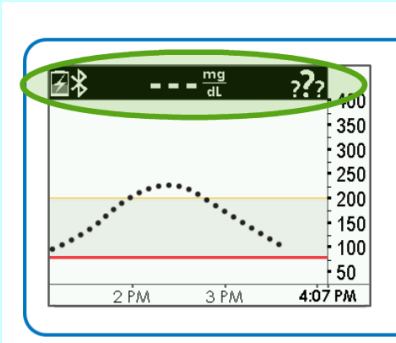
	Voiceover (VO)	Visuals
		 [Visuals numbered list: 1) picture of hands being washed, 2) fingerstick reading being taken and BG meter with reading on it, 3) receiver with Main Menu with Enter BG highlighted, 4) and 5) receiver with Enter BG screen, up and down buttons highlighted green with 4, select button highlighted green with 5] [Text—comes up with para 3] Entering two separate BG meter values ensures an accurate reading 1. Wash and dry your hands - Always use soap and water, never gel cleaners 2. Take a fingerstick reading with your BG meter - Only use fingertip 3. Go to Main Menu and choose Enter BG 4. Confirm your entry 5. Press Select twice [Visual para 4: receiver with home screen] [Confirmatory button—comes up with para

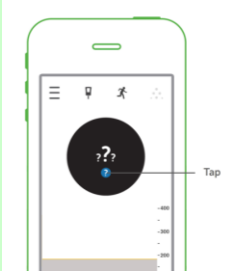
	Voiceover (VO)	Visuals
		 4] Yay! I have a glucose reading!
67.	Every 12 hours, you must enter 1 additional fingerstick reading. Don't worry, your system will prompt you each time.	Update Calibration Every 12 Hours  [Visuals: BG meter with reading, receiver with calibration prompt]
68.	If you use both a smart device and receiver, here are some tips: • Enter calibration values into 1 device • For initial startup calibration, you must enter both readings into the same device During calibration, your sensor glucose values may be different on each device. Don't worry—they'll sync within 10 minutes	Two Display Devices? Calibrate One. [Visual intro sentence and bullets 1 and 2: receiver with calibration prompt]  [Bullets—appear with bullets 1 and 2 in VO] • Calibrate one display device • Initial calibration: enter both readings into the same display device [Visual bullet 3: receiver with calibration prompt, receiver and smart device with home screens and different values on each device. With second sentence blue arrow]

	Voiceover (VO)	Visuals
		with the text “Wait 10 Minutes” appears, then numbers sync] 
69.	So what does a typical calibration schedule look like? Here’s an example: You insert a new sensor Monday at 8 AM. At 10 AM, you get a prompt to enter 2 fingerstick readings. At 10 PM—12 hours later—you get a prompt to enter 1 fingerstick reading. The rest of the week—Tuesday through Sunday—you get prompts for 1 fingerstick every 12 hours. Note you can calibrate sooner—before the 12 hours are up—if it’s more convenient. For example, if your prompt was going to be at 10 PM but you were planning to be asleep by then, you could calibrate before you went to bed.	What’s Calibration Like Day to Day?  [Visual: weekly calendar with calibrations shown as discussed in VO]

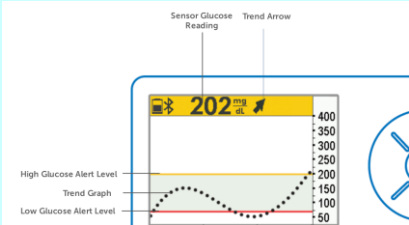
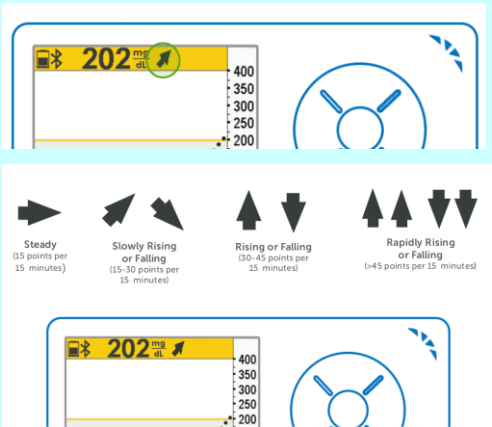
	Voiceover (VO)	Visuals
		[Text—appears with last sentence] OK to calibrate early.
70.	N/A	When should you enter a blood glucose reading to calibrate your Dexcom G5 Mobile? A. Every 12 minutes B. Every 12 hours C. Every 12 weeks D. Every 12 months [Feedback] A. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. Calibrating every 12 minutes would be annoying. B. Correct Right! Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. C. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile. D. Incorrect Calibrate every 12 hours to get accurate sensor glucose readings from your Dexcom G5 Mobile.
71.	N/A	Which of these answers is <i>WRONG</i>? When entering initial calibrations, you must: A. Enter calibrations into one display device, even if you use both B. Enter the exact fingerstick reading within five minutes of taking it C. Stand on your head and recite the

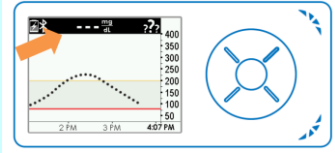
	Voiceover (VO)	Visuals
		alphabet backwards [Feedback] A. Incorrect This answer's right. You only need to enter calibrations into one device. B. Incorrect This answer's right. You must enter your exact blood glucose reading. C. Correct Right! You don't have to stand on your head or recite the alphabet backwards to calibrate. You do need to enter both initial calibrations into the same device, and always enter your exact blood glucose reading. You only need to enter calibrations into one device.
72.	When you calibrate: • Use the same meter for all calibrations • Follow the manufacturer's instructions for meter quality checks • Wash and dry your hands before fingersticks • Use fingersticks only, not blood from alternative sites • Enter the exact meter value into your receiver within 5 minutes of your fingerstick Don't calibrate if: • You take acetaminophen • Your glucose level is lower than 40 or higher than 400 mg/dL • Your glucose level is rising or falling rapidly • Your receiver and transmitter have lost their connection You see 3 question marks or a signal loss alert	Calibration Do's and Don'ts [Visual: BG meter]  [Text—comes in with VO bullets] Do's: • Same meter • Clean hands with soap and water, not gel cleaners • Use fingertip • Be accurate

	Voiceover (VO)	Visuals
		Don'ts: - Acetaminophen - BG is <40 mg/dL - BG is >400 mg/dL - BG rapidly changing - Signal loss/system error [visual of receiver with black bar highlighted]  [Advances to cell next blue cell]
73.	N/A	Smart Device: Using Your System
74.	Your home screen has: - Your sensor glucose level, which is updated every 5 minutes. The circle's gray if you're within target range. If you're above it, the circle turns yellow. Below it, it turns red - Your 3-hour trend graph. Use this to see where your glucose has been. Your high and low glucose alert levels are lines across the screen—yellow for high, red for low. Your target glucose range is gray. If your glucose goes above your target range, your trend graph displays a yellow bar. Below, you'll see a red bar - Your arrow. Use this to see the direction your glucose is headed, and how fast it's moving. We'll talk more about arrows in a minute - Icons for the main menu, entering fingerstick values, events, and Dexcom Share. Your user guide has more information	What's On My Home Screen? [Visual: smart device with home screen] [Visual bullet 1: grey, yellow, red circles]  [Callouts appear with bullets] Sensor Glucose Reading Trend Graph High Glucose Alert Level Low Glucose Alert Level Trend Arrow Menu

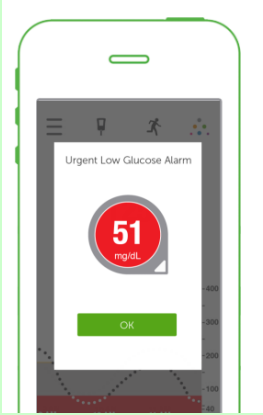
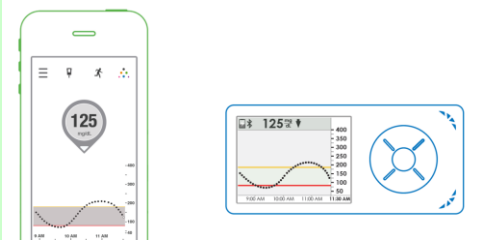
	Voiceover (VO)	Visuals
		BG Meter Events Dexcom Share
75.	Your arrows tell you where your glucose is going: 1 arrow pointing sideways is the steady arrow. You see it when your glucose levels are steady—not changing more than 1 mg/dL each minute 1 arrow tilted up or down is the slowly rising or falling arrow. You see it when your glucose is changing slowly—1-2 mg/dL each minute 1 arrow pointing up or down is the rising or falling arrow. You see it when your glucose is changing 2–3 mg/dL each minute 2 arrows pointing up or down are the rapidly rising or falling arrows. You see them when your glucose is rising or falling fast—changing more than 3 mg/dL each minute Arrows come from readings over time. If you do not see an arrow, your number might be wrong.	What Does the Arrow Mean? [Visual: all arrows displayed, each arrow highlighted as discussed]  [Text—comes in with bullets] Steady (15 points in 15 minutes) Slowly Rising or Falling (15-30 points in 15 minutes) Rising or Falling (30-45 points in 15 minutes) Rapidly Rising or Falling (>45 points in 15 minutes)
76.	Sometimes, you see a black circle on your app. This is an issue or error with your system. You won't get sensor glucose readings, Alerts, or Alarms with a black circle. Tap on the blue question mark for more information on the issue or error. Your user guide can also help you deal with these items. Or, call Tech Support.	What's Up With the Black Circle? [Visual: smart device with black circle,]  [Text—comes in with third sentence] - No readings - No Alerts/Alarm - No notifications [Callout—comes in with “Tap on...”] Tap

	Voiceover (VO)	Visuals
		[Last sentence tech support icon and this text replaces all other visuals] Technical Support  dexcom.com techsupport@dexcom.com Toll free: 1-888-738-3646 Toll call: 1-858-200-0200 24 hours a day, 7 days a week, 365 days a year
77.	N/A	You won't get any glucose readings, Alerts, or Alarm when: A. Your app displays a black circle B. You're standing on your head C. Your smart device is charging [Feedback] A. Correct Right. When your Dexcom G5 Mobile app shows a black circle you won't get glucose readings, Alerts, or Alarm. B. Incorrect Your system will work upside down. However, when your Dexcom G5 Mobile app shows a black circle you won't get glucose readings, Alerts, or Alarm. C. Incorrect Your system will work when charging.

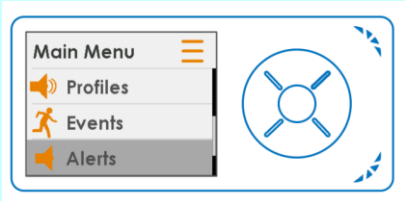
	Voiceover (VO)	Visuals
		However, when your Dexcom G5 Mobile app shows a black circle you won't get glucose readings, Alerts, or Alarm. [Advances to cell next green cell]
78.	N/A	Receiver: Using Your System
79. 80.	Your home screen has: - Your sensor glucose reading, which is updated every 5 minutes. The bar is gray if you're within target range. If you're above it, the bar turns yellow. Below it, it turns red - Your 3-hour trend graph. Use this to see where your glucose has been. Your high and low glucose alert levels are lines across the screen—yellow for high, red for low Your arrow. Use this to see the direction your glucose is headed, and how fast it's moving. We'll talk more about arrows in a minute	What's On My Home Screen? [Visual: receiver with home screen]  Text on screen Sensor Glucose Reading Trend Graph High Glucose Alert Level Low Glucose Alert Level Trend Arrow
81.	Your arrows tell you where your glucose is going: 1 arrow pointing sideways is the steady arrow. You see it when your glucose levels are steady—not changing more than 1 mg/dL each minute 1 arrow tilted up or down is the slowly rising or falling arrow. You see it when your glucose is changing slowly—1–2 mg/dL each minute 1 arrow pointing up or down is the rising or falling arrow. You see it when your glucose is changing 2–3 mg/dL each minute 2 arrows pointing up or down are the rapidly rising or falling arrows. You see them when your glucose is rising or falling fast—changing more than 3 mg/dL each minute. Arrows come from readings over time. If you do not see an arrow, your number might be wrong.	What Does the Arrow Mean? [Visuals: receiver with home screen, arrows and text come in as discussed]  [Text]

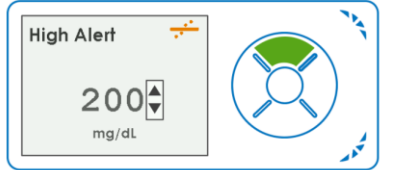
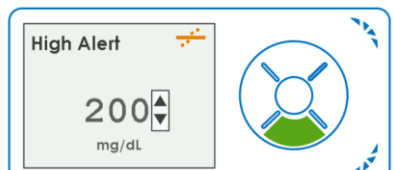
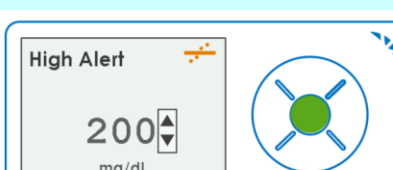
	Voiceover (VO)	Visuals
		Steady (15 points per 15 minutes) Slowly Rising or Falling (15-30 points per 15 minutes) Rising or Falling (30-45 points per 15 minutes) Rapidly Rising or Falling (>45 points per 15 minutes)
82.	Sometimes, you see a black bar on your receiver. This is an issue or error with your system. You won't get sensor glucose readings, Alerts, or Alarms with a black bar. Get help via your user guide. Or, call Tech Support.	What's the Black Bar? [Visual: receiver with black bar and arrow pointing to black bar, tech support icon comes in with "Tech Support"]  [Text] Technical Support dexcom.com techsupport@dexcom.com Toll free: 1-888-738-3646 Toll call: 1-858-200-0200 24 hours a day, 7 days a week, 365 days a year

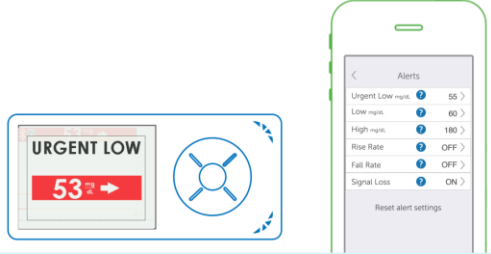
	Voiceover (VO)	Visuals
83.	N/A	You won't get any glucose readings, Alerts, or Alarm when: A. Your receiver has a black bar B. You're standing on your head C. Your receiver is charging [Feedback] A. Correct Right. When your receiver has a black bar, you won't get glucose readings, Alerts, or Alarm. B. Incorrect Your system will work upside down. However, when your receiver has a black bar, you won't get glucose readings, Alerts, or Alarm. C. Incorrect Your system will work while charging. However, when your receiver has a black bar, you won't get glucose readings, Alerts, or Alarm. [Advances to cell next blue cell]
84.	N/A	Smart Device: Changing Alerts
85.	Want to change your low or high glucose alert levels, or the sounds your system makes to alert you? Do this: • Tap Menu • Tap Alerts • Tap the alert or sound to change Note the urgent low alarm lets you know when your glucose level is below 55 mg/dL and is the only alert or alarm that cannot be changed.	How Do I Change My Sounds? [Visual para 1/bullets: smart device with home screen and subsequent screens mentioned in VO, items mentioned in bullets highlighted]

	Voiceover (VO)	Visuals
	If you have earphones in your smart device but not in your ears, you may miss a glucose alert, alarm, or notification. Do you use both your smart device and receiver? You have to make changes on both devices. They don't talk to each other.	 [Visual para 2: smart device with urgent low alarm]  [Text para 2] • Can't change Urgent Low Glucose Alarm • Change Alerts on both devices • Won't get Signal Loss Alert if Do Not Disturb or Silent is on [Text para 3—builds on previous bullet] [Visual para 4: smart device and receiver]  [Text para 4—builds on previous bullets] Change Alerts on both devices
86.	N/A	You have your earphones connected to

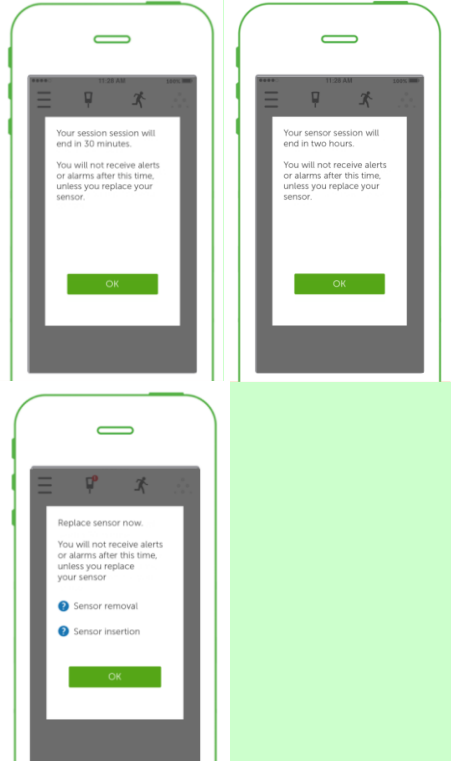
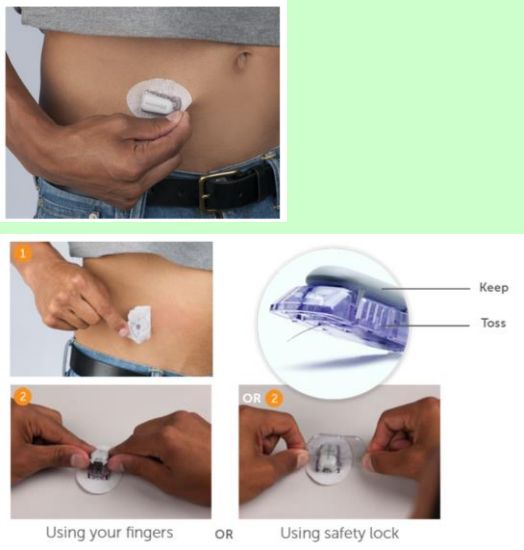
	Voiceover (VO)	Visuals
		your smart device so you can listen to music on the bus. You'll get your Dexcom G5 Mobile app Alerts, Alarm, and notifications if: A. You have your earphones in your ears B. You take your earphones out of your ears C. Your earphones are on your smart device but not your ears [Feedback] A. Correct But if you have earphones in your smart device but not in your ears, you may miss a glucose Alert, Alarm, or notification. B. Incorrect If you have earphones in your smart device but not in your ears, you may miss a glucose Alert, Alarm, or notification. C. Incorrect If you have earphones in your smart device but not in your ears, you may miss a glucose Alert, Alarm, or notification.
87.	N/A	You use both your smart device and receiver as display devices. You want to change your high glucose Alert. Which device(s) do you need to change? A. Smart device and receiver B. TV and DVR C. Microwave and mixer D. All of the above [Feedback] A. Correct

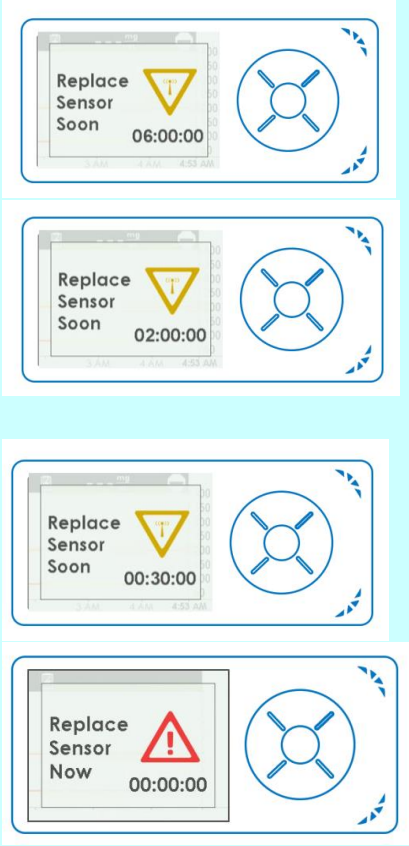
	Voiceover (VO)	Visuals
		Right! If you use both your smart device and receiver, you have to make changes to both devices. They don't talk to each other. B. Incorrect Change your TV and DVR to record your favorite shows. For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both devices. They don't talk to each other, or to the TV or DVR. C. Incorrect Use your microwave and mixer for cooking. For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both devices. They don't talk to each other, or to the microwave or mixer. D. Incorrect For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both those devices (but not to other household appliances). Your smart device and receiver don't talk to each other. [Advances to cell next green cell]
88.	N/A	Receiver: Changing Alerts
89.	Want to change your low or high glucose alert levels? Do this: • Select Alerts from the Main Menu • Select the alert • Use the Up or Down buttons to make the change, then press Select Note the urgent low alarm lets you know when your glucose level is below 55 mg/dL and is the only alert or alarm that	How Do I Change My Alert Levels? [Visual para 1/bullets: receiver with relevant screens/relevant items highlighted] 

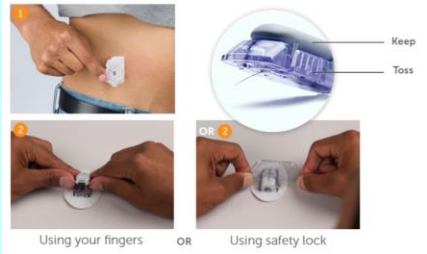
	Voiceover (VO)	Visuals
	cannot be changed. Do you use both your smart device and receiver? You have to make changes on both devices. They don't talk to each other.	    [Visual para 2: receiver with urgent low alarm screen]  [Text—comes in with para 2] • Can't change the Urgent Low Glucose Alarm [Visual para 3: receiver and smart device]

	Voiceover (VO)	Visuals
		 [Text—comes in with para 3, builds on previous text] Change Alerts on both
90.	N/A	You use both your smart device and receiver as display devices. You want to change your High Glucose Alert. Which display device(s) do you need to change? A. Smart device and receiver B. TV and DVR C. Microwave and mixer D. All of the above [Feedback] A. Correct Right! If you use both your smart device and receiver, you have to make changes to both display devices. They don't talk to each other. B. Incorrect Change your TV and DVR to record your favorite shows. For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both display devices. They don't talk to each other, or to the TV or DVR. C. Incorrect Use your microwave and mixer for

	Voiceover (VO)	Visuals
		cooking. For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both display devices. They don't talk to each other, or to the microwave or mixer. D. Incorrect For monitoring your glucose, if you use both your smart device and receiver, you have to make changes to both those devices (but not to other household appliances). Your smart device and receiver don't talk to each other. [Advances to cell next blue cell]
91.	N/A	Smart Device: Sensor Removal
92.	You stop getting sensor glucose readings after 7 days. Your app alerts you 6 hours, 2 hours, and 30 minutes before this happens. When it's time to change your sensor, you get the Replace Sensor Now screen.	Change My Sensor? When? How? [Visual para 1: smart device with change sensor screens]

	Voiceover (VO)	Visuals
		
93.	Make sure you take your sensor and transmitter off your body together. Then, pop your transmitter out of your sensor pod. Peel the sensor pod from your body like you would a Band-Aid. Then, take the transmitter out of the sensor pod. You can do this manually or using the safety lock. If you do it manually, use your fingers to spread the back tabs of the sensor pod. Your transmitter will pop out. If you use the safety lock, insert the jagged edges of the safety lock so they “hug” the transmitter wings in the sensor pod. Press the safety lock down until you cannot press anymore, then pull up. Your transmitter will pop out. Throw away the sensor and sensor pod. Keep your transmitter. You use it again with your next sensor.	Change My Sensor? When? How?  [Advances to cell next green cell]

	Voiceover (VO)	Visuals
	You're ready to insert a new sensor.	
94.	N/A	Receiver: Sensor Removal
95.	You stop getting glucose readings from your sensor after 7 days. Your receiver alerts you 6 hours, 2 hours, and 30 minutes before this happens. When it's time to change your sensor, you get the Replace Sensor Now screen.	Change My Sensor? When? How? [Visual para 1: receiver with change sensor screens]  The visual shows four sequential screenshots of a receiver screen. Each screen has a white background with a blue border. The top left corner displays 'Replace Sensor Soon' or 'Replace Sensor Now' in black text. Below this is a yellow triangle with a downward arrow or a red triangle with an exclamation mark. To the right of the text is a circular icon with four blue lines radiating from the center. The bottom right corner shows a clock icon. The time displayed on the screen changes from 06:00:00 to 02:00:00, then 00:30:00, and finally 00:00:00.
96.	Make sure you take your sensor and transmitter off your body together. Then, pop your transmitter out of your sensor pod. Peel the sensor pod from your body like you would a Band-Aid. Then, take the transmitter out of the sensor pod. You can do this manually or using the safety lock. If you do it manually, use your fingers to spread the back tabs of the sensor pod. Your transmitter will pop out.	Change My Sensor? When? How? [Visual para 1: sensor pod being pulled off the body]  The visual shows a photograph of a person's abdomen. A hand is shown pulling a white sensor pod away from the skin. The pod is rectangular with rounded corners and has a small white transmitter attached to it. The person is wearing a grey shirt and blue jeans. [Visual para 2: appears in order with

	Voiceover (VO)	Visuals
	If you use the safety lock, insert the jagged edges of the safety lock so they “hug” the transmitter wings in the sensor pod. Press the safety lock down until you cannot press anymore, then pull up. Your transmitter will pop out. Throw away the sensor and sensor pod. Keep your transmitter. You use it again with your next sensor. You’re ready to insert a new sensor.	narration. 1. Peeling off the sensor pod. 2. Manually remove transmitter OR 2. Remove using safety lock. Visual of transmitter holder, transmitter and sensor]  Text on screen: Keep Toss Using your fingers OR Using safety lock
97.		Using CGM for Treatment Decisions Text on screen: Every person’s treatment plan is different. Work with your healthcare professional (HCP) on an individualized treatment plan and to determine what Alert settings work best for you.
98.	Working with your HCP, see what works best for you when making treatment decisions using your Dexcom G5. Whether you’re new to Dexcom or experienced, you should keep using your BG meter to make treatment decisions until you know how Dexcom works for you. Don’t rush! It may take days, weeks or months for you to gain confidence in using your CGM to make treatment decisions. Confirm your glucose readings using your BG meter so you understand that the accuracy you experience with each newly inserted sensor may vary and that a sensor might work differently in different situations like after meals or exercise and during your first day of use.	Treatment Decisions New to Dexcom? OR Experienced? Don’t rush! Days, weeks, months... • Confirm with meter as long as you like • Sensor accuracy may vary

	Voiceover (VO)	Visuals
	Soon you'll meet Heather. Like you, when she first got her Dexcom G5, she confirmed her CGM reading with her BG meter before treating. But now Heather is confident in her readings and uses all that Dexcom has to offer when making treatment decisions. Let's see how she uses her readings along with the arrows, Alarm and Alerts. We'll also see when she still uses just her meter, and not her Dexcom G5, in her treatment decisions	Know the basics Meet Heather: Started by confirming with BG meter. Confident using Dexcom G5 now.
99.	You are probably used to this.	Meter with a number and words blood glucose meter. Animation with fingerprick.
100.	Now you have another choice.	CGM/number Animation of CGM blowing away meter
101.	You can use your Dexcom CGM to make treatment decisions such as eating for a low and dosing for a high, but only when you have a number and an arrow.	
102.	Heather uses her Dexcom CGM to make treatment decisions. Let's follow her through a typical day. Along the way, we'll see when she uses her Dexcom CGM for treatment decisions and when she uses her blood glucose meter.	Various images Outline of man, smart phone, juice, needles, etc.
103.	As I was getting ready for work this morning, I got a Low Alert. Looking at my trend screen, I saw I was 80 with a down arrow. To treat, I ate an energy bar.	Various images Man, calendar, clock, etc.

	Voiceover (VO)	Visuals
	If I had a number without an arrow, I'd use my meter, not my Dexcom. I know arrows come from readings over time. Sometimes I might not see an arrow and this means my number might be off.	80 going down. Show 80 without arrow.
104.	In this example, Heather got a low alert with a number and arrow. She knew seeing 80 with the down arrow meant her glucose was dropping, and could be as low as 35 in 15 minutes. Her treatment? She ate an energy bar without taking a fingerstick. If she didn't have a number and arrow, she would've taken a fingerstick. What would you do?	Text: What would you do if... ...you get a Low Alert with a down arrow? Eat carbs
105.	Got to work, and as usual, ate breakfast at my desk. Noticed my trend screen was at 122 and going up. I dosed to cover my breakfast and took a little more insulin because of the up arrow.	Clock On screen 122 going up.
106.	In this situation Heather took the insulin she needed to cover her meal plus a little more insulin because of her up arrow. Heather's arrow tells her the speed and direction of her glucose. That is one of the great things about Dexcom CGM. The arrow can help you decide how much insulin to take depending on the direction and how fast your glucose is changing. What would you do?	On screen: up arrow = more down arrow = less Text: What would you do if... ... you were about to dose and saw a down arrow? Take a little less insulin than usual.
107.	In the afternoon there was a work celebration and I had a piece of cake. I took insulin for the cake and an hour later my high alert went off. It showed 250 going up. I knew I took insulin an hour ago, so I just watched and	On screen 250 going up then it animates to 150 going steady

	Voiceover (VO)	Visuals
	waited. An hour later I was back in target.	
108.	In this situation Heather thought about how long it would take for her insulin to start working and how long it lasts. She waited for her insulin to bring her back in target. If Heather did not watch and wait and gave more insulin she could have gone low. It is important not to give multiple insulin doses too close in time. This is also known as stacking insulin. Sometimes the best approach is to watch and wait. What would you do?	Clock Various images of woman Visual of stacking insulin timeline Text: What would you do if... ...you got a High Alert an hour after dosing? Watch and wait.
109.	I love taking a brisk walk around my neighborhood when I get home from work...it just makes me feel great. After tonight's walk, I didn't feel right. I was shaky and sweaty, just like when I'm low. I wondered why I didn't get a Low Alert, so I looked at my trend screen. It was 90 with the steady arrow. Normally I wouldn't treat if my glucose was really 90, but... I know my body. Since I didn't feel 90, I took a fingerstick just to check. I'm glad I did, my BG meter said I was 75, so I had some orange juice.	Images Walking Checking with meter.
110.	Heather knows it's important not to ignore what her body tells her; she can normally feel when she is low or high. Heather knows she should always check with her meter if her symptoms don't match her Dexcom CGM readings. Her Dexcom CGM showed 90 and steady, but she felt low, shaky, sweaty so she double checked	Images Not feeling well, 90 steady showing. Checking with meter, instead of CGM. Text: Confused Blurry vision

	Voiceover (VO)	Visuals
	with her meter. You know your body best. Listen to it and check with your meter. If you're a caregiver watch for changes in your loved one. As an example, do they seem confused? Are they complaining about blurry vision? A good rule of thumb, if in doubt double check. What would you do?	What would you do if... ... your CGM reading didn't match how you felt? Check with meter.
111.	Every treatment decision Heather made using her Dexcom CGM included a number and arrow. There are times when you should use your meter and not your Dexcom CGM for treatment decisions: - Anytime you have an error message - If you have taken medication with acetaminophen - If you have a number, but no arrow - If your trend screen says High or Low Think about all of these when making a treatment decision. If you don't you may miss a low or high. Remember, no number, no arrow, no Dexcom CGM treatment decision.	Show different situations where there is no arrow. Errors, no arrow, high/low in circle. For each bullet point, show a representational image. Each image fades in and out accordingly. Text Check with meter when: No number, no arrow, no CGM treatment decision
112.	Every person's treatment plan is different. The most important thing you can do is talk to your healthcare professional.	Animation of a person discussing treatment decision with his doctor.

	Voiceover (VO)	Visuals
		Text on screen: Warning: If your Dexcom G5 does not display a sensor glucose reading and an arrow, or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.
113.	N/A	What would you do if you felt low but your Dexcom G5 Mobile showed you were in your target range? A. Nothing B. Check with BG meter [Feedback] A. Incorrect Use your BG meter anytime your symptoms don't match your sensor glucose readings. You know your body, listen to it. B. Correct Use your BG meter anytime your symptoms don't match your sensor glucose readings. You know your body, listen to it.

	Voiceover (VO)	Visuals
114.	N/A	Which scenario below is considered stacking insulin and could put you at risk of low glucose? A. You gave the correct amount of insulin for dinner and then you gave more insulin for dessert B. You gave insulin for lunch. You received a high alert 45 minutes after eating and gave another full dose of insulin based on the high blood sugar reading. [Feedback] A. Incorrect This is not considered stacking insulin because you are giving insulin to cover your carbohydrates. B. Correct Insulin can still be active 3-4 hours after an injection. Stacking insulin can put you at risk of a low blood sugar. Everyone is different. Please talk to your healthcare professional.
115.		You can continue to confirm your G5 reading with your meter even after you are comfortable with how the system works. A. True B. False [Feedback] A. Correct Always feel comfortable to use your meter with the Dexcom G5 when making treatment decisions. B. Incorrect You should always feel comfortable using your meter with your Dexcom G5 when making treatment decisions

	Voiceover (VO)	Visuals
		.
116.		Using Dexcom CGM for Treatment Decisions Text on screen: Every person's treatment plan is different. Work with your healthcare professional (HCP) on an individualized treatment plan and to determine what Alert settings work best for you.
117.	Working with your HCP, see what works best for you when making treatment decisions using your Dexcom G5. Whether you're new to Dexcom or experienced, you should keep using your BG meter to make treatment decisions until you know how Dexcom works for you. Don't rush! It may take days, weeks or months for you to gain confidence in using your CGM to make treatment decisions. Confirm your glucose readings using your BG meter so you understand that the accuracy you experience with each newly inserted sensor may vary and that a sensor might work differently in different situations like after meals or exercise and during your first day of use. Soon you'll meet Heather. Like you, when she first got her Dexcom G5, she confirmed her CGM reading with her BG meter before treating. But now Heather is confident in her readings and uses all that Dexcom has to offer when making treatment decisions. Let's see how she uses her readings along with the arrows, Alarm and Alerts. We'll also see when she still uses just her meter, and not her Dexcom G5, in her treatment decisions	Treatment Decisions Text on screen: New to Dexcom? OR Experienced? Don't rush! Days, weeks, months... • Confirm with BG meter as long as you like • Sensor accuracy may vary • Know the basics Meet Heather Started by confirming with BG meter. Confident using Dexcom G5 now.

	Voiceover (VO)	Visuals
118.	You are probably used to this.	Meter with a number and words blood glucose meter. Animation with fingerprick.
119.	Now you have another choice.	CGM/number Animation of CGM blowing away meter
120.	You can use your Dexcom CGM to make treatment decisions such as eating for a low and dosing for a high, but only when you have a number and an arrow.	
121.	Heather uses her Dexcom CGM to make treatment decisions. Let's follow her through a typical day. Along the way, we'll see when she uses her Dexcom CGM for treatment decisions and when she uses her blood glucose meter.	Various images Outline of man, receiver, juice, needles, etc.
122.	As I was getting ready for work this morning, I got a Low Alert. Looking at my trend screen, I saw I was 80 with a down arrow. To treat, I ate an energy bar. If I had a number without an arrow, I'd use my meter, not my Dexcom. I know arrows come from readings over time. Sometimes I might not see an arrow and this means my number might be off.	Various images Man, calendar, clock, etc. 80 going down. Show 80 without arrow.
123.	In this example, Heather got a low alert with a number and arrow. She knew seeing 80 with the down arrow meant her glucose was dropping, and could be as low as 35 in 15 minutes. Her treatment? She ate an energy bar without taking a fingerstick.	Text: What would you do if... ...you get a Low Alert with a down arrow? Eat carbs

	Voiceover (VO)	Visuals
	If she didn't have a number and arrow, she would've taken a fingerstick. What would you do?	
124.	Got to work, and as usual, ate breakfast at my desk. Noticed my trend screen was at 122 and going up. I dosed to cover my breakfast and took a little more insulin because of the up arrow.	Clock On screen 122 going up.
125.	In this situation Heather took the insulin she needed to cover her meal plus a little more insulin because of her up arrow. Heather's arrow tells her the speed and direction of her glucose. That is one of the great things about Dexcom CGM. The arrow can help you decide how much insulin to take depending on the direction and how fast your glucose is changing. What would you do?	On screen: up arrow = more down arrow = less Text: What would you do if... ... you were about to dose and saw a down arrow? Take a little less insulin than usual.
126.	In the afternoon there was a work celebration and I had a piece of cake. I took insulin for the cake and an hour later my high alert went off. It showed 250 going up. I knew I took insulin an hour ago, so I just watched and waited. An hour later I was back in target.	On screen 250 going up then it animates to 150 going steady
127.	In this situation Heather thought about how long it would take for her insulin to start working and how long it lasts. She waited for her insulin to bring her back in target. If Heather did not watch and wait and gave more insulin she could have gone low. It is important not to give multiple insulin doses too close in time. This is also known as stacking insulin. Sometimes the best approach is to watch and wait.	Clock Various images of woman Visual of stacking insulin timeline Text: What would you do if... ...you got a High Alert an hour after dosing?

	Voiceover (VO)	Visuals
	What would you do?	Watch and wait.
128.	I love taking a brisk walk around my neighborhood when I get home from work...it just makes me feel great. After tonight's walk, I didn't feel right. I was shaky and sweaty, just like when I'm low. I wondered why I didn't get a Low Alert, so I looked at my trend screen. It was 90 with the steady arrow. Normally I wouldn't treat if my glucose was really 90, but... I know my body. Since I didn't feel 90, I took a fingerstick just to check. I'm glad I did, my BG meter said I was 75, so I had some orange juice.	Images Walking Checking with meter.
129.	Heather knows it's important not to ignore what her body tells her; she can normally feel when she is low or high. Heather knows she should always check with her meter if her symptoms don't match her Dexcom CGM readings. Her Dexcom CGM showed 90 and steady, but she felt low, shaky, sweaty so she double checked with her meter. You know your body best. Listen to it and check with your meter. If you're a caregiver watch for changes in your loved one. As an example, do they seem confused? Are they	Images Not feeling well, 90 steady showing. Checking with meter, instead of CGM. Text: Confused Blurry vision What would you do if... ... your CGM reading didn't match how you felt? Check with meter.

	Voiceover (VO)	Visuals
	complaining about blurry vision? A good rule of thumb, if in doubt double check. What would you do?	
130.	Every treatment decision Heather made using her Dexcom CGM included a number and arrow. There are times when you should use your meter and not your Dexcom CGM for treatment decisions: • Anytime you have an error message • If you have taken medication with acetaminophen • If you have a number, but no arrow • If your trend screen says High or Low Think about all of these when making a treatment decision. If you don't you may miss a low or high. Remember, no number, no arrow, no Dexcom CGM treatment decision.	Show different situations where there is no arrow. For each bullet point, show a representational image. Each image fades in and out accordingly. Text Check with meter when: No number, no arrow, no CGM treatment decision
131.	Every person's treatment plan is different. The most important thing you can do is talk to your healthcare professional.	Animation of a person discussing treatment decision with his doctor. Text on screen: Warning: If your Dexcom G5 does not display a sensor glucose reading and an arrow, or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood

	Voiceover (VO)	Visuals
		glucose meter to make diabetes treatment decisions.
132.	N/A	What would you do if you felt low but your Dexcom G5 Mobile showed you were in your target range? A. Nothing B. Check with BG meter [Feedback] A. Incorrect Use your BG meter anytime your symptoms don't match your sensor glucose readings. You know your body, listen to it. B. Correct Use your BG meter anytime your symptoms don't match your sensor glucose readings. You know your body, listen to it.
133.	N/A	Which scenario below is considered stacking insulin and could put you at risk of low glucose? A. You gave the correct amount of insulin for dinner and then you gave more insulin for dessert B. You gave insulin for lunch. You received a high alert 45 minutes after eating and gave another full dose of insulin based on the high blood sugar reading. [Feedback] A. Incorrect This is not considered stacking insulin because you are giving insulin to cover your carbohydrates. B. Correct Insulin can still be active 3-4 hours after an injection. Stacking insulin can put you at risk of a low blood

	Voiceover (VO)	Visuals
		sugar. Everyone is different. Please talk to your healthcare professional.
134.	N/A	You can continue to confirm your G5 reading with your meter even after you are comfortable with how the system works. A. True B. False [Feedback] A. Correct Always feel comfortable to use your meter with the Dexcom G5 when making treatment decisions. B. Incorrect You should always feel comfortable using your meter with your Dexcom G5 when making treatment decisions.
135.	N/A	Conclusion
136.	Thank you for watching this tutorial! As you get started—or at any time—feel free to contact us for Tech Support 24 hours a day, 7 days a week, 365 days a year. You can also look to your getting started guide, user guide, and the Dexcom website. For questions about how to use your glucose trend information, or other diabetes management questions, talk with your healthcare professional. Enjoy the freedom of your new Dexcom CGM system!	[Logo]  [Text] Congratulations! You set up your display device! Technical Support dexcom.com techsupport@dexcom.com Toll free: 1-888-738-3646

	Voiceover (VO)	Visuals
		Toll call: 1-858-200-0200 24 hours a day, 7 days a week, 365 days a year [Button] Set up other display device [takes user to cell choose display device cell] To exit close window



ATTACHMENT 4



NOW FDA APPROVED

No fingersticks needed to make treatment decisions using the
Dexcom G5® Mobile Continuous Glucose Monitoring (CGM) System

TREAT FOR A LOW

DOSE FOR A HIGH

BE CONFIDENT WITH FEWER FINGERSTICKS



Always use your meter
if **symptoms** don't
match readings



Always use your meter if you
have taken **acetaminophen**
(e.g. Tylenol®)



Don't take insulin doses
too close together, or
"**stack**" **insulin**



Always use your meter to
calibrate every 12 hours

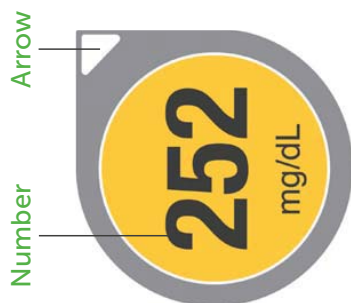


Always use your meter
if you don't have a
number AND arrow



Always trust your
instinct, when in **doubt**
get your meter out

See back for more information



Now use speed and direction to fine-tune your diabetes management

Talk to your healthcare professional about using the Dexcom G5 Mobile for treatment decisions



**ONLY the Dexcom G5 Mobile has been approved by the FDA to be used for treatment decisions.
No CGM data displayed on the Dexcom G4® PLATINUM or integrated into an insulin pump may be used.**

	Dexcom G4® PLATINUM	Dexcom and insulin pump integrated systems	Dexcom G4® PLATINUM with Share™ (Adult and Pediatrics)	Dexcom G5 Mobile
Can I use my CGM to make diabetes treatment decisions?	No	No	No	Yes, after reviewing training instructions. See user guide.
What do I need to do to use my CGM readings to make treatment decisions?	Upgrade to Dexcom G5 Mobile	Use the stand alone Dexcom G5 Mobile for your CGM	Upgrade to Dexcom G5 Mobile	Train first, and then you have all you need.

WARNING: Review all indications, contraindications, warnings, precautions and detailed procedures in your user's guide or patient instructions before using your Dexcom G5 Mobile.
See the Dexcom G5 Mobile Continuous Glucose Monitoring System User Guide for the full safety statement and more detailed instructions. Your options to get the full user guide:

1. Download: dexcom.com/guides
2. Request a free printed copy: dexcom.com/guides
3. Request a free copy by phone: 1-888-738-3646 ext. 4300

LBL013580 Rev.001 MT23513



ATTACHMENT 5



No fingersticks needed to make treatment decisions using Dexcom G5 Mobile Continuous Glucose Monitoring (CGM) System*

TREAT FOR A LOW
DOSE FOR A HIGH
BE CONFIDENT WITH FEWER FINGERSTICKS



Always use your meter:

- To calibrate every 12 hours
- If you don't have a number AND arrow
- If symptoms don't match readings
- If you have taken acetaminophen (e.g. Tylenol®)



Talk to your healthcare professional:

- About using the Dexcom G5 Mobile for treatment decisions



Get started with:

- The Dexcom G5 Mobile training tutorial (inside box)
- Our Dexcom CARE team of trainers and certified diabetes educators

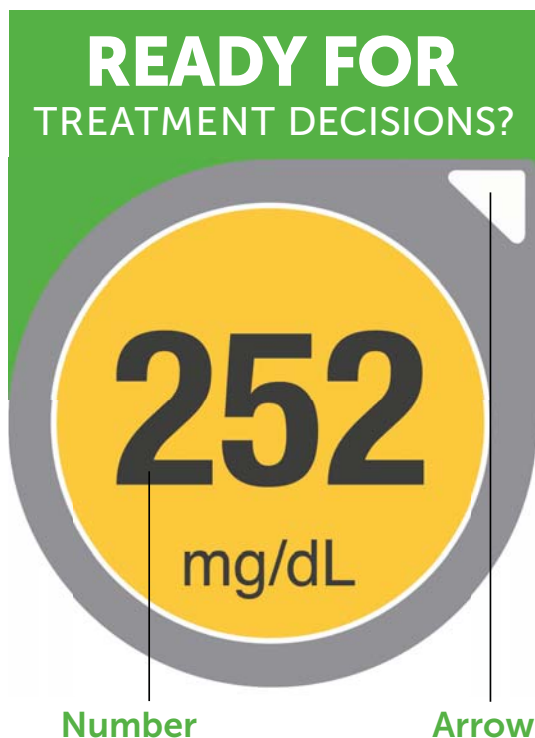
Call: **1.888.738.3646**



* When in doubt, get your meter out
LBL014644 Rev 001 MT24480



ATTACHMENT 6



Dexcom | G5[®]
mobile

You can use your Dexcom G5[®] Mobile Continuous Glucose Monitoring System to make treatment decisions. But how do you know you're ready? Start by discussing **Treatment Decisions: The Basics** with your healthcare professional (HCP). Get your questions answered. Together, decide when you're ready.

Whether you're new to Dexcom or experienced, **you should keep using your meter to make treatment decisions until you know how Dexcom works for you.** Don't rush! It may take days, weeks or months for you to gain confidence in using your Dexcom G5 Mobile to make treatment decisions. **Confirm your glucose readings using your meter so you understand that:**

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

Treatment Decisions: The Basics

Symptoms

Symptoms don't match readings?
Always use your meter.
You know your body, listen to it.



Acetaminophen

Taken acetaminophen? Always use your meter.
Medications containing acetaminophen (e.g. Tylenol[®]) can give you a false high reading.



Calibration

Need to calibrate? Always use your meter.
Calibrate at sensor start and every 12 hours. Calibrating less often may cause inaccurate readings. Always use proper fingerstick technique. Use soap and water, never gel cleaners. Use fingertips only.



When in Doubt

Not confident in your readings?
Always use your meter. Maybe it is the first day of your sensor or your glucose is rapidly changing.
When in doubt get your meter out.



Number + Arrow

No number or arrow? Always use your meter.
No number, no arrow, no Dexcom treatment decision.



Preventing insulin stacking is important, whether you use your meter or your Dexcom G5 Mobile:

Insulin Stacking

Don't take insulin doses too close together, or "stack" insulin. You don't want to go low; wait at least 2 hours. Sometimes it's best to watch and wait.



Treatment Decisions: Beyond the Basics



The more you use your Dexcom G5 Mobile the better your results. Wear it. Look at it. Respond to it. Alarm and alerts keep you posted – leave them on.



Work with your HCP to figure out what works best for you. Know your target glucose. Map a plan for lows. Decide on dosing and timing. Adjust using results of past decisions.

Talk through the below scenarios with your HCP to figure out what works best for you.

What Kim Sees	What Kim Does and Why
Kim got a Low Alert: 	What: She eats an energy bar without doing a fingerstick. Why: 80 mg/dL with a down arrow means her glucose is dropping. In 15 minutes, Kim could be 35 mg/dL.
At breakfast, Kim sees: 	What: She doses to cover her meal. Why: Because of the up arrow, she takes a little more insulin. 
At lunchtime, Kim sees: 	What: She doses to cover her meal. Why: Because of the down arrow, she reduces her insulin amount. 

What do the arrows mean



Glucose could **increase more than 90 mg/dL** in 30 minutes.



Glucose could **decrease 30-60 mg/dL** in 30 minutes



Glucose could **increase up to 90 mg/dL** in 30 minutes.



Glucose could **decrease up to 90 mg/dL** in 30 minutes.



Glucose could **increase 30-60 mg/dL** in 30 minutes.



Glucose could **decrease more than 90 mg/dL** in 30 minutes.



Not increasing/decreasing more than 1 mg/dL each minute.

ONLY the Dexcom G5 Mobile has been approved by the FDA to be used for treatment decisions.

WARNING: Review all indications, contraindications, warnings, precautions and detailed procedures in your user's guide or patient instructions before using your Dexcom G5 Mobile.

See the Dexcom G5 Mobile Continuous Glucose Monitoring System User Guide for the full safety statement and more detailed instructions. Your options to get the full user guide:

1. Download: dexcom.com/guides
2. Request a free printed copy: dexcom.com/guides
3. Request a free copy by phone: **1-888-738-3646 ext. 4300**