Instructions for Use

User Guide



Table of contents

1 • Welcome **1**
Get started 1
Contact information 1
Product highlights 3
What's next 3

2 • Safety information **4**
Dexcom ONE+ CGM System safety statements 4
Share and Follow safety information 7
Risks and benefits 7
Glossary 10

3 • Set up your Dexcom ONE+ **13**
Dexcom ONE+ basics 13
Use up to 3 display devices 13
Set up the app 14
Internet requirements 14
Set up the optional receiver 15
Insert sensor 17
Quick Glance (Android) 18
Smartwatch (Apple) 19

4 • Display device screens **20**
Glucose information 20
Sensor reading and trend arrow 21
Navigation 24
Trend graph history 27
Tips from banners, tooltips, and icons 28

5 • Treatment decisions **29**
When to use your BG meter instead of Dexcom ONE+ 29
When to watch and wait 30
Using the trend arrows 30
Treat with professional advice 30
Practice making treatment decisions 31

6 • Alerts **34**
Low and high alerts 34
System alerts 35
Signal Loss alert 35
Brief Sensor Issue alert 35

Technical alerts 35
Responding to app alerts 36
Turn on alerts or change settings 37
Alert settings 37
Customizing alert sounds 38
Use alerts to achieve goals 39
Changing all alerts 39

7 • App connections 40
Sensor 40
Share and Follow 40
Dexcom Follow app 42

8 • Events and history 45
Using events to manage glucose 45
Tracking events 45
Logging BG meter values or calibrating 47

9 • Reports 48

10 • Next sensor session 49
Sensor transition 49
Remove your sensor 50
Remove old sensors from Bluetooth connections in phone (optional) 51

11 • Troubleshooting 52
Accuracy and calibration 53
Adhesive patch 55
Can't hear alerts 56
Can't see receiver screen 57
Common alerts 58
Gap in trend graph 61
Recharge receiver 62
Travel with Dexcom ONE+ 62
Update display device 62
Water and Dexcom ONE+ 63
X-ray, CT scan, or radiation therapy 63

A • Clarity 65

B • Taking care of your Dexcom ONE+ 66
Dexcom ONE+ maintenance 66
Storage 67

System disposal 67

C • Professional use instructions **68**

Introduction 68

Prepare Dexcom ONE+ for patient 68

Explain Dexcom ONE+ to patient 68

Set up Dexcom ONE+ with patient 69

Check patient reports in Clarity 69

End of sensor session 69

Next steps 69

D • Warranty **70**

Dexcom receiver limited warranty 70

Dexcom sensor limited warranty 71

E • Terms of use and open source software code **72**

Terms of use 72

Open source software code 72

F • Technical information **73**

Device performance summary 73

Product specifications 74

Radio regulations compliance 78

G • Packaging symbols **79**

H • Index **82**

1 • Welcome

Thanks for choosing the Dexcom ONE+ Continuous Glucose Monitoring (CGM) System (Dexcom ONE+)! Using this medical device, you'll see your glucose readings on your display device just by wearing a tiny sensor!

Here are some of the benefits of using Dexcom ONE+ to manage your glucose:

- **No more fingersticks:** Dexcom ONE+ allows you to make treatment decisions without fingersticks. (If your glucose alerts and readings from Dexcom ONE+ do not match symptoms or expectations, use a blood glucose meter to make diabetes treatment decisions.)
- **Get optional glucose alerts:** Dexcom ONE+ has optional glucose alerts that let you know when your glucose goes too high or too low. (Turn on alerts during setup to get glucose and System alerts when warmup is complete.)
- **Bring more peace of mind:** Dexcom ONE+ lets you share glucose data with your support team to keep them informed about your glucose levels in real time.
- **Stay informed:** See the results of your actions in the summary reports and keep improving.

Get started

To set up your system, use the instructions in the Set up your Dexcom ONE+ chapter in this guide.

Contact information

Contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

In the app, you can also go to **Profile > Contact** to get help.

Critical Safety Notices!

Warning

Turn on Dexcom ONE+ optional alerts

- No glucose alerts unless you turn them on.
- Turn on optional alerts during setup to get glucose and System Alerts when sensor warmup is complete.
- If you don't turn on optional alerts, you might miss a severe low or high glucose event.

Dexcom ONE+ alerts won't override your display device settings

- If your display device (phone or Dexcom ONE+ receiver) is on silent or vibrate, you won't hear high or low glucose alerts.
- Turn on display device sound to hear alerts.
- Check your display device sound settings, or you may miss an alert.

Product highlights

Components and app

Sensor and patch

- All-in-one sensor with built-in disposable transmitter
- 30-minute warmup
- 12-hour grace period at the end of the sensor session gives you flexibility to change your sensor at your convenience.
- Small sensor and short sensor wire for your comfort
- Overpatch comes with each sensor and keeps the sensor on when needed.

Applicator

- Small size
- Fast and easy to insert sensor

App

- App makes it easy to manage your glucose
- Fast setup

Receiver (optional)

- Small size
- Dedicated medical device

For more information about setting up Dexcom ONE+, go to the Set up your Dexcom ONE+ chapter. For more information on the grace period, go to the Next sensor session chapter.

Sounds and sound options

- Pick the alert sounds that work best for you.

For more information about alerts, go to the Alerts chapter.

Glucose summary reports on your display device

- **Reports:** Shows your glucose information over the last 3, 7, 14, 30, and 90 days. Use to identify trends and opportunities.

For more information about reports, go to the Reports chapter and the Clarity appendix.

What's next

The remainder of this guide:

- Provides important information to help you use your Dexcom ONE+ safely.
- Introduces you to the app and receiver screens.
- Leads you through making treatment decisions.
- Shows you how to start a new sensor when your current sensor session is complete (Each sensor session lasts up to 10 days with a 12-hour grace period at the end.)

This guide also tells you how to customize your alerts and much more.

Images are representational. Your display device screens and components may look different.

The app runs on both Android™ and Apple smartphones. For supported smartphones and operating systems, go to **dexcom.com/compatibility**.

2 • Safety information

Dexcom ONE+ CGM System safety statements

Important user information

Read all indications, warnings, and precautions for your Dexcom ONE+. Read all product instructions in this User Guide. You can request a printed version of the Dexcom ONE+ User Guide online at **dexcom.com/downloadsandguides**.

If you don't read and follow all Dexcom ONE+ instructions, you may get inaccurate sensor readings, miss alerts, or miss a severe low or high glucose event. Getting familiar with Dexcom ONE+ could take days, weeks, or even months.

Dexcom doesn't recommend continuous glucose monitoring for people who can't or won't:

- Use their blood glucose (BG) meter to test their blood glucose if their symptoms don’t match their sensor readings
- Keep in touch with their healthcare provider about diabetes management

Indications for use

The Dexcom ONE+ Continuous Glucose Monitoring System (Dexcom ONE+) is a glucose monitoring system indicated for continuously measuring glucose in the interstitial fluid in persons ages 2 years and older, including pregnant women. Dexcom ONE+ is designed to replace fingerstick blood glucose (BG) testing for treatment decisions.

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

Dexcom ONE+ is intended for use by patients at home and in healthcare facilities.

Contraindications

No MRI/CT/diathermy — MR unsafe: Don't wear any Dexcom ONE+ component during magnetic resonance imaging (MRI) or high-frequency electrical heat (diathermy) treatment. However, it's safe to have a CT scan if you keep the sensor out of the scanned area and cover the sensor with a lead apron during the scan.



Dexcom ONE+ hasn't been tested in those situations. When used during an MRI scan, diathermy, or in the scanned area of a CT scan, the magnetic fields and heat could damage components of Dexcom ONE+, which may cause inaccurate sensor readings or prevent alerts. Without sensor readings or alerts, you might miss a severe low or high glucose event.

Warnings

Before you begin, read the Safety Statements and the instructions in this guide.

Don't ignore low or high symptoms: Use your BG meter to make treatment decisions when your sensor readings don't match your low or high symptoms. If needed, seek immediate medical attention.

No number or no arrow, no CGM treatment decision: Use your BG meter to make treatment decisions when your Dexcom ONE+ doesn't show both a number and trend arrow. Also use your BG meter during the 30-minute sensor warmup period.

Don't use if you are on dialysis or critically ill: Dexcom ONE+ performance hasn't been evaluated in these populations and sensor readings may be inaccurate.

Sensor wire breaks off: Don't ignore broken or detached sensor wires. If this happens, please contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

If a sensor wire breaks off or detaches under your skin and you can't see it, don't try to remove it. Contact your healthcare provider if you have symptoms of infection or inflammation — redness, swelling, or pain — at the insertion site.

Where to insert — arm, abdomen, or buttocks: All patients can use their abdomen and back of upper arm. Patients 2 to 6 years old can also choose their upper buttocks. The sensor isn't tested or approved for other sites. Discuss the best site for you with your healthcare provider.

Where to store: You can store your sensors at room temperature or in your refrigerator, between 2°C and 30°C, but not in the freezer.

Inspect: Don't use any damaged or cracked Dexcom ONE+ component because it may not work correctly and could cause injuries from electrical shocks.

Use as directed: Dexcom ONE+ is small and may pose a choking hazard if swallowed. Don't put it in your mouth or let children hold it without adult supervision.

Optional alerts: You won't get glucose alerts unless you turn them on. You'll be prompted to turn on the optional alerts when setting up your Dexcom ONE+. You must turn them on to get glucose and System Alerts. Follow the instructions and safety warnings in this user guide to make sure you receive alerts on your display device.

Dexcom ONE+ alerts won't override your display device settings. You won't hear high or low glucose alerts if your display device is set to silent (sound is off). Check your display device settings, or you may miss an alert.

Check settings

Phone volume and sound: Make sure your phone volume is turned up, not muted, and the speaker works. If your phone is on mute, "Total Silence," or "Do Not Disturb" mode, you won't get Dexcom ONE+ alerts. When headphones are connected to your phone, alerts will sound through the headphones only, not on your phone speaker.

***Bluetooth*® wireless technology:** Make sure your *Bluetooth* is on. If not, you won't get readings or alerts.

Notifications:

- Make sure your phone settings follow Dexcom's recommended settings. Certain phone settings such as Android's Digital Wellbeing and Apple's Screen Time may prevent notifications if turned on.
- Allow Dexcom ONE+ app notifications to show on your Lock screen. This ensures you receive Dexcom notifications and allows you to see your notifications without unlocking your phone.
- Android users must allow Location Permission, Do Not Disturb Access, and Notifications to use the app.
- Apple users must allow Location Permission and Critical Alerts to use the app.

Battery: Keep the battery charged.

Compatibility: Before upgrading your phone or its operating system, check **dexcom.com/compatibility**. Automatic updates to the app or phone operating system can change settings or shut down the app. Always update manually and verify correct device settings afterward.

While connected to the internet, the app checks periodically and will display a message if it's not compatible (or no longer compatible) with your phone or your phone's operating system (OS). The message may include a time frame for updates.

Time: Let the date and time on your smart device automatically update when you travel across time zones or switch between standard and daylight saving times. Don't manually change your smart device time because you may not get readings or alerts, and it may make the time on the trend screen wrong.

Use electrical equipment as directed:

> Use of accessories, cables, adapters, and chargers 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.

Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 centimeters to any part of Dexcom ONE+ including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Use of this equipment adjacent to, or stacked with, other equipment should be avoided because it could result in improper operation.

Not using supplied USB charger and cable may cause the receiver battery to not charge. Don't use if the supplied USB charger or cable is damaged. Store supplied USB charger and cable safely. Misuse of the USB cable can be a strangulation risk.

Don't modify: No modifications to Dexcom ONE+ are allowed.

Precautions

Secure internet: Only use a cellular internet connection, a trusted Wi-Fi network (like your home or office), or use a secure internet connection such as a VPN service when using your Dexcom ONE+.

Don’t use unsecured public Wi-Fi such as guest networks in others' homes, restaurants, schools, libraries, hotels, airports, airplanes, etc. Those could expose your Dexcom ONE+ to viruses or hacking.

Check accessories: When using accessories such as headphones, *Bluetooth* speakers, or smartwatches, you may get your alerts on one device only, not all. After connecting any accessories, make sure that your phone settings allow you to continue receiving alerts.

Clean and dry skin: If your insertion site and hands aren't clean and dry, you run the risk of infection and the sensor not sticking well. Clean your insertion site with alcohol wipes to prevent infections. Before insertion and during your sensor session, don't apply insect repellent, sunscreen, perfume, or lotion on your insertion site or sensor. This may cause the sensor to not stick well or could damage your Dexcom ONE+.

Hydroxyurea: If you are taking hydroxyurea, your sensor readings may be falsely elevated and result in missed hypoglycemia alerts or errors in diabetes management decisions. The level of inaccuracy depends on the amount of hydroxyurea in your body. Use your meter if you have taken hydroxyurea.

Be accurate, be quick: If you calibrate your Dexcom ONE+ using your BG meter, enter the BG meter value on your meter within five minutes of measuring your BG.

Use fingertips: Use a BG sample from your fingertips when calibrating as blood glucose from other places may be less accurate and not as timely. Calibration is not required but you can do optional BG calibration to align with your meter.

Don't start past the Use By Date: Don’t start a sensor past its Use By Date (YYYY-MM-DD) because it may give incorrect results. You can start a new sensor on or before its Use By Date. This gives you full wear.

Check package: Don't use your Dexcom ONE+ if the applicator and/or sterile cap has been damaged or opened, because it might cause an infection. Don't remove cap until ready for insertion.

Where to insert — things to check: Dexcom ONE+ insertion safety guard is enabled until you press the Dexcom ONE+ applicator down against your skin. Only do this when ready to insert.

Change your insertion site with each sensor to allow the skin to heal.

Avoid areas:

- With loose skin or without enough fat to avoid muscles and bones.
- That get bumped, pushed, or you lie on while sleeping.
- Within 8 centimeters of infusion or injection site.
- Near waistband or with irritations, scarring, tattoos, or lots of hair. If needed, trim site with clippers.

Going through security check point: You can wear the Dexcom ONE+ sensor for the walkthrough metal detector and Advanced Imaging Technology (AIT) body scanner. If you do, use your BG meter for treatment decisions until you leave the security area. This is because Dexcom ONE+ hasn’t been tested with every x-ray and security scanner and you may not be able to bring a display device.

You can also ask for hand-wanding or full-body pat-down and visual inspection instead of going through any walkthrough body scanners or putting any part of Dexcom ONE+ in the baggage scanning machine.

Keep your sensor close to display device: Keep your sensor and display device within 10 meters with no obstacles between them. Otherwise, they might not be able to communicate.

Use correct components: Dexcom ONE+ components aren't compatible with components from any other Dexcom product. Do not mix components.

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

Display device is on: Make sure your display device is turned on or you won't receive sensor readings or alerts.

Test speaker and vibrations: Test your receiver speaker and vibrations regularly. To make sure the speaker and vibrations work, plug in the receiver to charge. The Speaker Test screen appears for a few seconds. Follow the directions on the screen to test the speaker and vibrations. If it doesn't beep and vibrate, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor and use your app or BG meter until the receiver is fixed.

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

Share and Follow safety information

If available in your region, use Dexcom Share (Share) to send your sensor information from your app to your Followers' smart devices (Dexcom Follow app).

Use as secondary notice: Your Followers' information is always older than yours.

Warning

Don't use Followers' information for treatment decisions, like treating for a low or dosing for a high. Use your Dexcom ONE+ app or receiver to make treatment decisions.

Follow healthcare provider advice: Share isn't intended to replace self-monitoring practices as advised by your healthcare provider.

Risks and benefits

The risks and benefits of your Dexcom ONE+ are discussed below. Avoid any risks and enjoy Dexcom ONE+'s benefits by following the product instructions.

Risks

The risks with using Dexcom ONE+ are:

- Not getting your alerts
- Using Dexcom ONE+ to make treatment decisions when you shouldn't
- Sensor insertion issues
    - Adhesive reactions
    - Retained sensor wire
- Inaccurate sensor readings

Missed alerts

You need to get your alerts to respond to them. To make sure you get important alerts to help you avoid undetected low or high glucose, follow Dexcom's recommended settings, available at **dexcom.com/faqs** or in the Dexcom ONE+ app, go to **Profile > Recommended settings**.

Also, go to the Alerts, Safety information, and Troubleshooting chapters for helpful information to ensure you get alerts.

Using Dexcom ONE+ for treatment decisions

You can use your Dexcom ONE+ for treatment decisions in all but a few situations:

- When you don't have both a number and an arrow
- When how you feel doesn't match your sensor reading

Using your Dexcom ONE+ in these situations could result in errors in diabetes management. Go to the Treatment decisions chapter to find out more.

Some users found accuracy between different sensors varied. When you insert each sensor, check if symptoms match your readings and pay attention to its accuracy before deciding to use it for treatment decisions.

For more information on how to make treatment decisions using your Dexcom ONE+, go to the Safety information, Treatment decisions, and Alerts chapters.

Interfering substance risks

Hydroxyurea is a medication used in the treatment of diseases including cancer and blood disorders; it is known to interfere with sensor readings.

If you are taking hydroxyurea, your sensor readings will be higher than your actual glucose, which could result in missed hypoglycemia alerts or errors in diabetes management, such as giving yourself a higher dose of insulin due to falsely high sensor glucose values. The level of inaccuracy depends on the amount of hydroxyurea in your body. Don't use your Dexcom ONE+ for diabetes treatment decisions if you are taking hydroxyurea. Talk to your physician about alternative glucose monitoring approaches.

With Dexcom ONE+, you can take a standard or maximum paracetamol/acetaminophen dose of 1 gram (1,000mg) every 6 hours and still use the sensor readings to make treatment decisions. Taking higher than the maximum dose of paracetamol/acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the sensor readings and make them look higher than they really are.

Sensor insertion risks

In rare cases, inserting the sensor can cause infection, bleeding, or pain, and wearing the adhesive patch can irritate your skin. In most patients, the adhesive reactions are mild and resolve within a week. Only a few patients in the Dexcom ONE+ clinical studies got slight redness and swelling. Although uncommon, some people get a significant reaction from the sensor adhesive that may take weeks to resolve.

No sensor wires detached in clinical studies; however, there is a remote chance a sensor wire could break or detach and remain under your skin. Sterile detached sensor wires usually don't pose a significant medical risk. If a sensor wire breaks off or detaches, remains under your skin, and shows signs of infection or inflammation, contact your healthcare provider and Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Benefits

Some benefits of using your Dexcom ONE+ are:

- Sparing your fingertips
- Knowing your trends
- Making treatment decisions using your Dexcom ONE+
- Managing your diabetes and getting alerted for low and high sensor readings

No fingersticks

You can use your sensor reading and trend arrow to make treatment decisions. Go to the Treatment decisions chapter for more information. With Dexcom ONE+, there's no need to take fingersticks to calibrate the system or for treatment decisions (as long as your symptoms match your Dexcom ONE+ readings). This can reduce the pain and burden of excessive fingersticks (Price and Walker 2016) and reduce potential errors due to inaccurate calibration (Wadwa 2018).

Knowing your trends

Dexcom ONE+ not only sends you a sensor reading every 5 minutes but also provides overviews of your glucose trends and patterns, and reaction to different activities. This lets you see the overall picture and how your daily habits impact your glucose levels.

Helping your diabetes management

Alerts notify you when your glucose goes outside your target range. This lets you take action to prevent glucose from going too low or too high (Pettus 2015) (go to the Alerts chapter).

Sharing with supporters

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM (Polonsky and Fortmann 2020). Share may improve these for patients, their caregivers, and their support team because Followers can be notified by sharing sensor readings and alerts remotely.

References

Price D, Walker T. The Rationale for Continuous Glucose Monitoring-based Diabetes Treatment Decisions and Non-adjunctive Continuous Glucose Monitoring Use. Eur Endocrinol. 2016;12(1):24-30. doi:10.17925/EE.2016.12.01.24

Beck, R (2017). Effect of continuous glucose monitoring on glycemic control in adults with type 1 diabetes using insulin injections: the DIAMOND randomized clinical trial. JAMA, 317(4):371-378. doi:10.1001/jama.2016.19975

The Diabetes Control and Complications Trial Research Group. (1993). The effect of intensive treatment of diabetes on the development and progression of long-term complications in insulin-dependent diabetes mellitus. N Engl J Med, 329:977-986.

Lind, M (2017). Continuous glucose monitoring vs conventional therapy for glycemic control in adults with type 1 diabetes treated with multiple daily insulin injections: the gold randomized clinical trial. JAMA, 317(4):379-387. doi:10.1001/jama.2016.19976.

Pettus, J (2015). How patients with type 1 diabetes translate continuous glucose monitoring data into diabetes management decisions. Endocr Pract, 21(6):613-620. doi: 10.4158/EP14520.OR.

Polonsky WH and Fortmann AL. Impact of Real-Time Continuous Glucose Monitoring Data Sharing on Quality of Life and Health Outcomes in Adults with Type 1 Diabetes. Diabetes Technol Ther 2020. doi: 10.1089/dia.2020.0466.

Wadwa RP, Laffel LM, Shah VN, Garg SK. Accuracy of a factory-calibrated, real-time continuous glucose monitoring system during 10 days of use in youth and adults with diabetes. Diabetes Technol Ther. 2018;20(6):395-402.

Glossary

A1C	Blood test used to diagnose type 1 or type 2 diabetes and to gauge how well you're managing your diabetes. A1C reflects your average blood glucose level for the past 2 to 3 months.
Accessory Device	Hardware connected to your smart device. For example, a *Bluetooth* headset.
Airplane Mode	A setting on a smart device where certain features are disabled to comply with airline regulations.
Alternative Site Testing	Testing a blood sample from non-fingertip (alternate) sites for BG meter values. Only use fingertip tests to calibrate Dexcom ONE+.
Android OS	Operating system used for Android smart devices.
App or Application	Software installed on a smart device. The Dexcom ONE+ app is a display for continuous glucose monitoring.
App Store or Google Play Store	Internet store for downloading applications to a smart device.
Blood Glucose (BG) Meter	A medical device used to measure how much glucose is in the blood.
Blood Glucose (BG) Meter Value	The amount of glucose in the blood measured by a BG meter.
Bluetooth® wireless technology	A technology that allows devices to wirelessly communicate with each other.
Calibration	When you calibrate your Dexcom ONE+ using your BG meter, you take a fingerstick measurement from your BG meter then enter the value into your receiver or smart device. Calibrating your Dexcom ONE+ using your BG meter is optional. Calibration with your BG meter may align your sensor readings with your BG meter values.
Compatible	Works with Dexcom ONE+. A smart device and operating system is compatible with Dexcom ONE+ when Dexcom has tested it to ensure it works as designed with Dexcom ONE+.
Continuous Glucose Monitoring (CGM)	A sensor inserted under the skin checks glucose levels in interstitial fluid and sends sensor readings to a display device.
Contraindication	A situation where Dexcom ONE+ shouldn't be used because it may be harmful to you. The risk of use outweighs the benefit.
Default	A manufacturer's preset option for a device setting.
Display Device	A device with a screen used for monitoring your glucose information and alerts, for example, a smartphone app or the Dexcom receiver.
Follow or Dexcom Follow App	A Dexcom app used for monitoring another user's glucose information and alerts.
Follower	A person who receives a Sharer's information in the Follow app.
Glucose Alerts	Alerts related to your glucose: High Glucose and Low Glucose

GMI (Glucose Management Indicator)	Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C. **Reference:** Bergenstal, Richard M. et al. "Glucose Management Indicator (GMI): A New Term for Estimating A1C From Continuous Glucose Monitoring." Diabetes Care, ADA, November 2018.
Grace Period	An extra 12-hour period after the sensor session that gives you more time to replace your sensor. Your system works exactly as it did during your sensor session.
Hyperglycemia	High BG. Same as high or high blood glucose. 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. Confirm with your healthcare provider the appropriate High Glucose alert setting for you.
Hypoglycemia	Low BG. Same as low or low blood glucose. 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. Confirm with your healthcare provider the appropriate Low Glucose alert setting for you.
Indications	How, for what purposes, and under what circumstances you should use Dexcom ONE+.
iOS	Operating system used for Apple smartphones.
IP	The International Electrotechnical Commission (IEC) is a nonprofit, nongovernmental, 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 encounters. An IP22 rating lets you know your electronic device will not allow you to stick your fingers in it and will not get damaged or be unsafe during specific testing with water dripping down.
Jailbroken or Rooted	The removal of limitations and security measures set by the manufacturer on a smart device. The removal poses a security risk and your data may become vulnerable.
mmol/L	Millimoles per liter. A unit of measure for BG values.
Notification	A message that appears on the screen of a display device. Notifications may also include a sound or vibration, depending on the device settings.
Precaution	Special care to be exercised by you or your healthcare provider for the safe and effective use of Dexcom ONE+.
Safety Statement	A statement of the intended uses of Dexcom ONE+ and relevant warnings, precautions, and contraindications.
Share	A feature of the Dexcom ONE+ app that lets you securely send your information to Followers.
Sharer	The Dexcom ONE+ user who shares their information with Followers.
Sensor	Sends sensor readings to the display device. In Dexcom ONE+, the transmitter and adhesive patch are built into the sensor.
Sensor Reading	The glucose concentration measured in the interstitial fluid by the sensor.

Sensor Session	The period of wear for a sensor. During this period, your sensor reading shows on your display device every 5 minutes.
Sensor Warmup	Sensor warmup happens right after you insert and pair the sensor. It takes about 30 minutes for the sensor and your body to adjust to each other. You won't get sensor readings or alerts until sensor warmup is done.
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 or Mobile Device	An electronic device that's cordless, mobile, and connected to the internet, such as a smartphone or tablet.
Smartwatch	A watch that communicates with and extends a smart device. For example, an Apple Watch.
Stacking Insulin	Taking a dose of insulin soon after your most recent dose. This can result in low blood glucose. This is different from taking insulin doses to cover what you just ate.
System Alerts	Alerts not related to your glucose including: App *Bluetooth* is Off, App *Bluetooth* Permission is Off, App is closed, App Location is Off, Calibration not used, Cannot pair sensor, Location Permission Restricted, Low Battery, Pairing Complete, Pairing Unsuccessful, Phone *Bluetooth* is Off, Phone Location is Off, Phone Storage Low, Phone Storage Very Low, Readings Stop Soon, Searching for Sensor, Sensor Expired, Sensor Expires in 2 Hours, Sensor Expires in 24 Hours, Sensor not found yet, Sensor Paired, Sensor Warmup Complete, Warmup Complete
Technical Alerts	These alerts are a subset of System alerts. Technical alerts are about situations that prevent, or will prevent, your current glucose information from displaying. Technical alerts include: App Stopped Working, App Stopped: Phone Storage Full, Brief Sensor Issue, Replace Sensor Now, Sensor Failed, Set Date/Time, Signal Loss, System Check, Very Low Battery, Weak Charger
Transmitter	Sends sensor readings to the display device. In Dexcom ONE+, the transmitter is built into the sensor.
Warning	Describes serious and life-threatening circumstances, the consequences, and how to avoid the hazard while using Dexcom ONE+.

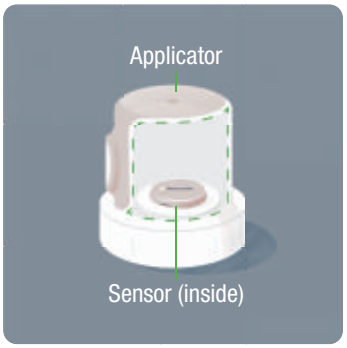
3 • Set up your Dexcom ONE+

Before setting up your Dexcom ONE+, read Safety information.

Dexcom ONE+ basics

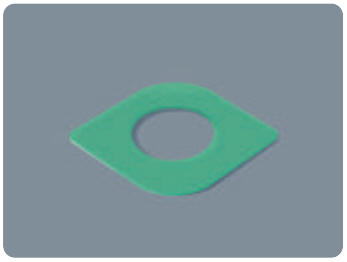
What's in the sensor box?

Sensor and applicator



- During setup, we'll show you how to use the applicator to insert the built-in sensor under your skin.
- The sensor sends a glucose reading to your display device(s) every 5 minutes.
- The sensor lasts up to 10 days with a 12-hour grace period.

Overpatch



After you insert the sensor, you can use the overpatch to help keep the sensor on your skin.

Use up to 3 display devices

Get your glucose information on up to 3 devices:

- Smartphone
- Apple Watch
- Dexcom ONE+ optional receiver

To get started, set up the app, the optional receiver, or both. If you're using both, it doesn't matter which you set up first.

If you want to use your Apple Watch, set up the Dexcom ONE+ app first, then use the instructions in Smartwatch (Apple) to set up your watch.

The app or optional receiver may not be available in all regions.

For supported smartphones and operating systems, go to **dexcom.com/compatibility**.

Set up the app

You can set up the Dexcom ONE+ app on only one smartphone. You need a secure internet connection to set up your system.

1. Go to the App Store or Google Play Store to download the Dexcom ONE+ app.

   Dexcom ONE+

2. Open the app. Log in, or create an account.
3. Follow app instructions to set up the app and insert your sensor.
4. You'll need the pairing code. Find it on the applicator:

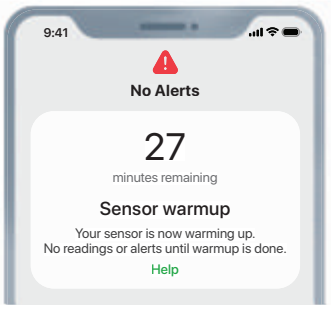
   

   If you set up the optional receiver first, get the pairing code from your receiver. Go to **Menu > Information > Sensor > Sensor info**.

   If you use both the app and the receiver, you'll need to acknowledge alerts on both display devices.
5. After inserting and pairing your sensor, follow local guidelines for throwing out the applicator and recycling the Dexcom packaging.

Sensor warmup

Your sensor has to warm up before you get sensor readings. The sensor warmup timer tells you when your sensor readings and alerts will begin.



Internet requirements

You need secure Wi-Fi or cellular internet access for:

- **Setup:** Internet is required to download the app and create an account or log in to your account.
- **Sharing data:** To smoothly share data with Dexcom Follow or Dexcom Clarity, you need a steady internet connection.
- **Some app help features:** A few app help features use the internet, including FAQs and app technical support.

Internet connections lost without warning, failure to establish internet connections, or the degradation of service prevent these features from working.

While you don't need Wi-Fi or cellular internet access to pair your sensor, get readings and alerts, or use other features not listed above, you do need *Bluetooth*.

For supported smartphones and operating systems, go to **dexcom.com/compatibility**.

Set up the optional receiver

1. **Turn on receiver**
   - The button with the circle on it is the Select button.
   - To turn on the receiver, press and hold the Select button for 3–5 seconds.



2. **Set up your receiver**
   - Follow the instructions on receiver screens to set up your receiver.
   - Insert your sensor using the Insert sensor instructions in this guide or in the sensor box.
3. You'll need the pairing code. Find it on the applicator:



   If you set up the app first, get the pairing code from your app. Go to **Connections > Sensor**.
4. After inserting and pairing your sensor, follow local guidelines for throwing out the applicator and recycling the Dexcom packaging.

   If you use both the app and the receiver, you'll need to acknowledge alerts on both display devices.

   If you use the optional receiver, be sure to use the Dexcom ONE+ receiver. Receivers from other systems won't work with Dexcom ONE+.
5. **Sensor warmup**

   Your sensor has to warm up before you get sensor readings. The sensor warmup timer tells you when your sensor readings and alerts will begin.

Receiver navigation

Navigate using the four buttons at the bottom of the receiver.

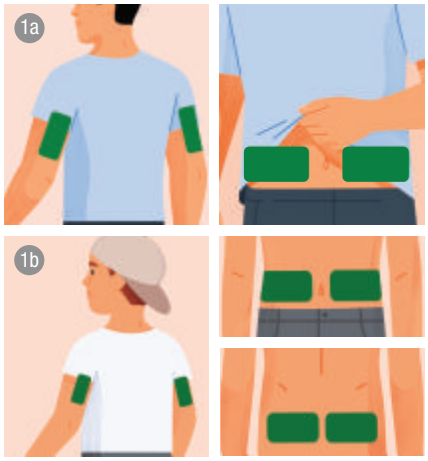
- Press the **down arrow** ⋁ to scroll down the screen.
- Press the **up arrow** ⋀ to scroll up the screen.
- To scroll faster, press and hold an **arrow** button.
- To move to the next field, use the **Select** button.



Your sensor session

To learn more about using your Dexcom ONE+, read the rest of this guide, or go to **dexcom.com**, where you'll find answers to frequently asked questions and more.

Insert sensor



1 Choose sensor site by age

(If worn on sites not listed below, sensor may not work as expected. Talk to your healthcare provider about the best site for you.)

a. Age 7 years and older: Use back of upper arm or abdomen.

b. Age 2 years (24 months) – 6 years: Use back of upper arm, upper buttocks, or abdomen.

Avoid areas:

- With loose skin or without enough fat to avoid muscles and bones
- That get bumped, pushed, or you lie on while sleeping
- Within 8 centimeters of infusion or injection site
- Near waistband or with irritations, scarring, tattoos, or lots of hair

To keep the sensor attached see **dexcom.com/faqs**.



2 Clean and dry site

a. Wash hands with soap and water. Dry.

b. Rub site with an alcohol wipe to get rid of all oils.

c. Let dry completely so sensor will stick.



3 Unscrew cap

- Don't touch inside applicator.
- Don't use if damaged or previously opened.



4 Use applicator to insert sensor

Relax any muscles near site.

① Press and hold applicator firmly against skin until clear safety guard is pushed in.

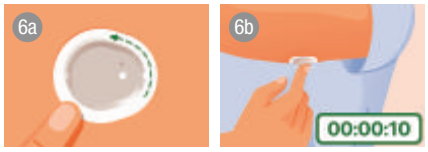
② Press the button while the guard is pushed in.
Tip: Pressing applicator firmly against the skin unlocks the button.



5 Remove applicator

a. Save applicator because you'll need its pairing code.

b. Screw cap back on applicator.

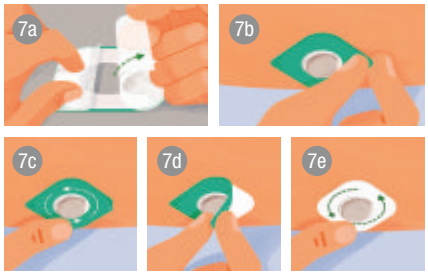


6 Rub patch

To help keep the patch on your skin:

a. Rub firmly around patch 3 times.

b. Gently press on top of sensor for 10 seconds.



7 Apply overpatch (when needed)

Apply overpatch when needed to help keep the sensor on your body. Find the overpatch bundled with the instructions in the sensor box.

a. Carefully pull off both clear liners, one at a time. Don't touch white adhesive area.
b. Use colored tab to place overpatch around sensor.
c. Rub around overpatch.
d. Use tab to peel off colored liner.
e. Rub around overpatch again.

8 Continue setup

- Go back to the app or receiver to finish setup.

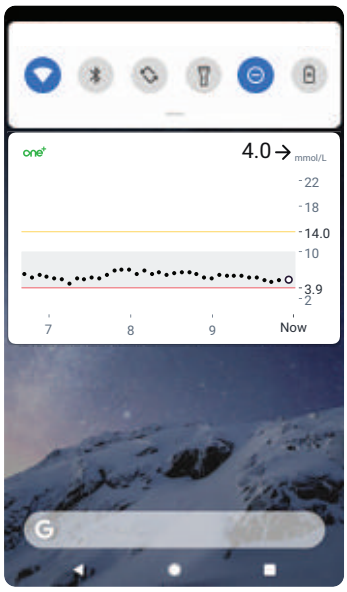
Adhesive patch care

- The longer you keep the patch dry and sweat-free in the first 12 hours, the longer it may stick to your skin.
- When it gets wet, gently pat it dry as soon as you can.
- If it peels off your skin, trim the peeled parts and put on medical tape.

Quick Glance (Android)

If you set up your Dexcom ONE+ app on an Android phone, you can check your sensor reading, trend arrow, trend graph (3-hour view), and other Dexcom ONE+ information from the notification drawer. Swipe down from the top of your screen to see Quick Glance.

To open the app, just tap the notification.



The colors work the same as in the app: yellow for high, red for low, gray for target range.

Other icons appear near the sensor reading to give you more information when needed, such as:

- If the system isn't working correctly. Tap Quick Glance to open the app to get more information.
- If there's a phone settings conflict.

Quick Glance is on by default. Turn it off in your display device settings or in the app Profile tab.

To find out how to acknowledge alerts from the Lock screen, go to the Alerts chapter.

Smartwatch (Apple)

Check your glucose information on your Apple Watch.

Suggested use

Using a smartwatch with your Dexcom ONE+ may change how you get alerts.

- Your smartwatch communicates with your phone, not the sensor.
- You won't get alerts or sensor readings on your watch unless it's connected to your phone and your phone is connected to your sensor.

  Make sure you understand how you get notifications when a watch is connected.
- You must wear the watch to see alerts and feel their vibrations.
- In your smart device settings, make sure notifications are sent to both your phone and watch.
- Don't disable or block notifications from the app.

Waking up your watch updates your Dexcom ONE+ data from your phone. There may be a brief delay before your watch app shows current information.

Go to **dexcom.com/compatibility** to make sure your watch works with your Dexcom ONE+.

Apple Watch setup (iPhone)

To install the app, use the Watch app on your iPhone.

See your watch instructions for details about installing apps.

What you see	What it means
Apple Watch  	**Sensor reading and arrow** 1. Sensor reading 2. Trend arrow **Trend graph** 3. Trend graph 4. Current sensor reading 5. High alert level 6. Low alert level 7. Shows past 3 hours 8. Time

Tap the graph to change the number of hours shown: 1, 3, or 6 hours.

4 • Display device screens

App

Information in the app is divided into sections: Glucose, History, Connections, and Profile. Access each section using the tab at the bottom of the screen.

Receiver

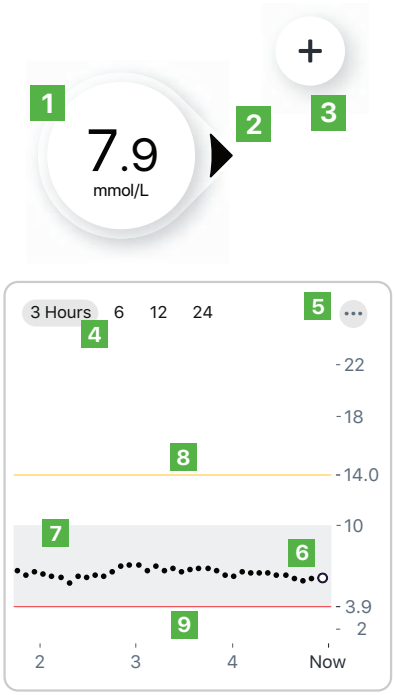
When using the receiver, you spend most of your time on the home screen. It shows your sensor readings and trend information. It's also where you'll find the **Menu**, which gets you to other functions, like Reports.

Glucose information

App

The Glucose tab shows your current sensor reading and trend information.

- Tap ⓘ or More Information to find out more.
- Tap ··· to access more functions.

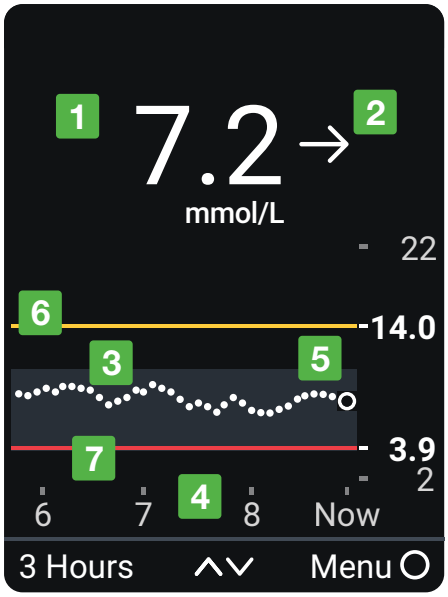


1. **Number:** This is your most recent sensor reading.
2. **Trend arrow:** Shows where your glucose is heading based on the last few readings.
3. **Plus sign (+):** Tap the plus sign to add an event, like insulin doses, meals, exercise, and BG meter values. This lets you track them quickly. You can also access optional calibration here.
4. **3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph.
5. **More button ··· :** The three dots are the More button. The More button gives you quick access to change alert levels.
6. **Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.
7. **Target range (shaded rectangle inside graph):** 3.9–10.0 mmol/L is the international consensus for recommended target range.
8. **High alert, yellow line:** You get your High alert when your glucose is at or above the yellow line. Change level in **Profile > Alerts > High**.
9. **Low alert, red line:** You get your Low alert when your glucose is at or below the red line. Change level in **Profile > Alerts > Low**.

Consider using the optional receiver if you're more comfortable with a dedicated medical device. On the phone, Dexcom ONE+ may compete with other apps for battery and storage capacity and may require certain phone settings to function. The receiver doesn't have these limitations.

Receiver

The receiver home screen shows your current sensor reading and trend arrow. In the receiver, go to **Menu > Help** for more information.

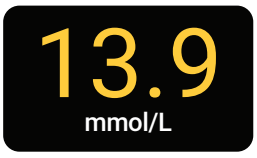


1. **Number:** This is your most recent sensor reading.
2. **Trend arrow:** Shows where your glucose is heading based on the last few readings.
3. **Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.
4. **3 Hours ^ v :** Change the number of hours shown on the trend graph using the arrow buttons.
5. **Target range (shaded rectangle inside graph):** 3.9–10.0 mmol/L is the international consensus for recommended target range.
6. **High alert, yellow line:** You get your High alert when your glucose is at or above the yellow line. Change level in **Menu > Settings > Alerts > High**.
7. **Low alert, red line:** You get your Low alert when your glucose is at or below the red line. Change level in **Menu > Settings > Alerts > Low**.

Sensor reading and trend arrow

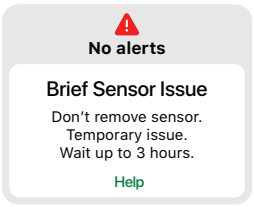
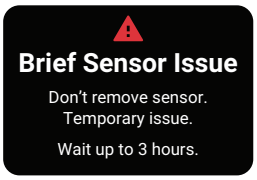
Where your glucose is now

A number and color tell you where your glucose is now.

App	Receiver	What it means
		**Red:** Low
		**Yellow:** High
		**White:** Between your high and low alert levels

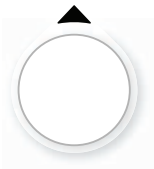
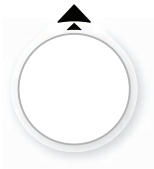
Sensor reading issues

Sometimes you don't get a number. If you don't have a number, or you don't have an arrow, use your BG meter to treat. Go to the Treatment decisions chapter for more information.

App	Receiver	What it means
		Sensor reading is below 2.2 mmol/L.
		Sensor reading is above 22.2 mmol/L.
		System alerts, such as Brief Sensor Issue shown here, show issues with the system. They aren't related to your glucose.

Where your glucose is heading

To know where your glucose is heading, look at your trend arrows. Trend arrows help you predict where your glucose will be within the next 30 minutes. Use them to be proactive in managing your diabetes.

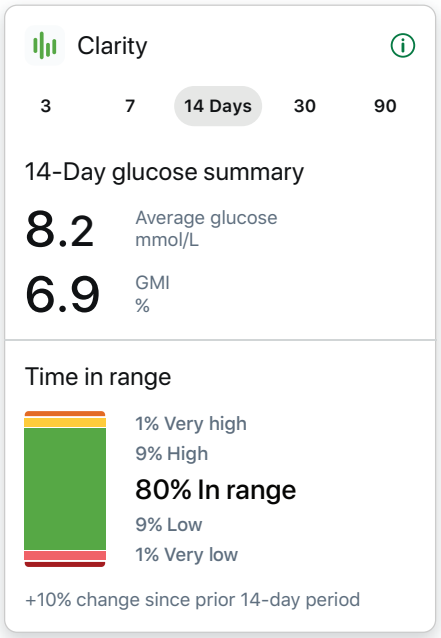
App	Receiver	What it means
		**Steady:** Changing less than 1.7 mmol/L in 30 minutes
 	 	**Slowly rising or falling:** Changing 1.7–3.3 mmol/L in 30 minutes
 	 	**Rising or falling:** Changing 3.3–5.0 mmol/L in 30 minutes
 	 	**Rapidly rising or falling:** Changing more than 5.0 mmol/L in 30 minutes
		**No arrow:** Can't determine trend; use BG meter for treatment decisions

Navigation

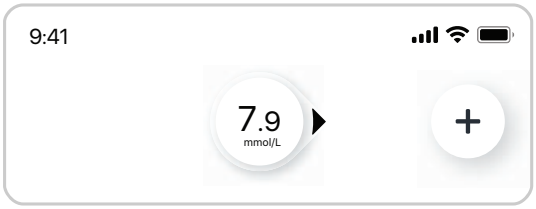
You can access other features using the navigation tools.

App

Glucose tab: Clarity



While you're on the Glucose tab, scroll down to see your Clarity glucose summary reports. The 3, 7, 14, 30, and 90-day reports show how your glucose changes over time using the information recorded in the app.

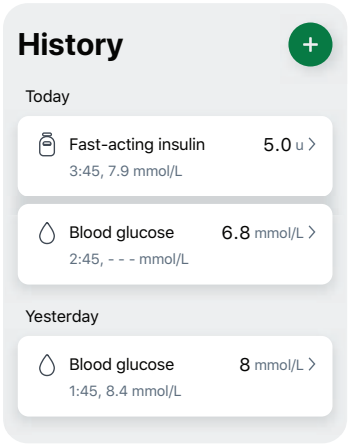
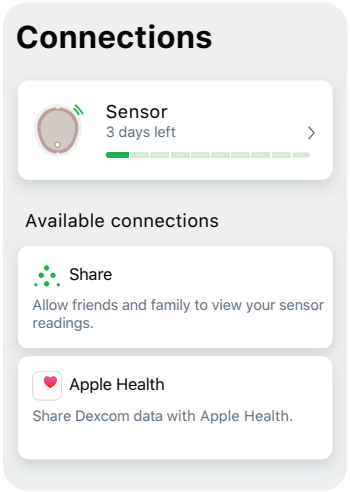


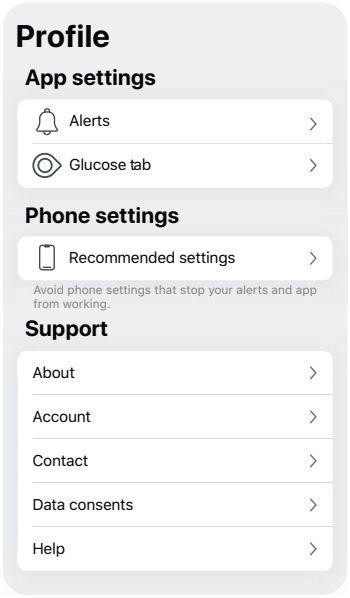
As you scroll, you see a smaller version of your current sensor reading and trend arrow at the top of the screen.

History, Connections, and Profile tabs

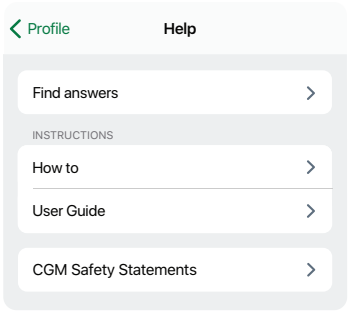


Use the tabs at the bottom of the screen to get to other features.

What you see	What it means
	**History:** Go to this section to see your events log and track your BG meter values, meals, insulin (long and fast acting), and activity. You can also make notes. If you choose to calibrate, you do that here.
	**Connections:** Go to this section to get information about your sensor, to check your pairing code, and to end your sensor session. (See the Next sensor session chapter for more information about ending your sensor session.) You can also share your glucose data with friends and family, and health apps.

	**Profile:** In this section you can change settings and get help.
	• **App settings:**
	  • Customize your alerts with different settings and sounds. (Go to the Alerts chapter for more information.)
	  • Change your trend graph height, and more.
	• **Phone settings:** Avoid phone settings that stop your alerts and app from working.
	• **Support:**
	  • Review your software and account information.
	  • Contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.
	  • Review and revise data consents.
	  • Get help (**Profile > Help**).
	  • Give Dexcom feedback.

What you see	What it means

	**Profile > Help:** Find help, including:
	• Answers to your questions
	• Links to product guides
	• Videos
	  • Inserting and removing sensors
	  • Sensor readings
	  • Alerts
	  • When to use your BG meter

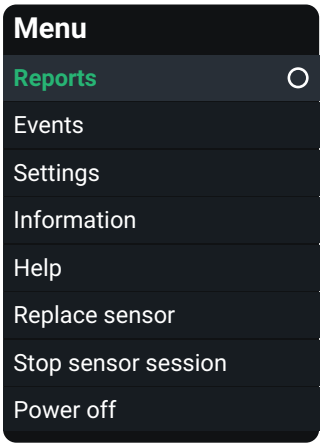
Receiver



Navigate using the four buttons at the bottom of the receiver.

- Press the down arrow to scroll down the screen.
- Press the up arrow to scroll up the screen.
- To scroll faster, press and hold an arrow button.
- To move to the next field, use the Select button.

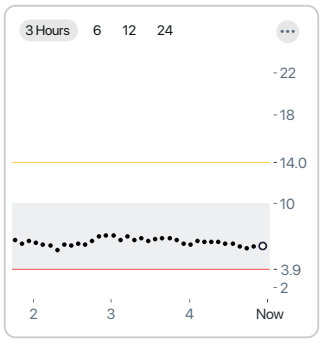
From the home screen, select **Menu** to get to other features.



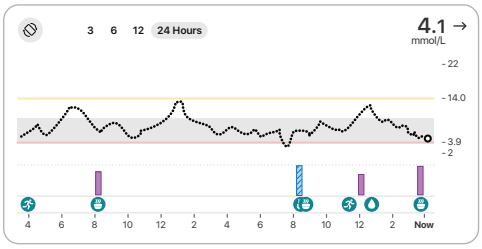
- **Reports:** Get your summary glucose information for a specific period. (More in Reports.)
- **Events:** Enter events like insulin doses and BG meter values, or use your BG meter value to calibrate (optional).
- **Settings:** Edit alerts, change settings, customize sounds, and more. (More in Alerts.)
- **Information:** Find out how much time you have left in your sensor. You can also test the speaker.
- **Replace sensor and stop sensor session:** Stop this sensor and start a new one. (More in Next sensor session.)
- **Power off:** Turn off the receiver. No readings or alerts when powered off.

Trend graph history

App



Tap the numbers above the trend graph to see your trend graph over 3, 6, 12, and 24 hours.



To see your events history in your trend graph, turn your phone to landscape.

Tap the numbers at the top-left of the screen to switch between 3, 6, 12, and 24 hours of information.

Your current sensor reading and trend arrow are in the upper right corner.

Events like meals appear at the bottom of the graph. Insulin doses you entered are in a separate row. This lets you see how the events you entered affected your glucose level.

Touch and hold the graph to see your glucose level at the time under your finger.

Touch, hold, then drag over the graph to see your event and insulin details for that time.

Tap the icon in the upper left corner to return to portrait mode.

Receiver

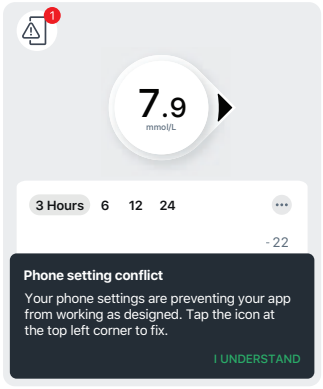


On the home screen, use the up and down arrows to switch between the 1, 3, 6, 12, and 24-hour views.

Tips from banners, tooltips, and icons

Banners, tooltips, and icons appear on your screen to help you use Dexcom ONE+. They'll give you helpful information, reminders, and even suggestions for next steps. See the following examples.

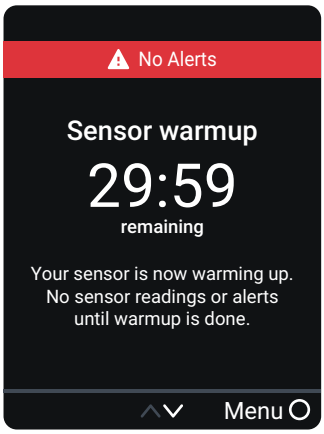
App



Phone settings conflict icon: The phone icon at the top left of the screen appears after you get an alert about needing to change your phone settings. Tap the icon for more information.

Black tooltip: Tells you what the next step is. For example, the first time you get the phone settings conflict icon, a black rectangle message tells you what you need to do next to begin resolving the issue.

Receiver



Red banner: Reminds you of your status without blocking your screen. For example, it lets you know that you won't get alerts while your sensor is warming up.

5 • Treatment decisions

With Dexcom ONE+, you can treat without using your blood glucose meter (BG meter). But don't rush it. You should keep using your BG meter to make treatment decisions until you know how Dexcom ONE+ works for you. Sometimes you must use your BG meter instead of Dexcom ONE+. Other times, it's best not to treat, just watch and wait.

Work with your healthcare provider to figure out what's best for you when making treatment decisions. Always use your healthcare provider's instructions to treat.

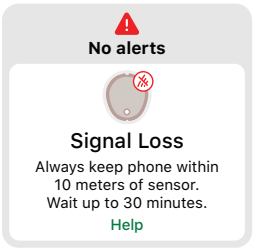
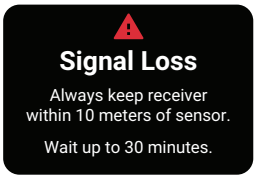
When to use your BG meter instead of Dexcom ONE+

You can use your Dexcom ONE+ to treat. However, there are two situations when you should use your BG meter instead:

- There is no sensor reading (number) and/or no arrow.
- Your symptoms don't match your sensor readings.

No number and/or no arrow

This is what it looks like when your Dexcom ONE+ is missing a sensor reading or an arrow.

App	Receiver	What it means
		**No sensor reading:** Use your BG meter to treat.
		**No arrow:** Use your BG meter to treat.
		**System alert:** When you have a System alert (such as Signal Loss, shown here), you won't get a sensor reading or arrow. Use your BG meter to treat.

Symptoms don't match sensor readings



When your sensor reading doesn't match how you feel, use your BG meter to treat—even if you have both a number and an arrow.

For example, you don't feel well, but your sensor readings show you're in range. Wash your hands thoroughly, and use your BG meter. If the BG meter value matches your symptoms, use the BG meter value to treat.

When to watch and wait



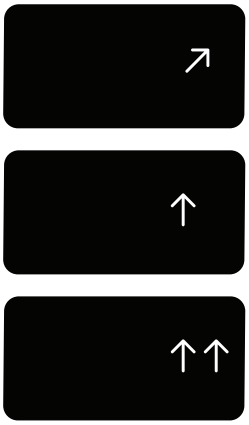
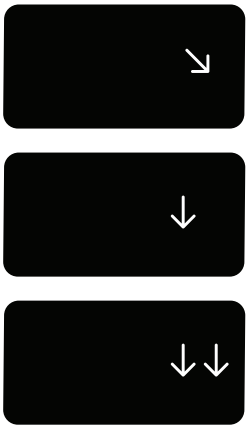
Don't stack insulin by taking doses too close together. Talk to your healthcare provider about the right amount of time between doses, so you don't accidentally force your glucose down too low.

This is different from taking insulin doses to cover what you just ate.

Using the trend arrows

Dexcom ONE+ and dosing

Talk to your healthcare provider about using the trend arrows to determine how much insulin to take.

App	Receiver	What it means
		**Trending up:** Consider taking a little more insulin than usual when your glucose is rising.
		**Trending down:** Consider taking a little less insulin than usual when your glucose is falling.

Treat with professional advice

Confirm with your healthcare provider about:

- Using Dexcom ONE+ to manage your glucose
- Setting alert levels
- Comparing BG meter values and sensor readings
- Fingerstick best practices

Practice making treatment decisions

Use the following as examples of situations where Dexcom ONE+ could be used when treating.

These situations are just examples (not medical advice). You should discuss your treatment and these examples with your healthcare provider and review:

- How you can use your Dexcom ONE+
- When to watch and wait instead of treat
- When you need to use your BG meter (Keep using your BG meter until you're comfortable with Dexcom ONE+.)

Situation: Early morning

Your Low alert wakes you up. You see:

App 

Receiver 

Think about:

- **Number and Arrow:** You have both.
  - **Number:** Your glucose is 3.9 mmol/L, which is low.
  - **Arrow:** Glucose is slowly falling 1.7–3.3 mmol/L in 30 minutes.

What you should do:

- Use your Dexcom ONE+ to treat as you normally would.

Situation: Breakfast time

Ninety minutes later you sit down for breakfast. You see:

App 

Receiver 

Think about:

- **Number and arrow:** You have both.
- **Up arrow:** Glucose is rising up to 3.3–5.0 mmol/L in 30 minutes.

What you should do:

- Use your Dexcom ONE+ to treat. Take your normal dose and, because of the up arrow, consider taking a little more.

Situation: After breakfast

Thirty minutes after dosing to cover breakfast, you get a High alert. You see:

App 

Receiver 

Think about:

- **Insulin:** You took insulin half an hour ago. It takes time to work.

What you should do:

- Nothing. Watch and wait to avoid stacking insulin.

  The insulin you took 30 minutes ago is probably just starting to work. Unless your healthcare provider told you differently, track your glucose level for the next hour or two. The insulin you already took should decrease your glucose level in that time.

Situation: An hour later

You watched and waited. You see:

App 

Receiver 

Think about:

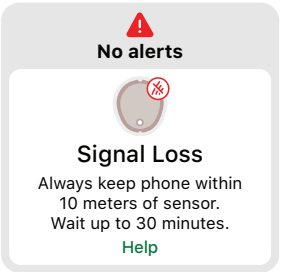
- **Insulin:** The insulin you took with breakfast has you back in range.

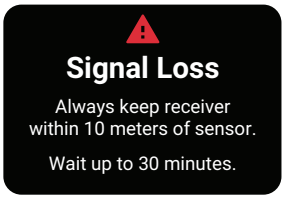
What you should do:

- Nothing. No treatment needed.

Situation: Mid-morning

You're about to have a mid-morning snack. You see:

App 

Receiver 

Think about:

- **Number and arrow:** You have neither.
- **Error message:** You aren't getting sensor readings.

What you should do:

- Use your BG meter for treatment decisions.
- Keep your display device closer to your sensor.

Situation: Lunch time

Three hours later, you're about to dose for lunch. You see:

App 

Receiver 

Think about:

- **Number and arrow:** You have both.
- **Down arrow:** Your glucose is falling between 3.3–5.0 mmol/L in 30 minutes.

What you should do:

- Use your Dexcom ONE+ to treat. Because the down arrow shows your glucose is falling, consider taking a little less insulin than usual.

Situation: Mid-afternoon

It's 3 hours after lunch. You see:

App 

Receiver 

Think about:

- **Number and arrow:** You don't have an arrow.

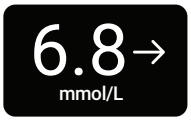
What you should do:

- Use your BG meter for treatment decisions.

Situation: Early evening

Just before dinner, you feel a little shaky and sweaty. You see:

App 

Receiver 

Think about:

- **Symptoms and sensor reading:** Your symptoms don't match your sensor readings.

What you should do:

- Thoroughly wash your hands and take a fingerstick. If your BG meter value matches your symptoms, use it for treatment decisions.

6 • Alerts

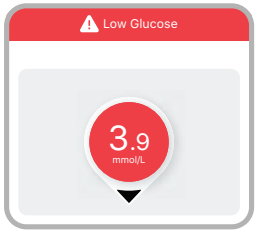
Dexcom ONE+ gives you the option of turning on alerts when you set up your system. You just follow the prompts on your screen. You can also turn on or change your alerts after setup.

Turning alerts on can help you stay in your target range. They are an important tool when making treatment decisions with Dexcom ONE+. Work with your healthcare provider to determine the best Low alert and High alert settings for you.

When you turn on alerts, you'll hear them or feel them vibrate when your glucose is too high, too low, or your readings are temporarily unavailable.

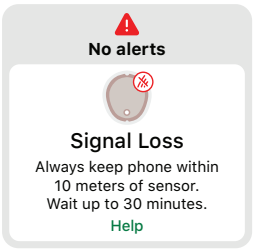
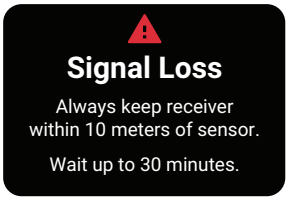
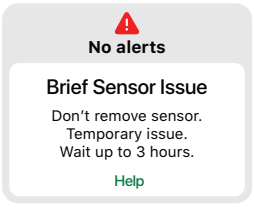
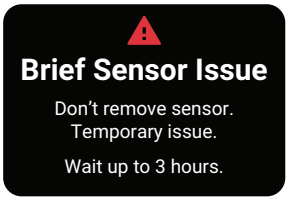
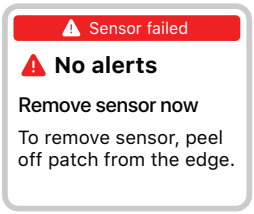
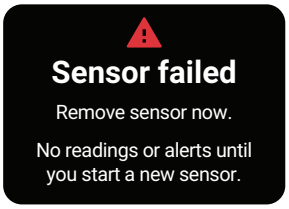
Dexcom ONE+ optional alerts won't override your display device settings. If your display device (phone or Dexcom ONE+ receiver) is on silent or vibrate, you won't hear your alerts.

Low and high alerts

App	Receiver	What it means
		**Low Glucose alert (Low):** Alerts you when your sensor reading is at or below the level you set. It's the red line on the trend graph. You can customize this alert. Go to: • App: **Profile > Alerts > Low**. • Receiver: **Menu > Settings > Alerts > Low**.
		**High Glucose alert (High):** Alerts you when your sensor reading is at or above the set level. It's the yellow line on the trend graph. You can customize this alert. Go to: • App: **Profile > Alerts > High**. • Receiver: **Menu > Settings > Alerts > High**.

System alerts

System alerts let you know if the system isn't working as planned. When possible, the alert lets you know how to fix it. Three of these alerts are shown next.

App	Receiver	What it means
		**Signal Loss alert** Alerts you when the display device temporarily stops getting sensor readings because there's an issue with the connection.
		**Brief Sensor Issue alert** Alerts you when the sensor can't read your glucose right now.
		**Technical alerts** Alerts you when you're not getting sensor readings. They include Sensor Failed, Replace Sensor Now, and similar alerts.

For a list of System and Technical alerts, go to the Glossary in the Safety information chapter.

Responding to app alerts

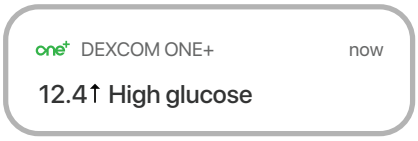
When you get an alert, your first priority is to resolve it: make a treatment decision or fix a system issue.

Afterward, acknowledge the alert on your display device by tapping **OK** on the alert. Until you acknowledge the alert, it re-alerts every 5 minutes.

You can also acknowledge an alert from your Lock screen by following these instructions:

iPhone

There are two ways to acknowledge alerts from your Lock screen:



From the Lock screen, touch and hold the notification until **OK** appears. Tap **OK** to acknowledge the alert.

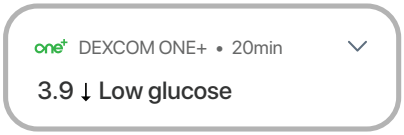
Or



Tap the Lock screen notification to open the app. From the app, tap **OK** on the alert to acknowledge it.

Android

There are three ways to acknowledge alerts from your Lock screen.



First, if your notification has an OK button, tap **OK** to acknowledge the alert.

or

Second, if your notification doesn't have an OK button, pull down on the notification and tap **OK** to acknowledge the alert.

or

Third, tap the notification (not the OK button) to open the app. Then tap **OK** to acknowledge the alert.

Smartwatch

If you have a smartwatch, it may display alerts. On your smartwatch lock screen, tap **OK** to acknowledge the alert. That will also acknowledge the alert in your app.



Tips

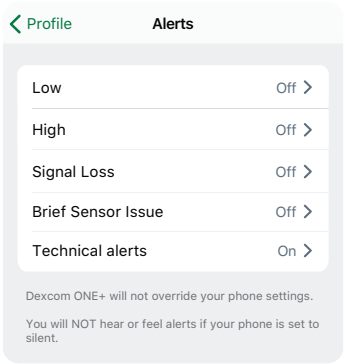
- Alert vibrations in your app feel the same as notifications you get from other apps on your phone. The only way to know if it's from Dexcom ONE+ is to look at your phone.
- In the app, you get notifications on your Lock screen. If you're not getting any data, open your app.
- Keep your alerts on. They're an important part of making treatment decisions. Before changing your alerts, discuss the best alert settings for you with your healthcare provider.

Turn on alerts or change settings

Turn on alerts or change settings using the **Profile** tab.

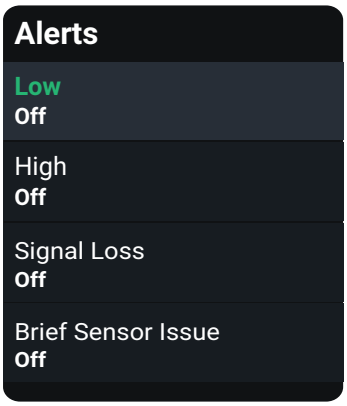
App

1. Go to **Profile > Alerts**.
2. Tap the alert you want to set.
3. Follow the screen prompts.



Receiver

1. Go to **Menu > Settings > Alerts**.
2. Select the alert you want to set.
3. Follow the screen prompts.



Alert settings

The Low and High glucose alerts each have a default level and range. Their settings must be at least 1.1 mmol/L apart.

- **Low alert**

  Default: 3.9 mmol/L

  Range: 3.3–8.3 mmol/L

- **High alert**

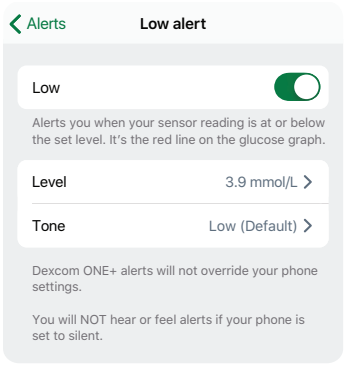
  Default: 14.0 mmol/L

  Range: 5.5–22.2 mmol/L

Customizing alert sounds

App

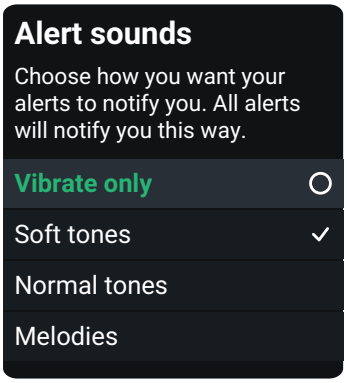
Tap **Tone** in an alert menu to choose a different sound for that alert.



Receiver

To choose different alert sounds on your receiver:

1. Go to **Menu > Settings > Alert sounds**.
2. Select a sound style, such as Soft tones.
3. If you select **Vibrate only**, you won't hear high or low glucose alerts.



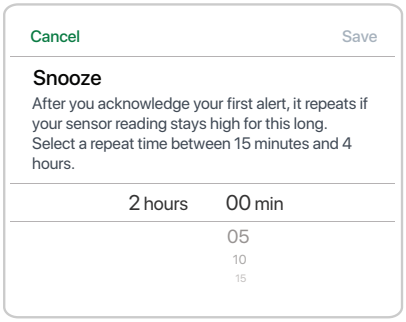
Use alerts to achieve goals

Work with your healthcare provider to customize your alerts to help you achieve your goals. For example, are you worried about insulin stacking – taking doses too close together?

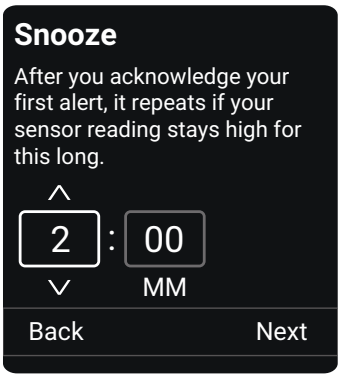
To use your Dexcom ONE+ as a tool to avoid insulin stacking, your healthcare provider may advise you to turn on the Snooze feature in your High alert setting. That way, you can choose how long you want to wait before getting another High alert after you confirm the first one. The alert will repeat at the interval you choose until your Dexcom ONE+ readings are back in your target range. This reminds you to check your readings later to make sure your glucose values have come down.

The screens below show Snooze alerts set at 2 hours. If your Dexcom ONE+ readings remain high for 2 hours after your first High alert, you will get another alert. This lets you know you might want to take more insulin. If 2 hours pass and you are in your target range, your High alert will not repeat.

App



Receiver



If your sensor readings tend to be high after meals, your healthcare provider may advise you to delay your first High alert to give your insulin a chance to work. You can set the **Delay 1st alert** and select the length of the delay in the **High alert** setting.

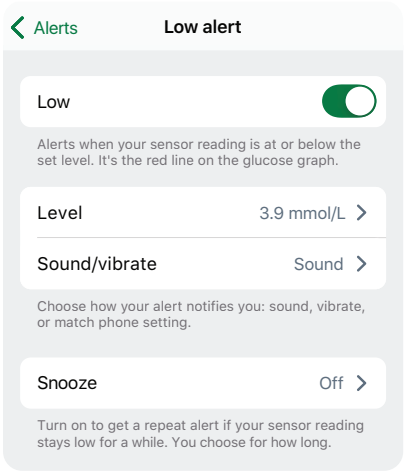
When using the app and the receiver at the same time, change alert settings and acknowledge alerts on each device. Settings don't synchronize automatically.

Changing all alerts

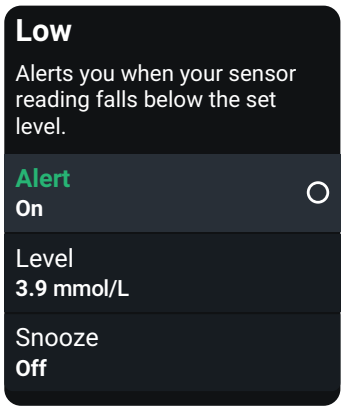
Keep your alerts on. They're an important part of making treatment decisions. Before changing your alerts, discuss the best alert settings for you with your healthcare provider.

When using the app and the receiver at the same time, change alert settings and acknowledge alerts on each device. Settings don't synchronize automatically.

App

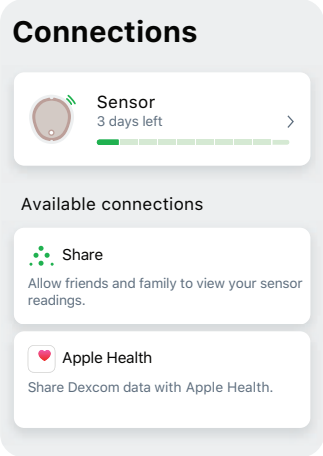


Receiver



7 • App connections

The Dexcom ONE+ app lets you add additional features and services to help you manage your diabetes.



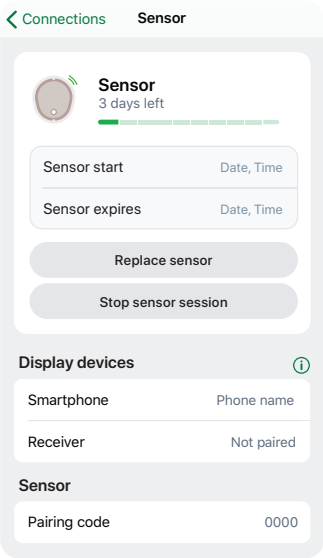
From Connections, you can:

- Get information about your sensor session.
- Replace your sensor.
- Share your glucose data with friends and family, and health apps.

Active connections — like your sensor — appear at the top. Connections to features you're not currently using are in the Available connections list.

Tap each connection to learn more.

Sensor



In **Connections > Sensor**, you can do all this and more:

- Check how much time is left in your sensor session.
- Replace a sensor (go to the Next sensor session chapter for more information) or stop the sensor session.
- See your display devices and each one's status.
- Get your pairing code.

Share and Follow

Use the app's Share feature to let friends and family members view your glucose information. Share sends your information every 5 minutes — almost as soon as you get it. Always treat using the primary Dexcom ONE+ app, not the Follow app.

Invite Followers

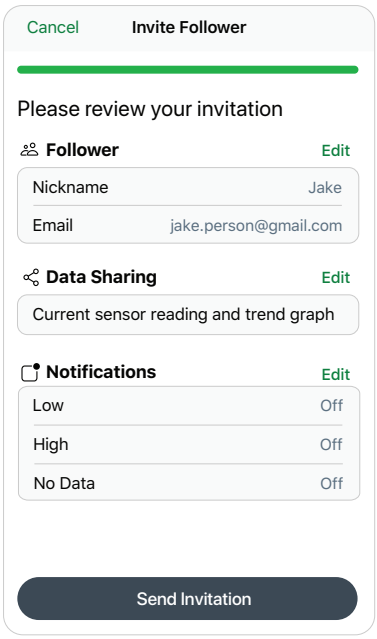
People you invite to follow you see only the information you want them to see. Give access to any or all of the following:

- Sensor reading and trend arrow
- Trend graph
- Glucose alerts and notifications

You can change someone's access at any time.

To invite someone to follow you, go to **Connections > Share**. Then, follow the instructions on the app screens. You can invite Followers from your contacts or enter their name and email.

Share and Follow may not be available in all regions.



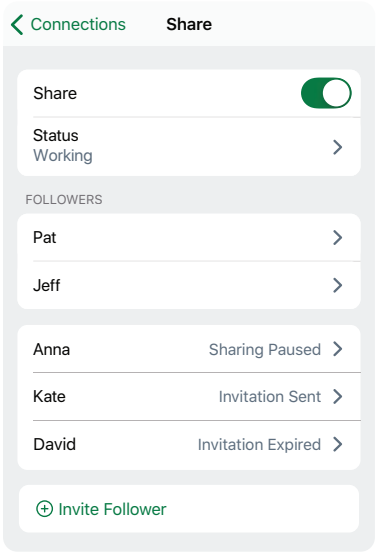
To customize what your Followers can see:

1. Tap **Edit**.
2. Tap **Send Invitation**.

Share sends an email inviting the person to follow you.

Follower status

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



Share: Turn this off to stop sharing with all your Followers.

Status: Shows how Share is working. The statuses are:

- **Working:** Share is connected.
- **No Active Follower:** No one is following you.
- **No Internet Connection:** Your phone must be connected to the internet for Share to work.
- **Data Consent Required:** You must consent to share data with Dexcom for Share to work.
- **Server Outage:** Dexcom server isn't working.

Followers: This shows the name and status of your inactive Followers. (Active Followers don't have a status.) The inactive statuses are:

- **Invitation Sent:** You invited a Follower. They haven't accepted yet. They have 7 days to accept.
- **Invitation Expired:** Follower didn't accept invitation within 7 days. To re-invite, tap **Resend Invitation**.
- **Sharing Paused:** You stopped sharing with a Follower.
- **Stopped Following You:** Follower stopped following you.

To change the status and information sent to each Follower, tap the Follower's name.

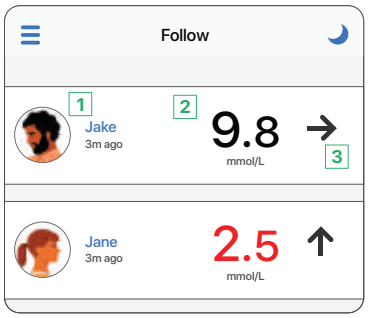
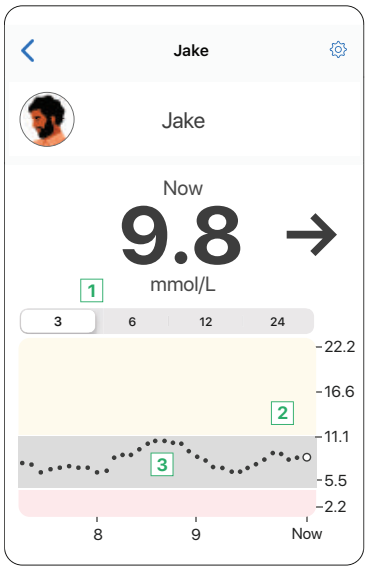
Dexcom Follow app

Followers get the email inviting them to follow you. Using a smartphone or tablet, the Follower should:

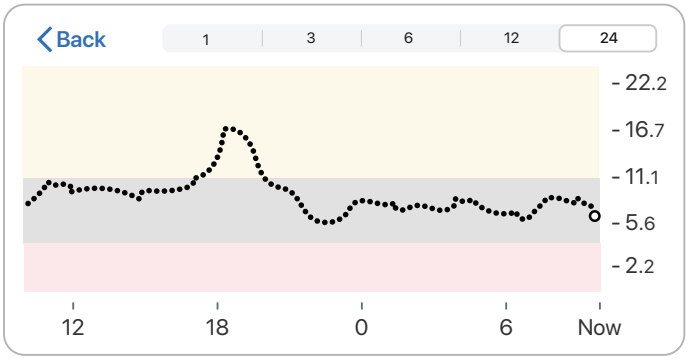
1. Download the Dexcom Follow app.
2. Open the Dexcom Share email and tap **Accept Invitation**.

Follower access

Followers see only the information you choose to share.

What Followers see	Information shared
	**Sensor reading and trend arrow** 1. Sharer's name and picture 2. **Number:** This is your most recent sensor reading 3. **Trend arrow:** Shows where your glucose is heading based on the last few readings
	**Sensor reading, trend arrow, and trend graph** The above fields plus: 1. **3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph. 2. **Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings. 3. **Target range (shaded rectangle inside graph):** 3.9–10.0 mmol/L is the international consensus for recommended target range. Followers can set their own levels for the notifications. They can get notifications for Low, High, or No Data.

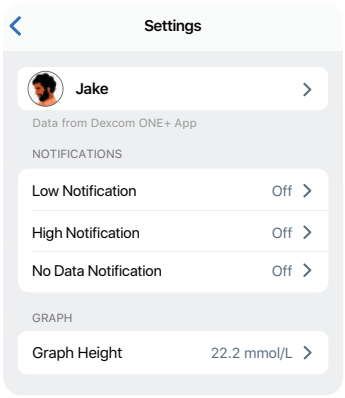
A Follower can see up to the last 24 hours of the Sharer's sensor readings when they turn the smart device to landscape. Touch and hold the trend graph to see more details.



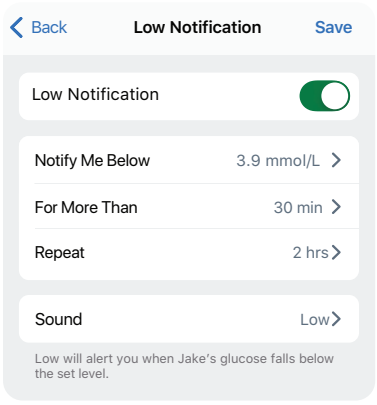
Notifications

Notifications settings

Followers can customize their notification settings within the limits of what the Sharer chose to share. Tap Settings in the upper right corner of the screen to review and change settings.



For example, Followers can use these features for each notification:



Notification switch: Turns notification on and off.

Notify Me Below: Notifies the Follower when the Sharer's sensor reading is at or beyond this level.

For More Than: Followers can choose a time delay for first notifications.

Example: Follower delays the first Low notification for 30 minutes. The Sharer's sensor reading is still below the Low notification level after 30 minutes. The Follower gets a notification.

Repeat: After acknowledging the first notification, Followers can choose a time delay for repeat notifications.

Example: A Follower snoozes repeat Low notifications for 2 hours. Two hours later, the Sharer's sensor reading is back in target range. The Follower won't get another notification.

Sound: The Follower chooses a sound for the Sharer's notifications.

Phone settings and notifications

Follow notifications match your phone settings and will sound or vibrate based on phone settings.

Responding to notifications

Notifications repeat every 5 minutes until acknowledged.

To acknowledge a Follow notification:

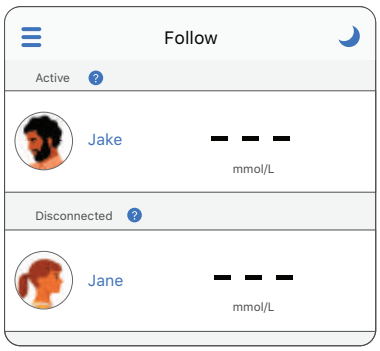
- Open the app, or
- Tap the notification on the lock screen.

Follow status and settings

Status

Followers are notified if Sharers change or stop their access.

In the Follow app on the Follower's smart device, tap the blue help icon next to the Sharer's name for more information about the Sharer's status.



For example:

- **Active** with **---:** The Follower should ask the Sharer to check their Dexcom ONE+ app.
- **Disconnected:** Sharer turned off Share.
- **Not Sharing:** Sharer stopped sharing with the Follower.
- **Removed by Sharer:** Sharer deletes the Follower.

There are times when the Follow app information may be out of sync with the Sharer's Dexcom ONE+ information. Because of the delay, Sharers should always treat using the primary Dexcom ONE+ app, not the Follow app.

Smartphones for Follow app

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

Apple Watches for Follow app

Followers can get their Sharers' glucose information and notifications on their Apple Watch if they choose. There's even a complication for the watch face.

To install the Follow app on the Apple Watch, use the Watch app on the iPhone. See watch instructions for details about installing apps.

Use Follow on the phone to change settings.

Follow app tips

When using the Follow app:

- Both apps (Dexcom ONE+ and Follow) must be open or running in the background.
- The smart devices must work, be connected to the internet, and have charged batteries.
- If phone service carrier doesn't support simultaneous voice and data, the Follow app won't get data during phone calls. When the phone call is over, the Follow app will fill in any missing glucose information.

8 • Events and history

Using events to manage glucose

Dexcom ONE+ gives you a graph showing where your glucose has been. Events can help you understand why your glucose changed. For example, what happened to your glucose level after breakfast? Discuss your reflections with your healthcare provider to find even more ways to manage your blood glucose.

You can see the events you've tracked on your display device.

Event entry may not be available for optional receivers in all regions.

App

Glucose tab: The landscape view on your smart device shows events logged in the app below your trend graph (go to the Display device screens chapter).

History tab: Lists events logged in the app in the last 3 days.

Receiver

Event log: Lists the last 15 events logged on the receiver.

If Events isn't an option on your Dexcom ONE+ receiver menu, an update may be available.

1. Go to **dexcom.com/clarityapp**.
2. Upload your glucose information.

If an update is available, Clarity will walk you through the update when the upload is complete.

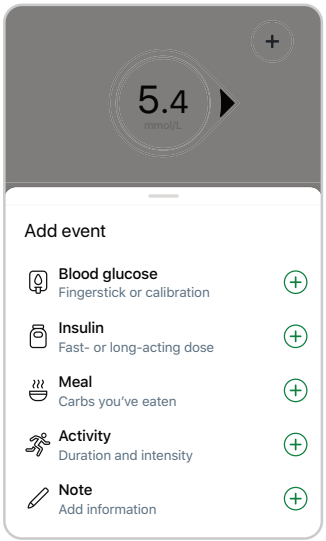
Tracking events

App

In the app, you can track insulin doses, meals, activity, and BG meter values. You can even add short notes — in text and emojis — about other things that might affect your glucose. Track events anytime, as they occur or up to 30 days later. You can edit and delete events.

You can also calibrate here. You can't edit, delete, or enter past calibrations.

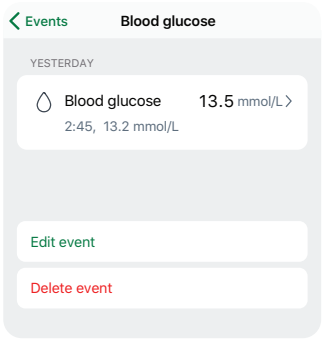
To add an event:



Tap the plus sign (**+**) in the **Glucose** or **History** tabs.

Tap the event you want to add and follow the instructions on the screen.

To edit or delete an event you logged:



Go to the **History** tab.

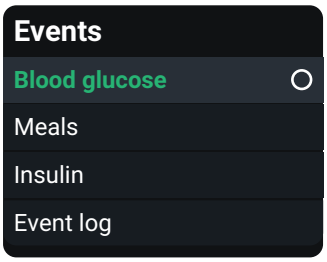
Select the event you want to edit or delete and follow the instructions on the screen.

Receiver

In the receiver, you can track insulin doses, food, and BG meter values. You can edit and delete events.

You can also calibrate here. You can't edit, delete, or enter past calibrations.

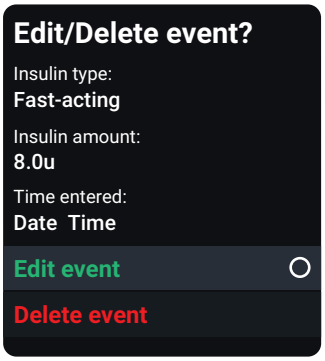
To log events:



Go to **Menu > Events**.

Select the event you want to add and follow the instructions on the screen.

To edit or delete an event you logged:



Go to **Menu > Events > Event log**.

Scroll to the event you want to edit or delete, select Next, and follow the instructions on the screen.

Logging BG meter values or calibrating

Your healthcare provider may ask you to keep track of your BG meter values, or you may want to calibrate your Dexcom ONE+.

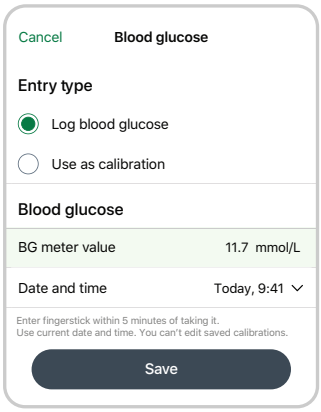
If you calibrate, enter it into the app or the receiver, not both. The other device will update after about 5 minutes.

To get an accurate BG meter value, follow these steps:

1. Wash your hands with soap and water.
2. Dry your hands.
3. Take a fingerstick.

App

To log a BG meter value or calibrate your Dexcom ONE+:

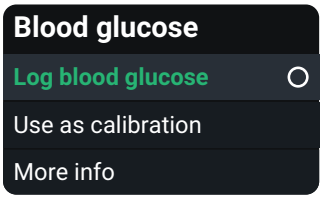


Tap the plus sign (**+**) in the **Glucose** or **History** tabs.

Select **Log blood glucose**, or to use the BG meter value as a calibration, select **Use as calibration**. Follow onscreen instructions.

Receiver

To log a BG meter value or calibrate your Dexcom ONE+:



In the receiver, go to **Menu > Event > Blood glucose**.

Select **Log blood glucose**, or to use the BG meter value as a calibration, select **Use as calibration**. Follow onscreen instructions.

BG meter values and sensor readings

Your sensor readings come from different fluids than your BG meter values, so they won't usually match. Neither number is as accurate as the lab test your healthcare provider does.

For information on accuracy and calibrating your Dexcom ONE+, go to the Accuracy and calibration section of the Troubleshooting chapter.

9 • Reports

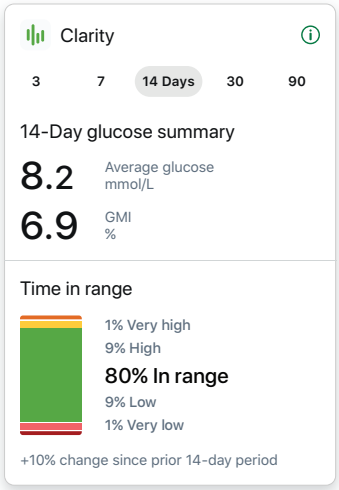
Reports on your display device are an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. They can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those patterns. Summary reports of your glucose data over time give you useful information, such as:

- Your overall glucose control or time in range
- Your average glucose over time

Use the 3, 7, 14, 30, and 90-day reports to see how your glucose changes over time with the information recorded in the display device.

App

Scroll down in the Glucose tab to choose one.



Average glucose: The average of all the sensor readings in the selected date range.

GMI: Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.

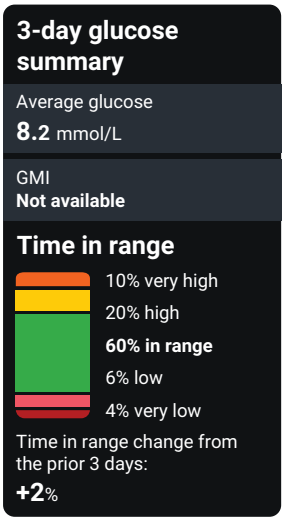
Time in range: Shows the percentage of time that glucose levels are in Low, Target, and High ranges. The following are recommended ranges from an international consensus:

- **Target range:** 3.9–10.0 mmol/L
- **Very high:** Above 13.9 mmol/L
- **Very low:** Below 3.0 mmol/L

Go to **dexcom.com/clarityapp** for more detailed reports.

Receiver

Go to **Menu > Reports** to choose one.



Average glucose: The average of all the sensor readings in the selected date range.

GMI: Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.

Time in range: Shows the percentage of time that glucose levels are in Low, Target, and High ranges. The following are recommended ranges from an international consensus:

- **Target range:** 3.9–10.0 mmol/L
- **Very high:** Above 13.9 mmol/L
- **Very low:** Below 3.0 mmol/L

These reports are updated hourly.

If you upload your receiver data, you can get more detailed reports at **dexcom.com/clarityapp**. For more information, go to the Clarity appendix.

10 • Next sensor session

Each sensor session lasts up to 10 days with a 12-hour grace period at the end. The grace period gives you more time to replace your sensor, so you can do it when it's convenient for you. The time left in the grace period shows on your screen. During the grace period, your sensor continues to work as it did during the sensor session.

You'll get alerts letting you know your sensor session or grace period will end soon. You can choose to wear the sensor until the grace period ends, or you can end the session early.

To find out how much time you have left in your sensor session, go to:

- App: **Connections > Sensor**
- Receiver: **Menu > Information > Sensor > Sensor info**

The 12-hour grace period begins when the sensor expires.

Sensor transition

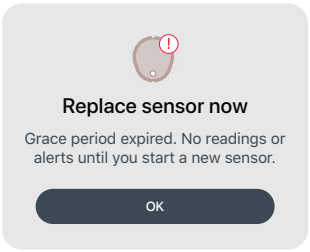
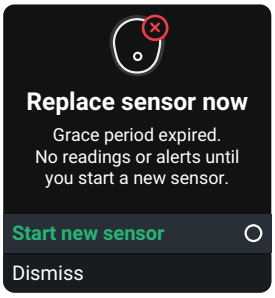
You must end the sensor session or grace period before you start a new sensor. You can end it two ways:

- Automatically, when the grace period ends (you'll get an alert letting you know)
- Manually, before the grace period ends

You only need to end your sensor session on one display device.

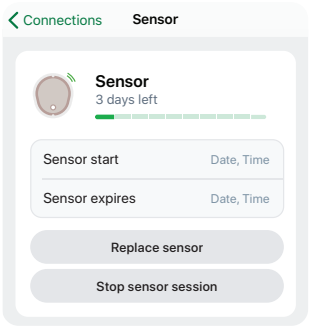
Automatically: End sensor when grace period ends

At the end of the grace period, you'll get the Replace sensor now alert:

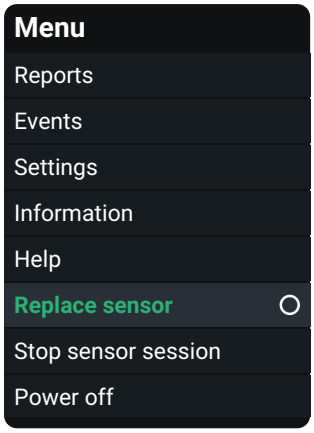
App	Receiver	What it means
		**App:** Tap **OK** and follow instructions on the screen. **Receiver:** Select **Start new sensor** and follow instructions on the screen.

Manually: End sensor before grace period ends

App

What you see	What it means
	To end your session early from the app, go to **Connections > Sensor**. Tap either: • **Replace sensor:** If you want to start a new sensor immediately or • **Stop sensor session:** If you want to stop this sensor without starting a new one Then, follow the instructions on the app screens.

Receiver

What you see	What it means
	To end your session early from the receiver, go to **Menu**. Go to either: • **Replace sensor:** If you want to start a new sensor immediately or • **Stop sensor session:** If you want to stop this sensor without starting a new one Then, follow the instructions on the receiver screens.

Remove your sensor

After your sensor session ends, peel off from the edge. To make it easier and to avoid irritating your skin, try these tips:

- Loosen edge and soak patch in body oil, like baby oil or an adhesive remover for skin (check product instructions before using).
- Use adhesive removal wipes for skin, rubbing exposed skin as you peel back the patch.
- Try different pulling techniques:
  - Pull off the patch slowly, folding it over itself, in the same direction of hair growth.
  - Stretch loosened edge, and push your fingers under the patch to pull it off skin.

For more tips, go to **dexcom.com/faqs**.

Before inserting a new sensor, remove the old one. You can use only one sensor at a time with Dexcom ONE+.

Throw out the used sensor following local guidelines.

Remove old sensors from *Bluetooth* connections in phone (optional)

Before inserting a new sensor, remove old sensors from your phone's list of *Bluetooth* connections.

There may be more than one sensor listed because your phone saves each sensor as a new device in the *Bluetooth* connections list.

Apple

1. On your phone, go to **Phone Settings > *Bluetooth***.
2. Find a used sensor in My Devices list. Dexcom ONE+ sensor names start with DXCM.
3. Tap **i** to see details about this sensor.
4. Tap **Forget This Device**.

Android

1. On your phone, go to **Phone Settings > Connections > *Bluetooth***.
2. Find your used sensors in the list of paired devices. Dexcom ONE+ sensor names start with DXCM.
3. Tap **Settings** ⚙ to see details about the connection.
4. Remove your used sensor from the list.

Remove while using sensor

To remove old sensors from the *Bluetooth* connections list while you are wearing one, follow the above steps and keep these tips in mind:

- All Dexcom sensors are listed as not connected, even the current one. The current sensor's status changes to connected during the few seconds every 5 minutes when it's sending your sensor reading to your phone. If you watch the list for up to 5 minutes, you'll see which sensor is the current one.
- Don't worry if you remove the current sensor. Within 5 minutes, the sensor will send your next sensor reading to your phone and the sensor will reappear in the *Bluetooth* connections list. (If you use an iPhone, it will prompt you to re-pair the sensor — no pairing code needed. Android phones do this automatically.)

11 • Troubleshooting

This section has brief instructions for the most common questions. They're listed in this order:

- Accuracy and calibration
- Adhesive patch
- Can't hear alerts
- Can't see receiver screen
- Common alerts
- Gap in trend graph
- Recharge receiver
- Travel with Dexcom ONE+
- Update display device
- Water and Dexcom ONE+
- X-ray, CT scan, or radiation therapy

For more troubleshooting information, see the frequently asked questions section on the Dexcom website (**dexcom.com/faqs**) or contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Any serious incident that has occurred in relation to this device should be reported to the manufacturer and the health authority of your country.

Accuracy and calibration

Issue

Why aren't your BG meter value and sensor reading exactly the same?

Solution

Accuracy

One reason is they're measuring glucose in different fluids. The BG meter measures blood glucose while the sensor measures interstitial fluid. And if your healthcare provider did a lab test at the same time, the lab result may give a third number. The lab test is considered the most accurate number.

Other reasons there could be a difference between your BG meter and your Dexcom ONE+ are:

- **Hand cleanliness:** Wash your hands with soap and water (not hand sanitizer) and dry them. Then test. Many inaccurate BG meter values are from hands not being washed thoroughly before testing.
- **Sensor's first day:** With newly inserted sensors, the differences between your BG meter and the sensor reading may be greater. Generally, the numbers get closer over the first 24 hours.
- **Pressure on sensor:** Sometimes when something is pressing on your sensor, for example, if you're lying on it, it can affect your sensor readings. Relieve the pressure and the numbers should get closer.
- **Glucose changing quickly:** When your glucose is rapidly changing, it can be more difficult to compare your BG meter value and sensor reading because blood glucose changes a little before interstitial fluid glucose. The numbers should get closer when your glucose stabilizes.
- **Test strips:** Make sure your test strips are stored as directed and not expired. Also, make sure to use enough blood on the test strip.

You can log your BG meter value by tapping the plus sign (**+**) in the Glucose or History tabs.

In the receiver, go to **Menu > Events > Blood glucose > Use as calibration**.

If your sensor readings are always much higher (or always much lower) than your BG meter values for several hours, consider calibrating your Dexcom ONE+.

Calibration

Calibrating your Dexcom ONE+ is optional. It can make Dexcom ONE+ more accurate or less accurate compared to the lab result, but it should bring the sensor readings closer to your BG meter value.

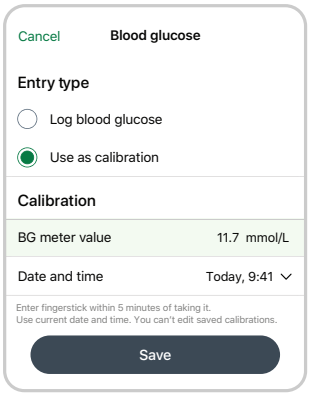
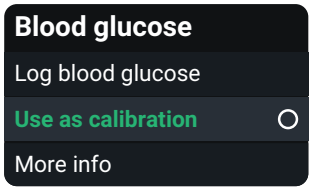
Don't calibrate in these situations:

- **Sensor site pressure:** Don't calibrate if the sensor reading seems inaccurate because of pressure on the sensor. The sensor should recover on its own when the pressure is relieved.
- **Rapidly changing glucose:** Calibration works best when your glucose is stable. Consider waiting to calibrate if your glucose is changing rapidly.

When calibrating, make sure to:

- **Clean hands:** Wash your hands with soap and water and dry them.
- **Enter within 5 minutes:** Enter the calibration within 5 minutes of taking a fingerstick.

To calibrate your Dexcom ONE+ using your BG meter (optional):

App	Receiver	
		In the app, tap the plus sign (**+**) in the Glucose or History tabs. In the receiver, go to **Menu > Events > Blood glucose > Use as calibration**. Follow onscreen instructions.

When you calibrate your Dexcom ONE+ using your BG meter, remember:

- **Calibrate in one display device:** Calibrate in one display device, even if you use both the app and receiver. The sensor sends calibration information between them.
- **Meter values:** Only calibrate with BG meter values from 2.2 mmol/L to 22.2 mmol/L.
- **Calibration Not Used alert:** If you get a Calibration Not Used alert, take another fingerstick and calibrate again.

Adhesive patch

Issue

The adhesive patch is peeling off your body.

Solution

Follow the insertion instructions carefully. Extra care may help you keep your sensor on for the entire sensor session.

Site preparation

- **Site:** Sensor site should be flat, clean, and completely dry before you insert the sensor. There should be some fat under the skin at the sensor site.
- **Extra adhesive:** Put on additional adhesive over the patch before applying the overpatch. Let dry. For more recommendations, go to **dexcom.com/faqs** or in the app, go to **Profile > Help > Find answers**.
- **Placement:** The patch stays on best when it isn't where your skin folds when you bend or near waistbands that could rub against it.
- **Avoid hair:** Apply the patch to areas without much hair. If needed, shave site with clippers.
- **Old adhesive:** Remove any adhesive residue from previous sensors. Consider using a body oil or adhesive remover for skin.

Patch care

- The longer you keep it dry and sweat-free in the first 12 hours, the longer it may stick to your skin.
- When it gets wet, gently pat it dry as soon as you can.
- If it peels off your skin, trim the peeled parts and put on an overpatch or medical tape.

Issue

Skin irritation around sensor site.

Solution

Some people are sensitive to the sensor adhesive. Extra care can help. Follow insertion instructions carefully. In addition to the site preparation tips above, consider these:

Site preparation

- **New site:** Don't use the same sensor site twice in a row.
- **Healthy skin:** Consider moisturizing skin between sensor sessions to avoid dry skin. Don't use moisturizer on the sensor site the day you insert the sensor.

If you have significant skin irritation (itching, burning and/or rashes at the site of the adhesive patch), contact your healthcare provider. Go to **dexcom.com/faqs** for more tips.

Issue

Applicator won't detach after inserting sensor.

Solution

1. Gently peel off adhesive patch with applicator attached.
2. Check insertion site to make sure the sensor isn't left in the skin.
3. Don't reuse applicator.
4. Contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Issue

Removing sensor.

Solution

Go to the Next sensor session chapter or **dexcom.com/faqs** for tips.

Can't hear alerts

Issue

You can't hear your alerts from your app.

Solution

See the Check settings section of the Safety information chapter as well as the following:

- **Phone is on:** Verify that the app, *Bluetooth*, sound, and notifications are on, and the volume is loud enough for you to hear it. App is on when it's open and/or running in the background. Swiping up on the app in preview closes it.
- **Phone settings:**
  - Fix any phone setting issues the app alerts you about.
  - These phone features stop your alerts and app from working:
    - **Apple features include:** Screen Time and Low Power Mode
    - **Android features include:** Focus Mode, App Pause, and Battery Saver Mode
  - For more information, go to **Profile > Recommended settings**.
- **Phone operating system:** Automatic updates of the app or your device operating system can change settings or shut down the app. Update manually, and verify correct device settings afterward. Before upgrading your smart device or its operating system, check **dexcom.com/compatibility**.
- **Alert settings:** Make sure you use sounds that you can hear for each alert. For more information, go to the Alerts chapter.
- **Phone speaker:** See your smart device product instructions to test the speaker.
- ***Bluetooth* speaker, earphones, etc.:** Verify you're getting your alerts where you want them.

Issue

Your receiver doesn't make a sound when you get an alert.

Solution

Here are some items to check if you can't hear alerts:

- **Receiver is on:** Verify that the receiver is on.
- **Alert sounds:**
  - Make sure you aren't using Vibrate Only. Dexcom ONE+ optional alerts won't override your display device settings. If your receiver is set to Vibrate, you won't hear your alerts. For more information, go to the Alerts chapter.
  - Change your alert sounds to one you can hear easily. For more information, go to the Alerts chapter.
- **Test speakers:** Test your receiver speakers regularly by plugging in the receiver to charge and following the speaker test instructions on the screen, or go to **Menu > Information > Receiver > Speaker test**.

Can't see receiver screen

Issue

It's hard to see what's displayed on the receiver screen.

Solution

Check these items, in order:

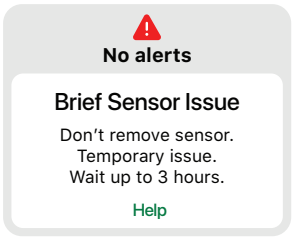
1. Turn off screen (either by pushing the Back button or by not pushing any button for 30 seconds). Then press a receiver button to wake it up and light the screen.
2. If you're in bright sunlight, try changing the screen brightness at **Menu > Settings > Display > Screen brightness** or moving to a shaded location.
3. Turn receiver off at **Menu > Power off**. Then turn it back on by pressing the Select button for 3-5 seconds.

Common alerts

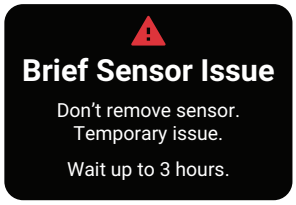
Issue

Brief Sensor Issue alert: Sensor is temporarily unable to measure glucose.

App



Receiver



Solution

Your sensor has a temporary issue. This issue often happens during the first day of a sensor session, but it can happen anytime. It usually fixes itself within 3 hours.

Don't remove sensor. Use BG meter for treatment decisions.

Check your sensor. Tap **Help** in app for more information on troubleshooting.

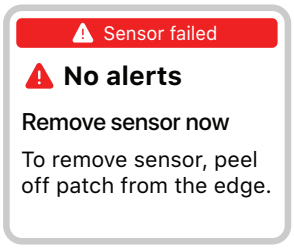
If Brief Sensor Issue continues for more than 3 hours, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Brief Sensor Issue may lead to Sensor Failed alert.

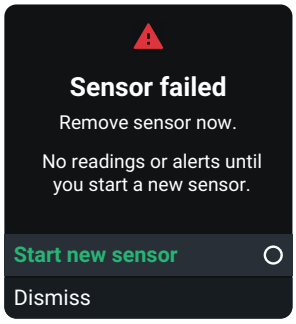
Issue

Sensor Failed alert

App



Receiver



Solution

This issue may happen anytime during a sensor session. If you get this alert, go to its Help screen for more information.

You won't get sensor readings or alerts until you start a new sensor.

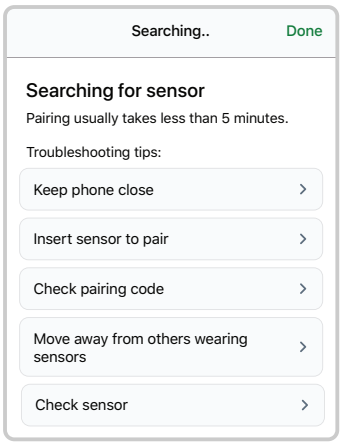
1. Remove sensor now.

   Tip: Peel off patch from edge.
2. Insert and pair new sensor.
3. Review Choose sensor site by age in Insert sensor.

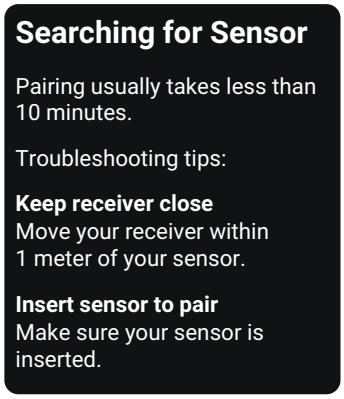
Issue

Searching for sensor: Pairing is taking longer than expected. (Help screen shown here.)

App



Receiver



Solution

If you get this alert, go to its Help screen for more information.

Pairing usually takes less than 5 minutes for the app and less than 10 minutes for the receiver. If it takes longer, use these troubleshooting tips.

- **Keep display device close:**
  - **App:** Always keep phone within 10 meters of sensor.
  - **Receiver:** For pairing, keep receiver within 1 meter of sensor.
- **Insert sensor to pair:** Make sure your sensor is inserted. If it isn't, insert sensor now.
- **Check pairing code:** Check that pairing code you entered is the pairing code on the applicator. If it isn't, edit pairing code.
- **Move away from others wearing sensors:** To reduce potential interference, stay more than 10 meters from other sensors until pairing is complete. For pairing, you may have to go to a different area to get far enough away from other people wearing sensors.
- **Check display device:**
  - Sensor can be paired with only one receiver.
  - Sensor can be paired with only one smartphone.
- **Keep app open:** Don't swipe it closed during pairing.

Issue

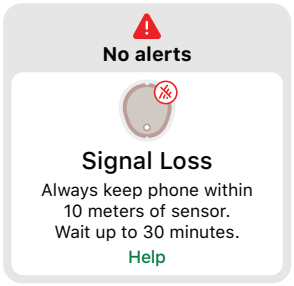
Signal Loss alert: Your display device has temporarily stopped getting sensor readings from your sensor over *Bluetooth*.

If your display device doesn't get the sensor reading twice in a row, the Signal Loss banner displays.

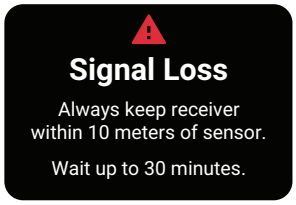
After about 20 minutes of not getting sensor readings, the display device sounds or vibrates too. In the app, you can change Signal Loss alert settings at **Profile > Alerts > Signal Loss**. In the receiver, go to **Menu > Settings > Alerts**.

You won't get alerts or sensor readings until fixed. Use your BG meter for treatment decisions. When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

App



Receiver



Solution

App

Troubleshooting tips:

(It will take up to 5 minutes for any of these to work.)

- Turn *Bluetooth* off. Then turn it back on and leave it on.
- Keep the app open and displayed on your screen. Don't swipe it closed.
- Keep your display device within 10 meters of the sensor with nothing between them, including walls and water.
- Keep your display device on the same side of your body as your sensor. *Bluetooth* works best when the sensor and display device are in sight of each other.
- If these solutions don't work, restart your phone and open the app.

To help prevent:

- Use recommended phone settings listed in the app at **Profile > Settings**.
- Keep your phone battery charged to at least 20%.

If Signal Loss continues for more than 30 minutes, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Receiver

Troubleshooting tips:

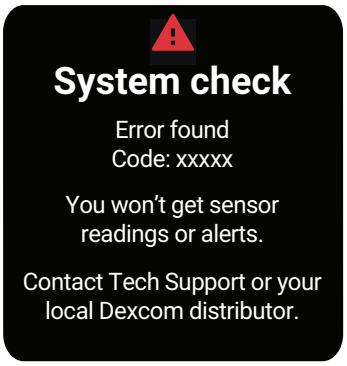
(It will take up to 5 minutes for any of these to work.)

- Keep the receiver within 10 meters of your sensor with nothing between them, including walls and water.
- Keep your receiver on the same side of your body as the sensor so they are in sight of each other.
- Press a receiver button to wake it up and start a new connection attempt.

If Signal Loss continues for more than 30 minutes, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Issue

System Check alert — Error found (Receiver).



Solution

Contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor. Give them the error code.

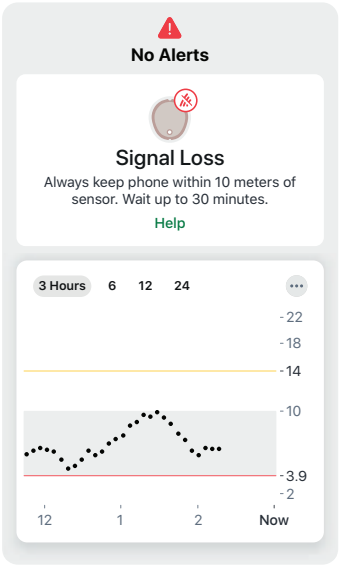
Gap in trend graph

Issue

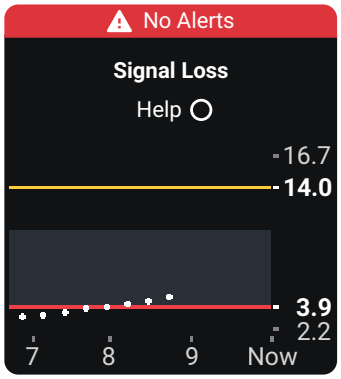
When you aren't getting sensor readings, your trend graph may show a gap in the trend dots.

In the following example, you can see the gap where your current dot should be:

App



Receiver



Solution

When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

Recharge receiver

Issue

Receiver needs to be charged when:

- Battery icon shows low charge.
- Receiver won't turn on. This can happen during normal use or after storage or shipping.

Your receiver may need to be charged after shipping and storage.

Solution

Use Dexcom supplied charger and USB cable. If the charger you use is too weak, the receiver will alert you.

Full charge may take up to 3 hours.

Travel with Dexcom ONE+

Issue

You want to use your Dexcom ONE+ when going through security or flying.

Solution

Security check point

You can wear your Dexcom ONE+ sensor when going through walk-through metal detectors and Advanced Imaging Technology (AIT) body scanners. Or you can ask for hand-wanding or a full-body pat-down and visual inspection. Ask for visual inspection of any part of the Dexcom ONE+ in the baggage scanning machine.

Most security check points require you to temporarily give up your smartphone and receiver. When you are without a display device in a security check point area, use your BG meter for treatment decisions.

Prepare for airport security checks and screening procedures for your air travel. Review airport website and travel updates before your trip.

On the plane

To use your app or receiver to get sensor glucose information while on the plane, follow these instructions.

- **App:** Switch phone to airplane mode, then turn *Bluetooth* on.
- **Receiver:** Keep receiver on.

Contact your airline for their policies. Always follow instructions from the airplane crew while on the plane.

Update display device

Issue

You need to know how and when to update your display device with the latest Dexcom release.

Solution

Keep app updated

You'll get an alert when an app update is available. Go to the App Store or Google Play and download the updated Dexcom ONE+ app.

Keep receiver updated

After you upload data to Clarity, it will let you know if a receiver update is available. Use a secure internet connection when updating your receiver.

Go to the Clarity appendix for more information about connecting to Clarity and uploading your data.

Water and Dexcom ONE+

Issue

You want to shower, swim, or bathe wearing your Dexcom ONE+.

Solution

Once inserted, the sensor is waterproof up to 2.4 meters. The receiver isn't. Swim, shower, and take a bath with the sensor, but leave the receiver out of the water.

If you're in or near water, your display device may need to be closer than 10 meters to get sensor readings. If you're in water, you may not get sensor readings until you get out.

The patch stays on longer if kept dry. For details, go to the Adhesive patch section in the Troubleshooting chapter.

X-ray, CT scan, or radiation therapy

Issue

You need an x-ray, CT scan, or radiation therapy while wearing the sensor.

Solution

Discuss these safeguards with your healthcare provider:

- Avoid including the sensor in the scanned area during the procedure.
- Cover the sensor with a lead apron.

Appendix

A • Clarity

Dexcom Clarity is an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. It can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those patterns.

Get reports on the web at **dexcom.com/clarityapp** and on the go using the Dexcom Clarity app. Just log in with your Dexcom information. When you also use the Dexcom ONE+ app, you automatically and continuously send your glucose data to your Dexcom Clarity account (secure internet connection required). If you only use the receiver, upload your data to Clarity at **dexcom.com/clarityapp** at least once every 6 months.

With a sharing code provided by your clinic, you can authorize your clinic to have access to your data during visits or anytime you might need assistance.

To get started, either:

Share using the Dexcom ONE+ app from **Connections > Clarity Clinic**.

Share using the Dexcom Clarity app:

1. Log into the Dexcom Clarity app with your Dexcom login.
2. Tap **Profile > Manage Data Sharing** and follow the instructions on the screen.

Or share using the Dexcom Clarity website:

1. Log into Dexcom Clarity online at **dexcom.com/clarityapp**.
2. Click **Settings**, scroll to the bottom of the page, then click **Go to data sharing**.
3. Follow the instructions on the screen.

B • Taking care of your Dexcom ONE+

Dexcom ONE+ maintenance

Sensor

- Keep in box until ready for use.
- Don't unscrew applicator cap until ready to insert sensor.

Receiver

- Keep physical control of your Dexcom receiver to prevent unauthorized access to your personal information.
- Keep battery charged. Only use Dexcom USB charging/download cable.
- When carrying the receiver in your purse or pocket consider using a screen protector that doesn't interfere with the information displayed. Protect it from metal items and pointed objects.
- Don't get sunscreen or insect repellent on it.
- Update the date/time on the receiver when needed.
- Update your receiver using Clarity. Go to the Troubleshooting chapter for more information.

Clean when dirty or at least once a month. Disinfect when needed to avoid cross-contamination.

To clean

1. Use one of these cleaners:
    - Damp cloth with liquid hand soap and water
    - Bleach wipes
    - Ammonium wipes
2. Wipe
    - Using moderate pressure, wipe the receiver all over, 3 times up-and-down and 3 times side-to-side, to remove all dirt or soil.
3. Let air dry.

To disinfect

1. Repeat cleaning instructions using a new bleach or ammonium wipe. If these wipes aren't available in your country, use an equivalent product.
2. Wipe receiver until completely wet. Use wipe to keep receiver wet for 2 minutes.
3. Let air dry.

Tips

- Don't get water or other fluids inside the receiver through openings like the USB port.
- Don't use anything abrasive on the receiver.
- If the receiver has a screen protector, remove it before cleaning and disinfecting.
- Using alcohol wipes to clean the receiver hasn't been tested.

All Dexcom ONE+ components

- Dexcom ONE+ components work together. Don't mix components from other Dexcom products.
- Don't use damaged components.

Storage

Storing your Dexcom ONE+ correctly helps prevent system failures.

Sensor

- Keep in its sterile packaging until you're ready to use it.
- Store at temperatures between 2°C and 30°C, but not in a freezer.
- Store between 10% and 90% relative humidity.

Receiver

- Keep protected when not in use.
- Fully charge the battery before storing for over 3 months.
- Store at temperatures between 0°C and 40°C.
- Store between 10% and 90% relative humidity.

System disposal

Different regions have different requirements for disposing of electronics (receiver and sensor) and parts that have come in contact with blood or other bodily fluids (applicator and sensor). Follow local guidelines for throwing out the applicator and recycling the Dexcom packaging.

C • Professional use instructions

This section is for healthcare providers.

Introduction

Dexcom ONE+ supports multi-patient use. You just:

- Prepare Dexcom ONE+ for your patient.
- Explain Dexcom ONE+ to the patient.
- Set up Dexcom ONE+ with the patient.
- Follow up with the patient to share insights on their glucose trends, patterns, and statistics.

This helps both of you manage their diabetes better. The following sections go through each step and give you resources to share with your patients as you guide them through a sensor session.

Prepare Dexcom ONE+ for patient

Professional Use Dexcom ONE+ patients:

- Must carry their receiver so it records their data for later analysis
- Get alerts

Go to **dexcom.com/clarityapp**, choose your language, and select the Dexcom Clarity for Clinics option for instructions for resetting the receiver and more (may not be available in all regions).

Follow the instructions between patients to prepare the receiver:

Step 1: Charge and reset

- Charge receiver
- Reset:
    - Resetting the receiver removes the previous patient's data. To ensure patient privacy, reset the receiver after each use.

Step 2: Clean and disinfect

- Go to the Maintenance section of the Taking care of your Dexcom ONE+ appendix.

Explain Dexcom ONE+ to patient

This table shows what to explain to your patients and where you can find patient-centered information to help them understand.

Explain	Show
Dexcom ONE+ basics	See Set up your Dexcom ONE+
Dexcom ONE+ components	See Set up your Dexcom ONE+
How to charge receiver	Tell the patient how to charge the receiver, and give them the charger, USB cable, and power adapter (if necessary).

Set up Dexcom ONE+ with patient

With your patient, follow the setup instructions in *Start Here* to set up the app or receiver.

You'll need the pairing code. Find it on the applicator:



While setting up Dexcom ONE+ with your patient, you will create a personalized glucose zone by setting Low and High alerts appropriate for their A1C.

During sensor warmup, use the table below to explain how to interpret the information on Dexcom ONE+.

Explain	Show
Introduce display screens	Display device screens chapter
What are alerts	Alerts chapter
Managing diabetes with Dexcom ONE+	Treatment decisions chapter
Dexcom Clarity app	Let your patients who use the app know about Clarity's trends, statistics, and patterns. Go to Clarity appendix and **dexcom.com/clarityapp** for more information. Have patients enter the sharing authorization code provided by your clinic in their Dexcom ONE+ app (**Connections > Clarity Clinic**).

Check patient reports in Clarity

For patients using the app, at any time during the sensor session, you can go to **dexcom.com/clarityapp** to see their glucose data. For patients using only the receiver, that data is available after they return the receiver and you upload the data at **dexcom.com/clarityapp**.

End of sensor session

At the end of the sensor session, remove Dexcom ONE+ from the patient. Go to the Remove your sensor section of the Next sensor session chapter for more information.

Next steps

Your patient may want to have their own Dexcom ONE+. It's available for personal use. Direct them to **dexcom.com** for more information.

After cleaning, disinfecting, and resetting the receiver, you're ready to use Dexcom ONE+ on another patient and introduce them to its benefits.

D • Warranty

Dexcom receiver limited warranty

What is covered and for how long?

Dexcom, Inc. or its local Dexcom affiliate (“Dexcom”) provides a limited warranty to the individual end user (“you” or “User”) that the Dexcom receiver (the “receiver”) is free from defects in material and workmanship under normal use (“limited warranty”) for the period commencing on the date of original purchase and expiring one (1) year thereafter, provided it is not modified, altered, or misused.

Note: If you received this receiver as a replacement for an in-limited-warranty receiver, the limited warranty for the replacement receiver shall continue for the remaining limited warranty period on the original receiver, but the replacement is not subject to any other warranty.

System modifications are not permitted and void all warranties

This limited warranty is based on User properly using the continuous glucose monitoring system in accordance with the documentation provided by Dexcom. You are not permitted to use the continuous glucose monitoring system otherwise. Misusing the continuous glucose monitoring system, improperly accessing it or the information it processes and transmits, “jailbreaking” or “rooting” your continuous glucose monitoring system or cell phone, and taking other unauthorized actions may put you at risk, cause the continuous glucose monitoring system to malfunction, are not permitted, and void your limited warranty.

This limited warranty does not cover:

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the SN number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- Malfunctions resulting from the use of the receiver in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.
- A receiver that has been taken apart physically or has had any of its software accessed in any unauthorized manner.
- Water damage to the receiver. Although the receiver is designed to withstand splashing, you should avoid getting the receiver wet.

Dexcom’s obligations under the limited warranty

During the limited warranty period, Dexcom will replace, without charge to User, any defective receiver.

To obtain assistance regarding a defective receiver, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor.

Limits on Dexcom’s limited warranty and liability obligations

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

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

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

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 user and cannot be transferred to anyone else, and it states User'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 does not change or limit your rights under any warranty the User has from a seller or under mandatory applicable law.

Dexcom sensor limited warranty

To the extent allowed by law, the Dexcom ONE+ sensor is provided to you without any warranty by Dexcom. Dexcom hereby disclaims all warranties (express, implied, and statutory) with respect to the sensor, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. There are no warranties which extend beyond the description herein.

E • Terms of use and open source software code

Terms of use

I have read and agree to the Dexcom Terms of Use and the included provisions for binding individual arbitration, as well as the Privacy Policy, including what personal information Dexcom collects from me and how Dexcom uses my personal information.

Open source software code

This product may include open source software code. Third Party notices, terms, and conditions pertaining to third party software included in this product can be found at **dexcom.com/notices**.

F • Technical information

Device performance summary

The performance of the sensor* used in Dexcom ONE+ was assessed in a clinical study with 482 participants. The adult (18 years and older) and pediatric (2 to 17 years old) participants all had type 1 or type 2 diabetes.

Participants wore the sensor for up to 10.5 days on both their arm and abdomen. Pediatrics aged 2 to 6 may have worn a device on their upper buttocks instead of their arm or abdomen.

Each participant attended up to three clinic sessions during the beginning, middle, or end of the 10.5 day wear period to have their blood glucose measured every 15 minutes with a laboratory reference method, the Yellow Springs Instrument 2300 STAT Plus™ Glucose Analyzer (or a blood glucose meter for pediatrics aged 2 to 6). The sensor performance was compared to the laboratory reference method to evaluate accuracy in participants aged 7 years and older.

* Laffel LM, Bailey TS, Christiansen MP, Reid JL, Beck SE. Accuracy of a Seventh-Generation Continuous Glucose Monitoring System in Children and Adolescents With Type 1 Diabetes. Journal of Diabetes Science and Technology. 2022;0(0). doi:10.1177/19322968221091816

Satish K. Garg, Mark Kipnes, Kristin Castorino, Timothy S. Bailey, Halis Kaan Akturk, John B. Welsh, Mark P. Christiansen, Andrew K. Balo, Sue A. Brown, Jennifer L. Reid, and Stayce E. Beck. Accuracy and Safety of Dexcom G7 Continuous Glucose Monitoring in Adults with Diabetes. Diabetes Technology & Therapeutics. Jun 2022. 373-380. http://doi.org/10.1089/dia.2022.0011

Accuracy

When LOWER is better

Adults	Performance Metrics*	Pediatrics
8.7%	Overall Accuracy Mean ARD% (MARD), 2.2–22.2 mmol/L (% average absolute difference versus reference glucose across the range of glucose levels)	8.5%
Beginning: 10.1% Middle: 7.6% End: 8.1%	Accuracy Over Time Mean ARD% (MARD), 2.2–22.2 mmol/L	Beginning: 9.9% Middle: 7.4% End: 7.6%

When HIGHER is better

Adults	Performance Metrics*	Pediatrics
94.8% (99.9%)	**Clinical Accuracy** % of readings in Consensus Error Grid Zone A (%CEG Zone A+B) Glucose readings in Zone A are expected to result in treatment decisions considered clinically accurate, while readings in Zone B are thought to pose minimal risk.	94.4% (99.9%)

*Reference is YSI (Yellow Springs Laboratory Instrument)

Insertion comfort

Participants reported on a questionnaire that 94% of sensor insertions felt painless (mild, no pain).

Product specifications

Use electrical equipment as directed:

> Use of accessories, cables, adapters, and chargers 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.

Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 centimeters to any part of Dexcom ONE+ including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Use of this equipment adjacent to, or stacked with, other equipment should be avoided because it could result in improper operation.

Not using supplied USB charger and cable may cause the receiver battery to not charge. Don't use if the supplied USB charger or cable is damaged. Store supplied USB charger and cable safely. Misuse of the USB cable can be a strangulation risk.

Sensor with built-in transmitter and receiver product specifications

Model	Dexcom ONE+ sensor/transmitter	Dexcom receiver
Glucose Range	2.2–22.2 mmol/L	N/A
Useful Life	Up to 10 days	3 years for typical use
Sterilization	Ethylene Oxide gas	N/A
Memory Storage	Minimum 24 hours of glucose data	180 days of glucose data
Data Backfill for User Display	24 hours	
Power Source	Internally/battery powered	Internally/battery powered, rechargeable; AC mains powered
Battery Longevity (Typical)	Sufficient to support 10-day wear period with a 12-hour grace period	7 days
Battery Charging Time	Non-rechargeable	Approximately 3 hours
Operational Temperature	Temperature: 10°C–42°C	Temperature: 0°C–40°C
Operating and Storage Humidity	Humidity: 10%–90% RH	Humidity: 10%–90% RH
Storage Temperature	Temperature: 2°C–30°C Store sensors in a cool, dry place	Temperature: 0°C–40°C
Operating and Storage Altitude	-382 meters to 5,000 meters	-382 meters to 5,000 meters
Ingress Protection	IP58: Protected from ingress of dust; Protected from submersion in the water up to depth of 2.4 meters for 24 hours	IP54: Protected from ingress of dust; Protected from splashing water in any direction
Applied Part	Type BF applied part	No applied parts
Alert Audible Output	N/A	50dBA at 1 meter
TX/RX Frequencies	2.402–2.480 GHz	
Bandwidth	1.07 MHz	1.39 MHz
Maximum Output Power	1.0 mW EIRP	7.4 mW EIRP
Modulation	Gaussian Frequency-Shift Keying	
Data Rate	1 Mbps	
Data Communication Range	10 meters	

The maximum surface temperature of Applied part = 43°C.

Essential performance

Dexcom ONE+ measures patients' glucose sensor readings with specified accuracy under the stated operating conditions. The essential performance of Dexcom ONE+ also includes reporting the corresponding measured glucose sensor readings and alerts on the display device.

Quality of service summary

Quality of service for Dexcom ONE+ wireless communication using *Bluetooth* Low Energy is assured within the effective range of 10 meters, unobstructed, between the Dexcom ONE+ transmitter and paired display device at regular 5-minute intervals. If connection is lost between the transmitter and display device, upon re-connection any missed packets (up to 24 hours) will be transmitted from the transmitter to the display device. Dexcom ONE+ is designed to only accept radio frequency (RF) communications from recognized and paired display devices.

Security measures

Dexcom ONE+ uses the following interfaces and communication protocols:

- **Transmitter:** *Bluetooth* Low Energy
- **Receiver:** *Bluetooth* Low Energy and USB
- **App:** *Bluetooth* Low Energy to transmitter. TLS to Dexcom data platform using cellular data or Wi-Fi.

Dexcom ONE+ is designed to transmit data between the transmitter and designated display devices in accordance to the industry standard *Bluetooth* Low Energy protocols. It will not accept radio frequency (RF) communications using any other protocol, including *Bluetooth* classic communication protocols.

Don't pair your sensor over *Bluetooth* in public or populated areas. *Bluetooth* pairing should be done in a private and safe location to reduce cyber risks such as eavesdropping.

In addition to the security provided by the *Bluetooth* Low Energy connection, communication between the Dexcom ONE+ transmitter, Dexcom ONE+ receiver, and mobile applications is protected by additional levels of security and safety mitigations using an encrypted and proprietary data format. This format embeds various industry standard encryption protocols and methods to protect data, verify data integrity, and to detect and prevent data tampering.

You are responsible for securing your display devices. If security is compromised, it may affect the Dexcom data shown on the display device.

Use these tips to help secure a smart device:

- **Secure network:** Only connect to a trusted/secure network.
- **Secure smart device:** Don't use the Dexcom ONE+ app on a jailbroken (Apple) or rooted (Android) smart device.
- **App sources:** Only install apps from trusted sources, such as Google Play or App Store.
- **Auto-lock:** In smart device settings, turn on screen auto-lock and use a strong password.

Before plugging the receiver into a computer, follow these tips to help keep the receiver secure:

- **Secure network:** Only connect the computer to a trusted/secure network when uploading data to Dexcom Clarity or updating your receiver using Dexcom Clarity.
- **Virus-free:** Make sure the computer has anti-virus software installed and set to update automatically.

If you suspect your display device security is compromised and affecting your Dexcom data, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor and use your BG meter until the issue is resolved.

Unless disabled, the Dexcom ONE+ mobile application regularly communicates with Dexcom Servers. Both the Dexcom ONE+ mobile application and communication between the Dexcom ONE+ applications and Dexcom Servers are protected by a number of mechanisms, designed to safeguard data integrity and data confidentiality.

USB charging/download cable specifications

Input/Output	5 V DC, 1A
Type	USB A to USB micro B
Length	0.91 meters

Power supply/charger specifications

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)

Electromagnetic immunity and emissions declaration and guidance

The transmitter and receiver are 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.

Immunity test	Transmitter compliance level	Receiver compliance level
Electrostatic Discharge (ESD) **IEC 61000-4-2**	± 8 kV Contact ± 15 kV Air	
Magnetic Field (50Hz) **IEC 61000-4-8**	30 A/m	
Electrical Fast Transient/Burst **IEC 61000-4-4**	N/A	± 2 kV for power supply lines
Surge **IEC 61000-4-5**	N/A	± 0.5 kV, ± 1 kV line(s) to line(s)
Voltage Dips and Interruptions **IEC 61000-4-11** **IEC 60601-1-11**	N/A	0% 230V for 1 cycle 0% 230V for 0.5 cycle at 8 phase angles 70% 230V (30% dip in 230V) for 25 cycles 0% 230V for 250 cycles
Conducted Fields Disturbance **IEC 61000-4-6**	N/A	6 Vrms 150 kHz to 80 MHz
Radiated Fields Disturbance **IEC 61000-4-3**	10 V/m at 80 MHz to 2700 MHz (AM Modulation)	
Radiated and Conducted Fields **Aircraft use**	Meets RTCA /DO-160 edition G Section 20, Category T	

Electromagnetic interference can still occur in the home health care environment as control over the EMC environment cannot be guaranteed. An interference event can be recognized by gaps in sensor readings or gross inaccuracies. The user is encouraged to try to mitigate these effects by one of the following measures:

- If your symptoms do not match your sensor readings, use your BG meter when making treatment decisions. If sensor readings do not consistently match your symptoms or BG meter values, then talk to your healthcare provider about how you should be using Dexcom ONE+ to help manage your diabetes. Your healthcare provider can help you decide how you should best use this device.
- If the display device doesn't get the sensor reading twice in a row, the Signal Loss banner displays. To resolve, follow the instructions on the alert screen and move away from items that emit radio waves, such as microwave ovens, Wi-Fi hotspots, and digital assistants.
- If the receiver shows the loading screen unexpectedly and does not display the trend screen within 3 minutes, contact Dexcom Technical Support at **dexcom.com** or contact your local Dexcom distributor. For more information, see instructions on the alert screen.

Electromagnetic emissions specifications

Emission test	Compliance
Radio Frequency Emissions **CISPR 11**	Group 1, Class B
Radio Frequency Emissions **Aircraft Use**	Meets RTCA /DO-160 edition G Section 21, Category M for in-cabin use as per FAA circular AC 91-21-1D Use of Portable Electronic devices aboard Aircraft.

Radio regulations compliance

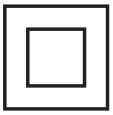
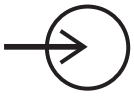
Hereby, Dexcom, Inc. declares that the radio equipment type Dexcom ONE+ is in compliance with Radio Equipment Directive 2014/53/EU. The full text of the EU declaration of conformity is available at **dexcom.com/doc**.

G • Packaging symbols

Symbols on the Dexcom ONE+ packaging show proper and safe use of Dexcom ONE+.

Some of these symbols may not have meaning in your region and are listed for informational purposes only.

Symbol	Definition
	Catalogue number
	Lot number
	Serial number
	Unique device identifier
	Date of manufacture
	Manufacturer
	Country of manufacture
	Do not use if package is damaged
	Keep dry
	Temperature limit
	Humidity limitation
	Use by date
	Do not reuse

	Sterilized using ethylene oxide
	Single sterile barrier system with protective packaging outside
	Consult instructions for use
	Caution
	Waste electrical and electronic equipment (WEEE) — Follow local requirements for proper disposal
	Medical device
	MR (magnetic resonance) unsafe
	Type BF applied part
	Electrical equipment designed primarily for indoor use
	IPXX degree of ingress protection, see Technical information for product detail
	Class II equipment
	Input
	Alternating current
	Direct current
	Authorized representative in the European Union
	UK responsible person



CE marking of conformity



UK marking of conformity



Importer



Independent Communications Authority of South Africa



New Zealand radio compliance



Triman: Recycle and dispose separately



Danger: Piercing object



Piercing object disposal box



Electronic piercing waste



Electronic piercing waste disposal box



Pharmacy

H • Index

Adhesive patch, 55
Alerts, 34
    Changing, 39
    High Glucose alert, 34
    Low Glucose alert, 34
Cannot hear alerts, 56
Clarity, 65
Follow, 40
Glossary, 10
Graph
    Missing readings, 57, 61-62
    Reading, 21
Home screen, 20
Insert sensor, 17
Maintenance, 66
Mute, 56
Professional use, 68
Recharge receiver, 62
Resources, 13, 52
Safety statements, 4
Sensor session
    Definition, 12
Set up, 13
Share, 40
Silence, 56
Smartwatch, 19
Stacking insulin, 30
Symbols, 79
Technical information, 73
Treatment decisions, 29, 31
Trend arrow, 20-21
Troubleshooting, 52
Use meter instead of Dexcom ONE+, 29
Warranty, 70
Watch and wait, 30
Water and Dexcom ONE+, 63

Page intentionally left blank

Page intentionally left blank

Page intentionally left blank

dexcom

© 2025 Dexcom, Inc. All rights reserved.

Covered by patents **dexcom.com/patents**.

Dexcom, Dexcom Clarity, Dexcom Follow, Dexcom One, Dexcom Share, Stelo, and any related logos and design marks are either registered trademarks or trademarks of Dexcom, Inc. in the United States and/or other countries. *Bluetooth* is a registered trademark owned by Bluetooth SIG. Apple, Apple Watch, App Store, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries and regions. Android and Google Play are trademarks of Google LLC. All other marks are property of their respective owners.

Dexcom One+

CE 2797

EC REP

MDSS GmbH
Schiffgraben 41
30175 Hannover, Germany

UKCA 0086

UK REP

MDSS-UK RP Ltd.
6 Wilmslow Road, Rusholme
Manchester M14 5TP
United Kingdom

Dexcom, Inc.
6340 Sequence Drive
San Diego, CA 92121 USA
+1-858-200-0200
dexcom.com

Outside US: Contact your local Dexcom representative

AW-1000027-05 Rev 003
Rev Date 2025/02