GETTING STARTED

Glucose Program Continuous Glucose Monitoring System with Dexcom Zone
WARNING

Failure to use the Dexcom G6 Glucose Program Continuous Glucose Monitoring (CGM) System with Dexcom Zone and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a hypoglycemic (low blood glucose) or hyperglycemic (high blood glucose) occurrence. If your glucose readings from the Dexcom G6 Glucose Program CGM System with Dexcom Zone (Dexcom G6 Glucose Program System) do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter. Seek medical attention when appropriate.

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

Congratulations! You’re enrolled in the glucose monitoring portion of the program. This is an important step in managing your diabetes.

Successful diabetes management means staying within your target glucose range. As part of this program, you’ll use the **Dexcom G6 Glucose Program Continuous Glucose Monitoring (CGM) System with Dexcom Zone** (Dexcom Glucose Program System) to see when you’re in range, when you’re not, and for how long.

The Dexcom Glucose Program System takes sensor glucose readings (sensor readings) every 5 minutes and lets you see:

- Current and past sensor readings
- Patterns and trends
- How your activities affect your sensor readings

All this information is available without fingersticks. You’ll find it on your smartphone in the Dexcom Zone CGM display tile within your program provider’s app.

Optional calibrations are not available for the Dexcom Glucose Program with Dexcom Zone.
Resources

CGM Display Tile Help

The following resources are available within your Dexcom Zone CGM display tile:

- **Overview:** Shows you how to find your current sensor reading and to see where it’s going, and where it’s been

- **Sensor insertion and attaching transmitter:** Shows you how to insert your sensor and attach your transmitter

- **Sensor removal:** Shows you how to remove your sensor and transmitter after your sensor session has expired

Dexcom Zone provides this information automatically when you set up your system, but it’s also available in the Dexcom Zone CGM tile whenever you need it. Go to **Dexcom CGM Settings > Support > Training**.
Product Instruction

Before you set up your Dexcom Glucose Program System, review all product instructions. There are two instruction booklets:

- **Getting Started** - This booklet, the one that came with your system, helps you set up your Dexcom Glucose Program CGM System and provides information about day-to-day use. This booklet is also available online at [dexcom.com/guides](http://dexcom.com/guides).

- **Everything Else: Appendices** - The Appendices provide additional information about the Dexcom Glucose Program System. It’s available online at [dexcom.com/guides](http://dexcom.com/guides). You can also request a printed version at the address or phone number listed below.

<table>
<thead>
<tr>
<th>To see or order a printed version of Everything Else: Appendices</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. View or Print an online PDF at <a href="http://dexcom.com/guides">dexcom.com/guides</a></td>
</tr>
<tr>
<td>2. Request a printed version online at <a href="http://dexcom.com/guides">dexcom.com/guides</a></td>
</tr>
<tr>
<td>3. Call toll-free <strong>1-888-738-3646</strong></td>
</tr>
</tbody>
</table>
User Guides

1. Getting Started
   • Safety
     – Safety Statement
     – Risks and Benefits
   • First Steps
     – Overview
     – Set Up Your Dexcom Zone CGM Tile
   • Using Your Dexcom G6 Glucose Program CGM
     – What to Expect Day-to-Day
     – Starting a New Sensor or Transmitter
     – Where to Go for Help
   • Troubleshooting
   • Going Through Security
   • Warranty

2. Everything Else: Appendices
   • Maintenance
   • Technical information
   • Labels on package
   • Error and system alerts
Packaging Symbols
Symbols on the sensor applicator box and transmitter give you information about the Dexcom Glucose Program System. For a list explaining what they mean, see the Symbols Glossary in Appendix C in *Everything Else: Appendices and at dexcom.com/symbols*.

Dexcom Technical Support
Have questions about using the system?
Call Dexcom Technical Support at **1.844.857.6319**, Monday – Friday, 6 am – 6 pm (PST).
# Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition/description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Glucose (BG) Meter</td>
<td>Medical device used to measure how much glucose is in the blood</td>
</tr>
<tr>
<td>Blood Glucose Value</td>
<td>Amount of glucose in the blood measured by a meter</td>
</tr>
<tr>
<td>Bluetooth®</td>
<td>Allows devices to communicate wirelessly with each other</td>
</tr>
<tr>
<td>Continuous Glucose Monitoring (CGM)</td>
<td>Shows your glucose readings without using a blood glucose meter. You’re using the Dexcom Glucose Program CGM System.</td>
</tr>
<tr>
<td>Contraindication</td>
<td>Safety statement outlining specific situations where the system shouldn’t be used because it may be harmful to you</td>
</tr>
<tr>
<td>Dexcom G6 Glucose Program CGM System (system)</td>
<td>The Dexcom G6 sensor, transmitter, and the Dexcom Zone CGM tile</td>
</tr>
<tr>
<td>Dexcom Zone</td>
<td>The CGM tile within your program provider’s app that displays your Dexcom CGM data and services</td>
</tr>
<tr>
<td>Hyperglycemia</td>
<td>High blood glucose: Same as high or high blood sugar</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td>Hypoglycemia</td>
<td>Low blood glucose: Same as low or low blood sugar</td>
</tr>
<tr>
<td>Indications</td>
<td>How, for what purposes, and under what circumstances you should use the Dexcom Glucose Program System with Dexcom Zone</td>
</tr>
<tr>
<td>Jailbroken or Rooted</td>
<td>Smartphone without the manufacturer’s limitations and security. This is a security risk, and data may be vulnerable.</td>
</tr>
<tr>
<td>mg/dL</td>
<td>Milligrams per deciliter, the standard unit of measure for blood glucose values and readings in the United States</td>
</tr>
<tr>
<td>Precaution</td>
<td>Safety statement with special care instructions for the safe and effective use of the Dexcom Glucose Program System</td>
</tr>
<tr>
<td>Program Participant (participant)</td>
<td>A person enrolled in the Dexcom Glucose Program who is using a Dexcom CGM</td>
</tr>
<tr>
<td><strong>Program Provider</strong></td>
<td>The organization or entity that invited you to participate in this program</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Program Provider’s App</strong></td>
<td>The app provided by the organization that invited you to participate in the Glucose Program</td>
</tr>
<tr>
<td><strong>Program Representative</strong></td>
<td>A person who represents the organization that invited you to participate in this program</td>
</tr>
<tr>
<td><strong>Safety Statement</strong></td>
<td>Statement of the intended uses of the Dexcom Glucose Program System with Dexcom Zone and relevant warnings, precautions, and contraindications</td>
</tr>
<tr>
<td><strong>Sensor Glucose Reading (sensor reading)</strong></td>
<td>The glucose concentration measured in the interstitial fluid</td>
</tr>
<tr>
<td><strong>Sensor Session</strong></td>
<td>The 10-day period after inserting a new sensor. During this time, your sensor reading shows on your smartphone every 5 minutes.</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>Describes serious and life threatening circumstances, the consequences, and how to avoid the hazard while using the Dexcom Glucose Program System</td>
</tr>
</tbody>
</table>
1. SAFETY STATEMENTS

In this section, you’ll learn about:

• System Safety Statements
• Risks and Benefits
1.1 Dexcom G6 Glucose Program System Safety Statements

Dexcom Glucose Program Continuous Glucose Monitoring System Safety Statements

Indications for Use

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

The Dexcom Glucose Program System is intended to replace fingerstick blood glucose testing for diabetes treatment decisions for persons with diabetes who are not at significant risk of severe hypoglycemia. Interpretation of the Dexcom Glucose Program System results should be based on the glucose trends and several sequential sensor readings over time. The Dexcom Glucose Program System also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating long-term therapy adjustments.

The Dexcom Glucose Program System is also intended to autonomously communicate with digitally connected devices. The Dexcom Glucose Program System can be used alone or in conjunction with these digitally connected devices or services for the purpose of managing diabetes.
CONTRAINDICATION

• No MRI/CT/Diathermy – MR Unsafe

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

The Dexcom Glucose Program System hasn’t been tested in those situations. Magnetic fields and heat could stop readings. Without readings, you might miss a low or high glucose event.

WARNINGS

• No Glucose Alarm or Alerts

The Dexcom Glucose Program System does not alert or alarm to tell you when your glucose is low (below your target range), high (above your target range), or rapidly changing. Check your readings often if you need to know your glucose level.

• Read User Materials

Before you use your Dexcom Glucose Program System, carefully read the instructional materials. If you don’t, you might:

  • Not use the Dexcom Glucose Program System correctly
  • Not understand the Dexcom Glucose Program System information, as intended
  • Affect how well it works

• Don’t Ignore Low/High Symptoms

Don’t ignore how you feel. If your readings don’t match what you’re feeling, use your BG meter (BG) or, if needed, seek immediate medical attention.
• Don’t Use If...

Don’t use the Dexcom Glucose Program System if you are:
  • Pregnant
  • On dialysis
  • Critically ill

We haven’t tested persons in these conditions so we don’t know if these affect accuracy.

Prescriber Considerations

The Dexcom Glucose Program System may not be appropriate for persons using intensive insulin therapy regimens (3 or more injections per day or insulin pump therapy), with hypoglycemia unawareness, and/or a documented history of severe hypoglycemic events. If you are a prescriber, review the Dexcom Glucose Program System indications for use and refer to system contraindications, warnings, and precautions for additional safety-related information.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

Start Up Safety Statements

WARNINGs

• Use Meter During Startup

When you start a new sensor, you won’t get any readings or system alerts until you enter your sensor code. Use your meter for glucose information during the 2-hour sensor warmup period.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
PRECAUTIONS

• No Glucose Alarm & Alerts
This system does not alert or alarm to tell you when your glucose is low, high, or rapidly changing. Check your readings often if you need to know your glucose level.

Use Correct Sensor Code
When you start a new sensor, you must enter a code into your smartphone. Each sensor has its own code printed on the back of the adhesive patch. Do not use a code from a different sensor or make up a code. You can’t finish setting up the system without using the sensor code.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

System/Hardware/Software Safety Statements

WARNINGS

• Wire Breaks Off
Don’t ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please call Dexcom Technical Support at 1.888.738.3646, 24/7.

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

All program participants can use their bellies. Participants ages 2 to 17 years old can also choose their upper behinds. Look for a place on your belly or upper buttock where you have some padding.

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

Ages 18 and older: Insert in your belly

Ages 2–17 years: Insert in your belly or upper buttock

• Where to Store

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

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTIONS

• Don’t Start Past the Use By Date

Don’t use sensors past their Use By date, because they may give incorrect results. Check the package label for the Use By date. It’s in YYYY-MM-DD format.

• Check Package

Don’t use sensor if its sterile package has been damaged or opened, because it might cause an infection.
• **Clean and Dry Skin**

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

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

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

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

• **Where to Insert: Things to Check**

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

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

Sensor placement is important. Choose a site:

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

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
Transmitter Safety Statements

WARNINGS

• Inspect

Don’t use a damaged or cracked transmitter. A damaged transmitter could cause injuries from electrical shocks and may make the Dexcom Glucose Program System not work correctly.

• Use as Directed

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

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTIONS

• Reuse Transmitter—Don’t Throw Away

When ending a session, don’t throw away the transmitter. The transmitter is reusable until the Dexcom Glucose Program System notifies you that the transmitter battery is about to expire.

• Don’t Share

Never share your transmitter. The Dexcom Glucose Program System is a prescription-only medical device and is meant for your use only. The transmitter is tied to the sensor glucose readings. If used by more than one person, the glucose readings, etc., may be wrong.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
System Safety Statements

PRECAUTIONS

• Interfering Substance Risks

*Hydroxyurea Precaution*

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

*Acetaminophen Precaution*

In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect your sensor readings, making them look higher than they really were. However, with the Dexcom Glucose Program System, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the Dexcom Glucose Program System readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the Dexcom Glucose Program System readings and make them look higher than they really are. Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

• Use Correct Transmitter and Sensor

Dexcom Glucose Program System components are not compatible with any previous Dexcom products. Do not mix transmitters and sensors from different generations.
• Going Through Security Check Point

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

You can wear the Dexcom Glucose Program sensor and transmitter for the walk-through metal detector. If you do, use your meter for treatment decisions until you leave the security area.

Because we haven’t tested every x-ray and scanner, we don’t know if they damage the Dexcom Glucose Program System.

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

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

• Avoid Sunscreen and Insect Repellent

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

PRECAUTIONS

• **Keep Transmitter Close to Smartphone**

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

• **Is It On?**

If the smartphone is turned off (shut down), or your program provider’s app closed, you will not get readings or system alerts. Make sure your smartphone is turned on and the app remains open. Your smartphone may close your program provider’s app automatically without notification, such as when running multiple apps simultaneously. Check your program provider’s app occasionally to ensure it is running.

If your program provider’s app crashes, you may need to reinstall it to continue getting sensor readings and Dexcom Zone system alerts. Contact your program representative for assistance.

Follow Dexcom Glucose Program instructions. If you don’t, you might miss a low or high glucose event.
Smartphone Safety Statements

WARNINGS

• Check Settings

When using your smartphone, check:

  • Volume/muted/headphones

When a system alert is triggered, you get a visual notification and a vibration (if your smartphone has a vibration feature). Depending on your smartphone settings, you may not hear the sound/feel the vibration. Ensure your smartphone’s settings allow you to feel/hear important system alerts. Some system alerts are listed below:

  • Sensor Expired
  • Replace Sensor
  • Transmitter (not working)
  • No Phone Storage Error
  • Dexcom Zone Stopped

  • When you have headphones connected to your smartphone, system alerts will sound through the headphones and the speaker.

• Bluetooth: Your transmitter talks to Dexcom Zone with Bluetooth. Make sure your smartphone’s Bluetooth is on. If not, you will not get alerts or CGM readings.

• Notifications: Make sure your smartphone settings allow Dexcom notifications to show on your lock screen.
Battery: Your program provider’s app must always be running in the background and may drain your smartphone battery. Keep the battery charged.

- Compatibility: Before upgrading your smartphone or its operating system, check dexcom.com/compatibility. Automatic updates of your program provider’s app or your smartphone’s operating system can change settings or shut down the app. Always update manually and verify correct smartphone settings afterward.

- Time: Let the date and time on your smartphone automatically update when you travel across time zones or switch between standard and daylight-saving times. Don’t manually change your smartphone time because it can make the time on the trend screen wrong, and the Dexcom Zone may stop displaying data.

- Passcode Lock: Use the passcode lock feature on your smartphone to prevent unauthorized users from viewing your health data.

- Check Settings
  - Change Settings: If needed, check smartphone’s product instructions to change its settings.
  - Use BG Meter: If your smartphone fails and your display isn’t showing data, or if you lose or break your smartphone, use a BG meter for glucose information.

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
PRECAUTIONS

• Check Peripheral Devices

Do you use headphones with your smartphone? What about Bluetooth speakers or a smart watch? When using accessories, keep in mind you may get system alerts on only one device or accessory, not all. After connecting any accessory devices, make sure that your smartphone’s settings allow you to continue receiving system alerts.

• Change Settings: If needed, check smartphone’s product instructions to change its settings.

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

CAUTION

• Requires Prescription

U.S. law restricts the sale of the Dexcom Glucose Program System to sale by, or on the order of, a physician.

Prescriber Considerations

The Dexcom Glucose Program System may not be appropriate for persons using intensive insulin therapy regimens (3 or more injections per day or insulin pump therapy), with hypoglycemia unawareness, and/or a documented history of severe hypoglycemic events. If you are a prescriber, review the Dexcom Glucose Program System indications for use and refer to system contraindications, warnings, and precautions for additional safety-related information.
1.2 Risks and Benefits

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

Risks

The risks with using Dexcom G6 Glucose Program CGM System are:

- Sensor insertion issues

This section covers this risk in detail.

Sensor Insertion Risks

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

No sensor wires broke; however, there is a remote chance a sensor wire could break or detach and remain under your skin. Sterile broken sensor wires usually don’t pose a significant medical risk. If a sensor wire breaks off or detaches and remains under your skin, contact your HCP and Dexcom Technical Support: 1.888.738.3646, 24/7.
Benefits

Some benefits of using your Dexcom G6 Glucose Program CGM System are:

• Knowing your trends and understanding the impact of your decisions on glucose control

• Reduced need for fingerstick glucose measurement

This section covers each of those benefits in detail.

Knowing Your Trends and Understanding the Impact of Your Decisions on Glucose Control

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

Reduced Need for Fingerstick Glucose Measurement

The Dexcom Glucose Program System is a factory-calibrated system which, under most conditions, does not require the entry of reference blood glucose values for normal operation. This feature can reduce the need for regular fingerstick glucose measurements for day-to-day diabetes management decisions.*

*For more information on the benefits of CGM in people with type 2 diabetes, please see the works of Vigersky RA, Fonda SJ, Chellappa M, Walker MS, Ehrhardt NM. 2012; Taylor PJ.,Thompson CH, Brinkworth GD. 2018 Jan 30;Cox DJ, Taylor AG, Moncrief M, et al. 2016.
Use Correct Transmitter and Sensor

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

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
Intentionally Left Blank
2. FIRST STEPS

The Dexcom Glucose Program System is part of the Dexcom G6 platform and shares some components with the Dexcom G6 CGM System.

In this section, you’ll learn about:

• Parts of the system
• How they work together
2.1 Overview
What’s in the Dexcom Glucose Program System boxes?

- Large box: Sensor applicator
- Small box: Transmitter

System Components

Sensor applicator
- The sensor is already inside the applicator.
- The sensor gets your glucose information.

Transmitter
- The transmitter gets readings from the sensor and sends them to your smartphone.
- Keep it in the box until you’re ready to use it.

Smartphone
Dexcom Zone displays your glucose information on your smartphone.
How does the Dexcom Glucose Program System work?

Once set up, the transmitter sends sensor readings to your smartphone. Each sensor session lasts up to 10 days.

All images in this booklet are representational.

Using the Dexcom Glucose Program System

The system lets you:

- See your sensor readings and trend arrows on your smartphone
- Review your sensor readings and time-in-range history
2.2 Set Up the Dexcom Zone CGM Tile

Dexcom Zone guides you through system setup, including inserting your sensor, attaching your transmitter, and starting your first sensor session. This section will help you set up your Dexcom Zone CGM display tile.

To get started:

1. **Download** your program provider’s app from your smartphone’s app store.
2. **Open** your program provider’s app and **log in**.
3. You’ll then see the Dexcom Zone CGM display tile.
4. If you can’t find the Dexcom Zone CGM display tile, contact your program representative.

**Important!**

- Don’t use the Dexcom Zone CGM tile on a jailbroken or rooted smartphone: it may not work correctly.
- You must be connected to the internet to set up your Glucose Program system. If you aren’t, your system won’t work correctly.
Before setting up your Dexcom Zone CGM Tile, make sure you have everything you need:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartphone</td>
<td>With the Dexcom Zone CGM tile visible</td>
</tr>
<tr>
<td>Sensor applicator</td>
<td>(large box)</td>
</tr>
<tr>
<td>Transmitter</td>
<td>(small box)</td>
</tr>
<tr>
<td>Alcohol wipes</td>
<td></td>
</tr>
</tbody>
</table>
Choose a comfortable, effective place for your sensor is important.

People ages 2 to 17 years old can use either their upper buttocks or bellies (abdomens). Those 18 years and older can use their belly only.

**Follow the Screens**

The screens guide you through setting up Dexcom Zone, including:

- Finding and entering your sensor code and transmitter serial number (SN)
- Inserting the sensor
- Attaching the transmitter
- Starting your first sensor session

**Important!** You must be connected to the internet to set up your system.
Tap **Begin Setup**, and follow the screens.

When prompted, find the sensor code on the sensor applicator located in the large box. Enter the 4-digit sensor code into the Dexcom Zone.

When prompted, locate and enter the transmitter serial number (SN).

Insert the sensor and attach the transmitter. If you want, use the instructions in the applicator box.
After attaching the transmitter, it automatically pairs with your smartphone. This can take up to 30 minutes.

Once paired, sensor warmup begins.

Congratulations!
You just set up your first sensor session!

Starting your sensor session begins with a 2-hour sensor warmup. Your body is getting used to the sensor, and the sensor is getting used to your body.

Keep your smartphone nearby, within 20 feet of your body. When the warmup is done, Dexcom Zone lets you know, and your sensor readings begin.

Other Resources
If needed, the large applicator box has pull-out instructions showing you how to insert and remove your sensor.
Problems setting up Dexcom Zone?

For issues with:

- **Sensor insertion steps**: View an online insertion video at [dexcom.com/sensor-insertion](http://dexcom.com/sensor-insertion), or see the instructions in the applicator box.

- **The system**: See Troubleshooting (Section 4)

- **Your smartphone**: Contact your smartphone support line

---

**WARNING**

**Wire Breaks Off**

Don’t ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact Dexcom Technical Support.

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

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

---

**PRECAUTION**

**Check Package**

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

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
PRECAUTION

Don’t Use Sensors if past the Use By Date

Don’t use sensors past the Use By date, because they may give incorrect results. Check the package label for the Use By date. It’s in YYYY-MM-DD format.

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTION

Keep Transmitter Close to Smartphone

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

Congratulations! You just:
• Set up your Dexcom Zone CGM tile
• Inserted your sensor
• Attached your transmitter
• Started your sensor session

Next?
Using your Dexcom day to day.
3. USING YOUR SYSTEM

Day-to-Day With Your Dexcom Glucose Program System

In this section, you’ll learn how to:

• Navigate the trend screen
• End your sensor session
• Start a new sensor session
• Contact Dexcom Technical Support
3.1 Screens

Home Tile

Your Dexcom Zone home tile is where you access your glucose data and Dexcom CGM settings.

To see your home tile:

1. Open your program provider’s app and log in
2. You’ll then see the Dexcom Zone CGM display tile
3. If you can’t find the Dexcom Zone CGM display tile, contact your program representative

Sensor Readings

Your Dexcom Glucose Program System gives you sensor readings every 5 minutes. In this example, your current reading is 100.

Trend Arrow

Trend arrows show the direction and speed of your glucose. In this example, the trend arrow indicates your glucose is steady.

Menu

Get more information about your glucose trend and your weekly time in range. You can also access your Dexcom CGM settings here.
What the Trend Arrows Mean

Is your glucose rising, falling, or steady? How fast is it changing? Check your trend arrow.

**Important:** If you are missing an arrow, a number, or both, use your BG meter.

**Steady**
- Changing less than 1 mg/dL each minute
- Up to 15 mg/dL in 15 minutes

**Slowly rising or falling**
- Changing 1 – 2 mg/dL each minute
- Up to 30 mg/dL in 15 minutes

**Rising or falling**
- Changing 2 – 3 mg/dL each minute
- Up to 45 mg/dL in 15 minutes

**Rapidly rising or falling**
- Changing more than 3 mg/dL each minute
- More than 45 mg/dL in 15 minutes

**No arrow**
- Can’t determine trend
- Use BG meter for treatment decision
Trend Graph

When you tap **Trend Graph** on the home tile, you get more information about your glucose trend. You can select your trend graph height, either 300 or 400 mg/dL. (See Dexcom CGM Settings for more information.)
Current Reading
Your current reading still shows at the top of the screen, but it also appears as a white dot on your trend graph.

Past Readings
Each new reading adds a new dot to the graph. You can see where your glucose has been over the past 24 hours and where it’s heading.

In this example, the arrow shows that your glucose is falling. You can see the same trend on the graph.

Target Range
The gray box shows the fixed target range of low (70) and high (180). You can tell at a glance if you are in or out of target range.

No Calibrations
The Dexcom Glucose Program System with Dexcom Zone doesn’t include optional calibrations. If your sensor readings don’t match what you’re feeling, use your BG meter to make treatment decisions.

Notifications
Dexcom Zone sends you notifications with important information about your system. For example, you’ll get a notification when your transmitter battery is low, letting you know it’s time to start a new sensor and transmitter.

Allowing Dexcom Zone notifications on your smartphone ensures that CGM notifications are displayed on your device when you aren’t on your CGM tile. Make sure your smartphone settings allow you to get notifications. If needed, check your smartphone’s product instructions to change its settings.

For more information about what to do if you get a notification, see Section 4: FAQs and Troubleshooting.
Weekly Time in Range

Tap **Time in Range** in the menu on your home tile to see how you’re doing this week or find out how this week compares with past weeks.

Take a look and reflect on what you’ve done to keep yourself in range.
Dexcom CGM Settings
Tap Dexcom CGM Settings on your home tile to:
• Get information about your sensor and transmitter
• Change your trend graph height
• Get training and customer support
• Get software information

Sensor and Transmitter
Go to Sensor and Transmitter:
• To stop your sensor if you need to remove or replace it
• To pair a new transmitter
• For information about your sensor or transmitter, including your transmitter serial number (SN)

Trend Graph Height
Go to Trend Graph Height to select the height of your trend graph: 300 or 400 mg/dL.
Support

Go to Support for:

• Contact information for your program representative
• Contact information for Dexcom Technical Support
• Additional training resources

Take a look around Settings to find out what information is available there.

WARNING

No Glucose Alarm & Alerts

The Dexcom Glucose Program System does not alert or alarm to tell you when your glucose is low (below your target range), high (above your target range), or rapidly changing. Check your readings often if you need to know your glucose level.

Who Should I Contact?

• **Medical questions:** For medical questions or emergencies, always contact your healthcare provider.

• **General questions:** For questions about the Glucose Program or general questions about using your Dexcom Glucose Program System, contact your program representative.

• **Equipment issues:** For problems with your sensor or transmitter, such as a cracked transmitter or broken sensor wire, contact Dexcom Technical Support.
WARNING

Don’t Ignore Low/High Symptoms

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

Use your blood glucose meter for glucose information.
3.2 Starting a New Sensor

Overview

A sensor session lasts up to 10 days. You’ll need a new one for each session. Dexcom Zone tells you when your sensor has 2 hours left before it expires.

When you need to start a new sensor session, you can do it:

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

Transmitters last about 3 months. You’ll reuse the same transmitter for many sensor sessions. For information about starting a new transmitter, see section 3.3 Starting a New Transmitter.

Automatically Start a New Sensor Session

Once your sensor expires, you won’t get sensor readings until you start a new sensor session.

Follow these steps to:

- Remove the sensor from your body
- Remove the transmitter from the holder
- Start a new sensor
Dexcom Zone lets you know when to replace your sensor.

1. Tap **Help**
2. Tap **Replace Now**
3. Follow onscreen instructions

Dexcom Zone will guide you through sensor and transmitter removal

<table>
<thead>
<tr>
<th>Peeling Patch</th>
<th>Break Transmitter</th>
<th>Slide Transmitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peel off patch from the edge.</td>
<td>Break the purple transmitter holder at the notches.</td>
<td>Slide the transmitter out.</td>
</tr>
</tbody>
</table>

(Instructions continue next page)
Keep the transmitter for next sensor session.
Throw out the adhesive patch. (Follow local guidelines for blood-contacting components.)

After removing your sensor:
1. Tap **Next** to go to the next screen
2. Tap **Confirm**

To start a new sensor session:
1. Tap **Start New Sensor**
2. Follow the on screen instructions
3. Start the 2-hour sensor warmup

There is also a handout with insertion instructions in the sensor applicator box.

Still have questions about inserting your next sensor? Contact your program representative.
Manually Start a New Sensor Session

To stop a sensor session early, follow these steps:

1. Tap Dexcom CGM Settings.
2. Tap Sensor and Transmitter.
3. Tap Stop Sensor.
4. Tap Stop Sensor.

Then, follow the instructions in the previous section, **Automatically Start a New Sensor Session**, to:

- Remove the sensor from your body
- Start a new sensor session

**Begin with step 2.**

Still have questions about inserting your next sensor? Contact your program representative.
3.3 Starting a New Transmitter

Overview

Remember, you can reuse your transmitter. It will last for about 3 months. When it’s time to pair a new transmitter, you also need to start a new sensor session.

Dexcom Zone lets you know that your transmitter will expire soon. If you don’t have a replacement transmitter, ask your program representative for a new one.

Once you’ve used the transmitter for its last sensor session, Dexcom Zone tells you to replace your sensor and transmitter.

You can choose to start a new transmitter:

• **Automatically**: Wait until the current transmitter expires

• **Manually**: End it early, at your convenience
# Automatically Start a New Transmitter

To start a new transmitter, follow these steps:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Tap <strong>Help</strong></td>
<td></td>
</tr>
<tr>
<td><strong>2.</strong> Tap <strong>Replace Now</strong></td>
<td></td>
</tr>
<tr>
<td><strong>3.</strong> Follow instructions to remove the sensor and transmitter from your body</td>
<td></td>
</tr>
<tr>
<td><strong>4.</strong> Follow on screen instructions to insert a new sensor and attach a new transmitter (find step-by-step instructions in the sensor applicator box)</td>
<td></td>
</tr>
<tr>
<td><strong>5.</strong> Start the 2-hour sensor warmup</td>
<td></td>
</tr>
</tbody>
</table>
Manually Start a New Transmitter

To start a new transmitter manually, follow these steps:

1. Tap **Dexcom CGM Settings**.
2. Tap **Sensor and Transmitter**.
3. Tap **Pair New Transmitter**.
4. Tap **Stop Sensor**.

**5**

1. Follow instructions to remove the sensor and transmitter from your body
2. Follow on screen instructions to insert a new sensor and attach a new transmitter (find step-by-step instructions in the sensor applicator box)
3. Start the 2-hour sensor warmup
3.4 Dexcom Support

Dexcom Technical Support

Contact Dexcom for printed instructions for the Dexcom Glucose Program System and to report any product issues or complaints. Reach Dexcom Technical Support at: 1.844.857.6319, Monday – Friday, 6 am – 6 pm (PST).

Additional Information

Now that you know what to expect while participating in the Glucose Program, the next sections help you to:

• Troubleshoot
• Go through security
• Understand what to do if there’s a problem with your Dexcom Glucose Program System
3.5 Dexcom Glucose Program Complete

There’s no need to worry about when the CGM portion of your diabetes management program will end. Dexcom Zone lets you know when your Glucose Program is complete.

You won’t be able to start a new sensor or get sensor readings, but you’ll be able to look back and reflect on your historical glucose information. You can also discuss it with your program representative and your HCP.
4. FAQs AND TROUBLESHOOTING
Are you missing an arrow or sensor reading? Or maybe Dexcom Zone beeped and vibrated?

Your system may have an issue, and you probably won’t get sensor readings until it’s fixed.

Read about the possible issues here. We cover 4 types in this section:

1. Error messages
2. Other screen issues
3. Sensor or applicator issues
4. System setup issues

Still have questions? Go to the FAQ section on the Dexcom website: dexcom.com/faq

Each section is in alphabetical order and covers these topics:

4.1 Error Messages

- Account Validation Issue
- Bluetooth Off
- Brief Sensor Issue
- Dashes Instead of a Sensor Reading
- Dexcom Zone Stopped Working
- High or Low Instead of a Sensor Reading
- Location Permission Off (Android Only)
- No Restarts
• Notifications Off
• Program Provider’s App Stopped Working
• Replace Sensor Now
• Sensor Session Ending
• Signal Loss
• Transmitter Failed
• Transmitter Not Found

4.2 Other Screen Issues
• Reading: Doesn’t Match How You Feel
• Trend Graph: Gap in Graph

4.3 Sensor or Applicator Issues
• Applicator’s Stuck
• Sensor’s Peeling Off
• End Sensor Session Early
• Water and Your System

4.4 System Setup Issues
• Program Provider’s App Not on Smartphone
• Sensor Code Prompt
• Transmitter SN Prompt

If you have an error, use your BG meter to get glucose information.

Have other questions or issues? Contact Dexcom Technical Support at 1.844.857.6319, Monday – Friday, 6 am – 6 pm (PST).
## 4.1 Error Messages

### Account Validation Issue

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Account Validation Issue" /></td>
<td>There’s an issue with your account.</td>
</tr>
</tbody>
</table>

**What to do**

Contact your program representative at the number you see on your display tile. Then, provide the Ref ID to help the representative correct the issue.

### Bluetooth Off

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bluetooth Off" /></td>
<td>Your phone’s <em>Bluetooth</em> is off, so the transmitter can’t communicate with Dexcom Zone.</td>
</tr>
</tbody>
</table>

**What to do**

Turn *Bluetooth* on in your phone settings. Then wait up to 10 minutes for your transmitter and Dexcom Zone to communicate.
### Brief Sensor Issue

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Sensor Issue Icon" /></td>
<td>You aren’t getting sensor readings.</td>
</tr>
</tbody>
</table>

**What to do**

Check your transmitter: is it flat and snug in its holder, like this?

Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Dexcom Technical Support.

### Dashes Instead of a Sensor Reading

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Dashes Icon" /></td>
<td>Your number changed to dashes and/or your arrow is missing.</td>
</tr>
</tbody>
</table>

**What to do**

Wait. Sensor reading isn’t available now.

**Important:** If you’re ever missing a number, an arrow, or both, use your meter for blood glucose information.
## Dexcom Zone Stopped Working

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Dexcom Zone Stopped Working" /></td>
<td>Your Dexcom Zone display tile has stopped working, and you aren’t getting new sensor readings.</td>
</tr>
</tbody>
</table>

### What to do

To begin getting readings again:

1. **Reset** your display tile
2. Insert a new sensor

**Important:** When you reset your display tile, you’ll lose past glucose information.

---

## High or Low Instead of a Sensor Reading

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="High Low" /></td>
<td>Instead of displaying your sensor reading, you see High or Low.</td>
</tr>
</tbody>
</table>

### What to do

Wait. The system is working correctly. When you’re above 400, your system says **High**. Below 40, it says **Low**.
## Location Permission Needed (Android Only)

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Location Permission Needed" /></td>
<td>Location permission is off. It must be turned on for you to get sensor readings.</td>
</tr>
</tbody>
</table>

### What to do

Tap **OK**. Then tap **Allow** to give location permission and continue getting sensor readings.
## No Restarts

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="Image" alt="Alert Icon" /></td>
<td>Sensors can be used for one session only.</td>
</tr>
</tbody>
</table>

### What to do

Have a new sensor ready before you begin. Then:

1. Tap **Help**
2. Tap **Replace Now**
3. Follow the on-screen instructions to insert your new sensor and start a new sensor session

If you need a new sensor, contact your program representative. You won’t receive glucose readings until you replace your sensor.
## Notifications Off

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Notifications Off" /></td>
<td>Notifications are off. This means you could miss important system information.</td>
</tr>
</tbody>
</table>

### What to do

To turn on Notifications:

1. Go to Notifications in your phone’s settings
2. Look for your provider’s app
3. Turn on Notifications

## Program Provider’s App Stopped Working

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your program provider’s app has stopped working</td>
<td>Your provider’s app isn’t working, and you aren’t getting sensor readings.</td>
</tr>
</tbody>
</table>

### What to do

1. Close and restart your program provider’s app.
2. If that doesn’t work, you may need to reinstall your program provider’s app. If you need help, contact your program representative.
### Replace Sensor Now

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /></td>
<td>Your sensor session is over.</td>
</tr>
</tbody>
</table>

**What to do**

Follow steps on screen to:

1. Remove this sensor and stop the sensor session in Dexcom Zone.
2. Insert a new sensor and start the sensor warmup in Dexcom Zone.

### Sensor Expiring Soon

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image2.png" alt="Image" /></td>
<td>Your sensor session ends within 2 hours.</td>
</tr>
</tbody>
</table>

**What to do**

Be prepared to remove your sensor and insert a new one within 2 hours when you get the **Replace Sensor Now** error message.
### Signal Loss

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Signal Loss" /></td>
<td>Your transmitter and Dexcom Zone aren’t able to communicate.</td>
</tr>
</tbody>
</table>

### What to do

Move your smartphone with Dexcom Zone closer to the transmitter: within 20 feet. Remove barriers (like walls or metal) between your smartphone and transmitter. If you are in water, keep your smartphone even closer.

**Turn Bluetooth off, then on. Wait up to 30 minutes for your transmitter and Dexcom Zone to reconnect.**

Once the problem has been fixed, your older readings will show up on the trend graph.
# Transmitter Not Found

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Transmitter Not Found" /></td>
<td>Dexcom Zone isn’t able to communicate with your transmitter.</td>
</tr>
</tbody>
</table>

## What to do

1. Check your transmitter. Make sure it’s flat and snug in its holder.

2. Move your smartphone within 20 feet of your transmitter.

3. If those things don’t work, restart your smartphone and reopen your program provider’s app.

**Android Only**: Check **Location**. Location must be on for Bluetooth to work. Bluetooth sends sensor readings to your smartphone. Dexcom doesn’t track your location.

To turn on **Android Location** permission:

1. Go to phone **Settings > Location**

2. **Turn on** Location
## Transmitter Failed

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Transmitter Failed" /></td>
<td>Your transmitter is no longer working.</td>
</tr>
</tbody>
</table>

### What to do

If you don’t have another transmitter, contact your program representative.

Follow steps on screen to:

1. Remove this sensor and stop the sensor session in Dexcom Zone.

2. Insert a new sensor, attach a new transmitter, and start the sensor warmup in Dexcom Zone.
4.2 Other Screen Issues

Is information missing on your screens? Or how you feel doesn’t match your sensor reading? Read below to find out more.

Trend Screen: Gap in Graph

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Graph Image" /></td>
<td>Your graph is missing readings.</td>
</tr>
</tbody>
</table>

**What to do**

Wait. When your sensor readings resume, up to 3 hours of missed readings can fill in on the graph.

Reading: Doesn’t Match How You Feel

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="BG Meter Image" /></td>
<td>Your sensor reading is in your target range, but you feel shaky, sweaty, lightheaded, and nauseous—the way you feel when your blood glucose is low.</td>
</tr>
</tbody>
</table>

**What to do**

Never ignore your body. If you think the sensor readings don’t fit your symptoms, wash your hands thoroughly and use your BG meter for your glucose information.
4.3 Sensor or Applicator Issues

Is the applicator stuck? Having trouble with your sensor? Review the solutions here to find a fix.

Applicator’s Stuck

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>The applicator is stuck to your skin.</td>
<td></td>
</tr>
</tbody>
</table>

**What to do**

Simply remove the applicator and adhesive patch:

1. Gently pull the applicator up until you see the adhesive patch.
2. Hold the front edge of patch and peel away from skin.
3. Rock the applicator backwards, off your body.
4. Make sure the sensor isn’t left on the skin.

Don’t try to reuse the applicator. Call Dexcom Technical Support at **1.888.738.3646, 24/7.**
## Sensor’s Peeling Off

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>The adhesive patch is peeling off.</td>
<td></td>
</tr>
</tbody>
</table>

### What to do

Put overpatch or medical tape (such as Blenderm™) over the adhesive patch.

To order an overpatch, call Dexcom Technical Support. Do not put tape over the transmitter.

For your next sensor session, prevent peeling before inserting your sensor by:

- Using adhesive products (such as Mastisol®, Skin Tac™) under the patch
- Thoroughly rubbing the patch onto skin
**Water and Your System**

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Shower and Swimming" /></td>
<td>You’d like to go swimming, take a shower, jump in the hot tub, or scuba dive, but you’re worried about getting water on your system.</td>
</tr>
</tbody>
</table>

**What to do**

Once snapped into place, the transmitter is water resistant. Swim, shower, take a bath: No need to worry about water and your system—just leave your smart phone in a dry area.
4.4 Setup Issues

App Not on Smartphone

<table>
<thead>
<tr>
<th>What you DON’T see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your program provider’s app</td>
<td>You don’t see your program provider’s app icon on your smartphone</td>
</tr>
</tbody>
</table>

**What to do**

If you are using your own smartphone, go to the app store and download your program provider’s app. If you’re having difficulty locating or installing it, contact your program representative.

Transmitter SN Prompt

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Transmitter Image]</td>
<td>During setup, Dexcom Zone asks for the Transmitter serial number (SN).</td>
</tr>
</tbody>
</table>

**What to do**

Follow the on screen instructions and enter your transmitter SN. It’s on the bottom of the transmitter or the transmitter box.

OR
5. GOING THROUGH SECURITY
5.1 Going Through Security

Concerned about security equipment?

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

Security Equipment to Use

Hand-wanding, pat-down, visual inspection, and walk-through metal detector: If you’re wearing or carrying your Dexcom Glucose Program System, use any of these screening methods.

Security Equipment to Avoid

The Dexcom Glucose Program System hasn’t been tested in advanced imaging technology (AIT) body scanners or X-ray baggage scanners.

Body scanners

Don’t go through an AIT scanner, when wearing your Dexcom Glucose Program System.

X-ray machines

Don’t put your system components through x-ray machines.
In a Plane

Use your smartphone to get sensor glucose information while in the plane. After switching to airplane mode, turn your smartphone’s Bluetooth on.

For more information

Contact your airline for their policies.

- Visit the TSA’s website at tsa.gov.
- Email: TSA-ContactCenter@tsadhs.gov
- Phone: 1.855.787.2227
6. WARRANTY
6.1 Warranty
DEXCOM TRANSMITTER LIMITED WARRANTY

Sometimes stuff happens. Dexcom has you covered!

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

The Dexcom G6 Glucose Program System uses the Dexcom G6 transmitter and sensor applicator.

What Was Covered and for How Long?

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

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

What Isn’t Covered?

This Limited Warranty is based on the Purchaser properly using the continuous glucose monitoring system in a timely manner and in accordance with the documentation provided by Dexcom. Purchaser is 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” the continuous glucose monitoring system or cell phone and taking other unauthorized actions may put the user at risk, cause the continuous glucose monitoring system to malfunction, are not permitted and void the Limited Warranty.

This Limited Warranty doesn’t cover:

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the ID number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- Malfunctions resulting from the use of the transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the continuous glucose monitoring system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes cell phones or smart devices and connection to the internet.
- A transmitter that has been taken apart physically or that has had any of its software accessed in any unauthorized manner.
• Water damage to transmitter
  • Beyond specifications listed in the Dexcom G6 User Guide
• Options to get the User Guide:
  • Download or view: dexcom.comguides
  • Online request form to receive a free printed copy: dexcom.com/guides
  • Request a free copy by phone:
    • Toll free: 1.888.738.3646
    • Toll: 1.858.200.0200

Dexcom’s Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective transmitter.

To return, the transmitter must be sent to an authorized Dexcom Technical Support Department. Make sure to adequately package the transmitter for shipping.

The return package needs to include:
• Transmitter
• Sales receipt or comparable substitute proof of sale showing the date of purchase
• Transmitter’s serial number
• Seller’s name and address
• Purchaser’s name and address for Dexcom to ship the replacement
Call Dexcom Technical Support Department for delivery information or help.

Reach Dexcom Technical Support at: 1.844.857.6319, Monday – Friday, 6 am – 6 pm (PST).

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

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

Limits on Dexcom’s Warranty and Liability Obligations

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

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

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 or any feature or service provided by Dexcom for use with the Dexcom G6.
These limits on Dexcom’s warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this Limited Warranty and the limited remedy provided by Dexcom.

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

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

1. Download or view/print in a .pdf format
dexcom.com/guides

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

3. Request a free copy by mail
   Cut this page along the dotted lines on the left.

4. Request a free copy by phone
   1-888-738-3646 ext. 4300

Fold over with the Business Reply Mail facing up and back is blank.
For your privacy, seal edges with tape.

Mail-In Request for Everything Else: Appendices

YES! Please send me a printed Everything Else: Appendices

Participant Name: ________________________________

Participant Address: ______________________________

Address Line #2: ________________________________

City: __________________ State: ___ Zip _____-

Phone Number: (___) ____________________________

seal for privacy
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