



*Dexcom G5 Mobile Continuous
Glucose Monitoring (CGM) System*

Getting Started Guide





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Section 1: Welcome

Congratulations on making the Dexcom G5 Mobile Continuous Glucose Monitoring (CGM) System (Dexcom G5 Mobile) part of your life!

The Dexcom G5 Mobile allows you to see sensor glucose readings (readings) every five minutes for up to seven days. These readings can help you find trends and patterns in your glucose levels, allowing you to see where your glucose levels have been, which direction they are headed, and how fast they are rising or falling.

1.1 Training Options

Knowing about the Dexcom G5 Mobile is your first step in creating a successful CGM experience. Before using it, learn about it.

You can train in the following ways:

- Self-train with the Dexcom G5 Mobile Tutorial
- Train with our Dexcom Patient Care Team

Toll free: **1.888.738.3646**

Toll: **1.858.200.0200**

Monday through Friday, 5:30 AM to 8 PM PST (subject to change)

- Train with your healthcare professional using this Getting Started Guide

Before you begin and anytime you have questions, review your user guide. Listed below are your options to get the full user guide:

- Download as an eBook or view/print from: **dexcom.com/guides**
- Request form to receive a free printed copy from: **dexcom.com/guides**
- Request a free printed copy by mail: **Business reply card in back**
- Request a free printed copy by phone:

Toll free: **1.888.738.3646**

Toll: **1.858.200.0200**

Section 2: Safety Statements Overview

Indications for Use

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

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

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

Important User Information

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

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

Contraindications

MRI/CT/Diathermy



Do not wear the Dexcom G5 Mobile (sensor, transmitter, and receiver) during Magnetic Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

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

Medications

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

Warnings

Sensor Fractures

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

Do Not Use Damaged Goods

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

Choking

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

Avoid Strangulation

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

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

Review Training Materials

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

Diabetes Treatment Decisions

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

Do Not Ignore Low/High Symptoms

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

Who Shouldn't Use

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

- Pregnant women
- Persons on dialysis

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

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

Calibrate on Schedule

What is calibrating and why it is important? Calibration is the process of making sure your sensor continues to be accurate. Your sensor doesn't automatically

know what your glucose levels are—you have to teach your system what a given BG value is by entering in a KNOWN glucose value from your BG meter.

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

Placement

Do not insert the sensor component of the Dexcom G5 Mobile in a site other than the belly/abdomen (ages 2 years and older) or the upper buttocks (ages 2 to 17 years). The placement and insertion of the sensor component of the Dexcom G5 Mobile is not approved for other sites. If placed in other areas, the Dexcom G5 Mobile may not function properly.

Prior to Initial Calibration: Data/Alarm/Alert

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

Sensor Storage

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

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

Smart Device Settings

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

To receive Alarm or Alerts you must:

- Make sure the notifications for the G5 Mobile app are turned on in the setting's menu of your smart device.
- Check that the Dexcom G5 Mobile app hasn't been shut down by your smart device.
- Turn on Bluetooth on your smart device.
- Turn off the Do Not Disturb feature on your smart device (if available).
- Restart the G5 Mobile app after your smart device is restarted.
- Set the volume on your smart device at a level you can hear.
- Do not close app; always run the app in the background.
- Make sure accessory devices do not override your smart device settings.

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

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

Missed an Alarm or Alert?

An Alarm or Alert from the G5 Mobile app cannot be heard through your smart device's speakers if headphones are plugged in. Make sure you unplug your headphones when you are done using them, otherwise you might not hear an Alarm or Alert from the Dexcom G5 Mobile.

Precautions

Hydroxyurea

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 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. 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.

Sensor Package

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

Clean and Dry Before Using

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

Do not insert the sensor until you have cleaned the skin near the insertion site with a topical antimicrobial solution, such as isopropyl alcohol, and allowed the skin to dry. Inserting into unclean skin might lead to infection. Do not insert the sensor until the cleaned area is dry so the sensor adhesive will stick better.

Reusable: Don't Throw Away

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

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

Be Accurate, Be Quick

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

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

Treatment Decisions

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

Expiration Date

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

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

Sensor Placement

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

Avoid inserting the sensor in areas that are likely to be bumped, pushed, or compressed or areas of skin with scarring, tattoos, or irritation as these are not ideal sites to measure glucose. Insertion in these areas might affect sensor accuracy.

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

Use Correct Transmitter, Receiver, and Sensor

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

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

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

Communication Range

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

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

Setting Alarm/Alert Notifications

When using both a receiver and a smart device with your Dexcom G5 Mobile, you must set your settings separately in each. If you set up one device and then use another, you might not get an Alarm or Alert.

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

Is it On?

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

Test Receiver

Test your receiver speaker and vibration often. To test the speaker and vibration use the Speaker Test or go through the Try It menu option. Always test if your receiver gets wet or dropped.

To use the Speaker Test, plug the receiver in to charge to see the Speaker Test screen. Proceed through the speaker test. To use the Try It menu option, go to the Sounds menu and select Try It. Either way, if it doesn't vibrate and beep, contact Technical Support.

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

Keep Receiver Clean and Dry

Do not get dirt or water in the USB port and do not submerge in water.

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

No Alternative Site Testing - Fingerstick Only

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

When Not to Calibrate

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

Don't Share Your Transmitter

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

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

Airport Scanners

Be aware of airport body scanners and baggage x-rays when you travel. Do not place any part of the Dexcom G5 Mobile system in the baggage x-ray machine or body scanner. Ask for visual inspection instead:

- **Baggage x-ray machine:** Instead of putting any part of your Dexcom G5 Mobile through the baggage x-ray, ask the TSA officers to visually inspect it.
- **Body scanner:** When you are wearing your Dexcom G5 Mobile, request hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner. AIT is also called millimeter wave scanner.

Do not rely on CGM readings while being checked by an x-ray or hand-wand metal detector. Once you have cleared the security checkpoint area, you can resume using CGM data. Although the system has been tested with several metal detectors and hand-wands, it is unknown if exposure to certain x-ray, hand-wands, and/or AIT body scanners can affect the system performance and results in you missing a severe low or high glucose event.

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

Caution

U.S. law restricts the sale of the Dexcom G5 Mobile to sale by or on order of a physician.

Section 3: Risks and Benefits

3.1 Risks

There are some risks with using real-time CGM.

Not Receiving Alarm/Alerts

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

Some hardware issues preventing Alarm/Alerts:

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

Using CGM for Treatment Decisions

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

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

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

1. Sensor glucose reading
2. Trend arrow

For more information on how to make treatment decisions using your Dexcom G5 Mobile, see Section 10.

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

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

Sensor Glucose Reading Different from Your Expectations or Symptoms

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

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

Sensor Insertion Risks

Inserting the sensor and wearing the adhesive patch might cause infection, bleeding, pain, or skin irritations (e.g., redness, swelling, bruising, itching, scarring, or skin discoloration). The chance of this happening is low.

The Dexcom G5 Mobile uses the same sensor as the previous CGM system—the Dexcom G4 PLATINUM. The Dexcom G4 PLATINUM System clinical studies and complaint data showed slight redness and swelling occurring only in a few patients.

During Dexcom's G4 PLATINUM System's clinical study, no sensor wires broke; however, there is a remote chance sensor fragments could break or detach and remain under your skin. Sterile broken sensor wires don't pose a significant medical risk.

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

3.2 Benefits

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

Knowing Your Trends

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

Making Treatment Decisions Based on Your CGM

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

Helping Your Diabetes Management

The Alarm/Alerts features (see Section 9) keep you aware of your glucose levels. Alerts notify you when your glucose goes outside your target range or is rapidly falling or rising, letting you take action before you get too low or too high. The Urgent Low Glucose Alarm lets you know when you are dangerously or urgently low, going below 55 mg/dL. By taking corrective measures, you lessen the time spent in your low/high range, while increasing time in your targeted range (Battelino, 2011; Garg, 2005). If you are using the Dexcom G5 Mobile to make treatment decisions, make sure your Alerts are on. See Section 10 for Treatment Decisions.

Real-time CGM can help improve your A1C as well as improve the quality of your glucose control. If your A1C is at or below 7%, using a CGM such as the Dexcom G5 Mobile, helps reduce hypoglycemia (Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group, 2008).

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

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM. (Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group, 2010).

References:

Battelino, T., Phillip, M., Bratina, N., Nimri, R., Oskarsson, P., & Bolinder, J. (2011). Effect of Continuous Glucose Monitoring on Hypoglycemia in Type 1 Diabetes. *Diabetes Care*, 34 (4), 795-800.

Garg, S., Zisser, H., Schwartz, S., Bailey, T., Kaplan, R., Ellis, S., & Jovanovic, L. (2005). Improvement in Glycemic Excursions With a Transcutaneous, Real-Time Continuous Glucose Sensor: A Randomized Controlled Trial. *Diabetes Care*, 29 (1), 44-50.

Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group. (2010). Quality-of-Life Measures in Children and Adults with Type 1 Diabetes. *Diabetes Care*, 33 (10), 2175-2177.

Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group, Tamborlane, W.V., Beck, R. W., Bode, B. W., Buckingham, B., Chase, H. P., Clemons, R., ... & Xing, D. (2008). Continuous glucose monitoring and intensive treatment of type 1 diabetes. *The New England Journal of Medicine*, 359 (14), 1464-1476.

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

Section 4: System Overview

4.1 Components

Your Dexcom G5 Mobile is made up of the following components:

Sensor and Applicator



- **What is it?**
Applicator inserts sensor and places adhesive patch with sensor pod. Sensor measures glucose levels just below skin.
- **What do I do with it?**
Wear sensor for seven days. Throw away after use.

Transmitter



- **What is it?**
Transmitter sends glucose information to display device.
- **What do I do with it?**
Snap it into sensor pod. Reuse for three months.

Display Device(s)



- **What are they?**
Display devices. Use your receiver, the app on your smart device*, or switch between them.
- **What do I do with them?**
Review your readings.
Set and receive Alarm/Alerts.
Keep within 20 feet of transmitter.

Graphics in this guide are representational. Your product may look different.

*For a list of compatible devices see dexcom.com/compatibility.

4.2 Choose Display Device

Your transmitter sends glucose information to your display device(s) using *Bluetooth*. To set up your system, first choose the display device(s) you want to receive your CGM data, Alarm, and Alerts. You have three choices:

Smart Device Only (for setup see Section 5)



Things to consider if choosing your smart device only:

- Dexcom Share*: Can send data to 5 people.
- Battery life: *Bluetooth* and the Dexcom G5 Mobile app (app) must always be on. You may need to charge your smart device more often.

Receiver Only (for setup see Section 6)



Things to consider if choosing your receiver only:

- Dexcom Share: Not available
- Medical device:
Built to capture your glucose data consistently.
Use when you can't take your phone.
- Battery life: Two days

Smart Device and Receiver (for setup see Sections 5 and 6)

Your transmitter sends glucose information directly to your app and receiver, at the same time. You can use both devices at once or switch between them.



Things to consider if choosing both devices:

- Use your app during daily activities where you already take your smart device
- Use your receiver during activities where your smart device may not be allowed (work or school)
- You get Alarm and Alerts on both devices

* Dexcom Share allows you to share your glucose information with Followers. For more information on Dexcom Share, see your user guide.

Section 5: App Setup

5.1 Install App

1



Install the Dexcom G5 Mobile app from your app store.

2

LOGIN

Sign Up

Log in to the app (with your existing Dexcom account) or sign up for a new account.

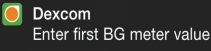
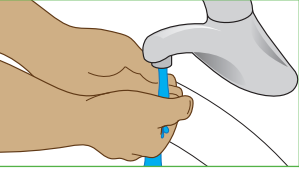
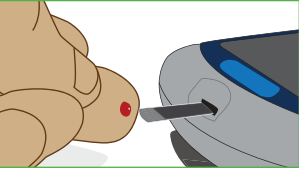



Once you log in, the app guides you through the setup process.

This takes about 20 minutes and includes:

- Setting your high and low Alerts
- Adjusting your device settings
- Entering your transmitter serial number
- Inserting your sensor and attaching your transmitter
- Pairing your transmitter with your app
- Starting your 2-hour sensor warmup

5.2 Enter Initial Blood Glucose Meter Values

At the end of the 2-hour warmup, you must enter two separate blood glucose (BG) meter (meter) values before readings begin.

1		<p>Your app alerts you when you need to enter your two meter values.</p> <p>Go to your app to enter values.</p>
2		<p>Wash hands with soap and water, never gel cleaners. Dry your hands.</p> <p>Washing and drying your hands before using your meter helps ensure accuracy.</p>
3		<p>Test your BG using your meter. Use fingertips only.</p>
4		<p>Tap the circle to enter the first of two meter values.</p>
5		<p>Enter the exact value from your meter within 5 minutes of testing.</p> <p>Tap SAVE.</p>
6		<p>Repeat steps above to enter the second meter value.</p> <p>Entering two separate values ensures an accurate reading.</p>

5.3 Smart Device Settings

Even though the Dexcom G5 Mobile app is a medical app, your smart device settings can impact your Alerts.

To receive CGM Alerts, you must allow the app to send you notifications. These notifications are CGM information only; no promotions.

High Glucose Alert Example

1



Dexcom
High glucose alert
slide to view

A High Glucose Alert appears if your glucose rises above your High Alert setting.

Your smart device vibrates and makes sound depending on your settings.

Open the app.

2

High Glucose Alert



OK

In the app, tap **OK** to confirm the alert.

To get Alerts:

- *Bluetooth* must be on.
- App must be running in the background. Always open the app to activate it after restarting your smart device.

Important:

- On Android, **all** Alarm/Alerts are silent when using the most restrictive Do Not Disturb setting.
- On Apple, your Signal Loss Alert can't sound in Silent or Do Not Disturb.

For a full list of suggested settings, see the user guide. For information on how to set the above settings, see your smart device instructions.



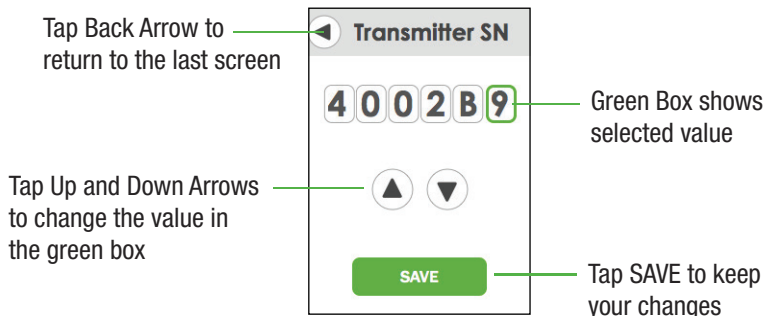
Headphones may prevent sound from coming through the speaker.
You may not hear an Alarm/Alert.

Section 6: Receiver Setup


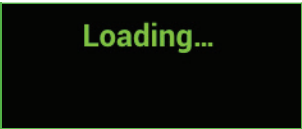
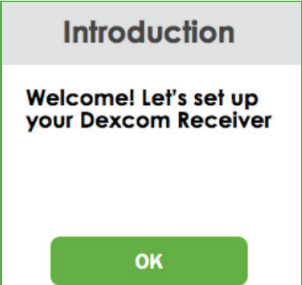
6.1 Receiver Overview

Your receiver works a lot like a smart device. Tap the screen to make selections or move to other screens. Press the power button to turn the screen on or off.

Tips for using the touchscreen



6.2 Set Up Receiver

1		To turn receiver on, press and hold the power button for 2 seconds.
2		Loading screen displays.
3		Tap OK.

The first time you start your receiver, the setup wizard walks you through entering your date/time, transmitter serial number (SN), and setting up your Low/High Alerts.

4

Date/Time

2015 / 08 / 12
12 : 35 AM

▲ ▼

SAVE

Date format: Year / Month / Day.

Time format: Hour / Minute / AM or PM.

5

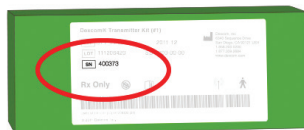
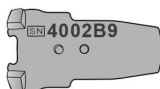
Transmitter SN

4 0 0 2 B 9

▲ ▼

SAVE

Find your SN on the backs of your transmitter and transmitter box.



Tap up from 9 or down from 0 to choose a letter.

6

Low Alert

80

mg/dL

▲ ▼

SAVE

Set Low Alert between 60-100 mg/dL.

Receiver alerts you when you are at or below your Low Alert setting.

7

High Alert

200

mg/dL

▲ ▼

SAVE

Set High Alert between 120-400 mg/dL.

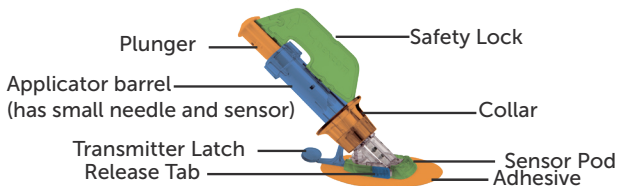
Receiver alerts you when you are at or above your High Alert setting.

6.3 Insert Sensor

Before you begin, get familiar with your applicator.

Gather:

- Alcohol wipes
- Sensor
- Transmitter
- Optional:
Skin preparation
or adhesive products
(Mastisol®, Skin Tac™)



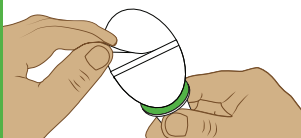
Choose an insertion site. It should be:

- At least 3 inches from insulin pump infusion set or injection site
- Away from waistband, scarring, tattoos, irritation
- Unlikely to be bumped or pushed



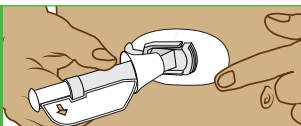
1		Wash and dry hands.
2		Clean your skin at the sensor placement site with an alcohol wipe. Let dry.
3		Optional: Create an empty, sideways oval: <ul style="list-style-type: none"> • Don't get any skin adhesive inside the oval • Let skin adhesive dry (see manufacturer's instructions) • Insert sensor on clean skin at center of oval

4



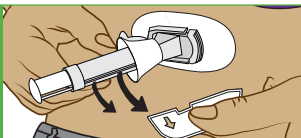
Remove the adhesive backing from the sensor pod, one half at a time.

5



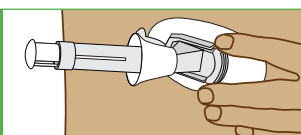
Place the sensor pod horizontally on your skin.

6



Hold the applicator and pull the safety lock straight out.

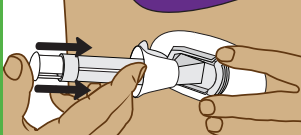
7



Place the fingers of one hand at the edge of the white adhesive.

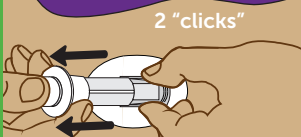
You may pinch up on your skin using this hand.

8



Place two fingers ABOVE the collar and your thumb on the white plunger. Push down the plunger. You should hear 2 clicks.

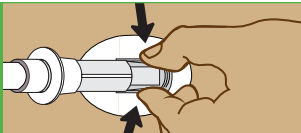
9



2 "clicks"

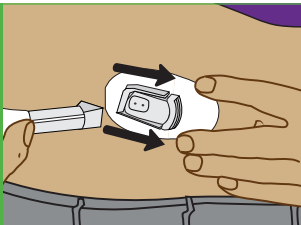
Move your two fingers from above the collar to below the collar. Pull the collar back towards your thumb until you hear 2 clicks or cannot pull back any more.

10



Squeeze the ribbed tabs on the sides of the sensor pod.

11



While squeezing the tabs, rock the applicator barrel forward and away from your body. Throw away applicator following local ordinances.

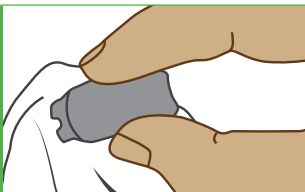
Move your fingers around the adhesive patch three times to secure the tape to your skin.

6.4 Attach Transmitter

Once you have inserted the sensor, you need to attach your transmitter to the sensor pod.

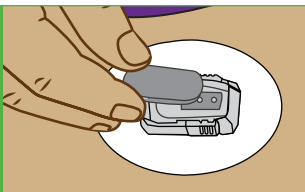


1



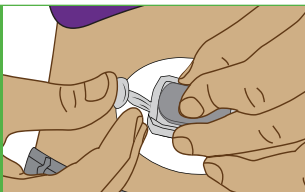
Clean the back of your transmitter with an alcohol wipe.
Let dry.

2



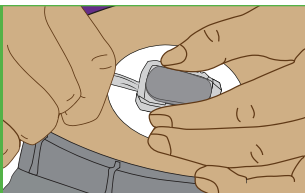
Place the transmitter in the sensor pod with the flat side down, and thinner side away from the transmitter latch.

3




Place one finger on the transmitter to keep it in place. With your other hand, pull the transmitter latch up and forward until you hear two clicks.

4




Hold the sides of your sensor pod with one hand. Remove the transmitter latch with the other hand by quickly twisting off the latch away from your body.

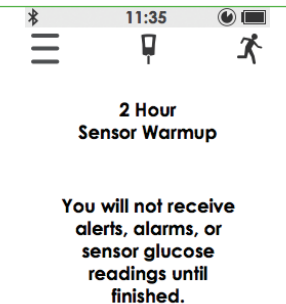
6.5 Confirm Transmitter and Receiver Communicate

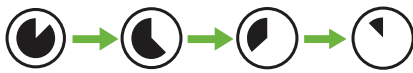
1		<p>Check receiver 10 minutes after attaching transmitter to make sure they are communicating. Can take up to 30 minutes. The <i>Bluetooth</i> symbol blinks while looking for a transmitter and turns solid when it is found.</p>
---	---	---

6.6 Start Sensor

Once you have inserted your sensor, attached your transmitter, and made sure your *Bluetooth* symbol is solid you are ready to start your sensor.

1		<p>Tap START SENSOR.</p>
---	---	---------------------------------


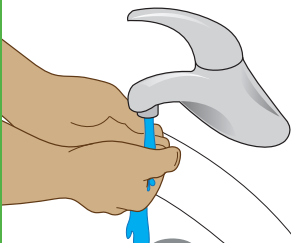
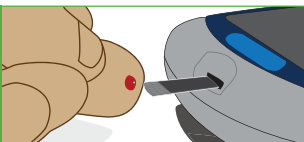
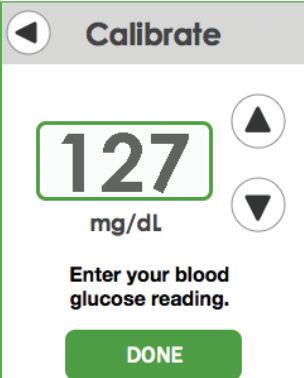
2		<p>Sensor Warmup screen tells you your 2-hour sensor warmup has begun.</p> <p>You will NOT receive Alarm, Alerts or readings until your 2-hour sensor warmup and two meter values are complete. During this time you might miss severe hypoglycemia (low BG) or hyperglycemia (high BG) events. Use your meter for value.</p>
---	--	---

3	<p>The 2-hour countdown symbol appears in the upper right corner of your screen. It turns white to show progress during the 2-hour sensor warmup.</p> <div style="text-align: center;">  </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <div>Start [0-24 minutes]</div> <div>[24-48 minutes]</div> <div>[48-72 minutes]</div> <div>[72-96 minutes]</div> <div>Ready for calibration</div> </div> <p>Keep your receiver within 20 feet during the 2-hour sensor warmup.</p>	
---	---	--

6.7 Enter Initial Calibrations

At the end of the 2-hour sensor warmup, you must enter two meter values before any readings will show.

If you are setting up two devices, you only need to do these steps for one.

1	 Calibration Required Enter 1st blood glucose reading.	<p>When prompted, enter the first of two meter values.</p> <p>You may have to unlock your screen first. If so, tap 1, then 2.</p>
2		<p>Wash hands with soap and water, never gel cleaners. Dry your hands.</p> <p>Washing and drying your hands before using your meter helps ensure accuracy.</p>
3		<p>Take a measurement using your meter.</p> <p>Use fingertips only.</p>
4		<p>Tap the Up and Down Arrows to enter the exact value from your meter.</p> <p>Tap DONE.</p>

Is this correct?

Tap **SAVE**.

5

127

mg/dL

3:55 PM

SAVE

Cancel



Calibration Required

Enter your 2nd blood
glucose reading.



OK

6

Repeat the steps above to enter a second meter value.

Entering two separate meter values ensures an accurate reading.

Tap **OK**.



3:00 PM



127

mg/dL

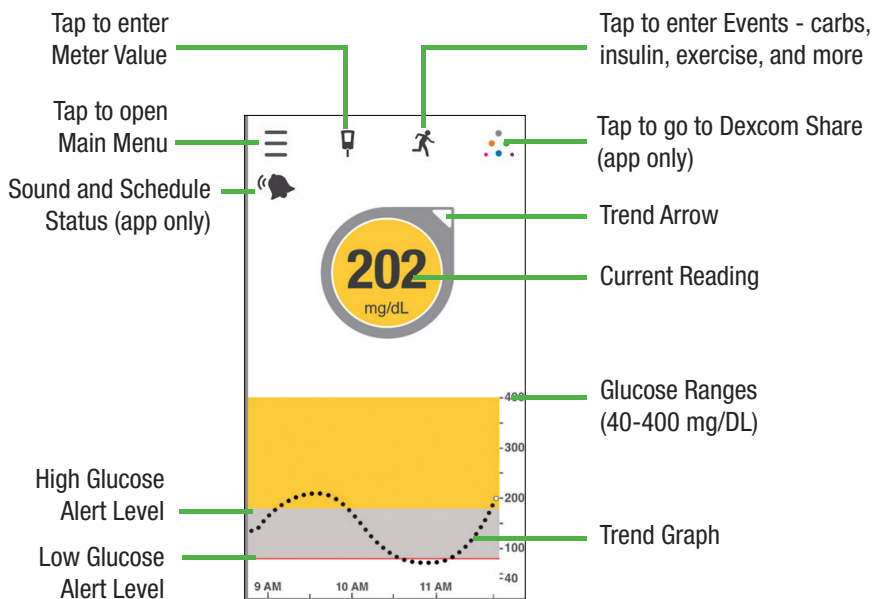
400
300
200
100
40

1 PM 2 PM 3 PM

7

The trend graph shows your first sensor reading! Each dot shows a reading taken every 5 minutes.

Section 7: Your Home Screen



This is the app Home screen. The receiver doesn't have Share or the Sound and Schedule status.

Where You Are

To know where you are now, look at the colors and numbers.



Red = Low



Yellow = High



Gray = In Target

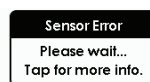
No Readings



LOW = Below 40 mg/dL










HIGH = Above 400 mg/dL



Black = Error

Trend Arrows Show Where You're Going

To know where you are going, look at your trend arrows. Remember, it is not all about the number. Pay attention to the direction and speed of your glucose change.

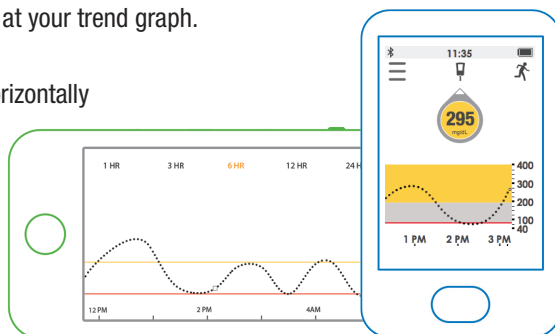
	<p>Steady: Changing less than 1 mg/dL each minute.</p>
 	<p>Slowly Rising or Falling: Changing 1-2 mg/dL each minute.</p> <p>Glucose could increase/decrease 30-60 mg/dL in 30 minutes.</p>
 	<p>Rising or Falling: Changing 2-3 mg/dL each minute.</p> <p>Glucose could increase/decrease 60-90 mg/dL in 30 minutes.</p>
 	<p>Rapidly Rising or Falling: Changing more than 3 mg/dL each minute.</p> <p>Glucose could increase/decrease more than 90 mg/dL in 30 minutes.</p>

Where You Were

To know where you were, look at your trend graph.

To see more time:

- App: Turn smart device horizontally
- Receiver: Tap graph



Section 8: Update Calibrations Every 12 Hours

Enter update calibrations every 12 hours and when prompted.



On both the app and receiver the meter icon shows a red badge when a meter value is needed.

If you use two display devices, calibrate on one of them. It will update the other device within 10 minutes.

See the user guide for details.

WARNING: Calibrate the Dexcom G5 Mobile at least once every 12 hours. The system must be calibrated to give accurate readings. Do not use the system for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibrations.

Tips for Entering Calibrations

Do Calibrate:

- After washing and drying your hands
- Within five minutes of testing with your meter
- Using the exact number from your meter
- Using only fingerstick blood glucose values

Don't Calibrate:

- If you see a No Readings, Sensor Error, or Signal Loss error on the screen
- After you have taken acetaminophen (such as Tylenol®)
- If your meter value is higher than 400 mg/dL, lower than 40 mg/dL, or rising or falling rapidly.

Section 9: Alarm and Alerts

The Dexcom G5 Mobile sends Alarm and Alerts to your app or your receiver, depending on which one you use. When you use both the app and the receiver at the same time, remember to change and confirm Alarm and Alerts on each device separately.

If using the app, learn how to ensure you get your Alarm/Alerts in 5.3 Smart Device Settings.

9.1 Urgent Low Glucose Alarm

The Dexcom G5 Mobile has an automatic Urgent Low Glucose Alarm set at 55 mg/dL. This is the only notice you can't turn off or change.

9.2 Change Low and High Alerts

Part of your initial setup included setting your Low/High Alerts. You can change these settings at any time. To change your Low/High Alert, go to **Menu > Alerts** in your app or receiver. For detailed steps see the user guide.

9.3 Signal Loss, Rise Rate, and Fall Rate Alerts

Signal Loss: Signal loss happens when your display device and transmitter stop communicating. You won't get sensor glucose readings when this occurs. To prevent or fix this, make sure you are within range (20 feet) of your receiver, without obstructions. To stop getting Signal Loss Alerts, turn this OFF. The default is ON.

- On Apple devices, Silent and Do Not Disturb prevent the Signal Loss Alert from making sound and vibration.

When your transmitter and display device connect after a Signal Loss or similar issue, up to three hours of missed readings can fill in on the graph.

Rise and Fall Rates: By default, the Rise and Fall Rate Alerts are turned OFF; you can turn them ON, and customize them.

When the Rise or Fall Rate Alerts are on, you receive Alerts telling you your glucose is changing at a rapid (2 mg/dL/min) or very rapid (3 mg/dL/min) rate. Use this to avoid staying high or low for long.

9.4 Set Up Receiver Alert Sounds

You can choose your receiver Alert sounds. The sound you choose affects all Alerts. The default is Normal. See below for an overview of the different sound options.



Vibrate: Use when you want to be alerted by vibration instead of sound.

Exception: The Urgent Low Glucose Alarm at 55 mg/dL will still make a sound. It will alert you by vibration first, followed by beeps 5 minutes later if not confirmed.



Soft: Use when you want your Alert sound to be discreet. This sets all the Alarm and Alerts to lower volume beeps.



Normal: This is the default. It is a medium volume.



Attentive: Use when you want your Alert to be noticeable. This sets all the Alarm and Alerts to loud with distinctive melodies.



HypoRepeat: Use when you want extra alerts for the Urgent Low Glucose Alarm.

This repeats the Urgent Low Glucose Alarm every 5 seconds until you confirm it or your reading rises above 55 mg/dL.

NOTE: No matter what sound you pick, all Alerts will notify you by vibrating first. There will be no audible beep if you confirm the Alert after the first vibration.

Follow these steps to choose your sound.

1		Tap Menu icon.
2		Tap Sounds .
3		Default is Normal. Tap the sound option you want. Check mark (✓) shows your sound option.
4		Tap Try It to hear an example. This does not select your sound. To select your sound, use the Sounds menu.

9.5 Test Receiver Speaker and Vibrations

You have to hear and feel an Alarm or Alert to respond to it. But what if the receiver's speaker or vibrations aren't working? Test them!

When you plug in the receiver to charge, you'll see a Speaker Test screen for a few seconds. Use the speaker test to listen for the test beep and feel for the test vibrations. If you get the beep and vibrations, great! The speaker and vibrations work! You'll hear and feel your Alarm and Alerts. But if the receiver doesn't beep and/or vibrate, it may be broken and you won't hear and/or feel the Alarm or Alerts.

To test your speaker and vibrations, follow these steps:

1		Plug receiver into the wall to charge.
2		The light shows the receiver is charging.
3	<div> Speaker Test</div> <div>Test your speaker and vibrations regularly.</div> <div>You will miss alerts and alarms if they do not work.</div> <div><div>Test Now</div><div>Skip Test</div></div>	<p>Tap Test Now quickly before screen disappears.</p> <p>If screen disappears too quickly, unplug receiver and go to first step.</p>
4	<div>Test In Progress</div> <div></div>	<p>Listen for the beeps and feel for the vibrations.</p> <p>Is your receiver set to Vibrate or Soft? This test will still work. If speaker and vibrations work, receiver will beep loudly and vibrate anyway.</p>

5	<p>Speaker Test</p> <p>Did your receiver beep and vibrate?</p> <p>Yes</p> <p>No</p>	<p>Did your receiver beep and vibrate?</p> <ul style="list-style-type: none"> • Tap Yes if it did. Go to step 6. • Tap No if it didn't. Go to step 7.
6	<p>Test Complete</p> <p>Thank you for testing your speaker and vibrations.</p> <p>Please test them regularly.</p> <p>OK</p>	<p>Tap OK to return to your Home screen.</p> <p>Your receiver's speaker and vibrations are working! You'll hear your Alarm and Alerts.</p> <p>You're finished testing - don't go on to the next step.</p>
7	<p>Speaker Test</p> <p>Your speaker or vibrations may be broken. You will miss your alerts and alarms.</p> <p>Contact Tech Support.</p> <p>Try Again</p> <p>Cancel</p>	<p>Contact Tech Support (available 24/7):</p> <ul style="list-style-type: none"> • Email: TechSupport@dexcom.com • Toll free: 1.888.738.3646 • Toll: 1.858.200.0200 <p>Your receiver's speaker and vibrations may not work and you will miss Alarm and Alerts. Use your app until it's fixed.</p> <p>Tap Test Again to retry. (See step 3.)</p> <p>Tap Cancel to return to your Home screen.</p>

You'll also hear and feel the speaker and vibrations when you turn on your receiver, though the Speaker Test screen won't display.

Section 10: Treatment Decisions

You can use your Dexcom G5 Mobile to make treatment decisions. But how do you know you're ready? Start by discussing the basics listed below with your healthcare professional (HCP). Get your questions answered. Together, decide when you're ready.

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

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

10.1 Treatment Decisions: The Basics

Work with your HCP and learn the basics: When do you need to use a meter instead of relying on your Dexcom G5 Mobile? How can you avoid insulin stacking?

Even when you're confident using your Dexcom G5 Mobile to make treatment decisions, there are times when you must use your meter:



Symptoms: Always use your meter if symptoms don't match readings.

You know your body, listen to it.



Acetaminophen: Always use your meter if you have taken acetaminophen. Medications containing acetaminophen (such as Tylenol®, Excedrin®, Sudafed®, Robitussin®) can give you a false high reading.



Calibration: Always use your meter to calibrate at sensor start and every 12 hours. Calibrating less often may cause inaccurate readings. When calibrating wash hands with soap and water, never gel cleaners.



When in doubt: In some situations you may feel less confident in your readings (for example, the first day of your sensor or when your glucose is rapidly changing).

When in doubt get your meter out.



No number, no arrow, no treatment decision: Always use your meter if you don't have a number and arrow.

Not stacking insulin is important, whether you use your meter, your Dexcom G5 Mobile, or both.



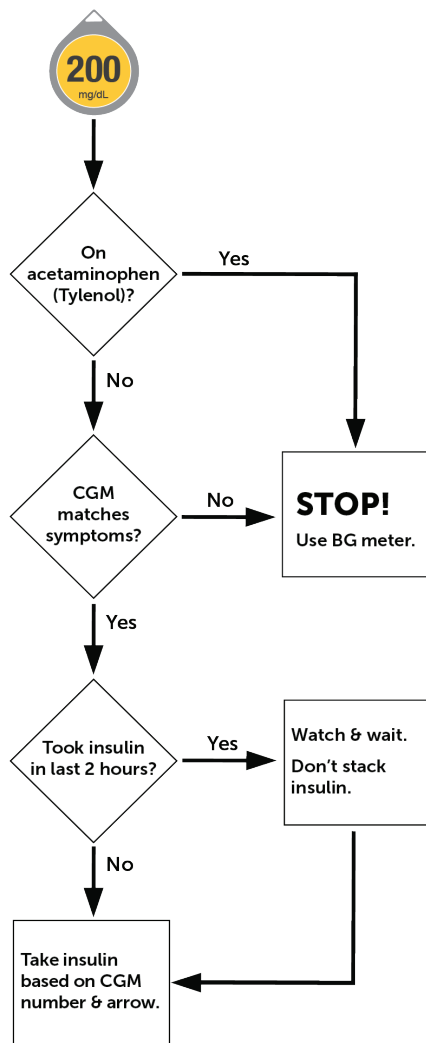
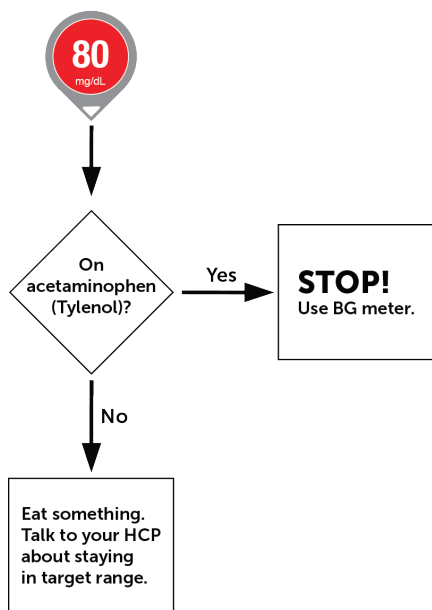
Insulin Stacking: Don't take insulin doses too close together, or "stack" insulin. You don't want to go low; wait at least 2 hours between doses. Sometimes, it's best to watch and wait.

Some users have reported that performance may vary significantly between sensors; pay attention to how each newly inserted sensor is working for you when deciding whether to make treatment decisions based on your readings. See the user guide for more information on what to do if your readings and meter values or symptoms don't match. If your readings don't consistently match your symptoms or meter values, then talk to your HCP about how you should be using the system to help manage your diabetes. Your HCP can help you decide how you should best use this device.

Once you and your HCP are comfortable, you're ready to make treatment decisions using your Dexcom G5 Mobile! Try it out using these flow charts.

You Decide







What would you do if your system showed your glucose was at 80 mg/dL and going down fast? Or at 200 mg/dl and going up fast? To practice making treatment decisions follow these flow charts.



10.2 Treatment Decisions: Beyond the Basics

Ready for more? Your Dexcom G5 Mobile offers so much more! Use your trend arrow, Alarm, and Alerts to fine-tune your treatment decisions. The more you use your system the better your results. Wear it. Look at it. Respond to it.

Let's look at Kim's day and how she used her system to make treatment decisions:

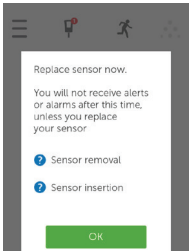
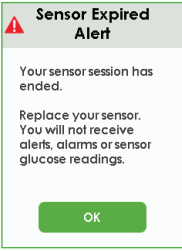
What Kim Sees	What Kim Does and Why
<p>Kim got a Low Alert:</p> 	<p>What: She eats an energy bar without doing a fingerstick.</p> <p>Why: An 80 mg/dL with the down arrow means her glucose is dropping. In 15 minutes, Kim could be 35 mg/dL.</p>
<p>At breakfast, Kim sees:</p> 	<p>What: She doses to cover her meal.</p> <p>Why: Because of the up arrow, she takes a little more insulin.</p> 
<p>At lunchtime, Kim sees:</p> 	<p>What: She doses to cover her meal.</p> <p>Why: Because of the down arrow, she reduces her insulin amount.</p> 
<p>For dinner Kim takes the correct amount of insulin, covering her meal. An hour later she gets a High Alert:</p> 	<p>What: She decides to watch and wait and not dose again. An hour later she's back in target.</p> <p>Why: Insulin takes time to work. It's important to not take insulin doses too close together, or "stack" insulin. Wait at least 2 hours. You don't want to go low; sometimes it's best to watch and wait.</p>

What decisions would you make? Walk through scenarios like these with your HCP.

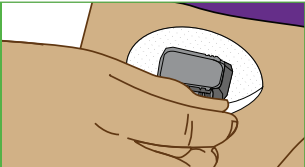
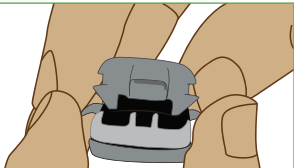

Section 11: End Sensor Session

11.1 Remove Sensor and Transmitter


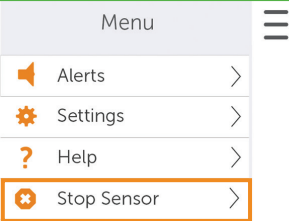
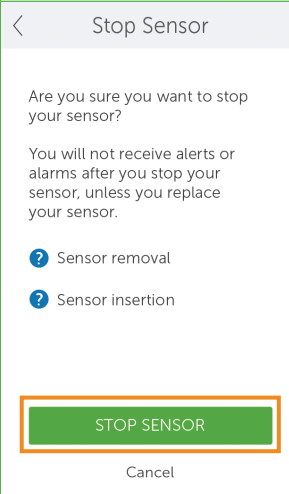
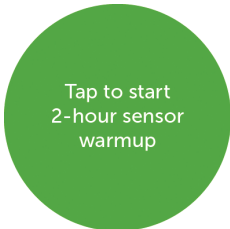
Your sensor automatically shuts off after 7 days. The app and receiver alert you at 6 hours, 2 hours, and 30 minutes before your sensor session ends.

Smart Device	Receiver	Description
		<p>Replace sensor when prompted.</p> <p>You will NOT receive readings or alerts. During this time. You might miss severe hypoglycemia (low BG) or hyperglycemia (high BG) events. Use your meter.</p>



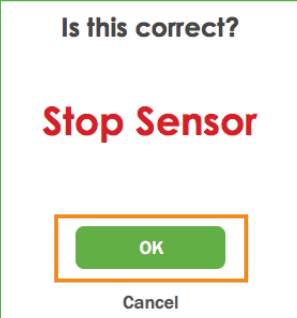
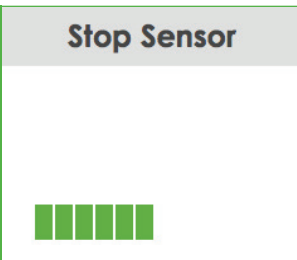
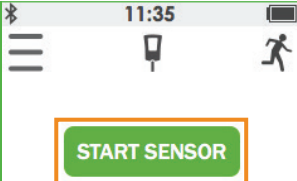
NOTE: Do not remove the transmitter from the sensor pod until all components (sensor, transmitter, sensor pod) are off your body.

1		Peel the adhesive off your body like a Band-Aid®. The sensor, sensor pod, and transmitter will all be removed.
2		Use your fingers to spread the back tabs of the sensor pod. Transmitter will pop out.
3		Keep the transmitter for your next sensor. Dispose of the sensor following your local guidelines for disposal of blood-contacting components.

11.2 App: End Sensor Session Early

1		Tap Menu icon.
2		Tap Stop Sensor .
3		Tap STOP SENSOR . Tap ? for more information.
4		Remove sensor. Insert new sensor. Tap green circle to start new session.

11.3 Receiver: End Sensor Session Early

1		Tap Menu icon.
2		Tap Stop Sensor .
3		Tap OK .
4		Wait.
5		Remove sensor. Insert new sensor. Tap START SENSOR to start new session.

Section 12: Troubleshooting





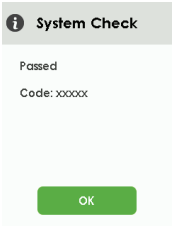
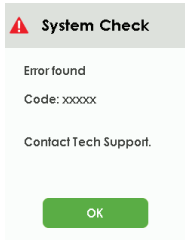
To get more information about any issue or error you see, in your app, tap the blue question mark. On your receiver, tap the black and white box with “Tap for more info.”


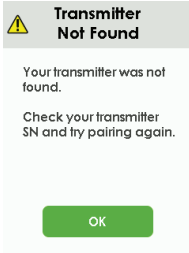

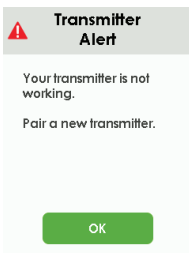
The solutions here are meant to be brief and not all-inclusive. For full troubleshooting information view the user guide at dexcom.com/guide.





Contact Tech Support, 24/7, if these instructions don’t resolve the issue.





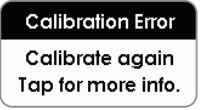
- Email: TechSupport@dexcom.com
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

Device	What you see	Problem	What you do
Receiver Only		Unlock required to act.	<p>This is a safety feature to prevent accidental screen taps when receiver is in a pocket, bag, etc.</p> <p>To continue, tap 1, then 2.</p>
Receiver Only		Don’t hear or feel Alarm or Alerts	Test your speaker and vibrations. See Section 9.5.
Smart Device		Transmitter low battery	<p>You won’t get additional Alerts after confirming.</p> <p>Use meter.</p> <p>Contact Tech Support (see beginning of section).</p>
Receiver			

Device	What you see	Problem	What you do
Smart Device			Move within 20 feet of display device with no obstructions.
Receiver		System display device and transmitter not communicating. No readings, Alarm, or Alerts display until error is fixed.	Use meter. Wait up to 30 minutes. Smart device (if not resolved): 1. Restart smart device. If problem remains: 1. Open <i>Bluetooth</i> Settings. 2. Delete Dexcom entries. 3. Pair your Transmitter.
Receiver Only		System check results (xxxxx displays as a code).	Do nothing. Receiver is able to continue to work and recover from error. Tap OK to confirm Alert. If the same code displays repeatedly, contact Tech Support (see beginning of section) and use meter until fixed.
Receiver Only		Repeated hardware error.	This locks your screen. Write down error code. Use meter. Contact Tech Support (see beginning of section).

Device	What you see	Problem	What you do
Smart Device		Transmitter and sensor not communicating.	Make sure transmitter is snapped into sensor pod.
Receiver		No readings, Alarm, or Alerts display until error is fixed.	Use meter. Sensor may not be inserted correctly. Contact Tech Support (see beginning of section).
Smart Device		Transmitter not working.	Use meter. See user guide for instructions on pairing a new Transmitter.
Receiver		No readings, Alarm, or Alerts display until error is fixed. You won't get additional Alerts after you confirm this.	Contact Tech Support (see beginning of section).

Device	What you see	Problem	What you do
Smart Device		<p>Not getting readings.</p> <p>No readings, Alarm, or Alerts display until error is fixed.</p>	<p>Wait up to 3 hours while system autocorrects.</p> <p>Check transmitter—is it properly inserted into the sensor pod?</p> <p>Tap error for more information.</p> <p>Use meter.</p> <p>If this continues for over 3 hours, contact Tech Support (see beginning of section).</p>
Receiver			
Smart Device		<p>Not getting readings.</p> <p>No readings, Alarm, or Alerts display until error is fixed.</p>	<p>Wait up to 30 minutes while system fixes itself.</p> <p>Use meter.</p> <p>Tap error for more information.</p> <p>If this continues for over 30 minutes, contact Tech Support (see beginning of section).</p>
Receiver			

Device	What you see	Problem	What you do
Smart Device		<p>System didn't accept recent calibration.</p> <p>No readings, Alarm, or Alerts display until error is fixed.</p>	<p>Wait 15 minutes.</p> <p>Enter 1 calibration.</p> <p>If error screen still appears, enter 1 more meter value.</p> <p>Wait 15 minutes.</p> <p>If no readings display on the smart device or receiver, the sensor needs to be replaced.</p> <p>Tap error for more information.</p> <p>To report error, contact Tech Support (see beginning of section).</p>
Receiver			
Smart Device		<p>System didn't accept recent calibration.</p> <p>No readings, Alarm, or Alerts display until error is fixed.</p>	 <p>Verify you didn't enter a meter value outside the range of 40 and 400 mg/dL.</p> <p>Wait until meter value is 40-400 mg/dL.</p> <p>Enter 1 meter value.</p>
Receiver			

Section 13: Travel



Go through walk-in metal detectors or be hand-wanded without worrying about damaging your transmitter or sensor.

If you're concerned or uncomfortable about walking through the metal detector, the Transportation Security Administration (TSA) requests that you tell the Security Officer you're wearing a continuous glucose monitor and want a full-body pat-down with a visual inspection of your sensor and transmitter.

Let the Security Officer know the sensor can't be removed because it's inserted under the skin.



Use of AIT body scanners (also called millimeter wave scanners) has not been tested and may affect the system. Therefore, we recommend avoiding them and requesting hand-wanding or full-body pat-down and visual inspection instead.



Don't put your system components through baggage x-ray machines.

Before your screening process begins, ask the Security Officer to perform a visual inspection of the receiver and your extra sensors. Place all system components in a separate bag before handing over to the Security Officer.



To use your smart device, receiver, or both to get glucose information while in the plane:

- Smart device: When you switch to airplane mode, keep *Bluetooth* on
- Receiver: Keep receiver on

Contact your airline for their policies.

Still Have Questions?

Visit the TSA website at tsa.gov if you have any questions or concerns.

Email: TSA-ContactCenter@tsa.dhs.gov

Phone: 1.855.787.2227

Section 14: Need Help? You're Not Alone!

14.1 Dexcom Technical Support

This group provides replacement units, resolves technical issues, and takes product complaints.

Call your Dexcom Technical Support Team, 24 hours a day, 7 days a week, if something is wrong with your system. The Dexcom Technical Support Team helps you with all CGM system-related issues, including CGM software issues. *Dexcom Technical Support does not offer medical advice.*

By Email: TechSupport@dexcom.com

If you prefer to email, to help us help you best, include the following information in your email:

- Name of patient
- Patient's date of birth
- Description of technical problem
- When the problem happened (date and time)
- Patient's address
- Patient's phone number
- Item SKU number and description (for example, name of the device)
- Lot number and/or serial number(s) of affected devices (for example, sensor)
- Your preferred contact method and information so Dexcom can reach you if needed. For example: by phone 555-555-5555 after 5 PM Pacific Time

If you are using the app, you can use it to email technical support: **Menu > Help > Contact Dexcom > Technical Support > Email**

By Phone: Toll free: **1.888.738.3646**; Toll: **1.858.200.0200**

14.2 Dexcom Care Team



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

Dexcom Care provides education and support throughout your CGM experience, such as:

- Initial CGM product training
- Ongoing Dexcom product education (for example, how to use a specific feature)
- How to maximize Dexcom CGM use
- Dexcom CGM reporting software and features
- How to review and understand Dexcom CGM reports

By Phone Toll free: **1.888.738.3646**; Toll: **1.858.200.0200**

Available Monday-Friday 5:30 AM - 8:00 PM PST (subject to change)

By Email: patientcare@dexcom.com

If you prefer email, include the following information in your email:

- Name of patient
- Patient's date of birth
- Contact phone number
- Reason for inquiry or education needed

14.3 Dexcom Inside Sales Support Team

For help with:

- First-time orders
- Re-orders
- Tracking shipments
- Locating a local Dexcom representative

By Internet: dexcom.com/order

By Phone: Toll free: **1.888.738.3646**; Toll: **1.858.200.0200**

By Email: CustomerService@dexcom.com

By Fax: **1.877.633.9266**

14.4 Corporate

Dexcom website: dexcom.com

Dexcom address: 6340 Sequence Drive, San Diego, CA 92121

14.5 Explore

Dexcom makes CGM education easier for you with interactive web-based education programs. Go to: dexcom.com and click Support from the menu.

See how you can share your CGM data with friends and family with Dexcom Share and Follow. Go to: dexcom.com/apps

Have questions? They may be answered in the FAQ section on the Dexcom website.

Section 15: Warranty

15.1 Receiver Warranty Information

Dexcom G5 Mobile CGM System Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser ("you" or "Purchaser") that the Dexcom receiver (the "receiver") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period starting from the shipment date and continuing for a year following the shipment date ("Warranty Period"):

Dexcom receiver: **1 year** from shipment date

NOTE: If you received this receiver as a replacement for an in-warranty receiver, the Limited Warranty for the original receiver shall continue for the Warranty Period on the original receiver, but the replacement is not subject to any other warranty.

What's Not Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. You understand that misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
4. Malfunctions resulting from the use of the receiver in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided

by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.

7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to the receiver.
 - a. Receiver is not water resistant.
 - b. Do not get the receiver wet at any time.

Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 Mobile receiver.

To return, you must send the receiver to an authorized Dexcom Technical Support Department. Make sure you package the receiver adequately for shipping.

The return package needs to include:

1. Receiver
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Receiver's Serial Number
4. Seller's name and address

Call Dexcom Technical Support Department for delivery information help:

- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective receiver.

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

Limits on Dexcom's Warranty and Liability Obligations

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

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

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

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.

15.2 Transmitter Warranty Information

Dexcom G5 Mobile Transmitter Limited Warranty

What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser that the Dexcom G5 Mobile transmitter is free from defects in material and workmanship under normal use for the period commencing on the date of first use by the original purchaser (the "Date of First Use") and expiring three (3) months thereafter; provided, that, the Date of First use occurs within five (5) months of the date of shipment (or disbursement) of the transmitter to the original purchaser.

NOTE: If you received this transmitter as a replacement for an in-warranty transmitter, the Limited Warranty for the original transmitter shall continue for the Warranty Period on the original transmitter, but the replacement is not subject to any other warranty.

What's Not Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in a timely manner and in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. You understand that misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.

4. Malfunctions resulting from the use of the transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.
7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to transmitter.
 - a. Beyond specifications listed in Dexcom G5 Mobile user guide. Your options to get the user guide:
 - i. Download or view: dexcom.com/guides
 - ii. Online request form to receive a free printed copy: dexcom.com/guide
 - iii. Request a free copy by mail
 - iv. Request a free copy by phone
Toll free: **1.888.738.3646**
Toll: **1.858.200.0200**
 - v. Located on dexcom.com

Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 Mobile transmitter.

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

The return package needs to include:

1. Transmitter
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Transmitter's Serial Number
4. Seller's name and address

Call Dexcom Technical Support for delivery information or help:

- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective transmitter.

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

Limits on Dexcom's Warranty and Liability Obligations

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

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

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

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.

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Be eligible to participate in a monthly drawing for a free box of sensors by completing this training business reply card within 14 days of training.

Dexcom

Individuals are limited to a one-time prize redemption for a box of sensors. Healthcare professionals and Medicare patients who purchase the Dexcom G5 Mobile System are not eligible to participate. Winners will be notified by email.

Complete, sign, and return card to Dexcom via:

- Fax: **1.866.348.6030**
- Email: **fieldclinicaltraining@dexcom.com**
- US mail

I have trained on the following:

- | | |
|--|--|
| <input type="checkbox"/> Dexcom G5 Mobile Components | <input type="checkbox"/> Inserting Sensor |
| <input type="checkbox"/> Display Device Options | <input type="checkbox"/> Starting Sensor Session |
| <input type="checkbox"/> Setting High/Low Alerts | <input type="checkbox"/> Entering Calibrations |
| | <input type="checkbox"/> Ending Sensor Session |

fold here

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

Patient Name: _____

Patient Email: _____

Trained by:

☐ Self-Training/Tutorial ☐ Diabetes Center/Doctor's Office

☐ Dexcom Staff _____

Date: _____

Physician Name: _____

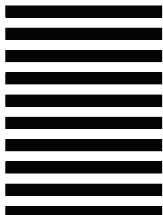
Patient Signature: _____

seal



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DEXCOM, INC.
6340 SEQUENCE DR.
SAN DIEGO, CA 92121-9942

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NECESSARY
IF MAILED
IN THE
UNITED STATES





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- 1 Download as an eBook or view/print in a .pdf format
dexcom.com/guides
- 2 Online request form to receive a free printed copy
dexcom.com/guides
- 3 Request a free copy by mail
Cut this page along the dotted lines on the left.
- 4 Request a free copy by phone
1-888-738-3646 ext. 4300

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

fold here

Mail-In Request for Dexcom G5 Mobile CGM User Guide

YES! Please send me a printed Dexcom G5 Mobile CGM User Guide

Patient Name: _____

Patient Address: _____

Address Line #2: _____

City: _____ State: _____ Zip _____ - _____

Phone Number: (_____) _____

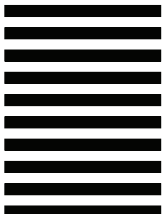


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SAN DIEGO, CA 92121-9942

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BUSINESS REPLY MAIL
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NO POSTAGE
NECESSARY
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IN THE
UNITED STATES



Dexcom



Dexcom, Inc.

6340 Sequence Drive
San Diego, CA 92121 USA

Phone: **858.200.0200**

Tech Support: **888.738.3646**

Web: dexcom.com

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