



Dexcom CLARITY®

User Guide

LBL-014288, Rev 02

To receive a printed version of this manual,
contact your local Dexcom representative.

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1 Introduction to Dexcom CLARITY®

1.1 Intended Use/Safety Statement

The web-based Dexcom CLARITY® software is intended for use by both home users and healthcare professionals to assist people with diabetes in the review, analysis, and evaluation of historical CGM data to support effective diabetes management. It is intended for use as an accessory to Dexcom CGM devices with data interface capabilities.

Caution: The software does not provide any medical advice and should not be used for that purpose. Home users must consult a healthcare professional before making any medical interpretation and therapy adjustments from the information in the software.

Caution: Healthcare professionals should use information in the software in conjunction with other clinical information available to them.

1.2 Computer and Internet Requirements

An internet connection of 1.5 Mbps or more is required to install the software from the web, upload data or view the online User Guide.

We recommend you use an appropriate firewall program and an anti-virus program on your computer to protect against viruses, malware and unauthorized access to and use of your computer and the information stored, processed and transmitted by it.

CLARITY supports the following minimum configurations:

- Windows 7, 8 or 10
 - 1.3 GHz processor, 1 GB free RAM and 100 MB free disk space
 - Microsoft .NET Framework 4.0 or greater, full version
 - Display resolution of 1024 x 768 pixels or greater
 - Chrome 53, Firefox 47, Internet Explorer 9 with Adobe Flash 10, Internet Explorer 10 or 11 run in desktop mode or Microsoft Edge
 - USB 2.0 port or better to connect the USB cable to upload data from the optional Dexcom receiver

- Mac OSX 10.10, 10.11 or 10.12
 - 2.3 gigahertz (GHz) processor and 4 gigabytes (GB) free RAM with 100 megabytes (MB) free disk space
 - Display resolution of 1280 x 800 pixels or greater
 - Safari 8, 9 or 10, Chrome 53 or Firefox 47 for Mac OSX
 - USB 2.0 port or better to connect the USB cable to upload data from the optional Dexcom receiver

Optional computer requirements:

- Mouse or track pad
- A PDF reader (for example, Adobe Reader) for viewing, saving, and printing the reports
- An Excel spreadsheet viewer (for example, Microsoft Excel or Excel Viewer)
- Printer, for printed copies of reports

To run CLARITY, your network must allow the following outbound network traffic, which might require changes to proxy and network configuration:

- dexcom.eu (and all subdomains) on port 443
- dexcom.com (and all subdomains) on port 443
- agent.mydiabetesdata.com with DNS loopback support to 127.0.0.1

To run the CLARITY Uploader, your network must allow the following outbound network traffic:

- *.dexcom.eu (and all subdomains) on port 443
- *.dexcom.com (and all subdomains) on port 443

1.3 Terms of Use

Use by you of CLARITY and Dexcom services is subject to the Terms of Use at:

http://www.dexcom.com/terms_of_use

By using this guide, you agree to comply with the applicable terms and conditions in connection with your use of CLARITY, services and this User Guide.

1.4 Privacy Policy and Privacy Practices

To read Dexcom's Privacy Policy, go to: <http://www.dexcom.com>. Scroll to the bottom of the page, then click **Privacy Policy**.

1.5 To read Dexcom's Notice of Privacy Practices, go to:

http://www.dexcom.com/notice_of_privacy_practices**Proprietary Rights**

CLARITY and this User Guide are © 2010-2016 by Dexcom, Inc. and its licensors. All Rights Reserved. CLARITY downloaded onto your computer or other devices might include certain third party software licensed by Dexcom and the notices for which are set forth at:

<http://www.dexcom.com/notices>.

Third party products mentioned in this guide are subject to the rights of their manufacturers and distributors in the products and their trademarks.

1.6 Contact Dexcom

For help with a Dexcom CGM system, questions about CLARITY, or to receive a printed version of this manual, contact your local Dexcom representative.

1.7 About Dexcom CLARITY

CLARITY is an accessory to your Dexcom CGM system. It is a software program that allows the transfer of glucose data from your Dexcom CGM system to Dexcom remote servers for data management to assist in your use of the Dexcom CGM and to assist in healthcare services. Dexcom CLARITY can transfer and manage data from the Dexcom G4® PLATINUM and the Dexcom G5® Mobile CGM System (all of which are referred to as Dexcom CGM systems).

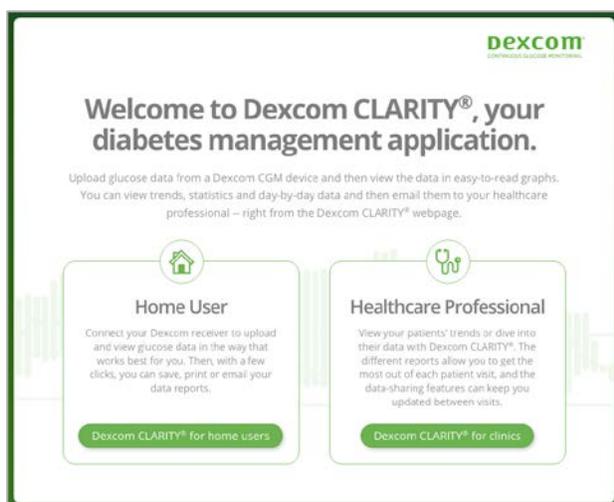
After the glucose data is uploaded to CLARITY, the information is processed by CLARITY and displayed on your computer in graphs to help you and your healthcare professional analyze trends and patterns in glucose. You can review, save, email and print the software reports in your home environment.

2 CLARITY displays glucose data from a Dexcom CGM system 3 hours after the data is captured. This means that the most recent data you view in CLARITY is at least 3 hours old.

Access CLARITY

To access CLARITY on the web:

1. Go to <http://clarity.dexcom.eu>.
2. Click **Dexcom CLARITY® for home users** at the bottom of the page.



On the Sign in page:

1. Enter the username and password for your Dexcom G5 mobile or any other Dexcom account.
2. Click **Sign in**.
or
Click **Create Account** if you don't have a Dexcom account, complete the registration form, then sign in.

Your CLARITY account is specific to your geographical area. Accounts created in the EU will not work within, or with a United States created account. United States created accounts will not work within, or with an account created in the EU.

3 Upload Data

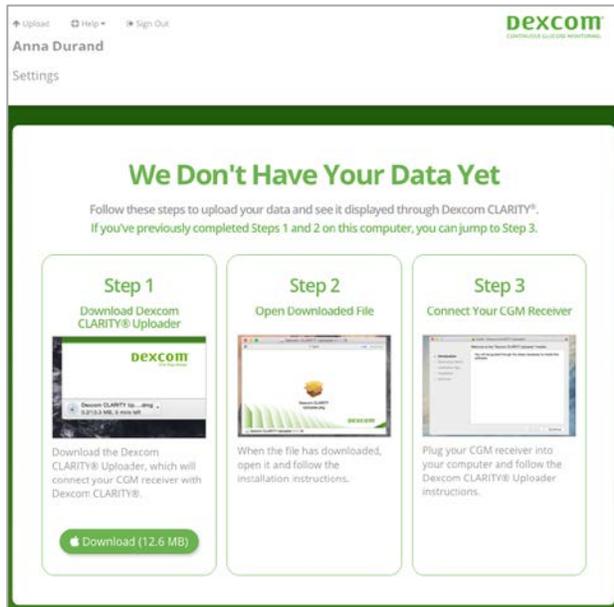
After signing in the first time, if you are using a Dexcom CGM receiver, you will see instructions to install the CLARITY Uploader software. You must have the Uploader to upload data from your CGM receiver to CLARITY.

If you use the Dexcom mobile CGM, your data is already streaming to CLARITY so you do not need the Uploader.

CLARITY displays glucose data from a Dexcom mobile CGM 3 hours after the data is captured. This means that the most recent data you view in CLARITY is at least 3 hours old.

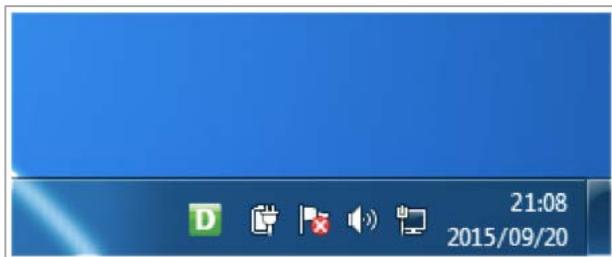
3.1.1 Install the CLARITY Uploader

1. Download the CLARITY Uploader.
2. Run the installer when the download is complete.



After the Uploader has been installed, a **D** icon (for Dexcom) appears in the system tray on Windows or at the top menu bar on a Mac.

Windows



Mac



3.1.2 Connect the CGM

1. Connect your Dexcom receiver to your computer using the USB cable supplied with your CGM.
2. Enter the username and password you use for CLARITY.
3. Click **Login**.

By default, the **Keep me logged in** box is checked so that each time you connect your Dexcom receiver to your computer, the Uploader will automatically open a browser window to show your CGM data page. Uncheck the **Keep me logged in** box if you want to disable auto-login.

3.1.3 Use the Uploader

1. Click the **D** icon to get upload instructions, set preferences or view reports.
2. Select **Instructions** if you are using a Mac, for directions to upload your CGM data.
or
Select **Options**, then **Instructions** if you are using a PC, for directions to upload your CGM data.
3. Select **Options** or **Preferences** tab to access the following:
 - **Application Font Size:** Adjust the font size. This option is only available on Windows. On a Mac, font size is determined by the system font settings.
 - **Auto-Display Reports:** Keep this box checked to allow Uploader to automatically open CLARITY after uploading data.
 - **Remembered Logins:** Click **Forget my login information** to reset the Uploader username autofill on the login screen. You can only access this feature if your Dexcom receiver is connected to the computer.
 - **Select Language:** Choose the language you would like to view within the Uploader menu.
4. Select **View Report** to open CLARITY in a browser window. You may be asked to log in.

4 Settings

Use the Settings page to customize data display and sharing. Changes only apply to CLARITY and do not change any settings on your Dexcom CGM system. Changes made in Settings by a healthcare professional during a clinic session only apply during the session.

4.1 Patient's Full Name

Change how your name is displayed while viewing and for reports to your clinic. Use the name listed on your medical records.

4.2 Language and Unit Settings

Change your language and unit of measure preference at any time.

4.3 Glucose Time/Target Range

Customize the upper and lower limits for the glucose target range by doing one of the following:

- Click a gray circle icon and drag it up or down to set the desired glucose levels for your target range.
- or
- Select the time and thresholds of your glucose level for both Day and Night, from the drop-down lists below the chart.



Throughout CLARITY, the upper limit line is always yellow, and the lower limit line is always red. The colors may appear different based on your monitor settings.

4.3.1 Set Daytime and Nighttime

Customize your day and night by doing one of the following:

- Click a gray circle icon and drag it left or right to set when your day begins and ends.
- or
- Select a start and end time for both Day and Night, from the drop-down lists below the chart.

4.4 Data Sharing with Clinics

You must give permission to share your CLARITY data with your clinic's CLARITY account, and for you to see data uploaded at a clinic on your CLARITY account.

You can share with more than one clinic. Clinics are displayed once you have accepted a sharing invitation from that clinic.

After you approve to share data with a clinic, any following data uploaded to CLARITY can be accessed by the healthcare professionals at that clinic.

Users or clinics can stop sharing data at any time.

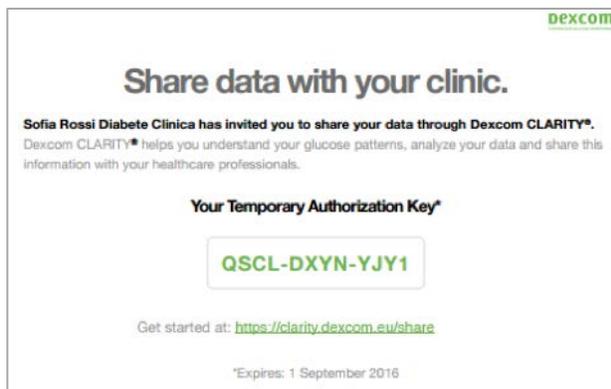
- All data uploaded by receiver at the clinic, to the clinic's CLARITY account or by mobile app to your CLARITY account while sharing will be removed from the clinic's CLARITY account.

- All data uploaded by receiver at the clinic, to the clinic's CLARITY account while sharing will be removed from your CLARITY account. You can upload the stored data from your receiver to your CLARITY account to view the data again. Dexcom G5 mobile app users have continuous access to the data on their CLARITY accounts.

4.4.1 Accept an Invitation to Share Data

A healthcare professional uses their CLARITY account to invite you to share data with their clinic. They will provide the invitation in print or by email.

The invitation includes a Temporary Authorization Key that you enter on your CLARITY Settings page to accept the invitation before the expiration date listed below the key. Once you complete the authorization, your account and the clinic's account will automatically share data between them.



You can accept the invitation from an internet browser or from the CLARITY Reports App. See Appendix A for more information about the CLARITY Reports App.

To accept the invitation from an internet browser, log into your CLARITY account:

1. Click **Settings**.
2. Click **Share Data with a New Clinic**.
5. Enter the Temporary Authorization Key and your date of birth.
6. Click **Continue**.

7. Click the **I consent to share my data with my clinic** box.
8. Click **Yes, Share My Data** on the verification page to confirm sharing.
9. Click **Close** on the confirmation page.

Clinics you share with are listed under Data Sharing with Clinics. You may share with more than one clinic.

4.4.2 Stop Sharing Data

To stop sharing data with a clinic, from the Settings page:

1. Click **Stop Sharing with this Clinic** for every clinic you want to stop sharing data.
2. Click **Stop Sharing with this Clinic** again on the verify page.
3. Click **Close** on the success page.

The clinic's information will still appear on your Settings page for your reference.

5 Navigate CLARITY

5.1 View Data

In CLARITY, you view glucose data reports in organized graphs with several views and filters.

To view data, click **Overview**, **Patterns**, **Data** and **Compare**.

Use the Settings page to customize data display and sharing. See Section 4 for more information.

5.2 Date Range Selection

CLARITY presents data in a default date range of the most recent 14 days of data.

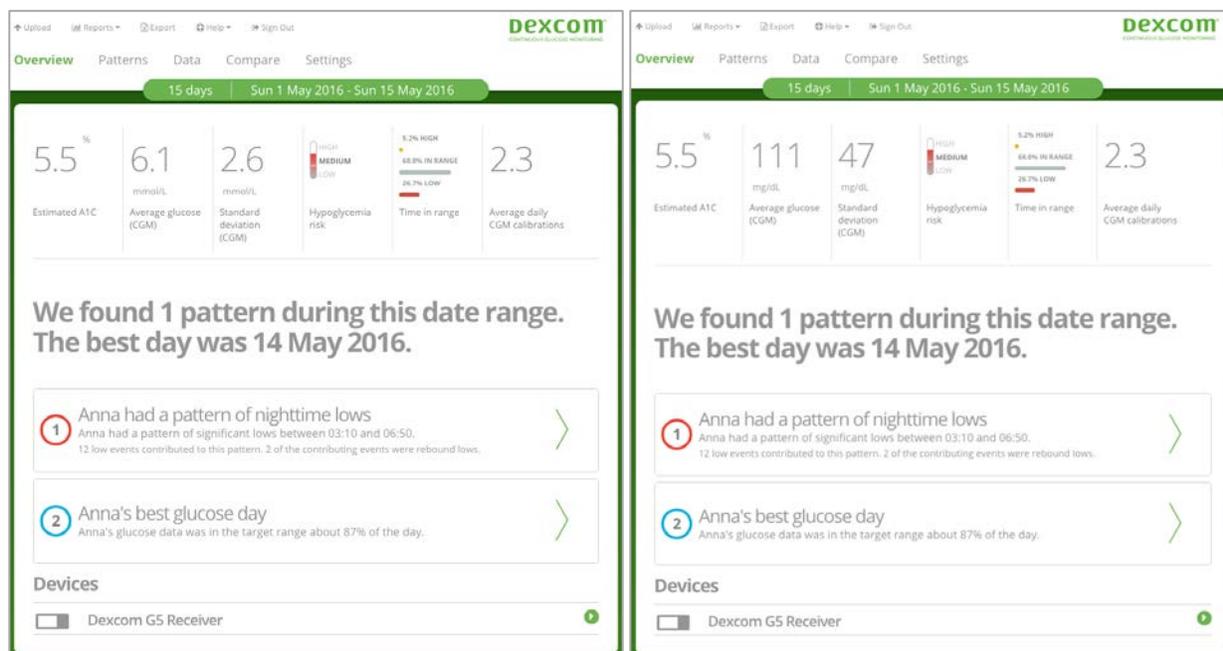


The green date bar displays the current date range. To change the date range:

1. Click anywhere on the green bar to open the selector window.
 2. Click **7**, **14**, **30** or **90** for Number of days (most recent).
- or
- Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.

6 Overview

The Overview page shows glucose statistics, pattern summaries and your best glucose day for the date range selected. It also provides information about the Dexcom CGM system used to upload the data shown.



See Section 6.1 for information on Statistics and Section 6.2 for information on Pattern Summaries.

6.1 Statistics

The Overview page shows key measurements from the selected date range, including the following:



- **Estimated A1C:** The estimated A1C based on glucose data. CLARITY needs at least 12 days of sensor use with 80% or greater wear time to provide an estimated A1C. If N/A is displayed, there is not enough data to estimate A1C.
- **Average glucose (CGM):** The average of all the glucose readings in the selected date range.
- **Standard Deviation (CGM):** Describes the variation in the data. A larger standard deviation means data spreads out further from the average.
- **Hypoglycemia risk:** A measure of the risk of having hypoglycemia is shown.
- **Time in range:** The percentage of glucose data that falls into the designated high, normal and low ranges.
- **Average daily CGM calibrations:** The average number of times a day the CGM was calibrated. CLARITY requires the latest data from a Dexcom receiver and a Dexcom mobile app to calculate Average Daily CGM Calibrations.

6.2 Pattern Summaries and Best Day

The Overview page shows up to four patterns identified in the data. To view a summarized pattern on the Patterns page, click the box of the pattern for detailed graphs and statistics.



Limits for low and high glucose levels are changed on the Settings page. See Section 4 for more information.

Your best glucose day is the day you were most within your target range for the selected date range. Click the best glucose day box for a detailed view.

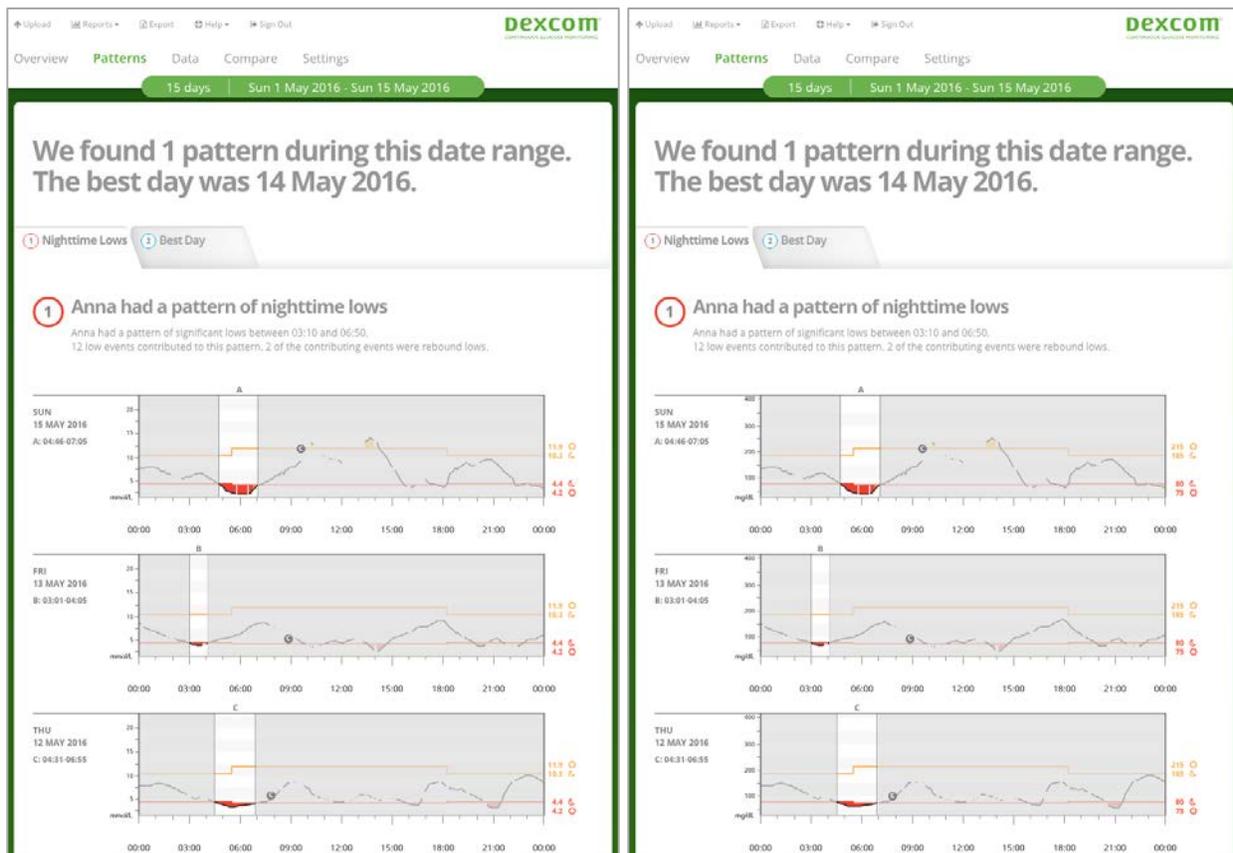
3 Anna's best glucose day
Anna's glucose data was in the target range about 87% of the day.

6.3 Devices

Details about your Dexcom CGM system including Serial Number, your last upload and current alert settings are located under Devices of the Overview page.

7 Patterns

The Patterns page provides graphical patterns, statistics and considerations for highs, lows and your best day within the selected date range. These are the same patterns summarized on the Overview page. You will always have a Best Day tab to review. Click each tab to see details.



7.1 Pattern Graphs

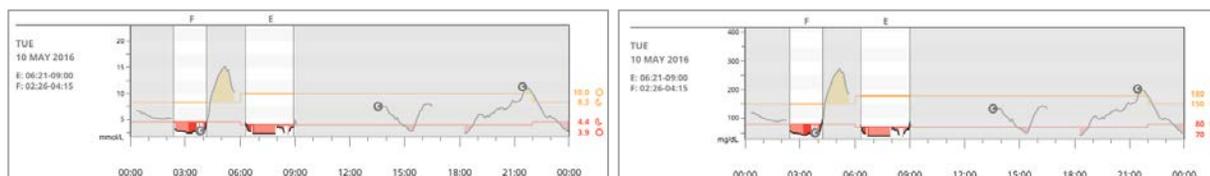
Each pattern is represented by a series of graphs, dated by each instance of the pattern.

Each graph includes:

- A 24-hour timeline on the bottom x-axis
- Scale for glucose readings on the left y-axis
- Target range limits on the right y-axis
- CGM lines that connect the individual CGM glucose readings
- Values associated with each CGM reading viewed by moving your mouse along the CGM lines
- Target glucose ranges shown by the colored lines that run parallel to the x-axis, as determined in Settings, Section 4. The yellow line is the upper limit and the red line is the lower limit. Areas between the CGM line and a target range limit are color-coded accordingly.
- Significant daily data that is used to indicate the pattern, highlighted in the white background columns
- Health events as recorded on a CGM or mobile app, shown with an icon below the x-axis and viewed by hovering your cursor over each icon
- Calibration events for each blood glucose meter (BGM) result recorded by a CGM or mobile app, shown using the gray circle C icon.

7.1.1 Instances

A pattern instance is a period of glucose data that matches a larger pattern of similar periods of glucose data. For example, if your data shows a pattern of nighttime lows, one of those nighttime lows would be an instance. Days may have multiple instances of a pattern.

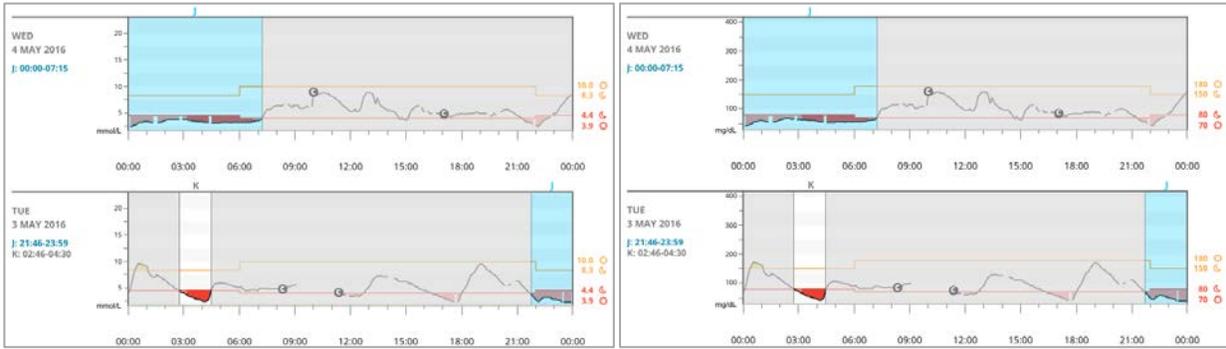


Pattern instances are the white background columns. Grayed out parts of the graph are not part of the pattern. Glucose values and events are viewed by moving your mouse over any part of the graph and hovering.

The Best Day pattern graph does not include gray shading.

A letter marks each pattern instance. This letter appears at the top of the graph, above the white background column instance, and it appears to the left of the graph with the times of the instance.

Column and left side pattern instances will highlight in a blue background color if you hover your cursor over either selection.



7.1.2 Rebounds

A rebound is when a pattern instance is followed immediately by the opposite – a high after a low, or a low after a high. The number of rebounds in the glucose data set is noted in the summary before the graphs.

7.1.3 Change the View

You can view or hide both CGM data and Calibration events from the graphs. By default, both events are on as indicated by a green slider. Off is indicated by a white slider.

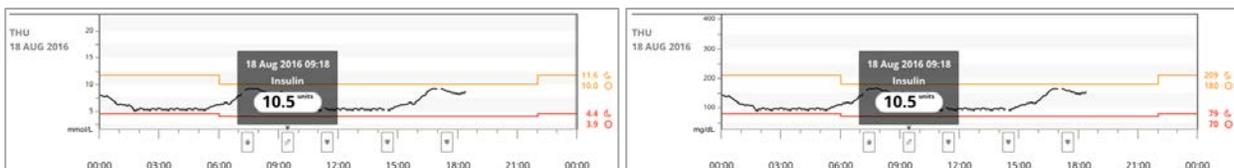


To turn these events off so they do not appear on the graphs:

1. Click the **CGM** slider.
2. Click the **Calibrations** slider.

7.1.4 Health Events

Health events you enter into your Dexcom CGM system, appear on the graphs. Events show up on all graphs that include the date of the event. Each event is marked with an icon displayed below the x-axis and viewed by hovering your cursor over the icon.



If you enter multiple events within the same one-hour window, the icons display stacked on top of each other. Hover over one of the icons to view all the hourly information.

If using both a receiver and a mobile device to calibrate, both devices must be recently uploaded to CLARITY to show accurate calibration data.

7.2 Statistics

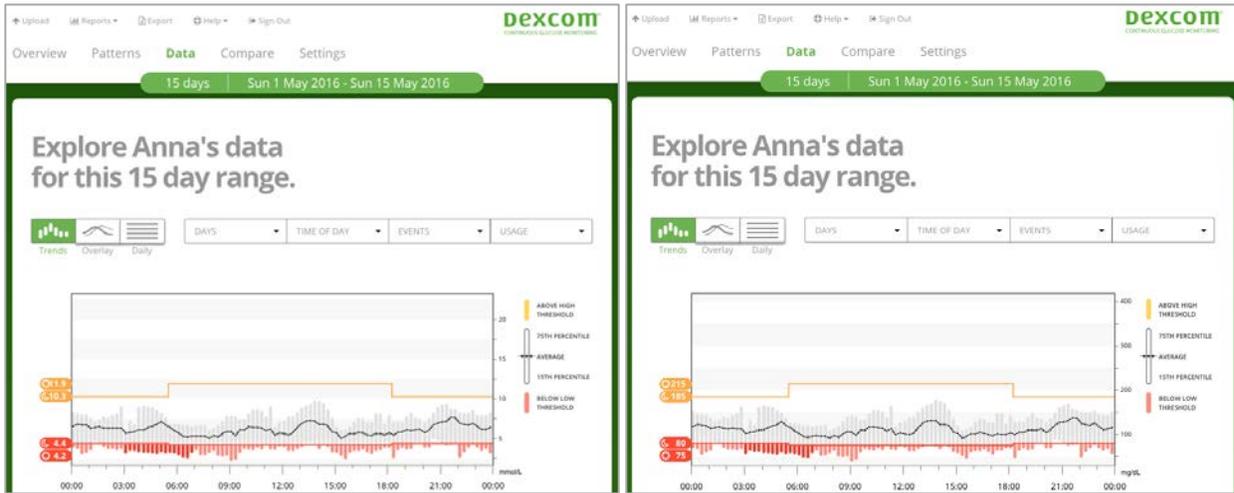
Statistics for the selected date range of patterns include average glucose measurement, standard deviation and the time in range.

7.3 Considerations

Based on the patterns of the selected date range, **Some possible considerations** are provided at the bottom of the Patterns page. Consult a healthcare professional before making any medical interpretations and therapy adjustments from this information.

8 Data

The Data page allows you to see glucose data for the selected date range in a trends, overlay and daily view. The top section of the page displays view options, filters and graphs.



The bottom section displays the content from the Overview page.

8.1 Trends Data

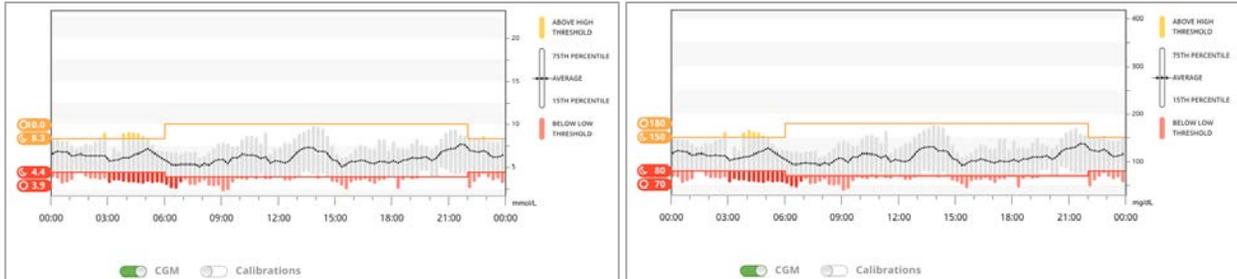
Trends allows you to see glucose trends at different times of day over the selected date range. For example, you might see that your glucose levels are stable during mornings but are less stable during afternoons. Trends is the default view of Data.



To filter the Trends data:

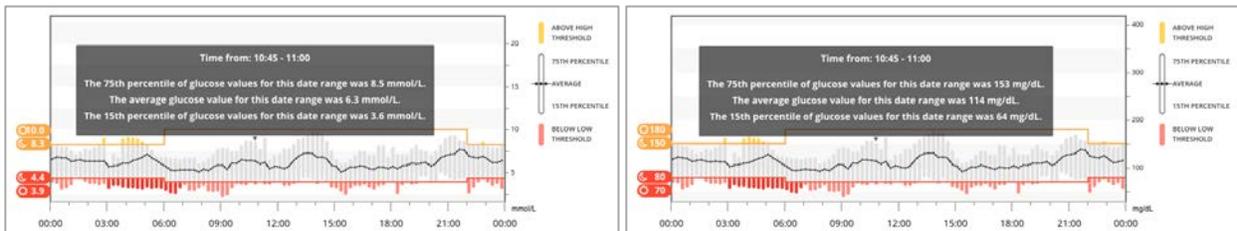
1. Click **Trends**.
2. Click **Days, Time of Day, Events** and **Usage** filters as needed.
3. Click **Apply**. You must click Apply every time you change a filter to update the graph.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 7.1.3.

8.1.1 Trends Graph

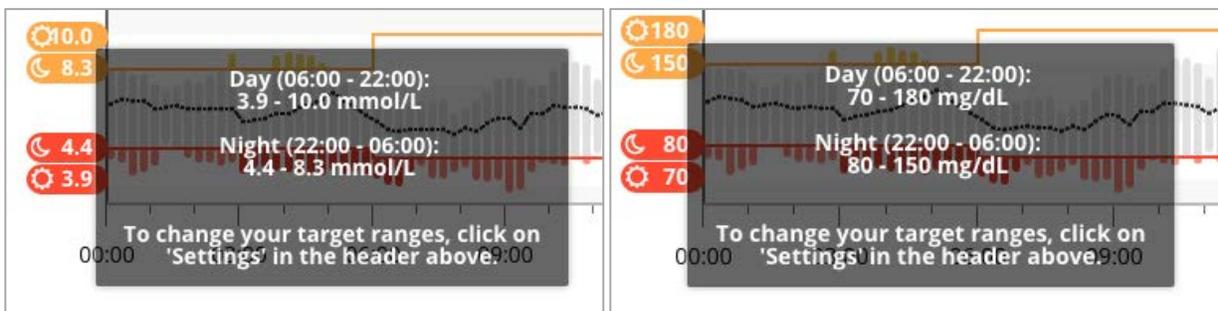


The Trends graph includes:

- A 24-hour timeline along the bottom x-axis
- Scale for glucose readings on the right y-axis
- CGM lines that trace CGM glucose data readings
- Values associated with each CGM readings viewed by moving your mouse along the CGM lines



- Target glucose ranges shown by the colored lines that run parallel to the x-axis and values as set in Settings, Section 4, on the left y-axis. The yellow line is the upper limit and the red line is the lower limit. Areas between the CGM line and a target range limit are color-coded accordingly.



- Calibration events for each blood glucose meter BGM result recorded by your Dexcom CGM system, shown using the gray circle C icon.

The yellow and red shaded bars show patterns of clinically significant hyper- or hypoglycemia, respectively. Three factors determine clinical significance:

- Time spent in hyper- or hypoglycemia
- Scale of hyper- or hypoglycemia
- Frequency of hyper- or hypoglycemia

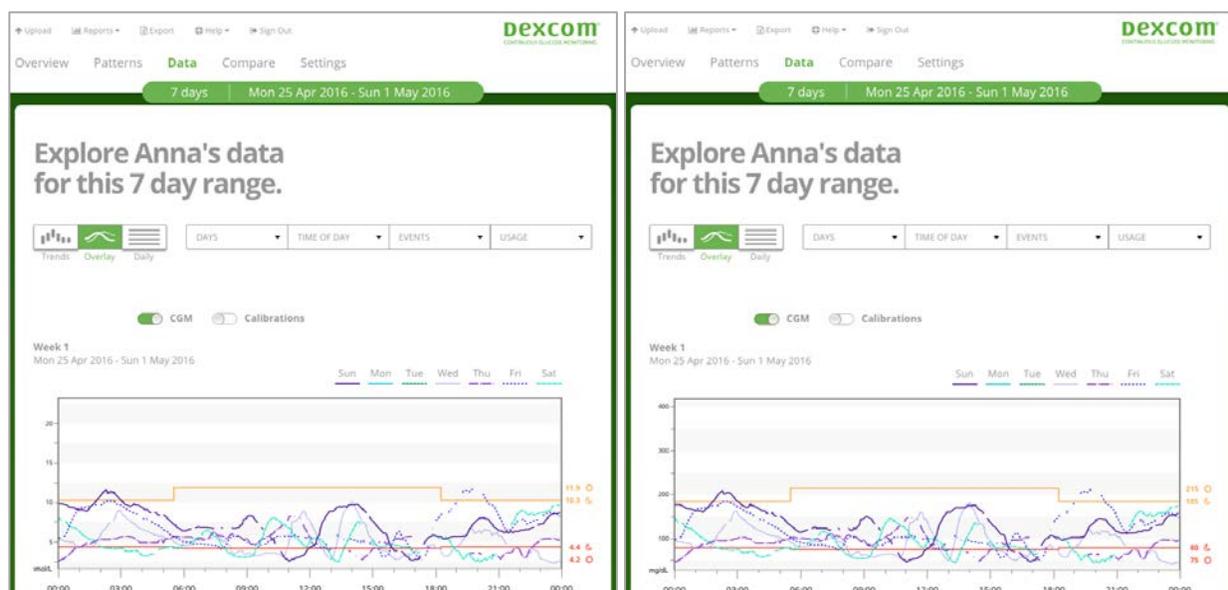
The darkest shaded bars are the most significant areas of hyper- and hypoglycemia. Lighter shaded bars show other patterns of hyper- and hypoglycemia, including data not clinically significant.

8.2 Overlay Data

Overlay displays one week of data in each graph with colored lines to represent a single day's data over time. For example, if you chose a date range of 10 days and do not apply any filters, you would see two graphs, one with seven lines and one with three.

To filter the Overlay data:

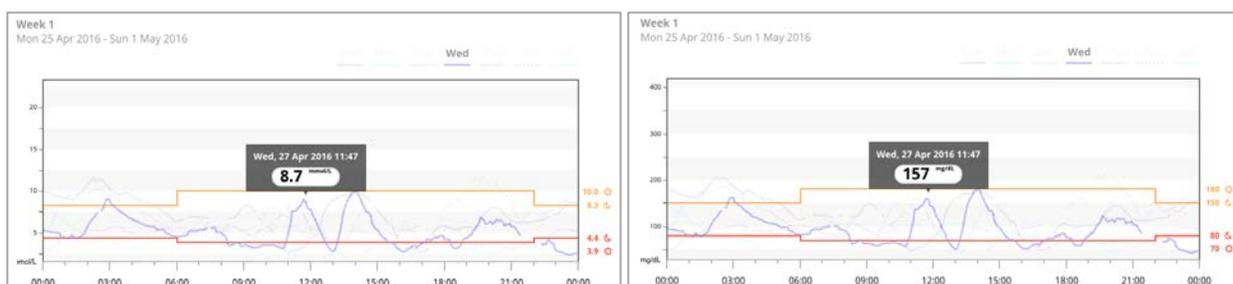
1. Click **Overlay**.
2. Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
3. Click **Apply**. You must click Apply every time you modify a filter.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 7.1.3.



8.2.1 Overlay Graph

The Overlay graph has several components:

- A 24-hour timeline along the bottom x-axis
- Scale for glucose readings on the left y-axis
- CGM lines: Each line on the Overlay graph represents a different day's data. A key above the graph shows which line corresponds with which day. Use these CGM lines to spot trends and compare data from different days in the selected date range.
- Hover: Put the cursor anywhere on a CGM line and rest it there for a moment to get detailed glucose information from that point in time.



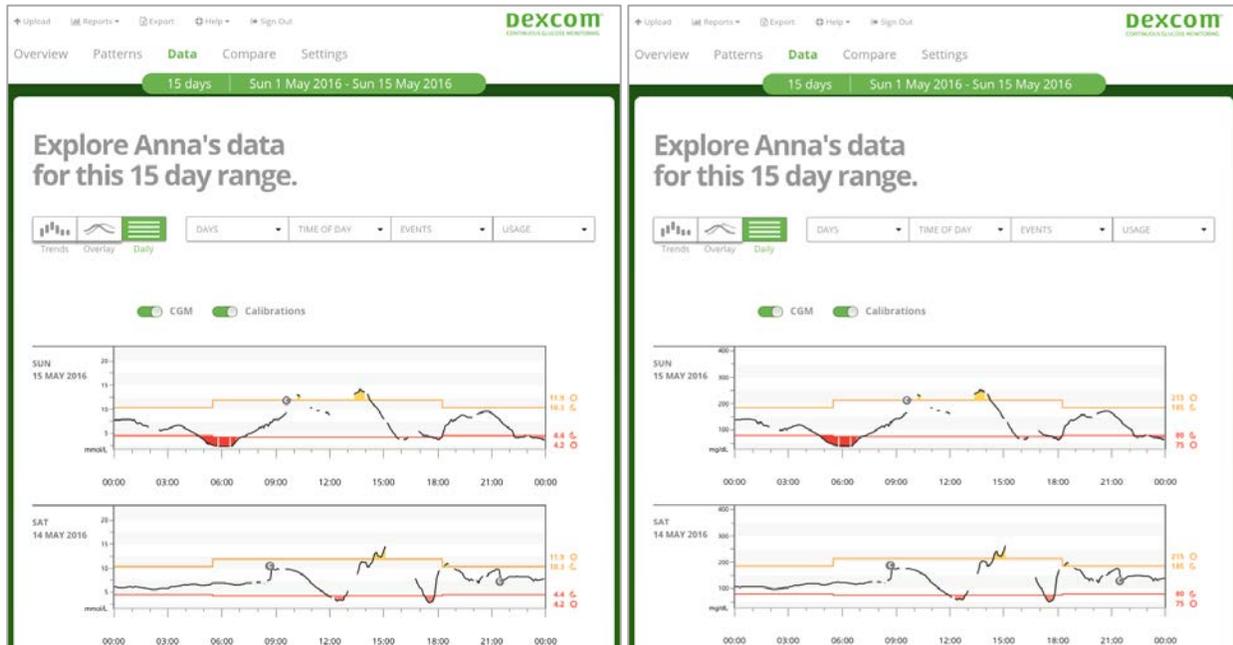
- Target glucose ranges shown by the colored lines that run parallel to the x-axis and values as set in Settings, Section 4, on the right y-axis. The yellow line is the upper limit and the red line is the lower limit. Areas between the CGM line and a target range limit are color-coded accordingly.
- Calibration events for each BGM result recorded by a Dexcom CGM system or Dexcom mobile app, shown using the gray circle C icon.

8.3 Daily Data

Daily displays glucose data in graphs by the day over the selected time range. Daily graphs are displayed with the most recent day first. Use the numbers along the bottom of the last graph to load previous days.

To filter the Daily data:

1. Click **Daily**.
2. Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
3. Click **Apply**. You must click Apply every time you access each filter to update the graph.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 7.1.3.



8.3.1 Daily Graph

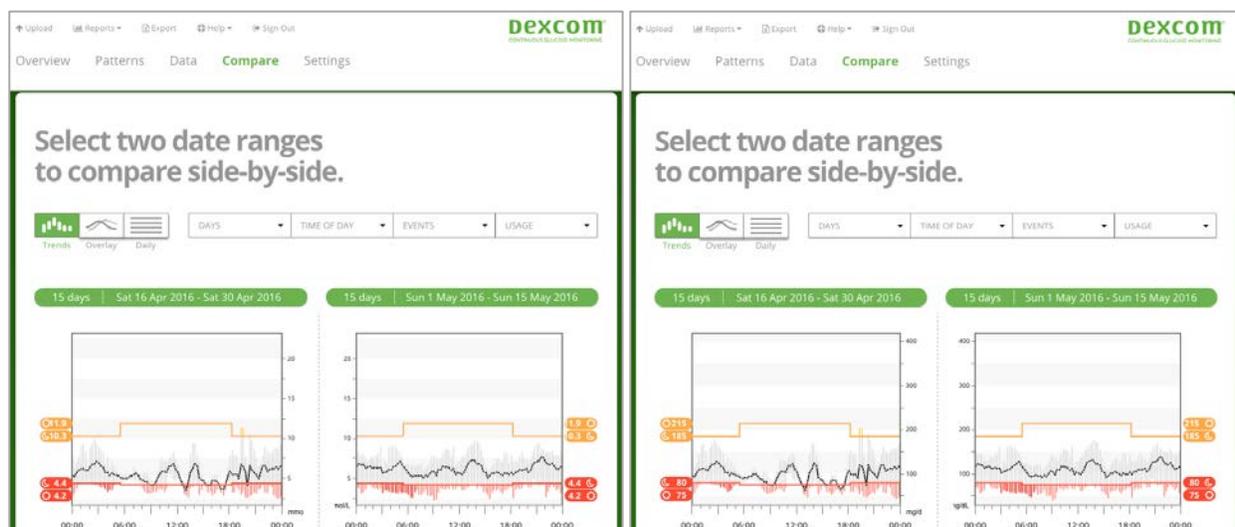
The Daily graphs include:

- A 24-hour timeline along the bottom x-axis
- Scale for glucose readings on the left y-axis
- CGM lines that trace CGM glucose data readings
- Values associated with each CGM readings viewed by moving your mouse along the CGM lines
- Target glucose ranges shown by the colored lines that run parallel to the x-axis, as determined in Settings, Section 4. The yellow line is the upper limit and the red line is the lower limit. Areas between the CGM line and a target range limit are color-coded accordingly.
- Health events as recorded on your Dexcom CGM system, shown with an icon below the x-axis and viewed by hovering your cursor over each icon.
- Calibration events for each BGM result recorded by your Dexcom CGM system, shown using the gray circle C icon.

If the black trace line in the graph has interruptions or stops, then your Dexcom CGM system did not record glucose data during that time.

9 Compare

The Compare page is divided into two columns containing graphs, statistics, patterns and devices to compare within selected date ranges.



9.1 Selecting Date Ranges

Each column has its own date range selector. You can compare up to 90 days of data. Use the numbers located below the last graph to view more graphs in your selected date range.

The green date bars display the current date ranges for comparison. To change the ranges for each column:

1. Click anywhere on the green bar to open the selector window.
2. Click **7**, **14**, **30** or **90** for Number of days (most recent).
or
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.

You can compare the graphs through the Trends, Overlay, or Daily views and apply filters. To change the data views and filters:

1. Click **Trends**, **Overlay**, or **Daily** to select the view.
2. Click **Days**, **Time of Day**, **Events** and **Usage** filters as needed.
3. Click **Apply**. You must click Apply every time you access each filter to update the graph.
4. Click the **CGM** and **Calibrations** sliders to toggle them on or off. See section 7.1.3 for more information. The sliders are located below the graphs.

9.2 Compare Trends

In the Trends view, see side-by-side glucose trends throughout the day over the selected date ranges. These graphs include the same features as Trends Data. See Section 8.1 for more information.

9.3 Compare Overlay

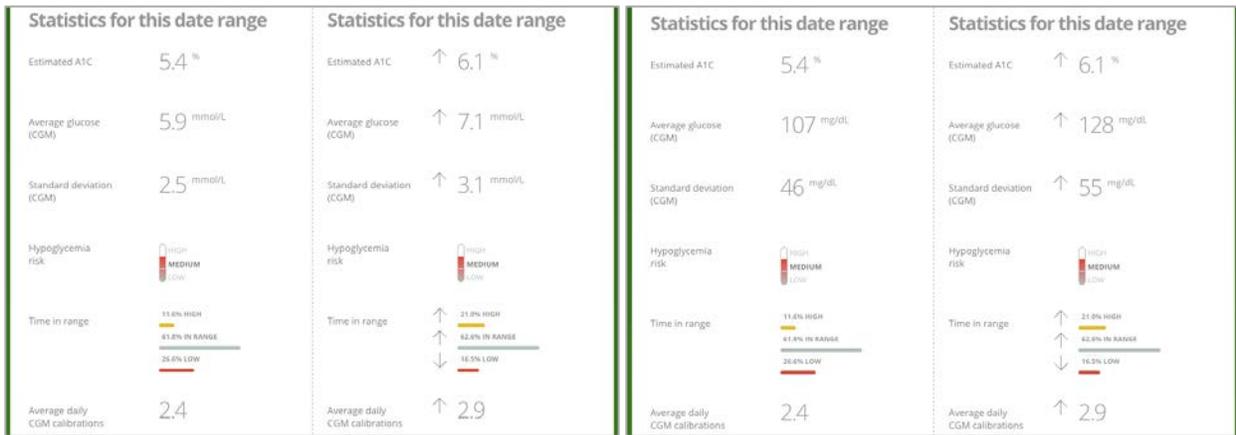
In the Overlay view, compare day by day, a week of data over the selected date ranges. These graphs include the same features as Overlay Data. See Section 8.2 for more information.

9.4 Compare Daily

In the Daily view, compare glucose data by the day over the selected time range. These graphs include the same features as Daily Data. See Section 8.3 for more information.

9.5 Compare Statistics

All Compare views include statistics, which are shown below the graphs. These statistics are similar to those shown on the Overview page. See section 6.1 for more information.



Statistics in the right column are marked with arrows to indicate changes from the left column values. An arrow pointed up means the statistic on the right is higher than the same statistic on the left. An arrow pointed down means it is lower.

9.6 Compare Patterns

Click the name of the pattern to view the time range, number of events and rebounds of the pattern.

Patterns that were resolved from the left column are marked on the right column with strikethrough green text and a checkmark icon.



New patterns in the right column are highlighted with a NEW icon. Best Days are always included for both selected date ranges.

9.7 Compare Devices

Click the device name at the bottom of the page to compare the CGM type, serial number and upload date of the selected date ranges.

10 Print, Download, Email and Export Reports

You can print, download, email and export reports with the links located at the top of CLARITY.

All reports are generated in the default language and units of measurement for your account. Your healthcare professional might request a report in different language or unit of measurement. To send a report with different settings, go to the Settings page. See Section 4 for more information.

10.1 Print Reports

To print a report:

1. Click **Reports** at the top of the page.
2. Select **Print**.
3. Click anywhere on the green bar to select a date range.
4. Click **7**, **14**, **30** or **90** for Number of days (most recent).

or

Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.

5. Click at least one report to print.
6. Click **Print Report**.



Printed reports include a section at the bottom for writing notes.

10.2 Download Reports

To download a report as a PDF:

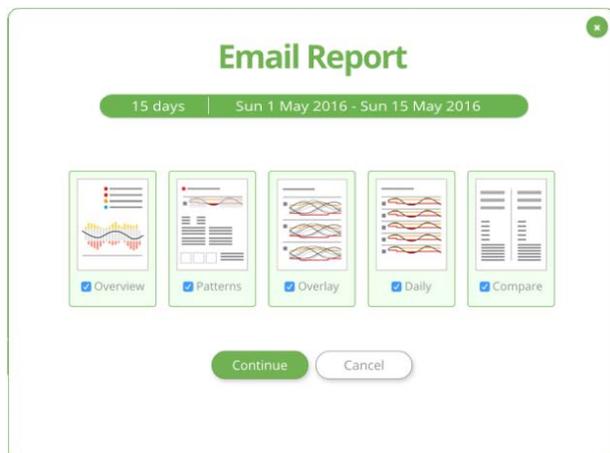
1. Click **Reports** at the top of the page.
2. Select **Download PDF**.
3. Click anywhere on the green bar to select a date range.
4. Click **7**, **14**, **30** or **90** for Number of days (most recent).
or
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
5. Click at least one report to download.
6. Click **Save Report**.



10.3 Email Reports

You can email a report as a PDF to anyone you want. To send an email:

1. Click **Reports** at the top of the page.
2. Select **Email**.
3. Click anywhere on the green bar to select a date range.
4. Click **7**, **14**, **30** or **90** for Number of days (most recent).
or
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
5. Click at least one report to email.
6. Click **Continue**.



7. Enter the email address to send the report.
8. Enter an optional message.
9. Click the **Send a copy to myself** box if you would like a copy of the email.
10. Click **Continue**.
11. Click **I Agree to the Terms** after you have read them.

You can only email the report to one recipient at a time. To email more recipients, repeat the process after the first email has sent.

10.4 Export Reports

You can export raw glucose data values, calibration values and events to an Excel spreadsheet, saved to your computer. This generates a .csv file. To export a report:

1. Click **Export** at the top of the page.
2. Click anywhere on the green bar to select a date range.
3. Click **7**, **14**, **30** or **90** for Number of days (most recent).
or
Click inside the **Start Date** and **End Date** boxes to choose dates for a custom view, then click **OK**.
4. Click **Export**.
5. Click **Close** on the success page.



11 Help, Troubleshooting and Technical Support

11.1 Help

To get help with CLARITY:

1. Click **Help** at the top of the page.
2. Select **?Help**.
or
Select **User Guide** to view, print or save this guide in PDF format.

To access this User Guide, contact Dexcom or to uninstall CLARITY:

1. Click **Help** at the top of the page.
2. Select **?Help**.
 - Click **User Guide** to view, print or save this guide in PDF format.
 - Click **Contact Us** to view questions and FAQs about Dexcom or to email Dexcom.
 - Click **Uninstall** to remove CLARITY from your computer.

11.2 Troubleshooting

If you are having trouble accessing CLARITY, try these troubleshooting steps:

- Make sure your computer is connected to the Internet throughout the session. If the computer loses that connection, it might not display the screens properly.
- Make sure the following URLs are included in any trusted website browser lists: Check that the computer's operating system and browser are supported. See Section 1 for more information.
- Make sure you have appropriate permissions on your computer to download reports or install Uploader software.
- Know where downloaded files are stored. This will make finding reports and downloads easier.

- Make sure that no other glucose data software or Dexcom software is open. If any such programs are open, they could cause stalls or failures during uploads from a CGM.

11.3 Technical Support

For help with Dexcom CGM system, questions about CLARITY, or to receive a printed version of this manual, contact your local Dexcom representative.



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