Simple Steps to Start

Congratulations on purchasing the Dexcom G4 PLATINUM Continuous Glucose Monitoring (CGM) System! The Dexcom G4 PLATINUM CGM System may be used by individuals of any age. The Dexcom G4 PLATINUM System is a part of your diabetes management plan.

Step 1
Getting to Know Your CGM Device

Your Dexcom G4 PLATINUM Continuous Glucose Monitoring System is made up of 3 parts: the transmitter, the receiver, and the sensor.

Getting to Know Your CGM Device (continued)

Dexcom G4 PLATINUM Transmitter (DO NOT THROW AWAY!)

The transmitter is the grey "chip" that snaps into your sensor pod. Keep your transmitter safe it makes your receiver without conducting current during the 2-hour startup period. The transmitter battery will last at least 5 months.

The Transmitter Low Battery screen will flash when there is less than 3 weeks of battery remaining. Replace your transmitter as soon as possible after you see this screen.

Dexcom G4 PLATINUM Sensor Applicator (Disposable)

The sensor is the piece that is inserted and worn on your back of your body for one week. If you have a problem with a sensor, keep the sensor until you speak with your diabetes care provider.

Step 2
Setting Up Your Device

Activating Your Transmitter:

Take the transmitter out of the tray and wait 10 minutes for it to "turn on".

Charging Your Receiver:

Charge your receiver with the power adapter. Receiver fully charged in 5 hours. A charge time of 5 hours may vary. Keep the USB port cover closed when receiver is not being charged.

There are two ways you can charge your receiver:

a. Plug the USB cable into your computer, and
b. Plug the USB cable into an AC power adapter.

Plug the power adapter into an AC outlet, and plug the other end of the cable into your receiver. After 2 hours, the receiver will be fully charged.

Setting Up Your Device (continued)

Setup Wizard:

Press the SELECT button to turn on the receiver. The Setup Wizard will walk you through the steps in your Language. Setting up your system will take 5 minutes.

NOTE: The rules of glucose measure (mmol/L) are set with the device and cannot be changed.

The Setup Wizard will only start when you setup your Dexcom G4 PLATINUM Receiver for the first time.

Setting Language:

a. Press the UP or DOWN button to scroll to your desired language.

Setting Time Format:

Time formats available are either 24 hour or 12 hour (AM/PM) settings.

a. Press the UP or DOWN button to change the time format.

b. Press the SELECT button to set the highlighted time format.

Setting the Time/Date:

b. Press the SELECT button to move to the time.

c. Adjusting the time, press the SELECT button to accept changes.

Setting Your Transmitter ID:

Your transmitter ID makes it possible for your transmitter and receiver to communicate with each other. Setting the default time and date and low/high alert levels are dependent on the transmitter ID.

Setting Your Transmitter ID (continued)

Setting Your Low/High Glucose Alarm Levels:

The low and high alert level defaults are 3.3 mmol/L and 11.1 mmol/L but can be changed or turned off.

a. Choose a level for the sensor that is at least 7.5 mmol/L from your insulin pump's basal rate setting and well off the way of your hyperinsulinism. Avoid areas that are likely to be bumped or pushed or areas of your skin with scarred, hairless areas.

b. Children and adolescents between 2 and 17 years old and adults over 18 can use the Low Alert level.

c. Adults age 18 or older: Set the high level in the bold (from your option A). Consult with your healthcare provider to determine the most appropriate high level for you.

Inserting the Sensor (continued)

d. After entering the last space, press the SELECT button to accept changes.

NOTE: You can only enter your transmitter ID when " 2 CLICKS" is highlighted.

Step 3
Setting Your Alert Profile

You can choose receiver "alert profiles" with different sounds and volumes to help you read.

Your alert profile options are:

a. "Normal" is the default setting. You will be alerted if the sensor is reading below 3.3 mmol/L (60 mg/dL) or above 11.1 mmol/L but can be changed or turned off.

The "Normal" alert profile will notify you by vibration. Under this profile the fixed low alarm every 5 minutes will be made. It will go off for a 1 minute period following by audible beep lasting 5 minutes later if not confirmed.

b. "Soft" can be used when you want to be alerted discreetly. The set all the alarms and alerts to lower volume beeps.

c. "Normal" is the default setting. This alert will set the alarms and alerts to higher volume beeps.

The "Normal" alert profile will notify you by vibration. Under this profile the fixed low alarm every 5 minutes will be made. It will go off for a 1 minute period following by audible beep lasting 5 minutes later if not confirmed.

"Sensitive" can be used when you want extra alerts for severe low sensor glucose readings. This profile is like the normal profile, but it will keep repeating the fixed low alarm every 5 minutes until you confirm or until your sensor glucose reading rises above 2.2 mmol/L.

Use the "Try It" feature under the Profiles option in the Setup Wizard to experiment with different alert profiles. The Setup Wizard will only start when you set up your Dexcom G4 PLATINUM CGM System.

Transmitter Installed

Transmitter Low Battery screen

Try It highlighted

NOTE: No matter what profile you set, all alerts and alarms will notify you by vibrating first. There will be no "beep" to confirm the alarm or alert after the first vibration.

Step 4
Setting the Time/Date:

b. Press the UP or DOWN button to move to the time.

c. Adjusting the time, press the SELECT button to accept changes.

Setting Your Transmitter ID:

Your transmitter ID makes it possible for your transmitter and receiver to communicate with each other.

Setting Your Low/High Glucose Alert Levels:

The low and high alert level defaults are 3.3 mmol/L and 11.1 mmol/L but can be changed or turned off.

a. Choose a level for the sensor that is at least 7.5 mmol/L from your insulin pump's basal rate setting and well off the way of your hyperinsulinism. Avoid areas that are likely to be bumped or pushed or areas of your skin with scarred, hairless areas.

b. Children and adolescents between 2 and 17 years old and adults over 18 can use the Low Alert level.

c. Adults age 18 or older: Set the high level in the bold (from your option A) or the upper bevels (from back of body option B).

Inserting the Sensor (continued)

"2 CLICKS"

"2 CLICKS"

Inserting the Sensor:

1. Place the sensor horizontally, NOT vertically, on your skin. Move your fingers across the adhesive patch to secure the tape in place.

2. Hold the applicator, and pull the adhesive patch off of the sensor. Glide your fingers across the adhesive patch to secure the tape in place.

3. Place the fingers of one hand on the edge of the white adhesive (at the opposite side of the sensor from the transmitter latch). You may pinch up on your skin with the other hand.

4. While still pinching, use your other hand to lift and slide the edge of the applicator up and off the sensor adhesive patch. You can see the yellowing of the white patch on the white plastic and push down completely. You should have a sensor.

5. Move your 2 fingers from above the collar to below the collar. Keep your thumb lightly on top of the white plastic and lift up the sensor. The sensor will pop free of the adhesive patch.

6. Make sure the transmitter is level (against your skin). Squeeze the center of the white take on the sides of the transmitter. If your applicator barrel is brown and not cut away from your body.

Attaching Your Transmitter:

1. Place the transmitter in the sensor pod (with the flat side up, and the wider side away from the transmitter latch).

2. Make sure the sensor is clear after you insert it. Let dry. Place the transmitter in the sensor pod (with the flat side up, and the wider side away from the transmitter latch).

Step 5
Starting Your Sensor Session

Once you have inserted the sensor and attached the transmitter, you need to start the sensor session in your receiver.

a. Press the TRY IT button to see the Main Menu. Press the DOWN button to highlight Start Sensor. Press the SELECT button to confirm. The Sensor Status screen will let you know your sensor 3 hour startup period has begun.

b. Check your receiver 10 minutes after starting your sensor session to make sure your receiver and transmitter are communicating. If the Transmitter Low Battery screen is on the upper left corner of the screen, your sensor is not communicating. When the receiver is fully charged, the battery charging symbol will be completely gray.

NOTE: You may be getting sensor glucose readings while the receiver is charging during a sensor session. As a safety feature, the receiver will alert you when it needs to be charged.

Your receiver will show the 3-hour trend graph (home screen) after you finish the Setup Wizard.

a. Clean your skin at the sensor placement site with an alcohol wipe. Let dry.

b. If you use an optional skin preparation or adhesive product, place one on the skin in a "doughnut" shape where you place the sensor and look for a red dot on the skin where you are going to place the sensor. Use the sensor applicator to apply the skin preparation or adhesive product.

c. There is also a non-adjustable 3.1 mmol/L "soft" alert.

d. Remove the sensor from its packaging.

e. If you use the software logging from the sensor pod and watch it half at a time.

f. "Try It" feature under the Profiles option in the Setup Wizard to experiment with different alert profiles. The Setup Wizard will only start when you set up your Dexcom G4 PLATINUM CGM System.

Transmitter Installed

Transmitter Low Battery screen

Try It highlighted

NOTE: You will get NO glucose readings or alerts until after the 2-hour startup ends AND you complete the startup calibration.
Low Glucose Alarm

The Dexcom G4 PLATINUM System has an automatic Low Glucose alert, but you may also choose to set an audible or visual low glucose alert. To view the Low Glucose settings see the Dexcom G4 PLATINUM System User's Guide for more information.

Advanced Features (continued)

(2) Rise/Fall Rate Alert

The rate alerts can be set to alert you when your sensor glucose readings are rising (up) or falling (down). See the Dexcom G4 PLATINUM System User's Guide for more information.

Frequently Asked Questions (continued)

How do I change my high glucose alert level?

Follow the below steps:

a. From any trend graph, press the SELECT button to get to the Main Menu.

b. Press the DOWN button until you highlight High Alert.

c. Press the SELECT button to select High Alert. Or press the DOWN button, and then the SELECT button to select Low Alert.

Advanced Features (continued)

(3) Out of Range Alert

The Out of Range alert can be set to alert you when the transmitter and receiver are not communicating for an amount of time between 20-200 minutes. See the Dexcom G4 PLATINUM System User’s Guide for more information.

Advanced Features R1: Trend Arrows

A trend arrow may show next to the sensor glucose readings on your trend arrow to show the direction and speed your glucose is changing. See the Dexcom G4 PLATINUM System User’s Guide for more information.

Advanced Features (continued)

(4) Additional Alert Settings

The Advanced Menu allows you to change the display names for the selected alerts. See the Dexcom G4 PLATINUM System User’s Guide for more information.