

# Getting Started: Dexcom G6 App

This is abbreviated instruction. For detailed, step-by-step instructions on how to use the Dexcom G6 Continuous Glucose Monitoring System, refer to your Instructions For Use. Screens are representational only. Your product may look different

LBL019240 Rev 004

# Welcome!

Today we will cover:

- Setting expectations
- Setting up your app
- Inserting your sensor and attaching your transmitter
- Starting your sensor and completing your 2-hour warmup
- Features of the Dexcom G6 app
- Removing your sensor and transmitter

# Value of Dexcom G6

- Real time glucose readings every 5 minutes
- 10-day sensor wear
- Take action to help avoid high or low glucose values
- No fingersticks needed to make diabetes treatment decisions\*
- Share live readings with loved ones
- Help you identify trends and patterns
- Automated data upload to your HCP

\* If your glucose alerts and readings from the G6 do not match symptoms or expectations or you're taking over the recommended maximum dosage amount of 1000mg of acetaminophen every 6 hours, use a blood glucose meter to make diabetes treatment decisions.



# **Setting Expectations**

- Two different types of body fluids: interstitial fluid (Dexcom G6) and blood (meter)
- Readings can be different and still be considered accurate



# Intro to Dexcom Apps



## Dexcom G6 app

- Who uses it? The person wearing the Dexcom G6
- What does it do? Shows user's glucose information

## Dexcom CLARITY app

- Who uses it? G6 user wearing the transmitter and sensor
- What does it do? Review key metrics, create reports, or authorize data sharing with your clinic.

## Dexcom Follow app\*

- Who uses it? Someone who wants to view Dexcom G6 users data. Examples: Parents, spouse, or caregivers.
- What does it do? Allows a person to view and follow the glucose levels and trends of a loved one.

\*Internet connectivity required for data sharing. Following requires the use of the Follow App. Followers should always confirm readings on the Dexcom G6 App or Receiver before making treatment decisions.

# App Setup: Install Dexcom G6 App

• Download the app from your app store

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







# **Android Settings**

For Alarm/Alerts to work as expected:

- Do not use the Android Pause feature with the Dexcom app
- Set device operating system (OS) Battery Optimization setting to OFF for Dexcom app
- Set device OS Automatic Updates setting to OFF

Always manually update device OS, then open Dexcom app to verify it's working correctly.

For more information about OS support visit dexcom.com/compatibility

#### LBL019240 Rev 004

# **Overview**



Dexcom G6 app

Shows glucose information

For a list of compatible devices

see: dexcom.com/compatibility





## Applicator with Sensor

Applicator inserts the sensor wire under your skin

Sensor gets glucose information

### **Transmitter**

Sends glucose information from sensor to Dexcom G6 app

Use for 3 months

Wear for 10 days

# App Setup: Login

 Login using existing Dexcom account or create a new account

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Screens are representational only. Your product may look different.

Dexcom <sup>®</sup> Continuous glucose monitoring	
Log In Sign Up	Login Sign Up
me/E-mail address	Create an Account
d	New Dexcom Account
	Above Legal Age:
Login	Tap radio button to create a new account for yourself
my username or password	Below Legal Age:
	If you are below legal age, only your parent or guardian can create your account.
	Before they create an account for you, they have to create an account for themselves, then add you to their existing account.
	Add User to Existing Account
	Tap radio button to add someone you are caring for (adults or minors) to your existing account
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# Data Consent

You will need to consent to send your data to the cloud.

Should you decline, you would not be able to:

- Share data with followers\*
- Use Dexcom Clarity
- Import alerts and other app settings to their smart device
- Enable Dexcom technical support to access personal data to help with any problems

\*Internet connectivity required for data sharing. Following requires the use of the Follow App. Followers should always confirm readings on the Dexcom G6 App or Receiver before making treatment decisions.

# App Setup

The app will now walk you through:

• Data consent

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- Welcome video
- CGM Based Treatment
   decision Video
- MRI Warning
- Alerts and alarms



# Setting up Alerts and Alarms

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3.7 🍾 Low (	Blucose Alert		
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<b>K</b> Back	Urgent Low Alarm		<b>&lt;</b> Back
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	Next		
	5 of 19		

•III vodafone UK 🗢 12:11 @ 98%	<b>)</b> ,
Back Urgent Low Soon Alert	1
▲ 3.1 mmol/L within 20 minutes You receive an Urgent Low Soon Alert when your glucose level is falling fast, and will be 3.1 mmol/L in less than 20 minutes. This gives you time to take action to prevent a low blood sugar.	
Next	

6 of 19

# Set Low and High Alert

- Set your low alert here
- Set your high alert here
- Work with your healthcare professional to determine which low and high alert would be best for you
- These alerts may need adjustments over time

		-	
<b>〈</b> Back	Set Low Alert	k Set	: High Alert
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	2	9.	
3	3	10.	0
4	. 4 mmol/L	11.	1 mmol/L
Ę	5. 5	12.	2
	6	13.	3
	Save		Save
	7 of 19	Le	8 of 19

# **Alert Notifications**

After tapping I Understand

Tap **Allow** to ensure you get notifications when app is running in the background..

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<b>&lt;</b> Back	CGM Alerts		 <b>K</b> Back
In order to rece Low glucose and must allow Dev device notifica receive the foll screen.	eive CGM alerts, so nd High glucose al ccom to send your tions. Tap Allow w owing notification	uch as the lert, you smart hen you on the next	In or Low sou devi rece scre D
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	Learn More		
	9 of 19		

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K Back	CGM	Alerts	
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	Learn	More	
	9 0	f 19	

# Alert Sounds - Android

On Android, the Dexcom G6 app needs your permission to sound when smart device is on the most restrictive Do Not Disturb setting.

## Android



# **Enter Sensor Code**

• When prompted, enter your sensor code

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• Only enter the sensor code from the sensor you are going to insert

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K Back	Sensor Code	
		xxx
Sensor Code	e is on sensor applic	ator
	Enter Code	
	No Code	
	10 of 18	

# **Enter Sensor Code**

- Confirm code before
   moving on
- If using QR you may be asked to give permission for G6 to take pictures

III vodafone UK 🗢	09:43	● 100% ■ Save				
Enter Sensor Code Find Sensor Code on sensor applicator peel- off liner.						
No Code						
1	2	3				
		DEF				
4 вні	5 JKL	<u>б</u> мно				
7 pqrs	8 TUV	9 wxyz				
	0	$\langle \times \rangle$				



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# **Connecting Transmitter**

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	I Understand				Next	
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# **Enter Transmitter SN**

• When prompted, enter your transmitter serial number (SN)

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# Tips for Inserting the Sensor

- The app will provide you instructions on how to insert the sensor and attach the transmitter.
- Scroll down the app for instructions.
- Avoid scars, hair, tattoos, irritation, boney areas, areas where the sensor can be rubbed (waist band, seat belt), and at least 7.5 cm from insulin injection sites. Wash hands and clean insertion site with alcohol.



## Inserting the Sensor



# Attaching the Transmitter



Once the transmitter is snapped in you can shower or swim like normal but for best adhesion you might want to wait awhile before getting the patch wet.

# **Insert Sensor and Attach Transmitter**

• On the app confirm you have inserted your sensor and attached your transmitter

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<b>K</b> Bad	ck	Insert 8	Attach						
		-	/						
Sna Mak	Snap in transmitter. It clicks into place. Make sure it is flat and snug in holder								
13.	Rub arou	und patch	n 3 times	i					
	Insert Sensor Now You must insert your sensor and attach your transmitter before continuing with setup.								
	a	ttached you	r transmitte	er?					
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		Ne	ext						

# Pairing

 Once you attach your transmitter it needs to be paired

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# Start Sensor

- Tap Start Sensor to begin
   2-hour sensor warmup
- There will not be any glucose readings or alerts until warmup period has ended
- Keep smart device within 6 meters of the transmitter during the sensor warmup
- Keep app open in background



# Troubleshooting

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# **Ending Sensor Session**

- Your sensor automatically shuts off after 10 days
- Your app will alert you 24 hours, 6 hours, 2 hours and 30 minutes before this happens

# Sensor Expired Replace sensor now

You will not receive alerts, alarms, or sensor glucose readings until you replace your sensor.

Sensor Removal Instructions

# **Removing the Sensor and Transmitter**

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# **Beginning of Trend Graph**

• After the 2-hour warmup your first reading will appear

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• The app must be within 6 meters of the transmitter to receive glucose information



# Viewing the App Trend Screen

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# **Trend Arrows**

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Falling 0.1-0.2 mmol/L each minute or up to 2.5 mmol/L in 15 minutes

Falling 0.06-0.1 mmol/L each minute or up to

1.7 mmol/L

in 15 minutes

Falling more than 0.2

Falling more than 0.2 mmol/L each minute or more than 2.5 mmol/L in 15 minutes

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Now

# Low and High Glucose Alerts

 Low and high glucose alerts tell you when your readings are outside your target ranges

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• Can be customized or turned off in settings



# **Urgent Low Alarm**

- Notifies when your sensor glucose is at or below 3.1 mmol/L
- Can't change or turn off

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# **Urgent Low Soon Alert**

 Notifies when your sensor glucose will be at or below 3.1 mmol/L within 20 minutes

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• Can be turned off in settings



# DEXCOM IS HERE TO SUPPORT YOU

Check out our website for tips and tricks, videos, tutorials, testimonials and to register for one of our webinars where we can answer all your questions!

dexcom.com/UKIEStartHere

## **CONTACT OUR TEAM**

#### Customer support

Monday - Thursday 09:00 - 17:30 Friday - 09:00 - 16:00 UK: 0800 031 5761 IE: 1800 827 602

#### **Technical Support enquiries**

Monday - Friday 07:00 - 18:00 Saturday - Sunday 08:30 - 16:30 UK: 0800 031 5763

IE: 1800 827 603



# **Always Sound**

 Always Sound ensures Alerts will sound when your device is on silence or Do Not Disturb

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# **Alert Schedule**

- Schedule and customize a second group of alerts
- Example: Set alerts to vibrate during the day, sound at night
- Example: Set more alerts during the weekdays, less alerts during the weekend

Settings	Alerts	
SCHEDULED		
Alert Schedule		
Always Sound		
Name		Night >
Time		22:00 - 06:00 >
Days		Weekdays >

# **Rise/Fall Alerts**

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<b>〈</b> Alerts Rise Rate	Alert	<b>〈</b> Alerts Fal	ll Rate Alert
Rise Rate Alert		Fall Rate Alert	
Notify Me Above	0.2 mmol/L/min >	Notify Me Below	0.2 mmol/L/min
Sound	Rise Rate >	Sound	Fall Rate
The Rise Rate Alert will al glucose levels are rising a rate.	ert you when your at or above the set	The Fall Rate Alert glucose levels are rate.	will alert you when your falling at or below the set

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# Signal Loss Alert

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<b>〈</b> Alerts Signal L	Signal Loss Alert		
Signal Loss Alert			
For More Than	20 minutes >		
Sound	Signal Loss Alert >		
The Signal Loss Alert will alert you when the app stops receiving glucose readings from your transmitter.			

## **Events**

- An Event is an action or situation that affects glucose levels
- Once entered, events can be viewed in Dexcom CLARITY reports or landscape view on the app



# **Diabetes Treatment Decisions**

No number or arrow? Always use your meter.

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Symptoms don't match readings? Use your meter.





# **Dexcom SHARE**

- Dexcom Share is a feature within the Dexcom G6 app that allows one person, (the Sharer) to remotely transfer their glucose information to others (Followers)
- The Dexcom Follow\* app is a separate app and is part of Dexcom Share

\*Internet connectivity required for data sharing. Following requires the use of the Follow App. Followers should always confirm readings on the Dexcom G6 App or Receiver before making treatment decisions.



Followers (parents, caregivers, etc.) will need to download the separate Dexcom Follow app

# **Dexcom SHARE Setup**

- Click Share icon to set up
- The app will walk you through inviting a Follower
- An email will be sent to the Follower
- The Follower will need to download the Dexcom Follow app and accept the invitation
- The Follower can edit their own notifications, they cannot edit notifications on the Sharer's app



# Dexcom CLARITY app

- Download the Dexcom CLARITY app to track your progress, receive weekly notifications of statistics, and share data with your clinic
- When you use the Dexcom G6 app, your glucose data is automatically sent to your CLARITY account



# **Dexcom CLARITY**

- Log in at clarity.dexcom.eu
- Use your current Dexcom login
- Free to use



# **Optional Skin Adhesive and Timing**

## **Optional Skin Adhesive**

- Create an empty oval on the skin with the skin adhesive, such as Mastisol or SkinTac
- Let skin adhesive dry
- Insert sensor on clean skin in center of oval.

## Timing

 Skin types vary, and for some people, it may take awhile – overnight, for example – for the patch to fully dry and stick. During that time, keep your skin dry and avoid doing things that would make you sweat. If inserting a new sensor before bed, make sure you're through the warmup before you go to sleep.



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# Security and Travel



Use walk-in metal detectors or be hand-wanded

Don't use full body scanners

Don't put components through baggage x-ray machines

# Ages and Pregnancy

The Dexcom G6 is indicated for persons age 2 years and older, including pregnant women.



# Contraindications - MRI/CT/ Diathermy

Sensor and transmitter must be removed before:



# Sunscreen and Insect Repellent

Some skin care products, such as sunscreens and insect repellents, can make the plastic used in Dexcom G6 crack. After using skin care products, wash hands before touching the G6. If any skin care products get on your Dexcom G6, immediately wipe with a clean cloth.



# Any Questions?

## **Additional support**

Visit <u>dexcom.com/learn</u> to take advantage of training tutorials and resources where you can learn at your own pace and enhance your knowledge.

## **Technical Support Enquiries**

Fill out a technical support request here No access to the internet? Call 0800 031 5763 (UK) 1800 827 603 (Ireland)

## Managing your orders

You can access your account online <u>here</u> to view and update your account details or check your shipment schedule.



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