



Tips for putting on the overpatch or extra adhesive tape:

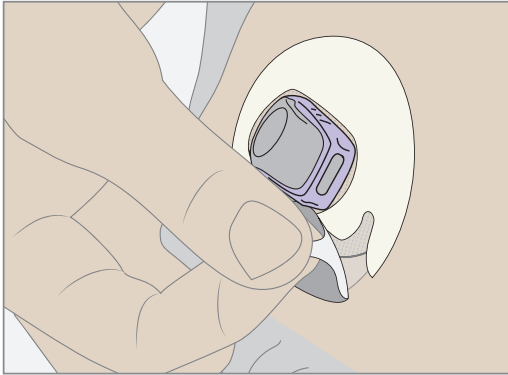
- Put overpatch or tape over white patch on all sides for even support
- Don't put overpatch or tape over or under the transmitter or its plastic holder

STEP
1 of 1

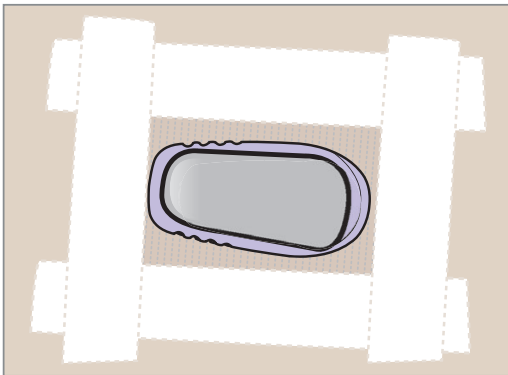
Attach Transmitter: Optional Step

Put overpatch or medical tape over the patch.

Overpatch



Medical tape



Finished!



6.6 Pair and Start Your Sensor

After inserting your sensor and attaching your transmitter, the transmitter will automatically pair with your display device. You're ready to start your sensor session after getting confirmation the transmitter paired successfully.

During the warmup period, neither device provides alarm/alerts or G6 readings. Your G6 readings begin after the 2-hour sensor warmup has passed. If you didn't enter the sensor code as part of your set up, you'll be prompted to do initial calibrations once the 2-hour warmup is finished, then calibrate daily. If you entered a sensor code, calibrations aren't required.

During sensor warmup, use your meter.

Using both the receiver and the app? First, start your sensor session in one, then pair and join the sensor session in the other.

Keep your display device within 20 feet of your transmitter for them to pair and communicate.

PRECAUTION

Keep Transmitter Close to Display Device

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

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

We'll go over pairing and starting a sensor for the app, then for the receiver.

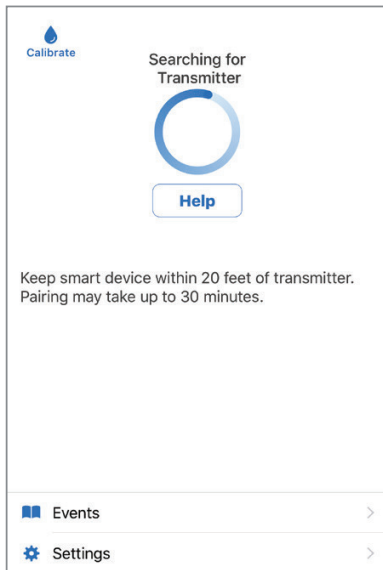




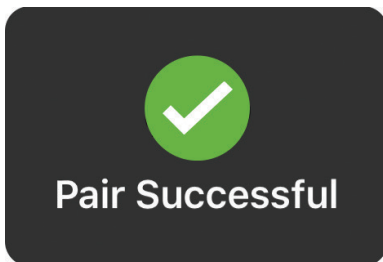
App: Pair and Start Sensor

STEP
1 of 5

App: Pair and Start Sensor



Wait up to 30 minutes while app and transmitter pair.



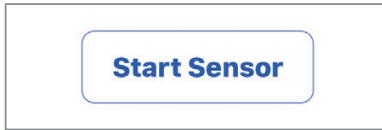
Wait for pairing confirmation.





STEP
2 of 5

App: Pair and Start Sensor



Tap **Start Sensor** to start your 2-hour sensor warmup. You won't get alarm/alerts or G6 readings during sensor warmup. Use your meter when making a treatment decision during warmup.

STEP
3 of 5

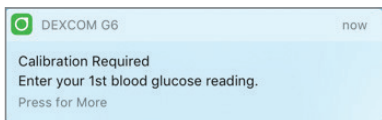
App: Pair and Start Sensor



Wait. Screen provides countdown to sensor warmup. The ring darkens as the countdown moves forward. Keep smart device within 20 feet of transmitter.

STEP
4 of 5

App: Pair and Start Sensor

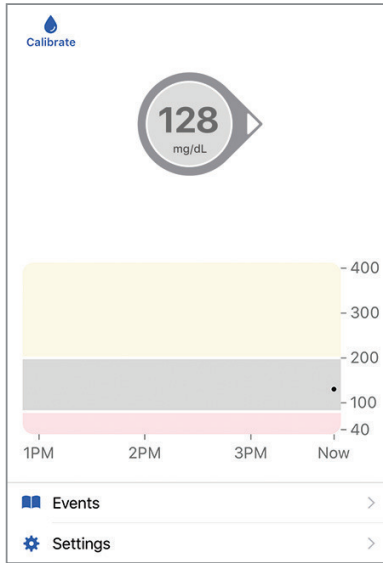


If you didn't enter a sensor code during setup, once your 2-hour warmup is complete, you'll be prompted to calibrate twice. See Chapter 7 to learn the best way to calibrate



STEP
5 of 5

App: Pair and Start Sensor



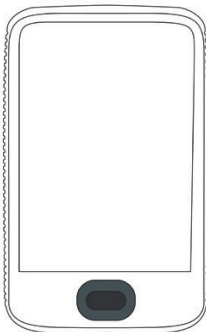
Sensor warmup is complete!

Finished!

Receiver: Pair and Start Sensor

STEP
1 of 6

Receiver: Pair and Start Sensor

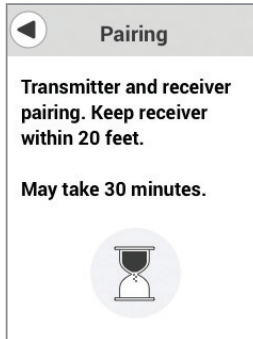


If needed, press power button briefly to wake up receiver.



STEP 2 of 6

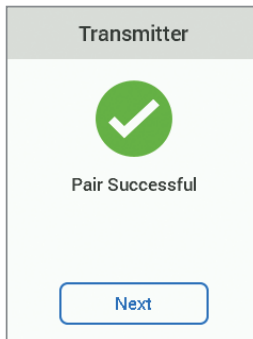
Receiver: Pair and Start Sensor



After attaching your transmitter, pairing is automatic, just wait for confirmation.

STEP 3 of 6

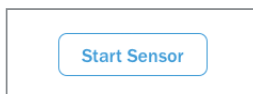
Receiver: Pair and Start Sensor



Your transmitter and receiver can communicate now! You may need to unlock your screen. If so, tap **1**, then **2**.

STEP 4 of 6

Receiver: Pair and Start Sensor



Tap **Start Sensor**.

This starts the 2-hour sensor warmup.





STEP 5 of 6

Receiver: Pair and Start Sensor

2-Hour Sensor Warmup



You will not receive alerts, alarms, or sensor glucose readings until finished.

Wait.

Keep your receiver within 20 feet.

Ring darkens to track progress.

You won't get alarm/alerts or G6 readings during sensor warmup. Use your meter when making a treatment decision during warmup.

After sensor starts, *Start Sensor* option disappears from Menu, and *Stop Sensor* appears.

STEP 6 of 6

Receiver: Pair and Start Sensor

Sensor warmup is complete.

If you didn't enter a sensor code during setup, once your 2-hour warmup is complete, you'll be prompted to calibrate twice. See Chapter 7 to learn the best way to calibrate.

Finished!



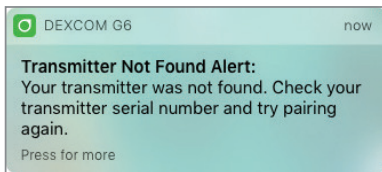
6.7 Pairing Tips

Your transmitter and display device pair after you insert your sensor and attach your transmitter. (On the receiver, the *Bluetooth* symbol will blink while it is trying to pair with the transmitter.) It usually takes less than 10 minutes for your transmitter and display device to pair, but it can take up to 30 minutes. During this time:

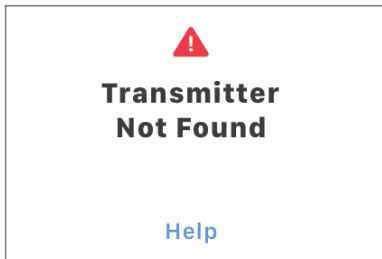
- Make sure your transmitter and display device are within 20 feet of each other
- Remove barriers between them

If these errors display, your transmitter and display device are not communicating.

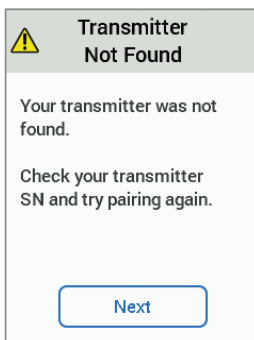
App Notification



App



Receiver





Verify display device and transmitter are within 20 feet of each other without obstruction.

Wait up to 30 minutes.

Tap **Help** for more information.

Don't calibrate. Use meter for BG value.

More than 30 minutes? Contact Technical Support (available 24/7) at:

- Web: dexcom.com/tech-support
- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**

You won't get alarm/alerts or G6 readings until error is fixed.

6.8 What Was Covered and What's Coming

Now You Can:

- Prepare for sensor insertion
- Insert your sensor
- Attach transmitter to sensor
- Identify when transmitter and display device pair
- Start sensor warmup

What's Next?

The next chapter guides you through calibration.



Chapter 7 | Calibrate

7.1 Introduction

This chapter discusses calibration. What it is, when to do it, and how.

If you entered your sensor code during setup, calibrate only if you want to. The system doesn't need it.

After this chapter, you'll be able to:

- Describe calibration
- Recognize how to get accurate meter values
- Understand precautions for when not to calibrate
- Enter calibrations into the Dexcom G6® Continuous Glucose Monitoring System (G6)

7.2 Calibration Overview

What's Calibration?

You calibrate when you enter a meter value into your display device. It aligns your sensor to your meter.

By calibrating when the system notifies you, the G6 uses your meter value to make sure the G6 readings remain accurate throughout your session.

How Do I Calibrate?

Take a fingerstick with your meter, and simply enter the meter value into your display device. This chapter walks you through the entire process, from preparing to take a meter value through making sure the system saved your input.

When taking a fingerstick, it's important to do it correctly. Make sure you thoroughly wash and dry your hands right before. And remember: Always use your finger, never another site.



For everything **except** calibration (such as alarm/alerts), you must enter information into both the receiver and smart device. Calibrating is different. Don't enter your BG values into both devices; only enter your meter value into **either** the app or the receiver. When you enter your meter value into one display device, it takes about 5 minutes to show on your other display device.

How Often Do I Calibrate?

If you entered the sensor code during set-up, there's no need to calibrate. You can calibrate if you want, but the system doesn't require it.

If you didn't enter a sensor code during setup, you must calibrate your G6. After sensor warmup, you're prompted to calibrate twice. Then you start getting your G6 readings. You'll be prompted to calibrate 12 hours later, and again 12 hours after that. For the rest of your 10-day sensor session, you're prompted to calibrate once every 24 hours.

WARNING

Don't Wait – Calibrate!

If you have not used the calibration code, you must manually calibrate your G6 using values obtained from a blood glucose meter and fingersticks daily. You must calibrate immediately when the G6 notifies you. If you haven't calibrated when notified, your G6 may not be accurate, so use your glucose meter to make treatment decisions until you calibrate your G6.

Follow G6 instructions. If you don't, you could miss a severe low or high glucose event.

If you receive a calibration notification outside of your scheduled calibrations, the system didn't accept your most recent calibration or your meter value is very different from your G6 reading.



7.3 Prepare to Calibrate

When using a glucose meter to calibrate, if you don't prepare properly, your sensor may become inaccurate.

Calibration Tips

Hands:

- **Clean:** Thoroughly wash and dry your hands before fingersticks. Use soap and water, not gel cleaners. Poorly washed hands are the cause of many meter errors.
- **Finger:** Use fingerstick meter values only. Other sites are less accurate.

Meter:

- **Test strips:** Verify they're current and, if required, coded correctly with meter.
- **Same meter:** Always use the same meter during your sensor session. Meter and strip accuracy vary between meter brands. Switching within a session might cause G6 readings to be less accurate. Also make sure meter date and time match your display device date and time.
- **Instructions:** Follow meter use and maintenance instructions exactly.
- **Use meter value:** Only use your meter for calibrations; never enter values from your G6.

G6:

- **Bluetooth:** Make sure it's active.
- **Trend arrow(s) straight up or down:** This means your reading is changing more than 2 mg/dL per minute. Because of this, enter your meter value immediately after taking a fingerstick.
- **Timing:** Enter your meter value within 5 minutes of taking a fingerstick.
- **Accuracy:** Enter exact meter value for each calibration.

Be safe – if BG is low, first treat, then if you want, align your sensor to your meter by calibrating.



WARNING

- **Don't Wait – Calibrate!**

If you have not used the calibration code, you must manually calibrate your G6 using values obtained from a blood glucose meter and fingersticks daily. You must calibrate immediately when the G6 notifies you. If you haven't calibrated when notified, your G6 may not be accurate, so use your glucose meter to make treatment decisions until you calibrate your G6.

- **Use Fingersticks**

Use fingertips to calibrate from your BG meter. Blood from other places may be less accurate and not as timely.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

7.4 Calibrating

Calibration Schedule

If you didn't enter a sensor code, you'll need to do daily calibrations after completing your initial calibrations.

For example, you inserted your sensor Monday morning at 9:00.

- After 2-hour sensor warmup is finished, enter two calibrations Monday at 11:00
- Enter a third calibration at 11 pm
- Enter a fourth calibration 12 hours later, at 11 am on Tuesday
- Enter calibrations once a day starting at 11:00 Tuesday for the rest of your sensor session





Enter a Calibration

Below are steps to enter your calibrations. First is calibrating in the app, then the receiver.

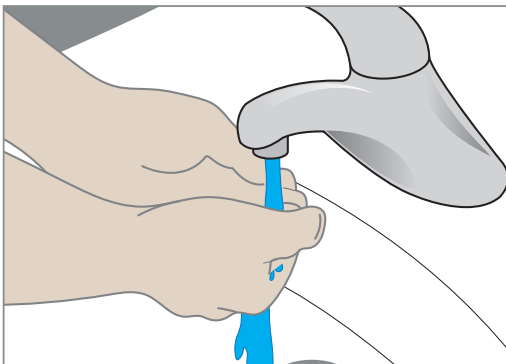
If you didn't enter a sensor code, either tap the calibration icon or go to **Settings > Calibrations**.

If you entered a sensor code, there is no Calibration icon. If you choose to calibrate, go to **Settings > Calibration** to calibrate.

App: Calibration

STEP
1 of 8

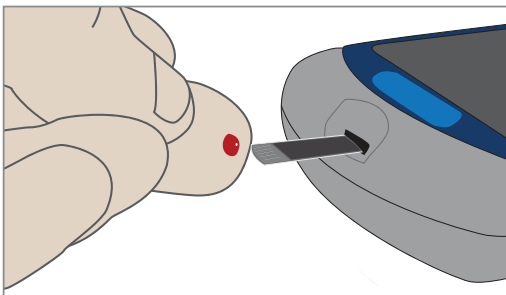
App: Calibration



Thoroughly wash and dry your hands with soap and water, not gel cleaners.

STEP
2 of 8

App: Calibration

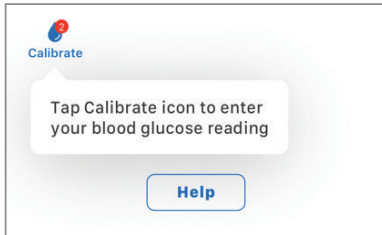


Use meter to measure the BG from your fingertip.



STEP 3 of 8

App: Calibration



Tap **Calibrate**. The red circle shows when the G6 needs you to calibrate.

What it means:

- Sensor warmup is complete
- Ready for first calibration
- Tap icon to enter your blood glucose value or go to **Menu > Calibrate**.

STEP 4 of 8

App: Calibration



Enter meter value using number pad. This example uses 128 mg/dL.

Tap **Save**.



STEP
5 of 8

App: Calibration

Confirm Entry	
128 mg/dL	
Cancel	Confirm

Verify number is correct.

If correct, tap **Confirm**. If you don't tap **Confirm**, BG level isn't saved.

If incorrect, tap **Cancel** and enter correct number.

STEP
6 of 8

App: Calibration



Calibrate

Tap **Calibrate** to enter your second BG value.

Follow steps 1-5 and enter second value.

What it means:

- Sensor accepted first calibration
- Ready for second meter value

STEP
7 of 8

App: Calibration



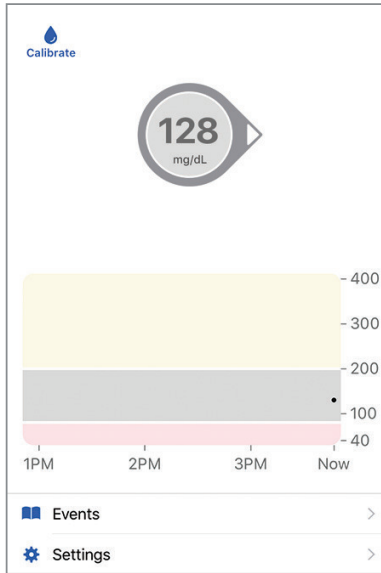
Calibrate

Calibration accepted: Calibrate icon has no red circle.



STEP 8 of 8

App: Calibration

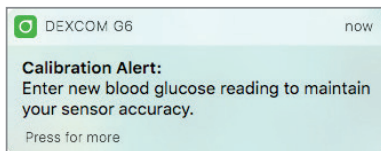


You get your first G6 readings after you enter your initial calibrations. Look for the number in the circle above the graph and dots on your trend graph. Each dot represents a single G6 reading taken every 5 minutes.

Finished!

Twelve hours from now, 12 hours after that, and then every 24 hours for the rest of your sensor session, you'll be notified to calibrate:

App Notification



App





If you didn't enter the sensor code, the red circle on the Calibrate icon reminds you to calibrate once every 24 hours.

When notified to calibrate:

Tap **Calibrate**.

Repeat steps 1-5

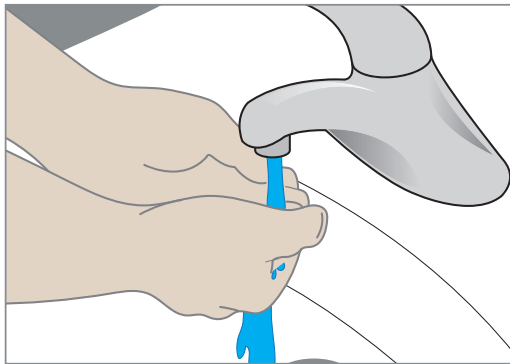
Receiver: Calibration

If you didn't enter a sensor code, either tap the calibration icon or go to **Menu > Calibrations**.

If you entered a sensor code, there is no Calibration icon. If you choose to calibrate, go to **Menu > Calibration** to calibrate.

STEP
1 of 9

Receiver: Calibration

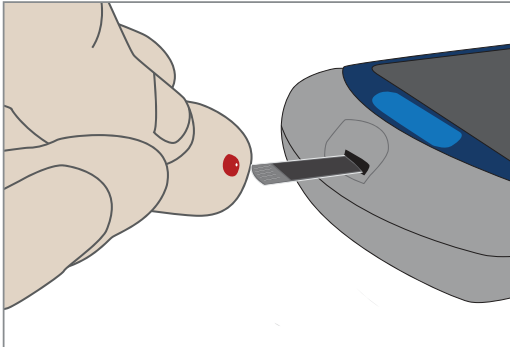


Thoroughly wash and dry your hands with soap and water, not gel cleaners.



STEP
2 of 9

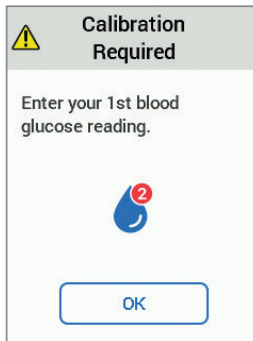
Receiver: Calibration



Use meter to measure the BG from your fingertip.

STEP
3 of 9

Receiver: Calibration



Press power button briefly to wake up receiver screen. You won't see calibration notifications when screen is black.

Tap **OK**.

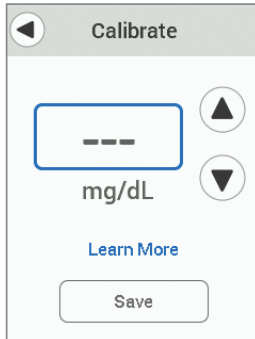
What it means:

- Sensor warmup is done
- Ready for first calibration



STEP 4 of 9

Receiver: Calibration



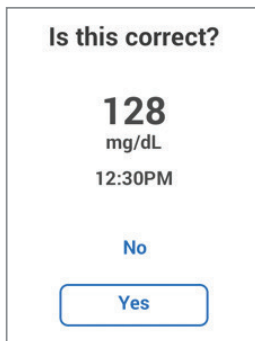
Tap **up/down arrows** to enter meter value. This example uses 128 mg/dL.

Tap **Save**.

Sensor default value for calibration is **dashes** (---) (or the most recent G6 reading).

STEP 5 of 9

Receiver: Calibration



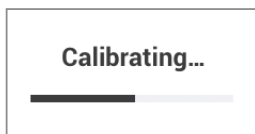
Verify BG value is correct.

If correct, tap **Yes**. If you don't tap Yes, the BG level isn't saved.

If incorrect, tap **No** and re-enter.

STEP 6 of 9

Receiver: Calibration

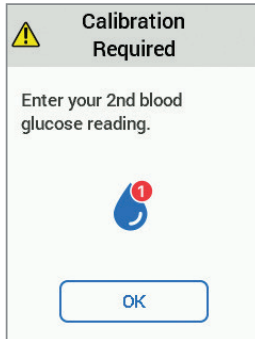


Wait while BG value is accepted.



STEP
7 of 9

Receiver: Calibration



Sensor accepted calibration and is ready for second one. Follow steps 1-6 to enter second value.

STEP
8 of 9

Receiver: Calibration

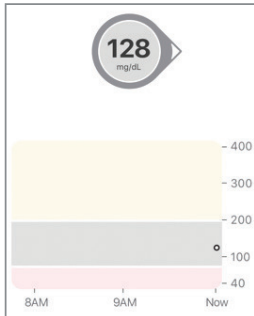


The calibrate icon doesn't have a red circle, so your calibration was accepted and no more are needed for now.



STEP 9 of 9

Receiver: Calibration



Your G6 readings begin about 5 minutes after the device accepts your first two calibrations. Look for the dots on your home screen. Each dot represents a single G6 reading taken every 5 minutes.

If you didn't enter a sensor code during your sensor setup, G6 will prompt you to calibrate in another 24 hours.



When prompted, repeat steps 1-5.

Finished!

Sound/Vibration Prompts

You get visual notifications, beeps, and/or vibrations when your system needs calibration.

- **Smart device:** You see all calibration notifications. There's no sound or vibration for your daily calibration. G6 will beep once for other types of calibrations, like when you're setting up a new sensor or the G6 needs an extra calibration.
- **Receiver:** You see your daily calibration notifications without beeping or vibrating. When your system needs an extra calibration, you see the calibration notification. It also vibrates the first time, then vibrates/beeps every 5 minutes until cleared.

For more information on setting your sound/vibration notifications and how to clear them, see Chapter 10.



7.5 Calibrate Without Prompts

There are times when you may want to calibrate to align your G6 readings to your meter even if you entered a sensor code. Make sure you use good fingerstick technique to get a good meter result by following the steps in 7.3.

You may choose to calibrate when your symptoms don't match your G6 readings. For example, your G6 reading is 120 mg/dL. At that glucose level, you expect to feel fine, but instead you are shaking and sweating. You feel as though your glucose is much lower.

Pay attention to how you feel. If you feel low and your CGM tells you differently, thoroughly wash your hands with soap and water. Dry them. Then use your meter to confirm your glucose level. If your meter matches your symptoms, go ahead and treat based on the meter value. Then, if you want, calibrate to align your sensor with your meter. You don't have to calibrate, but you can.

7.6 Check In With Jake and Kelly

Meet Jake and Kelly! They each manage their diabetes with a G6 and are happy to share their insights with you. When you see their pictures in this User Guide, check in with them and find out how they use their G6s in day-to-day life.

First, a little background information: Jake is an adult. He manages his diabetes on his own, using his G6 and pens. Kelly, on the other hand, is a child. She and her parents work together to manage her diabetes using her G6 and a pump. Do either of these situations sound like yours?

Let's check in with Jake and Kelly to see what they do when their symptoms don't match their CGM information.



Hi – Jake here! I'm feeling pretty woozy – a pretty sure sign I'm low – but my CGM shows me at 100 and my trend arrow steady.



Oh. I just stood up and went from woozy to lightheaded. I think it's time to verify with my meter. My meter shows 65. Definitely time to drink some juice and think about calibrating my CGM.

My meter shows 65. Well, my CGM reading is much higher. I want to enter a new calibration.



Hi – it's Kelly! This morning I woke up starving! Instead of doing a fingerstick and putting it in my app first thing like I usually do, I ate breakfast.

I usually wake up around 75, but because I had breakfast, my dad told me to expect it to be higher. My meter showed 360!

“Dad! 360!”

He ran right over and I handed him the meter.

“Ewww, Honey, your meter's sticky. What is that?”

“Oh, sorry! It's probably from that banana I had for breakfast.”

“OK. Before we decide what to do about your 360, how about you wash your hands and do the fingerstick again?”

He was right – I was really only 90 once my hands were clean!

Takeaways

When Jake's and Kelly's numbers didn't match how they felt, they figured out why so they could treat the real number.

Calibrating? Remember to wash your hands well!



7.7 What Was Covered and What's Coming

Now You Can:

- Describe calibration
- Recognize how to get accurate meter values
- Enter calibrations into the G6
- Understand precautions for when not to calibrate

What's Next?

Part 3: Next Steps will show you how to get the most out of your G6.



Next Steps – Getting the Most Out of Your Dexcom CGM

- Home Screen
- Events
- Alarm and Alerts
- Treatment Decisions
- Sharing Information with Your Support Team
- End Sensor and Transmitter Sessions
- Troubleshooting



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Chapter 8 | Home Screen

8.1 Introduction

In this chapter, you'll learn how to read your home screen, identify Dexcom G6[®] Continuous Glucose Monitoring System (G6) readings and trends, and understand what they mean.

After this chapter, you'll be able to:

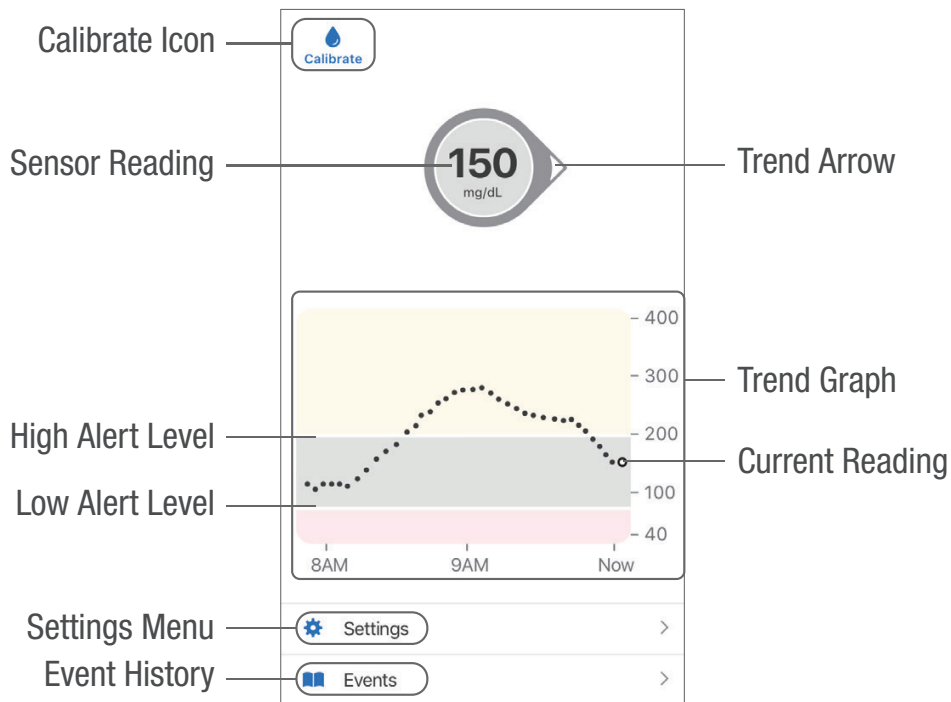
- Navigate the home screen
- Locate your G6 reading
- Explain your glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low and High Alert levels on your graph
- Change graph views
- Explain differences between trend arrows

8.2 Home Screen Overview

The home screen is where you spend most of your time. The Apple app, Android app, and receiver home screens show your sensor glucose information and give you ways to move to other screens – to calibrate, add an event, and see the menu.



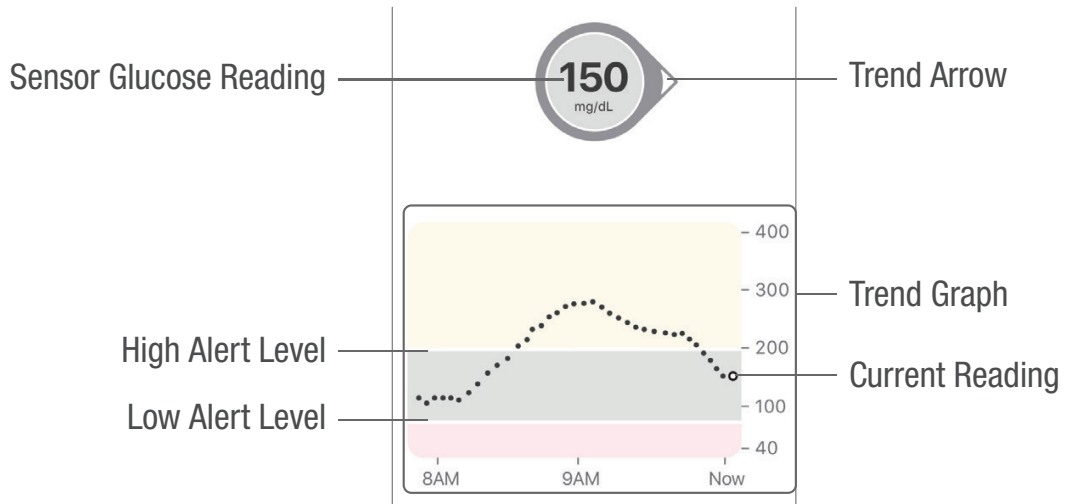
The home screen below is from the Apple app. The Android app and receiver look similar. The only difference is where the Calibrate Icon, Settings Menu, and Event History/Add Event are. If you entered a sensor code during setup, you won't have the Calibration icon on the home screen..





8.3 Glucose Information

This section shows you how to interpret your G6 reading, trend arrow, and graph.



G6 Readings

Starting at the top, the number shows where your sensor glucose is now in milligrams per deciliter (mg/dL). The background can be yellow, gray, or red.



Yellow: Above target range



Gray: Within target range



Red: Below target range or in Urgent Low Soon



When your most recent G6 reading is above 400 mg/dL or below 40 mg/dL, you won't get a number. Instead, your display device will say LOW or HIGH.

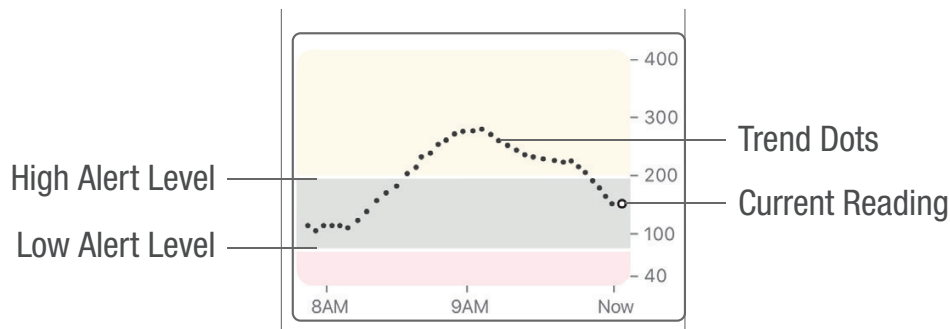


The number comes with an arrow, too. It shows the direction your sensor glucose is going. Later in this chapter, we'll go over trend arrows in detail.

Graphs and Events

The graph shows where your G6 readings have been for the past 3 hours. It plots your G6 readings every 5 minutes.

- The most recent G6 reading is the white dot on the right. Black dots are past G6 readings.
- The numbers on the right show glucose level in mg/dL. The numbers on the bottom show the last 3 hours.
- The horizontal white lines show your High and Low Alert levels. Your glucose is:
 - High when your dots are in the yellow area of the graph.
 - In your target range (between your high and low alert settings) when in the gray area.
 - Low when in the red area.

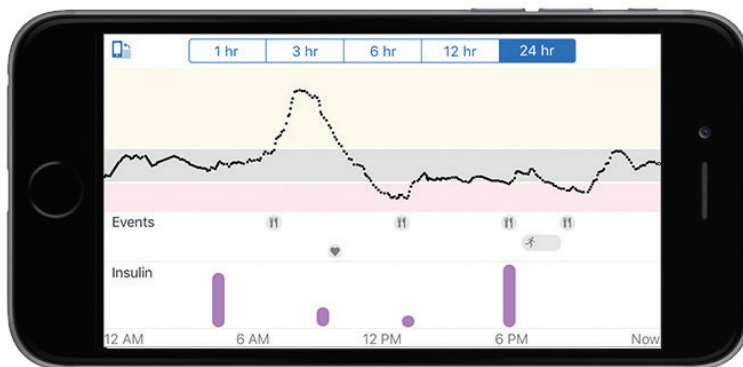




When the transmitter reconnects with the display device after a Signal Loss or similar issue, up to 3 hours of missed G6 readings can fill in on the graph.

The app and receiver smooth all but your current G6 reading on your trend graph so that you can clearly see where your glucose is heading. It is expected for there to be some differences between the G6 reading you saw in real time (in the circle above the graph) and the G6 readings you see in the past on your graph (black dots).

To see events with your graph and to see your graph over 1, 3, 6, 12, and 24 hours, turn your smart device on its side (for landscape view). Touch and hold a dot to see the time for a past G6 reading, or slide your finger across the screen to view G6 readings from other times. To switch between 1-, 3-, 6-, 12-, and 24-hour views on your receiver, tap the graph.



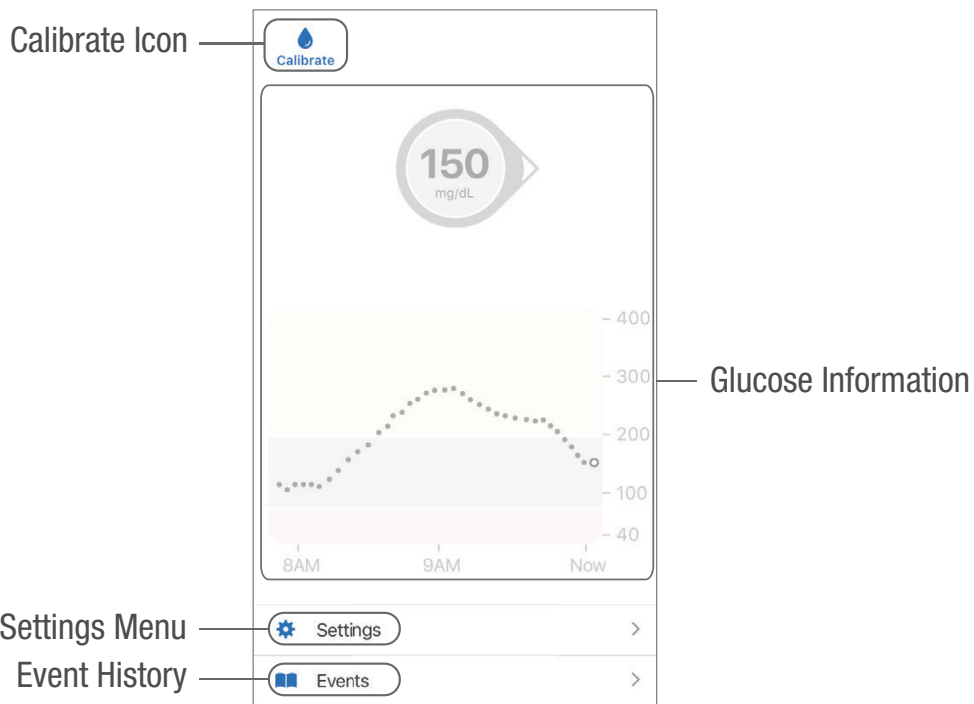


8.4 Navigation and Status Bar

Now that you're familiar with the glucose information on your home screen, let's see how to get around. For example, how do you get to the calibration screen or the screen where you record an insulin dose, or how do you check your alert settings? The Apple app, Android app, and receiver home screens have slightly different ways to navigate to other screens. This section details those differences.

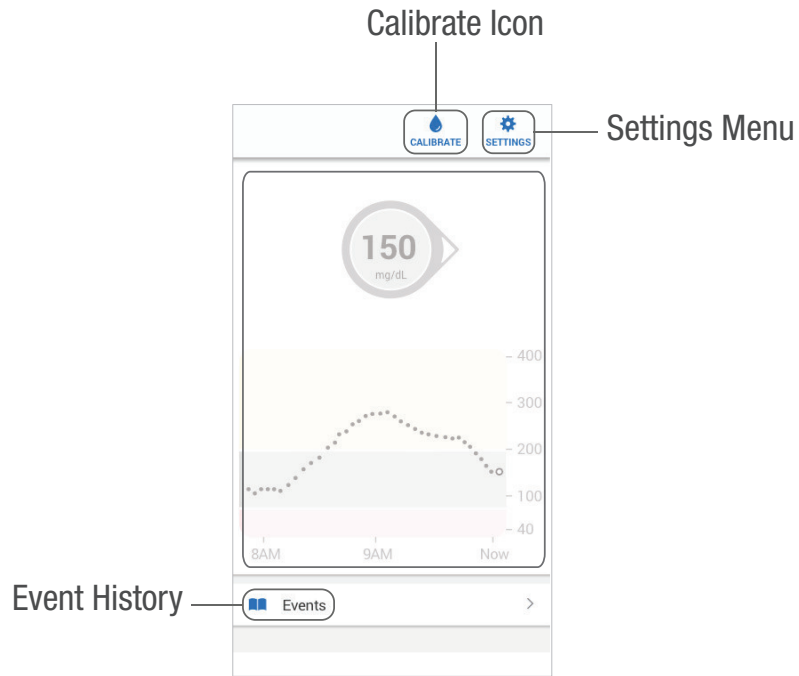
Remember, if you entered a sensor code, you don't need to calibrate so there isn't a Calibrate icon on the home screen. Calibrate via **Menu > Calibrate**.

Apple App



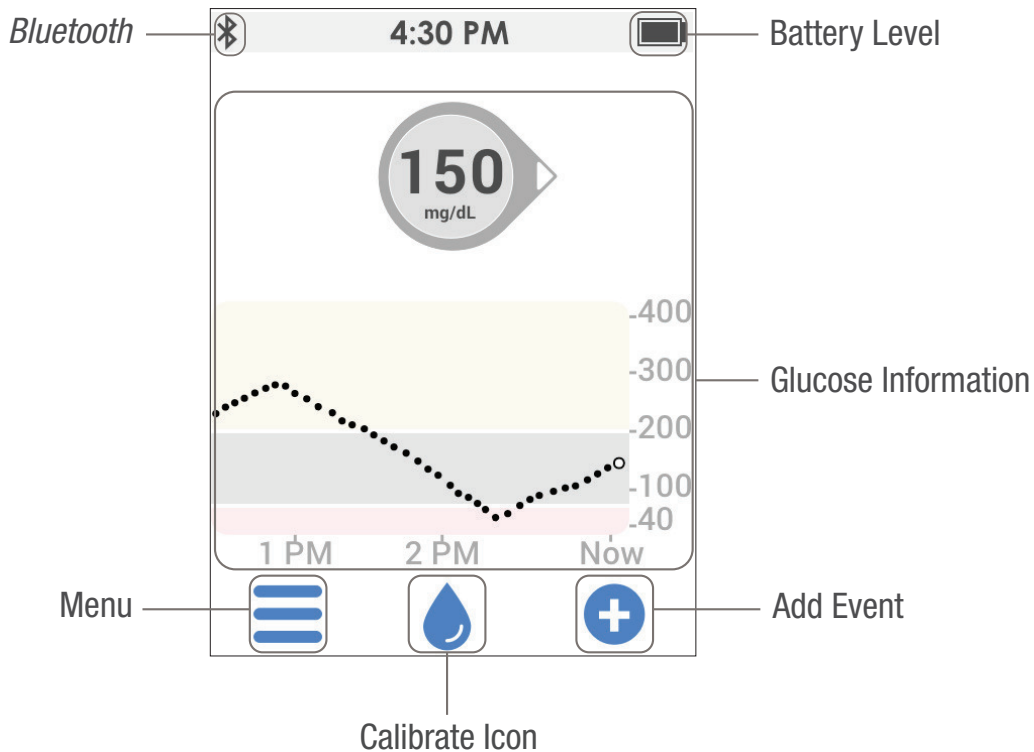


Android App





Receiver



Calibrate icon: The blue drop is the calibrate icon. If you didn't enter a sensor code, a red circle shows on the drop when you need to enter a new calibration. To calibrate, tap on the blue drop and follow the steps.

If you did enter a sensor code, there's no need to calibrate, so, there isn't a Calibrate icon on the home screen.

Events/Add Event: Lets you record insulin, carbs, exercise, or health-related events. See Chapter 9 for more information.

Settings/Menu: Edit alerts, find help, change settings, customize sounds, and use Share (app only).



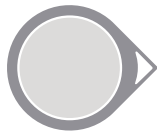
Trend Arrows

Trend arrows show the speed and direction of your glucose trends based on your recent G6 readings. Use the arrows to know when to take action before you're too high or too low.

Trend Arrow: Steady

Changing:

- Less than 1 mg/dL each minute
- Up to 15 mg/dL in 15 minutes



Trend Arrow: Slowly Rising or Falling

Changing:

- 1 – 2 mg/dL each minute
- Up to 30 mg/dL in 15 minutes



Trend Arrow: Rising or Falling

Changing:

- 2 – 3 mg/dL each minute
- Up to 45 mg/dL in 15 minutes





Trend Arrow: Rapidly Rising or Falling

Changing:

- More than 3 mg/dL each minute
- More than 45 mg/dL in 15 minutes



Trend Arrow: None

System can't calculate the speed and direction of your glucose change.



See Chapter 11 for information on using trend arrows to make treatment decisions.



8.5 What Was Covered and What's Coming

Now You Can:

- Navigate using home screen icons
- Locate your G6 reading
- Explain your glucose target range
- Recognize the importance of gray, yellow, and red colors
- Identify Low and High Alert levels on your graph
- Change graph views
- Explain differences between trend arrows

What's Next?

Next you'll learn how to enter events that affect your glucose levels. Track events so you and your HCP can reflect on patterns in your glucose levels.



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Chapter 9 | Events

9.1 Introduction

In this chapter, you'll learn how to enter events, including insulin doses and carbs. You can track events to see how your actions or circumstances affect your glucose levels.

After this chapter, you'll be able to:

- Define an event
- Describe each type of event
- Add events to the app and receiver

9.2 Events Overview

Did you take a walk after lunch today? Are you feeling stressed? How much insulin did you take for your dinner meal? These are all events that can change your blood sugar.

An event is an action or situation that affects your glucose levels. With the Dexcom G6[®] Continuous Glucose Monitoring System (G6), you can track your daily events so you can reflect on their effect on your glucose trends. Once entered into the app, or once you upload your receiver data, events can be viewed in Dexcom reports. The reports help you review how each event influenced your glucose trends. You can use the reports with your HCP to create a plan to manage your diabetes.

Types of Events

Your G6 lets you keep track of insulin, carbs, exercise, and health-related events.

When you add an event in your app, it shows in Events and CLARITY reports.



9.3 Enter Insulin Event

This section shows how you can enter long-acting insulin doses.

Following the app information, entering insulin on your receiver is covered.

App: Enter Long-acting Insulin

STEP
1 of 4

App: Enter Long-acting Insulin



From the Home screen, tap **Events**.

STEP
2 of 4

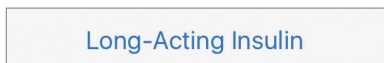
App: Enter Long-acting Insulin



Then, tap **Add Event**.

STEP
3 of 4

App: Enter Long-acting Insulin



Tap **Long-Acting Insulin**.



STEP
4 of 4

App: Enter Long-acting Insulin

Cancel Long-Acting Insulin Add

Amount U

Long-acting insulin is typically taken 1-2 times per day. Examples of long-acting insulin include Lantus®, Levemir®, NPH, and Toujeo®.

You can enter an amount between 0.1 U - 100.0 U.

Time Today, 12:06 PM

Select the time when you injected your long-acting insulin dose.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

How much insulin did you give?

You can't enter the type of insulin, only dosage.

Enter insulin units for each dose, up to 100 units.

Finished!



Receiver: Entering Insulin

The steps below show how to enter insulin on the receiver. Unlike the app, you can only log insulin, but not which type.

STEP 1 of 6

Receiver: Entering Insulin



Tap **Add event**.

STEP 2 of 6

Receiver: Entering Insulin

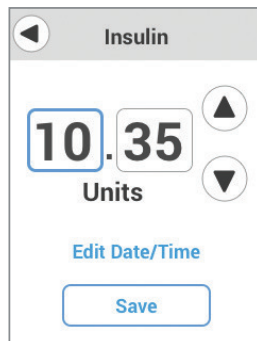
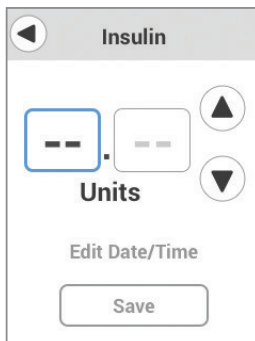


Insulin

Tap **Insulin**.

STEP 3 of 6

Receiver: Entering Insulin



Tap arrows to enter Units, up to 100.

When you tap the arrow, number starts at last number entered.

This example uses 10.35 Units.



STEP
4 of 6

Receiver: Entering Insulin

Edit Date/Time

Tap **Edit Date/Time**.

STEP
5 of 6

Receiver: Entering Insulin

Date/Time

08 / 12 / 2015

10 : 00 AM

▲ ▼

Save

Tap each box to enter the date and time. Use the arrows to select the correct information.

STEP
6 of 6

Receiver: Entering Insulin

Save

Tap **Save**.

Finished!



9.4 Other Events

Now that you can enter insulin on your app and receiver, let's go over the other events you can record: carbs, exercise, and health. Enter these on your app or receiver. Adding these events is very similar to adding insulin. You already know how to enter insulin, so you can also enter carbs! Below we go over some tips for entering events.

- Carbs: Add up all carb grams for the snack or meal, up to 999 grams.
- Exercise: You select each exercise's intensity level and duration. Type of exercise isn't an option.
- Health-related events:
 - Illness: Is a cold, flu, or any other temporary illness affecting your well-being?
 - Stress: Are you under stress or feeling anxious?
 - High symptoms: Do you feel high BG symptoms?
 - Low symptoms: Do you feel low BG symptoms?
 - Cycle: Are you on your period?
 - Alcohol: Did you have a glass of wine, beer, or cocktail?

For your convenience, there's no need to stop everything and enter your events as they're happening. When you have a moment, you can enter past events. Events are meant to be entered as individual occurrences: Don't enter daily totals; enter each event separately.



9.5 App: Edit or Delete an Event

Entered an event incorrectly? Maybe you entered the wrong number of insulin units, or forgot to change the time before you saved it. Use the Events screen to delete and re-enter incorrect events you entered on your app. You cannot edit or delete events entered on your receiver.

App: Delete Event

STEP
1 of 4

App: Delete Event

Tap **Events**.



STEP
2 of 4

App: Delete Event

Events shows your recent events, newest on the top.



Apple (shown left): Tap **Edit**.

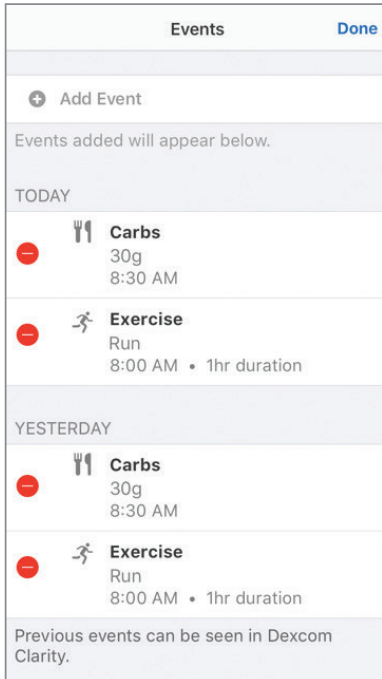
Android: Tap the pencil icon.

After tapping your edit icon (differs based on your device), to delete an added event, use the red icon. Follow your smart device's prompts to delete an event.



STEP
3 of 4

App: Delete Event



Apple (shown left): Red icon is a circle on the left.

Android: Red icon is a trash can on the right.

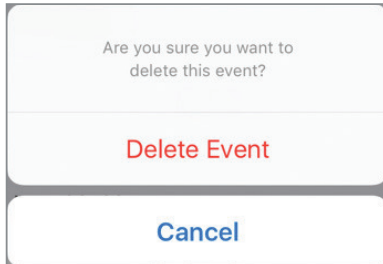


Apple (shown left): Delete appears on the right. Tap **Delete**.



STEP
4 of 4

App: Delete Event



Tap **Delete Event** to confirm.

Finished!

9.6 App: View Events

Entering events won't change your glucose information, but they give you the big picture when reviewing information later, whether on your app, with your Followers, or with your HCP via CLARITY.

Turn your smart device to landscape to view your events – carbs, exercise, and health. At the bottom of the screen are the insulin doses you recorded. Touch and hold a spot on the screen to see detailed information for that time.



Tap labels along top to change time scale. Touch and hold on graph to see details for that time.



Events entered into your receiver can only be viewed on a Dexcom report after uploading the information into CLARITY. There are no markers on your receiver screen and they do not transfer to your app.

9.7 What Was Covered and What's Coming

Now You Can:

- Define an event
- Describe each type of event
- Add events to the app and receiver

What's Next?

Next, you'll learn how your alarm/alerts help you monitor your glucose levels. You'll also learn how to tell when your system loses its signal and stops communicating with your transmitter.





Chapter 10 | Alarm and Alerts

10.1 Introduction

This chapter shows you how alarm/alerts let you know when you need to take action.

After this chapter, you'll be able to:

- Define alarm and alert
- Recognize different alarm/alerts
- Turn alerts on and off
- Describe what to do when you get a Signal Loss Alert
- Confirm an alert on your app and receiver
- Customize your alerts on your app and receiver
- Adjust your alert sounds
- Use Repeat to avoid insulin stacking

10.2 Alarm and Alerts Overview

Dexcom G6® Continuous Glucose Monitoring System (G6) alarm/alerts can keep you safe from severe lows or highs.

When your G6 reading goes from your target range to your alarm/alerts level, your display device tells you with a visual notification, and vibrations or sound, depending on the alarm/alert and your display device. Until you confirm the glucose-related alarm/alert, every 5 minutes you get the alarm/alert screen along with a notification and a vibration. Until you're back in your target range, the alarm/alert information will stay on your home screen.

If you use both your smart device and receiver, be sure to set up alerts on each one. Alerts you set up on your receiver only work on your receiver. The same is true of the app.



Keep these things in mind if you use the app:

- **Vibrations:** The app vibrations can feel the same as other notifications you get from other apps on your smart device. The only way to know if it's from your G6 is to look at it.
- **Volume/mute:** The app allows your alarm and most important alerts to notify you even when your volume is set too low to hear or silenced. In these cases you may not hear sound on your first notification. You still get a screen notification and a vibration, if your device has a vibration feature.

There are two exceptions:

Android: If using the most restrictive Do Not Disturb setting, you won't get any alarm/alerts, including your Urgent Low Alarm.

Apple: If silenced or on Do Not Disturb, you won't get the Signal Loss alert.

Do you feel like you're getting too many alerts? Talk with your HCP about your alert settings. They may suggest changing them to different values.

Alarm or Alert?

While there are a variety of alerts, there's just one alarm: the Urgent Low Alarm (alarm) at 55 mg/dL. The alarm can't be changed or turned off with one exception. If you have an Android phone, and you turned on Total Silence or No Exceptions, you won't get any alerts, including your Urgent Low.

Otherwise, as long as your display device is getting G6 readings and notifications, you'll get your alarm.

An alert is a message telling you your glucose trend levels or CGM system needs attention. In this chapter, we focus on these customizable alerts:

- Urgent Low Soon
- Low
- High
- Rise Rate
- Fall Rate
- Signal Loss



When making treatment decisions using your G6, it's best to keep your alerts turned on. Your Urgent Low Soon, Low, High, and Signal Loss Alerts are on when you set up your display device. The Rise and Fall Rate Alerts are off. Later in this chapter, you'll learn how to customize them.

What you hear, feel, and see

App first notification: If you have your smart device sound on, it vibrates and makes a noise on the initial alert. If you have turned off the sound, it only vibrates. Each alert has its own vibration pattern.

Receiver first notification: For the receiver, unlike the app, the first alert does not make sound (it comes on the first re-alert). The exceptions are these four alarm/alerts that sound the first time:

- Urgent Low Alarm
- Urgent Low Soon Alert
- Sensor Failed Alert
- Transmitter Error Alert

WARNING

Get Alarm/Alerts on Display Device You Use

To get your alarm/alerts, set them on the display device you use. Your receiver won't get the alarm/alerts you set on your app. Likewise, your app won't get the alarm/alerts you set on your receiver.

Follow G6 instructions. If you don't, you could have a severe low or high glucose event.



If you use headphones, be sure to keep them in your ears. Otherwise, you won't hear alarm/alerts.

WARNING

Check Settings

When using your smart device, you should confirm that your volume is turned up, your phone is not muted, and you do not have headphones plugged in. If your volume is not turned up, the device is muted, or headphones are plugged in, you will not hear the sound of any notifications, including important alarms. When you have headphones connected to your Android®, alarm/alerts will sound through the headphones and the speaker. On your Apple, they will sound only in the headphones. Follow G6 instructions. If you don't, you could have a severe low or high glucose event.

Alarm/Alerts When You're Low

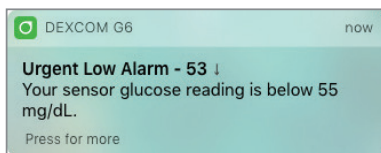
Urgent Low Alarm

The alarm lets you know when your G6 reading drops to or below 55 mg/dL. Think of it as a safety net: Your glucose level is dangerously low – take action now!

What you hear, feel, and see

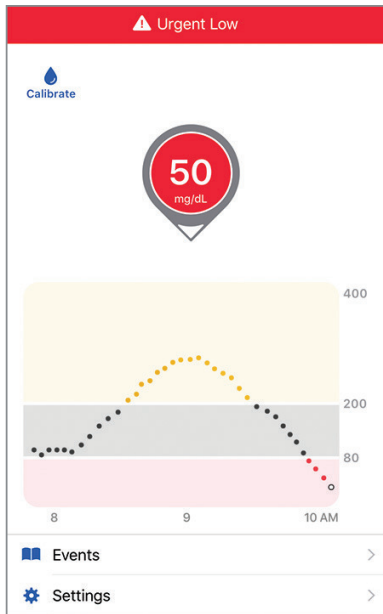
- Initial alarm: Vibrates 4 times and beeps 4 times.
- Until confirmed: Vibrates and beeps 4 times every 5 minutes.

App Notification

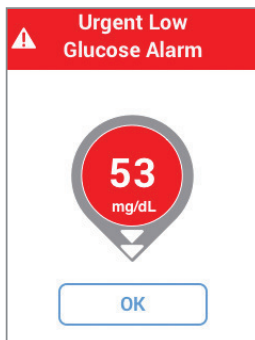




App

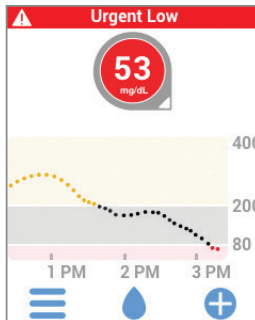


Receiver Notification





Receiver



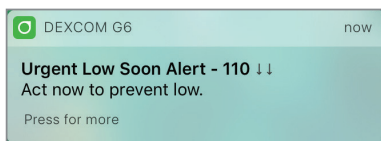
Urgent Low Soon Alert

This alert lets you know you're falling quickly, in fact so quickly that you'll be at or below 55 mg/dL within 20 minutes, no matter where you are now – even if you're in your target range. This gives you time to act before you go too low.

What you hear, feel, and see

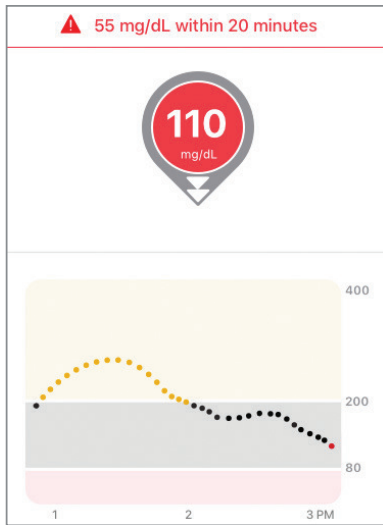
- Initial alert: Vibrates 6 times and beeps 6 times.
- Until confirmed: Vibrates and beeps 6 times every 5 minutes.
- Updates: 30 minutes later, you get another Urgent Low Soon Alert if you're still falling so quickly you'll be at or below 55 mg/dL within 20 minutes. The default for update notifications is 30 minutes, however, you can set them to 15 minutes.

App Notification

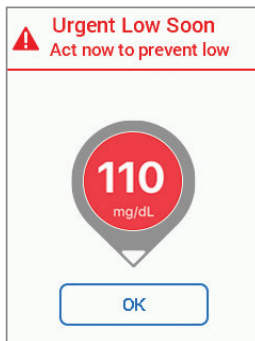




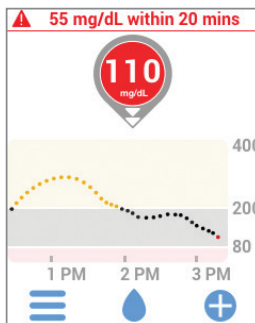
App



Receiver Notification



Receiver





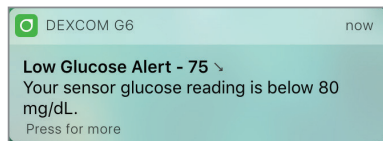
Low Alert

When your G6 reading is below the level you set, you get your Low Alert.

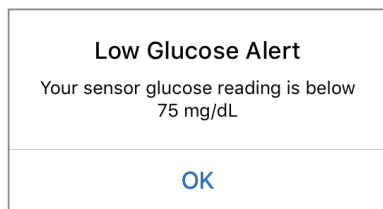
What you hear, feel, and see

- Initial alert: Vibrates 3 times.
- Until confirmed: Vibrates and beeps 3 times every 5 minutes.

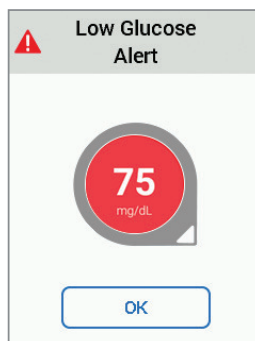
App Notification



App

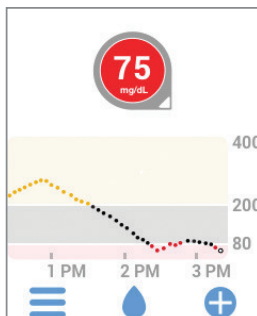


Receiver Notification





Receiver



When Do You Get Which Alert?

You always get your Urgent Low Alarm. If you are an Android user, there is one exception. If your device is on the most restrictive Do Not Disturb setting, you will not get your Urgent Low Alarm.

Depending on how quickly you'll be at 55 mg/dL, you get either your Urgent Low Soon Alert or your Low Alert:

- Within 20 minutes? You get the Urgent Low Soon Alert.
- Not that fast? You get the Low Alert.

If you get one, you won't get the other for 30 minutes.

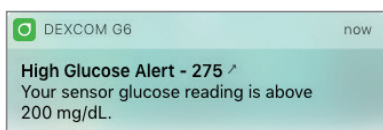
High Alert

This notifies you when your G6 readings are above your target glucose range.

What you hear, feel, and see

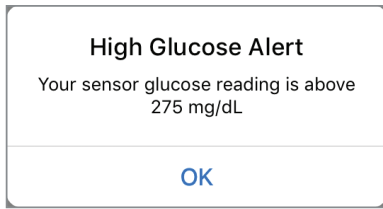
- Initial alert: Vibrates 2 times.
- Until confirmed: Vibrates and beeps 2 times every 5 minutes.

App Notification

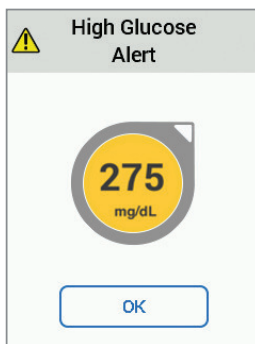




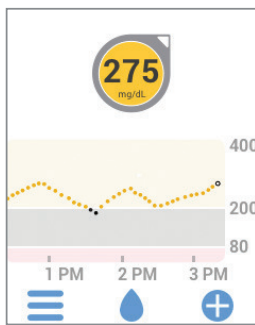
App



Receiver Notification



Receiver





Other Customizable Alerts

Rise Rate and Fall Rate Alerts

You can turn on your Rise and Fall Rate Alerts to let you know when your glucose is rising or falling 2 or 3 mg/dL each minute.

What you hear, feel, and see

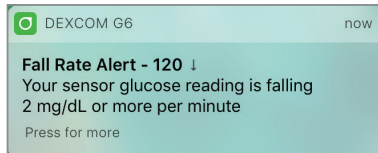
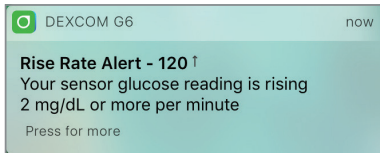
Rise Rate Alert

- Initial alert: Vibrates 2 times.
- Until confirmed: Vibrates and beeps 2 times every 5 minutes.

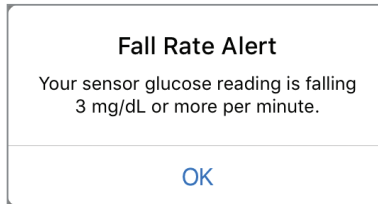
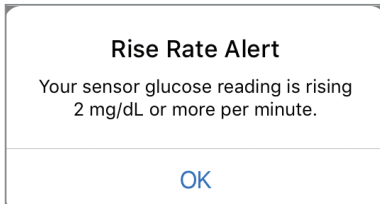
Fall Rate Alert

- Initial alert: Vibrates 3 times.
- Until confirmed: Vibrates and beeps 3 times every 5 minutes.

App Notification



App

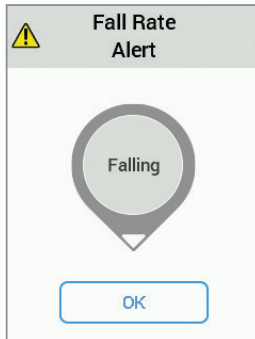




Receiver Notification



Receiver





Signal Loss Alert

This tells you when you're not getting G6 readings. Your display device may be too far from your transmitter or there may be something, such as a wall or water, between your transmitter and your display device.

To fix this:

- Keep your transmitter and display device within 20 feet of each other. Wait 30 minutes.
- App:
 - If that doesn't work, turn *Bluetooth* off and on. Wait 10 minutes.
 - If that doesn't work, restart the smart device and reopen the Dexcom app.

During signal loss, use your meter to check your glucose and make any treatment decisions.

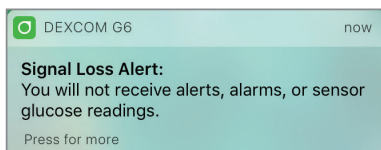
You choose how long to wait before you get the alert – 20 to 200 minutes, or more if using the app. When the display device and transmitter connect after a signal loss or similar issue, up to 3 hours of missed G6 readings can fill in on the graph.

Apple: Unlike other alerts, Signal Loss can't make a sound or vibrate if your smart device is Silenced or in Do Not Disturb mode.

What you hear, feel, and see

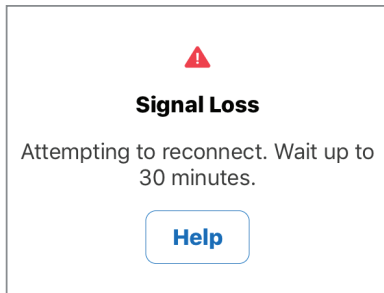
- Initial alert: Vibrates once.
- Until confirmed: Vibrates and beeps once every 5 minutes.
- All other system alerts also vibrate and beep once.

App Notification

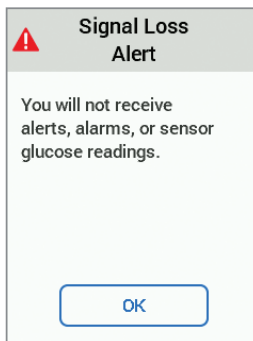




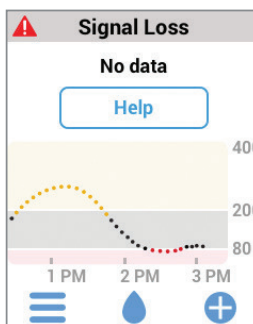
App



Receiver Notification



Receiver



There are many more alerts that you can't customize. See Appendix H.



10.3 Check In With Kelly



How do these alarm/alerts work in day-to-day life? Let's check in with Kelly to see how her family uses them to fine-tune treatment decisions.

Hi – it's Kate, Kelly's mom.

Around 6:30 this morning, just before Kelly usually gets up, she got an Urgent Low Soon. She was at 90, which isn't bad, but she had double-down arrows, which means she could drop to 45 in just 15 minutes.

I gave her a granola bar with juice as a before-breakfast, in-bed snack. Her trend arrow evened out pretty quickly. I'm happy to report she didn't even get the Urgent Low Soon update, much less the Urgent Low Alarm. And she was delighted to get to eat in bed!

I love the Urgent Low Soon! With it, I see when she is heading toward a low instead of just reacting to it afterwards. It's so much healthier for Kelly and so much less stressful for all of us.

Takeaway

Your alerts help you get back into your target range. Respond to them.



10.4 Confirming Alarm/Alerts

Alarm/alerts require you to confirm them. How this is done depends on your display device. If using both display devices, you need to confirm the alarm/alert on each device separately.

Due to its medical importance, the alarm is more persistent. Even after the alarm is confirmed, if your G6 readings remain at or below 55 mg/dL, the Urgent Low Alarm will sound every 30 minutes until G6 readings are above 55 mg/dL. During this 30 minutes, you won't get Low or Urgent Low Soon Alerts.

Below is one example of confirming an alert. All alarm/alerts are confirmed the same way.

Confirm Alarm/Alerts Example

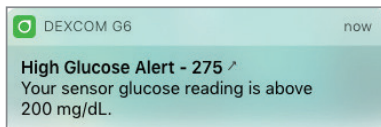
App: Open the app. Tap **OK** to confirm.

Receiver: Tap **OK** to confirm.

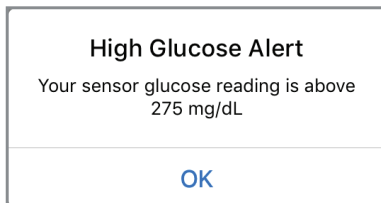
Once you confirm an alert, the home screen will show the alert. You only get the alert again if you go back into your target range and then re-enter the alert range. If you want to get repeated alerts when you stay in the alert range, use Repeat, as explained below.

Your Urgent Low Alarm will always repeat, even after confirming, if your glucose levels don't return to your target range. You can't change your Urgent Low Alarm.

App Notification

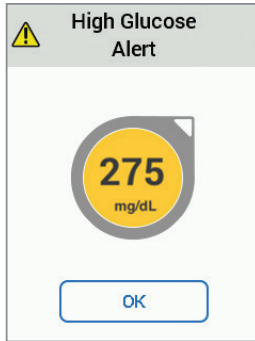


App

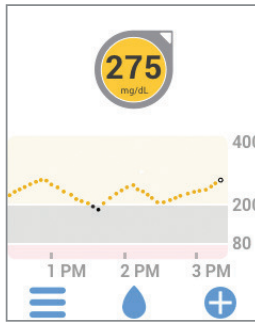




Receiver Notification



Receiver





10.5 Customizing Your Alerts

Check In With Jake



It seemed like all I ever did I was clear alerts! I was often running high. My High alert was going off all the time. It was making me so crazy, I was thinking about turning all my alerts off!

Thank goodness, I spoke with my doctor before doing anything. He asked me if I ever changed my alerts after first setting up my G6. I hadn't. We took a look at where my alert settings were and made some changes. I understand it's important to try and spend time in my target range. But my doctor told me sometimes I need to make changes based on my own situation. My doctors' advice? Set the alert higher... at the level where I need to do something.

It worked! I don't get High alerts all the time, and when I do, I know I probably need to act.

Takeaway

You can customize your alerts to fit your situation.

The receiver and app come with default glucose level alert settings, but maybe they don't reflect the glucose level that works best for you. Perhaps you're in a meeting and can only confirm an alert yet want to make sure your alert repeats, or continues, until you're able to take corrective measures. Maybe you'd like to get a Rise/Fall Alert, but they're off by default. How do you turn them on? And you might prefer a different schedule during the night.



Earlier, you learned confirming an alert stops it from repeating unless you go back into your target range and then re-enter the alert range. But what if you stay in your alert range for a long time? If you want to continue to be re-alerted until your glucose levels are back in your target range, turn on the Repeat option in the alert. The default for repeat is off.

Use Repeat with the High Alert to remind you to check your G6 reading later. This is your tool for watching and waiting – and avoiding insulin stacking – when your G6 reading is high.

Before changing your alert levels, talk with your HCP.

Changes you make to alerts in your app aren't reflected in your receiver and vice versa. If you want the alerts to be the same, you need to make changes to both devices.

Changing alert options differs between the app and receiver. First, let's take a look at personalizing your app, then we'll review the same process for the receiver.

In the following example, we'll change your High Alert to 190 mg/dL with a repeat of 2 hours – long enough for your insulin to work. That way, if you get a High Alert, you can confirm it and give yourself insulin. In 2 hours, if you never get back into your target zone, your High Alert repeats to let you know you're still high and might want to take more insulin. On the other hand, if the 2 hours pass and you're back in your target range, your High Alert won't repeat.

We'll also change your sound to Door Bell in the app and Normal in the receiver.

App: Customizing Alerts

STEP
1 of 15

App: Customizing Alerts



Tap **Settings**.

STEP
2 of 15

App: Customizing Alerts



Tap **Alerts**.



STEP
3 of 15

App: Customizing Alerts

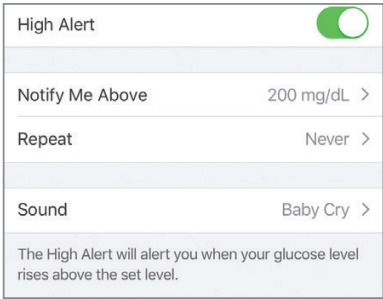


Your high alert level shows. If your high alert was off, it shows Off instead.

Tap **High** to see its settings.

STEP
4 of 15

App: Customizing Alerts



This screen shows your current High alert settings.

Alerts have:

- On/off switch
- Notify me options
- Sound options

STEP
5 of 15

App: Customizing Alerts



Check **High Alert** is on:

- On – colored
- Off – gray

STEP
6 of 15

App: Customizing Alerts



Tap **Notify Me Above** to set the High Alert level.





STEP 7 of 15

App: Customizing Alerts

160
170
180
190 mg/dL
200
210
220

Scroll selection wheel to level you want – in this example, 190 mg/dL.

STEP 8 of 15

App: Customizing Alerts

Save the new High Alert glucose level.



- **Apple** (shown left): Tap **Back**.
- **Android**: Tap **Save**.

STEP 9 of 15

App: Customizing Alerts

Repeat	Never >
--------	---------

Tap **Repeat** to change how often your High Alert repeats after confirming.

Repeats only if you stay above your high glucose level.



STEP
10 of 15

App: Customizing Alerts

← Back	Repeat
Repeat Every 2 hr, 0 min	
0	
1	
2	00
3	05
4	10
	15

Scroll selection wheel to the High Alert repeat interval you want – in this example, 2 hours. Repeat range is 15 minutes to 4 hours.

STEP
11 of 15

App: Customizing Alerts

Save your new repeat time.



Apple (shown left): Tap **Back**.

Android: Tap **Save**.

Repeat shows how often you'll get notified.

STEP
12 of 15

App: Customizing Alerts

Sound	High Alert >
-------	--------------

Tap **Sound** to customize alert sound.



STEP
13 of 15

App: Customizing Alerts

Door Bell

Tap option you want – in this example, **Door Bell** – to change and hear sample of sound setting.

STEP
14 of 15

App: Customizing Alerts

Save your new alert sound.



Apple (shown left): Tap **Back**.

Android: Tap **Save**.

STEP
15 of 15

App: Customizing Alerts

Tap the back arrow until you see your home screen.

Finished!



Receiver: Customizing Alerts

Follow these steps to change your receiver alerts. In this example, we'll be changing the High Alert setting to 190 mg/dL, repeating every 2 hours. Later, we'll change the sound, too.

STEP 1 of 12 Receiver: Customizing Alerts

Tap **Menu**.

STEP 2 of 12 Receiver: Customizing Alerts

Settings Tap **Settings**.

STEP 3 of 12 Receiver: Customizing Alerts

Alerts Tap **Alerts**.

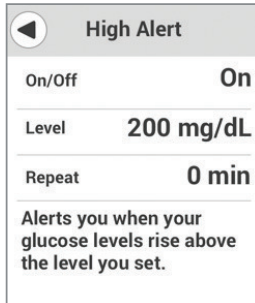
STEP 4 of 12 Receiver: Customizing Alerts

High Tap **High**.



STEP
5 of 12

Receiver: Customizing Alerts



Check **High Alert** is on.

Description

This screen shows your current High Alert settings.

STEP
6 of 12

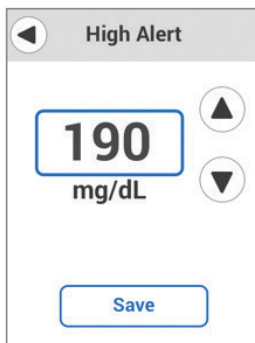
Receiver: Customizing Alerts



Tap **Level** to set the High Alert level.

STEP
7 of 12

Receiver: Customizing Alerts



Tap arrows – in this example, the **down arrow**, to 190 mg/dL – to change the High Alert.



STEP
8 of 12

Receiver: Customizing Alerts



Tap **Save**.

STEP
9 of 12

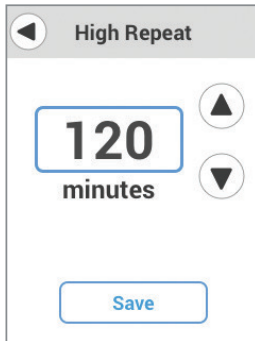
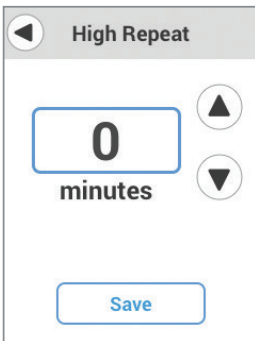
Receiver: Customizing Alerts



Tap **Repeat** to change how often your High Alert repeats after initial alert and confirm.

STEP
10 of 12

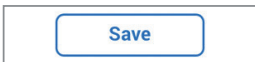
Receiver: Customizing Alerts



Tap arrows – in this example, the **up arrow** to 120 minutes, or 2 hours. Repeat range is 15 minutes to 4 hours.

STEP
11 of 12

Receiver: Customizing Alerts



Tap **Save**.



STEP 12 of 12

Receiver: Customizing Alerts



Tap **back arrow** three times to return to the home screen.

Finished!

Sounds

Unlike the app, you change your receiver sounds through screens in the Sounds menu. Sounds determine the sound and volume of alarm/alerts on your receiver. The receiver lets you choose from several sounds, varying in volume as well as a vibrate mode, which is silent. If you choose Soft (see list below), all alerts are in Soft mode except the Urgent Low Alarm.

This list shows the different alarm/alert sounds available on the receiver, starting with the quietest.

Receiver Sound: Vibrate



Vibration only. No sound (except your receiver vibrating).

Exceptions: Urgent Low Glucose Alarm, Urgent Low Soon Alert, Sensor Failure, and Transmitter Failure always beep and vibrate.

Receiver Sound: Soft



Quiet beeps.

Receiver Sound: Normal



Medium volume beeps.

Default sound.



Receiver Sound: Attentive



Rising melody for High and Rising Alerts.

Dropping melody for Low and Falling Alerts.

Receiver Sound: Hypo Repeat



Repeats Urgent Low Alarm and Urgent Low Soon Alert every 5 seconds until confirmed or G6 reading improves.

Medium volume beeps.

Receiver: Test Sound



Sample sound setting before selecting.

This does not select your sound; it just lets you hear it. To select sound, see below.

Customizing Sounds

You can change your sound throughout the day depending on what lies ahead. In a meeting? Select **Vibrate**. Going to a ball game after work? Select **Attentive**.

This list shows how to change your sound and try it out.

STEP
1 of 6

Receiver: Customizing Alerts



Tap **Menu**.

STEP
2 of 6

Receiver: Customizing Alerts



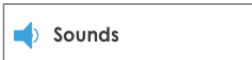
Settings

Tap **Settings**.



STEP
3 of 6

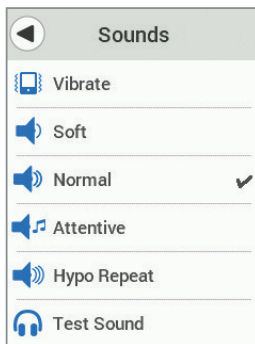
Receiver: Customizing Alerts



Tap **Sounds**.

STEP
4 of 6

Receiver: Customizing Alerts



Selected sound has checkmark. Default is Normal.

Tap your choice.

STEP
5 of 6

Receiver: Customizing Alerts

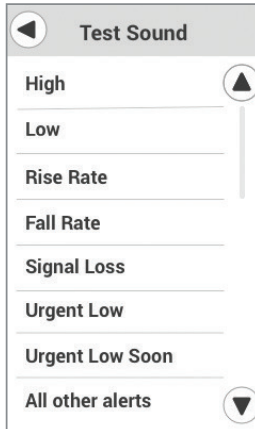


Tap **Test Sound** to hear selected Sound.



STEP
6 of 6

Receiver: Customizing Alerts



Tap the alarm/alert to hear the selected sound for each one.

Finished!

10.6 Why Customize Alerts?

What can customizing alerts do for you? Use your alerts to help you achieve your goals. Are you worried you go high too often? Or, you don't always feel your lows, so you want the G6 to let you know. Perhaps you want to set different alert levels during the night. Maybe you want to bring your average blood glucose down. Talk to your HCP about how to use your G6 alerts to reach your diabetes management goals.



10.7 Check In With Jake and Kelly

What does customizing alerts do for day-to-day life? Let's check in with Jake and Kelly to see how they use it to manage their diabetes.



Hi – it's Jake. I figured out how to use repeat with my high alert to avoid insulin stacking. I also worked with my endo and my high alert setting to bring down my average blood glucose!

I took insulin to cover dinner but then ended up having a couple bites of dessert, too. My high alert went off; I have it set to 275. What did I do? I set my repeat set to 2 hours, which gives the insulin I already took time to act. So I didn't take more insulin because I knew I could confirm the alert and it would remind me in 2 hours if I was still high.

This not only helps me not stack, it also takes a lot of stress out of watching and waiting!

At our appointment a couple months ago, my endo said, "So Jake, your average blood glucose is 275 mg/dL! That's elevated – almost seriously elevated." Almost seriously elevated? That's bad. Then she gave me some tips for bringing that down. Let me tell you what I did!

The first month, I set my High Alert at 285 so I knew when I was just a little over my average and could take a walk to bring it down right then. I went on a lot of walks! Seriously, I should get a dog. But it paid off – at my last appointment, my endo told me my average blood glucose was down to 225!



That went pretty well, so the next month, as planned, I lowered my High Alert to 235. That was tougher at first, but between the walks and insulin, I got it to work. And hey! Look at those results! Getting the information that I was a little high in time to do something about it made a huge difference over 2 months. I'm sticking with this! I bet I can get my average to 220 for my next visit!



Hi! It's Kate, Kelly's mom. Her dad and I are concerned because she doesn't seem to feel her lows.

Last month, Kevin picked her up from school and immediately gave her one of the emergency juice boxes we keep in the car. She was wandering around, completely spacey. And no wonder – she was at 65 mg/dL and falling. She got her low alert at 70 but hadn't done anything about it. What happened there?

That scared us enough to bring up her lows with her endocrinologist at her appointment last week. He was awesome about it, as usual. He showed us how we could use the Low Alert setting to get Kelly's attention while she can still think clearly enough to act on it and while there's time for her to eat something to avoid a low.

Based on his recommendation, we raised it to 80 mg/dL and rubber banded a PEZ® dispenser to her iPhone. I spoke to her teachers about the candy being medically necessary, and Kevin let her know that she could share the PEZ with her friends as long as she was not in school.

It's worked! This week, she has acted on her Low Alerts and hasn't gone below 70 mg/dL since her appointment! We're so relieved!

Takeaway


How you set up your alerts can help you reach your diabetes management goals. Work with your HCP to come up with the best alert customization for you and your goals.



10.8 App: Control When Alarm/Alerts Sound

When you are at school or work, you may want your phone sounds to be more discreet. You may want to hear only critical G6 alarm/alerts and no other sounds from your phone, like calls or texts. Other times, like at night, you may want to hear all G6 alarm/alerts but again, no other sounds from your phone. And still other times, you may want to hear all your phone sounds and your G6 alarm/alerts. Always Sound, combined with your phone's mute/Do Not Disturb setting, lets you control when you hear your alarm/alerts and your phone's other noises. Icons on your Home screen show what you will hear.

The mute/Do Not Disturb phone setting controls whether you hear phone noises, like text messages and phone calls. When Always Sound is on, you always hear your default and scheduled alerts, no matter what your phone's mute/Do Not Disturb setting is. So at night, you can turn on both Always Sound and mute/Do Not Disturb to avoid hearing anything except your G6 alarm/alerts. These icons on your home screen show this state:

 Default Alerts (those you established when you set up the app on your phone)

 Scheduled Alerts (described in the next section)

When Always Sound is off, it matters whether your phone is set to mute/Do Not Disturb.

- If mute/Do Not Disturb is also off, you will hear default and scheduled alerts and see these icons on your home screen.

 Default Alerts

 Scheduled Alerts



- However, if mute/Do Not Disturb is on, you hear only these three alarm/alerts: Urgent Low Glucose Alarm, Transmitter Alert, and Sensor Failed Alert. You do not hear any other noises from your phone. This may be the right setting combination for you during the school or work day. These icons on your home screen show this state:



Default Alerts



Scheduled Alerts



Android only: No alarm/alert sounds when your phone is in the most restrictive Do Not Disturb settings.

10.9 App: Alert Schedule

The app Alert Schedule lets you pick how your alarm/alerts notify you at different times and on different days. For example, you may choose loud alarm/alerts when you're not at work, but have them only vibrate during work hours.

Alert Schedule lets you add one schedule.

When you turn on the Alert Schedule for the first time, your glucose alert settings are copied into your schedule. The Alert Schedule guides you through creating an additional schedule. Follow the steps below to copy your glucose alert settings and change them for workdays.

In this example, you add a night schedule for 10 pm through 7 am, all week long. During these times, your Low Alert will be at 70 mg/dL and your High Alert will be at 200 mg/dL and they will always sound, even if your mute or Do Not Disturb setting is on. During the day — when this schedule is not in effect — your alarm/alerts will make the sounds and notify you at the levels you set outside the Alert Schedule.

We will set up your High and Low levels first then turn on Always Sound. That way, at night, you can switch your display device to mute or Do Not Disturb at night and only hear sounds from your CGM alarm/alerts.

Your smart device may have different calendars, time, etc. and look different than the instructions below. Follow your device steps for choosing time and days.



App: Set Up Alert Schedule

STEP
1 of 14

App: Set Up Alert Schedule



Tap **Settings**.

STEP
2 of 14

App: Set Up Alert Schedule



Tap **Alerts**.

STEP
3 of 14

App: Set Up Alert Schedule



Tap **Alert Schedule** switch to turn it on.

STEP
4 of 14

App: Set Up Alert Schedule



Tap **Schedule Name**. For this example, type **Nights**.



STEP
5 of 14

App: Set Up Alert Schedule

7	57	
8	58	
9	59	AM
10	00	PM
11	01	
12	02	
1	03	

Nights schedule starts at 10 pm.

Scroll to **10 pm**.

Tap **Next**.

Android: Selecting a time looks different.

STEP
6 of 14

App: Set Up Alert Schedule

4	57	
5	58	
6	59	
7	00	AM
8	01	PM
9	02	
10	03	

Scroll to **7 am**, when you get up.

Tap **Next**.

Android: Selecting a time looks different.

STEP
7 of 14

App: Set Up Alert Schedule

Every Sunday	✓
Every Monday	✓
Every Tuesday	✓
Every Wednesday	✓
Every Thursday	✓
Every Friday	✓
Every Saturday	✓

Select **Every Sunday** through **Every Saturday** so the schedule covers all days.

Tap **Next**.



STEP
8 of 14

App: Set Up Alert Schedule

60
65
70 mg/dL
75
80
85

Select **70** as your low glucose alert level for this schedule.

At night, when this schedule is in effect, you will get your Low Alert when your G6 reading reaches 70 mg/dL.

Tap **Next**.

STEP
9 of 14

App: Set Up Alert Schedule

170
180
190
200 mg/dL
210
220
230

Select **200** as your high glucose alert level for this schedule.

At night, when this schedule is in effect, you will get your High Alert when your G6 reading reaches 200 mg/dL.

Tap **Next**.

STEP
10 of 14

App: Set Up Alert Schedule

[Settings](#) Alerts

Always Sound

Allow alerts to sound even when Silent or Do Not Disturb are on. These can't be silenced: Urgent Low, Transmitter Failure, and Sensor Failure.

Turn **Always Sound** on so you will hear your alarm/alerts even when your display device is on mute or Do Not Disturb.



STEP 11 of 14

App: Set Up Alert Schedule

SCHEDULED	
Alert Schedule	<input checked="" type="checkbox"/>
Always Sound	<input checked="" type="checkbox"/>
Name	Nights >
Time	10:00 PM - 7:00 AM >
Days	Every day >
Urgent Low	55 mg/dL >
Urgent Low Soon	On >
Low	70 mg/dL >
High	200 mg/dL >

Review the settings for your Alert Schedule.

STEP 12 of 14

App: Set Up Alert Schedule

SCHEDULED	
Alert Schedule	<input checked="" type="checkbox"/>
Always Sound	<input checked="" type="checkbox"/>
Name	Nights >
Time	10:00 PM - 7:00 AM >
Days	Every day >
Urgent Low	55 mg/dL >
Urgent Low Soon	On >
Low	70 mg/dL >
High	200 mg/dL >

When Alert Schedule is on, there are two groups of settings in the Alerts menu: Default and Scheduled.

Default shows your regular, not scheduled settings.

Scheduled shows any alerts you changed from your default settings.

The default settings are copied into your schedule. Verify that your scheduled High Alert will make a sound. Tap **High**.