# Table of Contents

# 1 • Welcome

Thanks for choosing the Dexcom G7 Continuous Glucose Monitoring (CGM) System (G7)! Using it, you'll see your glucose readings on your display device just by wearing a tiny sensor!

Here are some of the benefits of using G7 to manage your glucose:

- **No more fingersticks:** G7 allows you to make treatment decisions without fingersticks
- **Predict and prevent highs and lows:** With G7, you have the information needed to keep your glucose in range, you can customize your alert schedule, and you get a 20 minute warning when your glucose is quickly heading towards 55 mg/dL
- **Bring peace of mind:** G7 lets you share glucose data with your support team to keep them informed about your glucose levels in real time
- **Repeat successes:** See the results of your actions in the summary reports and keep improving

So let's get started!

## Get Started

To set up your G7, use the instructions in your *Start Here* guide.

This *G7 User Guide* introduces you to the display device screens, leads you through making treatment decisions, and shows you how to move to your next sensor session.

In addition, this guide shows you where to customize your alert sounds, how to get your glucose information to your support team, how to make a second alert profile in your app, and much more.

Images are representational. Your display device screens and components may look different.

The app runs on both Android and Apple smart devices, and the display device screens are very similar. For supported smart devices and operating systems go to: dexcom.com/compatibility

# New Since G6

## New features include:

- All new components and app
- New alert sounds and sound options
- Glucose summary reports on your display device

### *All new components and app*

Sensor and patch

- Streamlined all-in-one sensor with built in disposable transmitter
- Shorter warmup — less than 30 minutes
- Extra 12-hour grace period at the end of the sensor session gives you flexibility to change your sensor at your convenience
- Smaller sensor and shorter sensor wire for your comfort
- Patch is smaller — half the size of G6
- Overpatch comes with each sensor and keeps the sensor on longer

Applicator

- Smaller size — less plastic waste
- Fast and easy to insert sensor

App

- Redesigned app to make it even easier to manage your glucose
- Faster set up

Receiver (may be optional in some regions)

- New look and feel
- Smaller size

For more information on setting up G7, go to the *Start Here* guide. Find it in the sensor box (for setting up the app) or receiver box (for setting up the receiver). For more information on the grace period, go to the Next Sensor Session chapter.

### New alert sounds and sound options

- Turn off all alert sounds: Change one setting to quickly make all alerts silent (app) or vibrate only
- Extra alert profile on app: Schedule it (like G6) or turn it on and off anytime
- More alert sounds: Pick the sounds that work best for you

For more information about alerts, go to the Alerts chapter.

### Glucose summary reports on your display device

- Summary reports: Includes summary reports of your glucose information (over the last 3, 7, 14, 30, and 90 days). Use them to identify trends and opportunities.

For more information about reports, go to the Reports Overview chapter and the Clarity appendix.

## Contact information

Dexcom has three support teams to help you. Go to dexcom.com/contact to connect with them or call:

- Toll free: 1.888.738.3646
- Toll call: 1.858.200.0200

In the app, you can also go to **Profile > Contact** to get help.

## Corporate office

dexcom.com

Dexcom address:

6340 Sequence Drive, San Diego, CA 92121

## User Guide

For more detailed instructions, see the G7 User Guide at:

- App: **Profile > Help**
- Website: **dexcom.com/guides**
- **Free printed copy:** Order on website or call:
    - Toll free: 1.888.738.3646
    - Toll call: 1.858.200.0200

# 2 • Safety Information for App and Receiver

## Dexcom G7 safety statements

### Important user information

Read the indications, warnings, precautions, and instructions for your G7. If you don't you may have inaccurate sensor readings, missed alerts, and might miss a severe low or high glucose event.

Getting familiar with G7 could take days, weeks, or even months.

Dexcom doesn't recommend continuous glucose monitoring for people who can't or won't:

- Use their BG meter to test their blood glucose if their symptoms don't match their sensor readings
- Keep in touch with their healthcare provider about diabetes management

### Indications for use

The Dexcom G7 Continuous Glucose Monitoring System (Dexcom G7 System) is a real time, continuous glucose monitoring device indicated for the management of diabetes in persons 2 years and older.

The Dexcom G7 System is intended to replace fingerstick BG testing for diabetes treatment decisions. Interpretation of the Dexcom G7 System results should be based on the glucose trends and several sequential sensor readings over time. The Dexcom G7 System also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments.

Dexcom G7 User Guide

The Dexcom G7 System is also intended to autonomously communicate with digitally connected devices, including automated insulin dosing (AID) systems. The Dexcom G7 System can be used alone or in conjunction with these digitally connected medical devices for the purpose of managing diabetes.

## Contraindications

**No MRI/CT/diathermy – MR unsafe:** Don't wear any G7 component during magnetic resonance imaging (MRI) or high-frequency electrical heat (diathermy) treatment. However, it's safe to have a CT scan if you keep the sensor out of the scanned area and cover the sensor with a lead apron during the scan.

The G7 hasn't been tested in those situations when used during an MRI scan, diathermy, or in the scanned area of a CT scan. The magnetic fields and heat could damage components of the G7, which may cause inaccurate sensor readings or prevent alerts. Without sensor readings or alerts, you might miss a severe low/high glucose event.

## Warnings

**Read product instructions before you use your G7**

**Don't ignore low/high symptoms:** Use your BG meter to make treatment decisions when your sensor readings don't match your low/high symptoms. If needed, seek immediate medical attention.

**No number, no arrow, no CGM treatment decision:** Use your BG meter to make treatment decisions when your G7 doesn't show both a number and trend arrow as well as during the 30-minute sensor warmup period.

**Don't use if you are pregnant, on dialysis, or critically ill:** G7 performance hasn't been evaluated in these populations and sensor readings may be inaccurate.

**Sensor wire breaks off:** Don't ignore broken or detached sensor wires. If this happens, please contact 24/7 technical support.

If a sensor wire breaks off or detaches under your skin and you can't see it, don't try to remove it. Contact your healthcare provider if you have symptoms of infection or inflammation — redness, swelling, or pain — at the insertion site.

**Where to insert — arm, abdomen, or buttocks:** All patients can use their abdomen and back of upper arm. Patients 2 to 6 years old can also choose their upper buttocks. The sensor isn't tested or approved for other sites. Discuss the best site for you with your healthcare provider.

**Where to store:** You can store your sensors at room temperature or in your refrigerator, between 36° F and 86° F, but not in the freezer.

**Inspect:** Don't use any damaged or cracked G7 component because it may not work correctly and could cause injuries from electrical shocks.

**Use as directed:** The G7 is small and may pose a choking hazard if swallowed.

**Check settings:** Make sure your smart device volume is turned up, not muted, and the speaker works. When you have headphones connected, alerts will only sound through the headphones, not on your smart device speaker.

Your glucose alerts sound and display information by default even when your volume is low or muted.

Quiet Mode (Vibrate): When this setting is enabled all your G7 alerts will vibrate. Your Urgent Low Glucose and Technical Alerts will still escalate to sound if not acknowledged.

Quiet Mode (Silence All): When this setting is enabled, all your G7 alerts will be silent. You won't receive sound or vibration for any alerts. You will still receive visual alerts on your display device. (Exceptions: App Stopped alerts will still sound.) Check your display device frequently to avoid missing a low/high event.

Bluetooth: Make sure your Bluetooth is on. If not, you won't get readings or alerts.

Notifications:

- Make sure your smart device settings follow Dexcom's recommended settings. Certain phone settings such as Android's Digital Wellbeing and Apple's Screen Time may prevent notifications if enabled.
- Allow G7 app notifications to show on your Lock screen. This will ensure you receive Dexcom notifications and allow you to see notifications without unlocking your phone.
- Android users must allow Location Permission, Do Not Disturb Access, and Notifications to use the app.
- Apple users must allow Critical Alerts to use the app.

Battery: Keep the battery charged.

Compatibility: Before upgrading your smart device or its operating system, check dexcom.com/compatibility. Automatic updates of the app or your device operating system can change settings or shut down the app. Always update manually and verify correct device settings afterward.

Time: Let the date and time on your smart device automatically update when you travel across time zones or switch between standard and daylight saving times. Don't manually change your smart device time because it can make the time on the trend screen wrong and the app may stop displaying data.

**Use electrical equipment as directed:**

Use of accessories, cables, adapters, and chargers other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 inches to any part of the G7 CGM system including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation.

Not using supplied USB charger and cable may cause the receiver battery to not charge. Don't use if the supplied USB charger or cable is damaged. Store supplied USB charger and cable safely. Misuse of the USB cable can be a strangulation risk.

**Do not modify**

No modifications to the G7 CGM system are allowed.

## Precautions

**Check accessories:** When using accessories such as headphones, Bluetooth speakers, or smart watches, you may get your alerts on only one, not all. After connecting any accessories, make sure that your smart device settings allow you to continue receiving alerts.

**Clean and dry skin:** If your insertion site and hands aren't clean and dry, you run the risk of infection and the sensor not sticking well. Clean your insertion site with alcohol wipes to prevent infections. Before insertion and during your sensor session, don't apply insect repellent, sunscreen, perfume, or lotion on your insertion site or sensor. This may cause the sensor to not stick well or could damage your G7.

**Be accurate, be quick:** If you calibrate your G7 using your BG meter, enter the BG value on your meter within five minutes of measuring your BG.

**Use fingertips:** Use a BG sample from your fingertips when calibrating as blood glucose from other places may be less accurate and not as timely. Calibration is not required but you can do optional BG calibration to align with your meter.

**Don't start past the Use By Date:** Don't start a sensor past its Use By Date because it may give incorrect results. You can start a new sensor on or before its Use By Date. This gives you full wear.

**Check package:** Don't use your G7 if the applicator and/or sterile cap has been damaged or opened, because it might cause an infection. Don't remove cap until ready for insertion.

**Where to insert — things to check:** The G7 insertion safety guard is enabled until you press the G7 applicator down against your skin. Only do this when ready to insert.

Change your insertion site with each sensor to allow the skin to heal.

Avoid areas:

- With loose skin or without enough fat to avoid muscles and bones.
- That get bumped, pushed, or laid on when sleeping.
- Within 3 inches of infusion or injection site.
- Near waistband or with irritations, scarring, tattoos, or lots of hair. If needed, trim site with electric clippers.

**Use correct components:** G7 components aren't compatible with any previous Dexcom products. Don't mix with different generations.

**Going through security check point:** You can wear the G7 sensor for the walk-through metal detector and Advanced Imaging Technology (AIT) body scanner. If you do, use your BG meter for treatment decisions until you leave the security area. This is because the G7 hasn't been tested with every x-ray and security scanner and you may not be able to bring a display device.

You can also ask for hand-wanding or full-body pat-down and visual inspection instead of going through any walk through body scanners or putting any part of the G7 in the baggage scanning machine.

**Interfering substance risks**

- Hydroxyurea precaution

  Hydroxyurea is a medication used in the treatment of diseases including cancer and blood disorders; it is known to interfere with sensor readings.

  If you are taking hydroxyurea, your sensor readings will be higher than your actual glucose, which could result in missed hypoglycemia alerts or errors in diabetes management, such as giving yourself a higher dose of insulin due to falsely high sensor glucose values. The level of inaccuracy depends on the amount of hydroxyurea in your body. Don't use your G7 System for diabetes treatment decisions if you are taking hydroxyurea. Talk to your physician about alternative glucose monitoring approaches.

- Acetaminophen precaution

  In previous generations of Dexcom CGM systems (G4/G5), acetaminophen/paracetamolcould affect your sensor readings, making them look higher than they really were. However, with the G7, you can take a standard or maximum acetaminophen/paracetamol dose of 1 gram (1,000 mg) every 6 hours and still use the sensor readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen/paracetamol (e.g. > 1 gram every 6 hours in adults) may affect the sensor readings and make them look higher than they really are.

**Keep sensor close to display device:** Keep your G7 sensor and display device within 20 feet with no obstacles between them. Otherwise, they might not be able to communicate.

**Get alerts on display device you use:** To get your alerts, set them on the display device you use. Your receiver won't get the alerts you set in your app. Likewise, your app won't get the alerts you set on your receiver.

**Display device is on:** Make sure your G7 display device is turned on or you won't receive sensor readings or alerts.

**Test speaker and vibrations:** Test your receiver speaker and vibrations regularly.

To make sure the speaker and vibrations work, plug in the receiver to charge. The Speaker Test screen appears for a few seconds. Follow the directions on the screen to test the speaker and vibrations. If it doesn't beep and vibrate, contact technical support and use your app or BG meter until the receiver is fixed.

**Keep receiver clean and dry:** Don't submerge your receiver in water and don't get dirt or water in the USB port. That could damage it.

## Cautions

**Requires prescription:** U.S. law restricts the sale of the G7 to sale by, or on the order of, a physician.

# Share and Follow safety statements

## Important user information

Dexcom Share (Share) lets you send your sensor information from your app to your Followers' smart devices (Dexcom Follow app). Read the important user information and warnings below to find out how you can safely use this app feature.

**Keep followers informed:** Use Share to send your sensor information from your smart device to your Followers' smart devices.

**Use as secondary notice:** Your Followers' information is always older than yours. Use your current information to manage your diabetes, not your Followers' information. The information they get isn't meant to be used for treatment decisions, analysis, or teaching. Followers can't change your information.

## Warning

**Use your G7 to make treatment decisions:** Don't use Followers' information for treatment decisions, like treating for a low or dosing for a high. Follow G7 instructions to make treatment decisions.

**Follow healthcare provider advice:** Share isn't intended to replace self-monitoring practices as advised by your healthcare provider.

# Risks and benefits

The risks and benefits of your G7 are discussed below. Avoid any risks and enjoy G7's benefits by following the product instructions.

## Risks

The risks with using G7 are:

- Not getting your alerts
- Using G7 to make treatment decisions when you shouldn't
- Sensor insertion issues
  - Adhesive reactions
  - Retained sensor wire
- Inaccurate sensor readings

### *Missed alerts*

You need to get your alerts to respond to them. To make sure you get important alerts to help you avoid undetected low or high glucose, follow Dexcom's recommended settings, available at **dexcom.com/faqs** or in the G7 app, go to **Settings > G7 iPhone Safety** and tap **Complete guide to Dexcom iPhone Settings** or **Settings > G7 Android Safety** and tap **Complete guide to Dexcom Android Settings**.

Also, go to the Alerts, Safety, and Troubleshooting chapters for helpful information to ensure you get alerts.

### *Using G7 for treatment decisions*

You can use your G7 for treatment decisions in all but a few situations:

- When you don't have a number and/or arrow

- When how you feel doesn't match your sensor reading

Using your G7 in these situations could result in errors in diabetes management. Go to the Treatment Decisions chapter to find out more.

Some users found accuracy between different sensors varied. When you insert each sensor, check if symptoms match your readings and pay attention to its accuracy before deciding to use it for treatment decisions.

For more information on how to make treatment decisions using your G7, go to the Safety Information, Treatment Decisions, and Alerts chapters.

### *Acetaminophen/paracetamol interfering substance risks*

With the G7, you can take a standard or maximum acetaminophen/paracetamol dose of 1 gram (1,000mg) every 6 hours and still use the sensor readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen/paracetamol (e.g. > 1 gram every 6 hours in adults) may affect the sensor readings and make them look higher than they really are.

### *Hydroxyurea interfering substance risks*

Hydroxyurea is a medication used in the treatment of diseases including cancer and blood disorders; it is known to interfere with sensor readings from your sensor.

If you are taking hydroxyurea, your sensor readings will be higher than your actual glucose, which could result in missed hypoglycemia alerts or errors in diabetes management, such as giving yourself a higher dose of insulin due to falsely high sensor glucose values. The level of inaccuracy depends on the amount of hydroxyurea in your body. Don't use your Dexcom CGM System G7 System for diabetes treatment decisions if you are taking hydroxyurea. Talk to your physician about alternative glucose monitoring approaches.

## Sensor insertion risks

In rare cases, inserting the sensor can cause infection, bleeding, or pain, and wearing the adhesive patch can irritate your skin. In most patients, the adhesive reactions are mild and resolve within a week. Only a few patients in the G7 clinical studies got slight redness and swelling. Although uncommon, some people get a significant reaction from the sensor adhesive that may take weeks to resolve.

- TechSupport@dexcom.com
- Toll free: 1.888.738.3646
- Toll call: 1.858.200.0200

## Benefits

Some benefits of using your G7 are:

- Knowing your trends
- Making treatment decisions using your G7
- Managing your diabetes
- Getting alerted for low and high sensor readings
- Sharing glucose information via app
- Sparing your fingertips

### No fingersticks

You can use your G7 reading and trend arrow to make treatment decisions. Go to the Treatment Decisions chapter for more information. No calibration (with your BG meter) is needed. This reduces the pain and burden of excessive fingerstick (Price and Walker 2016) and potential errors due to inaccurate calibration (Wadwa 2018).

### Knowing your trends

G7 not only sends you a sensor reading every 5 minutes but also provides overviews of your glucose trends and patterns, and reaction to different activities. This lets you

see the overall picture and how your daily habits impact your glucose levels. In addition, you can see which changes could make your glucose management even better.

### *Helping your diabetes management*

Alerts notify you when your glucose goes outside your target range, goes too low or too high, is rapidly falling or rising, or will be low soon. This lets you take action to prevent glucose from going too low or too high (Pettus 2015) (go to the Alerts chapter).

### *Sharing with supporters*

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM (Polonsky and Fortmann 2020). Share may improve these for patients, their caregivers, and their support team because Followers can be notified by sharing sensor readings and alerts remotely.

## References

Price D, Walker T. The Rationale for Continuous Glucose Monitoring-based Diabetes Treatment Decisions and Non-adjunctive Continuous Glucose Monitoring Use. Eur Endocrinol. 2016;12(1):24-30. doi:10.17925/EE.2016.12.01.24

Beck, R (2017). Effect of continuous glucose monitoring on glycemic control in adults with type 1 diabetes using insulin injections: the DIAMOND randomized clinical trial. JAMA, 317(4):371-378. doi:10.1001/jama.2016.19975

The Diabetes Control and Complications Trial Research Group. (1993). The effect of intensive treatment of diabetes on the development and progression of long-term complications in insulin-dependent diabetes mellitus. N Engl J Med, 329:977-986.

Lind, M (2017). Continuous glucose monitoring vs conventional therapy for glycemic control in adults with type 1 diabetes treated with multiple daily insulin injections: the gold randomized clinical trial.JAMA, 317(4):379-387. doi:10.1001/jama.2016.19976.

Pettus, J (2015). How patients with type 1 diabetes translate continuous glucose monitoring data into diabetes management decisions. Endocr Pract, 21(6):613-620. doi: 10.4158/EP14520.OR.

Polonsky WH and Fortmann AL. Impact of Real-Time Continuous Glucose Monitoring Data Sharing on Quality of Life and Health Outcomes in Adults with Type 1 Diabetes. Diabetes Technol Ther 2020. doi: 10.1089/dia.2020.0466.

Wadwa RP, Laffel LM, Shah VN, Garg SK. Accuracy of a factory-calibrated, real-time continuous glucose monitoring system during 10 days of use in youth and adults with diabetes. Diabetes Technol Ther. 2018;20(6):395-402.

## Glossary

| | |
|---|---|
| A1C | Blood test used to diagnose type 1 or type 2 diabetes and to gauge how well you're managing your diabetes. A1C reflects your average blood sugar level for the past 2 to 3 months. |
| Accessory Device | Hardware connected to your smart device. For example, a Bluetooth head-set. |
| Airplane Mode | A setting on a smart device where certain features are disabled to comply with airline regulations. |
| Alternative Site Testing | Testing a blood sample from non-fingertip (alternate) sites for BG meter values. Only use fingertip tests to calibrate G7. |
| Android OS | Operating system used for Android smart devices. |
| App or Application | Software installed on a smart device.<br>The G7 app is a display for continuous glucose monitoring. |

| Apple App Store or Google Play Store | Internet store for downloading applications to a smart device. |
|---|---|
| Apple Watch | A watch that communicates with and extends an Apple smart device, such as an iPhone. |
| Blood Glucose (BG) Meter | A medical device used to measure how much glucose is in the blood. |
| Blood Glucose (BG) Value | Blood glucose value is the amount of glucose in the blood measured by a BG meter. |
| Bluetooth | A technology that allows devices to wirelessly communicate with each other. |
| Calibration | When you calibrate your G7 using your BG meter, you take a fingerstick measurement from your BG meter then enter the value into your receiver or smart device.

Calibrating your G7 using your BG meter is optional. Calibration with your BG meter may align your sensor readings with your BG meter values. |
| Compatible | Works with G7. A smart device and operating system is **compatible with G7** when Dexcom has tested it to ensure it works as designed with G7. |

| | |
|---|---|
| Continuous Glucose Monitoring (CGM) | A sensor inserted under the skin checks glucose levels in interstitial fluid and sends sensor readings to a display device. |
| Contraindication | A situation where G7 shouldn't be used because it may be harmful to you. The risk of use outweighs the benefit. |
| Default | A manufacturer's preset option for a device setting. |
| eA1C (Estimated A1C lab test result) | Approximates your A1C level based on your average glucose from at least 12 days of CGM data. |
| Follow or Dexcom Follow App | A Dexcom app used for monitoring another user's glucose information and alerts. |
| Follower | A person who receives a Sharer's information in the Follow app. |
| Glucose Alerts | Alerts related to your glucose, including: Falling Fast, High Glucose, Low Glucose, Rising Fast, Urgent Low, Urgent Low Soon |
| Grace Period | An extra 12-hour period after the 10-day sensor session that gives you more time to replace your sensor. Your system works exactly as it did during your sensor session. |

| Hyperglycemia | High BG. Same as high or high blood sugar. Hyperglycemia is characterized by an excess of glucose in the bloodstream. |
|---|---|
| | It's important to treat hyperglycemia. If left untreated, hyperglycemia can lead to serious complications. |
| | Confirm with your healthcare provider the appropriate High Glucose Alert setting for you. |
| Hypoglycemia | Low BG. Same as low or low blood sugar. Hypoglycemia is characterized by a low level of glucose in the bloodstream. |
| | It's important to treat hypoglycemia. If left untreated, hypoglycemia can lead to serious complications. |
| | Confirm with your healthcare provider the appropriate Low Glucose Alert setting for you. |
| Indications | How, for what purposes, and under what circumstances you should use G7. |
| iOS | Operating system used for Apple smartphones. |
| Jailbroken or Rooted | The removal of limitations and security measures set by the manufacturer on a smart device. The removal poses a security risk and your data may become vulnerable. |
| | Don't install G7 app on a jailbroken (Apple) or rooted (Android) smart device. It won't work correctly. |

| | |
|---|---|
| mg/dL | Milligrams per deciliter. A unit of measure for BG values. |
| mmol/L | Millimoles per liter. A unit of measure for BG values. |
| Notification | A message that appears on the screen of a display device. Notifications may also include a sound or vibration, depending on the device settings. |
| Precaution | Special care to be exercised by you or your healthcare provider for the safe and effective use of the G7. |
| Safety Statement | A statement of the intended uses of G7 and relevant warnings, precautions, and contraindications. |
| Sensor Reading | The glucose concentration measured in the interstitial fluid by the sensor. |
| Sensor Session | The period of wear for a sensor. During this period, your sensor reading shows on your display device every 5 minutes. |
| Sensor Warmup | Sensor warmup happens right after you insert and pair the sensor. It takes about 30 minutes for the sensor and your body to adjust to each other. You won't get sensor readings or alerts until sensor warmup is done. |
| Share | A feature of the Dexcom G7 app that lets you securely send your G7 information to Followers. |
| Sharer | The G7 user who shares their G7 information with Followers. |

| | |
|---|---|
| Simultaneous Voice and Data | The ability to make a phone call and access the Internet on the same cellular connection at the same time. |
| Smart or Mobile Device | An electronic device that's cordless, mobile, and connected to the internet, such as a smartphone or tablet. |
| Smart Watch | A watch that communicates with and extends a smart device. For example, an Apple Watch. |
| Stacking Insulin | Taking a dose of insulin soon after your most recent dose. This can result in low blood sugar. This is different from taking insulin doses to cover what you just ate. |
| System Alerts | Alerts not related to your glucose, including Technical Alerts. System Alerts include: App Bluetooth is Off, App is closed, App Location is Off, App Stopped Working, App Stopped: Phone Storage Full, Brief Sensor Issue, Calibration not used, Cannot pair sensor,  Low Battery, Pairing Complete, Pairing Failed, Pairing Unsuccessful, Phone Bluetooth is Off, Phone Location is Off, Phone Storage Low, Phone Storage Very Low,Readings Stop Soon, Replace G7 App Now, Replace Sensor Now, Searching for Sensor, Sensor Expired, Sensor Expires in 2 Hours, Sensor Expires in 24 Hours, Sensor Failed, Sensor not found yet, Sensor Paired, Sensor Warmup Complete, Set Date/Time, Signal Loss, System Check, Very Low Battery, Warmup Complete |

| Technical Alerts | Alerts that prevent your current glucose information from displaying. Technical Alerts are a subset of System Alerts. They include: App Stopped Working, App Stopped: Phone Storage Full, Brief Sensor Issue, Replace Sensor Now, Sensor Failed, Set Date/Time, Signal Loss, System Check, Very Low Battery |
| --- | --- |
| Transmitter | Sends sensor readings to the display device. In G7, the transmitter is built into the sensor. |
| Warning | Describes serious and life-threatening circumstances, the consequences, and how to avoid the hazard while using the G7. |

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# 3 • Display Device Screens

*App*

The app information is divided into tabs at the bottom of the screen: Glucose, History, Connections, and Profile.

The tabs are divided into cards. The first card in the Glucose tab shows your current glucose information. Scroll down to see additional cards.

*Receiver*

You spend most of your time on the home screen. It shows you your sensor readings and trend information and gets you to other functions, like summary reports.

## Glucose information

*App*

The Glucose tab shows your current sensor reading and trend information. Tabs at the bottom of the screen move you to other sections. Each section has multiple features. In the app, tap ⓘ, ☺, or **More Information** to find out more.
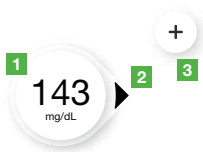
1. **Number**: The most recent sensor reading.

2. **Trend Arrow:** Where glucose is heading based on the last few readings.

3. **+:** Shortcut to add event so you can quickly track insulin doses, meals, exercise, and BG meter values. If you choose to calibrate, you do that here.

Dexcom G7 User Guide
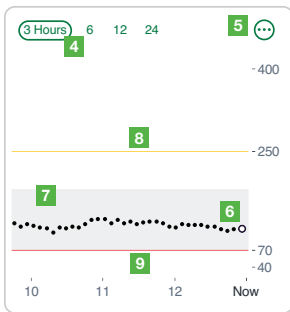
4. **3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph.

5. ⊙ **:** The three dots is the More button. It gives you quick access to change alert levels and choose a Quiet Mode.



6. **Trend Graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.

7. **Target Range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range.

   Change the target range in **Profile > Glucose Tab**.

8. **High Alert yellow line:** You get your High Alert when your glucose is at or above this yellow line. Change level in **Profile > Alerts > High**

9. **Low Alert red line:** You get your Low Alert when your glucose is at or below this red line. Change level in **Profile > Alerts > Low**

Consider using the receiver if you're more comfortable with a dedicated medical device. On the phone, the G7 may compete with other apps for battery and storage capacity and may require certain phone settings to function. The receiver doesn't have these limitations.

*Receiver*

The receiver home screen shows your current glucose information. In the receiver, go to **Menu > Help** for more information.
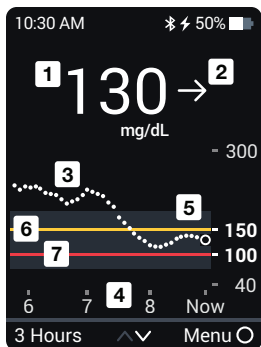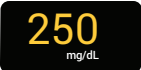


1. **Number**: The most recent sensor reading.

2. **Trend Arrow:** Where glucose is heading based on the last few readings.

3. **Trend Graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.

4. **3 Hours ∧∨** Change the number of hours shown on the trend graph using the arrow buttons.

5. **Target Range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range.

6. **High Alert yellow line:** You get your High Alert when your glucose is at or above this yellow line. Change level in **Menu > Settings > Alerts > High**

7. **Low Alert red line:** You get your Low Alert when your glucose is at or below this red line. Change level in **Menu > Settings > Alerts > Low**

# Sensor reading and trend arrow

## Where your glucose is now
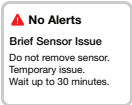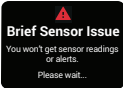
On the screen, a number and color tell you where your glucose is now.

| App | Receiver | What it means |
|---|---|---|
| 55 mg/dL | 55 mg/dL | **Red:** Low, Urgent Low Soon, or Urgent Low |
| 250 mg/dL | 250 mg/dL | **Yellow:** High |
| 155 mg/dL | 155 mg/dL | **White:** Between your high and low alert levels |

## Sensor reading issues

Sometimes you don't get a number. If you don't have a number, or you don't have an arrow, use your BG meter to treat. Go to the Treatment Decisions chapter for more information.
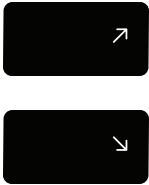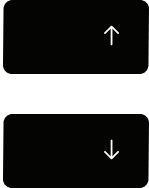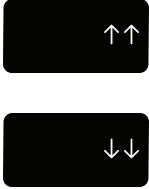
| App | Receiver | What it means |
|---|---|---|
| LOW ▶ | LOW → | Sensor reading is below 40 mg/dL. |

| App | Receiver | What it means |
|---|---|---|
| HIGH ▶ | HIGH → | Sensor is above 400 mg/dL. |
| ⚠ No Alerts<br>**Brief Sensor Issue**<br>Do not remove sensor.<br>Temporary issue.<br>Wait up to 30 minutes. | ⚠<br>**Brief Sensor Issue**<br>You won't get sensor readings<br>or alerts.<br>Please wait... | System alerts, such as Brief Sensor Issue shown here, mean G7 isn't working. You won't get sensor readings or glucose alerts. |

## Where your glucose is heading

To know where your glucose is heading, look at your trend arrows. Trend arrows help you predict where your glucose will be within the next 30 minutes. Use them to be proactive in managing your diabetes.

| App | Receiver | What it means |
|---|---|---|
| ▶ | → | **Steady:** Changing less than 30 mg/dL in 30 minutes |

| App | Receiver | What it means |
|---|---|---|
| | ↗ | **Slowly rising or falling:** Changing 30-60 mg/dL in 30 minutes |
| | ↘ | |
| | ↑ | **Rising or falling:** Changing 60-90 mg/dL in 30 minutes |
| | ↓ | |
| | ↑↑ | **Rapidly rising or falling:** Changing more than 90 mg/dL in 30 minutes |
| | ↓↓ | |
| | | **No arrow:** Can't determine trend |

# Navigation

You can access other features using the navigation tools.

## *App*

### Glucose tab: Clarity card

Scroll down in the Glucose tab to see the card below. It has your Clarity glucose summary reports. The 3, 7, 14, 30, and 90-day reports show how your glucose changes over time using the information recorded in the app.
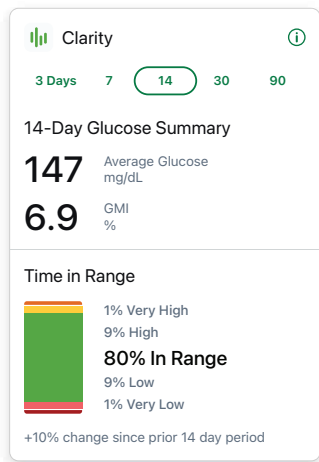




When you scroll down on your screen, you still see a small version of your sensor reading and trend arrow at the top of the screen.

Dexcom G7 User Guide

**History, Connections, and Profile Tabs**
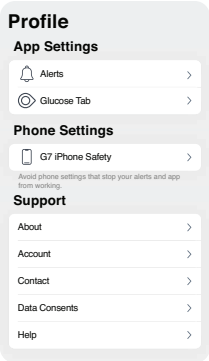

Glucose  History  Connections  Profile

Use the tabs at the bottom of the screen to get to other features.

| What you see | What it means |
|---|---|
| Events <br><br> Today <br><br> Fast-Acting Insulin  5.0 u › <br> 3:45 PM, 143 mg/dL <br><br> Blood Glucose  122 mg/dL › <br> 2:45 PM, - - - mg/dL <br><br> Yesterday <br><br> Blood Glucose  144 mg/dL › <br> 1:45 PM, 151 mg/dL <br><br><br> History <br><br> Today <br><br> Fast-Acting Insulin  5.0 u › <br> 3:45, 7.9 mmol/L <br><br> Blood Glucose  6.8 mmol/L › <br> 2:45, - - - mmol/L <br><br> Yesterday <br><br> Blood Glucose  8 mmol/L › <br> 1:45, 8.4 mg/dL | **History:** Go here to see your events log and track your BG meter values, meals, insulin (long and fast acting), and activity. If you choose to calibrate, you do that here. |

| What you see | What it means |
|---|---|
| | **Connections**: Go here to get information on your sensor, see your pairing code, and end your sensor session (go to the Next Sensor Session chapter). |
| | You can also: |
| | <ul><li>Share your glucose information with your friends and family</li><li>Send glucose data to Apple Health</li></ul> |
| **Profile**<br>**App Settings**<br>🔔 Alerts ›<br>◎ Glucose Tab ›<br>**Phone Settings**<br>📱 G7 iPhone Safety ›<br>Avoid phone settings that stop your alerts and app from working.<br>**Support**<br>About ›<br>Account ›<br>Contact ›<br>Data Consents ›<br>Help › | **Profile**: Here you can change settings and get help.<br><br><ul><li>**App Settings:** (go to the Alerts chapter for more information)<ul><li>Customize your alerts with different settings and sounds</li><li>Use Quiet Modes</li><li>Customize the Glucose tab by changing the trend graph height or target range and more</li></ul></li><li>**Phone Settings:** Avoid phone settings that stop your alerts and app from working</li><li>**Support:**<ul><li>Review your software and account information</li><li>Contact technical support</li><li>Review and revise data consents</li><li>Get help (see **Profile > Help** next)</li></ul></li></ul> |

| What you see | What it means |
|---|---|
| <table><tr><td>〈 Profile     **Help**</td></tr><tr><td>Find Answers    ›</td></tr><tr><td>INSTRUCTIONS</td></tr><tr><td>Start Here Guide    ›</td></tr><tr><td>How To    ›</td></tr><tr><td>User Guide    ›</td></tr><tr><td>CGM Safety Statements    ›</td></tr></table> | **Profile > Help:** Find help, including:<br><br>- Answers to your questions<br>- Links to product guides<br>- Videos<br>  - Inserting and removing sensors<br>  - Sensor readings<br>  - Alerts<br>  - When to use your BG meter |
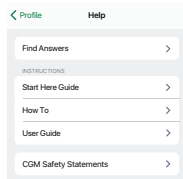
*Receiver*

Use the navigation button to move around in the receiver. The receiver screens show you which side of the button to press.

1. Scroll up

2. Go back

3. Select

4. Scroll down

Use the Menu from the home screen to get to other features.

Dexcom G7 User Guide
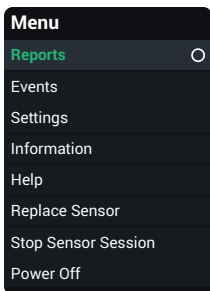
- **Reports:** See summary reports (go to Reports Overview chapter)
- **Events:**
    - Enter events — like insulin doses and BG meter values
    - Use your BG meter value as a calibration (optional)

**Menu**

Reports  ○
Events
Settings
Information
Help
Replace Sensor
Stop Sensor Session
Power Off

- **Settings:**
    - Change alert settings (go to the Alerts chapter)
    - Silence all alerts, set them to vibrate only, or change their sounds
    - Pick a trend graph height
    - Change the screen brightness
- **Information:**
    - See how much time you have left in your sensor session and your pairing code
    - Test the speaker
- **Replace Sensor and Stop Sensor Session:** Stop this sensor and start a new one (go to the Next Sensor Session chapter)
- **Power off:** Turn off the receiver — no sensor readings or alerts when powered off

# See trend graph history

*App*
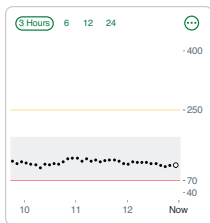


Tap the numbers above the trend graph to see your trend graph over 3, 6, 12, and 24 hours.

*Receiver*

Use the up and down arrows to switch between the 1, 3, 6, 12, and 24 hour views.

# Tips from banners, tooltips, and icons

Banners, tooltips, and icons appear on your screen to help you use G7. They'll give you helpful information, reminders, and even suggestions for next steps. See the following examples.

*App*
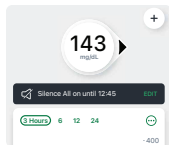


**Black banner:** Reminds you of your status without blocking your screen. For example, it lets you know you're using Silence All.
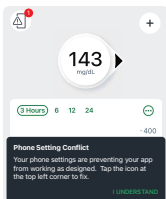
**Phone Settings Conflict icon:** The phone icon at the top left of the screen appears after you get an alert about needing to change your phone settings. Tap the icon for more information.

**Black tooltip:** Gives you instructions for how to take the next step. For example, the first time you get the Phone Settings Conflict icon, you also get an explanation of how to resolve it in a black rectangle.

## *Receiver*
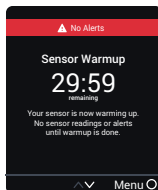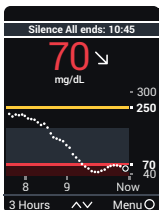
**Black or red banner:** Reminds you of your status without blocking your screen. For example, it lets you know you're using Silence All or that your sensor is warming up.

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# 4 • Treatment Decisions

With G7, you can treat without using your blood glucose meter (BG meter). But sometimes you must use your BG meter instead of G7. Other times, it's best not to treat, just watch and wait.

Work with your healthcare provider to figure out what's best for you when making treatment decisions. Always use their instructions to treat. You should keep using your BG meter until you're comfortable with G7.

## When to use your BG meter instead of G7
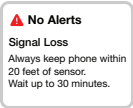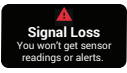
You can use your G7 to treat. However, there are two situations when you should use your BG meter instead:

- No number and/or no arrow
- Symptoms don't match sensor readings

### *No number and/or no arrow*

The following table shows what it looks like when your G7 isn't showing a sensor reading or an arrow.

| App | Receiver | What it means |
|:---:|:---:|:---|
|  LOW ▶<br><br>HIGH ▶ | LOW →<br><br>HIGH → | **No sensor reading:** Use your BG meter to treat. |

| App | Receiver | What it means |
|---|---|---|
| 155 mg/dL | 155 mg/dL | **No arrow:** Use your BG meter to treat. |
| ⚠ No Alerts<br>Signal Loss<br>Always keep phone within 20 feet of sensor.<br>Wait up to 30 minutes. | ⚠<br>**Signal Loss**<br>You won't get sensor readings or alerts. | **System alert:** When you have a system alert (such as Signal Loss, shown here) you won't get a sensor reading or arrow. Use your BG meter to treat. |

## *Symptoms don't match sensor readings*

When how you feel doesn't match your sensor reading, use your BG meter to treat even if you have a number and arrow. In other words, when in doubt, get your BG meter out.

For example, you don't feel good, but your sensor readings show you're in range. Wash your hands thoroughly and use your BG meter. If the BG meter value matches your symptoms, use the BG meter value to treat.

# When to watch and wait

Don't stack insulin by taking doses too close together. Talk to your healthcare provider about the right amount of time for you to wait between doses so you don't accidentally force your glucose down too low.

This is different from taking insulin doses to cover what you just ate.
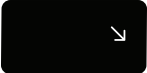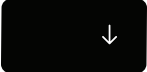
# Using the trend arrows

## G7 and dosing

Talk to your healthcare provider about using the trend arrows to determine how much insulin to take.

| App | Receiver | What it means |
|---|---|---|
| | ↗ | **Trending up:** Consider taking a little more insulin than usual when your glucose is rising. |
| | ↑ | |
| | ↑↑ | |

| App | Receiver | What it means |
|---|---|---|
| | ↘ | **Trending down:** Consider taking a little less insulin than usual when your glucose is falling. |
| | ↓ | |
| | ↓↓ | |

# Treat with professional advice

Confirm with your healthcare provider about:

- Using G7 to manage your glucose
- Setting alert levels
- Comparing BG meter values and sensor readings
- Fingerstick best practices

# Practice making treatment decisions

Use the following situations to try out using G7 when treating.

You should discuss them with your healthcare provider and review:

- How you can use your G7
- When to watch and wait instead of treat

- When you need to use your BG meter

  You should keep using your BG meter until you're comfortable with G7.

## Situation: Early morning

Your Low Alert wakes you up. You see:

App **70** mg/dL    Receiver **70**↘ mg/dL

**Think about:**

- **Number and Arrow:** You have both
  - **Number:** Your glucose is 70 mg/dL, which is low
  - **Arrow:** Glucose is slowly falling 30-60 mg/dL in 30 minutes

**What you should do:**

- Use your G7 to treat as you normally would

## Situation: Breakfast time

Ninety minutes later you sit down for breakfast. You see:

App **132** mg/dL    Receiver **132**↑ mg/dL

**Think about:**

- **Number and Arrow:** You have both
- **Up Arrow:** Glucose is rising up to 60-90 mg/dL in 30 minutes

**What you should do:**

- Use your G7 to treat. Take your normal dose and, because of the up arrow, consider taking a little more.

## Situation: After breakfast

Thirty minutes after dosing to cover breakfast, you get a High Alert. You see:

App **221** mg/dL          Receiver **221 ↑** mg/dL

**Think about:**

- **Insulin:** You took insulin half an hour ago. It takes time to work.

**What you should do:**

- Nothing. Watch and wait to avoid stacking insulin.

  The insulin you took 30 minutes ago is probably just starting to work. Unless your heathcare provider told you differently, track your glucose level for the next hour or two. The insulin you already took should decrease your glucose level in that time.

## Situation: An hour later

You watched and waited. You see:

App **117** mg/dL          Receiver **117 →** mg/dL
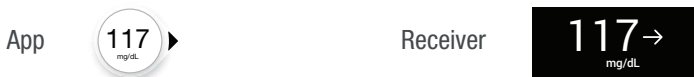
**Think about:**

- **Insulin:** The insulin you took with breakfast has you back in range

**What you should do:**

- Nothing. No treatment needed.

## Situation: Mid-morning

You're about to have a mid-morning snack. You see:

App

**⚠ No Alerts**
**Signal Loss**
Always keep phone within
20 feet of sensor.
Wait up to 30 minutes.

Receiver

**⚠**
**Signal Loss**
You won't get sensor
readings or alerts.

**Think about:**

- **Number and Arrow:** You have neither
- **Error Message:** You aren't getting sensor readings

**What you should do:**

- Use your BG meter for treatment decisions
- Keep your display device closer to your sensor

## Situation: Lunch time

Three hours later, you're about to dose for lunch. You see:

App

108
mg/dL

Receiver

108↓
mg/dL

**Think about:**

- **Number and Arrow:** You have both
- **Down arrow:** Your glucose is falling between 60-90 mg/dL in 30 minutes

**What you should do:**

- Use your G7 to treat. Because the down arrow shows your glucose is falling, consider taking a little less insulin than usual.

## Situation: Mid-afternoon

It's 3 hours after lunch. You see:

App
252
mg/dL

Receiver
252
mg/dL

**Think about:**

- **Number and Arrow:** You don't have an arrow

**What you should do:**

- Use your BG meter for treatment decisions

## Situation: Early evening

Just before dinner, you feel a little shaky and sweaty. You see:

App
123
mg/dL

Receiver
123→
mg/dL

**Think about:**

- **Symptoms and Sensor Reading:** Your symptoms don't match your sensor readings

**What you should do:**

- Thoroughly wash your hands and take a fingerstick. If your BG meter value matches your symptoms, use it for treatment decisions.
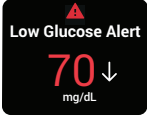
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# 5 • Alerts

Your glucose alerts help you stay in your preferred range. They display on your screen, make a sound, and/or vibrate when your glucose is out of your preferred range, is at or below 55 mg/dL, or will be at 55 mg/dL in less than 20 minutes. Additionally, you can turn on your Rising Fast or Falling Fast alerts so you'll know when your glucose is rising or falling quickly. Work with your healthcare provider to customize your alerts to fit your lifestyle and goals.

## Low alerts

| App | Receiver | What it means |
|-----|----------|---------------|
|  |  | **Urgent Low Alert:** Alerts you when your sensor reading is 55 mg/dL or below. |
|  |  | **Urgent Low Soon Alert:** Alerts you when your sensor reading will be 55 mg/dL or below in less than 20 minutes.<br><br>You can get an Urgent Low Soon alert even if your sensor reading is in your normal range. This alert lets you know you're falling fast so you can eat or drink right away to stop the fall. |

| App | Receiver | What it means |
|---|---|---|
|  |  | **Low Glucose Alert (Low Alert):** Alerts you when your sensor reading is at or below the level you set. It's the red line on the trend graph. |

You can customize each of these alerts:
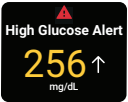
- **App:** Go to **Profile > Alerts**

- **Receiver:** Go to **Menu > Settings > Alerts**

The Low and Urgent Low Soon alerts work together. When your glucose falls you will get one or the other, not both, depending on how fast it's falling. You'll get an Urgent Low Soon alert if your glucose will be at 55 mg/dL within 20 minutes, no matter where your glucose is now. Otherwise, when it falls below your Low setting, you'll get a Low alert.

You can get an Urgent Low Soon alert even if your glucose is fine. This alert tells you it's falling quickly so you can eat or drink to prevent an Urgent Low.

For information on customizing alerts, go to the changing alerts sections of the Alerts chapter.

# High alert

| App | Receiver | What it means |
|-----|----------|---------------|
| ⚠ High Glucose<br><br>▲<br>**256**<br>mg/dL | ⚠<br>**High Glucose Alert**<br>**256** ↑<br>mg/dL | **High Glucose Alert (High Alert):** Alerts you when your sensor reading is at or above the set level. It's the yellow line on the trend graph.<br><br>You can customize this alert:<br><br>• **App:** Go to **Profile > Alerts > High**<br><br>• **Receiver:** Go to **Menu > Settings > Alerts > High**<br><br>For more information on customizing alerts, go to the changing alerts sections of the Alerts chapter. |

# Rising Fast and Falling Fast alerts

| App | Receiver | What it means |
|-----|----------|---------------|
| ▲<br>**256**<br>mg/dL<br>↑↑ **Rising Fast**<br>Your reading is rising 3 mg/dL or more per minute. | ⚠<br>**Rising Fast Alert**<br>Your glucose level is rising at a rate of 3+ mg/dL/min<br>**256**↑↑<br>mg/dL | **Rising Fast and Falling Fast alerts:** Lets you know when your sensor readings are changing quickly. |
| **170**<br>mg/dL<br>▼<br>↓↓ **Falling Fast**<br>Your reading is falling 3 mg/dL or more per minute. | ⚠<br>**Falling Fast Alert**<br>Your glucose level is falling at a rate of 2-3 mg/dL/min<br>**170**↓↓<br>mg/dL | |

You can turn on and customize each of these alerts:

- **App:** Go to **Profile > Alerts**
- **Receiver:** Go to **Menu > Settings > Alerts**
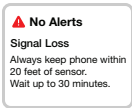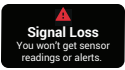
The Falling Fast alert is similar to the Urgent Low Soon alert:
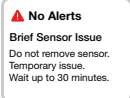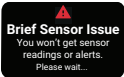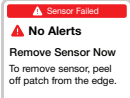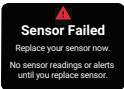
- **Urgent Low Soon alert:** Tells you when your glucose is falling so quickly it'll be at 55 mg/dL within 20 minutes.

  Urgent Low Soon is tied to a specific sensor reading (55 mg/dL) and time (20 minutes).

- **Falling Fast alert:** Also tells you your glucose is falling quickly, but you set the level that triggers it and it isn't tied to time.

Go to the changing alerts sections of the Alerts chapter for more information.

# System alerts

System alerts let you know if the system isn't working as planned. When possible, the alert lets you know how to fix it. Three of these alerts are shown next.

| App | Receiver | What it means |
|-----|----------|---------------|
| ⚠ **No Alerts**<br>**Signal Loss**<br>Always keep phone within 20 feet of sensor.<br>Wait up to 30 minutes. | ⚠<br>**Signal Loss**<br>You won't get sensor readings or alerts. | **Signal Loss Alert**<br><br>Alerts you when the display device temporarily stops getting sensor readings because there's an issue with the connection. |

| App | Receiver | What it means |
|---|---|---|
| ⚠ **No Alerts**<br>**Brief Sensor Issue**<br>Do not remove sensor.<br>Temporary issue.<br>Wait up to 30 minutes. | ⚠<br>**Brief Sensor Issue**<br>You won't get sensor<br>readings or alerts.<br>Please wait... | **Brief Sensor Issue Alert**<br>Alerts you when the sensor can't read your glucose right now. |
| ⚠ Sensor Failed<br>⚠ **No Alerts**<br>**Remove Sensor Now**<br>To remove sensor, peel<br>off patch from the edge. | ⚠<br>**Sensor Failed**<br>Replace your sensor now.<br>No sensor readings or alerts<br>until you replace sensor. | **Technical Alerts**<br>Alerts you when you're not getting sensor readings. They include Sensor Failed, Replace Sensor Now, and similar alerts. |

Technical Alerts can't be turned off, but you can change how your alert notifies you:

- **App:** For each alert, you can choose between Sound, Vibrate, Match Phone Settings.

  **Vibrate Exceptions:** In the app, Urgent Low and the following alerts act differently; if you don't acknowledge them, they will add sound: App Bluetooth is Off, App is Closed, App Location is Off, App Stopped: Phone Storage Full, App Stopped Working, Phone Bluetooth is Off, Phone Location is Off, Replace Sensor Now, Sensor Failed.

  If you use a Quiet Mode (Silence All or Vibrate), it effects all alerts, including Technical Alerts.

  **Silence All Exceptions:** App Stopped Working and App Stopped: Phone Storage Full alerts will still sound.

- **Receiver:** Choose between Silence All and Vibrate Only

  **Vibrate Only Exception:** In the receiver, the following alerts act differently; if you don't acknowledge them, they will add sound: Urgent Low, Replace Sensor Now, Sensor Failed, Set Date/Time, System Check, Very Low Battery.

For more information on customizing all these alerts, go to the changing alerts sections of the Alerts chapter. For more information on Silence All and Vibrate in the app, go to the Changing All Alerts section of the Alerts chapter. For more information on Silence All and Vibrate Only in the receiver, go to the Customizing Sounds section of the Alerts chapter.

## Responding to app alerts

When you get an alert, your first priority is to resolve it: make a treatment decision or fix a system issue.

Afterward, acknowledge the alert on your display device by tapping **OK** on the alert. Until you acknowledge the alert, it re-alerts every 5 minutes.

You can also acknowledge an alert from your Lock screen by following these instructions:

**iPhone**

There are two ways to acknowledge alerts from your Lock screen:

> **⊘**
>
> **⊙ Dexcom G7** · · ·
> 223 ↑ High Glucose
>
> OK
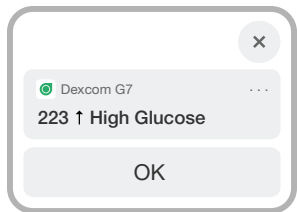
From the Lock screen, touch and hold the notification until a second **OK** appears. Tap that **OK** to acknowledge the alert.

Or

Tap the Lock screen notification to open the app. From the app, tap **OK** on the alert to acknowledge it.

**Android**

There's one way to acknowledge alerts from an Android smart device:



Dexcom G7 • Swipe up to silence for up to 5 minutes • in 4m

**70 ↓ Low Glucose Alert**
Your sensor glucose reading is low.

**OK**
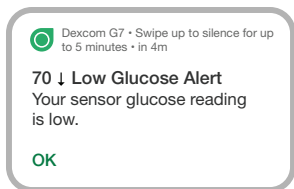
From the Lock screen, tap **OK** on the notification to acknowledge the alert.

*Smartwatch*

If you have a smartwatch, it may display alerts. On your smartwatch lock screen, tap **OK** to acknowledge the alert. That will also acknowledge the alert in your app.
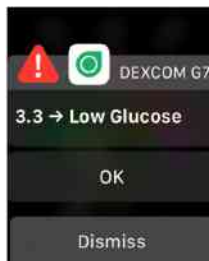
## Tips

Alert vibrations feel the same as notifications you get from other apps on your smart device. The only way to know if it's from your G7 is to look at your smart device.

In the app, you see notifications on your Lock screen and Apple watch. If you're not seeing any data, open your app.

# Changing all alerts

Keep your alerts on. They're an important part of making treatment decisions. Before changing your alerts, discuss the best alert settings for you with your healthcare provider.

When using the app and the receiver at the same time, change alert settings and acknowledge alerts on each device. Settings don't synchronize automatically.

*App*

**Profile > Alerts** shows all the alerts you can change. Tap each one to find out how to change it.
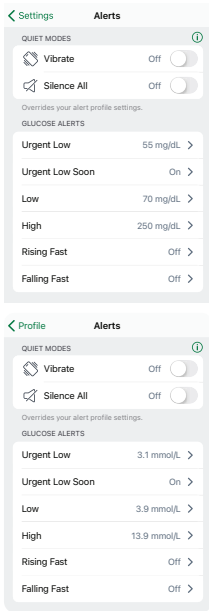
**Quiet Modes:** Quickly change all your alerts to be more discreet. Quiet Modes override your phone sound setting and each alert's Sound/Vibrate setting. You still see alerts on your phone's lock screen and in the app. A banner with the stop time shows at the top of your screen when you use these modes.

**Vibrate:** All alerts vibrate but won't sound. You can set vibrate mode for up to 6 hours or indefinitely.

**Vibrate Exceptions:**

- Your phone vibrate setting must be on for the alerts to vibrate. For more information, go to **Profile > G7 iPhone Safety** and tap **Complete guide to Dexcom iPhone Settings** or **Profile > G7 Android Safety** and tap **Complete guide to Dexcom Android Settings**

- In the app, Urgent Low and the following alerts act differently; if you don't acknowledge them, they will add sound: App Bluetooth is Off, App is Closed, App Location is Off, App Stopped: Phone Storage Full, App Stopped Working, Phone Bluetooth is Off, Phone Location is Off, Replace Sensor Now, Sensor Failed.

**Silence All**

All alerts, including Urgent Low and Sensor Failed, won't sound or vibrate. You can set Silence All for up to 6 hours. **Exceptions:** App Stopped Working and App Stopped: Phone Storage Full alerts will still sound.

**Glucose Alerts:** To change the sound or vibration for an individual alert, tap it, then tap **Sound/Vibrate**

**Vibrate Exceptions:** See previous section.

Dexcom G7 User Guide
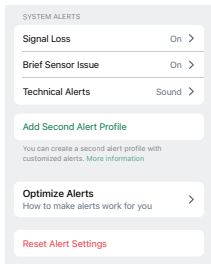
Scroll down to see this part of the screen.

**System Alerts:** Tap the alert to customize system alerts. To change the sound or vibration for an individual alert, tap it, then tap **Sound/Vibrate**.

**Add Second Alert Profile:** Create a separate alert profile to use for specific situations.

**Optimize Alerts:** See how to customize alerts to work together to help you meet your glucose management goals.

**Reset Alert Settings (Android):** Reset all alerts to default settings.

SYSTEM ALERTS

| Signal Loss | On > |
| Brief Sensor Issue | On > |
| Technical Alerts | Sound > |

Add Second Alert Profile

You can create a second alert profile with customized alerts. More information

Optimize Alerts
How to make alerts work for you

Reset Alert Settings

## Receiver

**Menu > Settings > Alerts** shows all the alerts you can change and how to do it.

**Alerts**

Urgent Low
55 mg/dL

Urgent Low Soon
On

Low
80 mg/dL

High
200 mg/dL

Falling Fast
On

Rising Fast
On
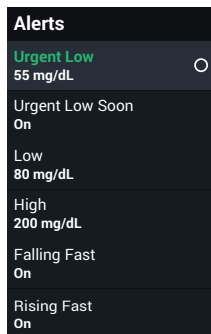
**Alerts**: Go to the alert to change its settings

Dexcom G7 User Guide

5 • Alerts

## Changing one alert

Go to alert settings to customize each alert. The Low Alert screen shows some settings you can change:

- **App:** Level, Sound/Vibrate, and Repeat Alert
- **Receiver:** Level and Repeat

Dexcom G7 User Guide

| | |
|---|---|
| < Alerts  **Low Alert** | **Low** |
| Low ⬤ | Alerts you when your sensor reading falls below the set level. |
| Alerts when your sensor reading is at or below the set level. It's the red line or the glucose graph. | **Alert** ○ |
| Level 70 mg/dL > | **On** |
| Sound/Vibrate Sound > | Level |
| Choose how your alert notifies you: sound, vibrate, or match phone setting. | **70 mg/dL** |
| Snooze Every 60 minutes > | Snooze |
| If your sensor reading stays low for this long, alert repeats. | **Never** |

Each alert has its own settings. All of those settings are explained here:

**Delay 1st Alert** (High Alert only): Turn on to delay your first alert until your sensor reading is at or past the high alert setting for a while. You choose how long.

For example, if you set Delay 1st Alert to 20 minutes for your High Alert, your glucose must be at or above your high alert level for 20 minutes before you get the alert.

**For More Than:** Don't get an alert until a system issue lasts this long. You choose how long.

**Fall Rate:** For the Falling Fast alert, you choose the sensor reading change rate:

- 2-3 mg/dL per minute or
- 3 mg/dL or more per minute

For example, if you turn this on, when your glucose falls fast, you'll get an alert.

**Level:** Alerts you when your sensor reading is at or beyond this level. What number makes you do something to keep your glucose in range? Use that number here.

The Low and High alerts each have a default level and a range. Their settings must be a least 20 mg/dL apart.

- **Low alert**
  Default: 70 mg/dL
  Range:  60-150 mg/dL

- **High alert**
  Default: 250 mg/dL
  Range: 100-400 mg/dL

**Rise Rate:** For the Falling Fast and Rising Fast alerts, you choose the glucose level change rate:

- 2-3 mg/dL per minute or
- 3 mg/dL or more per minute

For example, if you turn this on, when your glucose rises fast, you'll get an alert.

**Snooze:** Turn on to get a repeat alert if your sensor reading stays out of range for a while. You choose how long.

For example, turn on Snooze for your High Alert and set the Timing to 30 minutes. Then, after you acknowledge your first High Alert, the alert will repeat if your sensor reading stays above your high alert setting for 30 minutes.

**Sound/Vibrate**: Choose how your alert notifies you. Go to the next section for more information.

## Customizing alert sounds

G7 has many alert sounds so you can find one that works for you.

### *App*

You can choose a sound for each alert individually on the Sound/Vibrate screen.
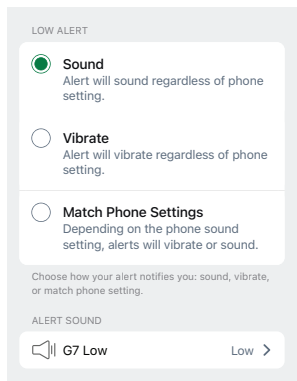
LOW ALERT

◉ Sound
Alert will sound regardless of phone setting.

○ Vibrate
Alert will vibrate regardless of phone setting.

○ Match Phone Settings
Depending on the phone sound setting, alerts will vibrate or sound.

Choose how your alert notifies you: sound, vibrate, or match phone setting.

ALERT SOUND

◁❙ G7 Low                    Low >

- **Sound:** Alert will sound regardless of phone setting.
- **Vibrate:** Alert will vibrate, regardless of phone sound setting.
- **Match Phone Settings:** Depending on the phone sound setting, alert will vibrate or sound.

**Vibrate Exceptions:**

- Your phone vibrate setting must be on for the alerts to vibrate. For more information, go to **Profile > G7 iPhone Safety** and tap **Complete guide to Dexcom iPhone Settings** or **Profile > G7 Android Safety** and tap **Complete guide to Dexcom Android Settings**
- In the app, Urgent Low and the following alerts act differently; if you don't acknowledge them, they will add sound: App Bluetooth is Off, App is Closed, App Location is Off, App Stopped: Phone Storage Full, App Stopped Working, Phone Bluetooth is Off, Phone Location is Off, Replace Sensor Now, Sensor Failed.

**Alert Sound:** Tap to choose a sound for this alert. G7 has different sounds to pick from. Test to be sure you can hear it. If you pick the same sound for more than one alert, G7 will let you know.

## *Receiver*

Choose a sound theme, such as Soft Tone or Normal Tones, for all receiver alerts. Within each theme, every alert is assigned a different sound. Go to **Menu > Settings > Alert Sounds** to change your alert sounds.
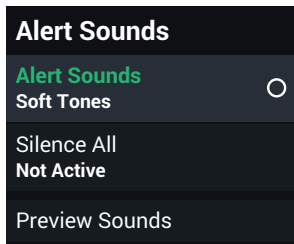
**Alert Sounds**

Choose sound theme here.

**Silence All**

| **Alert Sounds** | |
| --- | --- |
| **Alert Sounds**<br>**Soft Tones** | ○ |
| Silence All<br>**Not Active** | |
| Preview Sounds | |

Use this to change alerts to be more discreet. This silences all alerts, including Urgent Low and Sensor Failed. Alerts will still display but won't sound or vibrate. You can set Silence All for up to 6 hours. A banner with the stop time shows at the top of the home screen when you use Silence All.

**Preview Sounds**

Tap to hear sound samples for the theme you selected. Make sure you can hear them. **This doesn't select the sounds**; it just plays samples.

Tap **Alert Sounds** to choose a sound theme or to choose vibrate only.

## Alert Sounds

Choose how you want your alerts to notify you. All alerts will notify you this way.

| | |
|---|---|
| **Vibrate Only** | ○ |
| G7 Soft | |
| G7 Medium | |
| G7 Intense | |
| Soft Tones | ✓ |
| Normal Tones | |
| Melodies | |

**Vibrate Only:** Alerts vibrate but don't sound. In the receiver, the following alerts act differently; if you don't acknowledge them, they will add sound: Urgent Low, Replace Sensor Now, Sensor Failed, Set Date/Time, System Check, Very Low Battery.

**Discreet, Moderate, Intense, Soft Tones, Normal Tones, and Melodies:** Choose a sound theme.

# Adding a second alert profile in your app

| ‹ Settings | **Night** | |
|---|---|---|
| Name | | Night › |
| GLUCOSE ALERTS | | |
| Urgent Low | | 55 mg/dL › |
| Urgent Low Soon | | Off › |
| Low | | Off › |
| High | | Off › |
| Rising Fast | | Off › |
| Falling Fast | | Off › |
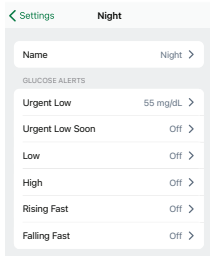
Are there times or places when you want your alerts to work differently? For example, you may not want to get alerts at night unless your sensor reading goes too low.

You can create a second, separate alert profile to use when needed in **Profile > Alerts > Add Second Alert Profile**. Display device screens lead you through naming the second profile, in this case, Night. Then, you can customize each alert in the Night profile to work as you want it to.

You can use the profiles two ways:

- Switch between them manually when you want
- Set up a schedule for them to turn switch automatically

Dexcom G7 User Guide

| ‹ Profile | **Night** |
|---|---|
| Name | Night › |
| GLUCOSE ALERTS | |
| Urgent Low | 3.1 mmol/L › |
| Urgent Low Soon | Off › |
| Low | Off › |
| High | Off › |
| Rising Fast | Off › |
| Falling Fast | Off › |
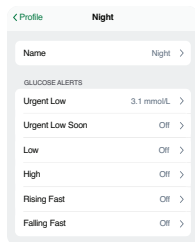
For example, if you want to sleep unless your glucose goes to 55 mg/dL, turn off all alerts in your Night alert profile and make Technical Alerts vibrate. (The Urgent Low alert will still sound.)

**Note:** Signal Loss alert settings stays the same in both profiles.

| ‹ Profile | **Alerts** |
|---|---|
| Show Quiet Modes | ⌄ |
| ALERT PROFILES | |
| ● Primary | On › |
| ○ Night | Off › |
| | 🗓 Scheduled to turn on: Mon, 1:31 |
| Optimize Alerts How to make alerts work for you | › |
| Reset Alert Settings | |
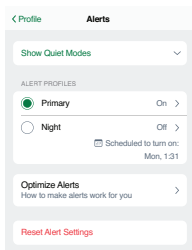
The app automatically renames your original alert profile as Primary.

At the bottom of the second profile, you can set up a schedule for when it's used. The next scheduled time displays in **Profile > Alerts**.

You can also turn it on and off from **Profile > Alerts**.
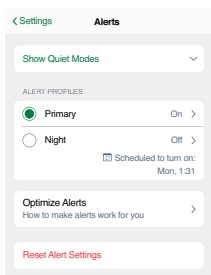
# Optimizing alerts

## Optimize alerts to work best for you

You use alerts to stay safe. They can do more! You can also use them to reach your goals. Discuss the goals in this section with your healthcare professional so together, you can optimize your alerts.

Then, use the following tips with the instructions in the Responding to Alerts, Changing All Alerts, Changing One Alert, and Adding a Second Alert Profile in Your App sections of the Alerts chapter to customize the alerts to best meet your goals.

**Only get helpful alerts**

- Stop app alert from sounding every 5 minutes
- Turn off alerts you don't need
- Customize alert settings
- Skip repeated alerts
- Adjust High Alert setting: Delay 1st Alert
- Temporarily silence all alerts

**Make alerts quieter**

- Choose different alert sounds
- Set alerts to vibrate

**Personalize nighttime alerts**

- Prevent nighttime lows with earlier alerts
- Get fewer overnight alerts

**Use alerts to improve your Time in Range**

- Prevent highs and lows by adjusting alert settings

# Only get helpful alerts

### Stop app alert from sounding every 5 minutes

Go to Responding to Alerts section of the Alerts chapter for more information.

### Turn off alerts you don't need

You can turn off most alerts in their settings.

The alerts you can't turn off in their settings — Urgent Low and technical alerts (like Sensor Failed) — you can set to vibrate or temporarily silence them using Quiet Modes in the app or Alert Sounds in the receiver.

Go to the changing alerts sections of the Alerts chapter for more information.

### Customize alert settings

What sensor reading makes you respond? Set your alert level at that number.

For example, if you don't respond until your sensor reading is 65 mg/dL but your Low Alert is at 80 mg/dL, you're getting alerts you don't use. Set your Low Alert level to 65 mg/dL so you only get it when it matters to you.

Go to the changing alerts sections of the Alerts chapter for more information.

*Skip repeated alerts*

Insulin and food both take time to work. Avoid getting repeated alerts while you wait. In the alert settings, turn off the **Snooze** feature.

If your alert is repeating every 5 minutes, go to the Responding to Alerts section of the Alerts chapter.

*Adjust High Alert setting: Delay 1st Alert*

Bothered by High Alerts after you eat, even though you took insulin? Talk to your healthcare provider about using the High Alert **Delay 1st Alert** feature in the High Alert settings to avoid getting an alert until your glucose has been high for a few hours — long enough for the insulin to have worked.

Go to the changing alerts sections of the Alerts chapter for more information.

*Temporarily silence all alerts*

You can quickly quiet all your alert sounds with **Silence All**.

Go to the changing alerts sections of the Alerts chapter for more information.

## Make alerts quieter

*Choose different sounds*

G7 has sound themes to fit any situation.

Go to the changing alerts sections of the Alerts chapter for more information.

*Set alerts to vibrate*

Use **Vibrate** (app) or **Vibrate Only** (receiver).

Go to the changing alerts sections of the Alerts chapter for more information.

# Personalize nighttime alerts

## *Prevent nighttime lows with earlier alerts*

Set these three alerts so you have more time to prevent your glucose from dropping too low:

- **Falling Fast:** Turn on
- **Urgent Low:** Make sure it's on
- **Low Alert:** Raise level

### App

Set up a second alert profile with earlier alerts. Go to the Adding a Second Alert Profile in Your App section of the Alerts chapter for more information.

### Receiver

Consider setting up the receiver with your nighttime alert settings, and the app with your daytime ones so you can leave your phone out of your bedroom. That way, at night, you will only hear your G7 alerts, not other notifications from your phone like news alerts and emails. If you do that, be sure to remember your receiver only has your night settings. Go to the changing alerts sections of the Alerts chapter for more information.

## *Get fewer overnight alerts*

Go to Turn Off Alerts You Don't Need section of the Alerts chapter.

### App

Set up a second alert profile to sleep uninterrupted unless you go low by turning off any alerts that aren't essential for you.

Go to the Adding a Second Alert Profile in Your App section of the Alerts chapter for more information.

**Receiver**

Try using different alert settings on your app and receiver. To sleep uninterrupted unless you go low at night, turn off any alerts that aren't essential for you.

Go to the changing alerts sections of the Alerts chapter for more information.

## Use alerts to improve your Time in Range

*Prevent highs and lows by adjusting alert settings*

Set up your G7 so you get alerts before your usual high or low levels. This gives you time to prevent them which can keep your glucose in a narrower range.

Set these alerts so you have more time to prevent a high or low:

- **Rising Fast:** Turn on
- **Falling Fast:** Turn on
- **Low Alert:** 10 mg/dL higher than your usual level
- **High Alert:** 50 mg/dL lower than your usual level

Go to the changing alerts sections of the Alerts chapter for more information.

# 6 • Set Up Displays and Medical Device

With your G7, you get your Dexcom information in a smartphone app as well as in the receiver, which is a dedicated medical device. You can set up either or both, in any order.

## App

You can set up the Dexcom G7 app on only one smartphone. Download the Dexcom G7 app from your app store and follow the instructions on the screen.

You'll need the pairing code. Find it on the applicator:



Or if you already set up your receiver, find it in your receiver at **Menu > Information > Sensor > Sensor Info**.

If you use both the app and the receiver, you'll need to acknowledge alerts on both display devices.

For supported smartphones and operating systems, go to dexcom.com/compatibility.

## Dexcom receiver

You can pair your sensor and have Dexcom data sent to one Dexcom G7 receiver.

To set up your receiver, turn it on by pressing the power button for 3-5 seconds and then follow onscreen instructions.

You'll need the pairing code. Find it on the applicator:



Or, if you've already set up the app, find it in your app in **Connections > Sensor**.

If you use both the app and the receiver, you'll need to acknowledge alerts on both display devices.

If you use the Dexcom receiver, be sure to use the one that comes with your G7 system. Receivers from previous generations won't work with G7.

# 7 • App Connections

The G7 app lets you add additional features and services to help you manage your diabetes.

## Connections

Sensor
10 days left

## Available Connections

Share
Allow friends and family to view your sensor readings.

Apple Health
Consolidates health data from iPhone, Apple Watch, and third-party apps.
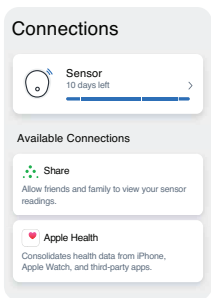
From Connections, you can:

- Get information about your sensor session
- Replace your sensor
- Share your glucose information with others

Active connections — like your sensor — appear at the top. Connections to features you're not currently using are in the Available Connections list.

Tap each connection to learn more.

# Sensor
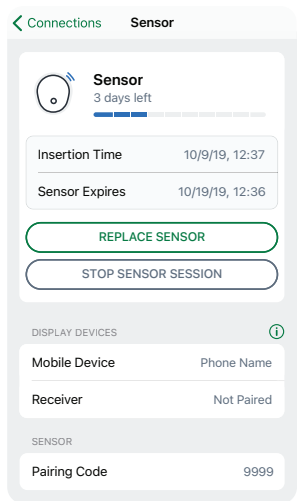
In **Connections > Sensor**, you can do all this and more:

- Check how much time is left in your sensor session

- Replace a sensor (go to the Next Sensor Session chapter for more information) or stop the sensor session

- Get your pairing code

## Share and Follow

Use the app's Share feature to let up to 10 friends and family members view your glucose information. Share sends your information every 5 minutes — almost as soon as you get it. Always treat using the primary G7 app, not the Follow app.

### Invite Followers

Choose friends, family, or another trusted caregiver to follow you. You can give them access to just your sensor reading and trend arrow, or include the trend graph. You can even set up glucose notifications for them to get when your glucose goes high or

low, similar to the alerts you get on your G7 app. You're in control. You can edit, stop sharing with, or remove a Follower any time.

Your Followers don't need to have the G7 app on their phones. They only need to download the Dexcom Follow app (Follow).

To invite someone to follow you, go to **Connections > Share**. Then follow the instructions on the app screens. You can invite Followers from your contacts or enter their name and email.

| Cancel | **Invite Follower** |
| --- | --- |
| Please review your invitation | |
| 👥 **Follower** | Edit |
| Nickname | Jake |
| Email | jake.person@gmail.com |
| ⚗ **Data Sharing** | Edit |
| Current sensor reading and trend graph | |
| 🔔 **Notifications** | Edit |
| Urgent Low | 55 mg/dL |
| Low | Off |
| High | Off |
| No Data | Off |
| **Send Invitation** | |
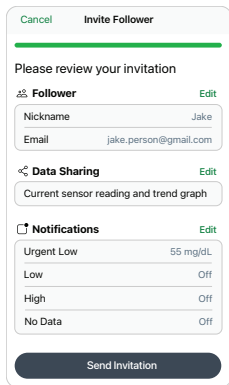
This shows what your Follower can see. To customize it, follow these steps:

1. Tap **Edit**

2. Tap **Send Invitation**

Share sends your Follower an invitation email.

Dexcom G7 User Guide
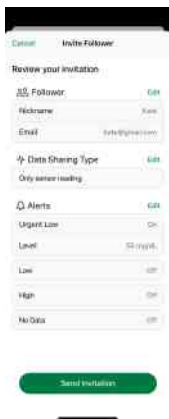
## Follower status

The Share screen shows the status of your Followers and lets you invite new ones.



**Share:** Turn this off to stop sharing with all your Followers

**Status:** Shows how Share is working. The statuses are:

- **Working:** Share is connected
- **No Active Follower:** No one is following you
- **No Internet Connection:** Your phone must be connected to the internet for Share to work
- **Data Consent Required:** You must consent to share data with Dexcom for Share to work
- **Server Outage:** Dexcom server isn't working

**Followers:** This shows the name and status of your inactive

Followers. (Active Followers don't have a status.) The inactive statuses are:

- **Invitation Sent:** You invited a Follower. They haven't accepted yet. They have 24 hours to accept.

- **Invitation Expired:** Follower didn't accept invitation within 24 hours. To re-invite, tap **Resend Invitation**.

- **Sharing Paused:** You stopped sharing with a Follower.

- **Stopped Following You:** Follower stopped following you.

To change the status and information sent to each Follower, tap the Follower's name.

## Dexcom Follow app

The Follower gets the invitation email. Using their smart device, the Follower must open the email and use the link in it to install the Dexcom Follow app (if it's not already installed) and accept the Sharer's invitation.

The invitation email looks like this:

**Jake invited you to use Dexcom Follow.**

 Dexcom Follow

Dexcom Follow lets you remotely monitor Dexcom glucose readings and receive alerts from Jake.

TO GET STARTED

**STEP 1**
Install the app:

 Google Play   App Store

App already installed? Skip to Step 2.

**STEP 2**
Accept invitation from Phil6786

Accept Invitation

Invitation will expire in 24 hours.
You can only use the invitation link above once.

## What Followers see

Each Follower sees only what the Sharer choose to share.

| What Followers see | When Sharer shares |
|---|---|
|  | **Sensor reading and trend arrow**<br><br>1. **Picture and Name of Sharer**<br>2. **Number**: The most recent sensor reading<br>3. **Trend Arrow:** Where glucose is heading based on the last few readings |

Dexcom G7 User Guide

7 • App Connections

| What Followers see | When Sharer shares |
|---|---|
|  | **Sensor reading, trend arrow, and trend graph**<br><br>The above fields plus:<br><br>1. **3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph.<br>2. **Trend Graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.<br>3. **Target Range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range.<br><br>Followers get notifications when the Sharer has an Urgent Low, Low, High, or No Data alert. The Sharer's Urgent Low Alert is always set at 55 mg/dL. Followers can set their own levels for the notifications.<br><br>They also get a No Data notification if the app isn't getting data from the Sharer. |

A Follower can see up to the last 24 hours of the Sharer's sensor readings when they turn the smart device to landscape. Touch and hold the trend graph to get details.

| 195 mg/dL | Today, 10:09 |
| | |
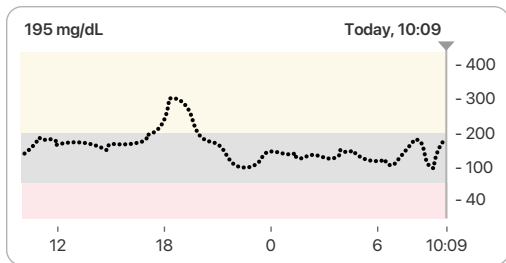
## Notifications

### *Notifications settings*

Followers can customize their notification settings within the limits of what the Sharer chose to share. Tap Settings ⚙ in the upper right corner of the screen to review and change settings.



| ‹ Back | Settings | |
| Jake | | › |
| NOTIFICATIONS | | |
| Urgent Low Notification | 55 mg/dL | › |
| Low Notification | Off | › |
| High Notification | Off | › |
| No Data Notification | Off | › |
| GRAPH | | |
| Graph Height | 400 mg/dL | › |
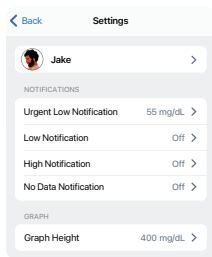
For example, Followers can use these features for each notification:
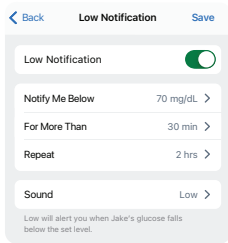
**Notification switch:** Turns notification on and off.

**Notify Me Below:** Notifies the Follower when the Sharer's sensor reading is at or beyond this level.

**For More Than:** The Follower doesn't get the notification until issue lasts this long. The Sharer chooses for how long. For example, the Follower won't get this Low Alert until the Sharer has been low for 30 minutes.

**Repeat:** The Follower gets the original notification and, after acknowledging it, also gets repeat notifications if the Sharer's sensor reading stays out of range for a while. The Follower chooses for how long.

For example, if the Follower gets and acknowledges a Low notification and Sharer stays low for 2 hours, the Follower will get a repeat Low notification.

**Sound:** The Follower chooses a sound for the Sharer's notifications.

### Phone settings and notifications

Follow notifications match your phone settings. Depending on the phone sound setting, the follow notification will vibrate or sound.

### Responding to notifications

When you get a notification, acknowledge it on your display device by opening the app. Until you acknowledge the alert, it re-alerts every 5 minutes.

You can open the app from the Lock screen notification.

Dexcom G7 User Guide

## Follow status and settings

*Status*

Followers can see if the Sharer turns off Share, removes them, or if sharing stops for any other reason.

In the Follow app on the Follower's smart device, tap the blue help icon next to the Sharer's name for more information about the Sharer's status.
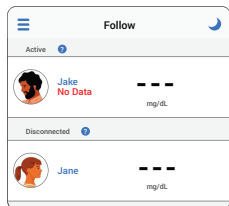


For example:

- **Active** with **---:** The Follower should ask the Sharer to check their Dexcom G7 app
- **Disconnected:** Sharer turned off Share
- **Not Sharing**: Sharer stopped sharing with the Follower
- **Removed by Sharer:** Sharer deletes the Follower

There are times when the Follow app information may be out of sync with the Sharer's G7 information. Because of the delay, Sharers should always treat using the primary G7 app, not the Follow app.

*Smartphones for Follow app*

For a list of compatible devices, go to dexcom.com/compatibility

*Follow app tips*

When using the Follow app:

Dexcom G7 User Guide

- Both apps (G7 and Follow) must be open or running in the background.
- The smart devices must work, be connected to the internet, and have charged batteries.
- If your phone service carrier doesn't support simultaneous voice and data, the Follow app won't get data during phone calls. When the phone call is over, the Follow app will fill in any missing glucose information.

# Health apps
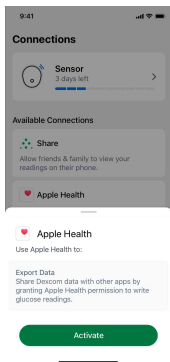
Apple Health (Apple) consolidates health data from your smartphone, smart watch, and third party apps, including G7. Activate the health app and your G7 will send data to it with a 3 hour delay.

Dexcom G7 User Guide

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# 8 • Events and History

## Using events to manage glucose

G7 gives you a graph showing where your glucose has been. Events can help you understand why your glucose changed. For example, what happened to your glucose level when you took a walk after breakfast? Discuss your reflections with your healthcare provider to find even more ways to manage your blood glucose.

You can see the events you've tracked on your display device.

### App
**History tab**: Lists events logged in the app in the last 3 days.

### Receiver
**Event log:** Lists the last 15 events logged on the receiver.

## Tracking events

### App
In the app, you can track insulin doses, meals, activity, and BG meter values. Track events anytime, as they occur or up to 30 days later. You can delete events.

You can also calibrate here. You can't edit, delete, or enter past calibrations.

To add an event:
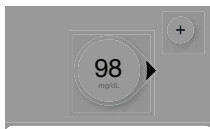
Tap **+** in the **Glucose** or **History** tabs.

Tap the event you want to add and follow the instructions on the screen.

*Receiver*

In the receiver, you can track insulin doses, food, and BG meter values. You can edit and delete events.

You can also calibrate here. You can't edit, delete, or enter past calibrations.

To log events:
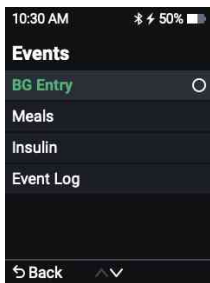
Go to **Menu > Events**

Select the event you want to add and follow the instructions on the screen.

After you upload your receiver data to the Clarity app or website, your events will be in your Clarity reports. Go to the Dexcom Clarity appendix for more information.

# Logging BG meter values or calibrating

Your healthcare provider may ask you to keep track of your BG meter values, or you may want to calibrate your G7.
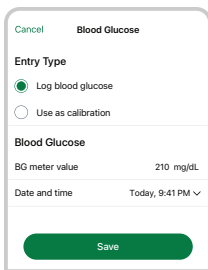
If you calibrate, enter it into the app or the receiver, not both. The other device will update after about 5 minutes.

To get an accurate BG meter value, follow these steps:

1. Wash your hands with soap and water
2. Dry your hands
3. Take a fingerstick

## *App*

To log a BG meter value or calibrate your G7:

Tap **+** in the **Glucose** or **History** tabs.

Select **Log Blood Glucose**, or to use the BG value as a calibration, select **Use as Calibration**. Follow onscreen instructions.

## *Receiver*

To log a BG meter value or calibrate your G7:

| Blood Glucose |  |
| --- | --- |
| **Log Blood Glucose** | ○ |
| Use as Calibration | |
| More Info | |
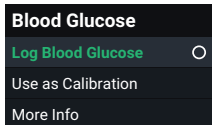
In the receiver, go to **Menu > Events > BG Entry**.

Select **Log Blood Glucose**, or to use the BG value as a calibration, select **Use as Calibration**. Follow onscreen instructions.

## BG meter values and sensor readings

Your sensor readings come from different fluids than your BG meter values, so they won't usually match. Neither number is as accurate as the lab test your doctor does.

For information on accuracy and calibrating your G7, go to the Accuracy and Calibration section of the Troubleshooting chapter.

# 9 • Reports

Reports on your display device are an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. They can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those patterns. Summary reports of your glucose data over time give you useful information, such as:

- Your overall glucose control or time in range
- Your average glucose over time

Use the 3, 7, 14, 30, and 90-day reports to see how your glucose changes over time with the information recorded in the display device.

## *App*

Scroll down in the Glucose tab to choose one.
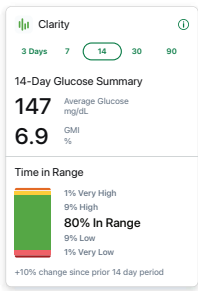
**Average Glucose:** The average of all the sensor readings in the selected date range.

**eA1C:** (Estimated A1C lab test result)**:** Approximates your A1C level based on your average glucose from at least 12 days of CGM data.

**Time in Range:** Shows the percentage of time that glucose levels are in Low, Target, and High Ranges. The following are recommended ranges from an international consensus:

- **Target Range:** 70-180 mg/dL
- **Very High:** Above 250 mg/dL
- **Very Low:** Below 54 mg/dL

You get similar reports in Clarity.

## Receiver

Go to **Menu > Reports** to choose one.
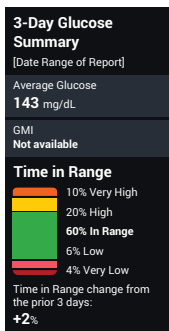
**3-Day Glucose Summary**
[Date Range of Report]

Average Glucose
**143** mg/dL

GMI
**Not available**

**Time in Range**
10% Very High
20% High
**60% In Range**
6% Low
4% Very Low

Time in Range change from the prior 3 days:
**+2**%

**Average Glucose:** The average of all the sensor readings in the selected date range.

**eA1C:** (Estimated A1C lab test result)**:** Approximates your A1C level based on your average glucose from at least 12 days of CGM data.

**Time in Range:** Shows the percentage of time that glucose levels are in Low, Target, and High Ranges. The following are recommended ranges from an international consensus:

- **Target Range:** 70-180 mg/dL
- **Very High:** Above 250 mg/dL
- **Very Low:** Below 54 mg/dL

These reports are updated hourly.

If you upload your receiver data into Clarity, you get similar reports there. Go to the Dexcom Clarity appendix for more information.

# 10 • Next Sensor Session

Each sensor session lasts up to 10 days, plus a 12-hour grace period at the end. The grace period gives you more time to replace your sensor so you can do it when it's convenient for you. The time left in the grace period shows on your screen. During the grace period, your sensor continues to work as it did during the sensor session.

You'll get alerts letting you know your sensor session or grace period will end soon. You can choose to wear the sensor until the grace period ends or end the session early.

To find out how much time you have left in your sensor session, go to **Connections > Sensor** in the app, or in the receiver, go to **Menu > Information > Sensor > Sensor Info**. When the sensor expires, the 12-hour grace period starts.
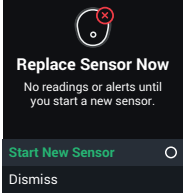
## Sensor transition

You must end the sensor session or grace period before you start a new sensor. You can end it two ways:

- Automatically, when the grace period ends (you'll get an alert letting you know)
- Manually, before the grace period ends
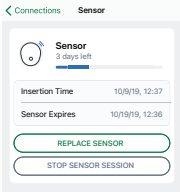
### Automatically: End sensor when grace period ends
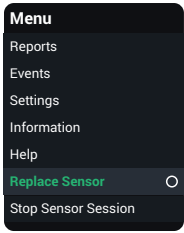
At the end of the grace period, you'll get the Start New Sensor Alert:

| App | Receiver | What it means |
| --- | --- | --- |
| **No Alerts** <br> + <br> **Start New Sensor** | **Replace Sensor Now** <br> No readings or alerts until you start a new sensor. <br> **Start New Sensor** ○ <br> Dismiss | Select **Start New Sensor** and follow instructions on the screen |

## Manually: End sensor before grace period ends

### *App*

| What you see | What it means |
| --- | --- |
| ‹ Connections  Sensor <br><br> **Sensor** <br> 3 days left <br><br> Insertion Time  10/9/19, 12:37 <br> Sensor Expires  10/19/19, 12:36 <br> REPLACE SENSOR <br> STOP SENSOR SESSION | To end your session early from the app, go to **Connections > Sensor** <br><br> Tap either: <br><br> • **Replace Sensor:** If you want to start a new sensor immediately <br> or <br> • **Stop Sensor Session:** If you want to stop this sensor without starting a new one <br><br> Then, follow the instructions on the app screens. |

*Receiver*

| What you see | What it means |
|---|---|
| **Menu**<br>Reports<br>Events<br>Settings<br>Information<br>Help<br>**Replace Sensor**   ○<br>Stop Sensor Session | To end your session early from the receiver, go to **Menu**.Go to either:<br><br>• **Replace Sensor:** If you want to start a new sensor immediately<br>  or<br>• **Stop Sensor Session:** If you want to stop this sensor without starting a new one<br><br>Then, follow the instructions on the receiver screens |

# Remove your sensor

After your sensor session ends, peel off the patch like a bandage. To make it easier and to avoid irritating your skin, try these tips:



• Loosen edge and soak patch in body oil, like baby oil or an adhesive remover for skin
• Use adhesive removal wipes for skin, rubbing exposed skin as you peel back the patch
• Try different pulling techniques:
    • Pull off the patch slowly, folding it over itself, in the same direction of hair growth
    • Stretch loosened edge, and push your fingers under the patch to pull it off skin

For more tips go to **dexcom.com/faqs**

Before inserting a new sensor, remove the old one. You can use only one sensor at a time with G7.

Throw out the used sensor following local guidelines.

# Remove old sensors from Bluetooth connections in phone (Optional)

Your phone saves each sensor as a new device in the Bluetooth connections list. To remove used sensors from your list of Bluetooth connections, follow these steps:

## *Apple*

1. Go to **Phone Settings > Bluetooth**

2. Find your used sensor in the list of devices

   Tips:

   - Bluetooth shows all sensors as Not Connected

   - All G7 Dexcom sensor names start with DXCM

3. Tap **i** to see details about the connection

4. Tap **Forget This Device**

## *Android*

1. Go to **Phone Settings > Connections > Bluetooth**

2. Find your used sensor in the list of paired devices

   Tip:

   - All G7 Dexcom sensor names start with DXCM

3. Tap **Settings ✿** to see details about the connection

4. Tap **Unpair**

## Current sensor

If you accidentally remove your current sensor, the app will automatically reconnect to it when it sends your next sensor reading.

### *Apple*

When you get the Bluetooth Pairing Request, tap **Pair**.

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# 11 • Troubleshooting

This section has brief instructions for the most common questions. They're listed in alphabetical order:

- Accuracy and calibration
- Adhesive patch
- App shuts off
- Can't hear alerts
- Common alerts
- Gap in trend graph
- Recharge receiver
- Travel with G7
- Water and G7
- X-ray, CT scan, or radiation therapy

For more troubleshooting information, see the frequently asked questions section on the Dexcom website (**dexcom.com/faqs**), or contact technical support.

## Accuracy and calibration

### Issue

Your BG meter gives you one number, if you test twice (using the same or a different BG meter) it gives you another number, and your G7 gives you a third. What do you do with all those numbers?

*Solution*

**The lab blood test**

The test your doctor does is considered a more accurate glucose number than any products you use at home. Both BG meters and G7 are compared to that doctor's test

to measure accuracy in clinical studies. They aren't compared to each other. Because of this, the sensor reading and BG meter value are unlikely to be exactly the same number, but they should be within a certain range. Compare the BG meter value and the sensor reading to see how closely the numbers match each other.

**When to use G7**

Use the following table to find out how your BG meter value compares to your sensor reading.

Follow these steps:

1. In the first column, find the BG meter value closest to yours.

2. In that row, check whether your sensor reading fits into the range in the second column.

- If it fits, treat using the number that best fits your symptoms, whether it's from your G7 or your BG meter.

- If it doesn't fit, don't treat with your G7. Use your BG meter value instead.

For example, if your BG meter value is 140 mg/dL (shown in orange in the following table) and your sensor reading is:

- 120 mg/dL, treat using either your G7 or your BG meter

- 110 mg/dL, treat using your BG meter

| BG Meter Value (mg/dL) | Sensor Reading (mg/dL) | BG Meter Value (mg/dL) | Sensor Reading (mg/dL) | BG Meter Value (mg/dL) | Sensor Reading (mg/dL) |
| --- | --- | --- | --- | --- | --- |
| 40 | 20 - 60 | 170 | 136 - 204 | 300 | 240 - 360 |
| 50 | 30 - 70 | 180 | 144 - 216 | 310 | 248 - 372 |
| 60 | 40 - 80 | 190 | 152 - 228 | 320 | 256 - 384 |
| 70 | 56 - 84 | 200 | 160 - 240 | 330 | 264 - 396 |
| 80 | 64 - 96 | 210 | 168 - 252 | 340 | 272 - 408 |
| 90 | 72 - 108 | 220 | 176 - 264 | 350 | 280 - 420 |
| 100 | 80 - 120 | 230 | 184 - 276 | 360 | 288 - 432 |
| 110 | 88 - 132 | 240 | 192 - 288 | 370 | 296 - 444 |
| 120 | 96 - 144 | 250 | 200 - 300 | 380 | 304 456 |
| 130 | 104 - 156 | 260 | 208 - 312 | 390 | 312 - 468 |
| 140 | 112 - 168 | 270 | 216 - 324 | 400 | 320 - 480 |
| 150 | 120 - 180 | 280 | 224 - 336 | | |
| 160 | 128 - 192 | 290 | 232 - 348 | | |

**Good fingerstick practices**

When using your BG meter, check for these things:

- **Good test strips:** Your test strips are stored as directed and not expired.
- **Cleanliness:** Your hands are clean for the fingerstick. Wash your hands thoroughly with soap and water (not hand sanitizer) and dry them. Then test. Many inaccurate BG meter values are from people not washing their hands thoroughly before testing.
- **Authorized materials:** Use BG meters and strips authorized for sale in your country. If needed, confirm with your healthcare provider.
- **Accurate BG meter:** Use accurate BG meters such as those that meet current ISO 15197 standards. If needed, confirm with your healthcare provider. If your BG meter seems inaccurate or unreliable, don't use it to calibrate and check your meter using your control solution.

Dexcom G7 User Guide

- **Consistent BG meter:** If you calibrate G7 using your BG meter, use the same meter throughout the sensor session.
- **Product instructions:** Follow BG meter instructions exactly.

There may be times when the numbers temporarily don't match, but are likely to become closer over time. For example:

- **Sensor's first day:** With newly inserted sensors, the differences between your BG meter value and the sensor reading may be greater. Generally, the numbers get closer over the first 24 hours.
- **Pressure on sensor:** Sometimes when something is pressing on your sensor, for example, if you're lying on it, it can affect your sensor readings. Relieve the pressure and the numbers should get closer.

To determine what to do, watch your sensor readings over several hours. If the sensor readings are always higher (or always lower) than your BG meter values, and always outside the range described above, consider using a different BG meter or calibrating G7 using your BG meter. Also consider calibrating your G7 using your BG meter if your G7 and BG meter numbers don't match, and your expectations or symptoms fit the BG meter value, not the sensor reading.

**Calibration**

Calibrating your G7 using your BG meter is optional. Use it to move your sensor reading closer to your BG meter value.

Your sensor readings come from different fluids than your BG meter values, so they won't usually match. Neither number is as accurate as the lab test your doctor does.

To get an accurate BG meter value, follow these steps:

1. Wash your hands with soap and water
2. Dry your hands
3. Take a fingerstick

If you want to calibrate your G7 using your BG meter, enter the BG meter value within 5 minutes.

Consider calibrating your G7 using your BG meter when the sensor reading is outside the range shown in the second column in the following table for several hours.

| BG Meter Value (mg/dL) | Sensor Reading (mg/dL) | BG Meter Value (mg/dL) | Sensor Reading (mg/dL) | BG Meter Value (mg/dL) | Sensor Reading (mg/dL) |
|---|---|---|---|---|---|
| 40 | 10 - 70 | 170 | 119 - 221 | 300 | 210 - 390 |
| 50 | 20 - 80 | 180 | 126 - 234 | 310 | 217 - 403 |
| 60 | 30 - 90 | 190 | 133 - 247 | 320 | 224 - 416 |
| 70 | 49 - 91 | 200 | 140 - 260 | 330 | 231 - 429 |
| 80 | 56 - 104 | 210 | 147 - 273 | 340 | 238 - 442 |
| 90 | 63 - 117 | 220 | 154 - 286 | 350 | 245 - 455 |
| 100 | 70 - 130 | 230 | 161 - 299 | 360 | 252 - 468 |
| 110 | 77 - 143 | 240 | 168 - 312 | 370 | 259 - 481 |
| 120 | 84 - 156 | 250 | 175 - 325 | 380 | 266 - 494 |
| 130 | 91 - 169 | 260 | 182 - 338 | 390 | 273 - 507 |
| 140 | 98 - 182 | 270 | 189 - 351 | 400 | 280 - 520 |
| 150 | 105 - 195 | 280 | 196 - 364 | | |
| 160 | 112 - 208 | 290 | 203 - 377 | | |

To calibrate your G7 using your BG meter (optional):

Dexcom G7 User Guide

| App | Receiver | Select **Use as Calibration** and follow onscreen instructions to enter the BG meter value as a calibration. |
|---|---|---|
| Cancel **Blood Glucose**<br><br>Entry Type<br>○ Log blood glucose<br>● Use as calibration<br><br>Blood Glucose<br>BG meter value      210 mg/dL<br>Date and time    Today, 9:41 PM ∨<br><br>Save | **Blood Glucose**<br>Log Blood Glucose<br>**Use as Calibration**    ○<br>More Info | |
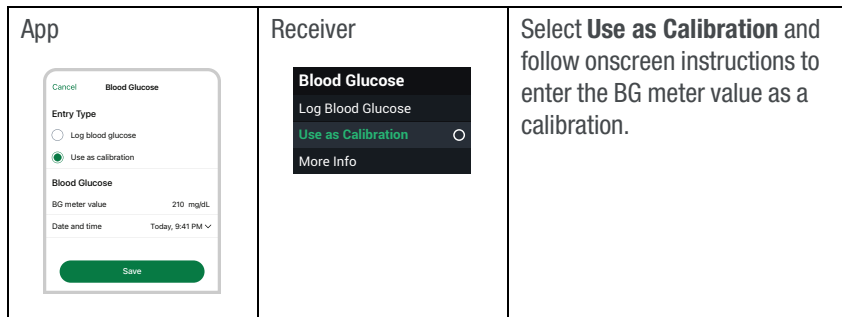
When you calibrate your G7 using your BG meter, remember:

- Calibrate in one display device, even if you use both the app and receiver. The sensor sends calibration information between them.
- Only calibrate with BG meter values from 40 mg/dL to 400 mg/dL.

# Adhesive patch

## Issue

The adhesive patch is peeling off your body.

### Solution

Follow the insertion instructions carefully. Extra care may help you keep your sensor on for the entire sensor session.

**Site preparation**

- **Site:** Sensor site should be flat, clean, and completely dry before you insert the sensor. There should be some fat under the skin at the sensor site.

- **Extra adhesive:** Put on additional adhesive over the patch before applying the overpatch. Let dry. For more recommendations, go to **dexcom.com/faqs** or in the app go to **Profile > Help > Find Answers**
- **Placement:** The patch stays on best when it isn't where your skin folds when you bend or near waistbands that could rub against it.
- **Avoid hair:** Apply the patch to areas without much hair. If needed, shave site with electric clippers.
- **Old adhesive:** Remove any adhesive residue from previous sensors. Consider using a body oil or adhesive remover for skin (such as Uni-solve, Detachol, or Tac Away).

**Patch care**

- The longer you keep it dry and sweat-free in the first 12 hours, the longer it may stick to your skin
- When it gets wet, gently pat it dry as soon as you can
- If it peels off your skin, trim the peeled parts and put on an overpatch or medical tape

## Issue

Skin irritation around sensor site.

### Solution

Some people are sensitive to the sensor adhesive. Extra care can help. Follow insertion instructions carefully. In addition to the site preparation tips above, consider these:

**Site preparation**

- **New site:** Don't use the same sensor site twice in a row.
- **Healthy skin:** Consider moisturizing skin between sensor sessions to avoid dry skin. Don't use moisturizer on the sensor site the day you insert the sensor.

If you have significant skin irritation (itching, burning and/or rashes at the site of the adhesive patch), contact your healthcare professional. Go to **dexcom.com/faqs** for more tips.

## Issue

Applicator won't come off skin.

### Solution

1. Gently peel off adhesive patch with applicator attached
2. Check insertion site to make sure the sensor isn't left in the skin
3. Don't reuse applicator
4. Contact technical support

## Issue

Removing sensor.

### Solution

Go to the Next Sensor Session chapter or **dexcom.com/faqs** for tips.

# Can't hear alerts

## Issue

You can't hear your alerts from your app.

### Solution

Check the Safety Information Check Settings section of the Safety Information chapter as well as the following:

- **Phone is on:** Verify that the app, Bluetooth, sound, and notifications are on, and the volume is loud enough for you to hear it. App is on when it's open and/or

running in the background. Swiping up on the app in preview closes it.

- **Phone settings:**
    - Fix any phone setting issues the app alerts you about
    - These phone features can prevent the app from working. The app can't alert you about these phone settings:
        - **Apple features include**: Screen Time and Low Power Mode
        - **Android features include:** Focus Mode, App Pause, and Battery Saver Mode
    - For recommended phone settings go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**
- **Phone operating system:** Automatic updates of the app or your device operating system can change settings or shut down the app. Update manually, and verify correct device settings afterward. Before upgrading your smart device or its operating system, check dexcom.com/compatibility.
- **Alert settings:** Make sure you use sounds that you can hear for each alert. For more information, go to the Alerts chapter.
- **Quiet Modes:** Make sure you aren't using Silence All or Vibrate. For more information, go to the Alerts chapter.
- **Second Alert Profile:** Check Schedule to make sure you're using the alert profile you expect. For more information, go to the Alerts chapter.
- **Phone speaker:** See your smart device product instructions to test the speaker.
- **Bluetooth speaker, earphones, etc.:** Verify you're getting your alerts where you want them.

## Issue: Can't hear or can't see receiver alerts

Your receiver doesn't make a sound when you get an alert.

### Solution

Here are some items to check if you can't hear alerts:

Dexcom G7 User Guide

- **Receiver is on:** Verify that the receiver is on
- **Alert sounds:**
  - Make sure you aren't using Silence All or Vibrate Only. For more information, go to the Alerts chapter.
  - Change your alert sounds to one you can hear easily. For more information, go to the Alerts chapter.
- **Test speakers**: Test your receiver speakers regularly by plugging in the receiver to charge and following the speaker test instructions on the screen, or go to **Menu > Information > Receiver > Speaker Test**

If you can't see alerts on your receiver in bright sunlight, try changing the screen brightness or moving to a shaded location.

# Common alerts

## Issue

**Brief Sensor Issue Alert:** Sensor is temporarily unable to measure glucose.

App

> **⚠ No Alerts**
>
> **Brief Sensor Issue**
>
> Do not remove sensor.
> Temporary issue.
> Wait up to 30 minutes.

Receiver

> **⚠**
> **Brief Sensor Issue**
>
> You won't get sensor readings or alerts.
> Please wait...
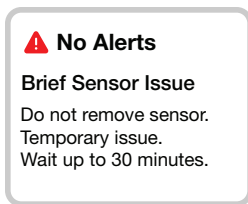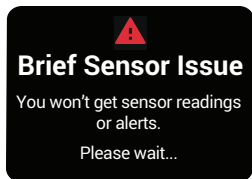
### Solution

Your sensor has a temporary issue. This issue often happens during the first day of a sensor session, but it can happen anytime. It usually fixes itself within 3 hours.

Don't remove sensor. Use BG meter for treatment decisions.

Check your sensor. Make sure:

- Patch isn't peeling off. For better adhesion, use overpatch or medical tape.

- Nothing is pressing on the sensor, like a waistband or seatbelt.

If Brief Sensor Issue continues for more than 3 hours, contact technical support.

## Issue

**Searching for sensor** (App) or **Pairing Your Sensor** (Receiver): Pairing is taking longer than expected.
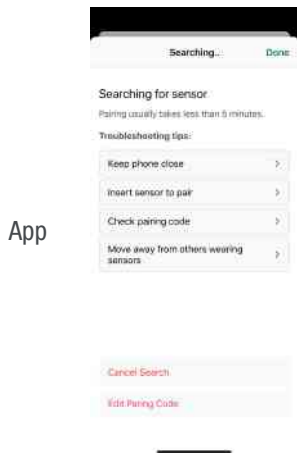
App



Receiver

**Pairing Your Sensor**

Pairing usually takes less than 5 minutes.

Troubleshooting tips:

**Keep receiver close**
Move your receiver within 20 feet of your sensor.

**Insert sensor to pair**
Make sure your sensor is inserted.

**Check pairing code**
You entered the pairing code

### *Solution*

If you get this alert, go to its Help screen for more information.

Pairing usually takes less than 5 minutes. If it takes longer, use these troubleshooting tips.

- **Keep display device close:** Always keep display device within 20 feet of sensor.

- **Insert sensor to pair:** Make sure your sensor is inserted. If it isn't, insert sensor now.

- **Check pairing code:** Check that pairing code you entered is the pairing code on the applicator. If it isn't, edit pairing code.

- **Move away from others wearing sensors:** To reduce potential interference, stay more than 20 feet from other sensors until pairing is complete. For pairing, you may have to go to a different area to get far enough away from other people wearing sensors.

- **Check display device:**
  - Sensor can be paired with only one medical device. If sensor is already paired with a pump, etc. unpair it to pair with receiver.

  - Sensor can be paired with only one smartphone.

  - Sensor can be paired with only one smart watch.

- **Keep app open:** Don't close the app by swiping it off during pairing.

## Issue

**Sensor Failed Alert**.

App

> ⚠ Sensor Failed
>
> ⚠ **No Alerts**
>
> **Remove Sensor Now**
> To remove sensor, peel off patch from the edge.

Receiver

> ⚠
>
> **Sensor Failed**
> Replace your sensor now.
>
> No sensor readings or alerts until you replace sensor.
>
> **Start New Sensor**        ○
>
> Dismiss
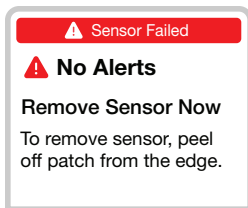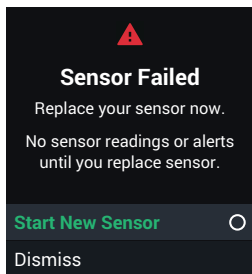
*Solution*

If you get this alert, go to its Help screen for more information.

You won't get sensor readings or alerts until you start a new sensor.

1. Remove Sensor Now
   Tip: Peel off patch from edge.
2. Insert New Sensor

## Issue

**Signal Loss Alert**: Display device temporarily stops getting sensor readings. This alert displays on your screen after a few minutes of not getting sensor readings. After about 20 minutes of not getting sensor readings, it sounds and displays.

App

⚠ **No Alerts**

**Signal Loss**
Always keep phone within 20 feet of sensor.
Wait up to 30 minutes.

Receiver

⚠
**Signal Loss**
You won't get sensor readings or alerts.

*Solution*

1. Make sure the display device and sensor are within 20 feet of each other without obstructions. If you're in or near water, move device closer than 20 feet.
2. Wait up to 30 minutes.
3. If not corrected, contact technical support.

You won't get alerts or sensor readings until fixed. Use your BG meter for treatment decisions.

When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

**App Only:**

To fix, try:

- Turning Bluetooth off and on in phone settings. Wait 10 minutes.
- Restarting phone and reopening app.

## Issue

**System Check Alert** (Receiver).



Receiver

⚠️
**System Check**
Error found
Code: xxxxx

You won't get sensor readings
or alerts.

Contact technical support.
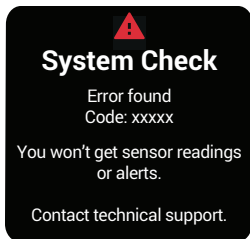
### Solution

Contact technical support. Give them the error code.

# Gap in trend graph

## Issue

When you aren't getting sensor readings, your trend graph may show a gap in the trend dots.

In the following example, you can see the gap where your current dot should be:

App
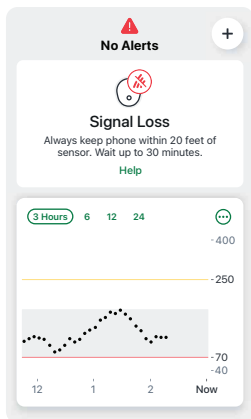
Receiver
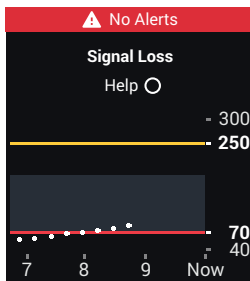
## Solution

When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

# Recharge receiver

## Issue

Receiver needs to be charged when:

- Battery icon shows low charge
- Receiver won't turn on

## Solution

Use Dexcom supplied charger and USB cable.

Full charge may take up to 3 hours.

# Travel with G7

## Issue

You want to use your G7 when going through security or flying.

### Solution

**TSA Security check point**

You can wear your G7 sensor when going through walk-through metal detectors and Advanced Imaging Technology (AIT) body scanners. Or you can ask for hand-wanding or a full-body pat-down and visual inspection. Ask for visual inspection of any part of the G7 in the baggage scanning machine.

Most security check points require you to temporarily give up your smartphone and receiver. When you are without a display device in a security check point area, use your BG meter for treatment decisions.

Prepare for airport security checks and screening procedures for your air travel. Review airport website and travel updates before your trip.

**On the plane**

To use your app orreceiver to get sensor glucose information while on the plane, follow these instructions.

- **App:** Switch phone to airplane mode, then turn Bluetooth on
- **Receiver:** Keep receiver on

Contact your airline for their policies. Always follow instructions from the airplane crew while on the plane.

**For more information**

Visit the TSA website at **tsa.gov**

# Water and G7

## Issue

You want to shower, swim, or bathe wearing your G7.

### Solution

Once inserted, the sensor is waterproof up to 8 feet. The receiver isn't. Swim, shower, take a bath with the sensor, but leave the receiver out of the water.

If you're in or near water, your display device may need to be closer than 20 feet to get sensor readings. If you're in water, you may not get sensor readings until you get out.

The patch stays on longer if kept dry. For details, go to the Adhesive Patch section in the Troubleshooting chapter.

# X-ray, CT scan, or radiation therapy

## Issue

You need an x-ray, CT scan, or radiation therapy while wearing the sensor.

### Solution

Discuss these safeguards with your healthcare provider:

- Avoid including the sensor in the scanned area during the procedure
- Cover the sensor with a lead apron

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# Appendix

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# A • Dexcom Clarity

Dexcom Clarity is an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. It can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those patterns.

Get reports on the web at **clarity.dexcom.com** and on the go using the Dexcom Clarity app. Just log in with your Dexcom information. When you also use the Dexcom CGM app, you automatically and continuously send your glucose data to your Dexcom Clarity account (internet connection required).

With a sharing code provided by your clinic, you can authorize your clinic to have continuous access to your data during visits or anytime you might need assistance.

If you only use the receiver, upload your data to Clarity at least once every six months.

To get started, either:

Share using Dexcom Clarity app:

1. Log into the Dexcom Clarity app with your Dexcom login
2. Tap **Profile > Authorize Sharing** and follow the instructions on the screen

Or share using the Dexcom Clarity website:

1. Log into the Dexcom Clarity online at **clarity.dexcom.com/share**
2. Follow the instructions on the screen

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# B • Taking Care of Your G7

## G7 maintenance

### Sensor

- Keep in box until ready for use
- Don't unscrew applicator cap until ready to insert sensor

### Receiver

- Keep battery charged. Only use Dexcom USB charging/download cable.
- When carrying the receiver in your purse or pocket consider using a screen protector that doesn't interfere with the information displayed. Protect it from metal items and pointed objects.
- Don't get sunscreen or insect repellent on it.
- Update the date/time on the receiver when needed.

Clean when dirty or at least once a month. Disinfect when needed to avoid cross-contamination.

#### *To clean*

1. Use one of these cleaners:

- Damp cloth with liquid hand soap and water
- Bleach wipes, such as Clorox Healthcare Bleach Germicidal Wipes
- Ammonium wipes, such as Super Sani-Cloth Germicidal Wipes

2. Wipe

Using moderate pressure, wipe the receiver all over, 3 times up-and-down and 3 times side-to-side, to remove all dirt or soil

3. Let air dry

*To disinfect*

1. Repeat cleaning instructions using a new bleach or ammonium wipe.

2. Wipe receiver until completely wet. Use wipe to keep receiver wet for 2 minutes.

3. Let air dry.

*Tips*

- Don't get water or other fluids inside the receiver through openings like the USB port
- Don't use anything abrasive on the receiver
- If the receiver has a screen protector, remove it before cleaning and disinfecting
- Using alcohol wipes to clean the receiver hasn't been tested

## All G7 components

- G7 components work together. Don't mix components from G6 or other generations.
- Don't use damaged components.

# Storage

Storing your G7 correctly helps prevent system failures.

## Sensor

- Keep in its sterile packaging until you're ready to use it
- Store at temperatures between 36°F and 86°F
- Store between 10% and 90% relative humidity

## Receiver

- Keep protected when not in use
- Fully charge the battery before storing for over 3 months

- Store at temperatures between 32°F and 104°F, but not in a freezer
- Store between 10% and 90% relative humidity

# System disposal

Different regions have different requirements for disposing of electronics (receiver and sensor) and parts that have come in contact with blood or other bodily fluids (applicator and sensor). Follow your area's local requirements.

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# C • Professional Use Instructions

This section is for healthcare providers.

## Introduction

G7 supports multi-patient use. You just:

- Prepare G7 for your patient
- Explain G7 to the patient
- Set up G7 with the patient
- Follow up with the patient to share insights on their glucose trends, patterns, and statistics

This helps both of you manage their diabetes better. The following sections go through each step and give you resources to share with your patients as you guide them through a sensor session.

## Prepare G7 for patient

Professional Use G7 patients:

- Must carry their receiver so it records their data for later analysis
- Get alerts

Go to **clarity.dexcom.com** for instructions for resetting the receiver and more (may not be available in all regions).

Follow the instructions between patients to prepare the receiver:

**Step 1: Charge and reset**

- Charge receiver
- Reset:

- Resetting the receiver removes the previous patient's data. To ensure patient privacy, reset the receiver after each use.

**Step 2: Clean and disinfect**

- Go to the Maintenance section of the Taking Care of Your G7 appendix

# Explain G7 to patient

This table shows what to explain to your patients and where you can find patient-centered information to help them understand.

| Explain | Show |
|---------|------|
| G7 Basics | See *Start Here* guides |
| G7 Components | See *Start Here* guides |
| How to Charge Receiver | Tell the patient how to charge the receiver and give them the charger, USB cable, and power adapter (if necessary) |

# Set up G7 with patient

With your patient, follow the setup instructions in *Start Here* to set up the app or receiver.

You'll need the pairing code. Find it on the applicator:

While setting up G7 with your patient, you will create a personalized glucose zone by setting Low and High Alerts appropriate for their A1C.

During sensor warmup, use the table below to explain how to interpret the information on G7.

| Explain | Show |
|---|---|
| Introduce display screens | Display Device Screens chapter |
| What are alerts | Alerts chapter |
| Managing diabetes with G7 | Treatment Decisions chapter |
| Dexcom Clarity app | Let your patients who use the app know about Clarity's trends, statistics, and patterns. See appendix on Clarity and **clarity.dexcom.com** for more information.<br><br>Have patients download the Clarity app, and enter the sharing authorization code provided by your clinic. |

## Check patient reports in Clarity

For patients using the app, at any time during the sensor session, you can go to **clarity.dexcom.com** to see their glucose data. For patients using only the receiver, that data is available after they return the receiver and you upload the data at **clarity.dexcom.com**.

# End of sensor session

At the end of the sensor session, remove G7 from the patient. Go to the Remove Your Sensor section of the Next Sensor Session chapter for more information.

# Next steps

Your patient may want to have their own G7. It's available for personal use. Direct them to **dexcom.com** for more information.

After cleaning, disinfecting, and resetting the receiver, you're ready to use G7 on another patient and introduce them to its benefits.

# D • Warranty

## Dexcom receiver limited warranty

### What is covered and for how long?

Dexcom, Inc. or its local Dexcom affiliate ("Dexcom") provides a limited warranty to the individual end user ("you" or "User") that the Dexcom receiver (the "receiver") is free from defects in material and workmanship under normal use ("limited warranty") for the period commencing on the date of original purchase and expiring one (1) year thereafter, provided it is not modified, altered, or misused.

Note: If you received this receiver as a replacement for an in-limited-warranty receiver, the limited warranty for the replacement receiver shall continue for the remaining limited warranty period on the original receiver, but the replacement is not subject to any other warranty.

### System modifications are not permitted and void all warranties

This limited warranty is based on User properly using the continuous glucose monitoring system in accordance with the documentation provided by Dexcom. You are not permitted to use the continuous glucose monitoring system otherwise. Misusing the continuous glucose monitoring system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your continuous glucose monitoring system or cell phone, and taking other unauthorized actions may put you at risk, cause the continuous glucose monitoring system to malfunction, are not permitted, and void your limited warranty.

Dexcom G7 User Guide

*This limited warranty does not cover:*

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the SN number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- Malfunctions resulting from the use of the receiver in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the CGM system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes your cell phone or smart device and your connection to the Internet.
- A receiver that has been taken apart physically or has had any of its software accessed in any unauthorized manner.
- Water damage to the receiver. Although the receiver is designed to withstand splashing, you should avoid getting the receiver wet.

## Dexcom's obligations under the limited warranty

During the limited warranty period, Dexcom will replace, without charge to User, any defective receiver.

To obtain assistance regarding a defective receiver, contact technical support.

## Limits on Dexcom's limited warranty and liability obligations

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

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

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G7 or any feature or service provided by Dexcom for use with the Dexcom G7.

These limits on Dexcom's warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this limited warranty and the limited remedy provided by Dexcom.

This limited warranty is only provided to the individual end user and cannot be transferred to anyone else, and it states User's exclusive remedy.

If any portion of this limited warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this limited warranty. This limited warranty does not change or limit your rights under any warranty the User has from a seller or under mandatory applicable law.

## Dexcom sensor limited warranty

To the extent allowed by law, the Dexcom G7 sensor is provided to you without any warranty by Dexcom. Dexcom hereby disclaims all warranties (express, implied, and statutory) with respect to the sensor, including, but not limited to, the implied

warranties of merchantability and fitness for a particular purpose. There are no warranties which extend beyond the description on the face hereof.

# E • Terms of Use and Open Source Software Code

## Terms of use

I have read and agree to the Dexcom Terms of Use and the included provisions for binding individual arbitration, as well as the Privacy Policy, including what personal information Dexcom collects from me and how Dexcom uses my personal information.

## Open source software code

This product may include open source software code. Third Party notices, terms, and conditions pertaining to third party software included in this product can be found at dexcom.com/notices.

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# F • Technical Information

## Device performance summary

Dexcom assessed device performance in a clinical study with 95 participants. The adult (18 years and older) and pediatric (2 to 17 years old) participants all had type 1 or type 2 diabetes.

Participants wore G7 devices for up to 10.5 days on both their arm and abdomen. Pediatrics aged 2 to 6 may have worn a device on their upper buttocks instead of their arm or abdomen.

Each participant attended up to three clinical sessions during the beginning, middle, or end of the 10.5 day wear period to have their blood glucose measured every 15 minutes with a laboratory reference method, the Yellow Springs Instrument 2300 STAT Plus™ Glucose Analyzer (or a blood glucose meter for pediatrics aged 2 to 6). The G7 device was compared to the laboratory reference method to evaluate accuracy in participants aged 7 years and older.

### Accuracy

The accuracy of the G7 sensor is shown in the table below.

On average, the sensor may read 9.5% lower or higher than your reference blood glucose. For example, if your blood glucose was 270 mg/dL, the sensor may read 25 mg/dL lower or higher.

Dexcom G7 User Guide

| Performance Metrics* | Result | Notes |
|---|---|---|
| Overall Accuracy | 9.5% | % average absolute difference versus reference glucose across the range of glucose levels, 40-400 mg/dL.

Lower number is better. |
| Clinical Accuracy | 93.5% (99.9%) | % of readings in Consensus Error Grid Zone A (% CEG Zone A+B)

Glucose readings in Zone A are expected to result in treatment decisions considered clinically accurate, while readings in Zone B are thought to pose minimal risk.

Higher numbers are better. |

*Reference is YSI (Yellow Springs Laboratory Instrument)

## Insertion comfort

Participants reported on a questionnaire that 95% of sensor insertions felt painless (mild, no pain).

## Product specifications

**Use electrical equipment as directed:**

Use of accessories, cables, adapters, and chargers other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 inches to any part of the G7 CGM system including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation.

Sensor and Receiver Product Specifications

| Model | G7 Sensor | Dexcom Receiver |
|-------|-----------|-----------------|
| **Glucose Range** | 39.6–399.6 mg/dL | N/A |
| **Useful Life** | Up to 10 days | 3 years for typical use |
| **Sterilization** | Ethylene Oxide gas | N/A |
| **Memory Storage** | 10 days of glucose data | 180 days of glucose data |
| **Power Source** | Internally/battery powered | Internally/battery powered, rechargeable; AC mains powered |

| Model | G7 Sensor | Dexcom Receiver |
|---|---|---|
| **Battery Longevity (Typical)** | Sufficient to support 10 day wear period | 7 days |
| **Battery Charging Time** | Non-rechargeable | Approximately 3 hours |
| **Operational Temperature** | Temperature: 50°F–107.6°F | Temperature: 32°F–104°F |
| **Operating and Storage Humidity** | Humidity: 10%–90% RH | Humidity: 10%–90% RH |
| **Storage Temperature** | Temperature: 35.6°F–86°F<br><br>Store sensors in a cool, dry place | Temperature: 32°F–104°F |
| **Operating and Storage Altitude** | -1,253 feet to 16,406 feet | -1,253 feet to 16,406 feet |
| **Ingress Protection** | IP58: Protected from ingress of dust; Protected from submersion in the water up to depth of 8 feet for 24 hours | IP54: Protected from ingress of dust; Protected from splashing water in any direction |
| **Applied Part** | Type BF applied part | No applied parts |
| **Alert Audible Output** | N/A | 50dBA at 3 feet |

| Model | G7 Sensor | Dexcom Receiver |
|---|---|---|
| **TX/RX Frequencies** | 2.402–2.480 GHz | |
| **Bandwidth** | 1.07 MHz | 1.39 MHz |
| **Maximum Output Power** | 1.0 mW EIRP | 2.4 mW EIRP |
| **Modulation** | Gaussian Frequency-Shift Keying | |
| **Data Rate** | 1 Mbps | |
| **Data Communication Range** | 20 feet | |

The maximum surface temperature of Applied part = 109.4°F.

## Essential Performance

The G7 CGM system measures patients glucose sensor readings with specified accuracy under the stated operating conditions. The Essential Performance of the G7 CGM system also includes reporting the corresponding measured glucose sensor readings and alerts on the display device.

## Quality of Service summary

Quality of Service for the G7 System wireless communication using Bluetooth Low Energy is assured within the effective range of 20 feet, unobstructed, between the G7 transmitter and paired display device at regular 5-minute intervals. If connection is lost between the transmitter and display device, upon re-connection any missed

packets (up to 24 hours) will be transmitted from the transmitter to the display device. The G7 CGM System is designed to only accept radio frequency (RF) communications from recognized and paired display devices.

## Security measures

The G7 System is designed to transmit data between the transmitter and designated display devices in accordance to the industry standard BLE protocols. It will not accept radio frequency (RF) communications using any other protocol, including Bluetooth classic communication protocols.

In addition to the security provided by the BLE connection, communication between the G7 transmitter, G7 receiver, and mobile applications is protected by additional levels of security and safety mitigations using an encrypted and proprietary data format. This format embeds various industry standard encryption protocols and methods to protect data, verify data integrity, and to detect and prevent data tampering.

Unless disabled, the G7 mobile application regularly communicates with Dexcom Servers. Both the G7 mobile application and communication between the G7 applications and Dexcom Servers are protected by a number of mechanisms, designed to safeguard against data corruption. All such communication takes place exclusively over an encrypted data path.

**USB Charging/Download Cable* Specifications**

| **Input/Output** | 5 V DC, 1A |
| --- | --- |
| **Type** | USB A to USB micro B |
| **Length** | 3 feet |

**Power Supply/Charger Specifications**

| Class | II |
|---|---|
| Input | AC Input 100–240 Vac, 50/60Hz, 0.2A, 0.2A rms at 100 Vac |
| DC Output | 5V DC, 1A (5.0 Watts) |

## Electromagnetic immunity and emissions declaration and guidance

The transmitter and receiver are intended for use in the electromagnetic environment specified in the next table. The customer or the user of the transmitter should ensure that it is used in such an environment.

| Immunity Test | Transmitter Compliance Level | Receiver Compliance Level |
|---|---|---|
| **Electrostatic Discharge (ESD)** <br><br>**IEC 61000-4-2** | ± 8 kV Contact <br> ± 15 kV Air | |
| Magnetic Field (50Hz) <br><br> IEC 61000-4-8 | 30 A/m | |
| **Electrical Fast Transient/Burst** <br><br>**IEC 61000-4-4** | N/A | ± 2 kV for power supply lines |

| Immunity Test | Transmitter Compliance Level | Receiver Compliance Level |
|---|---|---|
| **Surge**<br><br>**IEC 61000-4-5** | N/A | ± 0.5 kV, ± 1 kV line(s) to line(s) |
| **Voltage Dips and Interruptions**<br><br>**IEC 61000-4-11**<br><br>**IEC 60601-1-11** | N/A | 0% 230V for 1 cycle<br><br>0% 230V for 0.5 cycle at 8 phase angles<br><br>70% 230V (30% dip in 230V) for 25 cycles<br><br>0% 230V for 250 cycles |
| **Conducted Fields Disturbance**<br><br>**IEC 61000-4-6** | N/A | 6 Vrms<br><br>150 kHz to 80 MHz |
| **Radiated Fields Disturbance**<br><br>**IEC 61000-4-3** | 10 V/m<br>at 80 MHz to 2700 MHz (AM Modulation) | |
| **Radiated and Conducted Fields**<br><br>**Aircraft use** | Meets RTCA /DO-160 edition G Section 20 Category T | |

**Recommended separation distance between G7 system and following household RF wireless communication transmitters**

| RF Transmitter | Service | Freqency Band (MHz) | Recommended Separation (meters) (inches) | |
|---|---|---|---|---|
| Trunked Radio, Emergency Communication | TETRA 400 | 380-390 | 0.3 | 12 |
| Hand-Held Radio Communication | GMRS 460; FRS 460 | 430-470 | 0.3 | 12 |
| Cellphone | LTE(4G) Band 13, 17 | 700-790 | 0.3 | 12 |
| Cellphone | GSM 800/900; CDMA 850; LTE(4G) Band 5, 8, 20 | 800-960 | 0.3 | 12 |
| Mobile Communication | iDEN 820 | 800-960 | 0.3 | 12 |

| RF Transmitter | Service | Freqency Band (MHz) | Recommended Separation (meters) (inches) | |
|---|---|---|---|---|
| Trunked Radio, Emergency Communication | TETRA 800 | 800-960 | 0.3 | 12 |
| Cellphone | GSM 1800; CDMA 1900; GSM 1900; DECT; LTE(4G) Band 1, 3, 4, 25; UMTS | 1700-2100 | 0.3 | 12 |
| Cellphone | LTE(4G) Band 7 | 2400-2600 | 0.3 | 12 |
| Bluetooth WiFi, RFID | Bluetooth RFID 2450 | 2400-2600 | 0.3 | 12 |
| WLAN | N/A | 3600 | 0.3 | 12 |
| WLAN | N/A | 750-950 | 0.3 | 12 |
| WLAN | N/A | 4900-5600 | 0.3 | 12 |
| WLAN-WiFi | 802.11 b/g/n | 2400 | 0.3 | 12 |
| WLAN-Wifi | 802.11 a/n/**ac/ax** | 5700 | 0.3 | 12 |

| RF Transmitter | Service | Freqency Band (MHz) | Recommended Separation (meters) (inches) | |
|---|---|---|---|---|
| Cordless Household | N/A | 2400 | 0.3 | 12 |
| Cordless Household | N/A | 5700 | 0.3 | 12 |
| Cellphone | NR(5G) | 450-6000 | 0.3 | 12 |
| Cellphone | NR(5G) | 25000-60000 | 0.3 | 12 |

Electromagnetic interference can still occur in the home health care environment as control over the EMC environment cannot be guaranteed. An interference event can be recognized by gaps in sensor readings or gross inaccuracies. The user is encouraged to try to mitigate these effects by one of the following measures:

- If your symptoms do not match your sensor readings, use your BG meter when making treatment decisions. If sensor readings do not consistently match your symptoms or BG meter values, then talk to your healthcare professional about how you should be using the Dexcom G7 to help manage your diabetes. Your healthcare professional can help you decide how you should best use this device.
- If display device misses 20 minutes of sensor glucose data (4 sensor readings), the Signal Loss error displays. To resolve, follow instructions on the alert screen.
- If receiver shows the loading screen unexpectedly and does not display the trend screen within 3 minutes, contact technical support. For more information, see instructions on the alert screen.

**Electromagnetic Emissions Specifications**

| Emission Test | Compliance |
|---|---|
| **Radio frequency Emissions**<br><br>**CISPR 11** | Group 1, Class B |
| **Radio Frequency Emissions**<br><br>**Aircraft Use** | Meets FAA RTCA /DO-160 edition G Section 21, Category M for in-cabin use as per FAA circular AC 91-21-1D Use of Portable Electronic devices aboard Aircraft. |

# Radio regulations compliance

## FCC information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

# G • Packaging Symbols

Symbols are on the G7 packaging. They show proper and safe use of the G7. For symbol descriptions, see the table below.

Some of these symbols may not have meaning in your region and are listed for informational purposes only. Below is a list of each symbol and its meaning:

| Symbol | Definition |
|--------|------------|
| **REF** | Catalogue Number |
| **LOT** | Lot/Batch Code |
| **SN** | Serial Number |
| | Date of Manufacture |
| | Manufacturer |
| | Country of Manufacture |
| | Do Not Use If Package is Damaged |

| | |
|---|---|
| ☂ | Keep Dry |
| ☀ | Keep Away from Heat |
| 🌡 | Temperature Limit |
| % | Humidity Limitation |
| ⧗ | Use By Date |
| ② | Do Not Reuse |
| **STERILE EO** | Sterilized Using Ethylene Oxide |
| 📖 | Consult Instructions for Use |
| ⚠ | Caution |
| ⌧ | Waste Electrical and Electronic Equipment (WEEE) – Follow local requirements for proper disposal |

| Symbol | Description |
|---|---|
| **MD** | Medical Device |
| (MR) | MR (Magnetic Resonance) Unsafe |
| 🧍 | Type BF Applied Part |
| ⌂ | For Indoor Use Only |
| **IPXX** | IPXX Degree of Ingress Protection |
| ▫ | Class II Equipment |
| →⊘ | Input |
| ∿ | Alternating Current |
| ⎓ | Direct Current |
| ✳ | Bluetooth is on; device pairing is enabled |
| **Rx Only** | Prescription Use Only |

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# H • Index