



## Getting Started Guide

*for Dexcom G5® Mobile Continuous  
Glucose Monitoring (CGM) System*





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# Section 1: Welcome

Congratulations on making the Dexcom G5® Mobile Continuous Glucose Monitoring (CGM) System part of your life!

The Dexcom G5 Mobile CGM System (Dexcom G5) allows you to see real-time continuous glucose readings every five minutes for up to seven days. These readings can help you find trends and patterns in your glucose levels, allowing you to see where your glucose levels have been, which direction they are headed, and how fast they are rising or falling.

## 1.1 Training Options

Knowing about the Dexcom G5 is your first step in creating a successful CGM experience. Before using it, learn about it.

You can train on the Dexcom G5 in the following ways:

- Self train with the Dexcom G5 Mobile Tutorial
- Train with our Dexcom Care Team: **1-877-339-2664**, Monday through Friday, 6 am to 5 pm PST
- Train with your healthcare professional using this Getting Started Guide

Before you begin and anytime you have questions, review the Dexcom G5 Mobile CGM User Guide (user guide). Your options to get the full user guide:

- Download as an eBook or view/print in a .pdf format  
**[dexcom.com/guides](http://dexcom.com/guides)**
- Online request form to receive a free printed copy  
**[dexcom.com/guides](http://dexcom.com/guides)**
- Request a free copy by mail  
**Using the business reply card found in the back of this guide**
- Request a free copy by phone  
**1-888-738-3646 ext. 4300**

## Section 2: Indications for Use and Safety Statement

### Indications for Use

The Dexcom G5 Mobile Continuous Glucose Monitoring System (Dexcom G5) is a glucose monitoring system indicated for the management of diabetes in persons age 2 years and older. The Dexcom G5 is designed to replace fingerstick blood glucose testing for diabetes treatment decisions.

Interpretation of the Dexcom G5 results should be based on the glucose trends and several sequential readings over time. The Dexcom G5 also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating both acute and long-term therapy adjustments.

The Dexcom G5 is intended for single patient use and requires a prescription.

### Important User Information

Failure to use the Dexcom G5 and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from your Dexcom G5 do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions. Seek medical attention when appropriate.

Please review the product instructions before using the Dexcom G5. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G5. Discuss with your healthcare professional how you should use the information displayed on the Dexcom G5 to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G5 and on the performance characteristics of the system.

### Contraindications



**MRI/CT/ Diathermy**

Remove the Dexcom G5 sensor, transmitter, and receiver before Magnetic

Resonance Imaging (MRI), Computed Tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.

The Dexcom G5 has not been tested during MRI or CT scans or with diathermy treatment. The magnetic fields and heat could damage the components of the Dexcom G5, which may cause it to display inaccurate blood glucose readings or may prevent alerts.

## Medications

Taking medications with acetaminophen while wearing the Dexcom G5 may inaccurately raise the glucose readings generated by the Dexcom G5. The level of inaccuracy depends on the amount of acetaminophen active in your body and is different for each person. Do not rely on continuous glucose monitoring (CGM) data produced by the Dexcom G5 if you have recently taken acetaminophen.

## Warnings

### Sensor Fractures

Do not ignore sensor fractures. Sensors may fracture or detach from the sensor pod on rare occasions. If a sensor breaks and no portion of it is visible above the skin, do not attempt to remove it. Seek professional medical help if you have symptoms of infection or inflammation—redness, swelling or pain—at the insertion site. If you experience a broken sensor, please report this to our Technical Support department at 1.877.339.2664 (toll free) or 1.858.200.0200.

### Do Not Use Damaged Goods

If the Dexcom G5 Receiver or Dexcom G5 Transmitter is damaged or cracked, do not use it. This could create an electrical safety hazard causing possible electrical shocks resulting in injury. In addition, a damaged or cracked Dexcom G5 Receiver or Dexcom G5 Transmitter may cause the Dexcom G5 System not to function properly.

### Choking

Do not allow young children to hold the sensor or transmitter without adult supervision. The sensor and transmitter include small parts that may pose a choking hazard.

*The following warnings may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:*

## **Review Training Materials**

Thoroughly review the training materials included with your Dexcom G5 before use. Incorrect use of the Dexcom G5 could lead you to misunderstand information produced by the system or might affect the system's performance.

## **Diabetes Treatment Decisions**

If your Dexcom G5 does not display a sensor glucose reading and an arrow, or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.

## **Do Not Ignore Low/High Symptoms**

Do not ignore symptoms of low or high glucose. If your glucose alerts and readings do not match your symptoms or expectations, you should obtain a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions or seek immediate medical attention.

## **Who Should Not Use**

The Dexcom G5 was not evaluated or approved for the following persons:

- Pregnant women
- Persons on dialysis

Do not use the Dexcom G5 Mobile CGM System in critically ill patients. It is not known how different conditions or medications common to the critically ill population may affect performance of the system. Sensor glucose readings may be inaccurate in critically ill patients.

The Dexcom G5's accuracy has not been tested in people within these groups and the system's glucose readings may be inaccurate.

## **Calibrate on Schedule**

Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration.

## **Placement**

Do not insert the sensor component of the Dexcom G5 in a site other than the



belly/abdomen (ages 2 years and older) or the upper buttocks (ages 2 to 17 years). The placement and insertion of the sensor component of the Dexcom G5 is not approved for other sites. If placed in other areas, the Dexcom G5 may not function properly.

### **Initial Calibration: Data/Alarm/Alert**

Do not expect sensor glucose readings or alarms/alerts from the Dexcom G5 until after the 2-hour startup. The Dexcom G5 will NOT provide any sensor glucose readings or alarms/alerts until after the 2-hour startup ends AND you complete the startup calibration. Use fingerstick glucose values from your blood glucose meter during the 2-hour startup.

### **Sensor Storage**

Store the sensor at temperatures between 36°F-77°F for the length of the sensor's shelf life. You may store the sensor in the refrigerator if it is within this temperature range. The sensor should not be stored in the freezer.

Storing the sensor improperly might cause the sensor glucose readings to be inaccurate.

### **Smart Device Settings**

Your smart device's internal settings override any Dexcom G5 Mobile App setting. In addition, accessory devices (like a smart watch or other wearable smart devices) might override your smart device's Alarm, Alert, and notification settings.

To receive Alarm or Alerts you must:

1. Make sure the notifications for the Dexcom G5 Mobile App are turned on in the setting's menu of your smart device.
2. Check that the Dexcom G5 Mobile App hasn't been shut down by your smart device.
3. Turn on *Bluetooth* on your smart device.
4. Turn off the Do Not Disturb feature on your smart device (if available).
5. Restart the Dexcom G5 Mobile App after your smart device is restarted.
6. Set the volume on your smart device at a level you can hear.
7. Always run the app in the background; do not close the Dexcom G5 Mobile App.
8. Make sure accessory devices do not override your smart device settings.

If the settings on your smart device are incorrect, your Dexcom G5 may not function properly.

The Dexcom G5 Alarm/Alert vibrations are not any different from other vibrating apps on your smart device. Medical device apps, like the Dexcom G5 Mobile App, do not have any special priorities over your smart device's features. You cannot determine if a vibration is a notification from your Dexcom G5 Mobile App or another app. The only way to know is to look at the screen.

### **Missed an Alarm or Alert?**

An Alarm or Alert from the Dexcom G5 Mobile App cannot be heard through your smart device's speakers if headphones are plugged in.

Make sure you unplug your headphones when you are done using them, otherwise you might not hear an Alarm or Alert from the Dexcom G5.

## **Precautions**

### **Sensor Package**

Do not use the Dexcom G5 Sensor if its sterile package has been damaged or opened. Using a non-sterile sensor might cause infection.

### **Clean and Dry Before Using**

Do not open the sensor package until you have washed your hands with soap and water, and let them dry. You may contaminate the insertion site and suffer an infection if you have dirty hands while inserting the sensor.

Do not insert the sensor until you have cleaned the skin near the insertion site with a topical antimicrobial solution, such as isopropyl alcohol, and allowed the skin to dry. Inserting into unclean skin might lead to infection. Do not insert the sensor until the cleaned area is dry so the sensor adhesive will stick better.

### **Reusable: Don't Throw Away**

Do not discard your transmitter. It is reusable. The same transmitter is used for each session until you have reached the end of the transmitter's battery life.

*The following precautions may result in the consequence of missing severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) or making a treatment decision that results in injury:*

## **Be Accurate, Be Quick**

To calibrate the system, enter the exact blood glucose value displayed on your blood glucose meter within five minutes of a carefully performed fingerstick glucose measurement.

Do not enter the Dexcom G5's sensor glucose readings for calibration. Entering incorrect blood glucose values, blood glucose values obtained more than 5 minutes before entry, or sensor glucose readings might affect sensor performance.

## **Treatment Decisions**

Make diabetes treatment decisions based on the combination of the sensor glucose reading, trend arrow, and/or actionable alerts generated by the Dexcom G5.

## **Expiration Date**

Do not use Dexcom G5 Sensors that are beyond their expiration date. Before inserting a sensor, confirm the expiration date that is listed on the package label in the following format: YYYY-MM-DD.

Do not use sensors that are beyond their expiration date because the sensor glucose readings might not be accurate.

## **Sensor Placement**

Avoid using the same spot repeatedly for sensor insertion. Rotate your sensor placement sites, and do not use the same site for two sensor sessions in a row. Using the same site might cause scarring or skin irritation.

Avoid inserting the sensor in areas that are likely to be bumped, pushed, or compressed or areas of skin with scarring, tattoos, or irritation as these are not ideal sites to measure glucose. Insertion in these areas might affect sensor accuracy.

Avoid injecting insulin or placing an insulin pump infusion set within three inches of the sensor. The insulin might affect sensor performance.

## **Use Correct Transmitter, Receiver, and Sensor**

Different generations of Dexcom continuous glucose monitoring system transmitters and receivers are not interchangeable with each other.

The Dexcom G5's transmitter and receiver are not compatible with the Dexcom G4 PLATINUM CGM System's transmitter and receiver. The Dexcom G5 will not work if you mix the transmitter and receiver from different generations. You can use a Dexcom G4 PLATINUM Sensor with the Dexcom G5 System. Before using the sensor, make sure the sensor label says "Dexcom G5 Mobile/G4 PLATINUM Sensor" or "Dexcom G4 PLATINUM Sensor."

## **Communication Range**

Avoid separating the transmitter and receiver by more than 20 feet. The transmission range from the transmitter to the receiver is up to 20 feet without obstruction. Wireless communication does not work well through water so the range is much less if you are in a pool, shower, etc.

Types of obstruction differ and have not been tested. If your transmitter and receiver are farther than 20 feet apart or are separated by an obstruction, they might not communicate or the communication distance may be shorter.

## **Setting Alarm/Alert Notifications**

When using both a receiver and a smart device with your Dexcom G5, you must set your settings separately in each. If you set up one device and then use another, you might not get an Alarm or Alert.

Using an accessory device (like a smart watch) might override your smart device sounds. Alarms or Alerts might vibrate or be heard on the accessory instead of your smart device. After connecting any accessories, make sure that the smart device settings allow you to continue receiving Alarms or Alerts on the smart device.

## **Is it On?**

If the receiver or smart device is turned off (Shut Down), it will not display sensor data, information, Alarm or Alerts generated by the Dexcom G5. Make sure the Display Devices are turned on; otherwise you won't get sensor glucose readings or Alarm or Alerts.

## **Keep Receiver Dry**

Keep the USB port cover on the receiver closed whenever the USB cable is not attached. Do not submerge the receiver in water.

If water gets into the USB port, the receiver could become damaged and stop displaying readings or providing alerts.

## **No Alternative Site Testing**

Do not use alternative blood glucose site testing (blood from your palm or forearm, etc.) for calibration. Alternative site blood glucose values may be different than those taken from a fingerstick blood glucose value and may not represent the timeliest blood glucose value. Use a blood glucose value taken only from a fingerstick for calibration. Using alternative site blood glucose values for calibration might affect the Dexcom G5's accuracy.

## **When Not To Calibrate**

Do not calibrate if your blood glucose is changing at a significant rate, typically more than 2 mg/dL per minute. Do not calibrate when your receiver screen is showing the rising or falling single arrow or double arrow, which indicates that your blood glucose is rapidly rising or falling. Calibrating during rapid rise or fall of blood glucose may affect sensor accuracy.

## **Don't Share Your Transmitter**

Do not share your transmitter with another person or use a transmitter from another person. The Dexcom G5 is a prescription-only medical device and is meant, or indicated, for individual use only.

The transmitter is tied to the sensor glucose readings. If the transmitter is used by more than one person, the glucose readings, alerts, and reports may be wrong.

## **Caution**

U.S. law restricts the sale of the Dexcom G5 to sale by or on order of a physician.

## Section 3: Risks and Benefits

### 3.1 Risks

There are some risks with using real-time CGM.

#### Not Receiving Alarm/Alerts

If you aren't getting your CGM Alarm/Alerts, you run the risk of not knowing you are having a severe low or high glucose.

Some hardware issues preventing Alarm/Alerts:

- Alert function is turned off
- Transmitter and display device is out of range
- Receiver or smart device isn't showing sensor glucose readings. For example, when there are data gaps due to being out of range or “???”
- Receiver or smart device battery is dead
- Unable to hear Alarm/Alerts or feel vibration
- App not running in the background
- On Apple devices, Signal Loss Alert won't be heard if device is silenced or in Do Not Disturb

#### Using CGM for Treatment Decisions

If you are taking acetaminophen, your sensor glucose readings may be falsely high causing you to potentially miss a low glucose or treat a high glucose with insulin. Do not make any treatment decision based on your CGM when acetaminophen is active in your body.

In order to use CGM for your treatment decisions, you must calibrate a minimum of once every 12 hours to help keep your CGM system accurate. If you do not calibrate at this minimum frequency and make treatment decisions based on your CGM, you could not be getting the most accurate information and miss a high or low glucose.

In order to use CGM for your treatment decisions, you must have:

1. Sensor glucose reading
2. Trend Arrow

If you have symptoms of low or high glucose, but your CGM is not showing high or low glucose sensor readings, take a fingerstick blood glucose measurement with your BG meter. If you are a caregiver of someone using the G5 Mobile, watch how they act. If their symptoms don't match the CGM, take a fingerstick BG measurement.

Your BG meter is your back-up when/if your CGM is not showing a sensor glucose reading or your symptoms do not match your sensor readings. Remember to wash your hands before taking a fingerstick.

## Sensor Glucose Reading Different from Your Expectations or Symptoms

The sensor glucose reading can be different than your expectations and symptoms. In this case, wash your hands and take a fingerstick blood glucose measurement with your BG meter to confirm your expectations and symptoms. If your sensor readings and BG meter values are different, you can calibrate your CGM system. Wash and dry your hands, repeat the BG measurement and if still different, recalibrate.

If you're not receiving an Alarm/Alert, and not taking fingerstick BG measurements, you may be unaware of low or high glucose levels.

## Sensor Insertion Risks

Inserting the sensor and wearing the adhesive patch might cause infection, bleeding, pain, or skin irritations (e.g., redness, swelling, bruising, itching, scarring or skin discoloration). The chance of this happening is low.

The Dexcom G5 uses the same sensor as the previous CGM system—the Dexcom G4 PLATINUM. The Dexcom G4 PLATINUM System clinical studies and complaint data showed slight redness and swelling occurring only in a small percentage of Dexcom's total patient population.

During Dexcom's G4 PLATINUM System's clinical study, no sensor wires broke however there is a remote chance sensor fragments could remain under your skin if the sensor breaks during normal wear. Sterile broken sensor wires don't pose a significant medical risk.

If a sensor wire breaks off or detaches and remains under your skin, contact your healthcare professional and call Dexcom's Technical Support toll free, 24/7, at **1.877.339.2664** or toll at **1.858.200.0200** within 24 hours.

## 3.2 Benefits

Daily habits impact your glucose levels. With the Dexcom G5, you can track how your exercise, carbs, stress levels, medication, or illness, influence your glucose levels.

## Knowing Your Trends

Providing sensor glucose readings every five minutes, for up to seven days, the Dexcom G5 helps you detect trends and patterns. Trend information as well as the trend arrow reveals where your glucose is now, where your glucose is heading, and how fast it's changing. This provides you with a more complete picture of your glucose.

## Making Treatment Decisions Based on Your CGM

With Dexcom G5, you can now use the sensor glucose readings to make your diabetes treatment decision (like how much insulin to take, when to treat a low glucose, etc.) when you have the key pieces of CGM information – trend arrow and sensor glucose

reading. If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on. Talk to your healthcare professional to determine your best Alert levels.

## Helps in Your Diabetes Management

The Alarm/Alerts features keep you aware of your glucose levels. Alerts notify you when your glucose goes outside your target range or is rapidly falling or rising, letting you to take action before you get too low or too high. The Urgent Low Alarm lets you know when you are dangerously or urgently low, going below 55 mg/dL. By taking corrective measures, you lessen the time spent in your low/high range, while increasing time in your targeted range (Battelino, 2011). If you are using the G5 Mobile to make treatment decisions, make sure your Alerts are on.

Real-time CGM can help improve your A1C as well as improve the quality of your glucose control. If your A1C is at or below 7%, using a CGM such as the Dexcom G5, helps reduce hypoglycemia.

Lowering your A1C, increasing your time in your target range while decreasing time in low/high BG range is believed to reduce your risk of diabetes related complications (Ohkubo, 1995).

Some people perceive an increase in their quality of life and peace of mind when using real-time CGM.

### References:

Battelino, T., Phillip, M., Bratina, N., Nimri, R., Oskarsson, P., & Bolinder, J. (2011). Effect of Continuous Glucose Monitoring on Hypoglycemia in Type 1 Diabetes. *Diabetes Care*, 34 (4), 795-800.

The Diabetes Control and Complications Trial Research Group. The Effect of Intensive Treatment of Diabetes on the Development and Progression of Long-Term Complications in Insulin-Dependent Diabetes Mellitus. *The New England Journal of Medicine*, Vol. 329, No. 14. (September 1993), pp. 977-986.

Garg, S., Zisser, H., Schwartz, S., Bailey, T., Kaplan, R., Ellis, S., & Jovanovic, L. (2005). Improvement in Glycemic Excursions With a Transcutaneous, Real-Time Continuous Glucose Sensor: A randomized controlled trial. *Diabetes Care*, 29 (1), 44-50.

Sustained Benefit of Continuous Glucose Monitoring on A1C, Glucose Profiles, and Hypoglycemia in Adults With Type 1 Diabetes. *Diabetes Care*, 32 (11), 2047-2049.

Juvenile Diabetes Research Foundation Continuous Glucose Monitoring Study Group (2010). Quality-of-Life Measures in Children and Adults with Type 1 Diabetes. *Diabetes Care*, 33 (10), 2175-2177.

Ohkubo, Y., Kishikawa, H., Araki, E., Miyata, T., Isami, S., Motoyoshi, S., & Shichiri, M. (1995). Intensive Insulin Therapy Prevents the Progression of Diabetic Microvascular Complications in Japanese Patients with Non-insulin-dependent Diabetes Mellitus: A Randomized Prospective 6-year Study. *Diabetes Research and Clinical Practice*, 28 (2), 103-117.



## Section 4: System Overview

### 4.1 Components

Your Dexcom G5 is made up of the following:

#### Sensor and Applicator



- The sensor is inserted using the applicator
- Small sensor wire measures glucose levels just below the skin
- Worn for up to seven days
- The sensor and applicator are disposable after use

#### Transmitter



- Placed into the sensor pod
- Wirelessly sends glucose information to either your Dexcom G5 Mobile App, your receiver, or both
- Reusable during three month battery life

#### Display Device(s)



The Dexcom G5 Mobile App on your smart device\* and/or your receiver can be used as your display device.

- Displays your glucose readings
- Allows you to set and receive Alarm/Alerts
- Your display device and transmitter must be kept within 20 feet of each other

Images are representational. Your system may vary.

\*For a list of compatible devices see: [dexcom.com/compatibility](http://dexcom.com/compatibility)

## 4.2 Choose Display Device

To set up your Dexcom G5, first choose the display device(s) you want to receive your CGM data and alerts. You have three choices.

### Smart Device Only (For Setup see Section 5)

Your transmitter sends glucose information directly to your smart device using *Bluetooth*® wireless technology. *Bluetooth* on your smart device must be ON in order to receive CGM data and alerts.

### Receiver Only (For Setup see Section 6)

Your transmitter sends glucose information directly to your receiver using *Bluetooth*.

Things to consider if choosing your receiver only:

- Your receiver is a dedicated medical device
- Use when you cannot take your phone
- Battery lasts at least three days
- You will not have access to Dexcom Share\*

\* Dexcom Share allows you to share your glucose information with Followers. For more information on Dexcom Share see your user guide.

### Smart Device and Receiver (For Setup see Section 5 and 6)

Your transmitter sends glucose information directly to your app and/or your receiver, at the same time, using *Bluetooth*.



You can choose to use both devices at once or switch between devices.

Things to consider if choosing both devices:

- Use your app during daily activities where you already take your smart device
- Use your receiver during activities where your smart device may not be allowed (work or school)
- If you carry both devices, you will receive alerts and must acknowledge alerts on both devices

## Section 5: App Setup

### 5.1 Install App

1		Install the Dexcom G5 Mobile App from your app store.
2		Log in to the app (with your existing Dexcom account) or sign up for a new account.

Once you log in, the app guides you through the setup process.

This takes about 20 minutes and includes:

- Setting your high and low alerts
- Adjusting your device settings
- Entering your transmitter serial number
- Inserting your sensor and attaching your transmitter
- Pairing your transmitter with your app
- Starting your 2-hour sensor warmup



## 5.2 Enter Initial BG Meter Values

At the end of the 2-hour warmup, you must enter two separate BG meter values before glucose readings begin.

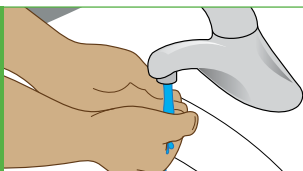
1



Your app alerts you when you need to enter your two BG meter values.

Go to your app to enter values.

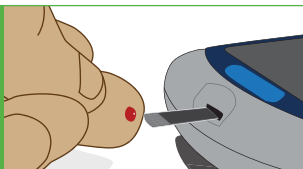
2



Wash hands with soap and water, never gel cleaners. Dry your hands.

Washing and drying your hands before taking a BG value helps ensure accuracy.

3



Take a fingerstick BG measurement using your BG meter.

Use fingertips only.

4



Tap the circle to enter the first of two BG meter values within five minutes of obtaining the value.

5



Enter the exact value from your BG meter.

Tap **SAVE**.

6



Repeat steps above to enter the final BG meter value.

Entering two separate BG meter values will ensure an accurate reading.

## 5.3 View Home Screen



### Where You Are

To know where you are now, look at the color, and number or message.



Red = Low



Yellow = High



Gray = In Target

### No Readings



LOW = Below 40 mg/dL



HIGH = Above 400 mg/dL



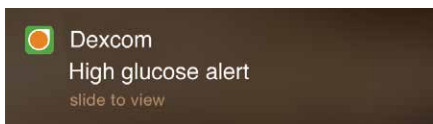
System Errors  
Tap blue question mark for information.

## 5.4 Smart Device Settings

Even though the Dexcom G5 Mobile App is a medical app, it functions just like any other app. Your smart device settings can impact your alerts.

To receive CGM alerts, you must allow Dexcom to send you notifications. These notifications include CGM information only. No promotional notifications will be sent. An example of a CGM notification and an in-app alert is shown below.

**Example:** a High Glucose Alert appears if your glucose rises above your high alert setting.



Your smart device vibrates or makes sound depending on your settings. Open the app.



In the app, tap **OK**.

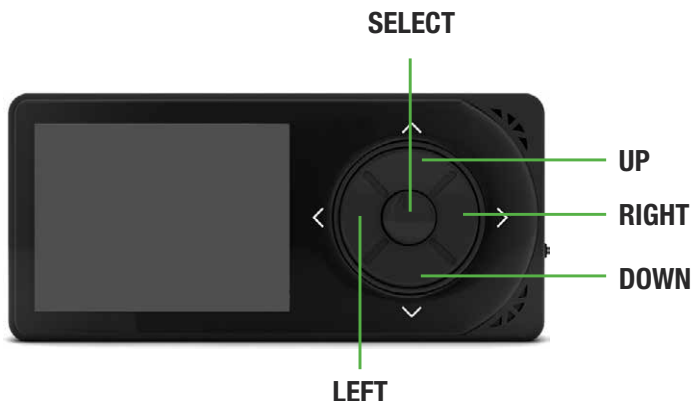
To get alerts:

- *Bluetooth* must be **ON**
- App must be running in the background. Always open the app to activate it after restarting your smart device
- For a full list of recommended settings see your user guide. For information on how to set the above settings, see your smart device instructions.
- On Apple devices, Silent and Do Not Disturb prevent the Signal Loss Alert from making sound and vibration.



Headphones may prevent sound from coming through the speaker. You may not hear a high or low alert.

## Section 6: Receiver Setup



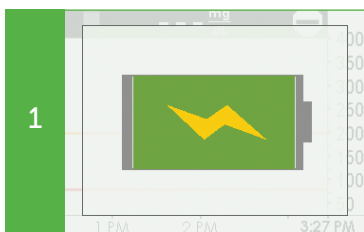
**UP and DOWN:** Scroll through trend screens, highlight menu items, or set values.

**SELECT:** Turns receiver on, selects the highlighted option, or goes to the main menu.

**LEFT:** Goes back to the last item or screen or to the trend screen from the main menu.

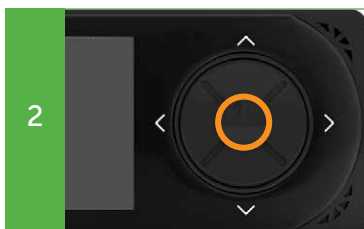
**RIGHT:** Highlights the next item.

### 6.1 Set Up Receiver



Before setting up your receiver, make sure it is charged. For more information on charging, see your user guide.

A full charge will last about 3 days.



Press **SELECT** to turn your receiver on.

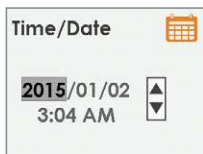
The setup wizard walks you through entering your time/date, transmitter SN, and setting up your Low/High Alerts.

Press **UP** and **DOWN** to change a value.

Press **RIGHT** or **SELECT** to move to the next space.

Press **SELECT** to accept changes.

3



### ☐ Time/Date

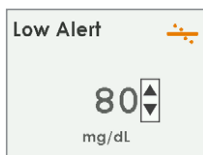
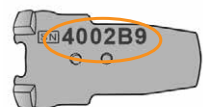
Year/Month/Day  
Hour/Minute/AM or PM



### ☐ Transmitter SN

Entering the correct transmitter SN makes it possible for your transmitter and receiver to talk to each other and share your glucose information.

Your transmitter SN can be found on the back of your transmitter or on the back of your transmitter box.



### ☐ Low Alert (Set between 60-100 mg/dL)

When your glucose is at or below your low alert setting, your device will alert you.



### ☐ High Alert (Set between 120-400 mg/dL)

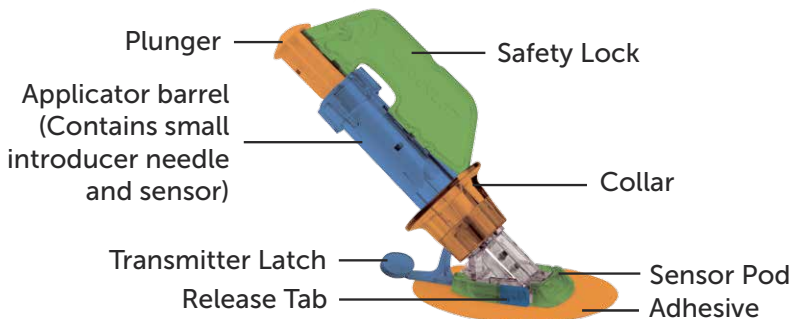
When your glucose is at or above your high alert setting, your device will alert you.

The setup wizard will only start the first time you set up your receiver.



## 6.2 Insert Sensor

Before you begin, make sure you have alcohol wipes, a sensor, and a transmitter. Adhesive products (Mastisol®, Skin Tac™) are optional. Wash and dry your hands.



Choose a site at least 3 inches from your insulin pump infusion set or injection site and out of the way of your waistband. Avoid areas likely to be bumped, pushed, with scarring, tattoos or irritation.



Ages 18 years or older:  
Insert in the belly



Ages 2-17 years:  
Insert in the belly or the upper buttocks

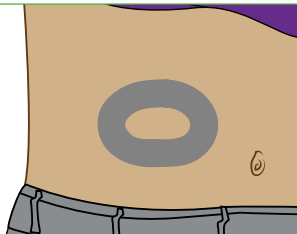


1



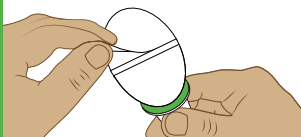
Clean your skin at the sensor placement site with an alcohol wipe.  
Let dry.

2



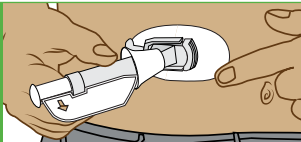
If you use an optional adhesive product, place it on the skin in a “doughnut” shape where you will place the sensor adhesive patch. Let dry (skin may feel slightly sticky). Insert the sensor through the clean skin at the center of the doughnut where it is free of adhesive.

3



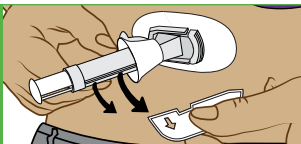
Remove the adhesive backing from the sensor pod one half at a time.

4



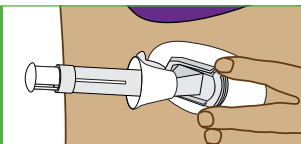
Place the sensor pod horizontally on your skin.  
Move your fingers around the adhesive patch to secure the tape to your skin.

5



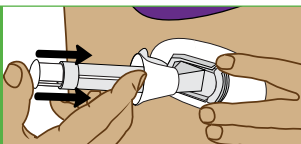
Hold the applicator, and pull the safety lock straight out.

6



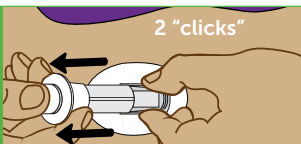
Place the fingers of one hand at the edge of the white adhesive.  
You may pinch up on your skin using this hand.

7



Place two fingers ABOVE the collar and your thumb on the white plunger. Push down the plunger. You should hear 2 clicks.

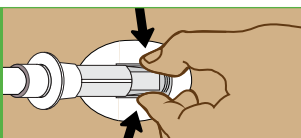
8



2 "clicks"

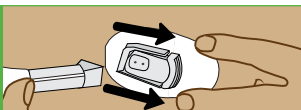
Move your two fingers from above the collar to below the collar. Pull the collar back towards your thumb until you hear 2 clicks or cannot pull back any more.

9



**Squeeze the ribbed tabs** on the sides of the sensor pod.

10



While **squeezing the tabs**, rock the applicator barrel forward and away from your body.

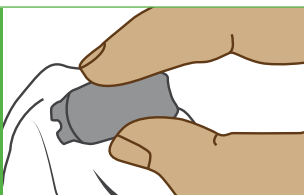


## 6.3 Attach Transmitter

Once you have inserted the sensor, you need to attach your transmitter.



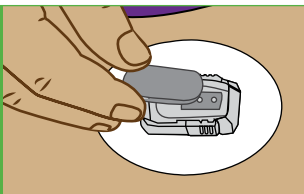
1



Clean the back of your transmitter with an alcohol wipe.

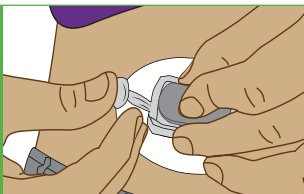
Let dry.

2



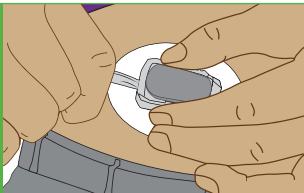
Place the transmitter in the sensor pod with the flat side down, and thinner side away from the transmitter latch.

3



Place one finger on the transmitter to keep it in place. With your other hand, pull the transmitter latch up and forward until you hear 2 clicks.

4



Hold the sides of your sensor pod with one hand. Remove the transmitter latch with the other hand by quickly twisting off the latch away from your body.

## 6.4 Confirm Communication and Start Sensor

Once you have inserted your sensor, attached your transmitter, and made sure your *Bluetooth* symbol is solid you are ready to start your sensor.

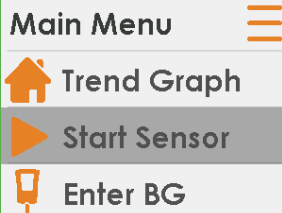
1



Check your receiver 10 minutes after attaching your transmitter to make sure your receiver and transmitter are communicating.

The *Bluetooth* symbol blinks while looking for a transmitter and turns solid when it is found.

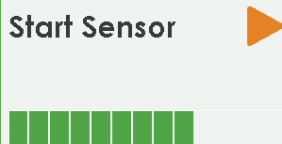
2



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

Choose **Start Sensor**.

3



The **Start Sensor** screen appears, letting you know the 2-hour sensor warmup has begun.

4

A 2-hour countdown symbol will show on the receiver trend screen and will fill in during the 2-hour sensor warmup.

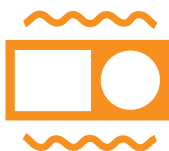


Keep your receiver within 20 feet during the 2-hour sensor warmup.

You will **NOT** receive sensor glucose readings or alerts until your 2-hour sensor warmup and two BG meter values are complete. During this time you might miss severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) events. Use your BG meter for BG readings.

## 6.5 Set Up Alert Sounds

You can choose your Alert profiles/sounds. The sound you choose will apply to all alerts (low and high). The default profile is **Normal**. See below for an overview of the different sound options.



**Vibrate:** Can be used when you want to be alerted by vibration.

The Urgent Low Glucose Alarm at 55 mg/dL will still make a sound. It will alert you by vibration first, followed by audible beeps 5 minutes later if not confirmed.



**Soft:** Can be used when you want your alert to be discreet.

This sets all Alarm/Alerts to lower volume beeps.



**Normal:** This is the default profile and sets all the Alarm/Alerts to higher volume beeps.



**Attentive:** Can be used when you want your alert to be noticeable.

This sets all Alarm/Alerts to loud with distinctive melodies.











**HypoRepeat:** Can be used when you want extra alerts for severe low sensor glucose readings.





This profile will keep repeating the Urgent Low Glucose Alarm every 5 seconds until confirmed or until your reading rises above 55 mg/dL.



Follow these steps to choose your sound profile.

1	<b>Main Menu</b> 	Press <b>SELECT</b> to get to the Main Menu. Choose <b>Profiles</b> .
	 <b>Enter BG</b>	
	 <b>Profiles</b>	
	 <b>Events</b>	

2	<b>Profiles</b> 	Highlight the alert profile you want. Press <b>SELECT</b> . A check mark appears to the right of the profile you choose.
	 <b>Vibrate</b> ✓	
	 <b>Soft</b>	
	 <b>Normal</b>	


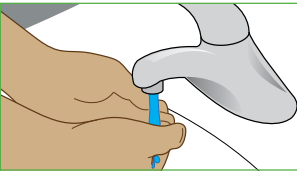
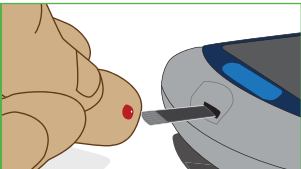
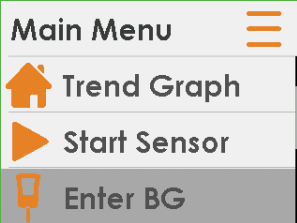
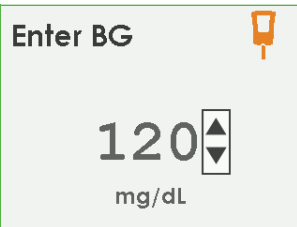
3	<b>Profiles</b> 	Choose <b>Try It</b> to hear an example of your selected alert profile.
	 <b>Attentive</b>	
	 <b>HypoRepeat</b> ✓	
	 <b>Try It</b>	

**NOTE:** No matter what profile you set, all Alerts will notify you by vibrating first. There will be no audible beep if you confirm the alert after the first vibration.

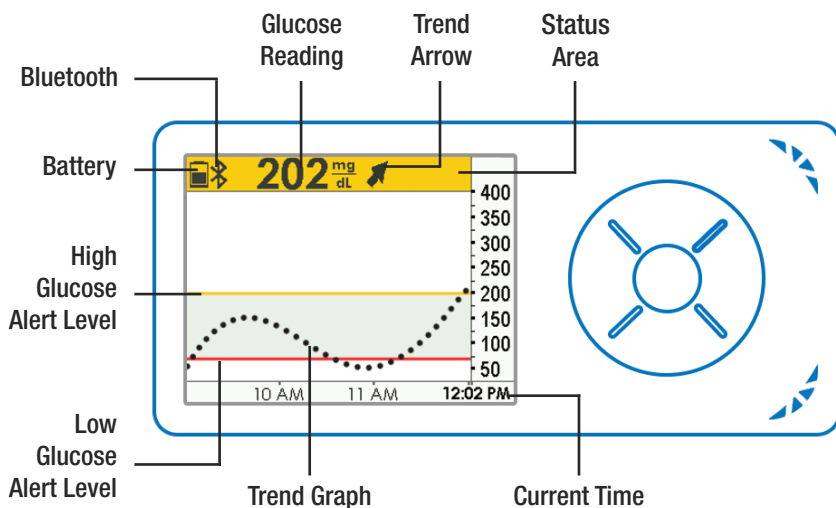


## 6.6 Enter Initial BG Meter Values

At the end of the 2-hour sensor warmup, you must enter two BG meter values before any glucose readings will show.

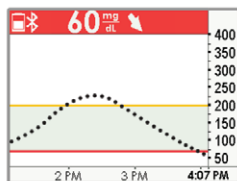
- |   |   |  |
|---|---|--|
| 1 |    | After the 2-hour warmup, a double blood drop will show on the receiver screen.   |
| 2 |    | Wash and dry your hands using soap and water, never gel cleaners.<br>Washing and drying your hands before taking a BG value helps ensure accuracy. |
| 3 |    | Take a fingerstick BG measurement using your BG meter.<br>Use fingertips only.   |
| 4 |    | Choose <b>Enter BG</b> .<br>Press <b>SELECT</b> .  |
| 5 |   | Enter the exact blood glucose value from your BG meter. Press <b>SELECT</b> .<br>Press <b>SELECT</b> again to confirm.                             |
| 6 | Repeat steps above to enter a second meter value.<br>Entering two separate BG meter values will ensure an accurate reading. |  |

## 6.7 View Receiver Trend Screen

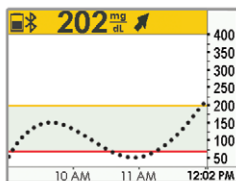


### Where You Are Now

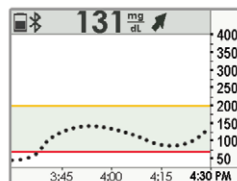
To know where you are now, look at the top bar's color and number or message



Red = Low

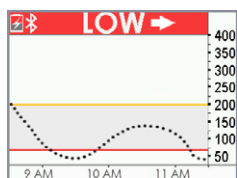


Yellow = High

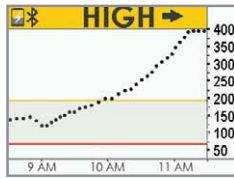


Gray = In Target

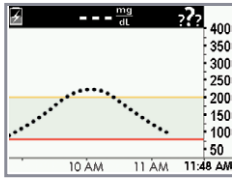
### No Readings



LOW= Below 40 mg/dL



HIGH= Above 400 mg/dL

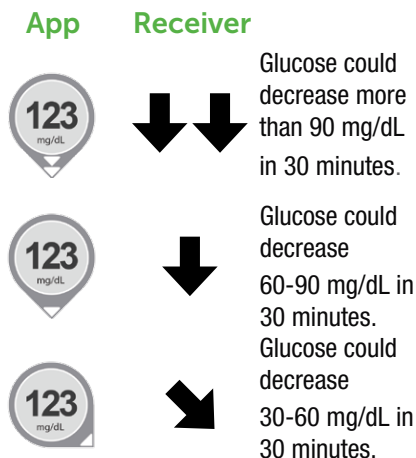
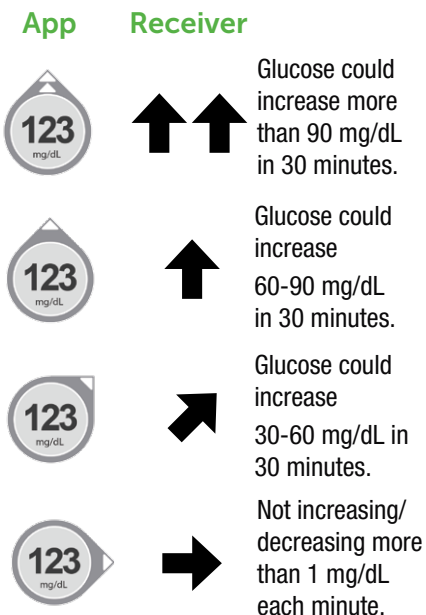


Black Bar = System Errors  
See user guide for more information

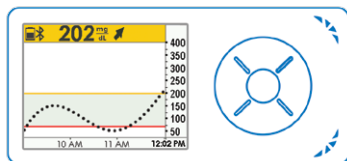


## Section 7: App and Receiver Trend Arrows

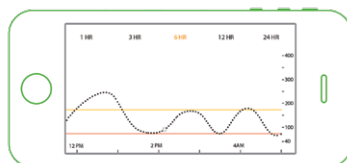
It is not all about the number. Pay attention to the direction and speed of your glucose.



## Section 8: App and Receiver 1, 3, 6, 12 or 24 hour Trend Graph



Press up or down to view your 1, 3, 6, 12 and 24 hour trend graph.



Turn your smart device sideways to view your 1, 3, 6, 12 and 24 hour trend graph.

## Section 9: App and Receiver Enter BG Meter Values Every 12 Hours

BG meter values must be entered once every 12 hours at a minimum.



App:

The meter icon shows a red badge when a BG meter value is needed.



Receiver:

A single blood drop prompt will appear when a BG meter value is needed.

See your user guide for more details.

**WARNING:** Calibrate the Dexcom G5 at least once every 12 hours. The Dexcom G5 needs to be calibrated in order to provide accurate readings. Do not use the Dexcom G5 for diabetes treatment decisions unless you have followed the prompts from the device and calibrated every 12 hours after the initial calibration.

### Tips for Entering BG Meter Values

#### Do enter BG Meter Values:

- After washing and drying your hands
- Within five minutes of testing with your meter
- Using the exact number from your meter
- Using only fingerstick blood glucose values

#### Don't enter BG Meter Values:

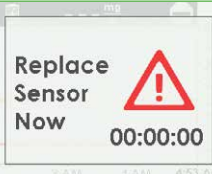
- If you see a ??? (question mark), signal loss, or hourglass error on the screen
- After you have taken acetaminophen (such as Tylenol®)
- If your BG meter value is higher than 400 mg/dL or lower than 40 mg/dL.

When using both the app and the receiver at the same time, you should **enter BG meter value on only 1 device**. When you enter a value into one device, the glucose values may be different on the other display device until the transmitter shares the entered value.

## Section 10: End Sensor Session


### 10.1 Remove Sensor and Transmitter


The sensor automatically shuts off after 7 days. The app or receiver will alert you at 6 hours, 2 hours, and 30 minutes before the sensor session ends.

<b>1</b>	<p>Replace sensor now.</p> <ul style="list-style-type: none"><li>❓ Sensor removal help</li><li>❓ Sensor insertion help</li></ul> <p><b>App Screen</b></p>	 <p><b>Receiver Screen</b></p>	<p>Screens showing it's time to remove sensor.</p>
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<b>2</b>		<p>Peel the adhesive off your body like a Band-Aid®. The sensor, sensor pod and transmitter will all be removed.</p>
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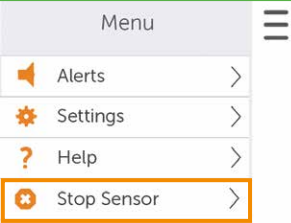
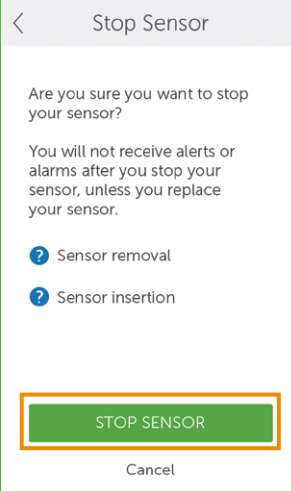

**NOTE:** Do not remove the transmitter from the sensor pod until all components (sensor, sensor pod) are removed from your body.

<b>3</b>		<p>Use your fingers to spread the back tabs of the sensor pod.</p> <p>Transmitter will pop out.</p>
----------	--	---

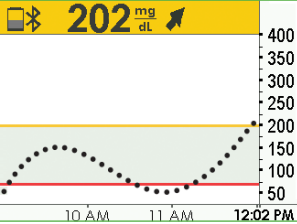
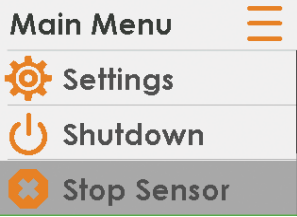
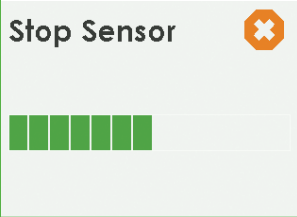
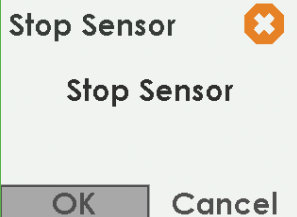
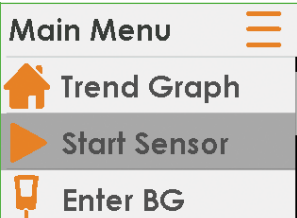
<b>4</b>	 <p><b>Keep</b></p>	<p>Keep your transmitter to use again with your next sensor.</p>
----------	--	--

<b>5</b>	<p>Dispose of the sensor following your local guidelines for disposal of blood-contacting components.</p>
----------	---

## 10.2 App: Ending Sensor Session Early

1		Tap <b>Main Menu</b> icon.
2		Tap <b>Stop Sensor</b> .
3		Tap <b>STOP SENSOR</b> .
4		Remove sensor.  Insert new sensor.  Tap green circle to start new session.

## 10.3 Receiver: Ending Sensor Session Early

1		Press <b>SELECT</b> to get to the Main Menu.
2		Highlight <b>Stop Sensor</b> . Press <b>SELECT</b> .
3		Wait.
4		Press <b>OK</b> .
5		Remove sensor. Insert new sensor. Highlight <b>Start Sensor</b> when ready for new session. Press <b>SELECT</b> .

## Section 11: Alarm, Alerts and Advanced Alerts

### 11.1 Urgent Low Glucose Alarm

The Dexcom G5 has an automatic Urgent Low Glucose alarm set at 55 mg/dL. You can't change or turn off this alarm or its Repeat settings.

### 11.2 Change Low and High Alerts

Part of your initial set up included setting your Low/High Alerts. You can change these settings at any time. To change your Low/High Alert go to **Menu > Alerts** in your app or receiver. For detailed steps see your user guide.

When using both the app and the receiver at the same time, change Alerts on each device separately.

### 11.3 Advanced Alerts

By default, these Alerts are turned OFF, but they can be turned ON, and customized:

**Rise Rate:** Your device alerts you when your glucose is rising at a rapid (2mg/dL/min) or very rapid (3mg/dL/min) rate. This feature helps you avoid staying high over a long period of time.

**Fall Rate:** Your device alerts you when your glucose is falling at a rapid (-2mg/dL/min) or very rapid (-3mg/dL/min) rate. This feature helps you avoid low glucose events.

By default, the following alert is turned ON, but can be turned OFF, and customized:

**Signal Loss:** Your device alerts you when you aren't receiving glucose readings. Signal loss happens when your display device and transmitter stop communicating; make sure you are within range (20 feet), without obstruction.

- On Apple devices, Silent and Do Not Disturb prevent the Signal Loss Alert from making sound and vibration.

**WARNING:** If your Dexcom G5 does not display a sensor glucose reading and an arrow or if you are getting inaccurate or inconsistent readings, use a fingerstick blood glucose value from your blood glucose meter to make diabetes treatment decisions.

When using both the app and the receiver at the same time, you need to acknowledge alerts on each device separately.

## Section 12: Using Dexcom G5 for Treatment Decisions

You can use your Dexcom G5 to make treatment decisions. But how do you know you're ready? Start by discussing the basics listed below with your healthcare professional (HCP). Get your questions answered. Together, decide when you're ready.

Whether you're new to Dexcom or experienced, **you should keep using your BG meter to make treatment decisions until you know how Dexcom works for you.** Don't rush! It may take days, weeks or months for you to gain confidence in using your CGM to make treatment decisions. **Confirm your glucose readings using your BG meter so you understand that:**

- the accuracy you experience with each newly inserted sensor may vary
- a sensor might work differently in different situations (meals, exercise, first day of use, etc.)

### 12.1 Treatment Decisions: The Basics

Work with your HCP and learn the basics: When do you need to use a BG meter instead of relying on your Dexcom G5? How can you avoid insulin stacking?

Even when you're confident using your Dexcom G5 to make treatment decisions, there are times when you must use your meter:



**Symptoms:** Always use your meter if symptoms don't match readings. You know your body, listen to it.



**Acetaminophen:** Always use your meter if you have taken acetaminophen. Medications containing acetaminophen (e.g. Tylenol®, Excedrin®, Sudafed®, Robitussin®) can give you a false high reading.



**Calibration:** Always use your meter to calibrate at sensor start and every 12 hours. Calibrating less often may cause inaccurate readings. When calibrating wash hands with soap and water, never gel cleaners.



**When in Doubt:** In some situations you may feel less confident in your readings (for example, the first day of your sensor or when your glucose is rapidly changing). **When in doubt get your meter out.**



**No number, no arrow, no treatment decision:** Always use your meter if you don't have a number and arrow.

Not stacking insulin is important, whether you use your meter, your Dexcom G5, or both.

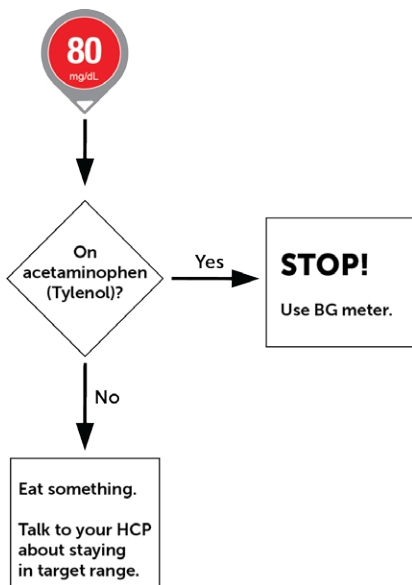


**Insulin Stacking:** Don't take insulin doses too close together, or "stack" insulin. You don't want to go low; wait at least 2 hours between doses. Sometimes, it's best to watch and wait.

Some users have reported that performance may vary significantly between sensors; pay attention to how each newly inserted sensor is working for you when deciding whether to make treatment decisions based on your glucose readings. See the Dexcom G5 User Guide for more information on what to do if your glucose readings and BG meter values or symptoms don't match. If your glucose readings don't consistently match your symptoms or BG meter values then talk to your healthcare professional about how you should be using the Dexcom G5 to help manage your diabetes. Your healthcare provider can help you decide how you should best use this device.

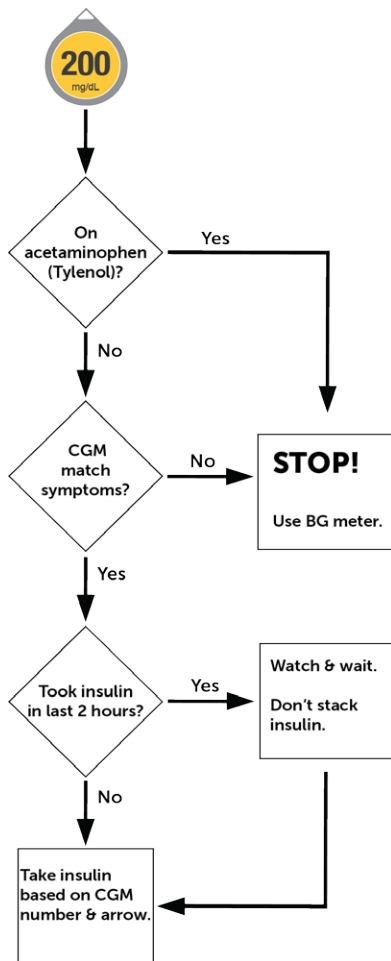
Once you and your HCP are comfortable that you're ready to make treatment decisions using your Dexcom G5! Try it out using these flow charts.

## You Decide











## You Decide



## 12.2 Treatment Decisions: Beyond The Basics

Ready for more? Your Dexcom G5 offers so much more! Use your trend arrow, Alarm, and Alerts to fine-tune your treatment decisions.

The more you use your Dexcom G5 the better your results. Wear it. Look at it. Respond to it. Let's look at Kim's day and how she used her Dexcom G5 to make treatment decisions:

What Kim Sees	What Kim Does and Why
<p>Kim got a Low Alert:</p> 	<p><b>What:</b> She eats an energy bar without doing a fingerstick.</p> <p><b>Why:</b> An 80 mg/dL with the down arrow means her glucose is dropping.</p> <p>In 15 minutes, Kim could be 35 mg/dL.</p>
<p>Sitting down for breakfast, Kim sees:</p> 	<p><b>What:</b> She doses to cover her meal.</p> <p><b>Why:</b> Because of the up arrow, she takes a little more insulin.</p> 
<p>At lunchtime, Kim sees:</p> 	<p><b>What:</b> She doses to cover her meal.</p> <p><b>Why:</b> Because of the down arrow, she reduces her insulin amount.</p> 
<p>For dinner Kim takes the correct amount of insulin, covering her meal. An hour later she gets a High Alert:</p> 	<p><b>What:</b> She decides to <b>watch and wait</b> and not dose again. An hour later she's back in target.</p> <p><b>Why:</b> Insulin takes time to work. It's important not take insulin doses too close together, or "stack" insulin. Wait at least 2 hours. You don't want to go low; sometimes it's best to <b>watch and wait</b>.</p>

What decisions would you make? Walk through scenarios like these with your HCP.

## Section 13: Troubleshooting

The solutions here are meant to be brief and not all-inclusive. For full troubleshooting information, view the user guide at [dexcom.com/guides](http://dexcom.com/guides).



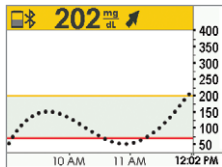



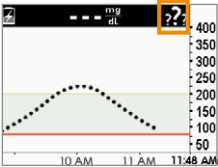

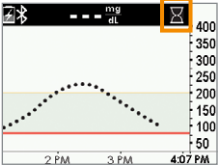
In your app, tap the blue question mark for more information on any issue or error you see.


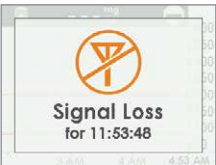
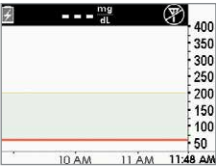
Call Technical Support, 24/7, if these instructions don't resolve the issue.

- Toll free: **1.888.738.3646**
- Toll: **1.858.200.0200**






### 13.1 Sensor Glucose Readings

Device	What you see	Problem	What you do
BG Meter			Differences are not uncommon. Readings from different body fluids may be different: <ul style="list-style-type: none"><li>• Meter - from blood</li><li>• Sensor - from interstitial fluid</li></ul>
Smart Device		Sensor readings and BG meter glucose values often don't show the same.	<b>20/20 Rule</b> If the meter shows 80 or less, sensor glucose reading should be within $\pm 20$ points. If the meter shows 80 or above, sensor glucose reading should be $\pm 20\%$ .
Receiver			<b>Example:</b> A 202 mg/dL sensor reading and a 188 mg/dL sensor glucose meter value = a 7% difference (still considered accurate). In this example, the sensor glucose reading can show up to 225 and still be accurate.





Device	What you see	Problem	What you do
Smart Device		Question Marks	Wait. System will often resolve itself.
Receiver		Not getting sensor glucose readings. No sensor glucose readings display until error is fixed.	Check transmitter—is it properly inserted into the transmitter holder? Make sure you haven't taken acetaminophen. Don't calibrate. Use BG meter for BG reading. If it continues for over 3 hours, call Tech Support.
Smart Device		Hourglass	Wait. System will often resolve itself.
Receiver		Not getting sensor glucose readings. No sensor glucose readings display until error is fixed.	Check transmitter—is it properly inserted into the transmitter holder? Make sure you haven't taken acetaminophen. Don't calibrate. Use BG meter for BG reading. If it continues for over 3 hours, call Tech Support.

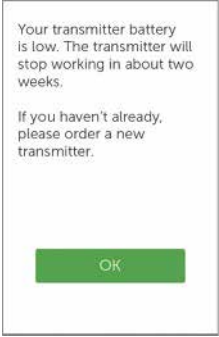
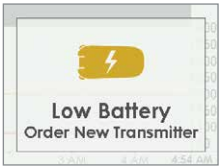
Device	What you see	Problem	What you do
Smart Device			<p>Don't calibrate.</p> <p>Wait 10 minutes.</p>
Receiver	 	<p>System display device and transmitter not communicating.</p> <p>No sensor glucose readings display until error is fixed.</p>	<p>Move display device and transmitter within 20 feet of each other without obstruction.</p> <p>Wait another 10 minutes.</p> <p>Smart device (if not resolved):</p> <ol style="list-style-type: none"> <li>1. Restart smart device.</li> </ol> <p>If problem remains:</p> <ol style="list-style-type: none"> <li>1. Open your device Bluetooth Settings.</li> <li>2. Delete all Dexcom entries.</li> <li>3. Pair your Transmitter</li> </ol>

## 13.2 Calibration Errors

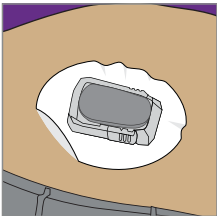
Device	What you see	Problem	What you do
<b>Smart Device</b>		System didn't accept recent calibration.	Wait 15 minutes. Enter 1 calibration. If error screen still appears enter 1 more BG meter value.
<b>Receiver</b>		No sensor glucose readings will be displayed until error is fixed.	Wait 15 minutes. If no sensor glucose readings appear on the display, the sensor needs to be replaced. Call Tech Support to report error.
<b>Smart Device</b>		System didn't accept recent calibration.	Enter 1 BG meter value. Wait 15 more minutes. If error screen still appears enter 1 more BG meter value.
<b>Receiver</b>		No sensor glucose readings display until error is fixed.	Wait 15 minutes. If no sensor glucose readings appear on the display, the sensor needs to be replaced. Call Tech Support to report error.
<b>BG Meter</b>		System will not accept calibration if outside of the 40-400 mg/dL range.	Wait until your glucose is between 40-400 mg/dL. Calibrate only when your BG meter values are between 40-400 mg/dL.

## 13.3 Transmitter Errors

Device	What you see	Problem	What you do
Smart Device		Transmitter not working. Sensor session automatically stopped.	Make sure transmitter is snapped into transmitter holder.  Call Tech Support.
Receiver		No sensor glucose readings displayed.	Use BG meter for BG reading. You won't get additional Alerts after clearing.
Smart Device		Transmitter and sensor not communicating.	Check transmitter SN in display device is correct.  OR
Receiver			Sensor may not be inserted correctly. Insert a new sensor. For a replacement, call Tech Support.

Device	What you see	Problem	What you do
Smart Device		Transmitter battery is low.	<p>Is transmitter more than 10 weeks old?</p> <p>Order new transmitter:</p> <ul style="list-style-type: none"> <li>• <a href="https://dexcom.com/order">dexcom.com/order</a></li> <li>• Through your usual channels</li> </ul>
Receiver			<p>Less than 10 weeks old?</p> <ul style="list-style-type: none"> <li>• Call Tech Support</li> </ul>

## 13.4 Adhesive

Picture	Problem	What you do
	Sensor pod won't stick	<p>Use adhesive products (Mastisol®, Skin Tac™). Make sure adhesive is not placed where the needle inserts.</p> <p>Put medical tape over sensor pod's white adhesive patch (e.g., Blenderm).</p> <p>Don't place tape over the transmitter.</p>



## Section 14: Warranty

### 14.1 Receiver Warranty Information

#### Dexcom G5 Mobile CGM System's Limited Warranty

#### What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser ("you" or "Purchaser") that the Dexcom G5 Mobile Receiver (the "Receiver") is free from defects in material and workmanship under normal use ("Limited Warranty") for the period starting from the shipment date and continuing for a year following the shipment date ("Warranty Period"):

Dexcom G5 Mobile Receiver: **1 year** from shipment date

**NOTE:** If you received this Receiver as a replacement for an in-warranty Receiver, the Limited Warranty for the original Receiver shall continue for the Warranty Period on the original Receiver, but the replacement is not subject to any other warranty.

#### What's Not Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. You understand that misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. 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.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
4. 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.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. 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.

7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to the Receiver.
  - a. Receiver is not water resistant.
  - b. Do not get the receiver wet at any time.

## Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 Mobile Receiver.

To return, you must send the Receiver to an authorized Dexcom Technical Support Department. Make sure you package the Receiver adequately for shipping.

The return package needs to include:

1. Receiver
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Receiver's Serial Number
4. Seller's name and address

Call Dexcom Technical Support Department for delivery information help:

- Toll free: **1.877.339.2664**
- Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Receiver.

If Dexcom determines the Receiver isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the Receiver's return by Dexcom.

## Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive 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, 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 G5 Mobile CGM System or any feature or service provided by Dexcom for use with the Dexcom G5 Mobile CGM System.

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 original Purchaser and can't be transferred to anyone else, and states Purchaser'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 will be enforced to the maximum extent permitted by law.

## 14.2 Transmitter Warranty Information

### Dexcom G5 Mobile Transmitter Limited Warranty

#### What's Covered and for How Long?

Dexcom, Inc. ("Dexcom") provides a limited warranty to the original purchaser that the Dexcom G5 Mobile Transmitter is free from defects in material and workmanship under normal use for the period commencing on the date of first use by the original purchaser (the "Date of First Use") and expiring three (3) months thereafter; provided, that, the Date of First use occurs within five (5) months of the date of shipment (or disbursement) of the transmitter to the original purchaser.

**NOTE:** If you received this Transmitter as a replacement for an in-warranty Transmitter, the Limited Warranty for the original Transmitter shall continue for the Warranty Period on the original Transmitter, but the replacement is not subject to any other warranty.

#### What's Not Covered?

This Limited Warranty is based on the Purchaser properly using the CGM system in a timely manner and in accordance with the documentation provided by Dexcom. You are not permitted to use the CGM system otherwise. You understand that misusing the CGM system, improperly accessing it or the information it processes and transmits, "jailbreaking" or "rooting" your CGM system or cell phone, and taking other unauthorized actions may put you at risk, cause the CGM system to malfunction, is not permitted and voids your Limited Warranty.

This Limited Warranty does not cover:

1. 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.
2. Equipment with the ID number removed or made illegible.
3. All surfaces and other externally exposed parts that are scratched or damaged due to normal use.

4. Malfunctions resulting from the use of the Transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
5. Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
6. 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.
7. Equipment which has been taken apart physically or which has had any of its software accessed in any unauthorized manner.
8. Water damage to Transmitter.
  - a. Beyond specifications listed in Dexcom G5 Mobile CGM System's User Guide.
  - b. User Guide is included in the Dexcom G5 Mobile System's Receiver package.
  - c. Located on [dexcom.com](http://dexcom.com).

## Dexcom's Obligations Under the Limited Warranty

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective Dexcom G5 Mobile Transmitter.

To return, you must send the Transmitter to an authorized Dexcom Technical Support Department. Make sure you package the Transmitter adequately for shipping.

The return package needs to include:

1. Transmitter
2. Sales receipt or comparable substitute proof of sale showing the date of purchase
3. Transmitter's Serial Number
4. Seller's name and address

Call Dexcom Technical Support Department for delivery information or help:

- Toll free: **1.877.339.2664**
- Charges may apply: **1.858.200.0200**

Upon receipt, Dexcom will promptly replace the defective Transmitter.

If Dexcom determines the Transmitter isn't covered by this Limited Warranty, Purchaser must pay all shipping charges for the Transmitter's return by Dexcom.

## Limits on Dexcom's Warranty and Liability Obligations

The Limited Warranty described above is the exclusive warranty for the Transmitter, and in lieu of all other warranties, expressed or implied, either in fact or by operations of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, including without limitation any warranty 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 G5 Mobile CGM System or any feature or service provided by Dexcom for use with the Dexcom G5 Mobile CGM System.

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 original Purchaser and can't be transferred to anyone else, and states Purchaser'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 will be enforced to the maximum extent permitted by law.

## Section 15: Travel



Go through walk-in metal detectors or be hand-wanded without worrying about damaging your transmitter or sensor.

If you're concerned or uncomfortable about walking through the metal detector, the Transportation Security Administration (TSA) requests you tell the Security Officer you're wearing a continuous glucose monitor and want a full-body pat-down with a visual inspection. Let the Security Officer know the sensor can't be removed because it's inserted under the skin.



Use of AIT body scanners (also called millimeter wave scanners) has not been tested and may affect the system. Therefore, we recommend hand-wanding or full-body pat-down and visual inspection in that situation.



Don't put your Dexcom G5 components through baggage x-ray machines.

Before your screening process begins, ask the TSA Officer to perform a visual inspection of the receiver and your extra sensors. Place all Dexcom G5 components in a separate bag before handing over to the Security Officer.



To use your smart device, receiver, or both to get glucose information while in the plane:

- Smart device: When you switch to airplane mode, keep *Bluetooth* on
- Receiver: Keep receiver on

Contact your airline for their policies.

## Still Have Questions?

Visit the TSA's website at [tsa.gov](https://tsa.gov) if you have any questions or concerns.

Email: [TSA-ContactCenter@tsadhs.gov](mailto:TSA-ContactCenter@tsadhs.gov) or Phone: 1.866.289.9673

## Section 16: Need Help? You're Not Alone!

### 16.1 Dexcom Technical Support

Provides replacement units, resolves technical issues or takes product complaints.

Call your Dexcom Technical Support Team, 24 hours a day, 7 days a week, if something is wrong with your Dexcom G5. The Dexcom Technical Support Team helps you with all CGM system related issues including CGM software issues. *Dexcom Technical Support does not offer medical advice.*

**By Email:** [TechSupport@dexcom.com](mailto:TechSupport@dexcom.com)

If you prefer to email, to help us help you best, include the following information in your email:

- Name of patient
- Date of Birth
- The technical issue you have
- When the problem happened (date and time)
- Patient's address
- Patient's phone number
- Item SKU number and description (e.g., name of the device)
- Lot number and/or serial number(s) of affected devices (e.g., sensor)

If you are using the Dexcom G5 Mobile App, use the app to email technical support:

**Menu > Help > Contact Dexcom > Technical Support > Email**

**By Phone:** Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

### 16.2 Dexcom Care Team



The Dexcom Care Team is a group of Certified Diabetes Educators (CDE®) and Registered Nurses (RNs) offering you customer care and individualized education services around Dexcom CGM.

Dexcom Care provides education and support throughout your CGM experience, such as:

- Initial CGM Product Training
- Ongoing Dexcom product education (e.g., how to use a specific feature)
- How to maximize Dexcom CGM use
- Dexcom CGM reporting software and features
- How to review and understand Dexcom CGM reports

**By Phone** Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

Available Monday-Friday 6:00 am-8:00 pm PST (subject to change)

**By Email:** [patientcare@dexcom.com](mailto:patientcare@dexcom.com)

If you prefer email, include the following information in your email:

- Name
- DOB
- Contact phone number
- Reason for inquiry or education needed

## 16.3 Sales Support Team

For help with:

- First-time orders
- Re-orders
- Tracking shipments
- Locating a local Dexcom representative

**By Phone:** Toll Free: **1.877.339.2664** or Toll: **1.858.200.0200**

**By Email:** [CustomerService@dexcom.com](mailto:CustomerService@dexcom.com)

**By Fax:** **1.877.633.9266**

## 16.4 Web-based Education

Dexcom makes CGM education easier for you with interactive web-based education programs.

[dexcom.com/web-based-education](http://dexcom.com/web-based-education)

## 16.5 Dexcom Share and Follow

See how you can share your CGM data with friends and family with Dexcom Share/Follow.

[dexcom.com/apps](http://dexcom.com/apps)



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Be eligible to participate in a monthly drawing for a free box of sensors by completing this training business reply card within 14 days of training.

**Dexcom®**

Individuals are limited to a one-time prize redemption for a box of sensors. Health care professionals and Medicare patients who purchase the Dexcom G5 Mobile System are not eligible to participate. Winners will be notified by email.

**Complete, sign, and return card to Dexcom via:**

- Fax: **1.866.348.6030**
- Email: **fieldclinicaltraining@dexcom.com**
- US mail

**I have trained on the following:**

- |  |  |
|--|--|
| <input type="checkbox"/> Dexcom G5 Mobile Components | <input type="checkbox"/> Inserting Sensor        |
| <input type="checkbox"/> Display Device Options      | <input type="checkbox"/> Starting Sensor Session |
| <input type="checkbox"/> Setting High/Low Alerts     | <input type="checkbox"/> Entering BG Meter Value |
|  | <input type="checkbox"/> Ending Sensor Session   |

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For your privacy, seal edges with tape.

Patient Name: \_\_\_\_\_

Patient Email: \_\_\_\_\_

Trained by:

- ☐ Self-Training/Tutorial      ☐ Diabetes Center/Doctor's Office  
☐ Dexcom Staff \_\_\_\_\_

Date: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

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# Dexcom

G5<sup>®</sup>  
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## Your options to get the full Dexcom G5 Mobile User Guide:

- 1 Download as an eBook or view/print in a .pdf format  
[dexcom.com/guides](http://dexcom.com/guides)
- 2 Online request form to receive a free printed copy  
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- 3 Request a free copy by mail  
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**1-888-738-3646 ext. 4300**

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### Mail-In Request for Dexcom G5 Mobile CGM User Guide

**YES!** Please send me a printed Dexcom G5 Mobile CGM User Guide

Patient Name: \_\_\_\_\_

Patient Address: \_\_\_\_\_

Address Line #2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_ - \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_

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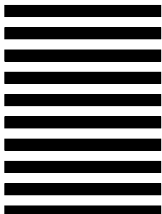


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Tech Support: **1.877.339.2664**

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