User Guide

G7

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1 • Welcome

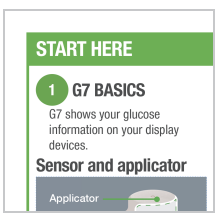
Thanks for choosing the Dexcom G7 Continuous Glucose Monitoring (CGM) System (G7)! Using this medical device, you'll see your glucose readings on your display device just by wearing a tiny sensor!

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. (If your glucose alerts and readings from the G7 do not match symptoms or expectations, use a blood glucose meter to make diabetes treatment decisions.)
- **Predict and prevent highs and lows:** With G7, you have the information needed to help keep your glucose in range. G7 also lets you customize your alerts and you get a 20-minute warning when your glucose is quickly heading towards 55 mg/dL.
- **Bring more peace of mind:** G7 lets you share glucose data with your support team to keep them informed about your glucose levels in real time.
- **Stay informed:** 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. Each sensor session lasts up to 10 days with a 12-hour grace period at the end.

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. 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. You must use it to keep the sensor on your body.

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 (optional)

- 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 for up to 6 hours (app only) or vibrate only (app and receiver).
- **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

- **Reports:** Shows your glucose information over the last 3, 7, 14, 30, and 90 days. Use to identify trends and opportunities.

For more information about reports, go to the Reports 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: **1-888-738-3646**

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

Corporate office

Dexcom address:

6340 Sequence Drive, San Diego, CA 92121

User Guide

You can also see the G7 User Guide at:

- App: **Profile > Help**
- **dexcom.com/guides**
- **Free printed copy:** Order at **dexcom.com** or **1-888-738-3646**

2 • Safety Information

Dexcom G7 CGM System 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 CGM System or G7) is a real time, continuous glucose monitoring device indicated for the management of diabetes in persons 2 years and older.

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

The Dexcom G7 CGM System is also intended to autonomously communicate with digitally connected devices, including automated insulin dosing (AID) systems. The Dexcom G7 CGM 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System, 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 Dexcom G7 CGM System

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 Dexcom G7 CGM System 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 on dialysis or critically ill: The Dexcom G7 CGM System 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 (in the app, go to **Profile > Contact**).

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 or buttocks: Don't wear it on other sites as it may not work as expected. If you wore G6 sensors on your abdomen, wear G7 sensors on the back of your upper arm. Children from 2 to 6 years old can also choose their upper buttocks.

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 Dexcom G7 CGM System component because it may not work correctly and could cause injuries from electrical shocks.

Use as directed: The Dexcom G7 CGM System 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 Dexcom G7 CGM System Alerts will vibrate. Your Urgent Low Glucose and Technical Alerts will still escalate to sound if not acknowledged.

Quiet Mode (Silence All - app only): When this setting is enabled, all your Dexcom G7 CGM System 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® wireless technology: 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 Dexcom G7 CGM System 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 Location Permission and 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.

While connected to the internet, the app checks periodically and will display a message if it's not compatible (or no longer compatible) with your phone or your phone's operating system (OS). The message may include a timeframe for updates.

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 you may not get readings or alerts and it may make the time on the trend screen wrong.

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 Dexcom 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.

Don't modify: No modifications to the Dexcom G7 CGM System are allowed.

Precautions

Secure internet: Only use a cellular internet connection, a trusted Wi-Fi network (like your home or office), or use a secure internet connection such as a VPN service when using your G7 system.

Don’t use unsecured public Wi-Fi such as guest networks in other's homes, restaurants, schools, libraries, hotels, airports, airplanes, etc. Those could expose your G7 system to viruses or hacking.

Check accessories: When using accessories such as headphones, *Bluetooth* speakers, or smartwatches, 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 Dexcom G7 CGM System.

Be accurate, be quick: If you calibrate your Dexcom G7 CGM System using your BG meter, enter the BG meter 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 (YYYY-MM-DD) 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System insertion safety guard is enabled until you press the Dexcom G7 CGM System 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 you lie on while 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.

Going through security check point: You can wear the Dexcom G7 CGM System 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System 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 could affect your sensor readings, making them look higher than they really were. However, with the Dexcom G7 CGM System, you can take a standard or maximum acetaminophen 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 (e.g. > 1 gram every 6 hours in adults) may affect the sensor readings and make them look higher than they really are.

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

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

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 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 (in the app, go to **Profile > Contact**) 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System to make treatment decisions: Don't use Followers' information for treatment decisions, like treating for a low or dosing for a high. Follow your Dexcom G7 CGM System 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 Dexcom G7 CGM System are discussed below. Avoid any risks and enjoy Dexcom G7 CGM System's benefits by following the product instructions.

Risks

The risks with using the Dexcom G7 CGM System are:

- Not getting your alerts
- Using the Dexcom G7 CGM System 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 Dexcom G7 CGM System app, 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**.

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

Using the Dexcom G7 CGM System for treatment decisions

You can use your Dexcom G7 CGM System 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 Dexcom G7 CGM System 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 Dexcom G7 CGM System, go to the Safety Information, Treatment Decisions, and Alerts chapters.

Acetaminophen interfering substance risks

With the Dexcom G7 CGM System you can take a standard or maximum acetaminophen 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 (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 makes your sensor readings look higher than they really are. How much higher depends on the amount of hydroxyurea in your body. If you're taking hydroxyurea, use your BG meter for treatment decisions.

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 Dexcom G7 CGM System 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
- **1-888-738-3646**

Benefits

Some benefits of using your Dexcom G7 CGM System are:

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

No fingersticks

You can use your sensor reading and trend arrow to make treatment decisions. Go to the Treatment Decisions chapter for more information. With G7, there's no need to take fingersticks to calibrate the system or for treatment decisions (as long as your symptoms match your G7 readings). This can reduce the pain and burden of excessive fingersticks (Price and Walker 2016) and reduce potential errors due to inaccurate calibration (Wadwa 2018).

Knowing your trends

The Dexcom G7 CGM System 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.

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

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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 glucose level for the past 2 to 3 months.
Accessory Device	Hardware connected to your smart device. For example, a *Bluetooth* head-set or Apple Watch.
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. 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) Meter Value	The amount of glucose in the blood measured by a BG meter.

Bluetooth® wireless technology	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.
Display Device	A device with a screen used for monitoring your glucose information and alerts, for example, a smartphone app or the Dexcom receiver.
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
GMI (Glucose Management Indicator)	Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C. **Reference:** Bergenstal, Richard M. et al. "Glucose Management Indicator (GMI): A New Term for Estimating A1C From Continuous Glucose Monitoring." Diabetes Care, ADA, November 2018.
Grace Period	An extra 12-hour period after the 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 glucose. 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 glucose. 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.
mg/dL	Milligrams per deciliter. 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	Sends sensor readings to the display device. In G7, the transmitter and adhesive patch are built into the sensor.

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.
Smartwatch	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 glucose. This is different from taking insulin doses to cover what you just ate.

System Alerts	Alerts not related to your glucose including: App *Bluetooth* is Off, App *Bluetooth* Permission is Off, App is closed, App Location is Off, Calibration not used, Cannot pair sensor, Location Permission Restricted, Low Battery, Pairing Complete, Pairing Unsuccessful, Phone *Bluetooth* is Off, Phone Location is Off, Phone Storage Low, Phone Storage Very Low, Readings Stop Soon, Searching for Sensor, Sensor Expired, Sensor Expires in 2 Hours, Sensor Expires in 24 Hours, Sensor not found yet, Sensor Paired, Sensor Warmup Complete, Warmup Complete
Technical Alerts	These alerts are a subset of System Alerts. Technical Alerts are about situations that prevent, or will prevent, your current glucose information from displaying. If you don't acknowledge a Technical Alert, it will add sound. Exception: In the app, if Silence All is on, it won't add sound. Technical Alerts 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, Weak Charger
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

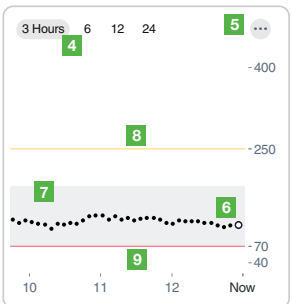
You spend most of your time on the home screen. It shows you your sensor readings and trend information and gets you to other functions, like summary reports.

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. Tap ··· to access more functions.

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.



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.
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** ^ v 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

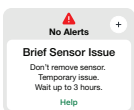
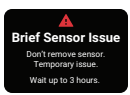
Where your glucose is now

A number and color tell you where your glucose is now.

App	Receiver	What it means
		**Red:** Low, Urgent Low Soon, or Urgent Low
		**Yellow:** High
		**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
		Sensor reading is below 40 mg/dL.
		Sensor is above 400 mg/dL.
		System Alerts, such as Brief Sensor Issue shown here, show issues with the system. They aren't related to your glucose.

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
 	 	**Slowly rising or falling:** Changing 30–60 mg/dL in 30 minutes
 	 	**Rising or falling:** Changing 60–90 mg/dL in 30 minutes

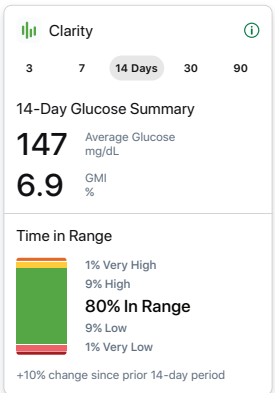
App	Receiver	What it means
	 	**Rapidly rising or falling:** Changing more than 90 mg/dL in 30 minutes
		**No arrow:** Can't determine trend; use BG meter for treatment decisions

Navigation

You can access other features using the navigation tools.

App

Glucose tab: Clarity card

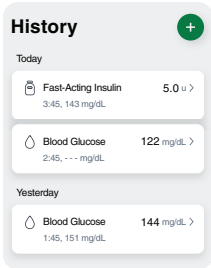
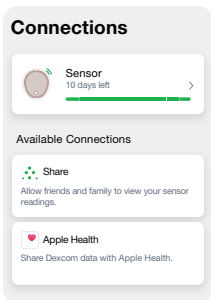


Scroll down in the Glucose tab to see the card below the trend graph. It has your Clarity glucose summary reports. The 3, 7, 14, 30, and 90-day reports show how your glucose changes over time using the information recorded in the app.

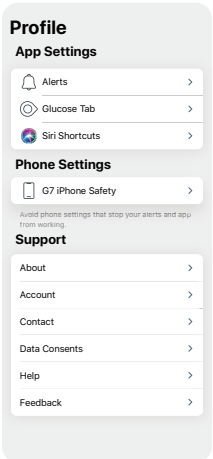
When you scroll down on your screen, you still see a small version of your current sensor reading and trend arrow at the top of the screen.

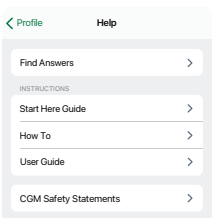
History, Connections, and Profile Tabs

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

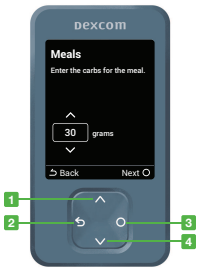
What you see	What it means
	**History:** Go here to see your events log and track your BG meter values, meals, insulin (long and fast acting), and activity. You can also take notes. If you choose to calibrate, you do that here.
	**Connections:** Go here to get information on your sensor, see your pairing code, and end your sensor session (go to the Next Sensor Session chapter). You can also: • Share your glucose information with your friends and family • Send glucose data to Apple Health

What you see	What it means

	**Profile:** Here you can change settings and get help.
	• **App Settings:** (go to the Alerts chapter for more information)
	  • Customize your alerts with different settings and sounds
	  • Use Quiet Modes
	  • Customize the Glucose tab by changing the trend graph height and more
	  • Set up Siri to tell you your sensor readings and trend (Apple)
	• **Phone Settings:** Avoid phone settings that stop your alerts and app from working
	• **Support:**
	  • Review your software and account information
	  • Contact technical support (in the app, go to **Profile > Contact**)
	  • Review and revise data consents
	  • Get help (see **Profile > Help** next)
	  • Give Dexcom feedback

	**Profile > Help:** Find help, including:
	• Answers to your questions
	• Links to product guides
	• Videos
	  • Inserting and removing sensors
	  • Sensor readings
	  • Alerts
	  • When to use your BG meter

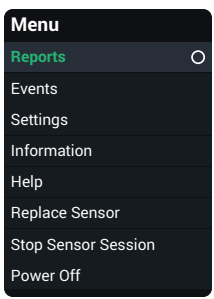
Receiver



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.

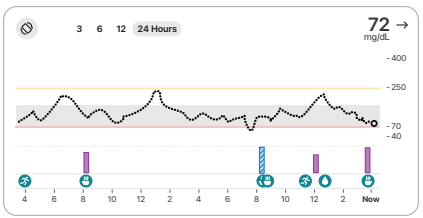


- **Reports:** See summary reports (go to Reports chapter)
- **Events:**
  - Enter events — like insulin doses and BG meter values
  - Use your BG meter value as a calibration (optional)
- **Settings:**
  - Change alert settings (go to the Alerts chapter)
  - Set alerts to vibrate only or change their 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.



To see your event history in your trend graph, turn your phone to landscape and tap the numbers in the top left side of the screen to switch between 3, 6, 12, and 24 hours of data.

Your current sensor reading and trend arrow are in the upper right corner.

If you added an event (for example, a meal) during the timeframe shown, it appears below the graph. Insulin doses you tracked show in a separate row. This lets you see how the events you tracked affected your glucose level.

Touch and hold the graph to see your glucose level at the time under your finger.

Touch, hold, and then drag over the graph to see your event and insulin details for that time.

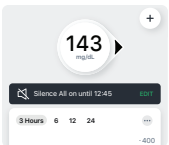
Tap the icon in the upper left corner to return to portrait mode.

On the home screen, use the up and down arrows to switch between the 1, 3, 6, 12, and 24-hour views.

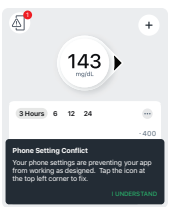
Tips from banners, tooltips, and icons

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



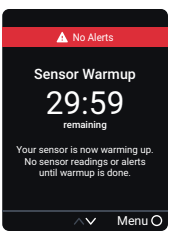
Black banner: Reminds you of your status without blocking your screen. For example, it lets you know you're using Silence All.



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



Red banner: Reminds you of your status without blocking your screen. For example, it lets you know you won't get alerts while your sensor is warming up.

4 • Treatment Decisions

With G7, you can treat without using your blood glucose meter (BG meter). But don't rush it. You should keep using your BG meter to make treatment decisions until you know how G7 works for you. 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.

When to use your BG meter instead of G7

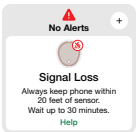
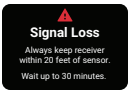
You can use your G7 to treat. However, there are two situations when you should use your BG meter instead:

- 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
 	 	**No sensor reading:** Use your BG meter to treat.

App	Receiver	What it means
		**No arrow:** Use your BG meter to treat.
		**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

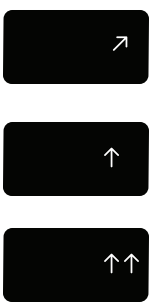
Don't stack insulin by taking doses too close together. Talk to your healthcare provider about the right amount of time for you to wait between doses so you don't accidentally force your glucose down too low.

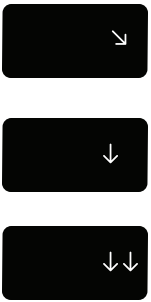
This is different from taking insulin doses to cover what you just ate.

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 as examples of situations where G7 could be used when treating.

These situations are just examples (not medical advice). You should discuss your treatment and these examples 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 

Receiver 

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.

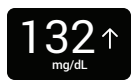
What you should do:

- Use your G7 to treat as you normally would.

Situation: Breakfast time

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

App 

Receiver 

Think about:

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

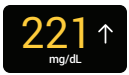
What you should do:

- 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 

Receiver 

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 healthcare 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 

Receiver 

Think about:

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

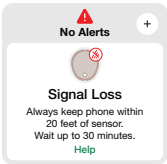
What you should do:

- Nothing. No treatment needed.

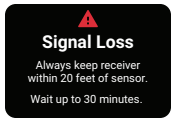
Situation: Mid-morning

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

App



Receiver



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

Receiver

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 

Receiver 

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 

Receiver 

Think about:

- **Symptoms and sensor reading:** Your symptoms don't match your sensor readings.

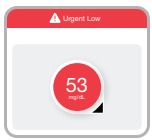
What you should do:

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

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. 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):** 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 current 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 alert (High):** Alerts you when your sensor reading is at or above the set level. It's the yellow line on the trend graph. You can customize this alert: • **App:** Go to **Profile > Alerts > High**. • **Receiver:** Go to **Menu > Settings > Alerts > High**. 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
 	 	**Rising Fast and Falling Fast alerts:** Lets you know when your sensor readings are changing quickly.

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).

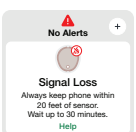
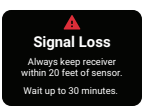
- **Falling Fast alert:** Also tells you your glucose is falling quickly, but you set the level that triggers it and it isn't tied to time.

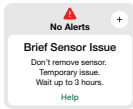
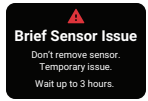
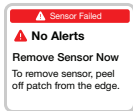
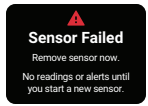
If your glucose is falling fast and is at or below 55 mg/dL, you'll get an Urgent Low alert, not a Falling Fast alert.

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
		**Signal Loss alert** Alerts you when the display device temporarily stops getting sensor readings because there's an issue with the connection.

App	Receiver	What it means
		**Brief Sensor Issue alert** Alerts you when the sensor can't read your glucose right now.
		**Technical Alerts** 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: Alerts won't sound but will display and vibrate.

  Vibrate Exceptions: Urgent Low and Technical Alerts act differently; if you don't acknowledge them, they will add sound. In the app, these alerts include: Urgent Low, 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

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

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

- **Receiver:** Vibrate Only

  Vibrate Only Exceptions: Urgent Low and Technical Alerts act differently; if you don't acknowledge them, they will add sound. In the receiver, these alerts include: Urgent Low, Replace Sensor Now, Sensor Failed, Set Date/Time, System Check, Very Low Battery, Weak Charger

For a list of System and Technical Alerts, go to the Glossary in the Safety Information chapter. 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 Vibrate Only in the receiver, go to the Customizing Sounds section of the Alerts chapter.

Responding to app alerts

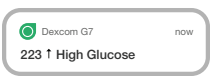
When you get an alert, your first priority is to resolve it: make a treatment decision or fix a system issue.

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:



From the Lock screen, touch and hold the notification until **OK** appears. Tap **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 are three ways to acknowledge alerts from your Lock screen.

First, if your notification has an OK button, tap **OK** to acknowledge the alert.

or

Second, if your notification doesn't have an OK button, pull down on the notification and tap **OK** to acknowledge the alert.

or

Third, tap the notification (not the OK button) to open the app. Then tap **OK** to acknowledge the alert.

Smartwatch

Any brand of smartwatch may display some alerts, even if it isn't set up with your G7. On your smartwatch lock screen, tap **OK** to acknowledge the alert. That will also acknowledge the alert in your app.

To find out about smartwatches that work with your G7, go to **dexcom.com/compatibility**.

To find out how to set up a supported smartwatch with your G7, go to the Set up Displays, Medical Device, and Siri chapter.

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.

If your watch battery gets too low to show your glucose information, use the Dexcom app on your phone or the receiver.

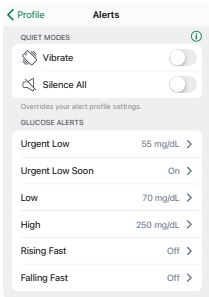
Changing all alerts

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 showing the time left for Silence All displays at the top of your screen when you use Silence All.

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

Vibrate Exceptions: (these exceptions always apply, not just in Quiet Mode)

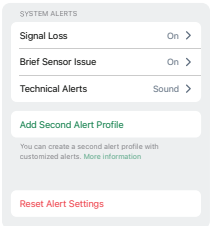
- Your phone vibrate setting must be on for the alerts to vibrate. For more information, go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**.
- Urgent Low and Technical Alerts act differently; if you don't acknowledge them, they will add sound. In the app, these alerts include: Urgent Low, 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 (app)

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.



Scroll down to see this part of the screen.

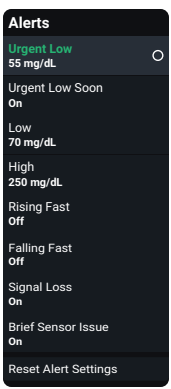
System Alerts: Tap the alert to customize System Alerts. To change the sound or vibration for an individual alert, tap it, then tap **Sound/Vibrate**.

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

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

Receiver

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



Alerts: Go to the alert to change its settings.

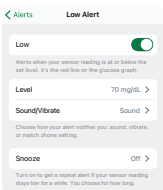
Reset Alert Settings: Reset all alerts to default settings.

Changing one alert

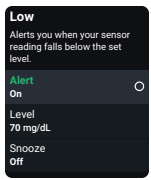
Go to alert settings to customize each alert. The Low alert screen shows some settings you can change:

- **App:** Level, Sound/Vibrate, and Snooze
- **Receiver:** Level and Snooze

App



Receiver



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.

You can add a glucose level to this. If you do, you'll get an alert when your glucose is at or below that level and falling fast.

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.

You can add a glucose level to this. If you do, you'll get an alert when your glucose is at or above that level and rising fast.

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 time 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.

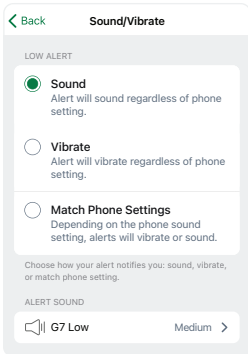
Sound/Vibrate: Choose how your alert notifies you. Go to the next section for more information.

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.



- **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.

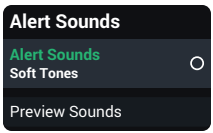
Vibrate Exceptions:

- Your phone vibrate setting must be on for the alerts to vibrate. For more information, go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**.
- Urgent Low and Technical Alerts act differently; if you don't acknowledge them, they will add sound. In the app, these alerts include: Urgent Low, 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

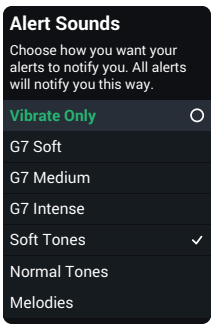
Choose a sound theme, such as Soft Tone or Normal Tones, for all receiver alerts. Within each theme, every alert is assigned a different sound. Go to **Menu > Settings > Alert Sounds** to change your alert sounds.



Alert Sounds: Choose sound theme here.

Preview Sounds: Select this 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.

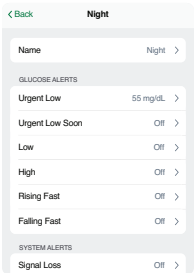
Select **Alert Sounds** to choose a sound theme or to choose vibrate only.



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

G7 Soft, G7 Medium, G7 Intense, Soft Tones, Normal Tones, and Melodies: Choose a sound theme.

Adding a second alert profile in your app



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.

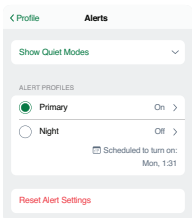
You can create a second, separate alert profile to use when needed in **Profile > Alerts > Add Second Alert Profile**. Display device screens lead you through naming the second profile, in this case, Night. Then, you can customize each alert in the Night profile to work as you want it to.

You can use the profiles two ways:

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

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.



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 provider 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 app 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 using Quiet Modes in the app or Alert Sounds in the receiver. In the app, you can also use Silence All in Quiet Modes to temporarily silence these alerts.

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 app alerts

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

Go to the changing all alerts section 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 Soon:** Make sure it's on
- **Low:** 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:** 10 mg/dL higher than your usual level
- **High:** 50 mg/dL lower than your usual level

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

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6 • Set Up Displays, Medical Device, and Siri

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.

Internet requirements

You need secure Wi-Fi or cellular internet access for:

- **Setup:** Internet is required to download the app and create and/or login to your account.
- **Sharing data:** To smoothly share data with Dexcom Follow or Dexcom Clarity, you need a steady internet connection.
- **Some app help features:** A few app help features use the internet, including videos, FAQs, and app technical support.

Internet connections lost without warning, failure to establish internet connections, or the degradation of service prevent those features from working.

While you don't need Wi-Fi or cellular internet access to pair your sensor, get readings and alerts, or use other features not listed above, you do need *Bluetooth*.

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**.

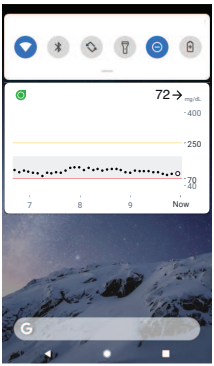
If you use both the app and the receiver, you'll need to acknowledge alerts on both display devices.

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.

Quick Glance (Android)

Check your sensor reading, trend arrow, and trend graph (3 hour view) and other G7 information from the notification drawer. Swipe down from the top of your screen to see Quick Glance.

To open the app, just tap the notification.



The colors work the same as in the app: yellow for high, red for low, gray for target range.

Other icons appear near the sensor reading to give you more information when needed, such as:

- If Silence All is on.
- A banner if you get an Urgent Low or Urgent Low Soon alert.
- If the system isn't working correctly. Tap Quick Glance to open the app to get more information.
- If there's a phone settings conflict.

Quick Glance is on by default. Turn it off in your display device settings or in the G7 app Profile tab.

To find out how to acknowledge alerts from the Lock screen, go to the Alerts chapter.

Siri (Apple)

Use your iPhone and G7 app settings to set up a Siri shortcut. Then you can ask Siri to tell you your sensor reading and trend arrow! When Siri answers, your trend graph will also display on your screen.

To get started, follow these steps:

1. Make sure Siri is on in your phone settings.
2. In your G7 app Profile tab, tap **Siri Shortcuts** to add, edit, or remove a shortcut.

   If your phone uses iOS 16 or later, when you install the G7 app, Siri Shortcuts will be set up automatically.

Smartwatch (Apple)

Check your G7 on your Apple smartwatch.

Suggested use

Using a smartwatch with your G7 may change how you get alerts.

- Your smartwatch communicates with your phone, not the sensor.
- You won't get alerts or sensor readings on your watch unless it's connected to your phone and your phone is connected to your sensor.

  Make sure you understand how you get notifications when a watch is connected.

- You must wear the watch to see alerts and feel their vibrations.
- In your smart device settings, make sure notifications are sent to both your phone and watch.
- Don't disable or block notifications from the app.

Waking up your watch updates your G7 data from your phone. There may be a brief delay before your watch app shows current information.

Go to **dexcom.com/compatibility** to make sure your watch works with your G7.

Apple Watch setup (iPhone)

To install the app, use the Watch app on your iPhone.

See your watch instructions for details about installing apps.

What you see	What it means
Apple Watch 	**Sensor Reading and Arrow** 1. Sensor reading 2. Trend Arrow **Trend Graph** 3. Trend Graph 4. Current sensor reading 5. High alert Level 6. Low alert Level 7. Shows past 3 hours 8. Time

Tap the graph to change the number of hours shown: 1, 3, or 6 hours.

Smartwatches that aren't set up with G7

Any brand of smartwatch may display some alerts, even if it isn't set up with your G7. On your smartwatch lock screen, tap **OK** to acknowledge the alert. That will also acknowledge the alert in your app.

To find out about smartwatches that work with your G7, go to **dexcom.com/compatibility**.

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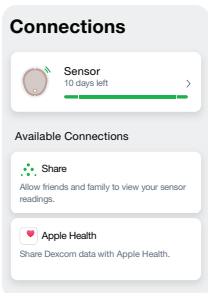
7 • App Connections

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



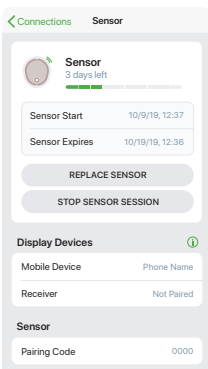
From Connections, you can:

- Get information about your sensor session
- Replace your sensor
- Share your glucose information with others
- Upload your glucose information to Apple Health

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
- See your display devices and each one's status
- Get your pairing code

Share and Follow

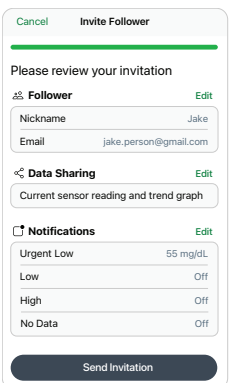
Use the app's Share feature to let friends and family members view your glucose information. Share sends your information every 5 minutes — almost as soon as you get it. Always treat using the primary G7 app, not the Follow app.

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 smart devices. 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.



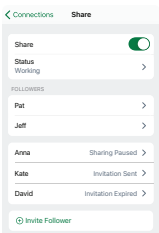
This shows what your Follower can see. To customize it, follow these steps:

1. Tap **Edit**.
2. Tap **Send Invitation**.

Share sends your Follower an invitation email.

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 7 days to accept.
- **Invitation Expired:** Follower didn't accept invitation within 7 days. To re-invite, tap **Resend Invitation**.
- **Sharing Paused:** You stopped sharing with a Follower.
- **Stopped Following You:** Follower stopped following you.

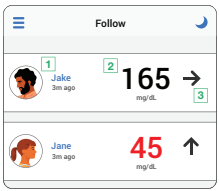
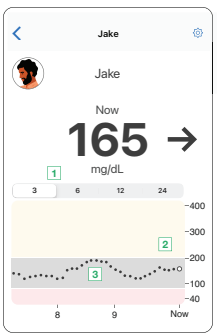
To change the status and information sent to each Follower, tap the Follower's name.

Dexcom Follow app

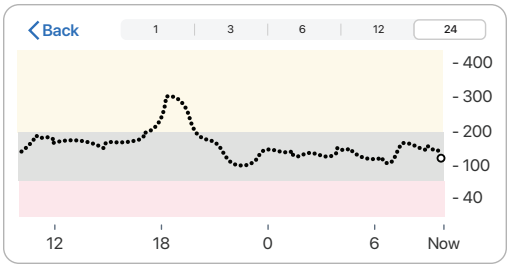
The Follower gets the invitation email with instructions. Using their phone or iPad, the Follower must open the email and use the link in it to install the Dexcom Follow app (if it's not already installed) and accept the Sharer's invitation.

What Followers see

Each Follower sees only what the Sharer chooses to share.

What Followers see	When Sharer shares
	**Sensor reading and trend arrow** 1. **Picture and Name of Sharer** 2. **Number:** The most recent sensor reading 3. **Trend arrow:** Where glucose is heading based on the last few readings
	**Sensor reading, trend arrow, and trend graph** The above fields plus: 1. **3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph. 2. **Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings. 3. **Target range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range. Followers can set their own levels for the notifications. They can get notifications for Urgent Low, Low, High, or No Data. The Urgent Low notification is always set at 55 mg/dL.

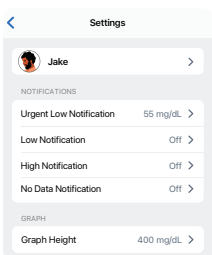
A Follower can see up to the last 24 hours of the Sharer's sensor readings when they turn the smart device to landscape. Touch and hold the trend graph to get details.



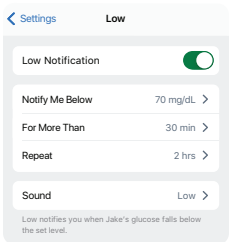
Notifications

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.



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 phone settings. Depending on the phone sound setting, the follow notification will vibrate or sound.

Responding to notifications

When a Follower gets a notification, they must acknowledge it on their display device by opening the app. Until they acknowledge the notification, it repeats every 5 minutes.

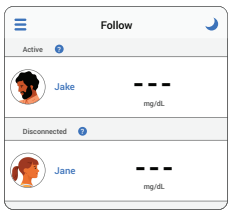
Followers can open the app from the Lock screen notification.

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**.

Apple Watches for Follow app

Using their Apple Watch, Followers can get their list of Sharers, each one's glucose information and notifications, exactly as it shows on the Followers' phones. There's even a complication for the watch face.

To install the Follow app on the Apple Watch, use the Watch app on the iPhone. See watch instructions for details about installing apps.

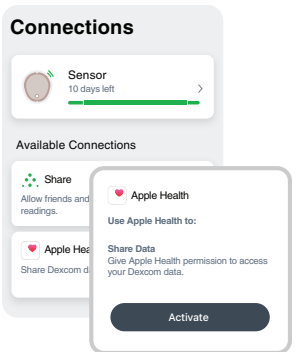
Use Follow on the phone to change settings.

Follow app tips

When using the Follow app:

- 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 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 consolidates health data from your smartphone, smartwatch, and third party apps, including G7. Activate Apple Health and your G7 will send data to the health app with a 3 hour delay.

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 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

Glucose tab: The landscape view on your smart device shows events logged in the app below your trend graph (go to the Display Device Screens chapter).

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.

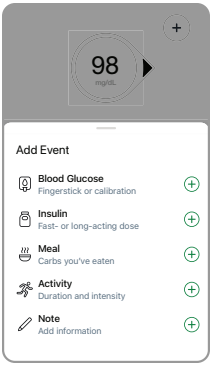
Tracking events

App

In the app, you can track insulin doses, meals, activity, and BG meter values. You can even add short notes — in text and emojis — about other things that might affect your glucose. Track events anytime, as they occur or up to 30 days later. You can edit and 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.

To edit or delete an event you logged:

Go to the **History** tab.

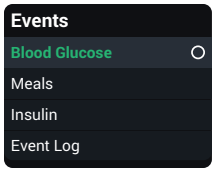
Select the event you want to edit or delete and follow the instructions on the screen.

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.

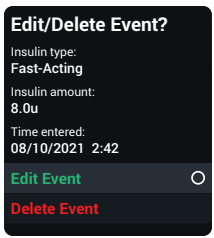
To log events:



Go to **Menu > Events**.

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

To edit or delete an event you logged:



Go to **Menu > Events > Event Log**.

Scroll to the event you want to edit or delete, select Next, and follow the instructions on the screen.

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.

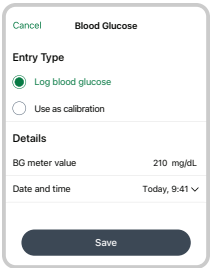
If you calibrate, enter it into the app or the receiver, not both. The other device will update after about 5 minutes.

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:

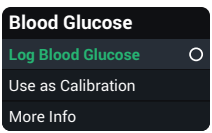


Tap **+** in the **Glucose** or **History** tabs.

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

Receiver

To log a BG meter value or calibrate your G7:



In the receiver, go to **Menu > Event > Blood Glucose**.

Select **Log Blood Glucose**, or to use the BG meter 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 healthcare provider does.

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

9 • Reports

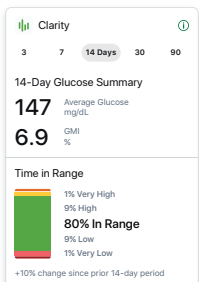
Reports on your display device are an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. They can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those 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.

GMI: Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.

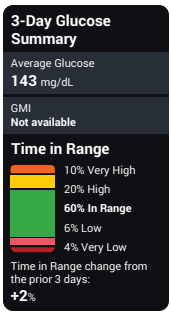
Time in Range: Shows the percentage of time that glucose levels are in Low, Target, and High Ranges. The following are recommended ranges from an international consensus:

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

Go to **dexcom.com/clarityapp** for more detailed reports.

Receiver

Go to **Menu > Reports** to choose one.



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

GMI: Glucose Management Indicator (GMI) is calculated using average sensor glucose data. GMI can be an indicator of how well glucose levels are managed. GMI will likely differ from A1C.

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, you can get more detailed reports at **dexcom.com/clarityapp**. For more information, go to the Clarity appendix.

10 • Next Sensor Session

Each sensor session lasts up to 10 days with 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

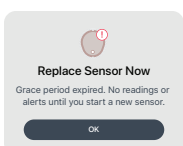
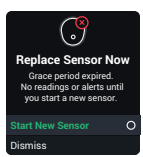
You must end the sensor session or grace period before you start a new sensor. You can end it two ways:

- Automatically, when the grace period ends (you'll get an alert letting you know)
- Manually, before the grace period ends

You only need to end your sensor session on one display device.

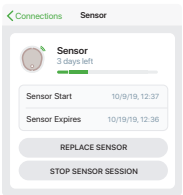
Automatically: End sensor when grace period ends

At the end of the grace period, you'll get the Replace Sensor Now alert:

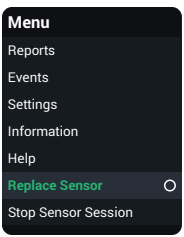
App	Receiver	What it means
		**App:** Tap **OK** and follow instructions on the screen. **Receiver:** Select **Start New Sensor** and follow instructions on the screen.

Manually: End sensor before grace period ends

App

What you see	What it means
	To end your session early from the app, go to **Connections > Sensor**. Tap either: • **Replace Sensor:** If you want to start a new sensor immediately or • **Stop Sensor Session:** If you want to stop this sensor without starting a new one Then, follow the instructions on the app screens.

Receiver

What you see	What it means
	To end your session early from the receiver, go to **Menu**. Go to either: • **Replace Sensor:** If you want to start a new sensor immediately or • **Stop Sensor Session:** If you want to stop this sensor without starting a new one 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 (see product instructions before using).
- 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)

Before inserting a new sensor, remove old sensors from your phone's list of *Bluetooth* connections.

There may be more than one sensor listed because your phone saves each sensor as a new device in the *Bluetooth* connections list.

Apple

1. On your phone, go to **Phone Settings > *Bluetooth***.
2. Find a used sensor in My Devices list. Dexcom G7 sensor names start with DXCM.
3. Tap **i** to see details about this sensor.
4. Tap **Forget This Device**.

Android

1. On your phone, go to **Phone Settings > Connections > *Bluetooth***.
2. Find your used sensors in the list of paired devices. Dexcom G7 sensor names start with DXCM.
3. Tap **Settings** ⚙ to see details about the connection.
4. Remove your used sensor from the list.

Remove while using sensor

To remove old sensors from the *Bluetooth* connections list while you are wearing one, follow the above steps and keep these tips in mind:

- All Dexcom sensors are listed as not connected, even the current one. The current sensor's status changes to connected during the few seconds every 5 minutes when it's sending your sensor reading to your phone. If you watch the list for up to 5 minutes, you'll see which sensor is the current one.
- Don't worry if you remove the current sensor. Within 5 minutes, the sensor will send your next sensor reading to your phone and the sensor will reappear in the *Bluetooth* connections list. (If you use an iPhone, it will prompt you to re-pair the sensor — no pairing code needed. Android phones do this automatically.)

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11 • Troubleshooting

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

For more troubleshooting information, see the frequently asked questions section on the Dexcom website (**dexcom.com/faqs**) or contact technical support (in the app, go to **Profile > Contact**).

Accuracy and calibration

Issue

Why aren't your BG meter value and sensor reading the exact same number?

Solution

Accuracy

One reason is they're measuring glucose in different fluids. The BG meter measures blood glucose while the sensor measures interstitial fluid. And if your healthcare provider did a lab test at the same time, the lab result may give a third number. The lab test is considered the most accurate number.

Other reasons there could be a difference between your BG meter and your Dexcom G7 are:

- **Hand cleanliness:** Wash your hands with soap and water (not hand sanitizer) and dry them. Then test. Many inaccurate BG meter values are from hands not being washed thoroughly before testing.
- **Sensor's first day:** With newly inserted sensors, the differences between your BG meter 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.
- **Glucose changing quickly:** When your glucose is rapidly changing, it can be more difficult to compare your BG meter value and sensor reading because blood glucose changes a little before interstitial fluid glucose. The numbers should get closer when your glucose stabilizes.
- **Test strips:** Make sure your test strips are stored as directed and not expired. Also, make sure to use enough blood on the test strip.

You can log your BG meter value by tapping **+** in the app's **Glucose** or **History** tabs. In the receiver, go to **Menu > Event > Blood Glucose**.

If your sensor readings are always much higher (or always much lower) than your BG meter values for several hours, consider calibrating your G7.

Calibration

Calibrating your G7 is optional. It can make the G7 more accurate or less accurate compared to the lab result, but it should bring the sensor readings closer to your BG meter value.

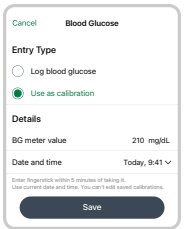
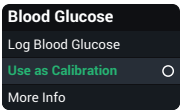
Don't calibrate in these situations:

- **Relieve pressure:** Don't calibrate if the sensor reading seems inaccurate because of pressure on the sensor. The sensor should recover on its own when the pressure is relieved.
- **Stable glucose:** Calibration works best when your glucose is stable. Consider waiting to calibrate if your glucose is changing rapidly.

When calibrating, make sure to:

- **Clean hands:** Wash your hands with soap and water and dry them.
- **Enter within 5 minutes:** Enter the calibration within 5 minutes of taking a fingerstick.

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

App	Receiver	
		In the app, tap **+** in the **Glucose** or **History** tabs. In the receiver, go to **Menu > Event > Blood Glucose**. Select **Use as Calibration** and follow onscreen instructions to enter the BG meter value as a calibration.

When you calibrate your G7 using your BG meter, remember:

- **Calibrate in one display device:** Calibrate in one display device, even if you use both the app and receiver. The sensor sends calibration information between them.
- **Meter values:** Only calibrate with BG meter values from 40 mg/dL to 400 mg/dL.
- **Calibration Not Used alert:** If you get a Calibration Not Used alert, take another fingerstick and calibrate again.

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 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 provider. Go to **dexcom.com/faqs** for more tips.

Issue

Applicator won't detach after inserting sensor.

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 (in the app, go to **Profile > Contact**).

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 stop your alerts and app from working:
    - **Apple features include:** Screen Time and Low Power Mode
    - **Android features include:** Focus Mode, App Pause, and Battery Saver Mode
  - For more information, 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

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:

- **Receiver is on:** Verify that the receiver is on.
- **Alert sounds:**
  - Make sure you aren't using 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**.

Can't see receiver screen

Issue

It's hard to see what's displayed on the receiver screen.

Solution

Check these items, in order:

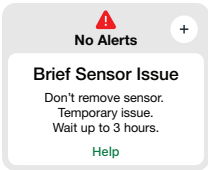
1. Turn off screen (either by pushing the Back button or by not pushing any button for 30 seconds). Then press a receiver button to wake it up and light the screen.
2. If you're in bright sunlight, try changing the screen brightness at **Menu > Settings > Display > Screen Brightness** or moving to a shaded location.
3. Turn receiver off at **Menu > Power Off**. Then turn it back on by pressing the Select button for 3-5 seconds.

Common alerts

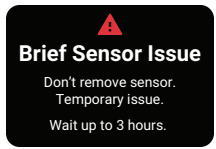
Issue

Brief Sensor Issue alert: Sensor is temporarily unable to measure glucose.

App



Receiver



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. Tap Help in app for more information on troubleshooting.

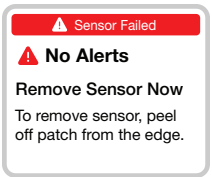
If Brief Sensor Issue continues for more than 3 hours, contact technical support (in the app, go to **Profile > Contact**).

Brief Sensor Issue may lead to Sensor Failed alert.

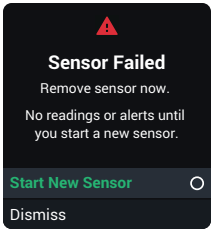
Issue

Sensor Failed alert.

App



Receiver



Solution

This issue may happen anytime during a sensor session. If you get this alert, go to its Help screen for more information.

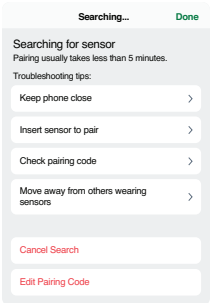
You won't get sensor readings or alerts until you start a new sensor.

1. Remove sensor now.
   Tip: Peel off patch from edge.
2. Insert and pair new sensor.
3. Review Choose Sensor Site by Age in *Inserting Sensor*.

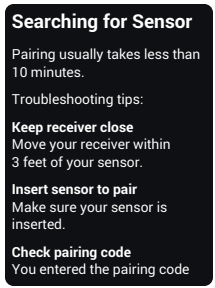
Issue

Searching for sensor: Pairing is taking longer than expected. (Help screen shown here.)

App



Receiver



Solution

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

Pairing usually takes less than 5 minutes for the app and less than 10 minutes for the receiver. If it takes longer, use these troubleshooting tips.

- **Keep display device close:**
  - **App:** Always keep phone within 20 feet of sensor.
  - **Receiver:** For pairing, keep receiver within 3 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 receiver.
  - Sensor can be paired with only one smartphone.
- **Keep app open:** Don't close the app by swiping it off during pairing.

Issue

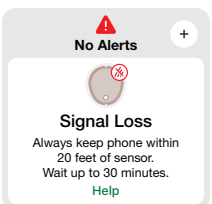
Signal Loss alert: Your display device has temporarily stopped getting sensor readings from your sensor over *Bluetooth*.

If your display device doesn't get the sensor reading twice in a row, the Signal Loss banner displays.

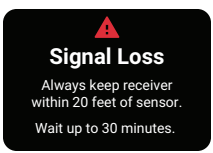
After about 20 minutes of not getting sensor readings, the display device sounds or vibrates too. You can change Signal Loss alert settings at **Profile > Alerts > Signal Loss**.

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



Receiver



Solution

App

Troubleshooting tips:

(It will take up to 5 minutes for any of these to work.)

- Turn *Bluetooth* off. Then turn it back on and leave it on.
- Keep your display device within 20 feet of the sensor with nothing between them, including your body, walls, and water.
- Keep your display device on the same side of your body as your sensor. *Bluetooth* works best when the sensor and display device are in sight of each other.
- Keep the app open. Don't swipe it closed.
- Restart your phone and the app.

To help prevent:

- Use recommended phone settings listed in the app at **Profile > Phone Settings**.
- Keep your phone battery charged to at least 20%.

If Signal Loss continues for more than 30 minutes, contact technical support (in the app, go to **Profile > Contact**).

Receiver

Troubleshooting tips:

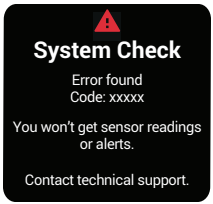
(It will take up to 5 minutes for any of these to work.)

- Keep the receiver within 20 feet of your sensor with nothing between them, including your body, walls, and water.
- Keep your receiver on the same side of your body as the sensor so they are in sight of each other.
- Press a receiver button to wake it up and start a new connection attempt.

If Signal Loss continues for more than 30 minutes, contact technical support.

Issue

System Check alert — Error found (Receiver).



Solution

Contact technical support. Give them the error code.

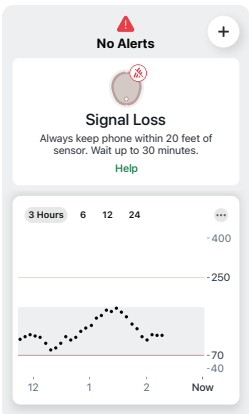
Gap in trend graph

Issue

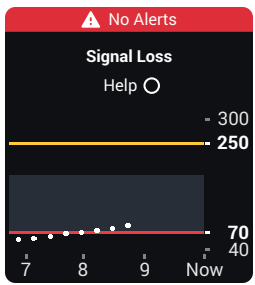
When you aren't getting sensor readings, your trend graph may show a gap in the trend dots.

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. This can happen during normal use or after storage or shipping.

Your receiver may need to be charged after shipping and storage.

Solution

Use Dexcom supplied charger and USB cable. If the charger you use is too weak, the receiver will alert you.

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 or receiver 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**.

Update display device

Issue

You need to know how and when to update your display device with the latest Dexcom release.

Solution

Keep app updated

You'll get an alert when an app update is available. Go to the App Store or Google Play and download the updated Dexcom G7 app.

Keep receiver updated

After you upload data to Clarity, it will let you know if a receiver update is available. If there's an urgent update or recall, you'll get information and instructions from Dexcom. Use a secure internet connection when updating your receiver.

Go to the Clarity appendix for more information about connecting to Clarity and uploading your data.

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, and 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.

Appendix

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A • 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 **dexcom.com/clarityapp** 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). If you only use the receiver, upload your data to Clarity at **dexcom.com/clarityapp** at least once every 6 months.

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

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 Dexcom Clarity online at **dexcom.com/clarityapp**.
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.
- Update your receiver using Clarity. Go to the Troubleshooting chapter for more information.

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, but not in a freezer.
- 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.
- 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 local guidelines for throwing out the applicator and recycling the Dexcom packaging.

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C • 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.

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 original 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 herein.

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D • 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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E • Technical Information

Device performance characteristics

NOTE: We recommend you review the information in this chapter with your healthcare provider to understand how well the Dexcom G7 Continuous Glucose Monitoring System (G7) performs.

G7 uses a glucose sensor to continuously measure and monitor your glucose levels. G7 reports glucose readings (sensor readings) every 5 minutes. G7's performance was evaluated in a clinical study in which sensor readings were assessed against blood glucose values tested by a comparator method for subjects 7 years of age and older, and by fingerstick blood glucose meter for pediatric subjects 2 to 6 years of age. The performance characteristics of G7 presented in the following sections conform to the guidance for devices in the same classification.

Clinical study overview

To demonstrate the performance of G7, a prospective clinical study (Study 1) was conducted at 12 centers across the United States. The study included both adult (18 years and older) and pediatric (2 to 17 years) participants. The study evaluated G7 performance, in terms of its safety, effectiveness, and precision. The study enrolled a total of 482 participants with 87.3% having Type 1 diabetes mellitus and 12.7% having Type 2 diabetes mellitus who were on either intensive insulin therapy (10.6%) or non-intensive insulin therapy (2.1%).

Adult participants wore up to two G7s on the upper arm and pediatric subjects wore up to two G7s on the upper arm and/or upper buttocks. A subset of participants wore two sensors at the same wear location for the precision study to compare variability of readings between sensors. Participants wore the sensors for up to 10.5 days with at least one clinic session at the beginning (Day 1, 2), middle (Day 4, 7), and end (the second half of Day 10 or the first half of Day 11) of the G7 lifecycle. Depending on the participant's age, they participated in either 1, 2, or 3 clinic sessions of varying duration.

- Adult subjects: three approximately 12-hour clinic sessions
- Pediatric subjects 13-17 years of age: two approximately 12-hour clinic sessions
- Pediatric subjects 7-12 years of age: one approximately 6-hour clinic session
- Pediatric subjects 2-6 years of age: one approximately 4-hour clinic session (compared to fingerstick blood glucose meter measurements only).

While using G7 in the clinic, subjects had their blood glucose measured every 10-15 minutes with a comparator method, the Yellow Springs Instrument 2300 STAT Plus™ Glucose Analyzer. This instrument is referred to as the YSI. Readings from G7 were reported every 5 minutes and paired with YSI values to characterize the accuracy of the sensor reading. No venous sampling was obtained for pediatric subjects aged 2 to 6 years.

Under close observation by the study investigator staff, the glucose levels were deliberately manipulated per the protocol to raise or lower glucose to achieve YSI glucose samples within target glucose bins for participants aged 13 and older unless they were on non-intensive insulin therapy. Glucose manipulations were done to assess performance over the range G7 measures glucose (40-400 mg/dL).

No display devices were used in Study 1; a validated process was used to generate the data from the data-logging transmitters. The subjects and study staff were unable to view or utilize G7 data during this study.

Accuracy

G7 accuracy was assessed with paired sensor readings to YSI blood glucose values. For blood glucose values less than 70 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For values greater than or equal to 70 mg/dL, the absolute difference (%) relative to the YSI values was calculated. In addition, the mean absolute relative difference (MARD) shows the average amount the sensor readings differ from the YSI glucose. The percentages of total readings within 20 mg/dL or 20% (20/20%) are provided in Tables 1-A. The tables are further categorized within CGM glucose ranges, within age groups (Tables 1-B and 1-C) and categorized within YSI glucose ranges (Tables 1-D and 1-E). When you see a sensor

reading on your receiver or mobile app, these tables show you how likely it is that the reading matches your blood glucose level (measured by YSI in the study).

For example, the total number of data pairs considered in the analysis was 47,261. Of these, 94.6% of the sensor readings fall within ± 20 mg/dL of the YSI blood glucose values < 70 mg/dL and within ± 20% of YSI blood glucose values ≥ 70 mg/dL.

Table 1-A. G7 accuracy to comparator method (n= 453)

Patient Population	Number of subjects	Total number of paired CGM[1]-YSI	Percent within 20/20% YSI	Percent within 20/20% YSI on Day 1	MARD (%)
Overall (7 and older)	430	47,261	94.6	86.1	8.2
Adults	308	39,193	94.6	86.1	8.2
Pediatrics (7-17)	122	8,068	94.6	86.1	8.1
Pediatrics (2-6)*					
Arm	14	148	96.6	NA	7.7
Upper buttocks	13	143	85.3	NA	11.7

* No YSI measurements were taken for this age group; results presented are from in-clinic CGM-SMBG matched paired measurements.

[1] CGM readings are within 40-400 mg/dL, inclusive.

Table 1-B. G7 accuracy to comparator method within CGM glucose ranges (adults; n=308)

CGM glucose range 1 (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	1,140	79.7	88.9	98.9	---	---	---	-9.3	16.0
54-69	3,729	92.8	96.1	99.3	---	---	---	-2.3	9.1
70-180	18,379	---	---	---	83.6	91.9	99.0	0.4	8.9
181-250	6,055	---	---	---	89.3	95.2	99.8	-2.7	7.5
>250	9,890	---	---	---	94.5	98.2	100.0	-2.3	6.0

[1] CGM readings are within 40-400 mg/dL, inclusive.

Table 1-C. G7 accuracy to comparator method within CGM glucose ranges (pediatrics*; n=122)

CGM glucose range 1 (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	162	52.5	71.0	92.0	---	---	---	-17.7	24.1
54-69	719	89.8	94.0	97.4	---	---	---	-4.7	9.0
70-180	3,996	---	---	---	85.1	92.6	99.6	-0.7	8.3
181-250	1,316	---	---	---	87.9	95.9	99.9	-3.2	7.5
>250	1,875	---	---	---	94.1	99.3	100.0	-3.2	6.3

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

[1] CGM readings are within 40-400 mg/dL, inclusive.

Table 1-D. G7 accuracy to comparator method within comparator method glucose ranges (adults; n=308)

YSI glucose range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	732	91.0	93.7	98.8	---	---	---	4.0	14.0
54-69	4,530	92.0	97.0	99.8	---	---	---	1.1	10.7
70-180	17,910	---	---	---	84.6	92.6	99.3	1.1	8.6
181-250	5,905	---	---	---	89.9	95.0	99.6	-1.9	7.4
>250	10,116	---	---	---	92.8	97.1	99.9	-6.6	6.4

Table 1-E. G7 accuracy to comparator method within comparator method glucose ranges (pediatrics*; n=122)

YSI glucose range (mg/dL)	Number of paired CGM-YSI	Percent within 15 mg/dL YSI	Percent within 20 mg/dL YSI	Percent within 40 mg/dL YSI	Percent within 15% YSI	Percent within 20% YSI	Percent within 40% YSI	Mean bias (mg/dL)	MARD (%)
<54	66	92.4	98.5	100.0	---	---	---	2.0	10.4
54-69	811	91.0	96.9	100.0	---	---	---	0.7	9.8
70-180	3,936	---	---	---	85.5	92.4	98.6	-0.4	8.5
181-250	1,275	---	---	---	88.0	94.7	99.8	-2.3	7.6
>250	1,980	---	---	---	90.9	97.8	99.9	-7.9	6.8

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

Agreement when CGM reads LOW or HIGH

G7 reports glucose readings between 40 and 400 mg/dL. When G7 determines the sensor reading is below 40 mg/dL, it displays LOW on the receiver or mobile app . When G7 determines the glucose level is above 400 mg/dL, it displays HIGH on the receiver or mobile app. Because G7 does not display glucose values below 40 mg/dL or above 400 mg/dL, the comparisons to the actual blood glucose levels (as determined by the YSI analyzer) when CGM is classified as LOW or HIGH are included separately in Table 2. The table includes the numbers and the cumulative percentages when YSI values were less than certain glucose levels (for LOW), and when YSI values were greater than certain glucose levels (for HIGH).

For example, when G7 displayed LOW (298 occasions), 96% (286 out of 298) of the YSI values were less than 80 mg/dL. When G7 displayed HIGH (356 occasions), 100% (356 out of 356) of the YSI values were greater than 320 mg/dL.

Table 2. Distribution of YSI Values when G7 CGM sensor readings are LOW or HIGH

CGM sensor readings	CGM-YSI pairs	YSI (mg/dL)					Total
		< 55	< 60	< 70	< 80	≥ 80	
LOW	n	99	145	233	286	12	298
	Cumulative percent	33%	49%	78%	96%	4%	

CGM sensor readings	CGM-YSI pairs	YSI (mg/dL)					Total
		> 340	> 320	> 280	> 250	≤ 250	
HIGH	n	347	356	356	356	0	356
	Cumulative percent	97%	100%	100%	100%	0%	

Concurrence of G7 and comparator method

Tables 3-A to 3-D categorize concurrence by CGM reading and YSI values. Tables 3-A and 3-B describe, (row percent), for each range of CGM glucose readings, what percentage of paired YSI values was in the same glucose range (shaded) or in glucose ranges above and below the paired CGM readings. For example, Table 3-A shows that for adults, when CGM readings are within 81 to 120 mg/dL, you can expect your blood glucose levels are within 81 to 120 mg/dL 74.2 % of the time. Tables 3-C and 3-D describe (column percent), for each range of YSI values, what percentage of paired CGM readings was in the same glucose range (shaded) or in glucose ranges above and below the paired YSI values. For example, Table 3-D shows that for pediatrics, when YSI values are within 81 to 120 mg/dL, you can expect your CGM readings to be within 81 to 120 mg/dL 78.8% of the time.

Table 3-A. Concurrence of G7 CGM sensor readings and YSI values by CGM glucose range (adults; n=308)

CGM sensor reading range (mg/dL)	YSI value range (mg/dL)											
	<40	40- 60	61- 80	81- 120	121- 160	161- 200	201- 250	251- 300	301- 350	351- 400	>400	Total
<40	16 7.1%	105 46.9%	97 43.3%	3 1.3%	3 1.3%	---	---	---	---	---	---	224
40- 60	9 0.4%	1,418 58.0%	944 38.6%	71 2.9%	2 0.1%	---	---	---	---	---	---	2,444
61- 80	1 0.0%	657 12.0%	4,134 75.4%	678 12.4%	11 0.2%	4 0.1%	---	---	---	---	---	5,485
81- 120	---	49 0.7%	1,175 15.7%	5,570 74.2%	671 8.9%	30 0.4%	7 0.1%	---	---	---	---	7,502
121- 160	---	2 0.0%	2 0.0%	855 15.5%	3,950 71.7%	636 11.5%	58 1.1%	5 0.1%	---	---	---	5,508
161- 200	---	---	6 0.1%	9 0.2%	691 15.9%	2,916 67.0%	668 15.4%	55 1.3%	4 0.1%	---	---	4,349
201- 250	---	---	---	---	9 0.2%	608 15.1%	2,687 66.9%	651 16.2%	51 1.3%	6 0.1%	3 0.1%	4,015
251- 300	---	---	---	---	---	4 0.1%	538 12.2%	2,604 59.0%	1,187 26.9%	77 1.7%	---	4,410
301- 350	---	---	---	---	---	---	7 0.2%	547 13.8%	2,795 70.7%	598 15.1%	6 0.2%	3,953
351- 400	---	---	---	---	---	---	---	9 0.6%	530 34.7%	940 61.6%	48 3.1%	1,527
>400	---	---	---	---	---	---	---	---	14 5.0%	143 51.4%	121 43.5%	278

Table 3-B. Concurrence of G7 sensor readings and YSI values by CGM glucose range (pediatrics*; n=122)

CGM sensor reading range (mg/dL)	YSI value range (mg/dL)											
	<40	40- 60	61- 80	81- 120	121- 160	161- 200	201- 250	251- 300	301- 350	351- 400	>400	Total
<40	3 4.1%	33 44.6%	33 44.6%	5 6.8%	---	---	---	---	---	---	---	74
40- 60	---	186 46.3%	196 48.8%	15 3.7%	5 1.2%	---	---	---	---	---	---	402
61- 80	---	61 5.6%	895 82.2%	120 11.0%	11 1.0%	2 0.2%	---	---	---	---	---	1,089
81- 120	---	2 0.1%	278 17.9%	1,103 70.9%	168 10.8%	5 0.3%	---	---	---	---	---	1,556
121- 160	---	---	---	156 12.0%	908 70.1%	215 16.6%	16 1.2%	---	---	---	---	1,295
161- 200	---	---	---	1 0.1%	173 18.5%	605 64.6%	148 15.8%	10 1.1%	---	---	---	937
201- 250	---	---	---	---	---	122 13.3%	610 66.7%	169 18.5%	13 1.4%	---	---	914
251- 300	---	---	---	---	---	---	87 12.2%	344 48.2%	279 39.1%	3 0.4%	---	713
301- 350	---	---	---	---	---	---	---	86 10.9%	589 74.9%	110 14.0%	1 0.1%	786
351- 400	---	---	---	---	---	---	---	1 0.3%	114 30.3%	240 63.8%	21 5.6%	376
>400	---	---	---	---	---	---	---	---	3 3.8%	43 55.1%	32 41.0%	78

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

Table 3-C. Concurrence of G7 sensor readings and YSI values by YSI glucose range (adults, n=308)

CGM sensor reading range (mg/dL)	YSI value range (mg/dL)										
	<40	40- 60	61- 80	81- 120	121- 160	161- 200	201- 250	251- 300	301- 350	351- 400	>400
<40	16 61.5%	105 4.7%	97 1.5%	3 0.0%	3 0.1%	---	---	---	---	---	---
40- 60	9 34.6%	1,418 63.6%	944 14.8%	71 1.0%	2 0.0%	---	---	---	---	---	---
61- 80	1 3.8%	657 29.4%	4,134 65.0%	678 9.4%	11 0.2%	4 0.1%	---	---	---	---	---
81- 120	---	49 2.2%	1,175 18.5%	5,570 77.5%	671 12.6%	30 0.7%	7 0.2%	---	---	---	---
121- 160	---	2 0.1%	2 0.0%	855 11.9%	3,950 74.0%	636 15.2%	58 1.5%	5 0.1%	---	---	---
161- 200	---	---	6 0.1%	9 0.1%	691 12.9%	2,916 69.5%	668 16.8%	55 1.4%	4 0.1%	---	---
201- 250	---	---	---	---	9 0.2%	608 14.5%	2,687 67.8%	651 16.8%	51 1.1%	6 0.3%	3 1.7%
251- 300	---	---	---	---	---	4 0.1%	538 13.6%	2,604 67.3%	1,187 25.9%	77 4.4%	---
301- 350	---	---	---	---	---	---	7 0.2%	547 14.1%	2,795 61.0%	598 33.9%	6 3.4%
351- 400	---	---	---	---	---	---	---	9 0.2%	530 11.6%	940 53.3%	48 27.0%
>400	---	---	---	---	---	---	---	---	14 0.3%	143 8.1%	121 68.0%
Total	26	2,231	6,358	7,186	5,337	4,198	3,965	3,871	4,581	1,764	178

Table 3-D. Concurrence of G7 sensor readings and YSI values by YSI glucose range (pediatrics*; n=122)

CGM sensor reading range (mg/dL)	YSI value range (mg/dL)										
	<40	40- 60	61- 80	81- 120	121- 160	161- 200	201- 250	251- 300	301- 350	351- 400	>400
<40	3 100%	33 11.7%	33 2.4%	5 0.4%	---	---	---	---	---	---	---
40- 60	---	186 66.0%	196 14.0%	15 1.1%	5 0.4%	---	---	---	---	---	---
61- 80	---	61 21.6%	895 63.8%	120 8.6%	11 0.9%	2 0.2%	---	---	---	---	---
81- 120	---	2 0.7%	278 19.8%	1,103 78.8%	168 13.3%	5 0.5%	---	---	---	---	---
121- 160	---	---	---	156 11.1%	908 71.8%	215 22.7%	16 1.9%	---	---	---	---
161- 200	---	---	---	1 0.1%	173 13.7%	605 63.8%	148 17.2%	10 1.6%	---	---	---
201- 250	---	---	---	---	---	122 12.9%	610 70.8%	169 27.7%	13 1.3%	---	---
251- 300	---	---	---	---	---	---	87 10.1%	344 56.4%	279 28.0%	3 0.8%	---
301- 350	---	---	---	---	---	---	---	86 14.1%	589 59.0%	110 27.8%	1 1.9%
351- 400	---	---	---	---	---	---	---	1 0.2%	114 11.4%	240 60.6%	21 38.9%
>400	---	---	---	---	---	---	---	---	3 0.3%	43 10.9%	32 59.3%
Total	3	282	1,402	1,400	1,265	949	861	610	998	396	54

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

Trend accuracy

Trend accuracy explains how well G7 captures the time-dependent characteristics of glucose fluctuation. The following examples quantify G7's trend accuracy:

1. When the G7 rate of change is rapidly rising (> 2 mg/dL/min), how often is reference glucose also trending up (>0 mg/dl/min)? The answer is 96.0% of the time for adults and 94.2% for pediatrics.
2. When the G7 rate of change is rapidly falling (< -2 mg/dl/ min), how often is reference glucose also falling (< 0 mg/dl/ min)? The answer is 89.9% of the time for adults and 92.9% for pediatrics.
3. When the G7 rate of change is stable (≥ -1 mg/dL/min and ≤ 1 mg/dl/ min), how often is reference glucose changing rapidly (> 2 mg/dL/min or < -2 mg/dl/ min)? The answer is only 1.9% of the time for adults and 1.3% for pediatrics.

Table 4-A. Trend accuracy rate of change (adults; n=308)

CGM rate range (mg/dL/min)	YSI rate range (mg/dL/min)						CGM-YSI pairs (n)
	<-2	[-2,-1)	[-1,0)	[0,1]	(1,2]	>2	
<-2	229 (34.2)	209 (31.2)	164 (24.5)	55 (8.2)	9 (1.3)	4 (0.6)	670
[-2,-1)	195 (6.9)	1,037 (36.9)	1,301 (46.2)	228 (8.1)	44 (1.6)	9 (0.3)	2,814
[-1,0)	155 (1.1)	957 (6.6)	10,207 (70.0)	2,991 (20.5)	221 (1.5)	49 (0.3)	14,580
[0,1]	58 (0.5)	206 (1.9)	3,011 (27.7)	6,217 (57.3)	1,143 (10.5)	217 (2.0)	10,852
(1,2]	4 (0.1)	37 (1.1)	238 (7.1)	1,167 (35.0)	1,425 (42.7)	464 (13.9)	3,335
>2	2 (0.1)	10 (0.5)	67 (3.4)	230 (11.7)	607 (31.0)	1,042 (53.2)	1,958

Table 4-B. Trend accuracy rate of change (pediatrics*; n=122)

CGM rate range (mg/dL/min)	YSI rate range (mg/dL/min)						CGM-YSI pairs (n)
	<-2	[-2,-1)	[-1,0)	[0,1]	(1,2]	>2	
<-2	71 (35.9)	75 (37.9)	38 (19.2)	12 (6.1)	2 (1.0)	0 (0.0)	198
[-2,-1)	43 (5.4)	382 (48.0)	313 (39.3)	48 (6.0)	9 (1.1)	1 (0.1)	796
[-1,0)	18 (0.7)	232 (8.4)	1,908 (69.0)	564 (20.4)	34 (1.2)	11 (0.4)	2,767
[0,1]	6 (0.3)	37 (1.7)	523 (24.1)	1,380 (63.6)	198 (9.1)	27 (1.2)	2,171
(1,2]	3 (0.4)	4 (0.5)	48 (6.5)	264 (35.9)	335 (45.5)	82 (11.1)	736
>2	0 (0.0)	5 (1.2)	20 (4.6)	44 (10.1)	133 (30.6)	232 (53.5)	434

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

Hypoglycemic and hyperglycemic alerts

Low and High Glucose alerts

The ability of G7 to detect high and low glucose levels is assessed by comparing sensor readings to YSI values at low and high blood glucose levels and determining if the alert may have sounded. G7 and YSI values were compared by pairing the sensor reading and the YSI value within before or after 15 minutes of each other. We suggest that users ask their healthcare providers what alert settings would be best for them.

Low Glucose alert

Estimates of how well the adjustable Low Glucose alert performs are presented in Tables 5-A and 5-B. Tables 5-A and 5-B represent the hypoglycemic alert evaluation within 15 minutes of each hypoglycemic alert in the study and the hypoglycemic event evaluation within 15 minutes of the YSI value for adults and pediatrics, respectively.

Hypoglycemic alert rate

The alert rate shows how often the alert is right or wrong. The true alert rate is the percentage of time the blood glucose level was at or below the alert setting within 15 minutes before or after the device alerted. The false alert rate is the percentage of time the blood glucose level was above the alert setting within 15 minutes before or after the device alerted.

For example, if you set the Low Glucose alert to 70 mg/dL and your alert sounds, how often can you expect your blood glucose to actually be low? Based on results for adults in the G7 Study (Table 5-A), when your alert sounds, you can expect your blood glucose to be below 70 mg/dL approximately 86.9% of the time and above 70 mg/dL approximately 13.1% of the time within the 15-minute period before or after your alert sounds.

When the hypoglycemic alert rate was set at 55 mg/dL, and an alert was provided, glucose was <70 mg/dL 91.3% of the time within 15 minutes of the alert based on the result for adults (data not presented in table).

Hypoglycemic detection rate

The detection rate is the percentage of time the device alerted within 15 minutes before or after the blood glucose level was at or below the alert setting. The missed detection rate is the % of time the device did not alert within 15 minutes before or after the blood glucose level was at or below the alert setting. For example, if you set the Low Glucose alert to 70 mg/dL, how often will your G7 alert you if your blood glucose goes below 70 mg/dL? Based on results for pediatrics in the G7 Study (Table 5-B), when your blood glucose goes below 70 mg/dL, you can expect your alert to sound approximately 90.4% of the time and not to sound approximately 9.6% of time within the 15-minute period before or after your blood glucose goes below 70 mg/dL.

Hypoglycemia prediction alert

The hypoglycemia prediction alert (Urgent Low Soon) is designed to let users know if their glucose will be at or below 55 mg/dL within 20 minutes. In Study 1, the hypoglycemia prediction alert (Urgent Low Soon) correctly detected when YSI glucose fell below 55 mg/dL within 20 minutes before the event 88.8% of the time for adults and 94.3% of the time for pediatrics. (Data not presented in table.)

Table 5-A. Hypoglycemic alert and detection rate evaluations (adults, n=308)[1]

Hypoglycemic alert level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True alert rate (%)	False alert rate (%)	# of events (n)	Correct detection rate (%)	Missed detection rate (%)
55	2,189	51.0	49.0	1,037	75.8	24.2
60	3,504	69.7	30.3	2,263	81.1	18.9
70	7,339	86.9	13.1	5,651	88.8	11.2
80	11,893	90.2	9.8	8,645	93.7	6.3
90	16,749	92.2	7.8	10,674	96.1	3.9

[1] All subjects were considered in the analysis; however, not all subjects experienced a hypoglycemic event.

Table 5-B. Hypoglycemic alert and detection rate evaluations (pediatrics*, n=122)

Hypoglycemic alert level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True alert rate (%)	False alert rate (%)	# of events (n)	Correct detection rate (%)	Missed detection rate (%)
55	462	36.8	63.2	106	80.2	19.8
60	728	59.9	40.1	288	89.2	10.8
70	1,543	81.5	18.5	976	90.4	9.6
80	2,477	89.9	10.1	1,692	92.5	7.5
90	3,415	92.4	7.6	2,059	96.8	3.2

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

[1] All subjects were considered in the analysis; however, not all subjects experienced a hypoglycemic event.

High Glucose alert

Estimates of how well the adjustable High Glucose alert performs are presented in Tables 5-C and 5-D. Tables 5-C and 5-D represent the hyperglycemic alert evaluation within 15 minutes of each hyperglycemic alert in the study and the hyperglycemic event evaluation within 15 minutes of the YSI value for adults and pediatrics, respectively.

Hyperglycemic alert rate

The alert rate shows how often the alert is right or wrong. The true alert rate is the percentage of time the blood glucose level was at or above the alert setting within 15 minutes before or after the device alerted. The false alert rate is the percentage of time the blood glucose level was below the alert setting within 15 minutes before or after the device alerted.

For example, if you set the High Glucose alert to 200 mg/dL and your alert sounds, how often can you expect your blood glucose to actually be high? Based on results for adults in the G7 Study (Table 5-C), when your alert sounds, you can expect your blood glucose to be at or above 200 mg/dL approximately 96.3% of the time and not be above 200 mg/dL approximately 3.7% of the time within the 15-minute period before or after your alert sounds.

Hyperglycemic detection rate

The detection rate is the percentage of time the device alerted within 15 minutes before or after the blood glucose level was at or above the alert setting. The missed detection rate is the percentage of time the device did not alert within 15 minutes before and after the blood glucose level was at or above the alert setting.

For example, if you set the High Glucose alert to 240 mg/dL, and your blood glucose rises above 240 mg/dL, how often can you expect your device to correctly alert you? Based on results for pediatrics in the study (Table 5-D), if your blood glucose was at or above 240 mg/dL, you can expect your alert to sound approximately 96.1% of the time within 15 minutes and an alert not to sound approximately 3.9% of the time.

Table 5-C. Hyperglycemic alert and detection rate evaluations (adults, n=308)

Hyperglycemic alert level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True alert rate (%)	False alert rate (%)	# of events (n)	Correct detection rate (%)	Missed detection rate (%)
120	56,899	97.0	3.0	24,147	98.5	1.5
140	48,771	96.8	3.2	21,222	98.2	1.8
180	35,465	96.4	3.6	16,454	97.8	2.2
200	29,941	96.3	3.7	14,521	97.1	2.9
220	25,145	96.2	3.8	12,799	96.5	3.5
240	20,970	95.6	4.4	11,244	95.9	4.1
300	8,884	90.1	9.9	6,630	88.7	11.3

Table 5-D. Hyperglycemic alert and detection rate evaluations (pediatrics*, n=122)

Hyperglycemic alert level (mg/dL)	Alerts			Detections		
	# of alerts (n)	True alert rate (%)	False alert rate (%)	# of events (n)	Correct detection rate (%)	Missed detection rate (%)
120	11,557	97.6	2.4	5,192	98.6	1.4
140	9,695	97.7	2.3	4,542	97.9	2.1
180	6,600	96.3	3.7	3,374	97.2	2.8
200	5,476	95.7	4.3	2,951	97.1	2.9
220	4,384	93.7	6.3	2,532	96.0	4.0
240	3,496	94.6	5.4	2,218	96.1	3.9
300	1,649	93.5	6.5	1,467	87.7	12.3

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

Sensor stability

Sensors can be worn for up to 10 days with a 12-hour grace period. Performance was estimated by calculating the percentage of sensor readings within 15 mg/dL or 15% (15/15%), 20 mg/dL or 20% (20/20%), and 40 mg/dL or 40% (40/40%) of the YSI values at the beginning (Day 1, 2), middle (Day 4, 7), and end (the second half of Day 10, the first half of Day 11) of the G7 lifecycle. For blood glucose values less than 70 mg/dL, the absolute difference in mg/dL between the two glucose results was calculated. For values greater than or equal to 70 mg/dL, the absolute difference (%) relative to the YSI values was calculated. In addition, the mean absolute relative difference (MARD) shows the average amount the sensor readings differ from the YSI glucose. The MARD values included in Table 6-A and 6-B show G7 is highly accurate over the 10.5-day life of the sensor.

Table 6-A. Sensor stability relative to YSI (accuracy over time[1]) (adults; n=308)

Wear period	Number of paired CGM-YSI	MARD (%)	Percent within 15/15% YSI (%)	Percent within 20/20% YSI (%)	Percent within 40/40% YSI (%)
Beginning	14,280	9.9	82.7	91.1	99.0
Middle	13,210	7.2	91.8	96.9	99.9
End	11,703	7.2	91.8	96.4	99.8

[1] CGM readings are within 40 to 400 mg/dL, inclusive.

Table 6-B. Sensor stability relative to YSI (accuracy over time[1]) (pediatrics*; n=122)

Wear period	Number of paired CGM-YSI	MARD (%)	Percent within 15/15% YSI (%)	Percent within 20/20% YSI (%)	Percent within 40/40% YSI (%)
Beginning	3,378	9.9	80.1	90.4	98.3
Middle	3,341	6.8	93.8	98.1	100.0
End	1,349	6.8	92.4	96.2	99.9

* Includes pediatric subjects 7-17 years of age; no YSI measurements were taken for pediatric subjects 2-6 years of age.

[1] CGM readings are within 40 to 400 mg/dL, inclusive.

Sensor life

Subjects wore multiple sensors during the study. Prior to insertion, subjects and caregivers cleaned hands and insertion sites with soap and water, allowing both to fully dry. An alcohol wipe was then used to wipe the insertion site. The site was allowed to fully dry. After insertion, gentle pressure was applied to the sensor for 10 seconds, the adhesive patch was rubbed 3 times, and overpatches were applied.

Sensors are designed to be worn for up to 10 days with an optional 12-hour grace period. Some sensors may not survive the full 10 days for a variety of reasons. To estimate how long a sensor will work over the intended use life of 10 days, sensors worn were evaluated to determine how many days and hours of readings each sensor provided.

For adults, a total of 315 sensors were evaluated. 80.5% of the sensors lasted through the end of the entire 10-day wear period (see Figure 1-A). Among the 315 sensors evaluated, 38 sensors (12.1%) possibly had early sensor shut-off where the sensor algorithm would have detected sensors that did not function as intended and shut them off.

For pediatrics, a total of 145 sensors worn at the arm location were evaluated. 75.0% of the sensors lasted through the end of the entire 10-day wear period (see Figure 1-B). Among the 145 sensors evaluated, 28 sensors (19.3%) had early sensor shut-off where the sensor algorithm would have detected sensors that did not function as intended and shut them off.

For pediatrics 2-6 years of age, a total of 16 sensors worn at the upper buttocks location were evaluated. 50.0% of the sensors lasted through the end of the entire 10-day wear period. Among the 16 sensors evaluated, 8 sensors (50.0%) had early sensor shut-off where the sensor algorithm would have detected sensors that did not function as intended and shut them off.

Table 7-A. Sensor survival rate by wear day (adults; n=315)

Wear day	Number of sensors	Survival rate (%)
1	310	98.4
2	303	96.8
3	300	95.9
4	291	93.6
5	286	92.0
6	282	90.7
7	273	88.5
8	267	86.5
9	259	83.9
10	152	80.5

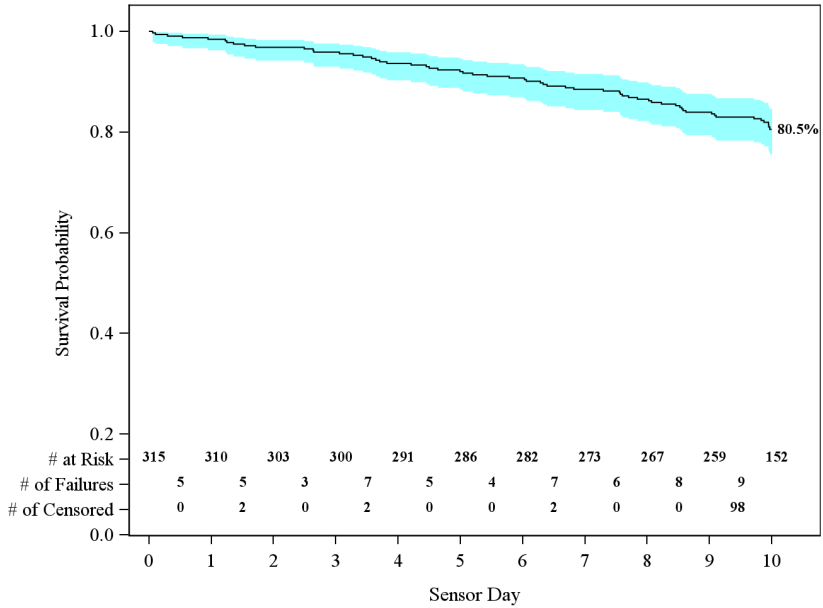

Figure 1-A. Kaplan Meier curve of sensor life (adults; N = 315)

Note: "# of censored" refers to sensors excluded from the survival analysis due to reasons not related to the device (e.g., subject dropped out of study)

Table 7-B. Sensor survival rate by wear day (pediatrics arm; n=145)

Wear Day	Number of Sensors	Survival Rate (%)
1	141	97.2
2	140	96.6
3	138	95.2
4	137	95.2
5	135	93.8
6	132	91.7
7	128	88.9
8	122	84.8
9	115	79.9
10	102	75.0

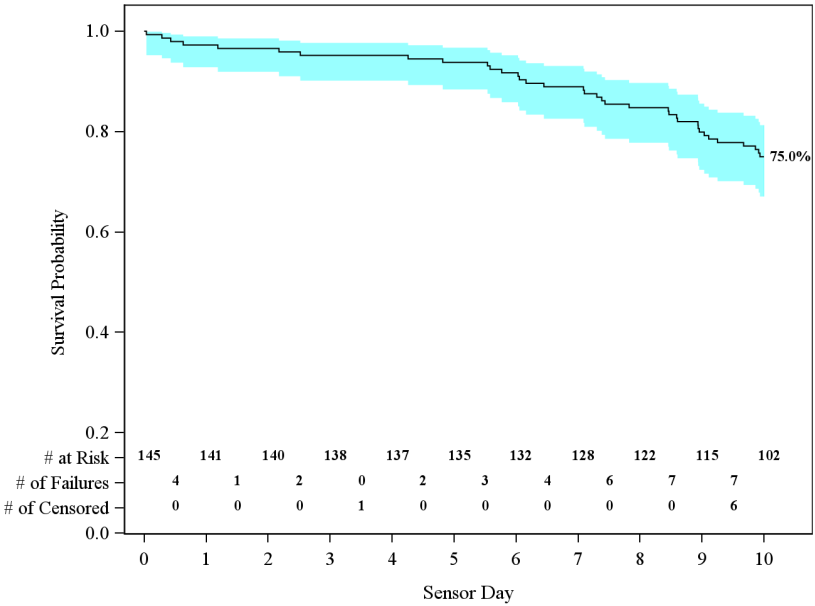

Figure 1-B. Kaplan Meier curve of sensor life (pediatrics; N = 145)

Note: "# of censored" refers to sensors excluded from the survival analysis due to reasons not related to the device (e.g., subject dropped out of study)

Number of readings provided

G7 is capable of providing a valid sensor reading every 5 minutes, or up to 288 valid sensor readings per day. For a variety of reasons, G7 may be unable to provide a valid sensor reading. The percentage of valid sensor readings you can expect from G7 over the sensor life is 99.4% (data not shown). All sensors (100%) had valid sensor readings available at least 90% of the time (data not shown). Table 8-A below describes the data availability rate by each wear day over the sensor life for sensors worn at the arm location. Table 8-B below describes the data availability rate by each wear day over the sensor life for sensors worn at the upper buttocks location.

Since display devices were not used in Study 1, a second study (Study 2) was conducted to evaluate G7 data capture rates across the sensor session using display devices (G7 app [iOS and Android OS] and/or G7 receiver). This study was a prospective clinical study conducted at 2 centers in the United States. The study included 60 participants without diabetes since the objective was to establish data capture rates and not device accuracy. In summary, at least 98% of all available sensor data was successfully transferred to each display device individually, G7 receiver or G7 app (iOS or Android), over the entire 10-days (data not shown).

Table 8-A. Data availability rate by wear day — adult and pediatrics 2-17 YO arm (n=460)

Wear day	Number of sensors	Data availability rate (%)
1	460	99.5
2	451	99.8
3	443	99.9
4	438	99.7
5	428	99.6
6	421	99.6
7	414	99.5
8	401	99.2
9	389	98.5
10	374	98.1

Table 8-B. Data availability rate by wear day — pediatrics 2-6 YO upper buttocks (n=16)

Wear day	Number of sensors	Data availability rate (%)
1	16	98.9
2	15	99.1
3	13	99.7
4	13	99.6
5	13	99.1
6	13	98.0
7	13	97.9
8	11	98.7
9	10	98.0
10	10	96.1

Precision of system readings

A subset of subjects wore two G7s at the same time (n=82). This was to look at how similarly two systems function on the same subject (sensor precision) under the same conditions. Precision was evaluated by comparing the glucose readings from the two systems worn on the same subject at the same time on the same location.

Table 9 shows that the sensor readings from the two sensors worn at the same location generally agreed with each other. For adults (18+ years old), the paired absolute relative difference (PARD) between the two systems was 8.9% and the coefficient of variation (CV) was 6.3%. For pediatrics (2-6 years old) wearing sensors on the arm, the PARD was 6.1% and the CV was 4.3%.

Table 9. Precision by wear location

	Adults (18+ Y0) - arm	Pediatrics (7-17 Y0) - arm	Pediatrics (2-6 Y0) – arm	Pediatrics (2-6 Y0) – upper buttocks
CGM-CGM matched pairs (n)	50,542	22,345	2,611	4,245
Paired absolute difference (mg/dL)	13.8	14.4	12.8	15.4
Paired absolute relative difference (%)	8.9	9.3	6.1	9.7
Coefficient of variation (%)	6.3	6.6	4.3	6.8

Sensor insertion experience

Enrolled patients were asked to complete questionnaires on comfort and ease of use of G7 insertion. The questionnaires were completed by the subjects or their parents or guardians.

Ninety-four percent (94%) of subjects responded that the G7 sensor insertion was painless. A total of 96% subjects found that G7 was easy to use and 98% of subjects found the IFU easy to understand.

Table 10. Survey of sensor insertion experience (n=481)

Question	Number of subjects	Percent
Comfort: painless (mild, no pain)	481	94%*
Ease of use: easy (somewhat or very)	481	96%
IFU ease of use: easy (somewhat or very)	459	98%

*The percentage was based on the evaluation of 578 sensors.

Adverse events

No serious adverse events (AEs) or device-related serious adverse events occurred during the studies. There were a total of 46 mild to moderate AEs which occurred during the study. Of these, 17 were mild to moderate and related to the device. Thirteen AEs were due to pain or discomfort and 4 AEs were due to skin irritation, such as erythema (redness), edema (swelling), or skin tearing at the sensor needle insertion area or around the adhesive area.

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 Dexcom 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 with built-in transmitter and receiver product specifications

Model	G7 sensor/transmitter	Dexcom receiver
Glucose Range	40–400 mg/dL	N/A
Useful Life	Up to 10 days	3 years for typical use
Sterilization	Ethylene Oxide gas	N/A
Memory Storage	Minimum 24 hours of glucose data	180 days of glucose data
Data Backfill for User Display	24 hours	
Power Source	Internally/battery powered	Internally/battery powered, rechargeable; AC mains powered
Battery Longevity (Typical)	Sufficient to support 10-day wear period with a 12-hour grace 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

Model	G7 sensor/transmitter	Dexcom receiver
Storage Temperature	Temperature: 35.6°F–86°F 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
TX/RX Frequencies	2.402–2.480 GHz	
Bandwidth	1.07 MHz	1.39 MHz
Maximum Output Power	1.0 mW EIRP	7.4 mW EIRP
Modulation	Gaussian Frequency-Shift Keying	
Data Rate	1 Mbps	

Model	G7 sensor/transmitter	Dexcom receiver
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 uses the following interfaces and communication protocols:

- **Transmitter:** *Bluetooth* Low Energy
- **Receiver:** *Bluetooth* Low Energy and USB
- **App:** *Bluetooth* Low Energy to transmitter. TLS to Dexcom data platform using cellular data or Wi-Fi.

The G7 System is designed to transmit data between the transmitter and designated display devices in accordance to the industry standard *Bluetooth* Low Energy

protocols. It will not accept radio frequency (RF) communications using any other protocol, including *Bluetooth* classic communication protocols.

Don't pair your sensor over *Bluetooth* in public or populated areas. *Bluetooth* pairing should be done in a private and safe location to reduce cyber risks such as eavesdropping.

In addition to the security provided by the *Bluetooth* Low Energy 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.

You are responsible for securing your display devices. If security is compromised, it may affect the Dexcom data shown on the display device.

Use these tips to help secure a smart device:

- **Secure network:** Only connect to a trusted/secure network.
- **Secure smart device:** Don't use the G7 app on a jailbroken (Apple) or rooted (Android) smart device.
- **App sources:** Only install apps from trusted sources, such as Google Play or Apple App Store.
- **Auto-lock:** In smart device settings, turn on screen auto-lock and use a strong password.

Before plugging the receiver into a computer, follow these tips to help keep the receiver secure:

- **Secure network:** Only connect the computer to a trusted/secure network when uploading data to Dexcom Clarity or updating your receiver using Dexcom Clarity.
- **Virus-free:** Make sure the computer has anti-virus software installed and set to update automatically.

If you suspect your display device security is compromised and affecting your Dexcom data, contact technical support (in the app, go to **Profile > Contact**) and use your BG meter until the issue is resolved.

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 data integrity and data confidentiality.

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) **IEC 61000-4-2**	± 8 kV Contact ± 15 kV Air	
Magnetic Field (50Hz) **IEC 61000-4-8**	30 A/m	
Electrical Fast Transient/Burst **IEC 61000-4-4**	N/A	± 2 kV for power supply lines
Surge **IEC 61000-4-5**	N/A	± 0.5 kV, ± 1 kV line(s) to line (s)
Voltage Dips and Interruptions **IEC 61000-4-11** **IEC 60601-1-11**	N/A	0% 230V for 1 cycle 0% 230V for 0.5 cycle at 8 phase angles 70% 230V (30% dip in 230V) for 25 cycles 0% 230V for 250 cycles
Conducted Fields Disturbance **IEC 61000-4-6**	N/A	6 Vrms 150 kHz to 80 MHz

Immunity test	Transmitter compliance level	Receiver compliance level
Radiated Fields Disturbance **IEC 61000-4-3**	10 V/m at 80 MHz to 2700 MHz (AM Modulation)	
Radiated and Conducted Fields **Aircraft use**	Meets RTCA /DO-160 edition G Section 20, Category T	

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 provider about how you should be using the Dexcom G7 to help manage your diabetes. Your healthcare provider can help you decide how you should best use this device.
- If the display device doesn't get the sensor reading twice in a row, the Signal Loss banner displays. To resolve, follow the instructions on the alert screen and move away from items that emit radio waves, such as microwave ovens, Wi-Fi hotspots, and digital assistants.
- If the 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 **CISPR 11**	Group 1, Class B
Radio Frequency Emissions **Aircraft Use**	Meets 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

Dexcom G7 CGM System is classified as a Class B medical digital device and 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.

Transmitter FCC ID: PH29788

Receiver FCC ID: PH26403

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F • Packaging Symbols

Symbols are on the G7 packaging. They show proper and safe use of the G7.

Below is a list of each symbol and its meaning. You may also reference the Symbols Glossary at **dexcom.com/symbols**.

Symbol	Definition
	Catalogue Number
	Lot/Batch Code
	Serial Number
	Date of Manufacture
	Manufacturer
	Country of Manufacture
	Do Not Use If Package is Damaged
	Keep Dry

Temperature Limit

Humidity Limitation

Use By Date

Do Not Reuse

Sterilized Using Ethylene Oxide

Single sterile barrier system with protective packaging outside

Consult Instructions for Use

Caution

Indicates the item is a Medical Device

MR (Magnetic Resonance) Unsafe

Type BF Applied Part

For Indoor Use Only (Applicable to Receiver Charger)

IPXX Degree of Ingress Protection, see Technical Information for product detail

Class II Equipment

Input

Alternating Current

Direct Current

Bluetooth is on; device pairing is enabled

Rx Only

Prescription Use Only

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