Dexcom G6 Pro Continuous Glucose Monitoring System Instruction Manual

Dexcom G6 Pro Continuous Glucose Monitoring System Using Your G6 Pro For Unblinded Patient Only

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G6 Pro Continuous Glucose Monitoring System

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Dexcom G6 Pro CGM System and pictured smart devices are sold separately.

Instructions available in Spanish at **dexcom.com/ayuda**

Chapter 1: Welcome

Congratulations! Your healthcare professional (HCP) thinks you are a great candidate to experience the Dexcom G6 Pro Continuous Glucose Monitoring System (G6 Pro) for a full sensor session. During this time, you can watch how what you do affects your glucose readings, see your glucose trends and much more.

1.1 Get Started

After Your Visit
During your office visit, your HCP inserted the sensor, attached the transmitter andreviewed the Unblinded Patient Handout with you.
The handout guides you through setting up the app, including entering your recommended High/Low alert levels and transmitter serial number (SN).
It also has information on making treatment decisions, who to call with questions, your return visit, etc.
For even more information, go to **dexcom.com/guides** to see the Dexcom G6 Pro System User Guide.

Chapter 2: Safety Statements

2.1 Indications for Use

The Dexcom G6 Pro Continuous Glucose Monitoring System (Dexcom G6 Pro System) is a real time continuous glucose monitoring device indicated for the management of diabetes in persons age 2 years and older in a home environment while under the supervision of a healthcare professional. The Dexcom G6 Pro System is intended to replace fingerstick blood glucose testing for diabetes treatment decisions. Interpretation of the real-time Dexcom G6 Pro System results should be based on the glucose trends and several sequential readings over time.
The Dexcom G6 Pro System may also be used as a retrospective glucose recording device indicated for assessing glycemic variability in persons age 2 years and older in a home environment while under the supervision of a healthcare professional. Retrospective interpretation of data recorded by the Dexcom G6 Pro System should be conducted solely by a healthcare professional.
The Dexcom G6 Pro System aids in detecting glucose excursions facilitating care plan adjustments. The Dexcom G6 Pro System is also intended to interface with digitally connected devices. The Dexcom G6 Pro System can be used alone or in conjunction with these digitally connected medical devices for managing diabetes or assessing glycemic variability.

2.2 Important User Information

Failure to use the G6 Pro and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury.
If glucose alerts and readings from G6 Pro do not match symptoms or expectations, use a fingerstick blood glucose value from a blood glucose meter to make diabetes treatment decisions.
Seek medical attention when appropriate. Please review the product instructions before using the G6 Pro. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the G6 Pro. Discuss with your healthcare professional how you should use the information displayed on the G6 Pro to help manage your diabetes.
The product instructions contain important information on troubleshooting the G6 Pro and on the performance characteristics of the system.

2.3 Contraindications

No MRI/CT/Diathermy

Don’t wear your CGM (sensor, transmitter, or smart device) for magnetic resonance imaging (MRI), computed tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment.
The G6 Pro hasn’t been tested in those situations. The magnetic fields and heat could damage the components of the G6 Pro, which may cause it to display inaccurate G6 Pro sensor glucose readings (G6 Pro readings) or may prevent alerts. Without G6 Pro readings or alarm/alert notifications, you might miss a severe low or high glucose event.

2.4 Warnings

Where to Insert: Belly or Buttocks?

All patients can use their bellies (abdomen). Patients 2 to 17 years old can also choose their upper buttocks. Look for a place on your belly or upper buttocks where you have
some padding.
The sensor is not tested or approved for other sites. Talk to your healthcare professional about the best site for you.

Inspect

Don’t use a damaged or cracked transmitter. A damaged transmitter could cause injuries from electrical shocks and may make the G6 Pro not work correctly.

Where to Store

Store sensors at room temperature or in a refrigerator – as long as it’s between 36°F and 86°F. Don’t store sensors in the freezer.

Read User Materials

Before using G6 Pro, carefully read the materials included with it. If you don’t,you might:

- Not use the G6 Pro correctly
- Not understand G6 Pro information
- Affect how well it works

Do Not Ignore Low/High Symptoms
You shouldn't ignore how you feel. If glucose alerts and G6 Pro readings don't match what you're feeling, use blood glucose meter (meter) to make diabetes treatment decisions or, if needed, seek immediate medical attention.
When in doubt, get meter out.

No Number, No Arrow, No CGM
Treatment Decision
If G6 Pro doesn't show a number or arrow, or readings don't match symptoms, use meter to make diabetes treatment decisions.
No number, no arrow, no treatment decision.
When in doubt, get meter out.
Don't use G6 Pro if pregnant, on dialysis, or critically ill
It is not known how different conditions or medications common to theses populations may affect performance of the system. G6 Pro readings may be inaccurate in these populations.
Follow G6 Pro instructions. If not, you could have a severe low or high glucose event.
Check Settings
When using smart device, confirm that volume is turned up, phone is not muted, and headphones aren't plugged in. If volume is not turned up, the device is muted, or headphones are plugged in, you won't hear the sound of any notifications, including important alarms.
When headphones are connected to an Android ® , alarm/alerts will sound through the headphones and the speaker. On Apple ® , they will sound only in the headphones. Some notifications are silent during the first visual and vibrate notification and then make a sound on the second notification. If an alert isn't cleared, it repeats at half volume after 5 minutes and at full volume after 10 minutes.
The smart device vibrations for alerts aren't different than vibrations originating from sources other than the Dexcom CGM app. (Vibratory annunciation only available in smart devices with vibratory functionality.)
If the smart device is on mute, only these notifications make a sound:

Glucose Alarm:

- Urgent Low

System Alerts:

- Sensor Failed
- Transmitter Failed
- App Stopped

Android users must allow Do Not Disturb Permission to use the app.

Bluetooth®

The transmitter talks to the app with Bluetooth. Make sure the smart device Bluetooth is on. If not, you won't get alarm/alerts or CGM information.

Notifications
Make sure smart device settings allow Dexcom app notifications to show on Lock screen. This will allow notifications to be seen without unlocking your phone.

Apple® : During G6 Pro setup, enable Dexcom app notifications or you won't get alarm/alerts.
App Use: Smart device may close the Dexcom app automatically when other apps are being used, like a game, or if too many apps are open. If the Dexcom app is closed, you won't get sensor glucose information. Occasionally verify Dexcom app is open.
Battery: The app must always be running in the background and may drain your smart device battery. Keep the battery charged.
Compatibility: Dexcom tests the app's compatibility with smart device's Operating System to ensure it works. Before upgrading smart device or its operating system, always check **dexcom.com/compatibility**.
Automatic updates of the app or device operating system can change settings or shut down the app.

Time

Let the date and time on smart device automatically update when traveling across time zones or switch between standard and daylight-saving times.
Don't manually change smart device time. It can make the time on the trend screen wrong and the app may stop displaying data.
Follow G6 Pro instructions. If not, you could have a severe low or high glucose event.

Use as Directed

The transmitter is a small part and poses a choking hazard, particularly for children.

Use Meter During Sensor Warmup

When a new sensor is started, there won't be any G6 Pro readings or alarm/alerts. Use meter to make treatment decisions during the 2-hour sensor warmup period.
Follow G6 Pro instructions. If not, you could have a severe low or high glucose event.

Wire Breaks Off

Don't ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact our 24/7 Technical Support.
If a sensor wire breaks off under skin and you can't see it, don't try to remove it. Contact your Healthcare professional. Also seek professional medical help if you have symptoms of infection or inflammation – redness, swelling, or pain – at the insertion site.

2.5 Precautions

Don't Start Past "Use By Date"

Don't start using a sensor past its Use By Date because it may give incorrect results. The Use By Date is in YYYY-MM-DD (Year-Month-Day) format on the sensor package label beside the hourglass symbol.

Check Package

Don't use sensor if its sterile package has been damaged or opened, because it might cause an infection.

Clean and Dry Skin

Clean and dry your hands, then put on your gloves before inserting your sensor. Clean insertion site with alcohol wipes to prevent infections. Don't insert the sensor until skin is dry. If insertion site is not clean and completely dry, there's a risk of infection or the transmitter holder not sticking well. Make sure you don't have insect repellent, sunscreen, perfume, or lotion on your skin.

Where to Insert: Things to Check

Don't open packages until ready to use.
Keep the safety guard on until you put the G6 Pro applicator against the patient's skin. If you remove the safety guard first, you may hurt the patient by accidentally pushing the button that inserts the sensor before you mean to.
Change the insertion site with each sensor. Using the same site too often might not allow the skin to heal, causing scarring or skin irritation.

Sensor placement is important.
Choose a site:

- At least 3 inches from insulin pump infusion set or injection site
- Away from waistband, scarring, tattoos, irritation, and bones
- Unlikely to be bumped, pushed, or laid on while sleeping

Follow G6 Pro instructions. If not, patient could have a severe low or high glucose event.

Use Correct Transmitter, and Sensor

G6 Pro components are not compatible with any previous G6 products. Do not mix transmitters and sensors from different generations.

Avoid Sunscreen and
Insect Repellent

Some skin care products, such as sunscreens and insect repellents, can make the plastic used in G6 Pro crack. Before using G6 Pro, make sure there are no cracks in transmitter, and transmitter holder. If you find a crack, please contact Technical Support.

Do not allow insect repellent, sunscreen, perfume or lotion to contact the G6 Pro. After using skin care products, wash hands before touching G6 Pro. If any skin care products get on G6 pro, immediately wipe with a clean cloth.

Going Through Security Check Points

When wearing G6 Pro, ask for hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner (also called a millimeter wave scanner) or putting any part of the G6 Pro in the baggage x-ray machine.

You can wear the G6 Pro for the walkthrough metal detector.

Not sure what kind of machine it is? Be safe

– either ask the TSA officer, request handwanding, or request full-body pat-down.

Interfering Substance Risks

Acetaminophen

In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect sensor readings, making them look higher than they really were. However, with the G6 Pro, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the G6 Pro 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 G6 Pro readings and make them look higher than they really are. **Hydroxyurea**

Hydroxyurea is a medication used in the treatment of diseases including cancer and sickle cell anemia; it is known to interfere with readings from your sensor. If you are taking hydroxyurea, your sensor glucose 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. Do not use your Dexcom CGM System for diabetes treatment decisions if you are taking hydroxyurea.

Follow G6 Pro instructions. If not, you could have a severe low or high glucose event.

Treatment Decisions

Use your G6 Pro reading and trend arrow to make treatment decisions.

Know Your System

Don’t rely on the G6 Pro app until you understand how to use it and your device’s Bluetooth.

Keep Transmitter Close to Display Device

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

Does your smart device work?

If the smart device is turned off (shut down), it will not show G6 Pro readings or alarm/ alerts. Make sure the display device is turned on, the battery is charged, the screen is not broken and the speaker works.

Follow G6 Pro instructions. If not, you could have a severe low or high glucose event.

Check Peripheral Devices

Use headphones with a smart device? What about Bluetooth speakers or a smart watch? When using peripherals, you may get alarm/ alerts on only one device or peripheral, not all. After connecting any peripheral devices, make sure that smart device settings still allow for receiving alarms or alerts.

2.6 Caution

US Federal law restricts the sale of G6 Pro to be made by or on the order of a physician.

Chapter 3: Risks and Benefits

3.1 Risks

The risks with using G6 Pro are:

- Sensor insertion issues
- Local skin irritation from adhesive patch

  Additional risks if using the G6 Pro app are:
- Not getting your alarm/alerts
- Using G6 Pro to make treatment decisions when you shouldn't

  This section covers each of those risks in detail.

  Follow system instructions. If not, you could have a severe low or high glucose event.

Sensor Insertion Risks

It's uncommon, but inserting the sensor can cause infection, bleeding, or pain. Only a few patients in the clinical studies got slight redness and swelling.

There is a remote chance a sensor wire could break or detach and remain under the skin. Sterile broken or detached sensor wires usually don't pose a significant medical risk.

If a sensor wire breaks off or detaches and remains under your skin, you should contact a Healthcare Professional and

Technical Support (24/7):

TechSupport@dexcom.com

Toll free: **1.888.738.3646**

Toll call: **1.858.200.0200**

Not Getting Alarm/Alerts

If you're using the G6 Pro system in real-time and you aren't getting your alarm/ alerts, you could have severe low or high glucose without knowing it.

Check smart device:

- Battery charged: If the smart device battery is dead, you won't get readings or alarm/alerts.
- App on: Keep the app on to get readings or alarm/alerts.
- Alerts on: Leave the alert function on to get alarm/alerts.
- Volume up: Keep the volume loud enough to hear alarm/alerts.
- Speaker and vibrations work: If the speaker or vibrations aren't working, you won't hear or feel alarm/alerts.
- In range: Keep smart device no more than 20 feet from transmitter, with no obstacles between them. They have to be that close to communicate. If they aren't in range,

  you won't get readings or alarm/ alerts.
- No system errors: If you get a system error – such as No Readings, Sensor Error, or Signal Loss – you won't get readings or alarm/alerts.
- During warmup and after session ends: You won't get alarm/alerts or readings during the 2-hour warmup or after a G6 Pro session ends.

Using G6 Pro for
Treatment Decisions

You can use your G6 Pro to treat for a low or dose for a high in all but these few situations. See table below:

Situation	Treatment Decision Tool
How you feel is consistent with your G6 Pro reading	Use your CGM to make a treatment decision
How you feel is inconsistent with your CGM G6 Pro reading	Take a fingerstick with your blood glucose meter to make a treat ment decision
Your CGM displays a sensor glucose numb er and arrow(s)	Use your CGM to make a treatment decision
Your CGM display is missing G6 Pro readin g (number) or arrow(s), or both	Take a fingerstick with your meter to make a treatment decision

3.2 Benefits
Some benefits of using G6 Pro are:

- Knowing trends
- Making treatment decisions using your G6 Pro
- Managing your diabetes without the need for routine fingersticks
- Getting alerted for low and high readings
- Determining how often your glucose is high, low, or in range

This section covers each of those benefits in detail.

Knowing Your Trends
The G6 Pro sends a reading every 5 minutes. It also provides reports and views of your information so you can detect and reflect on trends, patterns, and how your body responds to different things, like exercise, stress, or food you have eaten. This provides you with a more complete picture of your glucose and lets you see how your daily habits impact your glucose control.
Making Treatment Decisions Using G6 Pro

You can use your G6 Pro reading and trend arrow to make treatment decisions – like treating for a low or dosing for a high. See‘Can I make treatment decisions with G6 Pro,’ ‘No Number, No Arrow, No CGM Treatment Decision’ and ‘Using G6 Pro for Treatment Decisions’ for more information. With G6 Pro there is no need to take fingersticks to calibrate the system or for treatment decisions (as long as your symptoms match your readings). This can reduce the pain and burden of excessive fingersticks (Aleppo 2017) and reduce potential errors due to inaccurate calibration.
Helping Your Diabetes Management
The alarm/alerts feature keep you aware of your glucose levels. Alarm/alerts notify you when your glucose goes high or goes too low. This lets you take action to prevent glucose from going too low or high (Pettus 2015).
Some people perceive an increase in their quality of life and peace of mind when using real-time CGM (Polonsky 2017). The glucoseinformation will provide an insight to the state of your glucose control and the patterns you and your clinician observe may help inform better treatment decisions.
References

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Nystom, and Jarl Hellman. 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.
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Vigersky, Robert, Shrivastav, Maneesh. 2017. “Role of continuous glucose monitoring for type 2 diabetes management and research.” Journal of Diabetes and Its Complications. 31(1):280-287. Doi: 10.1016/j. jdiacomp.2016.10.007.

Chapter 4: Home Screen Overview

You spend most of your time on the home screen. It gives you your G6 Pro sensor glucose readings (G6 Pro readings) and trend information and gets you to other G6 Pro functions.
The next section shows you all the home screen features. Later we review how to interpret your G6 Pro readings, trend arrows, and graph, followed by how to navigate to other functions.

4.1 G6 Reading, Trend Arrow, and Graph

Where You Are Now
On the home screen, numbers and color tell you where you are now. The number is your G6 reading. It updates every 5 minutes. The number’s background color shows whether your G6 reading is low, high, or in your target range.

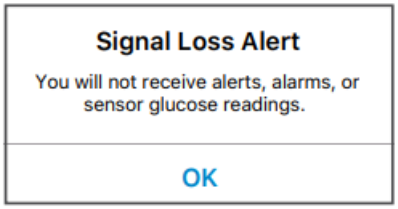
	Yellow = High
	Gray = In Target
	Red = Low

Where You Are Going
To know where you’re going, look at your trend arrows.

Trend Arrows	Where Your Glucose Is Going	
	**Steady**	Changing up to: • 1 mg/dL each minute • 30 mg/dL in 30 minutes
	**Slowly rising or falli ng**	Changing: • Between 1-2 mg/dL each minute • Up to 30-60 mg/dL in 30 minutes
	**Rising or falling**	Changing: • Between 2-3 mg/dL each minute • Up to 60-90 mg/dL in 30 minutes
	**Rapidly rising or fal ling**	Changing more than: • 3 mg/dL each minute • 90 mg/dL in 30 minutes
	**No arrow**	Cannot determine trend

Home Screen Issues

Sometimes you don’t get G6 Pro readings or you won’t see a number, just a message. Those are times you won’t get alarm/alerts.

What You See	What It Means
	Your G6 reading is 40 mg/dL or below
	Your G6 reading is 400 mg/dL or above.
App 	An error message means your G6 Pro isn't working and you won't get alarm/ alerts or G6 Pro readings.

4.2 Home Screen Navigation
You can access other G6 Pro features using the navigation icons.
App Navigation

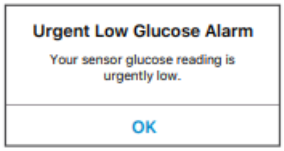
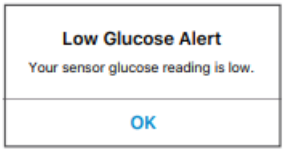
Navigation Icon	What It Means
Settings 	Tap to: • Customize your CGM and alert settings • Get support information • And more
Events 	Tap to add or delete these events: • Carbohydrates • Insulin • Stress or illness • Exercise

Chapter 5: Alarm and Alerts

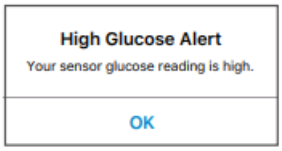
Your alarm and alerts help you stay in your target range. They tell you when you:

- Are out of your target range
- Are at or below 55 mg/dL

Keep your alerts on: They are an important part of making G6 treatment decisions. Talk to your healthcare professional about the best Low and High Alert settings for you.
5.1 Low Alarm and Low Alerts

What You See	What It Means
App 	**Urgent Low Alarm** Lets you know when your sensor glucose is at or below 55 mg/dL . You can't change or turn off your Urgent Low Alarm.
App 	**Low Glucose Alert (Low Alert)** Lets you know your G6 reading is below your target range. You can change your Low Alert: • On by default; can be turned off • Choose the alert level and sound

5.2 High Alert

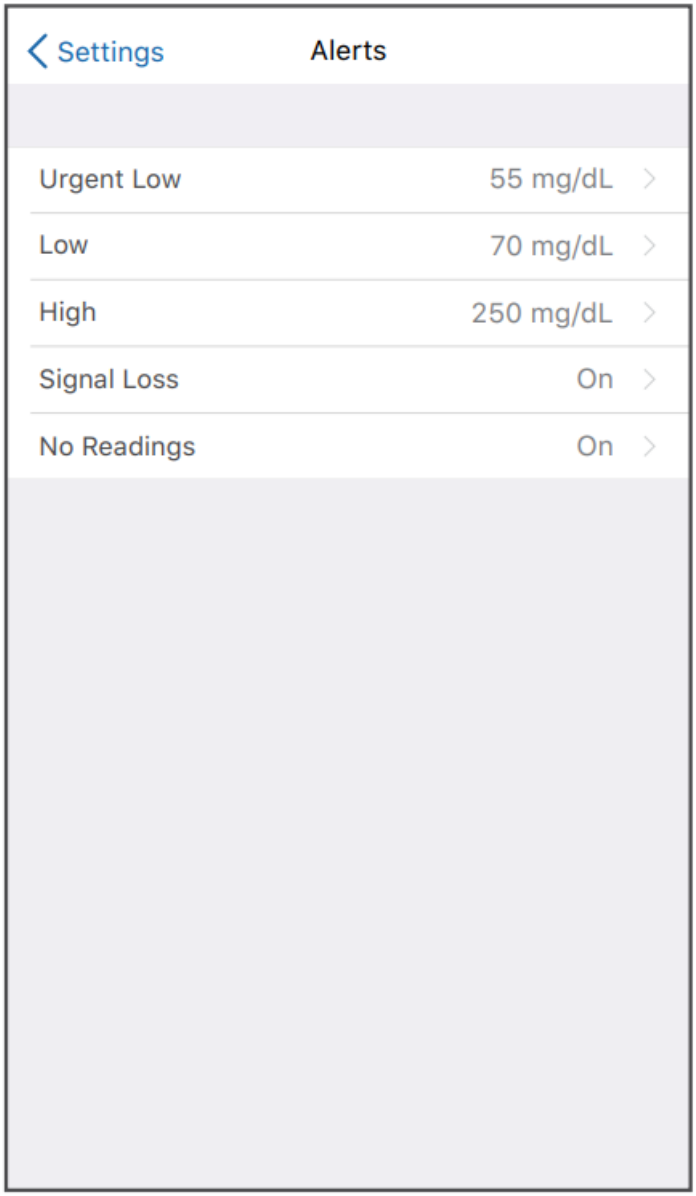
What You See	What It Means
App 	**High Glucose Alert (High Alert)** Lets you know when your G6 sensor reading is above your target range. You can change your High Alert: • On by default; can be turned off • Choose the alert level and sound

5.3 Changing Alerts

Talk to your healthcare professional before changing your alert settings. They can help you find the best settings to manage your diabetes without getting too many alerts.

Go to Settings > Alerts and tap an alert to change it.

App



Chapter 6: Treatment Decisions

With Dexcom G6 CGM (G6), you can make treatment decisions without using your blood glucose (BG) meter (meter).

But sometimes you must use your meter instead of the G6 Pro. And other times it's best not to treat, just watch and wait.

Work with your healthcare professional to review what works best for you when making treatment decisions.

6.1 How to Use the Trend Arrows

The trend arrows help you decide how much to dose.

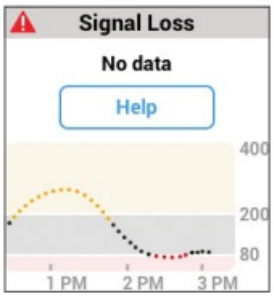
	Up arrow: Take a little more insulin Down arrow: Take a little less insulin

6.2 Practice Making Treatment Decisions

Use the examples below to practice making treatment decisions.
Discuss them with your healthcare professional and review:

- When you need to use your meter
- How you can use your G6 Pro
- When to watch and wait instead of treat

Situation	Solution
Early morning: Your Low Alert wakes you up. **You see:** 	**Think about:** • Number and Arrow: You have both. • Number: Your glucose is low–80 mg/dL. • Slowly Falling Arrow: Glucose is falling 1–2 mg/dL each minute. **What you should do:** • Use your G6 Pro to treat as you normally would.
Breakfast time: Ninety minutes later you're sitting down for breakf ast. **You see:** 	**Think about:** • Number and Arrow: You have both. • Up Arrow: Glucose is rising 2 mg/dL each minute. **What you should do:** • Use your G6 Pro to treat. Take your normal dose and, be cause of the up arrow, a little more.
After Breakfast: Thirty minutes after dosing to cover breakfast, yo u get a High Alert. **You see:** 	**Think about:** • Insulin: You took insulin less than an hour ago. It takes ti me to work. **What you should do:** • Nothing. Watch and wait to avoid stacking insulin. Don't treat for at least another hour and a half.

Situation	Solution
An hour later: You watched and waited. **You see:**  	**Think about:** • Insulin: The insulin you took with breakfast has you back in your target range. **What you should do:** • Nothing. No treatment needed.
Mid-morning: You are about to have a mid- morning snack. **You see:**  	**Think about:** • No Number and No Arrow: You have neither. Notice the gap in G6 Pro readings. • Error Message: You are not getting G6 Pro readings. **What you should do:** • Use your meter for treatment decisions.
Lunch time: Three hours later, you're about to dose for lunch. **You see:**  	**Think about:** • Number and Arrow: You have both. • Down arrow: Your glucose is falling 2–3 mg/dL each min ute. **What you should do:** • Use your G6 Pro to treat. Because of the down arrow, ta ke a little less.

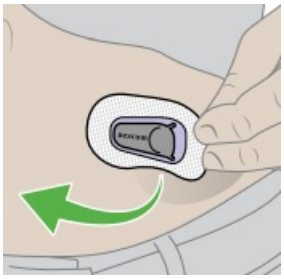
Situation	Solution
Mid-afternoon: It is 3 hours after lunch. **You see:** 	**Think about:** • Number and No Arrow: You don't have an arrow. **What you should do:** • Use your meter for treatment decisions.
Early Evening: Just before dinner, you feel a little shaky and swe aty. **You see:** 	**Think about:** • Symptoms and Reading: Your symptoms don't match yo ur sensor G6 Pro readings. **What you should do:** • Thoroughly wash your hands and take a fingerstick. If your meter value matches your symptoms, use it for treatm ent decisions.

Chapter 7: Ending Your Sensor Session

Each sensor session lasts 10 days.
Your G6 Pro alerts you when you have 24 hours left in your session, then 6 hours, then 2 hours, and finally, 30 minutes. You can end your session anytime during this period or wait for your final alert letting you know your session has ended.
Remember, after your sensor session has ended, you won't get any G6 Pro readings. Make sure you return the transmitter within 30 days of sensor insertion.

7.1 Remove Your Sensor

Take sensor off your body.

1		G6 Pro lets you know when to replace sensor.
2		Grab edge of adhesive patch. Peel adhesive patch up and away from you r body like a Band-Aid® . Place in bag.

Appendix A:
Troubleshooting

This appendix has brief instructions for the most common questions. They are listed in alphabetical order, as shown below:

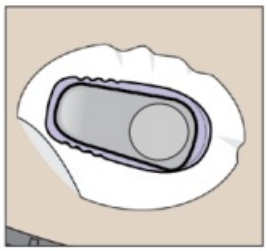
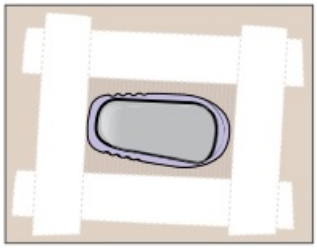
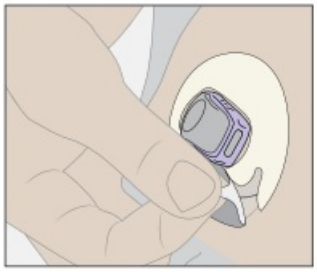
- A.1 Accuracy
- A.2 Adhesive Patch
- A.3 Alarm/Alerts – Hearing Them
- A.4 Common Alerts
- No Readings Alert
- Signal Loss Alert
- Transmitter Not Found
- A.5 End Sensor Session Early
- A.6 Gap in Graph

For full troubleshooting information, see the user guide, the frequently asked questions section on the Dexcom website (**dexcom.com/faq**), or contact Technical Support.

A.1 Accuracy –G6 Pro Readings don't match Meter Values
Different body fluids give different numbers:

- BG meter measures glucose from blood
- G6 sensor measures glucose from interstitial fluid

A.2 Adhesive Patch

Issue	Solution
Adhesive patch peeling off body 	After your sensor is inserted, you can correct peeling by:   • Put Overpatch or medical tape (such as Blenderm) over adhesive patch. Don't cover transmitter. • Ask your HCP about getting an overpatch.

A.3 Alarm/Alerts – Hearing Them

Overview

Your app beeps, vibrates, and displays a message when you get an alarm/alert.

Can't Hear Alarm/Alerts

If you can't hear your alarm/alerts on your app:

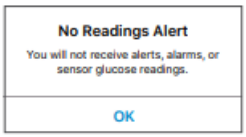
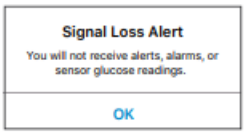
- Make sure:
- App, Bluetooth, volume, and notifications are on
- Battery is charged
- Screens and speaker work
- If your smart device restarts, always reopen the G6 app.
- When using a peripheral (headphones, Bluetooth speakers, smart watch, etc.) you may not hear alarm/alerts on your primary display device. Make sure you know where you'll get them.
- See the G6 Pro user guide for smart device suggested settings.

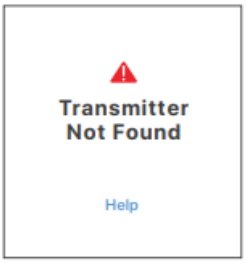
Phone is on Mute But Alarm/Alerts Still Sound

If your phone is on mute or Do Not Disturb you still get your Urgent Low Glucose Alarm along with most alerts to make sure you don't miss a high or low.

Android users must allow Do Not Disturb Permission to use the app.

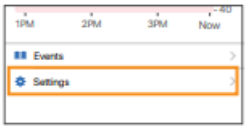
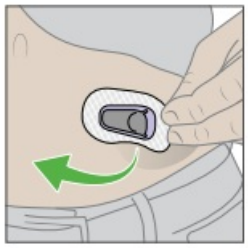
A.4 Common Alerts

Issue	Solution
No Readings Alert Sensor is temporarily unable t o measure glucose. 	1. Check transmitter; is it snapped into transmitter holder? 2. Wait up to 3 hours while the G6 Pro fixes itself. 3. If not corrected after 3 hours, contact Technical Support. No Alarm/Alerts or G6 Pro readings until fixed. Use your meter for treatment decisions. Tap Help f or more information.
Signal Loss Display device and transmitter are not communicating. 	1. Verify display device and transmitter are within 20 feet of each other without obstructions. If you're in water, move device closer than 20 feet. 2. Wait up to 30 minutes. 3. If not corrected, contact Technical Support. No Alarm/Alerts or G6 Pro readings until fixed. Use your meter for treatment decisions. Turn Bluetooth off, then on. Wait 10 minutes. If that does not work, restart smart device and reopen Dexcom G6 app.

Issue	Solution
Transmitter Not Found G6 did not pair. 	1. Make sure transmitter is snapped into transmitter holder. 2. Verify transmitter serial number (SN) entered is correct. 3. If not fixed, sensor may not be inserted correctly. Insert a new sensor. For a replacement, contact your healthcare professional. No Alarm/Alerts or G6 Pro readings until fixed. Use your meter for treatment decisions.

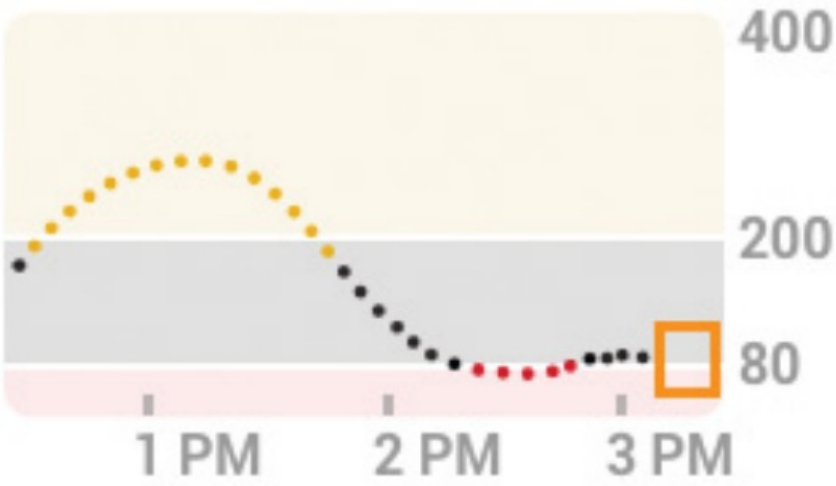
A.5 End Sensor Session Early

You might want to end your sensor session early. If you do, contact your healthcare professional. Once you stop your sensor session, you won't be able to restart it. Calibrate
128 mg/dL
End Sensor Session Early

1	Apple  Android  	Always check with your HCP before stopping a sensor session. • Go to Settings • Tap Transmitter • Tap Pair New • Tap Stop Sensor
2	 	Remove the transmitter and sensor. Place everything in a bag and return to your healthcare professional.

A.6 Gap in Graph

When you're not getting G6 Pro readings, your graph may show a gap on the right side in the trend dots, like this example.



When your G6 Pro readings resume, up to 3 hours of missed readings can fill in on the graph.

Appendix B:
Going Through Security

Concerned about the security equipment?
TSA requests you tell the Security Officer you're wearing a continuous glucose monitor and want to be hand-wanded or get a fullbody pat-down with a visual inspection of your sensor and transmitter. Let the Security Officer

know you can't remove the sensor because it's inserted under your skin.

Security Equipment to Use

 Hand-wanding, pat-down, visual inspection, and walk-through metal detector: If you're wearing or carrying your G6, use any of these screening methods.

Security Equipment to Avoid

 **Body scanners:** Don't go through an advanced imaging technology body scanner, like a millimeter wave scanner, when wearing your G6.

 **X-Ray machines:** Don't put your G6 components through x-ray machines.

In a Plane

To use your smart device to get sensor glucose information while in the plane, after switching to airplane mode, then turn Bluetooth on.

For more information

Contact your airline for their policies.
Visit the TSA's website at **tsa.gov**.

- Email: **TSA-ContactCenter@tsa.dhs.gov**
- Phone: 1.855.787.2227

dexcom

Dexcom, Inc.
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San Diego, CA 92121 USA
Phone: 1.858.200.0200
Tech Support: 1.888.738.3646
Web: **dexcom.com**
MT25988 / LBL017382 Rev 005, Rev Date: 03/2022

Documents / Resources

	**Dexcom G6 Pro Continuous Glucose Monitoring System** [pdf] Instruction Manual G6 Pro Continuous Glucose Monitoring System, G6 Pro, Continuous Glucose Monitoring System, Glucose Monitoring System, Monitoring System

References

- International | Dexcom
- Dexcom Continuous Glucose Monitoring | Dexcom CGM
- Dexcom Products & G6 Compatibility with Smartphone Devices | Dexcom
- Dexcom Help Center | Dexcom
- Dexcom G7 and G6 CGM Quick Start User Guides | Dexcom
- Dexcom Patents
- Home | Homeland Security
- Transportation Security Administration | Transportation Security Administration