

Dexcom Start up Instructions

Prior to your Dexcom appointment please have steps 1, 2 & 3 completed

Step 1: Check Compatibility

Go to dexcom.com/compatibility to check if your smart phone is compatible with the Dexcom G6 app. If your phone is listed, follow the steps below. If your phone is not compatible you will need the Dexcom receiver.

Step 2: Download

Search for and download the Dexcom G6 app and Dexcom CLARITY app (PATIENT) & Dexcom Follow app (PARENT)



G6 MOBILE: App required to view blood glucose on mobile phone. Can only be on one mobile device.



CLARITY: View glucose patterns, trends, and statistics. Also allows healthcare providers to review glucose data to help

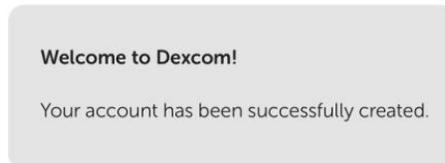


FOLLOW: Allows your loved ones to follow your glucose levels and trends when you are not near them.

Step 3: Create a Dexcom Account

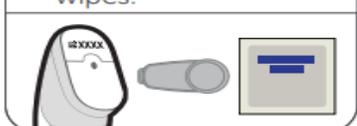
Open the Dexcom G6 app and tap Create Account. Follow on screen instructions to create account.

Close the app once you see your account has been created. The remaining steps within the app will be completed at your appointment

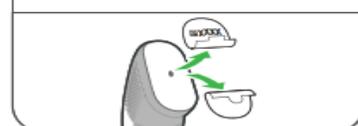


If the Dexcom user is under 18 yrs. of age the parent will need to create an account and link a dependent to their account.
Go to [UAM1.dexcom.com](https://uam1.dexcom.com) Sign Up → New Dexcom Account → Next.

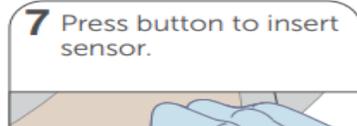
A. Insert Sensor

- 1 Gather materials:** applicator, transmitter, and wipes.

- 2 Pick sensor site.** Avoid bones, muscle, irritated skin, tattoos, areas that get bumped.

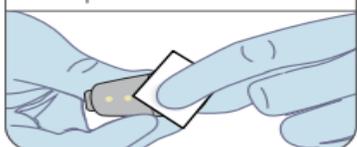
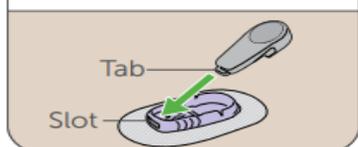
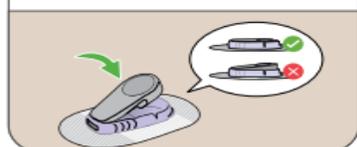
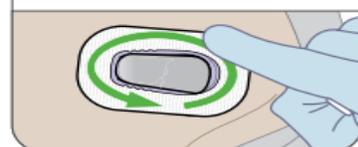
- 3 Clean sensor site with alcohol wipe.**

- 4 Peel off adhesive backings.**

- 5 Place adhesive on skin.**

- 6 Fold and break off safety guard.**

- 7 Press button to insert sensor.**

- 8 Discard applicator. (follow local guidelines)**


B. Attach Transmitter

- 1 Clean transmitter.** Only use alcohol wipe.

- 2 Insert transmitter, tab first, into holder.**

- 3 Click transmitter into place, flush with holder.**

- 4 Rub around patch 3 times.**


Step: 4 PAIR THE TRANSMITTER & START SENSOR

- Wait for transmitter to pair
 - Keep display device within 20 feet / 6 meters
- Tap Start Sensor
 - You will not receive readings during 2-hour warm-up



PAIR



2-HOUR WARMUP

STEP 5: HOME SCREEN OVERVIEW AND TREATMENT DECISIONS

Review home screen. A full overview can be found in your **Dexcom G6 User Guide: Using Your G6**.

The home screen shows:

- Sensor glucose reading
- Trend arrow
- Trend graph
- High and low alert levels



Your readings do not match your symptoms

You don't feel right, yet the G6 Pro says your glucose is OK and your trend arrow is straight



No number or no arrow

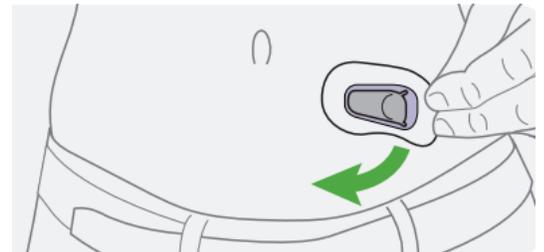
On the home screen: you don't have a number, don't have an arrow, or both.

No number, no arrow, no treatment decision.

In both cases, use your blood glucose meter for treatment decisions.

STEP 6: ENDING SENSOR SESSION

- Remove sensor and transmitter together from body
- Remove transmitter from holder
- Keep transmitter and continue to use it with each new sensor until prompted to replace it due to end of battery life.



Be careful!



When was my last dose?

Avoid taking insulin doses too close together (stacking insulin). Doing so could cause you to go low. Sometimes it's best to watch and wait (at least two hours).

For technical support and questions please contact Dexcom



Customer Support

General Dexcom customer support
1-888-738-3646
Monday - Friday 6 AM - 5 PM PST

[Place Your First Order](#)



Global Technical Support

Product troubleshooting or replacement inquiries
1-844-607-8398
Available 24 hours a day;
7 days a week

[Request a call back from a representative](#)

[Submit a Product Support Request](#)

[Request Sensor Overpatches](#)

[Chat Live with Dexcom Tech Support](#)

(At this time, live chat is only available to US customers, Monday-Sunday from 5AM-5PM PST.)



Dexcom CARE

Dexcom CGM training, software downloads, and tutorials
1-888-738-3646
Monday - Friday 6 AM - 5 PM PST
(All hours subject to change)