

Using Your Receiver

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.

- **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 *Receiver: Start Here* guide.



To insert your sensor, use the *Inserting Sensor* instructions at the bottom of *Start Here* in the sensor box.

This *G7 Using Your Receiver 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. Images are representational. Your display device screens and components may look different.

## Contact information

Dexcom has three support teams to help you. Go to [dexcom.com/contact](https://dexcom.com/contact) to connect with them or call: **1-888-738-3646**

## Corporate office

Dexcom address:

6340 Sequence Drive, San Diego, CA 92121

## User Guide

You can also see the G7 User Guide at:

- [dexcom.com/guides](https://dexcom.com/guides)
- **Free printed copy:** Order at [dexcom.com](https://dexcom.com) or **1-888-738-3646**

## 2 • Safety Information for the Dexcom Receiver

For Safety information for other Dexcom G7 CGM System components and the complete Dexcom G7 CGM System, go to safety information found in the sensor box.

### Important user information

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

## Warnings

**Read product instructions before you use your Dexcom G7 CGM System:** For safety information for other Dexcom G7 CGM System components and the complete Dexcom G7 CGM System, go to the safety information provided with each sensor.

**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 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

**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 phone app and receiver alerts, set them on the display device you use. Your receiver won't get the alerts you set in your phone app. Likewise, your phone and watch apps won't get the alerts you set on your receiver.

The watch app uses settings from your phone app.

When using a smartwatch, check it often to make sure it's working as expected.

**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 and use your phone app, watch 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.

## Tip

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

## 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.
Alternative Site Testing	Testing a blood sample from non-fingertip (alternate) sites for BG meter values. Only use fingertip tests to calibrate G7.
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.

Calibration	<p>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 phone app.</p> <p>Calibrating your G7 using your BG meter is optional. Calibration with your BG meter may align your sensor readings with your BG meter values.</p>
Continuous Glucose Monitoring (CGM)	<p>A sensor inserted under the skin checks glucose levels in interstitial fluid and sends sensor readings to a display device.</p>
Contraindication	<p>A situation where G7 shouldn't be used because it may be harmful to you. The risk of use outweighs the benefit.</p>

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, a connected watch app, or the Dexcom receiver.
Glucose Alerts	Alerts related to your glucose, including: Falling Fast, High Glucose, Low Glucose, Rising Fast, Urgent Low, Urgent Low Soon

<p>GMI (Glucose Management Indicator)</p>	<p>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.</p> <p><b>Reference:</b> Bergenstal, Richard M. et al. "Glucose Management Indicator (GMI): A New Term for Estimating A1C From Continuous Glucose Monitoring." Diabetes Care, ADA, November 2018.</p>
<p>Grace Period</p>	<p>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.</p>

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## 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.

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Hypoglycemia	<p>Low BG. Same as low or low blood glucose. Hypoglycemia is characterized by a low level of glucose in the bloodstream.</p> <p>It's important to treat hypoglycemia. If left untreated, hypoglycemia can lead to serious complications.</p> <p>Confirm with your healthcare provider the appropriate Low Glucose alert setting for you.</p>
Indications	<p>How, for what purposes, and under what circumstances you should use G7.</p>
mg/dL	<p>Milligrams per deciliter. A unit of measure for BG values.</p>

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.
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: Calibration not used, Cannot pair sensor, Low Battery, Pairing Complete, Pairing Unsuccessful, Readings Stop Soon, Searching for Sensor, Sensor Expired, Sensor Expires in 2 Hours, Sensor Expires in 24 Hours, Sensor Paired, 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. Technical Alerts include: 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.

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Warning	Describes serious and life-threatening circumstances, the consequences, and how to avoid the hazard while using the G7.
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## 3 • Receiver Screens

### Glucose information

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




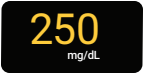
1. **Number:** The most recent sensor reading.
2. **Trend arrow:** Where glucose is heading based on the last few readings.
3. **Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.
4. **3 Hours**   Change the number of hours shown on the trend graph using the arrow buttons.

5. **Target range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range.
6. **High alert yellow line:** You get your High alert when your glucose is at or above this yellow line. Change level in **Menu > Settings > Alerts > High**.
7. **Low alert red line:** You get your Low alert when your glucose is at or below this red line. Change level in **Menu > Settings > Alerts > Low**.

## Sensor reading and trend arrow

### Where your glucose is now

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

Receiver	What it means
 A black rounded rectangle containing the number 55 in red, with mg/dL in white below it.	<b>Red:</b> Low, Urgent Low Soon, or Urgent Low
 A black rounded rectangle containing the number 250 in yellow, with mg/dL in white below it.	<b>Yellow:</b> High

**Receiver**

**155**  
mg/dL



**What it means**

**White:** Between your high and low alert levels



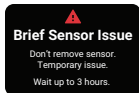
## Sensor reading issues

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.

Receiver	What it means
	Sensor reading is below 40 mg/dL.
	Sensor reading is above 400 mg/dL.

## Receiver


## What it means

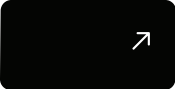





System Alerts, such as Brief Sensor Issue shown here, show issues with the system. They aren't related to your glucose.


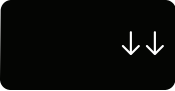

## Where your glucose is heading

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.

Receiver	What it means
	<b>Steady:</b> Changing less than 30 mg/dL in 30 minutes

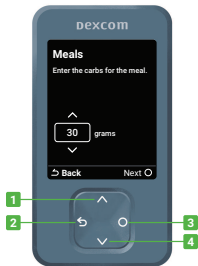
Receiver	What it means
 	<b>Slowly rising or falling:</b> Changing 30-60 mg/dL in 30 minutes

Receiver	What it means
 	<b>Rising or falling:</b> Changing 60-90 mg/dL in 30 minutes

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

## Navigation

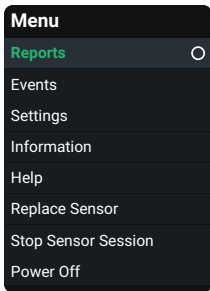
You can access other features using the navigation tools.



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



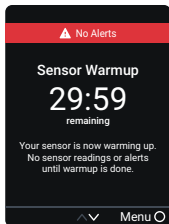
## See trend graph history



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

Banners 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.



**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

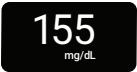
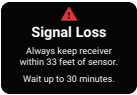

You can use your G7 to treat. However, there are two situations when you should use your BG meter instead:

- 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.

Receiver	What it means
 	<b>No sensor reading:</b> Use your BG meter to treat.

Receiver	What it means
 <p>155 mg/dL</p>	<p><b>No arrow:</b> Use your BG meter to treat.</p>
 <p> <b>Signal Loss</b> Always keep receiver within 33 feet of sensor. Wait up to 30 minutes.</p>	<p><b>System Alert:</b> 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.</p>

## *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**

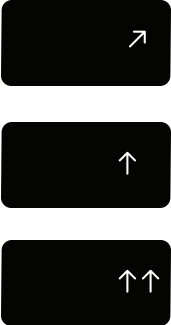
Don't stack insulin by taking doses too close together. Talk to your healthcare provider about the right amount of time for you to wait between doses so you don't accidentally force your glucose down too low.

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.

Receiver	What it means
	<p><b>Trending up:</b> Consider taking a little more insulin than usual when your glucose is rising.</p>



Receiver	What it means
	<b>Trending down:</b> 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
- Fingertick 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:



**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:



### Think about:

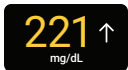
- **Number and arrow:** You have both.
- **Up arrow:** Glucose is rising up to 60–90 mg/dL in 30 minutes.

### 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:



### 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:



### Think about:

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

### What you should do:

- Nothing. No treatment needed.

## Situation: 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 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:



**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:



123 →  
mg/dL

### Think about:

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


### What you should do:



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

## 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

Receiver	What it means
 A black rounded square notification with a red warning triangle at the top. Below the triangle, the text "Urgent Low Alert" is written in white. In the center, the number "53" is displayed in large red font, with a white downward-pointing arrow to its right. Below the number, "mg/dL" is written in white. <p>Urgent Low Alert 53 ↓ mg/dL</p>	<p><b>Urgent Low alert:</b> Alerts you when your sensor reading is 55 mg/dL or below.</p>

Receiver	What it means
 <p><b>Urgent Low Soon</b> 55 mg/dL within 20 mins. Act now to prevent low</p> <p><b>80</b> ↓ ↓ mg/dL</p>	<p><b>Urgent Low Soon alert:</b> Alerts you when your sensor reading will be 55 mg/dL or below in less than 20 minutes.</p> <p>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.</p>
 <p><b>Low Glucose Alert</b></p> <p><b>70</b> ↓ mg/dL</p>	<p><b>Low Glucose alert (Low):</b> Alerts you when your sensor reading is at or below the level you set. It's the red line on the trend graph.</p>

You can customize each of these alerts:


- 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

Receiver	What it means
 A black rectangular notification box with rounded corners. At the top center is a red triangle warning icon. Below it, the text "High Glucose Alert" is written in white. In the center, the number "256" is displayed in a large yellow font, with a small white upward-pointing arrow to its right. Below the number, "mg/dL" is written in a smaller white font. <p>High Glucose Alert 256 ↑ mg/dL</p>	<p><b>High Glucose alert (High):</b> Alerts you when your sensor reading is at or above the set level. It's the yellow line on the trend graph.</p> <p>You can customize this alert:</p> <ul style="list-style-type: none"><li>• Go to <b>Menu &gt; Settings &gt; Alerts &gt; High.</b></li></ul> <p>For more information on customizing alerts, go to the changing alerts sections of the <a href="#">Alerts</a> chapter.</p>

## Rising Fast and Falling Fast alerts

Receiver	What it means
 <p><b>Rising Fast Alert</b> Your reading is rising at a rate of 3+ mg/dL/min</p> <p><b>256</b> ↑↑ mg/dL</p>  <p><b>Falling Fast Alert</b> Your reading is falling at a rate of 3+ mg/dL/min</p> <p><b>170</b> ↓↓ mg/dL</p>	<p><b>Rising Fast and Falling Fast alerts:</b> Lets you know when your sensor readings are changing quickly.</p>



You can turn on and customize each of these alerts:

- 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).

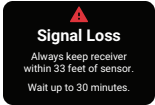
- **Falling Fast alert:** Also tells you your glucose is falling quickly, but you set the level that triggers it and it isn't tied to time.

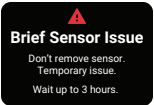
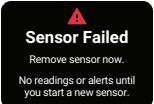
If your glucose is falling fast and is at or below 55 mg/dL, you'll get an Urgent Low alert, not a Falling Fast alert.

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.

Receiver	What it means
 <p><b>Signal Loss</b> Always keep receiver within 33 feet of sensor. Wait up to 30 minutes.</p>	<p><b>Signal Loss alert</b></p> <p>Alerts you when the display device temporarily stops getting sensor readings because there's an issue with the connection.</p>

Receiver	What it means
 <p><b>Brief Sensor Issue</b> Don't remove sensor. Temporary issue. Wait up to 3 hours.</p>	<p><b>Brief Sensor Issue alert</b></p> <p>Alerts you when the sensor can't read your glucose right now.</p>
 <p><b>Sensor Failed</b> Remove sensor now. No readings or alerts until you start a new sensor.</p>	<p><b>Technical Alerts</b></p> <p>Alerts you when you're not getting sensor readings. They include Sensor Failed, Replace Sensor Now, and similar alerts.</p>

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

- 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

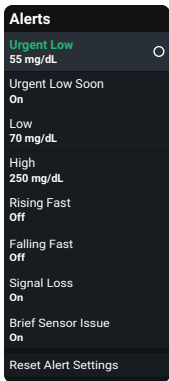
For a list of System and Technical Alerts, go to the Glossary in the [Safety Information](#) chapter. For more information on customizing all these alerts, go to the changing alerts sections of the [Alerts](#) chapter. For more information on Vibrate Only in the receiver, go to the Customizing Sounds section of the [Alerts](#) chapter.

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

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



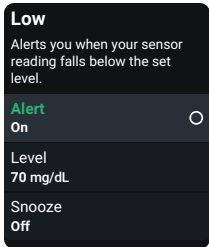
**Alerts:** Go to the alert to change its settings.

**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:

- Level and Snooze



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

**Delay 1<sup>st</sup> 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 1<sup>st</sup> 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 at 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.

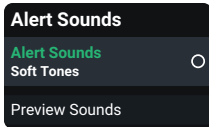
For example, turn on Snooze for your High alert and set the time to 30 minutes. Then, after you acknowledge your first High alert, the alert will repeat if your sensor reading stays above your High alert setting for 30 minutes.

**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.

Choose a sound theme, such as Soft Tones 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.

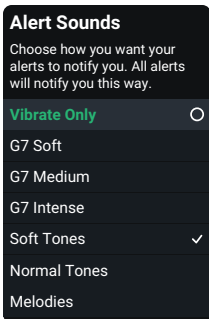


**Alert Sounds:** Choose sound theme here.

**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. G7 Soft's volume is lower than Soft Tones.

## 6 • 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 receiver. Events you add on your receiver will show on your receiver's trend graph. All events uploaded to Clarity will show on your Clarity reports.

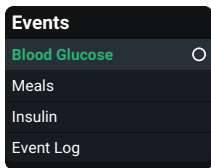
**Event log:** Lists the last 15 events logged on the receiver.

## Tracking events

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.

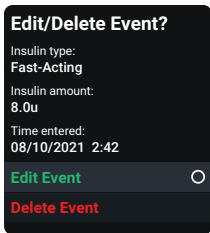
To log events:



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.

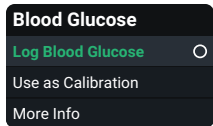
## Logging BG meter values or calibrating

Your healthcare provider may ask you to keep track of your BG meter values, or you may want to calibrate your G7.

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.

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.

## 7 • Reports

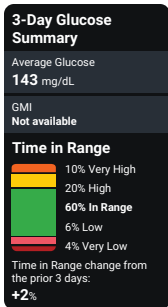
Reports on your receiver are an important part of your CGM system, providing a holistic view of your diabetes management by highlighting glucose patterns, trends, and statistics. They can help you identify glucose patterns and, with your healthcare provider, determine the potential causes of those patterns.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

Events you add on your receiver will show on your receiver's trend graph. All events uploaded to Clarity will show on your Clarity reports.

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](https://dexcom.com/clarityapp).  
For more information, go to the [Clarity](#) appendix.

## 8 • 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 **Menu > Information > Sensor > Sensor Info**. When the sensor expires, the 12-hour grace period starts.

## Sensor transition

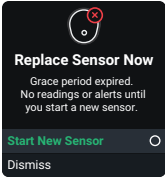
You must end the sensor session or grace period before you start a new sensor. You can end it two ways:

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

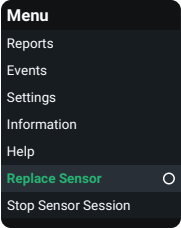
You only need to end your sensor session on your phone app or receiver, not both.

## Automatically: End sensor when grace period ends

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

Receiver	What it means
	Select <b>Start New Sensor</b> and follow instructions on the screen.

## Manually: End sensor before grace period ends

What you see	What it means
 <p>The screenshot shows a dark-themed menu with the following items: Menu, Reports, Events, Settings, Information, Help, Replace Sensor (highlighted in green), and Stop Sensor Session. A small white circle is visible to the right of the 'Replace Sensor' option.</p>	<p>To end your session early from the receiver, go to <b>Menu</b>. Go to either:</p> <ul style="list-style-type: none"><li>• <b>Replace Sensor:</b> If you want to start a new sensor immediately or</li><li>• <b>Stop Sensor Session:</b> If you want to stop this sensor without starting a new one</li></ul> <p>Then, follow the instructions on the receiver.</p>



## 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](https://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.

## 9 • Troubleshooting

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

- [Accuracy and calibration](#)
- [Adhesive patch](#)
- [Can't hear alerts](#)
- [Can't see receiver screen](#)
- [Common system issues](#)
- [Gap in trend graph](#)
- [Recharge receiver](#)
- [Travel with G7](#)
- [Update display device](#)
- [Water and G7](#)
- [X-ray, CT scan, or radiation therapy](#)

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

# 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 in **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

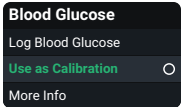
Calibrating your G7 is optional. It can make the G7 more accurate or less accurate compared to the lab result, but it should bring the sensor readings closer to your BG meter value.

Calibration tips:

- **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.
- **Wait for stable glucose:** Consider waiting to calibrate if your glucose is changing rapidly. Calibration works best when your glucose is stable.
- **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.

- **Calibrate in your phone app or receiver, not both:** The sensor sends calibration information between the phone app and the receiver.
- **Check meter value:** Only calibrate with BG meter values from 40 mg/dL to 400 mg/dL.
- **Calibration Not Used:** If you get a Calibration Not Used alert, take another fingerstick and calibrate again.

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

<p>Receiver</p> 	<p>In the receiver, go to <b>Menu &gt; Event &gt; Blood Glucose</b>.</p> <p>Select <b>Use as Calibration</b> and follow onscreen instructions to enter the BG meter value as a calibration.</p>
---	---

## 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](https://dexcom.com/faqs).
- **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 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](https://www.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.

## Issue

Removing sensor.

### *Solution*

Go to the [Next Sensor Session](#) chapter or [dexcom.com/faqs](https://dexcom.com/faqs) for tips.

# Can't hear alerts

## 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 system issues

### Issue

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

### *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.

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

Brief Sensor Issue may lead to Sensor Failed alert.

## Issue

**Sensor Failed alert.**

### *Solution*

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



## Issue

Pairing is taking longer than expected.

## *Solution*

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

Pairing usually takes less than 10 minutes for the receiver.

For pairing, keep receiver within 3 feet of sensor.

## Issue

**Signal Loss alert:** Your display device has temporarily stopped getting sensor readings from your sensor over *Bluetooth*<sup>®</sup>.

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 **Menu > Settings > 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.

## *Solution*

Troubleshooting tips:

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

- Keep the receiver within 33 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.**

### *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.

### *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 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 receiver to get sensor glucose information while on the plane, follow these instructions.

- 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](https://www.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 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 immersed in water, *Bluetooth* won't send your sensor readings to your display device. When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

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

## 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](https://dexcom.com/clarityapp) and on the go using the Dexcom Clarity app. Just log in with your Dexcom information. If you only use the receiver, upload your data to Clarity at [dexcom.com/clarityapp](https://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](https://dexcom.com/clarityapp).
2. Follow the instructions on the screen.

## B • Receiver Maintenance

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. If these wipes aren't available in your country, use an equivalent product.
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.

# 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.

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