

G7 App Essentials

This shows the most important things you need to know to use the Dexcom app. For receiver instructions, open the receiver box.

Screen overview

Glucose information

The Glucose tab shows your current sensor reading and trend information. Tabs at the bottom of the screen move you to other sections. Each tab has information grouped into cards.

The following screen shows all the features on the Glucose tab's first card:

- Number:** The most recent sensor reading. Shows LOW if below 40 mg/dL or HIGH if above 400 mg/dL.
- Trend arrow:** Where glucose is heading based on the last few readings.
- Shortcut:** To add event so you can quickly track insulin doses, meals, exercise, and BG meter values. If you choose to calibrate, you do that here.
- 3 Hours, 6, 12, 24:** Change the number of hours shown on the trend graph.
- More button:** The three dots is the More button. It gives you quick access to change alert levels and choose a Quiet Mode.
- Trend graph:** The bigger dot on the right is the most recent sensor reading. The smaller dots show past readings.
- Target range (shaded rectangle inside graph):** 70–180 mg/dL is the international consensus for recommended target range.
- High alert yellow line:** You get your High alert when your glucose is at or above this yellow line.
- Low alert red line:** You get your Low alert when your glucose is at or below this red line.

Change alert settings in **Profile > Alerts**.

Sensor reading and trend arrow

Where your glucose is now

On the Glucose tab, your sensor reading shows a number and color. They tell you where your glucose is now.

Number: The most recent sensor reading. It updates every 5 minutes.

Color: Shows whether your sensor reading is low, high, or between.

- White:** Between your High and Low alert levels
- Yellow:** High
- Red:** Low, Urgent Low Soon, or Urgent Low



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 section for more information. System Alerts mean G7 isn't working. You won't get sensor readings or glucose alerts. Go to System Alerts section for more information.

Where your glucose is going

To know where your glucose is heading, look at your trend arrows:

- Steady:** Changing less than 30 mg/dL in 30 minutes
- Steadily rising or falling:** Changing 30–60 mg/dL in 30 minutes
- Rising or falling:** Changing 60–90 mg/dL in 30 minutes
- Rapidly rising or falling:** Changing more than 90 mg/dL in 30 minutes
- No arrow:** Can't determine trend; use BG meter for treatment decisions

For more information, review the instructions and videos at **Profile > Help > How To**.

Navigation

You can access other features using the navigation icons.

Glucose tab: Clarity card

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

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

History, Connections, and Profile Tabs

Use the tabs at the bottom of the screen to get to other features. The Glucose tab is described in the previous section. History, Connections, Profile, and the Profile Help menu are described below.

- History:** Go here to see your events log and track your BG meter values, meals, insulin (long and fast acting), and activity. You can also take notes. If you choose to calibrate, you do that here.
- Connections:** Go here to get information on your sensor, see your pairing code, and end your sensor session. You can also share your glucose information with friends and family and send glucose data to Apple Health.
- Profile:** Here you can change settings and get help.
- Profile > Help:** Find help, including links to product guides and videos on inserting and removing sensors, sensor readings, alerts, and when to use your BG meter.

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:** When you have no sensor reading, or no trend arrow, or have a System Alert, use your BG meter to treat.
- Symptoms don't match sensor readings:** When 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

Talk to your healthcare provider about using the trend arrows to determine how much insulin to take. Consider taking a little more insulin than usual when your glucose is rising. 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, and fingerstick best practices.

Practice making treatment decisions

Use the following situations as examples of times when 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, and 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.

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.

Think about:

- Number and Arrow:** You have both.
 - Number:** 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.

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.

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.

Think about:

- Number and Arrow:** You have both.
 - 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.

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.

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.

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. You can customize each of these alerts in **Profile > Alerts**. For more information on customizing alerts, go to the Changing Alerts section. Work with your healthcare provider to customize your alerts to fit your lifestyle and goals.

Phone Safety

These phone settings stop your alerts and app from working:

- Apple features include:** Screen Time and Low Power Mode
- Android features include:** Focus Mode, App Pause, and Battery Saver Mode

For more information, go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**.

Glucose alerts

- Urgent Low alert:** Alerts you when your sensor reading is 55 mg/dL or below.
- Urgent Low Soon alert:** Alerts you when your sensor reading will be 55 mg/dL or below in less than 20 minutes.
- Low Glucose alert (Low):** Alerts you when your sensor reading is at or below the level you set. It's the red line on the trend graph.
- High Glucose alert (High):** Alerts you when your sensor reading is at or above the set level. It's the yellow line on the trend graph.

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.

System Alerts: Alerts not related to your glucose including: App *Bluetooth* is Off, App *Bluetooth* Permission is Off, App is Closed, App Location is Off, Calibration not used, Cannot pair sensor, Location Permission Restricted, Low Battery, Pairing Complete, Pairing Unsuccessful, Phone *Bluetooth* is Off, Phone Location is Off, Phone Storage Low, Phone Storage Very Low, Readings Stop Soon, Searching for Sensor, Sensor Expired, Sensor Expires in 2 Hours, Sensor Expires in 24 Hours, Sensor not found yet, Sensor Paired, Sensor Warmup Complete, Warmup Complete

Technical Alerts: These alerts are a subset of System Alerts. Technical Alerts are about situations that prevent, or will prevent, your current glucose information from displaying. If you don't acknowledge a Technical Alert, it will add sound. Exception: In the app, if Silence All is on, it won't add sound. Technical Alerts include: App Stopped Working, App Stopped; Phone Storage Full, Brief Sensor Issue, Replace Sensor Now, Sensor Failed, Set Date/Time, Signal Loss, System Check, Very Low Battery, Weak Charger

Responding to alerts

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

Afterward, acknowledge the alert on your display device by tapping **OK** on the alert. Until you acknowledge the alert, it re-alerts every 5 minutes.

You can also acknowledge an alert from your Lock screen by following these instructions:

- iPhone:** There are two ways to acknowledge alerts from your Lock screen. First, from the Lock screen, touch and hold the notification until **OK** appears. Tap **OK** to acknowledge the alert. Or second, tap the Lock screen notification to open the app. From the app, tap **OK** on the alert to acknowledge it. (If you tap **Dismiss** instead of following the instructions above, the alert will re-alert in 5 minutes.)
- Android:** There are three ways to acknowledge alerts from your Lock screen: First, if your notification has an **OK** button, tap **OK** to acknowledge the alert. Or second, if your notification doesn't have an **OK** button, pull down on the notification and tap **OK** to acknowledge the alert. Or third, tap the notification (not the **OK** button) to open the app. Then tap **OK** to acknowledge the alert.
- Smartwatch:** Any brand of smartwatch may display some alerts, even if it isn't set up with your G7. On your smartwatch Lock screen, tap **OK** to acknowledge the alert. That will also acknowledge the alert in your app.

Alert vibrations feel the same as notifications you get from other apps on your smart devices. The only way to know if it's from your G7 is to look at your smart device.

Changing alerts

Profile > Alerts shows all the alerts you can change. Tap each one to find out how to change it.

Silence All and Vibrate

Quiet Modes: Quickly change all your alerts to be more discreet. Quiet Modes override your phone sound setting and each alert's Sound/Vibrate setting. You still see alerts on your phone's lock screen and in the app. A banner shows the time left for Silence All displays at the top of your screen when you use Silence All.

- Silence All (app):**
 - All alerts, including Urgent Low and Sensor Failed, won't sound or vibrate. You can set Silence All for up to 6 hours. **Exceptions:** App Stopped Working and App Stopped; Phone Storage Full alerts will still sound.
- Vibrate:**
 - All alerts vibrate but won't sound. You can set vibrate mode for up to 6 hours or indefinitely.
- Vibrate Exceptions:** (these exceptions always apply, not just in Quiet Mode)
 - Your phone vibrate setting must be on for the alerts to vibrate. For more information, go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**.
 - Urgent Low and Technical Alerts act differently; if you don't acknowledge them, they will add sound. In the app, these alerts include: Urgent Low, App *Bluetooth* is Off, App is Closed, App Location is Off, App Stopped; Phone Storage Full, App Stopped Working, Phone *Bluetooth* is Off, Phone Location is Off, Replace Sensor Now, Sensor Failed

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 end your session early, go to **Connections > Sensor** and follow the instructions on the screens.

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

Troubleshooting

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

Adhesive patch

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:

- 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/faq for more tips.

Issue: Applicator won't detach after inserting sensor.

Solution:

- Gently peel off adhesive patch with applicator attached.
- Check insertion site to make sure the sensor isn't left in the skin.
- Don't reuse applicator.
- Contact technical support (in the app, go to **Profile > Contact**).

Not getting alerts

Issue: Can't hear alerts

Solution:

Check the G7 Safety Information-Check Settings section as well as the following:

- Phone is on:** Verify that the app, *Bluetooth*, sound, and notifications are on, and the volume is loud enough for you to hear it. App is on when it's open and/or running in the background. Swiping up on the app in preview closes it.

- Phone settings:**
 - Fix any phone setting issues the app alerts you about.
 - These phone settings stop your alerts and app from working:
 - Apple features include:** Screen Time and Low Power Mode
 - Android features include:** Focus Mode, App Pause, and Battery Saver Mode
 - For more information, go to **Profile > G7 iPhone Safety** or **Profile > G7 Android Safety**
- Phone operating system:** Automatic updates of the app or your device operating system can change settings or shut down the app. Update manually, and verify correct device settings afterward. Before upgrading your smart device or its operating system, check dexcom.com/compatibility.
- Alert settings:** Make sure you use sounds that you can hear for each alert. For more information, go to the Alerts chapter in the online User Guide.
- Quiet Modes:** Make sure you aren't using Silence All or Vibrate. For more information, go to the Changing Alerts section.
- Second Alert Profile:** Check Schedule to make sure you're using the alert profile you expect. For more information, go to the Alerts chapter of the online User Guide.
- Phone speaker:** See your smart device product instructions to test the speaker.
- Bluetooth speaker, earphones, etc.:** Verify you're getting your alerts where you want them.

Common alerts

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. Tap Help in app for more information on troubleshooting.

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

Brief Sensor Issue may lead to Sensor Failed alert.

Issue: Sensor Failed alert

Solution:

This issue may happen anytime during a sensor session. If you get this alert, go to its Help screen for more information. You won't get sensor readings or alerts until you start a new sensor.

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

Issue: Searching for sensor.

Pairing is taking longer than expected.

Solution:

Pairing usually takes less than 5 minutes. If it takes longer, use these troubleshooting tips: keep phone close, insert sensor to pair, check pairing code, move away from others wearing sensors, pair sensor with only one smartphone, and keep app open.

Issue: Signal Loss alert.

Your display device has temporarily stopped getting sensor readings from your sensor over *Bluetooth*.

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

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

You won't get alerts or sensor readings until fixed. Use your BG meter for treatment decisions. When your sensor readings resume, up to 24 hours of missed sensor readings can fill in on the trend graph.

Solution:

Troubleshooting tips:

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

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

To help prevent:

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

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

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.

Update display device

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

Solution:

Keep app updated

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

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. If you're in or near water, your display device may need to be closer than 20 feet to get sensor readings. The patch stays on longer if kept dry.

Contact information

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

You can also see the G7 User Guide at:

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

Safety Information

Dexcom G7 CGM System safety statements

Important user information

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

Getting familiar with G7 could take days, weeks, or even months.

Dexcom doesn't recommend continuous glucose monitoring for people who can't or won't:

- Use their BG meter to test their blood glucose if their symptoms don't match their sensor readings
- Keep in touch with their healthcare provider about diabetes management

Indications for use

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

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

The Dexcom G7 CGM System is also intended to autonomously communicate with digitally connected devices, including automated insulin dosing (AID) systems. The Dexcom G7 CGM System can be used alone or in conjunction with these digitally connected medical devices for the purpose of managing diabetes.

Contraindications

No MRI/CT/diathermy — MR unsafe: Don't wear any Dexcom G7 CGM System component during magnetic resonance imaging (MRI) or high-frequency electrical heat (diathermy) treatment. However, it's safe to have a CT scan if you keep the sensor out of the scanned area and cover the sensor with a lead apron during the scan.

