DEXCOM | G4 PLATINUM

CONTINUOUS GLUCOSE MONITORING SYSTEM

7 **Simple Steps** to Start

Quick Start Guide

Congratulations on making the Dexcom G4 PLATINUM Continuous Glucose Monitoring (CGM) System a part of your life!

When you use the Dexcom G4 PLATINUM CGM System, you will see real-time continuous sensor glucose readings every 5 minutes for up to 7 days. These readings can help you find trends and patterns in your glucose levels, allowing you to see where your glucose levels have been, which direction they are headed, and how fast they are rising or falling.

Before you begin and anytime you have questions, review the User's Guide and tutorial disc from your Dexcom G4 PLATINUM CGM System Receiver Kit.

This guide has seven simple steps to set up and use your Dexcom G4 PLATINUM CGM System. **If you need help with your system, call 1.877.339.2664 or 1.858.200.0200 at any time.**

Dexcom
THE GLUCOSE SENSOR COMPANY

Step 1

Getting to Know Your CGM Device

Your Dexcom G4 PLATINUM Continuous Glucose Monitoring System is made up of 3 components: the receiver, the transmitter, and the sensor.

Dexcom G4 PLATINUM Receiver

Status area
UP button
High Alert
RIGHT button
SELECT button
Low Alert
LEFT button
DOWN button

The receiver is the small hand-held device that looks like a cell phone. It shows your sensor glucose readings, trend graph, direction and rate of change arrow.

Press the **UP** and **DOWN** buttons to scroll through trend screens, highlight menu items, or set values.

Press the **SELECT** button to turn the receiver on or select the highlighted option.

Press the **LEFT** button to go back to the last item or screen.

Press the **RIGHT** button to highlight the next item.

• A red line across the trend screen shows the low alert level.

• A yellow line across the trend screen shows the high alert level.

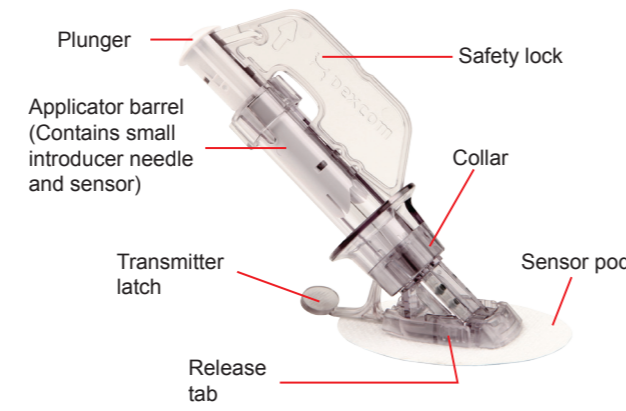## Dexcom G4 PLATINUM Transmitter (DO NOT THROW AWAY!)

The transmitter is the grey "chip" that snaps into your sensor pod.

Keep your transmitter within 20 feet of your receiver without obstruction even during the 2 hour startup period.

The transmitter battery will last at least 6 months. The transmitter **Low Battery Screen** will first show when there is about 1 week of battery life left. Replace your transmitter as soon as possible after you see this screen.
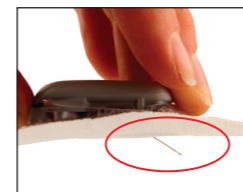
Low Battery
Order New Transmitter

Transmitter Low Battery screen

Dexcom G4 PLATINUM Sensor Applicator (Disposable)

Plunger
Safety lock
Applicator barrel (Contains small introducer needle and sensor)
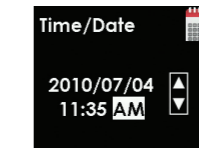Collar
Transmitter latch
Sensor pod
Release tab

The sensor is the piece that is inserted and worn on your belly for the whole session (up to 7 days). If you have a problem with a sensor session, keep the sensor until you speak with Dexcom Technical Support.

Sensor

Step 2

Setting Up Your Device

Activating Your Transmitter:
Take the transmitter out of its tray and wait 10 minutes for it to "turn on."

Transmitter in box

Charging Your Receiver:
Charge the Dexcom G4 PLATINUM Receiver fully before you begin. A full charge can take up to 5 hours and will last about 3 days. Open the USB port cover to charge your receiver. Keep the USB port cover closed when receiver is not being charged.

There are two ways you can charge your receiver:

a. Plug the USB cable into the G4 AC power adapter. Then plug this adapter into an AC power outlet (such as a wall outlet), and plug the other end of the cable into your receiver.

   OR

b. Plug the USB cable into your computer, and plug the other end of the cable into your receiver. You must install Dexcom Studio software first.

   The charging screen will appear first. After a few seconds, the battery charging symbol will show in the upper left corner of the 3 hour trend graph (home screen). When the receiver is fully charged, the charge symbol will be completely gray.

Receiver USB port cover

USB cable plugged into receiver

NOTE: You will keep getting sensor glucose readings while the receiver is charging during a sensor session. A Low Battery warning on the receiver will alert you when it needs to be charged.

Setup Wizard:
Press the **SELECT** button to turn the receiver on. The Setup Wizard will walk you through the steps to set your Time/Date, Transmitter ID and High/Low Alerts (see below).

The Setup Wizard will only start when you set up your Dexcom G4 PLATINUM receiver for the first time.

Setting the Time/Date:

a. Press the **UP** and **DOWN** buttons to enter each number or value.

b. Press the **RIGHT** or **SELECT** button to move to the next space.

c. After setting the AM/PM, press the **SELECT** button to accept changes.

Time/Date
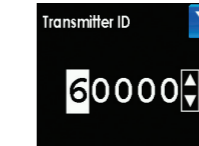2010/07/04
11:35 AM

Setting Time/Date screen

Setting Your Transmitter ID:

Your transmitter ID makes it possible for your transmitter and receiver to communicate with each other.

a. Find the transmitter ID on the back of your transmitter.

b. Press the **UP** and **DOWN** buttons to enter the letter or number in each space.

c. Press the **RIGHT** or **SELECT** button to move to the next space.

d. After entering the last space, press the **SELECT** button to accept changes.

NOTE: You can only enter your transmitter ID when you are not in an active sensor session.

The information on the back of your transmitter may not exactly match the picture above.
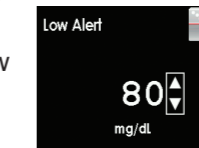
Transmitter ID
60000

Setting Transmitter ID screen

Setting Your High/Low Glucose Alert Levels:

The low and high alert level defaults are 80 mg/dL and 200 mg/dL but can be changed or turned off.

a. Press the **UP** and **DOWN** buttons to change your low alert level between 60-100 mg/dL.

b. Press the **SELECT** to accept your level.

c. Repeat steps a and b to set your high alert level between 120-400 mg/dL.

NOTE: There is also a non-adjustable 55 mg/dL low alarm.

Your receiver will show the 3 hour trend graph (home screen) after you finish the Setup Wizard.

Low Alert
80 mg/dL

Setting Low Alert screen

High Alert
200 mg/dL

Setting High Alert screen
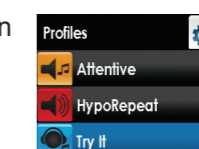

Step 3

Setting Your Alert Profile

You can choose Dexcom G4 PLATINUM "alert profiles" with different sounds and volumes to fit your needs.

Your alert profile options are:

"Vibrate" can be used when you want to silence the receiver and be alerted by vibration. Under this profile the fixed low alarm at 55 mg/dL will make a sound. It will alert you as a vibration first, followed by audible beeps 5 minutes later if not confirmed.

"Soft" can be used when you want your alert to be discreet. This sets all the alerts and alarms to lower volume beeps.

"Normal" is the default. This sets all the alerts and alarms to higher volume beeps.

"Attentive" can be used when you want your alert to be noticeable. This sets all the alerts and alarms to loud and with distinctive melodies.

"Hyporepeat" can be used when you want extra alerts for severe low sensor glucose readings. This profile is like the normal profile, but it will keep repeating the fixed low alarm every 5 seconds until confirmed or until your sensor glucose reading rises above 55 mg/dL.

Use the "Try It" feature under the Profiles option in the Main Menu to hear an example of each alert profile.

Follow these steps to set your alert profile:

a. From any trend graph, press the **SELECT** button to get to the Main Menu.

b. Press the **DOWN** button to highlight Profiles. Press the **SELECT** button.

c. Press the **UP** and **DOWN** buttons to highlight the alert profile you want to use.

d. Press the **SELECT** button. A ✔ will appear to the right of the profile you chose.

Profiles
Attentive
HypoRepeat
Try It

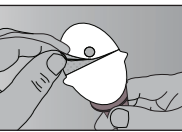**Main Menu, Try It highlighted**

NOTE: No matter what profile you set, all alerts and alarms will notify you by vibrating first. There will be no beep if you confirm the alert or alarm after the first vibration.
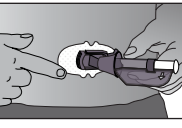

Step 4

Inserting the Sensor

Before you begin, make sure you have your transmitter, receiver, a sensor and alcohol wipes. Wash your hands thoroughly, and dry them.

a. Choose a site on your belly that is at least 3 inches from your insulin pump infusion set or injection site and out of the way of your waistband. Avoid areas that are likely to be bumped or pushed or areas of your skin with scarring, tattoos or irritation.

b. Remove the sensor from its packaging.

c. Clean your skin at the sensor placement site with an alcohol wipe. Let dry.

d. Remove the adhesive backing from the sensor pod one half at a time.

Step d

e. Place the sensor horizontally, NOT vertically, on your skin. Move your fingers around the adhesive patch to secure the tape to your skin.
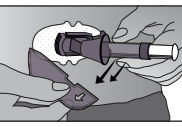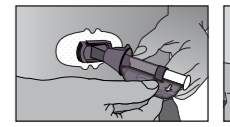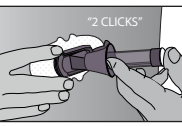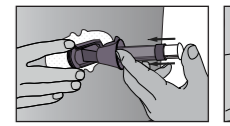
Step e

f. Hold the applicator, and pull the safety lock straight out away from the applicator, in the direction of the arrows in the picture. Save the Safety Lock to help you remove the transmitter at the end of your sensor session.

Step f

g. Place the fingers of one hand at the edge of the white adhesive (at the opposite side of the sensor from the transmitter latch). You may pinch up on your skin using this hand.

h. While still pinching, use your other hand to place two fingers above the collar (see picture). Place your thumb on the white plunger and push down completely. You should hear 2 clicks.
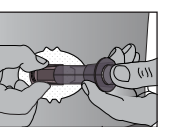
Step h

i. Move your 2 fingers from above the collar to below the collar. Keep your thumb lightly on top of the white plunger and pull the collar back towards your thumb until you hear 2 "clicks" or cannot pull back any more.

Step i

j. Make sure the transmitter latch is down (against your body). Squeeze the center of the ribbed tabs on the sides of the sensor pod. Rock the applicator barrel forward and out away from your body.
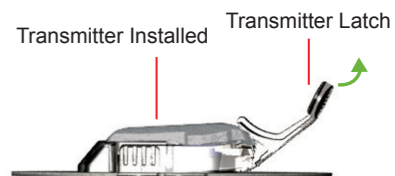
Step j

Attaching Your Transmitter:

a. Clean the back of your transmitter with an alcohol wipe. Let dry.

b. Place the transmitter in the sensor pod (with the flat side down, and thinner side away from the transmitter latch).

   Transmitter Installed   Transmitter Latch

c. Place one finger on the transmitter to keep it in place. With your other hand, pull the transmitter latch up and forward until you hear **2 clicks.**

d. Hold the sides of your sensor pod with one hand. Remove the the transmitter latch with the other hand by quickly twisting off the latch away from your body.
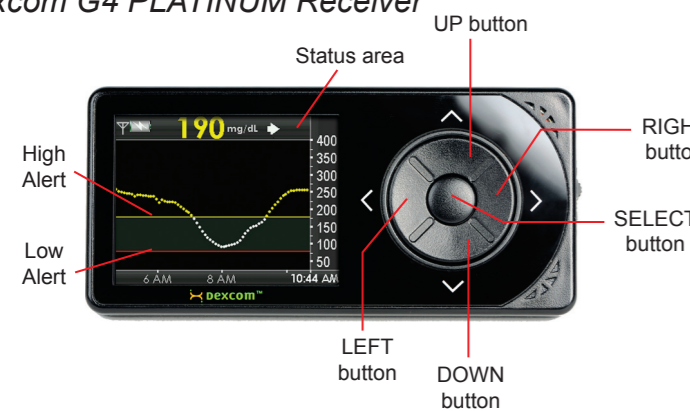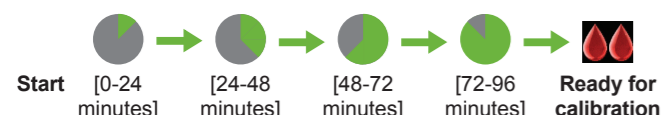
   Twist Transmitter Latch Up or Down

Step 5

Starting Your Sensor Session

Once you have inserted the sensor and attached the transmitter, you need to start the sensor session on your receiver.

a. From any trend graph, press the **SELECT** button to get to the Main Menu.

b. Press the **DOWN** button to highlight Start Sensor. Press the **SELECT** button. Start Sensor Screen will let you know your sensor 2-hour startup period has begun.

c. Check your receiver 10 minutes after starting your sensor session to make sure your receiver and transmitter are communicating. The antenna symbol ( ) should be in the upper left corner of the trend graph. If the Out of Range symbol ( ) shows in the upper right corner of the trend graph instead, see the User's Guide for more information.

Start Sensor "thinking" screen

d. A 2-hour countdown symbol will show on the receiver trend screen and will fill in during the 2-hour startup period.

Start | [0-24 minutes] | [24-48 minutes] | [48-72 minutes] | [72-96 minutes] | Ready for calibration
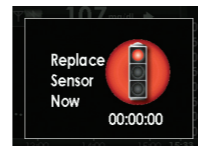
Countdown symbol fills in during sensor startup

NOTE: After starting a new sensor session, you will not receive sensor glucose readings or alerts until your 2-hour startup period has ended and you have completed your initial calibrations.

Step 6

Calibrating

You need to use your blood glucose meter to calibrate your Dexcom G4 PLATINUM System. At the end of the 2-hour startup period, you must enter two calibrations before any sensor glucose readings will show. Calibration blood glucose values need to be entered into the receiver within 5 minutes of testing with your blood glucose meter.

Startup Calibration:

a. After the 2-hour startup period, a double blood drop prompt will show on the receiver screen. Press the **SELECT** button to clear this alert.

b. Wash and dry your hands.

c. Take a fingerstick blood glucose measurement using your blood glucose meter.

Startup calibration prompt

d. From any trend graph, press the **SELECT** button to get to the Main Menu.

e. Press the **DOWN** button to highlight Enter BG. Press the **SELECT** button.

f. For the startup calibration, the default blood glucose value on the receiver is 120 mg/dL. Press the **UP** and **DOWN** buttons to enter the exact blood glucose value from your blood glucose meter. Press the **SELECT** button.

g. Press the **SELECT** button again to accept the calibration.

h. Repeat steps c-g to enter a second blood glucose value.

Calibration Update:

A single blood drop prompt will appear on the receiver screen to let you know a calibration update is needed. To confirm this prompt, press **SELECT**.

After your startup calibration, calibration updates must be entered once every 12 hours at a minimum.

Calibration prompt

NOTE: Calibrating less than the recommended amount may result in inaccurate sensor glucose readings. You can enter more calibrations each day if you want. See the Dexcom G4 PLATINUM System User's Guide for more details on calibrating.
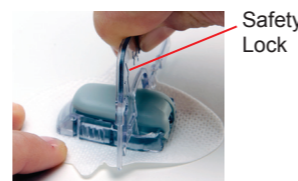

Step 7

Ending Your Sensor Session

The sensor automatically shuts off after 7 days. The receiver will alert you at 6 hours, 2 hours and 30 minutes before the sensor session ends. The Replace Sensor Now screen will show when it is time to remove your sensor.

Replace Sensor Now screen

Removing Your Sensor Pod and Transmitter:

a. Peel the sensor pod off your body like a Band-Aid. Do not remove the transmitter from the sensor pod until the entire sensor has been removed from your body.

Safety Lock

b. Place the sensor pod/transmitter on a hard surface. There are two ways you can remove the transmitter:

• Use your fingers to spread the back tabs of the sensor pod. The transmitter will pop out.

OR

• Use the safety lock (from the sensor applicator). Insert the jagged edges of the safety lock so they "hug" the wide end of the transmitter in the sensor pod. Press the safety lock down until you cannot press anymore, and then pull up. The transmitter will pop out.

Sensor Pod with Safety Lock snapped in

c. Keep the transmitter. Dispose of the sensor following your local guidelines for disposal of blood-contacting components.

Sensor Troubleshooting

Refer to your User's Guide or contact Dexcom Technical Support at **1.877.339.2664 or 1.858.200.0200** for any unresolved questions/troubleshooting issues. The Dexcom G4 PLATINUM System online tutorial is also available at www.dexcom.com.

Sensor Troubleshooting (continued)

Blood Drop in Status Area		Calibration needed. • Enter a calibration as described in Step 6 on front page of this Quick Start Guide.
15 Minute Calibration Error		Sensor is not calibrating correctly. • Press the **SELECT** button. will show in status bar • Wait 15 minutes, then enter 1 calibration • If error continues, enter 1 more calibration, and wait 15 minutes • If no sensor glucose readings show, contact Dexcom Technical Support
1 Hour Calibration Error		Sensor is not calibrating correctly. • Press the **SELECT** button. will show in status bar • Wait about 1 hour, then enter 1 calibration • Wait 15 minutes. If no sensor glucose readings show, contact Dexcom Technical Support
Unknown Sensor Glucose Readings ??? in Status Area		Wait. ??? usually clears up by itself within minutes or hours. If this continues after 3 hours, contact Dexcom Technical Support. • Do not calibrate • Make sure the sensor pod is sticking well to your body and nothing is rubbing against it • Check that the transmitter is snapped in on both sides
Sensor Failed		Sensor shuts off before end of 7-day session. • Press any button to clear the alert/screen • Contact Dexcom Technical Support • Remove failed sensor and insert a new sensor

Receiver Display

You will see this screen when you turn on your receiver during a sensor session

Most recent 5-minute glucose reading
Battery
Antenna
Status Area
Trend Arrow
Glucose Target Range
High Glucose Alert Setting
Low Glucose Alert Setting
Glucose Values
Plot of most recent glucose reading
Current Time
Trend Graph Hours

NOTE: Sensor glucose readings above your High Alert setting are yellow. Sensor glucose readings below your Low Alert setting are red. Sensor glucose readings in target are white.

Calibration "Do's"

• Use the same blood glucose meter for all calibrations during a sensor session.

• Make sure your blood glucose test strips are coded correctly and not expired.

• Wash and dry your hands before testing your blood glucose.

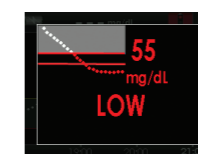• Use only **fingerstick** blood glucose values for calibration.

Calibration "Don'ts"

• Don't calibrate when you see or ??? in the status bar.

• Don't calibrate if your blood glucose value is higher than 400 mg/dL or lower than 40 mg/dL.

• Don't calibrate when acetaminophen (such as Tylenol) is active in your body.

Low Glucose Alarm

The Dexcom G4 PLATINUM System has an automatic Low Glucose alarm set at 55 mg/dL. You cannot change or turn off this alarm or its re-alert settings. If you get this alarm:
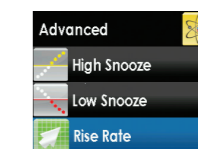
• Press **SELECT** to clear.

• You will get this alarm again in 30 minutes if your sensor glucose reading is still at or below 55 mg/dL.
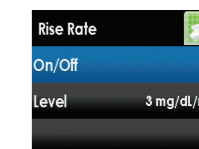
Low Glucose Alarm

Advanced Features of the Dexcom G4 PLATINUM CGM System

The Dexcom G4 PLATINUM System has advanced features and alerts to take your glucose sensing to the next level. Except for the Trend Arrows and Event Markers, these advanced alerts are turned 'off' when you first receive your Dexcom G4 PLATINUM System but can be turned on and customized.

Advanced Feature #1: Trend Arrows

A trend arrow may show next to the sensor glucose reading on your receiver trend screens. Trend arrows show you the direction and speed your glucose is changing. See the Dexcom G4 PLATINUM User's Guide for more information.

Rate of Change Arrow appears in upper right of trend graph

Advanced Feature #2: Event Markers

Event markers let you record information that may help you and your healthcare team better understand your glucose patterns and trends. Events include carbohydrates (grams), insulin (units), exercise (intensity and duration), and health (illness, stress, high/low symptoms, menstrual cycle, alcohol). Event markers do not show on the receiver but can be downloaded to the Dexcom Studio software. See the Dexcom G4 PLATINUM User's Guide for more information.

Advanced Feature #3: Advanced Alerts

To turn on any of the Advanced alerts, follow the steps below:

a. From any trend graph, press the **SELECT** button to get to the Main Menu.

b. Press the **DOWN** button to highlight Alerts. Press the **SELECT** button.

c. Press the **DOWN** button to highlight Advanced. Press the **SELECT** button.

d. Press the **UP** and **DOWN** buttons to highlight the advanced feature you want to set. Press the **SELECT** button.

Main Menu Alerts highlighted

Alerts Menu Advanced highlighted

a. High/Low Snooze Alerts

The High/Low Snooze alerts can be set to re-alert you when your sensor glucose reading stays outside high or low alert level. Snooze alerts can be set to re-alert every 15 minutes up to 5 hours. See the Dexcom G4 PLATINUM User's Guide for more information.

Advanced Menu, High Snooze highlighted

High Alert Setting Screen, 15 minutes selected

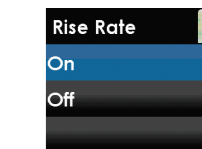---

b. Rise/Fall Glucose Rate Alerts

The Rate Alerts can be set to alert you when your sensor glucose readings are rising (Rise Alert) or falling (Fall Alert) at 2 mg/dL or more per minute or 3 mg/dL or more per minute. See the Dexcom G4 PLATINUM User's Guide for more information.
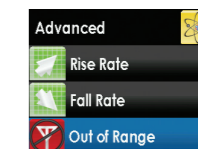
Advanced Menu, Rise Rate highlighted

Rise Rate, On/Off highlighted

Rise Rate screen, On highlighted

c. Out of Range Alert

The Out of Range alert can be set to alert you when the transmitter and receiver are not communicating for an amount of time between 20-200 minutes. The Out of Range Symbol ( ) will be in the upper right corner of the trend graph, and the Out of Range alert screen will show. See the Dexcom G4 PLATINUM User's Guide for more information.

Advanced Menu, Out of Range highlighted

Out of Range Alert screen

Frequently Asked Questions

Should I make treatment decisions based on the results from my Dexcom G4 PLATINUM CGM system?

No. Treatment or insulin dosing decisions should be based on the blood glucose value from your blood glucose meter. The direction, rate of glucose change, and trend graph on your Dexcom G4 PLATINUM System provide additional information to help with these decisions.

Is it okay if my Dexcom G4 PLATINUM CGM sensor glucose readings and fingerstick blood glucose values don't match exactly?
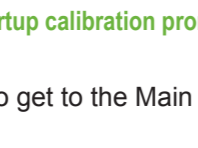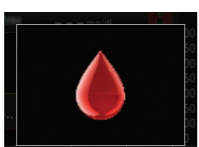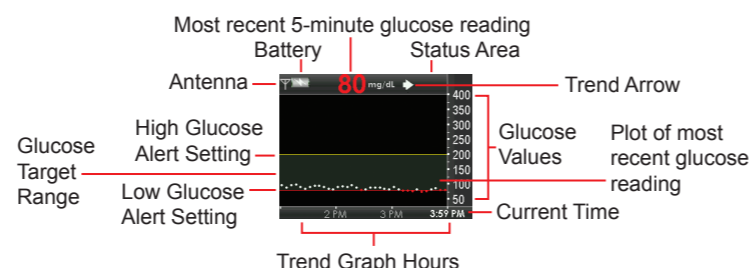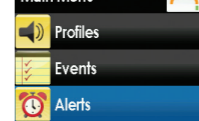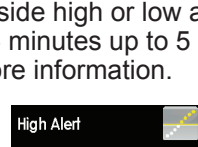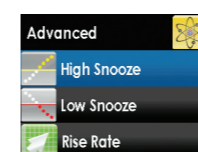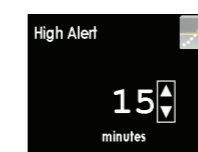
Yes. Your sensor glucose readings are meant to be used for trending only. Your blood glucose meter and sensor measure your glucose from two different types of body fluids: blood and interstitial fluid. Therefore, the values from your blood glucose meter and sensor may not match exactly.

Frequently Asked Questions continued

Why can't I take any acetaminophen containing medication while I am using the Dexcom G4 PLATINUM System?

Acetaminophen is a contraindication of the Dexcom G4 PLATINUM System and should not be taken while your sensor is inserted. The Dexcom G4 PLATINUM System may read inaccurately high when you take acetaminophen-containing drugs. The level and duration of inaccuracy may be different for each person. To understand how long acetaminophen-containing medicines may affect your body, consult your health care provider.

How do I change my high/low glucose alert levels?
Follow the below steps:

a. From any trend graph, press the **SELECT** button to get to the Main Menu.

b. Press the **DOWN** button to highlight Alerts. Press the **SELECT** button.

c. Press the **SELECT** button to select "High Alert." Or press the **DOWN** button, and then the **SELECT** button to select "Low Alert."

d. Use the **UP** and **DOWN** buttons to change Alert Level.

e. Press the **SELECT** button to confirm changes.

Main Menu, Alerts highlighted

Alerts screen, High Alert highlighted

How long is the warranty on the Dexcom G4 PLATINUM Transmitter?

The warranty for the transmitter is 6 months.

How long is the warranty for the Dexcom G4 PLATINUM Receiver?

The warranty for the receiver is 12 months.

High Alert screen, Level highlighted

WARNING: Review all contraindications, warnings, precautions and detailed procedures in the user's guide prior to using your Dexcom G4 PLATINUM Continuous Glucose Monitoring System.

DEXCOM THE GLUCOSE SENSOR COMPANY