

DEXCOM  
SH•RE™

User Manual

For use with Dexcom G4® PLATINUM with Share



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CHAPTER ONE  
Learning About  
Dexcom Share™

# Glossary

Term	Definition
Airplane Mode	A setting on Apple® iPhone® or iPod touch® smart devices where wireless features are disabled in order to comply with airline regulations.
Application or app	A software program, such as the Dexcom Share2™ app and the Dexcom Follow™ app, designed to run on an iPhone or iPod touch.
Blood glucose meter	A device used to measure how much glucose is in the blood.
Blood glucose value	The measurement of glucose in the blood.
<i>Bluetooth</i> ®	<i>Bluetooth</i> wireless technology allows devices to wirelessly communicate with each other.
Default	A manufacturer's preset option for a device setting.
Delay	Amount of set time that passes before a notification is sent to a Follower.

## Glossary continued

Term	Definition
Dexcom Share Cloud	A secure online storage server where Dexcom Share System information is stored and then shared with Followers.
Dexcom Follow app	Receives the Sharer's glucose information and notifications data from the Dexcom Share Cloud.
Dexcom G4 PLATINUM® Receiver	The Dexcom G4 PLATINUM System component that collects glucose information from the sensor and transmitter. It is also referred to as “the receiver.” In this user manual, this is a general term for both the Dexcom G4 PLATINUM Receiver with Share and the Dexcom G4 PLATINUM (Pediatric) Receiver with Share.
Dexcom G4 PLATINUM Sensor	The Dexcom G4 PLATINUM System component that includes an applicator and sensor wire.

## Glossary continued

Term	Definition
Dexcom G4 PLATINUM System	Continuous glucose monitoring system made of a sensor, transmitter, and receiver. In this user manual, this is a general term for both the Dexcom G4 PLATINUM System and the Dexcom G4 PLATINUM (Pediatric) System.
Dexcom G4 PLATINUM Transmitter	The Dexcom G4 PLATINUM System component that wirelessly sends glucose information to the receiver.
Dexcom Share2 app	Receives glucose information from the Dexcom G4 PLATINUM Receiver with Share. Sends glucose information to the Dexcom Share Cloud using an Internet connection.
Dexcom Share System	Secondary notification system using the following components: the Dexcom G4 PLATINUM System, <i>Bluetooth</i> wireless technology, the Sharer's iPhone or iPod touch, the Dexcom Share2 app, the Internet, the Follower's iPhone or iPod touch and the Dexcom Follow app.

## Glossary continued

Term	Definition
Do Not Disturb	A setting on iPhone or iPod touch where all incoming calls, alerts, and notifications are silenced. Do Not Disturb can be set to specific times and can be set to allow exceptions (people who can disturb you).
Follower	A person that receives the Sharer's shared information.
Follow Dashboard™	On the Dexcom Follow app, the Follow Dashboard shows the glucose information of up to five (5) Sharers.
Follower's iPhone or iPod touch smart device	Runs the Dexcom Follow app.
GlucoMonster™	The GlucoMonster character displays the status of Dexcom Share.

## Glossary continued

Term	Definition
Hyperglycemia	High blood glucose. Same as “high.” The default high alert in your receiver is set to 200 mg/dL. Consult your healthcare professional to determine the appropriate hyperglycemic setting for you.
Hypoglycemia	Low blood glucose. Same as “low.” The default low alert in your receiver is set to 80 mg/dL. Consult your healthcare professional to determine the appropriate hypoglycemic setting for you.
Invite/Follow Invitation e-mail	An e-mail request for a person to download the Dexcom Follow app and receive the Sharer’s shared information.
iPhone	An Apple smart device. Please refer to the list of devices compatible with the Dexcom Share System at <a href="http://www.dexcom.com/share2-compatibility">http://www.dexcom.com/share2-compatibility</a> .
iPod touch	An Apple smart device. Please refer to the list of devices compatible with the Dexcom Share System at <a href="http://www.dexcom.com/share2-compatibility">http://www.dexcom.com/share2-compatibility</a> .

## Glossary continued

Term	Definition
Jailbroken	The removal of limitations set by the manufacturer on an iPhone or iPod touch. Jailbroken iPhones and iPod touches are not permitted to be used in connection with Dexcom Share.
mg/dL	Milligrams per deciliter. The standard unit of measure for sensor glucose information in the United States.
Mobile data connections	Cellular networks, such as 3G, 4G and LTE™, used by an iPhone or iPod touch to access the Internet.
No More Data notification	Notifies the Follower when the Sharer is unable to share glucose information.
Not Sharing	When the Sharer chooses to temporarily not share glucose information with the Follower.
Notification	A visual message that appears on the screen of the Follower's iPhone or iPod touch. The notification may also include a sound, depending on the iPhone's or iPod touch's settings.

## Glossary continued

Term	Definition
Obstruction	An object that prevents the wireless communication between devices, such as wall thickness or radio waves.
Online store	Internet store for downloading applications to an iPhone or iPod touch.
Pairing	Act of wirelessly connecting the iPhone or iPod touch to the Dexcom G4 PLATINUM Receiver with Share, using <i>Bluetooth</i> .
Profile	Located in Follow Dashboard and displays the Sharer's glucose information, trend arrow and profile picture.
Range	Maximum distance two devices can communicate wirelessly without obstruction.

## Glossary continued

Term	Definition
Real-time continuous glucose monitoring	Data the Sharer receives on the Dexcom G4 PLATINUM Receiver with Share. Although your Dexcom Follow app might be similar to what you see on the receiver, it cannot be considered real-time because there are many layers of communication between the receiver and the Dexcom Follow app.
Repeat	Amount of time the Follower chooses before they wish to receive a repeated notification.
Sensor glucose reading	A glucose measurement taken by the Dexcom G4 PLATINUM System.
Sharer	The patient. The person who uses the Dexcom G4 PLATINUM System.
Sharer's iPhone or iPod touch smart device	Runs the Dexcom Share2 app.

## Glossary continued

Term	Definition
Sharing	The act of electronically transmitting glucose information from the Sharer's iPhone or iPod touch to the Follower's iPhone or iPod touch.
Simultaneous voice and data	The ability to make a phone call and access the Internet on the same cellular connection at the same time.
Standard home glucose monitoring	Self-monitoring of blood glucose using blood taken from the finger and a blood glucose meter.
Trend arrow	The arrow next to the Sharer's glucose reading, located on the Sharer's profile on the Dexcom Follow app. This is the same trend arrow that is found on the Dexcom G4 PLATINUM Receiver with Share.
Trend graph	Displays the pattern of the Sharer's glucose information.

## Glossary continued

Term	Definition
Wi-Fi or wireless Internet	A wireless technology that allows electronic devices access to the Internet. These networks can include your home Internet system or one found at a public location.

## Symbols

Description			Description	Symbol
Dexcom Share logo			MR Unsafe	
Bluetooth logo				

## System Overview

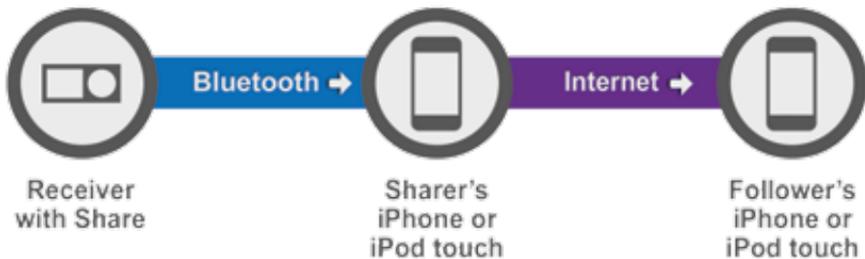
Dexcom Share remote monitoring system lets one person, the Sharer, transfer Dexcom G4 PLATINUM Continuous

Glucose Monitoring information to another person, the Follower. Dexcom Share consists of the following components: Dexcom G4 PLATINUM System, including the Dexcom G4 PLATINUM Receiver with Share, the Sharer's iPhone or iPod touch smart device, the Dexcom Share2 app, the Internet, the Follower's iPhone or iPod touch and the Dexcom Follow app.

When the Sharer's receiver with Share has Share "On," the receiver transfers glucose information using *Bluetooth* wireless technology to the Sharer's iPhone or iPod touch. The information then is sent to the Dexcom Share Cloud using either wi-fi or a cellular data plan. Lastly, the glucose information is sent from the Dexcom Share Cloud to the Follower's iPhone or iPod touch using wi-fi or the Follower's cellular data plan.

The Sharer must have their iPhone or iPod touch within *Bluetooth* range of their receiver in order to send data to

their Follower or the system will not work. The following diagram demonstrates how these connections work:



## System Components

1. User Manual	2. Sharer's iPhone or iPod touch*1	3. Follower's iPhone or iPod touch*1

## System Components continued

		
4. Dexcom Share2 App*	5. Dexcom Follow App*	6. Dexcom G4 PLATINUM Receiver with Share
		
7. Dexcom G4 PLATINUM Transmitter*	8. Dexcom G4 PLATINUM Sensor*	9. Internet* 10. <i>Bluetooth</i>

\*Must be purchased separately.

<sup>1</sup>A list of compatible devices can be found at <http://www.dexcom.com/share2-compatibility>.

## Conditions That Affect Use

Once Sharing is established, make sure the Share settings

on the receiver, Sharer's iPhone or iPod touch and Follower's iPhone or iPod touch are not altered. Make sure the Sharer's iPhone or iPod touch and Follower's iPhone or iPod touch have enough battery power to maintain Sharing. Make sure the Sharer's iPhone or iPod touch has a *Bluetooth* and Internet connection in order to share data. Make sure the Follower's iPhone or iPod touch has an Internet connection in order to receive data from their Sharer. Dexcom® recommends charging both the iPhone or iPod touch and receiver with Share when Sharing.

## Risks

Dexcom Share is a feature of the Dexcom G4 PLATINUM Continuous Glucose Monitoring (CGM) System. The main risks involved with using Dexcom Share are based on misunderstanding its purpose.

Remember that Dexcom Share is a secondary notification system, not a real-time remote monitoring system. With Dexcom Share, there are 3 distinct parts of

glucose monitoring:

1. Blood glucose meter - use this to make any treatment decisions.
2. Dexcom G4 PLATINUM CGM System - use the Dexcom G4 PLATINUM CGM System to complement, but not replace, information obtained from the blood glucose meter. It detects glucose trends and tracks glucose patterns.
3. Dexcom Share - this is an optional add-on to the Dexcom G4 PLATINUM CGM System that can share glucose information and notifications with up to five (5) other people. Shared glucose information can add another level of awareness.

Using the wrong glucose information for treatment decisions could lead to low or high glucose. Blood glucose values from a blood glucose meter may differ from the information displayed on Dexcom Follow app. All treatment decisions should be made using a blood glucose meter, not the glucose information displayed on

the Dexcom Follow app. Followers who are concerned by notifications on the Dexcom Follow app should contact the patients and remind them to check their blood glucose with a blood glucose meter before driving a car or making any treatment decisions, such as taking insulin or eating fast-acting carbohydrates.

Sharers should not rely on Followers to notify them about low or high glucose. Any problems with the receiver, iPhone or iPod touch, *Bluetooth*, wireless Internet connection, mobile data connection, Dexcom Share Cloud or not being in the communication range could cause data to not be shared with the Follower. In addition, if the delay setting is too long, the Follower might not be aware of glucose level changes in a reasonable time. Therefore, Dexcom Share should be used only to give a secondary level of awareness and should not be expected to always communicate and transfer sensor glucose information.

## Benefits

Patients usually respond when their continuous glucose monitoring (CGM) systems alert them. However experts advise that an additional CGM alert to another person may be helpful in increasing the detection of low glucose or high glucose, especially at night. Dexcom Share enables this additional awareness, even when the Sharer and Follower are not in the same place.

Dexcom Share may provide improved quality of life and greater peace of mind to patients, their caregivers and their support team by allowing the Dexcom G4 PLATINUM System alerts, alarms and trend graphs to be checked remotely.

## Indications For Use

The purpose of Dexcom Share Direct Secondary Displays is to notify another person, the Follower, of the patient's Dexcom G4 PLATINUM Continuous Glucose Monitoring System sensor glucose information. The Secondary

Displays is intended for providing secondary notification of a continuous glucose monitoring system and does not replace real time continuous glucose monitoring (G4 PLATINUM System) or standard home blood glucose monitoring.

The Dexcom Share Direct Secondary Displays is not intended to modify or analyze data received from the continuous glucose monitor system. Nor is it intended to instruct, or to transmit information to the continuous glucose monitor system. The Dexcom Share Direct Secondary Displays is not intended to serve as a replacement for a primary display device for a continuous glucose monitoring system. The Dexcom Share Direct Secondary Displays is not intended to receive information directly from the sensor or transmitter of a continuous glucose monitoring system.

## **Contraindications**

Do not bring the Dexcom G4 PLATINUM Receiver with

Share, iPhone, or iPod touch into a room containing medical equipment such as Magnetic Resonance Imaging (MRI), Computed Tomography (CT), or diathermy. The Dexcom Share System has not been tested with this equipment. Exposure to these types of equipment could heat and damage the receiver, iPhone, or iPod touch so that they are unable to send or receive glucose information.



## Important User Information

Please review the indications, contraindications, warnings, precautions, cautions and other important information in the Dexcom G4 PLATINUM System User's Guide. Dexcom Share is a feature of the Dexcom G4 PLATINUM System. If you do not have the Dexcom G4 PLATINUM System User's Guide, you can view it on [www.dexcom.com](http://www.dexcom.com) or call **1.877.339.2664** to request a copy. Availability hours: Monday-Friday, 6am-6pm PST. Please contact your healthcare professional during hours the line is unavailable.

## Warnings

Dosing decisions should not be made based on this device. The user should follow instructions on the continuous glucose monitoring system.

This device is not intended to replace self-monitoring practices advised by a physician.

Dexcom Share does not work alone. Dexcom Share does not replace the Dexcom G4 PLATINUM System and requires Share to be turned “On” on the Dexcom G4 PLATINUM Receiver with Share to communicate glucose information to the Follower. Dexcom Share is not compatible with any previous Dexcom CGM System or any other CGM device.

You cannot use Dexcom Share to make treatment decisions, such as how much insulin to take. Dexcom Share does not replace a blood glucose meter. Always use the values from a blood glucose meter for treatment decisions. Blood glucose values may differ from the sensor

glucose information. Using the sensor glucose information for treatment decisions could lead to low or high blood glucose values.

## Precautions

Do not use Dexcom Share as the main source of CGM glucose trend information. Use the Dexcom G4 PLATINUM Receiver as the main device to track sensor glucose information, notifications and alarms. At times, the patient will be unable to share data using Dexcom Share, and the Follower might miss helping the patient in the event of low or high blood glucose values.

Do not rely solely on the Follower to alert the patient of low or high glucose events or other important information. At times, the Follower may not receive data, and the patient will not be notified of this fact.

When using Dexcom Share, make sure the Dexcom G4 PLATINUM Receiver with Share has Share turned “On”. If not, the patient will be unable to share data, and the

Follower might miss helping the patient in the event of low or high blood glucose values. You cannot use Dexcom Share unless there is a *Bluetooth* connection between the receiver with Share and the patient's iPhone or iPod touch. The *Bluetooth* range can vary and depends on the distance and obstructions between the receiver and the iPhone or iPod touch. If the patient's iPhone or iPod touch does not have a connection or loses the connection, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high blood glucose values.

Do not use Dexcom Share unless both the patient's and Follower's iPhone or iPod touch have active Internet connections in order to share data. If either the patient or the Follower does not have a connection, loses their connection, turns off the connection ("Airplane Mode") or if either the iPhone or iPod touch is in Do Not Disturb mode, the patient will be unable to share data and the Follower might miss helping the patient in the event of low

or high blood glucose values. To check this, make sure that the Follower's iPhone or iPod touch can receive text messages. Follow notifications and text messages work by a similar process on iPhone or iPod touch.

Make sure the patient's and Follower's iPhone or iPod touch have charged batteries or are connected to electrical outlets. If the iPhone or iPod touch shuts down due to low battery, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high blood glucose values.

If the patient's iPhone or iPod touch is powered off or restarted, make sure the Dexcom Share2 app is reopened after the iPhone or iPod touch is turned back on in order to resume sharing. If the Dexcom Share2 app is not reopened, the patient will be unable to share data, and the Follower might miss helping the patient in the event of low or high blood glucose values.

Do not turn off system sounds in the Follower's iPhone

or iPod touch at any time that he or she wants Follow notifications to be heard. The iPhone or iPod touch settings override the Dexcom Follow app, and all notifications will be silent even if the Follower has selected a Dexcom Follow app notification sound. If the iPhone or iPod touch is on vibrate, the Dexcom Follow app notifications will only vibrate.

Check the delay settings on the patient's iPhone or iPod touch to make sure they are not too long. The Follower will not receive notifications until after the time period in the delay has passed, and the Follower might miss helping the patient in the event of low or high blood glucose values if the delay is too long.

The patient should not choose to “Not Share” with the Follower at any time when he or she wants the Follower to get notifications. During the time the patient chooses to “Not Share”, the Follower will not receive notifications and might miss helping the patient in the event of low or high

blood glucose values.

Check the Dexcom Follow app's trend graph if the Follower's iPhone or iPod touch has been off or if there is no data connection (e.g., Internet/wi-fi or mobile data service/3G/4G/LTE is lost, connection is turned off in Airplane Mode, or iPhone or iPod touch is placed in Do Not Disturb mode). When the iPhone or iPod touch is turned back on, the Follower will only receive the most recent notification and might miss helping the patient in the event of prior low or high blood glucose values.

Sharers and Followers should check whether their cellular service carriers support voice and data at the same time (simultaneous voice and data). If their carriers do not support simultaneous voice and data, the Dexcom Share2 app may not be able to share glucose readings and the Dexcom Follow app may not be able to receive notifications or glucose readings during phone calls. Dexcom Share will resume sharing after the phone call

has ended, and the Follower will receive any waiting notifications after the phone call has ended.

## **Jailbroken iPhones and iPod touches**

Dexcom requires patients and Followers to not use Dexcom Share apps on a jailbroken iPhone or iPod touch. A jailbroken iPhone or iPod touch does not offer a reliable means to use Dexcom Share. Jailbroken iPhones and iPod touches present an unacceptable level of security and inaccuracy risk to the user and are not authorized to use Dexcom Share.

## **User Agreement**

Your use of the Dexcom Share System is subject to the terms of the most current Dexcom Share End User License Agreement posted at [www.dexcom.com/share2](http://www.dexcom.com/share2), and the Dexcom Share Privacy Policy posted at [www.dexcom.com/share2](http://www.dexcom.com/share2), as those documents are updated from time to time according to their terms.

## CHAPTER TWO

### Setting up the Dexcom Share2 App

## Dexcom Share2 App Description

What the Dexcom Share2 app does:

1. Connects the Sharer's iPhone or iPod touch with their receiver with Share via *Bluetooth*.
2. Connects the Sharer's iPhone or iPod touch with their Follower's iPhone or iPod touch via either a wi-fi or mobile data connection (connect to wi-fi through a secured network to maintain data security).
3. Invites Followers and sends Followers setting recommendations.
4. Displays the status of the Sharer's receiver, Sharer's iPhone or iPod touch, and the Dexcom Share Cloud.

What the Dexcom Share2 app does not do:

1. Display Dexcom G4 PLATINUM Sensor information.
2. Display the Dexcom G4 PLATINUM Receiver with Share's trend graph.
3. Provide glucose notifications to the Sharer.

4. Let the Sharer know when the Follower is not receiving glucose Information.

Tips:

1. Read the Dexcom G4 PLATINUM System User's Guide before using Dexcom Share.
2. Always confirm information with a blood glucose meter before making treatment decisions.
3. Check the status screen after turning Share "On" on the receiver with Share to make sure the system is functioning properly.

## Installing the Dexcom Share2 App

Step	Instruction	
Step 1	Download the Dexcom Share2 app from the online store. See your iPhone or iPod touch user manual for instructions.	

## Installing the Dexcom Share2 App continued

Step	Instruction	
Step 2	Launch the Dexcom Share2 app to begin Sharing!	

## Creating a Dexcom Share Account

Step	Instruction	
Step 1	Please read the terms and conditions of the license agreement. Press the “Accept” button to continue using the Dexcom Share2 app. If you decline, you will not be able to share.	
Step 2	Either press the “Login” button if the Sharer already has a Dexcom account or press “Sign Up” to set up a new account.	

## Creating a Dexcom Share Account continued

Step	Instruction
Step 3	Press the “Tap to Edit” button to choose an existing photo from the Sharer’s iPhone or iPod touch. The photo will be visible on the Follower’s display. Choosing a photo is optional.
Step 4	Enter the Sharer’s name and e-mail address. This e-mail address is used to invite Followers.
Step 5	Enter a username and password. E-mail addresses cannot be used as usernames.
Step 6	Re-enter your password for confirmation.

## Pairing Receiver

Pairing connects your receiver with Share to your iPhone or iPod touch using *Bluetooth*. Once your receiver is paired to your iPhone or iPod touch, it can send glucose information and notifications whenever Share is turned “On.” You

can pair the receiver at any time by pressing on the “Pair Receiver” button located in the account tab. NOTE: Only one iPhone or iPod touch may be paired to a receiver at a time. If you need to pair a different iPhone or iPod touch at a later time (for example, if you lose your iPhone or iPod touch), please see Pairing a New iPhone or iPod touch in Chapter Three.

Step	Instruction	
Step 1	Open the Dexcom Share2 app on your iPhone or iPod touch.	
Step 2	Go to the Account tab and press on the “Pair Receiver” button.	
Step 3	Enter the receiver serial number found on the label on the back of the receiver. The serial number is two letters followed by eight digits. Press “Continue.”	
Step 4	Turn on your receiver.	

## Pairing Receiver continued

Step	Instruction
Step 5	Go to the receiver menu and select “Settings,” then select “Share.”
Step 6	Turn Share “On.”
Step 7	Return to the Dexcom Share2 app and press “Start.”

## Inviting Followers

Step	Instruction
Step 1	Press the Followers tab to invite a Follower.
Step 2	Enter the Follower’s nickname and e-mail address. Re-Enter the Follower’s e-mail address to confirm the correct address. The Follower will get a Follow Invitation e-mail at this e-mail address. Make sure the Follower can access this e-mail account from their iPhone or iPod touch. Press the “Next” button.

## Inviting Followers continued

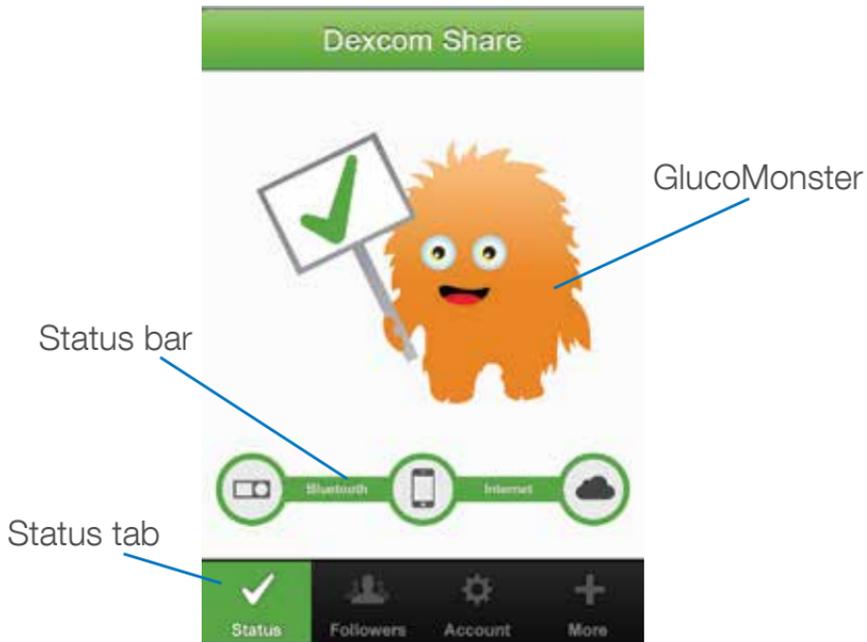
Step	Instruction
Step 3	Choose whether or not you want the Follower to see the trend graph by pressing the on/off switch next to Allow Trend Graph View.
Step 4	Choose whether or not the Follower will get low, urgent low and high glucose notifications on their iPhone or iPod touch. Notifications are sent when the glucose level and time delay conditions are met.
Step 5	Press the “Send Invitation” button to send a Follow Invitation e-mail to the Follower. Once your invitation is sent, the Sharer cannot adjust the Follower’s recommended settings.
Step 6	To add more Followers, press the Followers tab on the bottom of the Dexcom Share2 app screen. Then press “Invite Followers” button. You may invite a total of five (5) Followers per Dexcom Share account. When finished adding Followers, press the “Done” button.

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CHAPTER THREE  
Using the  
Dexcom Share2 App

## Dexcom Share Status

The Sharer can refer to the status tab to check the status of Dexcom Share. The status screen consists of a status bar, GlucoMonster character, and Status tab. All indicate whether the system is functioning correctly or not. You should check the Status tab after turning on Share on your receiver to make sure that the system is functioning properly.



## Status Tab

The following table explains the two possible states of the Status tab:

Status Tab	Description
 The status tab is green and displays a Check mark icon when Dexcom Share is sending glucose information.	The status tab is green and displays a Check mark icon when Dexcom Share is sending glucose information.
 The status tab is red and displays an X icon when Dexcom Share is not working. The Sharer should refer to the status bar when the system is not working.	The status tab is red and displays an X icon when Dexcom Share is not working. The Sharer should refer to the status bar when the system is not working.

When a device or connection is not working, Dexcom Share will not work. The Sharer will not be able to send their glucose levels to their Follower.

## Troubleshooting Status Issues

The status bar is a useful tool for troubleshooting. It can help identify where a problem is occurring when Dexcom Share is not working. The following table provides troubleshooting tips for the following status bar displays. The status bar can indicate a component that is causing Dexcom Share to not work.

NOTE: Whether or not Dexcom Share is working and the Followers are receiving glucose notifications, you must always refer to your receiver for your glucose readings and alerts.

Status Bar	Status Description	Troubleshooting
	This status bar means all connections are working.	Not applicable

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
	<p>This status bar means there is an issue with:</p> <ul style="list-style-type: none"><li>• The Sharer's CGM data</li><li>• The receiver with Share</li></ul>	<p>The Sharer should make sure:</p> <ul style="list-style-type: none"><li>• There is a glucose reading on the receiver</li><li>• Transmitter is in range of the receiver</li></ul> <p>The Sharer should allow up to 10 minutes for their status tab to turn green. If the Sharer continues to see this status, the Sharer should select "Shutdown" on the receiver and then turn it back on.</p>

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
	<p>This status bar means there is an issue with:</p> <ul style="list-style-type: none"><li>• The receiver with Share</li></ul>	<p>The Sharer should make sure:</p> <ul style="list-style-type: none"><li>• Receiver is on</li><li>• Share is turned “On” in the receiver Settings</li><li>• The receiver and iPhone or iPod touch are within 15 ft of each other. It is recommended they are kept as close together as possible</li><li>• The receiver is paired</li></ul>

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
 The image shows a portion of a mobile device's status bar. On the left, there is a red circle containing a Bluetooth symbol. To its right is a red horizontal bar with the word "Bluetooth" written in white. Further right is a red circle containing an iPhone icon. To its right is a green horizontal bar with the word "Internet" written in white. On the far right is a green circle containing a cloud icon.	<p>This status bar means there is an issue with:</p> <ul style="list-style-type: none"><li>• The <i>Bluetooth</i> connection between the Sharer's receiver and iPhone or iPod touch</li></ul>	<p>The Sharer should make sure:</p> <ul style="list-style-type: none"><li>• <i>Bluetooth</i> is turned "On" on the iPhone or iPod touch</li></ul>

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
	<p>This status bar means there is an issue with:</p> <ul style="list-style-type: none"><li>• The Sharer's Internet connection</li></ul>	<p>The Sharer should make sure:</p> <ul style="list-style-type: none"><li>• Their wi-fi or cellular connection is ON</li><li>• They are in an area that has cellular reception</li><li>• They are not on a voice call</li><li>• They can access the web via a browser</li></ul>

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
	<p>This status bar means there is either an issue with:</p> <ul style="list-style-type: none"><li>• The Dexcom Share Cloud</li></ul> OR <ul style="list-style-type: none"><li>• The Sharer's Internet connection</li></ul>	<p>There is a problem in Internet transmission and Share is not working.</p> <ul style="list-style-type: none"><li>• The Sharer should check later or follow up with their Internet connectivity provider</li></ul>

## Troubleshooting Status Issues continued

Status Bar	Status Description	Troubleshooting
	<p>This status bar means there is an issue with:</p> <ul style="list-style-type: none"><li>• The Sharer's iPhone or iPod touch</li></ul>	<p>The Sharer should make sure:</p> <ul style="list-style-type: none"><li>• Airplane Mode is "Off" on the iPhone or iPod touch</li><li>• <i>Bluetooth</i> is turned "On" on the iPhone or iPod touch</li><li>• The iPhone or iPod touch has an Internet connection</li></ul>

## GlucoMonster

The GlucoMonster is a cartoon character that displays the status of Dexcom Share. The status of the system

is reflected by the GlucoMonster's mood. The next table explains the GlucoMonster's two moods:

GlucoMonster	Description
	The GlucoMonster will smile and hold up a sign with a Check mark on it if Dexcom Share is working.
	The GlucoMonster will frown and hold up a sign with an X on it if Dexcom Share is not working. The Sharer can refer to the status bar to find where the system is not working. Press on the GlucoMonster for additional information.

## Follower List

The Followers tab allows the Sharer to manage their Followers. The Sharer can either invite a new Follower, edit the nickname, e-mail address and Trend Graph visibility of

a current Follower, or enable the “Not Share data” feature with a current Follower. The following table explains the different icons and statuses that can be displayed in the Follower Dashboard:

Icon/Status	Definition
	Follower is set to receive notifications from their Sharer.
	Follower is able to view their Sharer's trend graph.
Removed by Follower	Follower removed the Sharer from the Dexcom Follow app. The Follower will not receive any of the Sharer's glucose information, notifications or trend graph updates. The Sharer can remove the Follower from their list by pressing on the “Remove” button, found in the Follower's notification settings.

## Follower List continued

Icon/Status	Definition
Invitation Expired	Follower did not accept their Sharer's Follow Invitation e-mail within 7 days. The Sharer can invite their Follower again by pressing on the + icon in the top right corner of the screen.
Active	Follower accepted the Follow Invitation e-mail and now can receive the Sharer's glucose information.
Invited	Follower has been sent a Follow Invitation e-mail but has not accepted it yet.
Not Sharing	Sharer temporarily stopped sharing with Follower. Follower will not receive any of the Sharer's glucose information, notifications, or trend graph updates.

## Inviting Followers

See the Inviting Followers section in Chapter Two.

## Editing Followers

The Sharer can edit a current Follower's nickname and

e-mail address by pressing on the Follower. The Sharer can also decide if the Follower can see the Sharer's trend graph. NOTE: The Sharer cannot change any Follower notification settings after the Follow Invitation e-mail is sent to the Follower.

## **Stop Sharing with Followers**

The Sharer can press the “Stop Sharing” button, located below the Follower's notification settings, to temporarily suspend glucose information and notifications from being sent to the Follower. Sharing is suspended until the Sharer presses the “Start Sharing” button.

For reasons of safety and intended use, the Follower will receive a message notifying them that their Sharer's data has been set to Not Sharing. The dashboard in the Follower's app will also notify the Follower when the Sharer has decided to stop sharing glucose information.

## Removing Followers

The Sharer can remove a Follower by selecting a Follower and then pressing the “Remove Follower” button. The Follower will no longer receive glucose information or notifications and will be removed from the Follower list.

## Account Tab

The Account tab allows the Sharer to edit username and e-mail address. You can also pair your receiver with Share using *Bluetooth*.

## Pairing a New iPhone or iPod touch

Only one iPhone or iPod touch can be paired to one receiver with Share at a time. To pair to a different iPhone or iPod touch, such as when the Sharer purchases a new iPhone or iPod touch, follow the following directions:

Step	Instruction
Step 1	Select Share in the Settings menu on the receiver with Share.
Step 2	Turn Share “On,” if it is not already “On.”
Step 3	Select “Forget Device.”
Step 4	Select “OK” to forget previous iPhone or iPod touch. This action will turn Share “Off.”
Step 5	Turn Share back “On.” This action readies the receiver with Share for pairing to a new device.
Step 6	Finish pairing your receiver with your new iPhone or iPod touch by opening up the Dexcom Share2 app on your new device and pressing the Pair Receiver button in the Account tab.

## Replacing Receiver

If it becomes necessary to replace your receiver with Share, follow these directions after receiving the new receiver with Share:

Step	Instruction
Step 1	Go into the <i>Bluetooth</i> settings on the Sharer's iPhone or iPod touch.
Step 2	Select the device named DEXCOMRX.
Step 3	Press "Forget this Device" to remove the original receiver from the list of <i>Bluetooth</i> devices.
Step 4	Reopen the Dexcom Share2 app and, in the Account tab, press the "Pair Receiver" button to proceed to the pairing wizard.

## The More Tab

The More tab in the lower right corner of the Dexcom Share2 app provides extra information on Dexcom Share and the Dexcom Share2 app, such as the Safety Statement, Privacy Practices information, the System Overview, Customer Support and the Instructions for Use. The More tab also provides a link to Dexcom Share Frequently Asked Questions (FAQs) on the Dexcom website. The Sharer can also choose to e-mail a

friend about Dexcom Share by pressing on the “Tell a Friend” button.

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CHAPTER FOUR  
Using the  
Dexcom Follow App

## **Dexcom Follow App Description**

What the Dexcom Follow app does:

1. Allows the Follower to view the Sharer's glucose information and to receive notifications.
2. Allows the Follower to view the Sharer's trend graph, if the Sharer grants permission.

What the Follower app does not do:

1. Provide treatment advice.
2. Interact with the Dexcom G4 PLATINUM Receiver with Share.

## **Receiving Dexcom Follow Invitation E-mail**

The Sharer must first send a Follow Invitation e-mail to the Follower from the Sharer's Dexcom Share2 app. Once the Follower receives the Follow Invitation e-mail, please follow these steps on the Follower's iPhone or iPod touch:

Step	Instruction
Step 1	Open the Follow Invitation e-mail on the Follower's iPhone or iPod touch.
Step 2	Press the "Download App" button. The online store will automatically open and show the Dexcom Follow app description.
Step 3	Press the "Install App" button.
Step 4	Then go back to the Follow Invitation e-mail and press the "Start Following" button.
Step 5	Please read the terms and conditions of the license agreement. Press the "Accept" button to continue using the Dexcom Follow app. If you decline, you will not be able to follow your Sharer.
Step 6	In the Dexcom Follow app, press the "Accept" button to accept the Follow Invitation e-mail. The Follow Invitation e-mail expires after seven days.

## Types of Glucose Notifications

A glucose notification is a visual message saying "Glucose

notification from [Sharer's name]" that appears on the screen of the Follower's iPhone or iPod touch. The notification may also include a sound, depending on the settings on iPhone or iPod touch. The following table describes the different causes of notifications the Follower can choose to receive from their Sharer.

Notification Cause	Definition
Low Notification	Sharer's sensor glucose reading was at or below the Follower's set glucose reading for the low notification. Follower will be sent a notification once the delay setting is met.
Urgent Low Notification	Sharer's sensor glucose reading was at or below the Follower's set glucose reading for the urgent low notification. A notification is immediately sent to the Follower. There is no delay setting.

## Types of Glucose Notifications continued

Notification Cause	Definition
High Notification	Sharer's sensor glucose reading was at or above the Follower's set glucose reading for the high notification. Follower will be sent a notification once the delay setting is met.

## Changing Glucose Notifications

The Follower can choose when low, urgent low, and high notifications are sent. Initially, the Sharer sends recommended notification settings with the Follow Invitation e-mail. The notifications of the Sharer's glucose information are initially based on these settings. However, the Follower may change these notification settings:

1. Glucose level - Glucose reading that initiates a notification to the Follower's iPod or iPod touch.

2. Delay - Time delay between when a glucose reading condition is met and when the Follower's iPhone or iPod touch is sent a notification if the glucose reading condition continues to be met.
3. Sounds - The sounds the Follower's iPhone or iPod touch makes when receiving notifications.
4. Repeat - Repeats the notifications after a chosen period of time if the glucose reading conditions have not improved. This option is not available for urgent low notifications, which automatically repeat every 30 minutes.

The Follower can edit the Follower's notification settings by following these steps:

Step	Instruction
Step 1	Press on the Sharer's profile in the Follow Dashboard. Next, press on the settings icon in the top right corner.
Step 2	Slide the on/off switch to activate the notification.

## Changing Glucose Notifications continued

Step	Instruction
Step 3	To change the glucose reading that triggers a notification, select the box with the number in it.
Step 4	Choose whether or not a notification has a delay. To change the delay, select the box with the number in it.
Step 5	Choose whether or not to repeat low and high notifications.

## Type of Status Change Notifications

There are three status changes that cause notifications. The status change notifications notify the Follower of changes to the Sharer's sharing status:

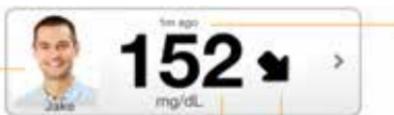
1. Not Sharing - Sharer decides to temporarily stop sharing.
2. Removed by Sharer - Sharer permanently removes Follower from Sharer's follower list.
3. No More Data – This notification is sent whenever active

glucose sharing is interrupted for any reason, other than the Sharer turning Share “Off” on the receiver. This notification may include events such as receiver glucose data gaps, receiver power down, or Sharer connectivity issues, including loss of Internet connection. The Follower should contact the Sharer for more information about the data interruption.

## **Follow Dashboard**

The Follow Dashboard allows the Follower to view their Sharer’s glucose information and trend arrow. The Sharer’s picture and trend graph are also available if the Sharer enabled sharing of this information.

Sharer's picture



Sharer's glucose reading and trend arrow

How long ago the Sharer's glucose reading and trend arrow were last updated

## Sharer Statuses

There are instances when a Sharer's glucose information will not be available to their Follower. The Follow Dashboard will display the status of the Sharer.

Sharer Status	Description
Removed by Sharer	Follower was removed from the Sharer's follower list. They will not receive any of the Sharer's glucose information, notifications, or trend graph updates.

## Sharer Statuses continued

Sharer Status	Description
Active	Sharer is using the Dexcom Share System. The Follower can receive the Sharer's glucose information, notifications and trend graph updates (if granted permission by the Sharer).
Active - NO DATA	Sharer is using the Dexcom Share System but there is something preventing glucose information, notifications and trend graph updates from reaching the Follower. This may indicate a problem with the Dexcom Share System, which includes your connection to the Internet. The message, NO DATA, will appear in the Sharer's profile.
Disconnected	Sharer turned the Dexcom Share feature off. The Follower will not receive glucose information, notifications or trend graph updates.

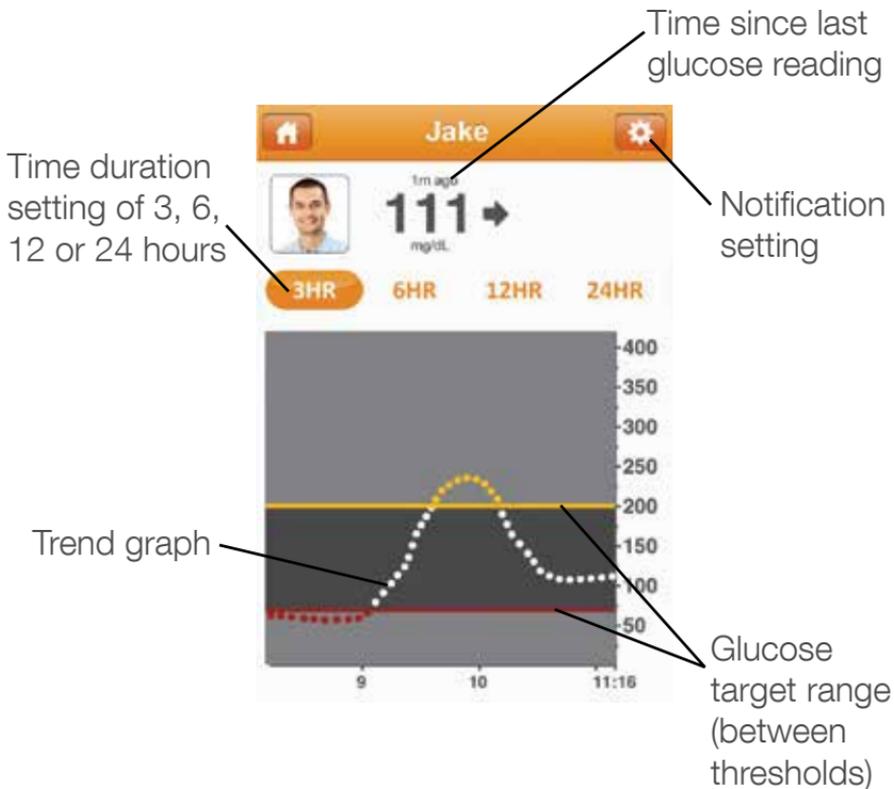
## Sharer Statuses continued

Sharer Status	Description
Not Sharing	Sharer temporarily stopped sharing with the Follower. The Follower will not receive any of their Sharer's glucose information, notifications or trend graph updates. Sharer can choose to start sharing again at any time.

## Sharer Trend Graph

The Follower can access their Sharer's trend graph and notification settings by pressing on their Sharer's profile on the Follow Dashboard. The Follower can only view the Sharer's trend graph if granted access to it by the Sharer.

The following diagram and table explain the trend graph and its components.



## Trend Graph Components

Trend Graph Component	Description
Time Duration Setting	Allows the Follower to choose the time duration of the Sharer's trend graph. The Follower can change the time duration by pressing on the "3HR," "6HR," "12HR," or "24HR" buttons.
Trend Graph	Displays the pattern of the Sharer's glucose information.
Notification Settings	Allows the Follower to access their Sharer's notification settings.
Glucose Target Range (between thresholds)	Displays the low and high notification glucose levels the Follower set for their Sharer.

## Finding Out More

The Follower can find out more about Dexcom Share and the Dexcom Follow app by pressing the information icon, , on the top-left corner of the Follow Dashboard screen.

The Follower can access the Safety Statement, Privacy Practices information, the Product Tour, Instructions for Use, Customer Support and Frequently Asked Questions (FAQs). Also, the Follower can e-mail a friend about Dexcom Share by pressing the “Tell a Friend” button.

CHAPTER FIVE  
Troubleshooting, Warranty  
and Customer Support

## Dexcom Share2 App Troubleshooting

**Troubleshooting GlucoMonster Status** - See the Troubleshooting Status Issues section in Chapter Three.



**Forgot Username** - Follow these steps if you forgot your username.

Step	Instruction
Step 1	Press the Forgot Username link in the login screen.
Step 2	Enter the Sharer's e-mail address that was used to setup their Dexcom account. An e-mail containing their username(s) will be sent to this e-mail address.
Step 3	Once the e-mail is received, open it on the same iPhone or iPod touch that has the Dexcom Share2 app. The e-mail will show the username(s) linked to the e-mail address. Press on the username to log in.

**Forgot Password** - Follow these steps if you forgot your password.

Step	Instruction
Step 1	Press the Forgot Password link in the Login screen.
Step 2	Enter the Sharer's username and press the "Submit" button. An e-mail containing the password will be sent to the e-mail address used to set up their Dexcom account.
Step 3	Once the e-mail is received, open it on the same iPhone or iPod touch that has the Dexcom Share2 app. Press the "Reset Password" button.

### **Do I have a Dexcom account?**

In the Dexcom Share2 app, press the Forgot Username link on the login screen. Provide your e-mail address. If you have a Dexcom Store or Dexcom Share account, you will receive an e-mail that contains your username at the provided e-mail.

## Receiver Troubleshooting

### **Why doesn't my receiver's trend screen show a *Bluetooth* icon?**

- The receiver with Share is unable to communicate with the Dexcom Share2 app on the Sharer's iPhone or iPod touch.
- Make sure Share is "On" in the receiver Settings.
- Make sure the receiver with Share and the Sharer's iPhone or iPod are within 15 ft of each other.
- On the Sharer's iPhone or iPod touch, open the Dexcom Share2 app.
- Make sure the receiver with Share is paired to the Sharer's iPhone or iPod touch, by following the directions in Chapter Two, Pairing Receiver.

### **I tried to re-pair my iPhone or iPod touch with the receiver. Why can't my Dexcom Share2 app find my receiver?**

- Make sure your receiver with Share is powered on, and

- Share is turned “On” in the Settings.
- Make sure the *Bluetooth* icon on the trend screen is blinking. If it is not blinking, go to Share settings on the receiver and select “Forget Device”.
  - On your iPhone or iPod touch, make sure *Bluetooth* is on.
  - On your iPhone or iPod touch, delete any DEXCOMRX devices in your *Bluetooth* devices list.
  - Make sure you correctly entered your receiver serial number (see Installing the Dexcom Share2 App).

### **Why is my receiver’s *Bluetooth* icon blinking?**

- Your receiver is trying to pair with your iPhone or iPod touch. It will continue trying until it times out or until you successfully pair the receiver.

### **I was sharing data but I lost my *Bluetooth* connection. How can I reconnect?**

- Your *Bluetooth* connection may be lost due to a disturbance in communication between your receiver and your iPhone or iPod touch. Try to reconnect by

opening the Dexcom Share2 app and checking the Status screen. If the status is not yet green, ensure the phone and receiver are in range, tap the GlucoMonster and follow any help instructions on the app, then wait up to 5 minutes for the GlucoMonster status to turn green. If you are unable to reconnect, call Customer Support at **1.877.339.2664** (Monday-Friday, 6am-6pm PST).

### **If I am replacing the receiver, do I have to set up my Followers again?**

- You do not have to set up your Followers again if you replace your receiver.
- You do have to pair the new receiver with your iPhone or iPod touch. Select “Pair Receiver” in the Account tab.

### **If I am replacing my iPhone or iPod touch, what do I do?**

- You will need to install the Dexcom Share2 app on your iPhone or iPod touch and follow the setup wizard. Go to Share settings on the receiver and select “Forget Device.”

Then open the Dexcom Share2 app, log in using your account you already created and follow the instructions to pair to your new receiver. The Dexcom Share2 app on your new iPhone or iPod touch will recover your Follower information from the iPhone or iPod touch you are replacing.

## Sharing Checklist

Follow these requirements to share:

1. Make sure your iPhone or iPod touch is compatible with the Dexcom Share2 app. To see a list of supported iPhone and iPod touch models and Apple Operating System (iOS) versions, go to the following link: <http://www.dexcom.com/share2-compatibility>
2. The Dexcom Share2 app is open or running in the background.
3. Sharer's iPhone or iPod touch has an active Internet connection, either wi-fi, 3G, 4G, or LTE. The Sharer can check to see if the Internet connection is working by

trying to open a web page on the Sharer's iPhone or iPod touch.

4. Sharer's iPhone or iPod touch has Airplane Mode turned off.
5. Sharer's iPhone or iPod touch sound is on in order to hear notifications.
6. Sharer's iPhone or iPod touch is sufficiently charged or charging.
7. Sharer's iPhone or iPod touch is within 15 feet of the receiver.
8. Sharer's iPhone or iPod touch has 35MB of available memory.
9. Refer to the iPhone or iPod touch user manual for further instructions.

Tips:

1. Read the Dexcom G4 PLATINUM System User's Guide before using Dexcom Share.
2. Always confirm information with a blood glucose meter

- before you make treatment decisions.
3. Do not disable alerts on your receiver when using Dexcom Share.

## Dexcom Follow App Troubleshooting

When the Dexcom Follow app is not working, the Dashboard screen will notify the Follower. The following table explains the different statuses of the Dexcom Follow app and provides troubleshooting tips for each status.

Follower System Status Screen	Description	Troubleshooting Tip
 A screenshot of the Dexcom Follow app's Dashboard screen. At the top, it says 'Dashboard' with an 'EXIT' button on the right. Below that, a red banner displays 'No Internet Connection'. Underneath the banner is a profile picture of a man with a name tag that says 'JIM'. To the right of the profile picture are three black bars and a right-pointing arrow. The background of the screen is white with a light blue shadow effect.	Follower's iPhone or iPod touch does not have an Internet connection.	Make sure the Follower's iPhone or iPod touch has wi-fi, 3G, 4G, or LTE Internet connection. The Follower can check to see if the Internet connection is working by trying to open a web page on the Follower's iPhone or iPod touch.

## Dexcom Follow App Troubleshooting continued

Follower System Status Screen	Description	Troubleshooting Tip
 A screenshot of the Dexcom Follow app's dashboard. At the top, there is an orange header with the word 'Dashboard' and a 'Log Out' button. Below the header, a red banner displays the message 'Dexcom SHARE server down'. Underneath the banner, there is a profile picture of a man, a series of three black dashes, and a right-pointing arrow. The rest of the screen is white and mostly empty.	<p>Dexcom Share Cloud is not working.</p>	<p>Dexcom Share Cloud is temporarily not working. Follower will not be able to receive notifications from the Sharer. The Follower should remind the Sharer to always refer to the Dexcom G4 PLATINUM Receiver with Share first for CGM information.</p>

## Follower Questions

**Why is the Dexcom Follow app indicating that I don't have an Internet connection?**

- Because you do not have a wi-fi connection and do not

have cellular connectivity. Connect to a wi-fi network or move into an area that has cellular data service.

### **Why is the Dexcom Follow app indicating that I have push notifications disabled?**

- You have disabled the ability for Dexcom Share to send you notifications. Go to your Notification Settings on your iPhone or iPod touch, select the Dexcom Follow app in the list, turn notification center on and set the alert style to either Banners or Alerts. Set the sounds to on and set view in lock screen to on.

### **Why is the Dexcom Follow app indicating that the Dexcom Share System is down?**

- The Dexcom Share Cloud is temporarily down. We are working on restoring it and it should be up shortly. Continue using your CGM system normally and check back with Dexcom Share later.

## **My Sharer went low (or high) and I did not receive a notification. Why?**

- Ensure your low, urgent low or high notifications are turned on.
- Check the delay setting for the notifications. If the delay is a value other than 0, your Sharer must be below (or above) the threshold for that amount of time before a notification is sent.

## **Following Checklist**

Follow these requirements to ensure a successful Dexcom Follow app setup.

1. Make sure your iPhone or iPod touch is compatible with the Dexcom Follow app. To see a list of supported iPhone and iPod touch models and Apple Operating System (iOS) versions, go to the following link:  
<http://www.dexcom.com/share2-compatibility>.
2. Follower's iPhone or iPod touch has Airplane Mode turned off.

3. Follower's iPhone or iPod touch is not in Do Not Disturb.
4. Follower's iPhone or iPod touch sound is on if you would like to hear notifications.
5. Follower's iPhone or iPod touch is sufficiently charged or charging.
6. Follower's iPhone or iPod touch has 35MB of available memory.
7. Refer to the iPhone or iPod touch user manual for further instruction.
8. Make sure you do not disable your Dexcom Follow app notifications in the iPhone or iPod touch notifications center.

Tips:

1. Read the Dexcom G4 PLATINUM System User's Guide before using Dexcom Share.
2. Always confirm information with a blood glucose meter before you make treatment decisions.

NOTE: The Dexcom Share Frequently Asked Questions (FAQs) are updated regularly. Please see the following link for the latest FAQs: <http://www.dexcom.com/share2-faq>.

## Warranty Information

### **DEXCOM SHARE2 APP AND DEXCOM FOLLOW APP**

AS PART OF DEXCOM SHARE, DEXCOM MAKES AVAILABLE TWO DEXCOM SHARE APPS, THE DEXCOM SHARE2 APP AND THE DEXCOM FOLLOW APP (THE “SHARE APPS”). THE SHARE APPS ARE MADE AVAILABLE FOR AUTHORIZED USE ACCORDING TO THE TERMS OF THE END USER LICENSE AGREEMENT AVAILABLE AT [WWW.DEXCOM.COM/share2-eula](http://WWW.DEXCOM.COM/share2-eula). NO OTHER TERMS APPLY, AND AS DESCRIBED IN THAT END USER LICENSE AGREEMENT, THE SHARE APPS ARE PROVIDED “AS-IS” AND WITHOUT WARRANTIES EXCEPT TO THE EXTENT REQUIRED BY LAW OTHERWISE.

## **NO MEDICAL ADVICE**

WARNING: DEXCOM SHARE DOES NOT PROVIDE ANY MEDICAL ADVICE AND MAY NOT BE RELIED UPON FOR THAT PURPOSE. DO NOT MAKE FUNDAMENTAL CHANGES IN YOUR TREATMENT PROGRAM WITHOUT TALKING TO YOUR HEALTHCARE PROFESSIONALS.

## **Contact Customer Support**

Toll-free phone number available 6am-6pm PST. Please contact your healthcare professional during hours the line is unavailable.	<b>1.877.339.2664</b>
E-mail	sharetechsupport@dexcom.com

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CHAPTER SIX  
Technical Information

## Technical Information

### Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and the Dexcom G4 PLATINUM Receiver with Share

The receiver with Share is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the receiver with Share can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the receiver with Share as recommended in the Dexcom G4 PLATINUM System User's Guide, according to the maximum output power of the communications equipment. Portable and mobile RF equipment include: baby monitors, *Bluetooth* wireless headsets, wireless routers, microwave ovens, laptops with internal wi-fi adapters, GSM cell phones, RFID scanners and hand-held security metal detector often used by security screeners.

## Radio Frequency (RF) Communication Specifications

- Receiver with Share to iPhone or iPod touch  
Wireless Link
  - Protocol: *Bluetooth* Low Energy (BLE, or *Bluetooth* v4.0);
  - Operating Distance: up to 15 feet (4.5 meters)
  - Output Power: 0dBm
  - Frequency: 2.4 GHz Industrial, Scientific, and Medical (ISM) band
  - Modulation: Gaussian frequency-shift keying
- Sharer iPhone or iPod touch to Dexcom Share Cloud:
  - RF Operating Frequencies: wi-fi (802.11n) or cellular Internet connection
- Dexcom Share Cloud to Dexcom Follower iPhone or iPod touch:
  - RF Operating Frequencies wi-fi (802.11n) or cellular Internet connection

## **Wireless Technology Requirements for Sharers**

Sharer must install the Dexcom Share2 app on a compatible iPhone 4S (or later model) or iPod touch 5th Generation (or later model), which contains a BLE (*Bluetooth* 4.0) Radio, and have a working Internet connection through a wi-fi or cellular data network.

## **Wireless Technology Requirements for Followers**

Followers must install the Dexcom Follow app on a compatible iPhone 4 (or later model) or iPod touch 5th Generation (or later model) and have a working Internet connection through a wi-fi or cellular data network.

## **Quality of Service**

For the Dexcom Share to operate, the Dexcom G4 PLATINUM Receiver with Share must have Share turned “On” in the Settings.

The Dexcom G4 PLATINUM Receiver with Share communicates with the Sharer iPhone or iPod touch using

a BLE link. BLE technology uses what is called “adaptive frequency hopping” as the method for co-existence with other wireless devices sharing the 2.4 GHz Industrial, Scientific, and Medical (ISM) band.

A valid Internet connection is required for both the Sharer’s and Follower’s iPhone/iPod touch. Adherence to the following guidelines will result in a consistent and reliable quality of service (QoS):

- Ensure the Sharer’s iPhone or iPod touch has a working Internet connection via wi-fi or cellular network
- Ensure the Follower’s iPhone or iPod touch has a working Internet connection via wi-fi or cellular network
- Ensure the Sharer’s iPhone or iPod touch is within 15 feet of the Dexcom G4 PLATINUM Receiver with Share

The risks associated with QoS are mitigated because the

data is requested from the Dexcom CGM Receiver every five minutes. In addition, as noted in the User Manual, the Dexcom Share System is a secondary notification feature and is not intended for the replacement of the real-time continuous monitoring function of the Dexcom G4 PLATINUM System.

## **Data Security**

The Dexcom G4 PLATINUM Receiver with Share is designed to accept *Bluetooth* pairing requests for connection only from authorized users of iPhones or iPod touches that are using the Dexcom Share2 app. Data security and confidentiality are ensured by using an encrypted *Bluetooth* low energy communication link and an authentication pairing process that prevents unauthorized users from connecting to or eavesdropping on the Dexcom G4 PLATINUM Receiver with Share. During pairing, users are required to enter the serial number of the receiver. Be sure to safeguard the serial number of your receiver to

prevent unauthorized users from pairing to your receiver. Cyclic redundancy checks are used in the error checking process to prevent the system from using corrupted data.

The Dexcom Share Cloud ensures data security through several redundant means. It is designed to only accept data from authorized Dexcom applications and allows data to be read only by authorized Followers using the Dexcom Follow app. All data are encrypted using secure HTTPS communication channels and the Cloud is authenticated with certificates. Data integrity is ensured by using cyclic redundancy checks in the error checking process to prevent the system from using corrupted data. Data confidentiality is ensured by encrypting all personally identifiable information in transit and when stored.

Data security has the potential to be compromised when connecting to the Internet through unknown wi-fi networks. Connect to secure networks if available. Always exercise

caution when using unknown wi-fi networks, and, if unsure, turn off wi-fi and use a cellular data connection.

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