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DEXCOM  
SH:RE™

User Manual

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CHAPTER ONE  
Learning About  
Dexcom SHARE

## Glossary

Term	Definition
Airplane mode	A setting on iPhone® or iPod touch® where wireless features are disabled in order to comply with airline regulations.
Application or app	A software program, such as the Dexcom Share™ app and the Dexcom Follow™ app, designed to run on 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 when positioned less than 30 feet apart.
Cradle	Allows the Dexcom G4™ PLATINUM Receiver to send sensor glucose information and notifications to the Sharer's iPhone or iPod touch using <i>Bluetooth</i> .
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.
Dexcom SHARE Cloud	A secure online storage server where Dexcom Share app 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.

## Glossary continued

Term	Definition
Dexcom G4 PLATINUM Receiver	The Dexcom G4® PLATINUM System part that collects glucose information from the sensor and transmitter. It is also referred to as receiver.
Dexcom G4 PLATINUM Sensor	The Dexcom G4 PLATINUM System part that includes an applicator and wire.
Dexcom G4 PLATINUM System	Continuous glucose monitoring system made of a sensor, transmitter, and receiver.
Dexcom G4 PLATINUM Transmitter	The Dexcom G4 PLATINUM System part that wirelessly sends glucose information to the receiver.
Dexcom Share app	Receives glucose information when the Dexcom G4 PLATINUM Receiver is in the Cradle. 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, the Cradle, <i>Bluetooth</i> wireless technology, the Sharer's iPhone or iPod touch, the Dexcom Share app, the internet, the Follower's iPhone or iPod touch and the Dexcom Follow app.
Do Not Disturb	A setting on iPhone or iPod touch where all incoming calls, alerts, and notifications are silenced. Do not disturb can be

## Glossary continued

Term	Definition
Do Not Disturb (continued)	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	Runs the Dexcom Follow app.
GlucoMonster	The Glucomonster™ character displays the status of Dexcom SHARE.
Hyperglycemia	High blood glucose. Same as "high." The default high alert in your receiver is set to 200 mg/dL. Consult your health care provider 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 health care provider to determine the appropriate hypoglycemic setting for you.
Invite/ Follow Invitation email	An email request for a person to download the Dexcom Follow app and receive the Sharer's shared information.

## Glossary continued

Term	Definition
iPhone	Please refer to the list of compatible devices at <a href="http://www.dexcom.com/share-compatibility">http://www.dexcom.com/share-compatibility</a> .
iPod touch	Please refer to the list of compatible devices at <a href="http://www.dexcom.com/share-compatibility">http://www.dexcom.com/share-compatibility</a> .
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.
Obstruction	An object that prevents the wireless communication between devices, such as wall thickness or radio waves.

## Glossary continued

Term	Definition
Online store	Internet store for downloading applications to an iPhone or iPod touch.
Pairing	Act of wireless connecting the iPhone or iPod touch to the Cradle using <i>Bluetooth</i> .
Power adapter	Charges the Cradle.
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.
Real-time continuous glucose monitoring	Data the Sharer receives on the Dexcom G4 PLATINUM Receiver. 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.

## Glossary continued

Term	Definition
Sharer's iPhone or iPod touch	Runs the Dexcom Share App.
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 value, located on the Sharer's profile on the Dexcom Follow app. Is the same trend arrow that is found on the Dexcom G4 PLATINUM Receiver.
Trend graph	Displays the pattern of the Sharer's glucose information.
USB cable	Connects the Cradle to the power adaptor.
USB port	The connection point on the Dexcom G4 PLATINUM Receiver that snaps into the Cradle.
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	Symbol		Description	Symbol
Dexcom SHARE logo			Batch code	
Bluetooth logo			Copyright	
Receiver charging			Consult instructions for use	
Input			Manufacturer	
Dexcom logo			Humidity limitation	
Catalog number			Direct current	
Keep dry			Temperature limitation	
Do not use if package is damaged			Non-ionizing radiation	

## Symbols continued

Description	Symbol		Description	Symbol
Protected against solid foreign objects of 12.5 mm and greater			MR Unsafe	
Protection against vertically falling water drops				

## 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, Cradle, *Bluetooth*® wireless technology, the Sharer's iPhone® or iPod® touch, the Dexcom Share™ app, the internet, the Follower's iPhone or iPod touch and the Dexcom Follow™ app.

When the Sharer's receiver is in the powered Cradle, the Cradle

transfers glucose information using *Bluetooth* 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.



## System Components

			
1. Cradle	2. USB cable	3. Power adapter	4. User Manual
			
5. Sharer's iPhone or iPod touch*1	6. Follower's iPhone or iPod touch*2	7. Dexcom Share App*	8. Dexcom Follow App*
			
9. Dexcom G4 PLATINUM Receiver*	10. Dexcom G4 PLATINUM Transmitter*	11. Dexcom G4 PLATINUM Sensor*	12. Internet* 13. Bluetooth

\*Must be purchased separately

Please refer to the list of compatible devices at <http://www.dexcom.com/share-compatibility>.

## Conditions That Affect Use

Dexcom SHARE should not be used in a wet environment. Once Sharing is established, make sure the settings on the Cradle, 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. Dexcom recommends charging both the iPhone or iPod touch and the Dexcom receiver when Sharing.

## Risks

Dexcom SHARE is an optional accessory to 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 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 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 Cradle, 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 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 is to notify another person, the Follower, of the patient's Dexcom G4 PLATINUM Continuous Glucose Monitoring System sensor glucose information when the G4 PLATINUM Receiver is docked in the Dexcom SHARE Cradle.

Dexcom SHARE provides secondary notification and does not replace real time continuous glucose monitoring (G4 PLATINUM System) or standard home blood glucose monitoring.

## Contraindications



Do not bring the Dexcom SHARE Cradle, iPhone, or iPod touch into a room containing medical equipment such as MRI, CT, or diathermy. The Dexcom SHARE System has not been tested with these equipment. Exposure to these types of equipment could heat and damage the Cradle, 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 an optional accessory 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 1-888-738-3646 to request a copy. Availability hours: Monday-Friday, 6am-6pm PST. Please contact your healthcare professional during hours the line is unavailable.

## Warnings

Dexcom SHARE does not work alone. Dexcom SHARE does not replace the Dexcom G4 PLATINUM System and requires the Dexcom G4 PLATINUM Receiver to be docked in the Dexcom SHARE Cradle 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 is docked in the Cradle and fully connected. Make sure the charger cable is connected to the Cradle and plugged into the electrical outlet. 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.

Set the Dexcom G4 PLATINUM Receiver to a sound alert when the receiver is docked in the Dexcom SHARE Cradle. Do not set the receiver to “vibrate” profile. You may not notice the receiver vibrations when the receiver is docked in the Cradle, and you may miss a CGM alert.

You cannot use Dexcom SHARE unless there is a *Bluetooth* connection between the Cradle and the patient’s iPhone or iPod touch. The *Bluetooth* range can vary and depends on the distance

and obstructions between the Cradle 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 do not have a connection, lose the connection, turn off the connection ("airplane mode") or if either 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 adequately charged batteries. We recommend connecting to an electrical outlet when using the iPhone or iPod touch for an extended period of time. 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 Share app is reopened after the iPhone or iPod touch is turned back on in order to resume sharing. If the Dexcom Share 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 Follower'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). 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 Share app may not be able to share glucose values and the Dexcom Follow app may not be able to receive notifications or glucose values 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 do not offer a reliable means to use Dexcom SHARE. They 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 Dexcom SHARE system is subject to the terms of the most current Dexcom SHARE End User License Agreement posted at [www.dexcom.com/share](http://www.dexcom.com/share), and the Dexcom SHARE Privacy Policy posted at [www.dexcom.com/share](http://www.dexcom.com/share), as those documents are updated from time to time according to their terms.

CHAPTER TWO  
Setting Up the  
Dexcom Share App

## Dexcom Share App Description

What the Dexcom Share app does:

1. Connects the Sharer's iPhone or iPod touch with their Cradle 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 Cradle, Sharer's iPhone or iPod touch, and the Dexcom SHARE Cloud.

What the Dexcom Share app does not do:

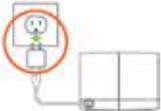
1. Display Dexcom G4 PLATINUM Sensor information.
2. Display the Dexcom G4 PLATINUM Receiver's trend graph.
3. Provide glucose notifications to the Sharer.
4. Lets you know when the Follower is not receiving glucose Information.

Tips

1. Read the Dexcom G4 PLATINUM System User Manual before using Dexcom SHARE.
2. Always confirm information with a blood glucose meter before making treatment decisions.

3. The Sharer should check the status screen after inserting the receiver into the Cradle to make sure the system is functioning properly.

## Setting Up Cradle

Step 1	Plug the USB cable into the power adapter.	
Step 2	Plug the smaller end of the USB cable into the back of the Cradle.	
Step 3	Plug the power adapter into a power outlet.	
Step 4	Write down the serial number (SN) found on the back of your receiver. You'll need this for Step 2 in the "Pairing the Cradle" section later in this chapter.	

## Setting Up Cradle continued

Step 5	Open the USB port on your receiver by sliding the cover upward.	 A diagram of the receiver with a red circle highlighting the USB port cover. An arrow points to the cover being lifted upwards.
Step 6	Slide the receiver into the Cradle towards the USB port.	 A diagram showing the receiver being pushed into a cradle. A green arrow indicates the direction of insertion towards the USB port.
Step 7	The green charging light (light on the left) will illuminate when the receiver is properly docked.	 A diagram of the receiver docked in the cradle. A red circle highlights a green light on the left side of the cradle, which is shown as illuminated.
Step 8	Download the Dexcom Share app from the online store. See your iPhone or iPod touch user manual for instructions.	 A line drawing of a hand holding a smartphone. The screen shows a green square icon with four white dots, representing the Dexcom Share app.
Step 9	Launch the Dexcom Share app to begin Sharing!	 A line drawing of a hand tapping the green square icon with four white dots on the smartphone screen.

## 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 Share 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 sign up to set up a new account.
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 email address. This email address is used to invite Followers.
Step 5	Enter a username and password. Email addresses cannot be used as usernames.
Step 6	Re-enter your password for confirmation.

## Pairing Cradle

Pairing connects your Cradle to your iPhone or iPod touch using *Bluetooth*. Pair the Cradle at any time by pressing on the “Pair Cradle” button located in the account tab. NOTE: Only one *Bluetooth* may be paired to the Cradle at a time. If you need to pair a different iPhone or iPod touch at a later time (if you lose your

iPhone or iPod touch for example), please see Pairing New iPhone or iPod touch section in Chapter Three.

## Pairing Cradle continued

Step	Instruction	Illustration
Step 1	Make sure the receiver is in the Cradle, the Cradle is plugged in and the blue light (light on right) on the Cradle is blinking.	 An illustration of a white Dexcom receiver placed inside a white charging cradle. A red circle highlights the blue light on the right side of the cradle, which is shown as a vertical bar with a small blue light at the top. Lines connect the circle to the light and the receiver.
Step 2	Enter your receiver serial number from Step 4 in the Setting up Cradle section in Chapter Two. Your Cradle will then search for your iPhone or iPod touch to pair. When your Cradle is found, press the "Pair" button.	 An illustration of a smartphone screen. A red circle highlights a text field containing a serial number. Lines connect the circle to the text field and the phone's camera area.
Step 3	The blue light will stop blinking and remain lit when pairing is complete.	 An illustration of a white Dexcom receiver in a white charging cradle. A red circle highlights the blue light on the right side of the cradle, which is now a solid vertical bar, indicating that pairing is complete. Lines connect the circle to the light and the receiver.

## Inviting Followers

Step	Instruction
Step 1	Press the Followers tab to invite a Follower.
Step 2	Enter the Follower's nickname and email address. Re-enter the Follower's email address to confirm the correct address. The Follower will get a Follow Invitation email at this email address. Make sure the Follower can access this email account from their iPhone or iPod touch. Press the "Next" button.
Step 3	Choose whether or not the Follower will 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 email 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 Share 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.

CHAPTER THREE  
Using the  
Dexcom Share 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. The Sharer should check the status tab after inserting the receiver into the Cradle to make sure that the system is functioning properly.



## Status Tabs

The table below explains the two possible states of the status tabs:

Status Tab	Description
 The status tab is green and displays a Checkmark icon when Dexcom SHARE is sending glucose information. The tab contains a green checkmark icon, a person icon labeled 'Followers', a gear icon labeled 'Account', and a plus sign icon labeled 'More'.	The status tab is green and displays a Checkmark 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 tab contains a red X icon, a person icon labeled 'Followers', a gear icon labeled 'Account', and a plus sign icon labeled 'More'.	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

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 table below 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 connections are working	Not applicable
	This status bar means there is an issue with: <ul style="list-style-type: none"> <li>• CGM data</li> <li>• Cradle</li> </ul>	Sharer should make sure: <ul style="list-style-type: none"> <li>• Cradle is ON</li> <li>• Receiver is in Cradle</li> <li>• Cradle is paired</li> <li>• There is a glucose value on the receiver</li> <li>• Transmitter is in range</li> <li>• Unpower and repower your Cradle</li> <li>• Unlock and re-dock the receiver to the Cradle</li> </ul>
	This status bar means there is an issue with: <ul style="list-style-type: none"> <li>• <i>Bluetooth</i></li> </ul>	Sharer should make sure: <ul style="list-style-type: none"> <li>• <i>Bluetooth</i> is ON</li> <li>• Cradle is within 15ft of Sharer's iPhone or iPod touch</li> </ul>

Status Bar	Status Description	Troubleshooting
	This status bar means there is an issue with: <ul style="list-style-type: none"> <li>• Internet connection</li> </ul>	Sharer should make sure: <ul style="list-style-type: none"> <li>• iPhone or iPod touch has internet connection</li> </ul>
	This status bar means there is an issue with: <ul style="list-style-type: none"> <li>• Dexcom SHARE Cloud</li> </ul>	There is a problem in internet transmission and SHARE is not working. The Sharer should check later or follow up with his or her internet connectivity provider.
	This status bar means there is an issue with: <ul style="list-style-type: none"> <li>• Sharer's iPhone or iPod touch</li> </ul>	Sharer should make sure: <ul style="list-style-type: none"> <li>• Airplane Mode is OFF</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 table below explains the GlucoMonster's two moods:

GlucoMonster	Description
	<p>The GlucoMonster will smile and hold up a sign with a Checkmark on it if Dexcom SHARE is working.</p>
	<p>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.</p>

## Follower List

The Followers tab allows the Sharer to manage their Followers. The Sharer can either invite a new Follower, edit the nickname, email address and Trend Graph visibility of a current Follower, or Not Share data with a current Follower. The table below 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.
Invitation Expired	Follower did not accept their Sharer's Follow Invitation email 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 email and now can receive the Sharer's glucose information.
Invited	Follower has been sent a Follow Invitation email 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 email 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 email 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 stop 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 email address, and to pair the Cradle with a *Bluetooth*.

## Pairing New iPhone or iPod touch

Only one iPhone or iPod touch can be paired to the Cradle at a time. To pair to a different iPhone or iPod touch, such as when the Sharer purchases a new iPhone or iPod touch, the Cradle must be reset.

To reset the Cradle, first make sure the Cradle is Powered. Next, press the reset button with a pointed instrument such as the end of a paper clip. The reset button is on the Cradle above the USB port. Both lights will flash for 2 seconds to indicate that the pairing data previously stored in the Cradle has been now erased. Then proceed with the Pairing Cradle section in Chapter Two.



## Replacing Cradle

If it becomes necessary to replace the Cradle, follow the directions below after receiving the new Cradle.

Step	Instruction
Step 1	In the Account Tab, press the “Pair Cradle” button
Step 2	Exit the Dexcom Share App and go into the <i>Bluetooth</i> settings on the Sharer’s iPhone or iPod touch
Step 3	Select the device named DEXCOMCR.
Step 4	Press “Forget this Device” to remove the original Cradle from the list of <i>Bluetooth</i> devices.
Step 5	Plug in the Cradle to a power outlet.

## Replacing Cradle continued

Step	Instruction
Step 6	If replacing with a used Cradle, push and hold the reset button on the Cradle until both lights on the Cradle flash. If replacing with a new Cradle, ignore this step.
Step 7	Reopen the Dexcom Share app and proceed with the pairing wizard.

## Registering New Receiver

Only one receiver can be connected to a Cradle at a time. Follow these requirements to connect a new receiver to the Cradle:

Step	Instruction
Step 1	Make sure the Cradle is powered. Press the reset button on the Cradle with a pointed instrument. The location of the reset button is shown in the graphic following this table.
Step 2	Slide the new receiver into the Cradle. Make sure that the blue light is blinking.
Step 3	Follow the Pairing Cradle section in Chapter Two.



## The More Tab

The more tab in the lower right corner of the app provides extra information on Dexcom SHARE and the Dexcom Share 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 email a friend about Dexcom SHARE by pressing on the “Tell a Friend” button.

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.

## Receiving Follow Invitation Email

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

Step	Instruction
Step 1	Open the Follow Invitation email 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.

## Receiving Follow Invitation Email continued

Step	Instruction
Step 4	Then go back to the Follow Invitation email 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 email. The Follow Invitation email 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 Follower’s lock screen and in the notification center. The notification may also include a sound, depending on the settings on iPhone or iPod touch. The table below describes the different causes of notifications the Follower can choose to receive from their Sharer.

Notification Cause	Definition
Low Notification	Sharer’s sensor glucose value was at or below the Follower’s set glucose value for the low notification.

## Types of Glucose Notifications continued

Notification Cause	Definition
Low Notification (continued)	Follower will be sent a notification once the delay setting is met.
Urgent Low Notification	Sharer's sensor glucose value was at or below the Follower's set glucose value for the urgent low notification. A notification is immediately sent to the Follower. There is no delay setting.
High Notification	Sharer's sensor glucose value was at or above the Follower's set glucose value 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 email. The notifications of the Sharer's glucose information is initially based on these settings. However, the Follower may change these notification settings:

1. Glucose level - Glucose value that initiates a notification to the

- Follower's iPod or iPod touch.
2. Delay - Time delay between when a Glucose value is met and when the Follower's iPhone or iPod touch is sent a notification if the glucose value 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 value 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.
Step	To change the glucose value 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 3 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 removing the receiver from the Cradle. This notification may include events such as receiver glucose data gaps, Cradle power interruption or Sharer connectivity issues. 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 value 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.
Active	Sharer is using the SHARE System. The Follower can receive the Sharer's glucose information, notifications and trend graphs (if granted permission by the Sharer).
Active - NO DATA	Sharer is active but there is something wrong with the system. The message, NO DATA, will appear in the Sharer's profile.

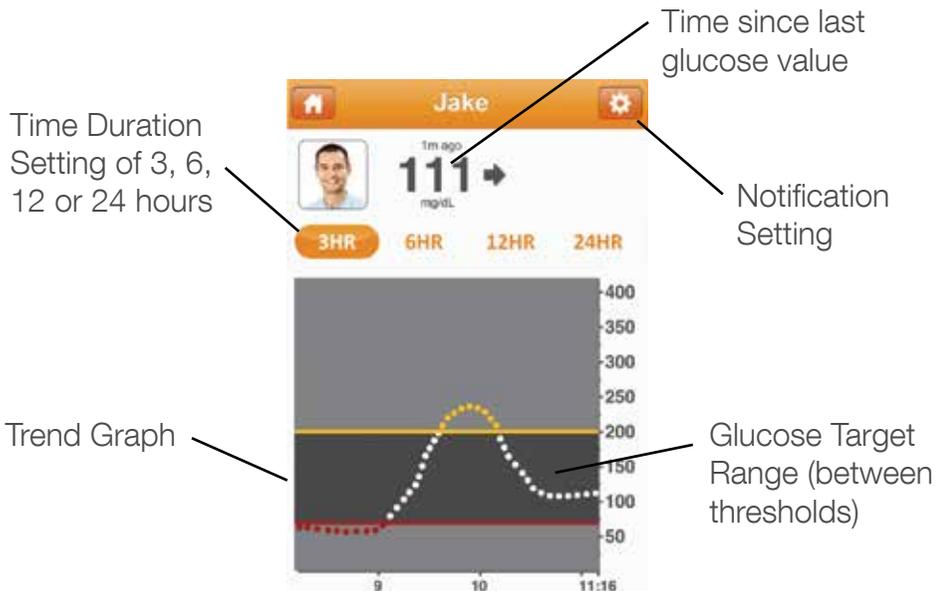
## Sharer Statuses continued

Sharer Status	Description
Disconnected	Sharer is currently not using Dexcom SHARE. The Follower will not receive glucose information, notifications or trend graph updates.
Not Sharing	Sharer temporarily not 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 email a friend about Dexcom SHARE by pressing the "Tell a Friend" button.

CHAPTER FIVE  
Maintaining  
Dexcom SHARE

## Cradle Working and Storage Conditions

Characteristics	Min	Max
Working/Storage Temperature	50° F	113° F
Relative Humidity	10%	95%
Direct Current - 5 VDC, 1 Amp	Not applicable	

## Cradle Maintenance and Cleaning

Do not spill fluid on the Cradle or place the Cradle in liquid. Keep the Cradle on a flat surface when it is in use. To remove dust and grime:

1. Unplug your Cradle from the power source.
2. Use a damp, soft, lint-free cloth. Avoid getting moisture in openings and around the USB adapter.
3. Do not use aerosol sprays, solvents, alcohol, or abrasives.

## USB Cable Maintenance

1. Insert cables only as directed.
  2. Routinely look at cables for signs of wear and tear.
- Only use Dexcom-supplied parts (including cables and chargers). Using non-Dexcom supplied parts or modifying the components may affect safety and performance.

There is no repair service available for your Dexcom SHARE System. If you experience problems with your system, contact Dexcom Technical Support. Contact information is found in Chapter Six, Troubleshooting, Warranty and Customer Support.

## **Product Disposal**

Consult your local waste management authorities for instructions to dispose of devices containing electronic waste (transmitter and Cradle) and blood contacting parts (sensor and applicator).

CHAPTER SIX  
Troubleshooting, Warranty  
and Customer Support

# Dexcom Share App Troubleshooting

**Troubleshooting Status** - See the Troubleshooting Status 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 email address that was used to setup their Dexcom account. An email containing their username(s) will be sent to this email address.
Step 3	Once the email is received, open it on the same iPhone or iPod touch that has the Dexcom Share app. The email will show the username(s) linked to the email 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 email containing the password will be sent to the email address used to set up their Dexcom account.
Step 3	Once the email is received, open it on the same iPhone or iPod touch that has the Dexcom Share App. Press the "Reset Password" button.

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

In the Dexcom Share App, press the Forgot Username link on the login screen. Provide your email address. If you have a Dexcom Store or Dexcom SHARE account, you will receive an email that contains your username at the provided email.

## **Receiver Troubleshooting**

### **Why won't my receiver dock with my Cradle?**

- Make sure the USB port cover is slid all the way up.
- Make sure the USB port is not bent.
- Refer to Chapter Two, Setting up the Cradle, for more instruction.

## **Cradle Troubleshooting**

### **Why won't my Cradle's charging light illuminate?**

- Make sure the Cradle is properly plugged in to a power outlet.
- Make sure the receiver is properly docked into the Cradle.
- Refer to Chapter Two, Setting up the Cradle, for more instruction.

### **Why won't my Cradle's *Bluetooth* light illuminate?**

- Make sure the Cradle is paired to the Sharer's iPhone or iPod touch, by following the directions in Chapter Two Pairing Cradle.

## **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 Cradle and your iPhone or iPod touch. Try to reconnect by opening the Share app and checking the status screen. If the status is not green, ensure the phone and Cradle are within a range of 15 feet, 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 1-888-738-3646 (Monday-Friday, 6am-6pm PST).

## **I tried to re-pair my iPhone or iPod touch with the Cradle. Why can't my Dexcom Share App find my Cradle?**

- Make sure your Cradle is powered on, and the receiver is docked into the Cradle.
- Make sure the Cradle's blue light is blinking. If it is not blinking, remove the receiver from the Cradle and then press the reset button for five (5) seconds. Finally, slide the receiver back in the Cradle.
- Make sure you correctly entered your receiver serial number (see Setting Up the Cradle).
- Make sure *Bluetooth* is ON.

- Delete any DEXCOMCR devices in your *Bluetooth* devices list.
- Make sure you did not enter SN as the first two (2) digits of the serial number. SN is the serial number symbol and not actually part of the serial number.

### **Why won't the blue light on my Cradle stop blinking?**

- Your Cradle is trying to pair with your iPhone or iPod touch. Until you successfully pair the Cradle with an iPhone or iPod touch, it will continue to blink. Check the GlucoMonster in the Share App if the blue light on your Cradle does not stop blinking.

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

- You do not have to set up your Followers again if you replace your Cradle.
- You do have to pair the Cradle with your iPhone or iPod touch again. Select the Pair Cradle in the account tab.

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

- You will need to install the Dexcom Share app and follow the setup wizard. Reset your Cradle by pressing the "Reset" button for at least five (5) seconds. Then, log in using your account you already created and follow the instructions to pair to your Cradle again.

## **Does unplugging and plugging the Cradle back in require me to set up the Share app or Follow app again?**

- In most cases the answer is no. Check the GlucoMonster on the Share app to see if the Cradle is properly connected to the Sharer's iPhone or iPod touch. Press on the GlucoMonster if it is holding a sign with an X on it . The GlucoMonster will guide you in making sure that your Cradle is connected with your iPhone or iPod touch.

## **Sharing Checklist**

Follow these requirements to share:

1. Make sure your iPhone or iPod touch is compatible with the Dexcom Share 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/share-compatibility>
2. The Dexcom Share 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 webpage 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 Cradle.
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
 <p>The screenshot shows the 'Dashboard' screen of the Follow app. At the top, there is a red banner with a white exclamation mark icon and the text 'No Internet Connection'. Below the banner is a profile picture of a man and a status indicator consisting of three black dashes followed by a right-pointing arrow.</p>	<p>Follower's iPhone or iPod touch does not have an internet connection.</p>	<p>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 webpage on the Follower's iPhone or iPod touch.</p>
 <p>The screenshot shows the 'Dashboard' screen of the Follow app. At the top, there is a red banner with a white exclamation mark icon and the text 'Dexcom SHARE server down'. Below the banner is a profile picture of a man and a status indicator consisting of three black dashes followed by a right-pointing arrow.</p>	<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 first for CGM information.</p>

## Follower Questions

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

- You have disabled the ability for Dexcom Share to send you notifications. Go to your settings app under notifications, find the Dexcom Follow app and turn notification center on and set the alert style to Banners or Alerts. Set the sounds to on and set view in lock screen to on.

## **Why is the 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, you 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 Share 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/share-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/share-faq>

## Warranty Information

### **DEXCOM SHARE® CRADLE LIMITED WARRANTY**

Dexcom Inc. (“Dexcom”) provides a limited warranty to the original purchaser that the DEXCOM SHARE™ Cradle (the “Cradle”) is free from defects in material and workmanship under normal use and service (“Limited Warranty”) for the period commencing upon the date of shipment and continuing for the 12 month period of time after that date (“Warranty Period”).

This Limited Warranty is conditioned upon proper use of the product by the purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage; (b) equipment that has the ID number removed or made illegible; (c) all surfaces and other externally exposed parts that are scratched or damaged due

to normal use; (d) malfunctions resulting from the use of the product in conjunction with accessories, products or ancillary or peripheral equipment not furnished or approved by Dexcom; (e) defects or damage from improper testing, operation, maintenance, installation or adjustment; (f) installation, maintenance, and service of products; (g) equipment that has been disassembled; or (h) water damage to the Cradle (the Cradle is not water resistant; do not get the Cradle wet at any time).

During the Warranty Period, Dexcom will replace, at Dexcom's sole option, without charge to purchaser, any defective Cradle that is subject to the Limited Warranty. To obtain service under this Limited Warranty, purchaser must return the product to an authorized Dexcom Customer Support Department in an adequate container for shipping, accompanied by purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the ID number of the product, and the seller's name and address. To obtain assistance on where to deliver the Cradle, please contact Dexcom, Inc. 858.200.0200. Upon receipt, Dexcom will promptly replace the defective product. If Dexcom determines that any product is not covered by this Limited Warranty, Dexcom shall have no obligation to replace such product and purchaser must pay all shipping charges for the return of such product.

THE LIMITED WARRANTY OF DEXCOM DESCRIBED ABOVE IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, AND DEXCOM EXPRESSLY EXCLUDES AND DISCLAIMS ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, DEXCOM SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, ARISING IN ANY WAY OUT OF THE SALE, USE, MISUSE OR INABILITY TO USE ANY DEXCOM SHARE SYSTEM. THIS LIMITATION SHALL APPLY EVEN IF DEXCOM OR ITS AGENT HAS BEEN ADVISED OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF THIS LIMITED REMEDY THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT AND STATES PURCHASER'S EXCLUSIVE REMEDY. IF ANY PORTION OF THIS LIMITED WARRANTY IS ILLEGAL OR UNENFORCEABLE BY REASON OF ANY LAW, SUCH PARTIAL ILLEGALITY OR ENFORCEABILITY SHALL NOT AFFECT THE ENFORCEABILITY OF THE REMAINDER OF THIS LIMITED

WARRANTY WHICH PURCHASER ACKNOWLEDGES IS AND WILL ALWAYS BE CONSTRUED TO BE LIMITED BY ITS TERMS OR AS LIMITED AS THE LAW PERMITS.

### **DEXCOM SHARE™ APP AND DEXCOM FOLLOW™ APP**

AS PART OF DEXCOM SHARE, DEXCOM MAKES AVAILABLE TWO DEXCOM SHARE APPS, THE DEXCOM SHARE 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/SHARE](http://WWW.DEXCOM.COM/SHARE). 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 Availability hours: Monday-Friday, 6am-6pm PST. Please contact your healthcare professional during hours the line is unavailable.	1-888-738-3646
Email	sharetechsupport@dexcom.com

CHAPTER SEVEN  
Technical Information

## Receiver

Reading frequency	Every 5 minutes
Charging time	The fully drained receiver will take approximately 5 hours to be fully charged when connected to the Dexcom SHARE Cradle

## Guidance and Manufacturer's Declaration – Electromagnetic Immunity

The Cradle (P/N MT22006) is intended for use in the electromagnetic Environment specified below. The customer or the user of the Cradle should ensure that it is used in such an environment.

Specification	Minimum Test Level Required per IEC/EN 60601-1-2 for Non-Life Support Equipment	Test Level Completed
IEC/EN 61000-4-2 - Electrostatic Discharge Immunity	Air discharge up to $\pm 8$ kV; Contact discharge up to $\pm 6$ kV	Air discharge up to $\pm 8$ kV; Contact discharge up to $\pm 6$ kV

## Electromagnetic Immunity continued

Specification	Minimum Test Level Required per IEC/EN 60601-1-2 for Non-Life Support Equipment	Test Level Completed
IEC/EN 61000-4-3 - RF Radiated Fields Immunity	Radiation field strength of 3V/m from 80 – 2500 MHz (80% AM, 1 kHz)	Radiation field strength of 3V/m from 80 – 2500 MHz (80% AM, 1 kHz)
IEC/EN 61000-4-4 - Electrical Fast Transient Immunity	Power line pulses of $\pm 2\text{kV}$ direct; I/O line pulses of $\pm 1\text{kV}$	Power line pulses of $\pm 2\text{kV}$ direct; I/O line pulses of $\pm 1\text{kV}$
IEC/EN 61000-4-5 - Lightning Surge Immunity	Power line surges of $\pm 2\text{kV}$ common, $\pm 1\text{kV}$ differential mode	Power line surges of $\pm 2\text{kV}$ common, $\pm 1\text{kV}$ differential mode
IEC/EN 61000-4-6 - RF Common Mode Immunity	150 kHz - 80 MHz at 3 Vrms 1 kHz 80% amplitude modulated	150 kHz - 80 MHz at 3 Vrms 1kHz 80% amplitude modulated
IEC/EN 61000-4-8 - Power Frequency Magnetic Field Immunity	Inductive loop at 50 Hz and 60Hz, to 3 amps (rms) per meter	Inductive loop at 50 Hz and 60Hz, to 3 amps (rms) per meter

## Electromagnetic Immunity continued

Specification	Minimum Test Level Required per IEC/EN 60601-1-2 for Non-Life Support Equipment	Test Level Completed
IEC/EN 61000-4-11 - Voltage Dips and Short Interruptions	Voltage Dips of >95%, 30% and 60%; Interruptions of >95%	Voltage Dips of >95%, 30% and 60%; Interruptions of >95%

Immunity Test	IEC 60601 Test Level	Receiver Compliance Level	Electromagnetic Environment Guidance
Conducted RF IEC 61000- 4-6 (Cradle only) Radiated RF IEC 61000-4-3	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2.5 GHz	3 Vrms  10 V/m	Portable and mobile RF communications equipment should be used no closer to any part of the receiver, including cables, than the recommended separation distance calculated from the equation applicable to

## Electromagnetic Immunity continued

Immunity Test	IEC 60601 Test Level	Receiver Compliance Level	Electromagnetic Environment Guidance
			<p>the frequency of the transmitter.</p> <p>Recommended Separation Distance</p> <p><math>d = 1.2 \sqrt{P}</math> 150 kHz to 80 MHz</p> <p><math>d = 1.2 \sqrt{P}</math> 80 MHz to 800 MHz</p> <p><math>d = 2.3 \sqrt{P}</math> 800 MHz to 2.5 GHz</p> <p>Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m).</p> <p>Field strengths from fixed</p>

## Electromagnetic Immunity continued

Immunity Test	IEC 60601 Test Level	Receiver Compliance Level	Electromagnetic Environment Guidance
			<p>RF transmitters, as determined by an electromagnetic site survey<sup>a</sup> should be less than the compliance level in each frequency range<sup>b</sup>. Interference may occur in the vicinity of equipment marked with following symbol:</p>  The symbol consists of a central black dot with three concentric, semi-circular arcs radiating outwards from it. Below the dot is a solid black triangle pointing downwards, representing the antenna of a transmitter.

NOTE 1: At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

- a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Dexcom G4 PLATINUM System is used exceeds the applicable RF compliance level above, the Dexcom G4 PLATINUM System should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the Dexcom G4 PLATINUM System.
- b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

## **Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and the Cradle**

The Cradler is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Cradle can help prevent electromagnetic interference

by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Cradle as recommended below, 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**

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

internet connection

### **Wireless Technology Requirements for Sharers**

Sharer must install the Dexcom Share 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 must be fully docked in the Dexcom SHARE Cradle, and the Cradle charger must be connected and plugged into an electrical outlet.

The Dexcom SHARE Cradle communicates with the Sharer iPhone/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 phone has a working internet connection via Wi-Fi or cellular network
- Ensure the Follower's phone has a working internet connection via Wi-Fi or cellular network
- Ensure the Sharer's phone is within 15 feet of the Dexcom SHARE Cradle

The risks associated with QoS are mitigated because the data are 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 accessory and is not intended for the replacement of the real-time continuous monitoring function of the G4 PLATINUM System.

## **Data Security**

The Dexcom SHARE Cradle is designed to accept *Bluetooth* pairing requests for connection only from authorized users of iPhones that

are using the Dexcom Share 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 SHARE Cradle. During pairing, users are required to enter the serial number of the receiver that is installed into the cradle. Be sure to safeguard the serial number of your receiver to prevent unauthorized users from pairing to your Cradle. 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 a Dexcom Share app 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 display caution when using unknown Wi-Fi networks, and, if unsure, turn off Wi-Fi and use a cellular data connection.

## Minimum Recommended Distance Between Transmitter and Cradle

Rated maximum Output Power of Transmitter (W)	Separation Distance According to Frequency of Transmitter (m)		
	150 kHz to 80 MHz $d = 1.2 P^{1/2}$	80 MHz to 800 MHz $d = 1.2 P^{1/2}$	800 MHz to 2.5 GHz $d = 2.3 P^{1/2}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in feet can be estimated  
 For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in feet can be estimated using the equation applicable to the frequency of the transmitter,

where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1: At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations.

Electromagnetic propagation is affected by absorption and reflection from structures, objects and people. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

## USB Charging/Download Cable Specifications

Dexcom P/N	MT20655
Input/Output	5V DC, 1A
Type	USB A to USB micro B
Length	3 feet

## Power Supply/Charger Specifications

Dexcom P/N	MT21255
Class	II
Input	AC Input 100-240 Vac, 50/60Hz, 0.2A, 0.2A rms at 100 Vac
DC Output	5V DC, 1A (5.0 Watts)

## FCC Requirements

The Dexcom SHARE Cradle covered by this user manual has been certified under FCC ID: PH29006.

### INFORMATION TO USER

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for Class B Digital Device, pursuant to Part 15 of the FCC

Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the Cradle
- Connect the equipment into an outlet on a circuit different from that to which the Cradle is connected
- Consult the dealer or an experienced radio/TV technician for help

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CHAPTER EIGHT  
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## NOTES

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