

# Preparing receiver for the update

Before updating the receiver, make sure to have:

- **computer connected to internet**
- **Dexcom account**  
For details on how to create Dexcom account, please go to [www.dexcom.com](http://www.dexcom.com) FAQ section or click [How do I create a Dexcom user account?](#)
- **Clarity account**  
To log in to Clarity, please use the same credentials as for your Dexcom account. For more information, please visit [www.dexcom.com](http://www.dexcom.com) FAQ section or click [How do I log into Dexcom CLARITY?](#)
- **Save data before updating the receiver by uploading it to Clarity**  
To upload the data, please go to [clarity.dexcom.eu](http://clarity.dexcom.eu) and Log In. Plug in your receiver to computer using USB cable. Click “Upload” in the Clarity software and follow onscreen instructions.

**Wait until sensor session ended** or end it early if you want to proceed with update.

# Updating receiver firmware

- Go to [clarity.dexcom.eu](https://clarity.dexcom.eu) and **Log In**
- Plug in your receiver to computer with the USB cable
- Click **Update receiver** and carefully read Warning message
- Once you are ready, click **Continue**

The image shows two screenshots of the Dexcom Clarity web interface. The top screenshot displays the 'Upload Successful' message, indicating that the upload is complete but the receiver needs an update. The current firmware version is 1.5.2.0 and the new firmware version is 1.6.2.0. The bottom screenshot shows the same 'Upload Successful' message, but with a 'Warning!' dialog box overlaid. The warning message states: 'Starting new sensor session and replacing your sensor is required. Receiver data will be erased and restored to factory settings. Click Cancel to keep this sensor session and to update after a future upload, or click Continue.' The 'Continue' button is highlighted with a mouse cursor.

**Upload Successful**

The upload is complete, but your receiver needs an update. Click Update Receiver to continue. To update later, try uploading again.

Current Firmware Version: 1.5.2.0

New Firmware Version: 1.6.2.0

**Warning!**

Starting new sensor session and replacing your sensor is required. Receiver data will be erased and restored to factory settings. Click Cancel to keep this sensor session and to update after a future upload, or click Continue.

# Updating receiver firmware

- Follow on-screen instructions
- Update should not take longer than 15 min
- Once the update is complete, you will see 'Update successful' screen

If you need assistance, please reach out to Dexcom Technical support.

 0800 0201 986

 0800 29672

Or by filling in a service request online:

[www.dexcom.com/TS-NL](http://www.dexcom.com/TS-NL)

