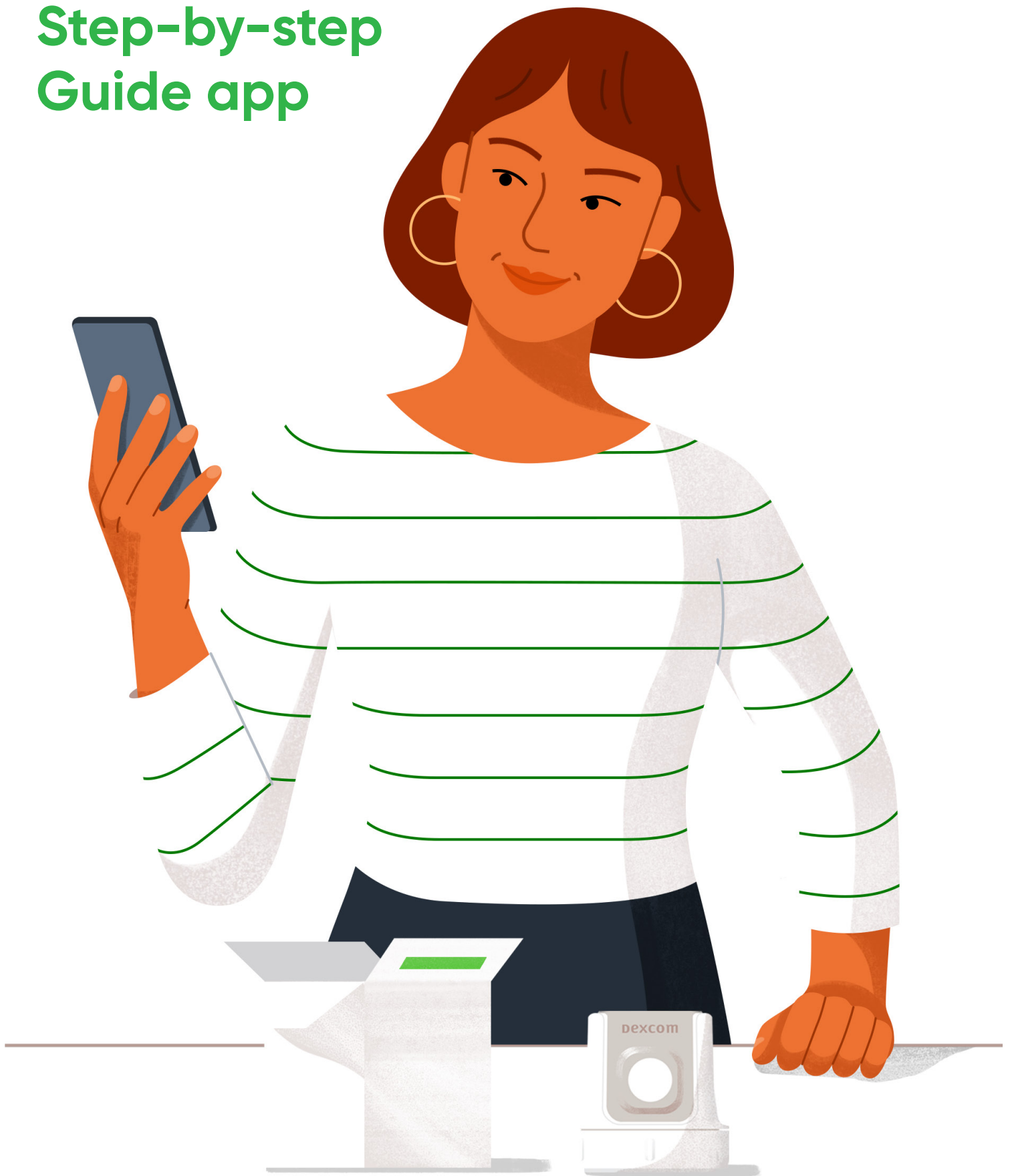


# dexcom one<sup>+</sup>

## Step-by-step Guide app



This is an abbreviated instruction. For detailed, step-by-step instructions on how to use the Dexcom ONE+ Continuous Glucose Monitoring (CGM) System, please refer to the instructions for use. Screens are representational only. Your product may look different.

## Dexcom ONE+ system components

Dexcom receiver<sup>1</sup> (optional)

- A new glucose value every 5 min
- Optional alerts
- Rechargeable via included usb cable

Smartphone\* with Dexcom ONE+ -app

- A new glucose value every 5 min
- Optional alerts



\*Smartphone and smartwatch not included.

<sup>1</sup>Smartphone and receiver are sold separately. Check compatibility of smart devices via:  
[www.dexcom.com/compatibility](http://www.dexcom.com/compatibility)

# Getting started with the app

# one+

## Step 1: Check the compatibility of smart devices



Because Dexcom ONE+ concerns a medical app, smart devices and software versions are tested. Scan the QR code or go to: [dexcom.com/compatibility](https://dexcom.com/compatibility) for a list of all compatible smart device and software versions.

## Step 2: Download the Dexcom apps

Download the Dexcom apps from the App Store or Google Play Store  
Check if your smart device and software version are compatible at: [dexcom.com/compatibility](https://dexcom.com/compatibility)



### Dexcom ONE+ app

Note: There are different Dexcom apps available. Look for the ONE+ logo

**Who uses this app?** The person wearing the Dexcom ONE+

**What does this app do?** Displays the Dexcom-user's glucose information



### Dexcom Clarity app\*

**Who uses this app?** The person wearing the Dexcom ONE+

**What does this app do?** Displays comprehensive reports and statistics and can be used to supplement the Clarity summary in the Dexcom ONE+ app



### Dexcom Follow app\*\*

**Who is using this app?** Individuals who have permission to view Dexcom-user's glucose levels. For example: parents, partners, or guardians.

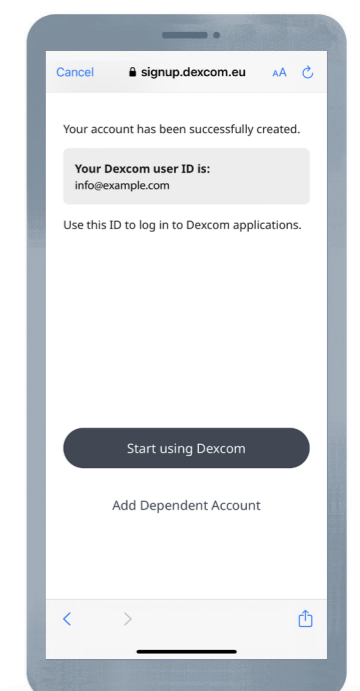
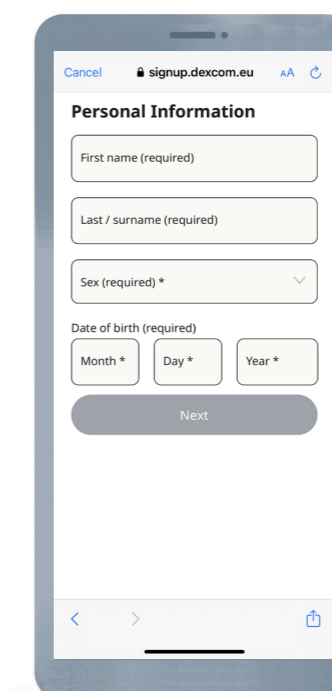
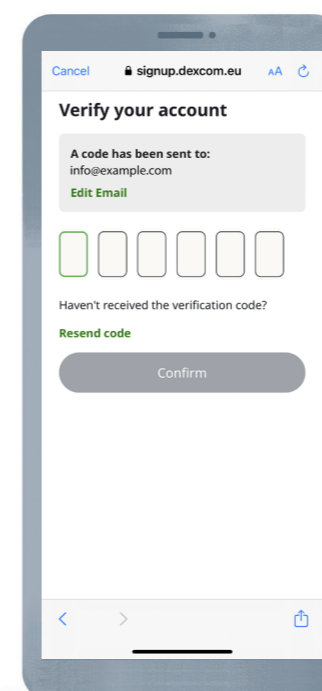
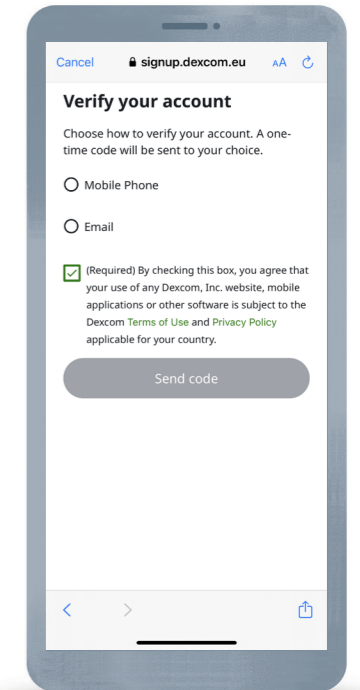
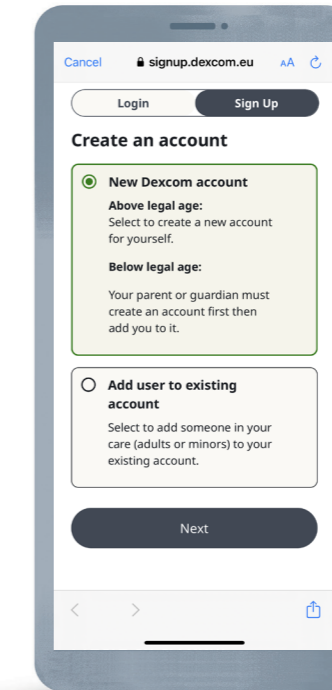
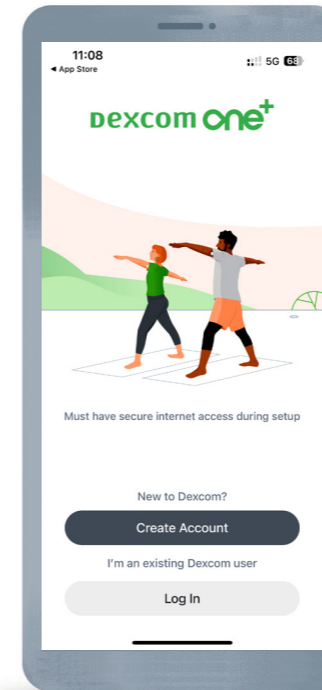
**What does this app do?** Dexcom user (sharer) shares glucose information remotely via Share and can be followed by up to 10 people (followers).



## Step 3: Create a Dexcom account and log in

Note: If you already have a Dexcom account, use this to log in

### New account (>18 years old)



\* An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](https://dexcom.com/compatibility).

\*\* Internet connection required for data sharing. Data sharing requires the use of the Follow app. Followers must always confirm values in the Dexcom ONE+ app or on the receiver before treatment decisions are made

Creating a new account can be done in the app or online at: [signup.dexcom.eu/setup](https://signup.dexcom.eu/setup). Select **Register** and then **New Dexcom Account**.

Follow the on-screen instructions to create an account.

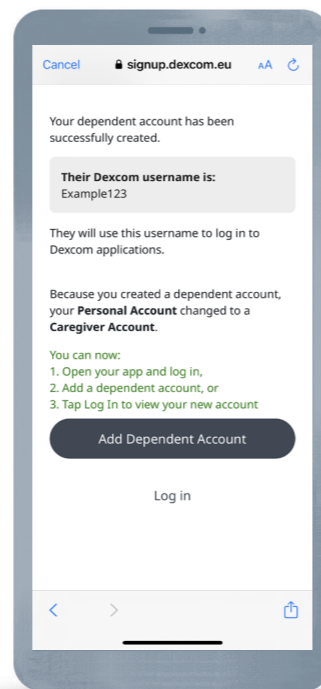
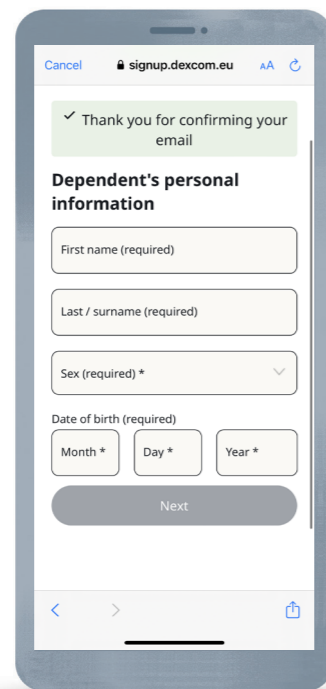
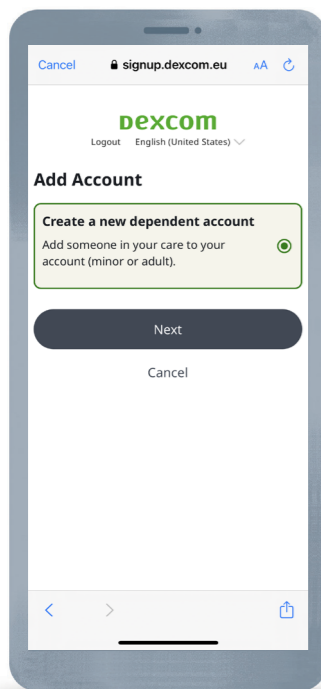
Children <18 years old cannot create their own account. In this case, the parent or guardian first creates his/ her own account with his/ her own data and later adds the child's account to their account.

**Remember:** The choice of phone number or email address determines your username.

**Tip:** Not receiving mail? Check the spam inbox.

The new account has been created. Get started with Dexcom by logging in or choose **add dependent account** for your child or someone you care for.

## Dependent account (<18 years old)

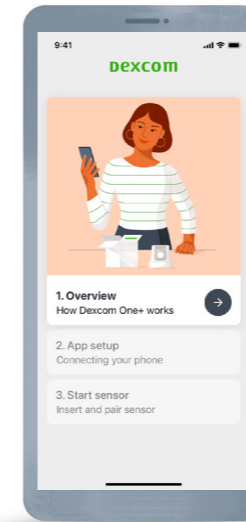


First log in with the account you want to add someone to. Now enter the details of your child or the person you care for. After this, log into all Dexcom apps with the dependent (child)-account.

**Tip:** Choose an easy username, for example first and last name (without space) and use the same password as for the main account. This way, you only need to remember one Dexcom password.

## Step 4: Set up the Dexcom ONE+ app

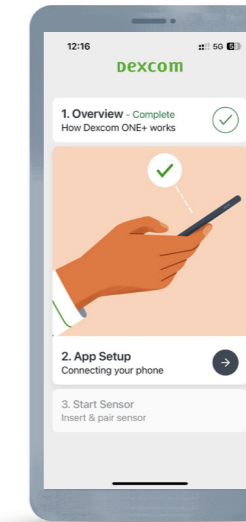
The in-app instructions guide you step by step through the settings



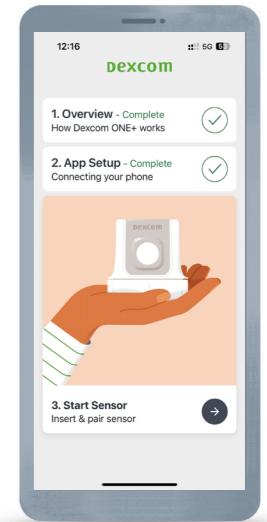
**Overview:**  
Read the brief manual



Enter the **4-digit pairing code** (on the applicator).

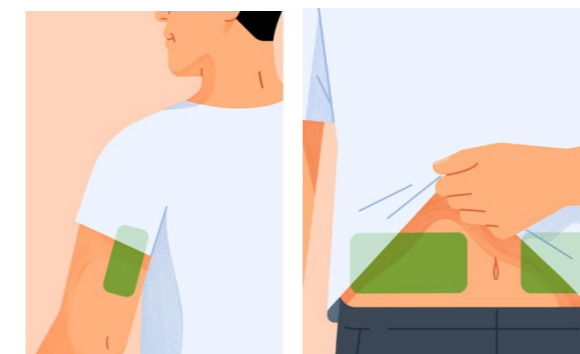


**App setup:**  
Enable Bluetooth and other requirement phone settings

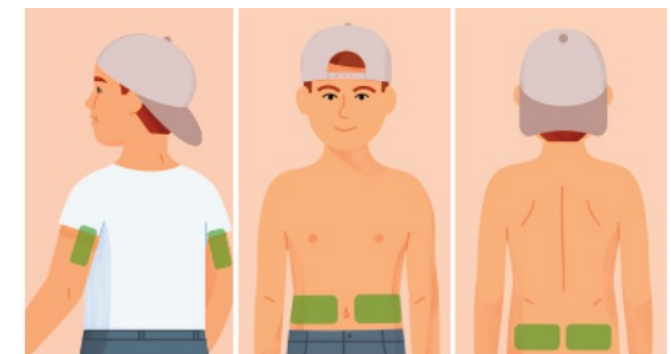


**Start sensor:**  
Follow the in-app instructions to insert your sensor

## Step 5: Choose an application site



**Age 7 and older:** On the abdomen or the back of the upper arm



**Age 2 to 6 years:** On the abdomen, the upper buttocks or the back of the upper arm

### Avoid areas:

- With loose skin or without enough fat to avoid muscles and bones
- That get bumped, pushed, or you lie on while sleeping
- Within 8 centimeters from infusion or insulin injection sites
- Near to waistbands or with irritations, scarring, tattoos, or lots of hair

## Step 6: Insert the sensor

Prefer watching a video?  
Scan the QR-code to watch  
a short instructional video on  
how to insert your sensor.



1 Wash your hands with water and soap and dry these carefully before inserting the sensor.



2 Clean the application site with an alcohol wipe and allow it to dry thoroughly.



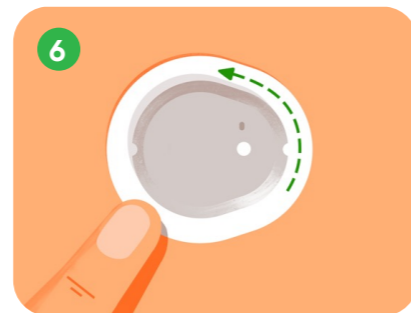
3 Unscrew the cap. Do not touch the inside.



4 Press the applicator firmly against the skin and push the button.



5 Remove the applicator.



6 Rub firmly 3 times around the patch.

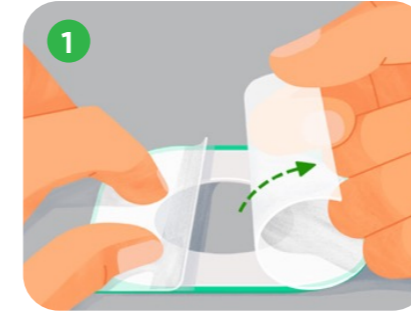


7 Gently press on top of sensor for 10 seconds.

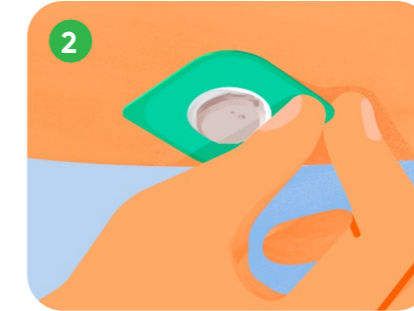


## Step 7: Apply the overpatch

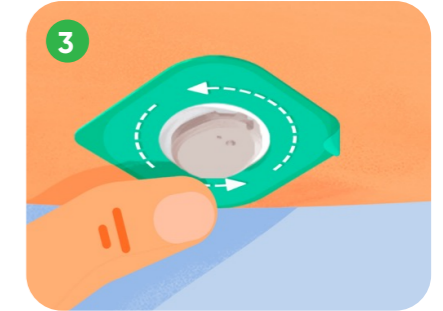
The overpatch helps to keep the sensor in place. Find the overpatch bundled with the paper instructions in the sensor box.



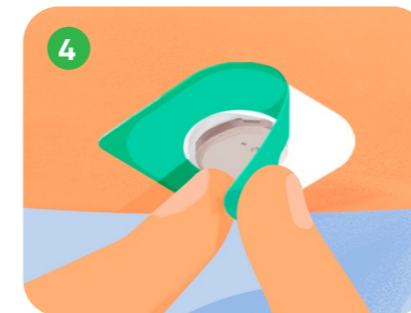
1 Carefully pull off both clear liners, one at a time. Don't touch white adhesive area.



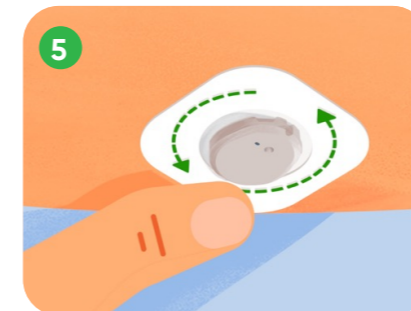
2 Use the colored tab to apply the overpatch around the sensor.



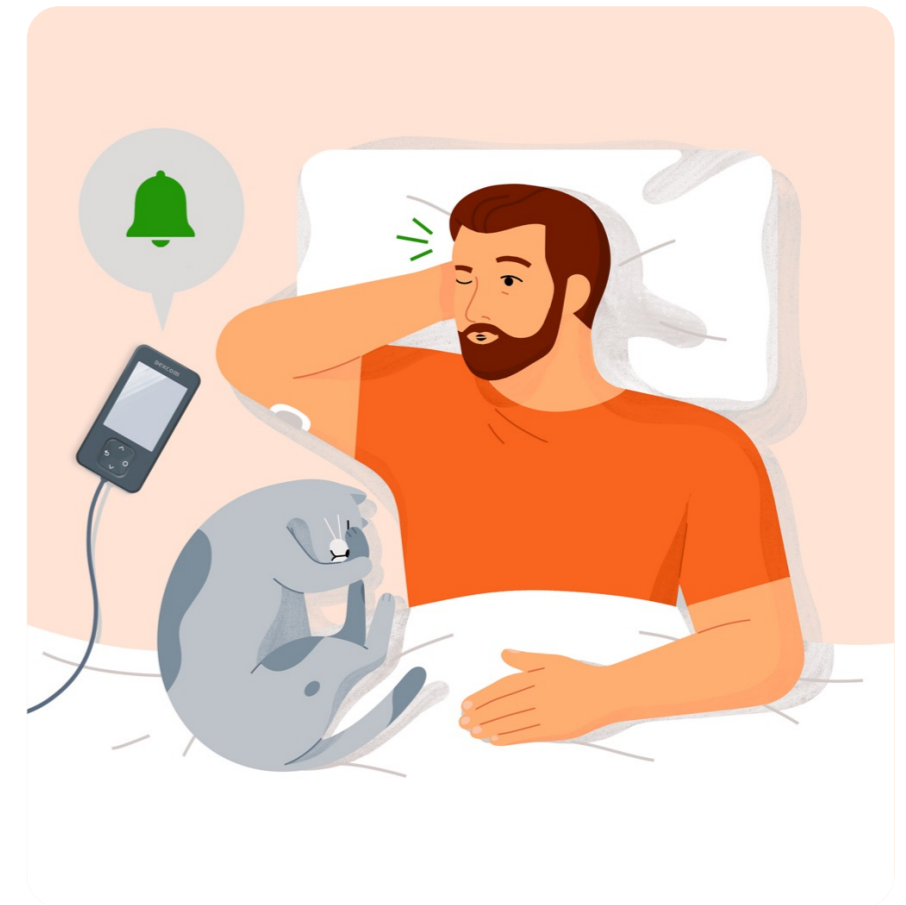
3 Rub around the overpatch.



4 Use the tab to remove the colored protection.



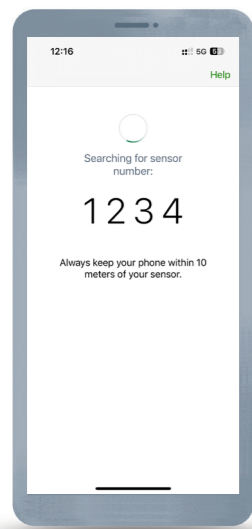
5 Rub around the overpatch again.



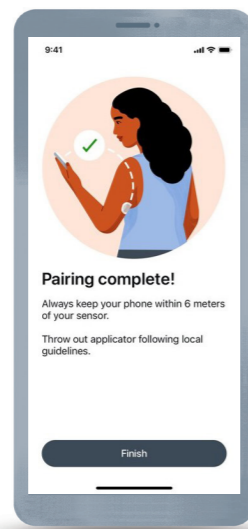
The Dexcom ONE+ is waterproof and may be submerged under 2.4 meters of water for up to 24 hours.<sup>1</sup> Keep the sensor patch as dry and sweat-free as possible for the first 12 hours.

<sup>1</sup>The receiver (as shown above) is not waterproof nor water-resistant.  
<sup>1</sup>Dexcom ONE+ CGM User Guide, 2023.

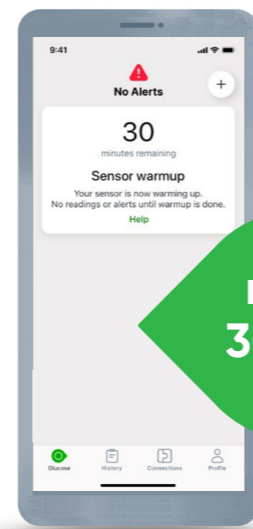
## Step 8: Pair the sensor and start warm-up period



Keep the phone within 10 meters when pairing the sensor.



Wait until the sensor is paired and select **Finish**.



After the warm-up period, the first Dexcom value appears.

### Alerts for high and low glucose levels

Dexcom ONE+ features customisable day and night alerts that can warn of serious highs and lows.

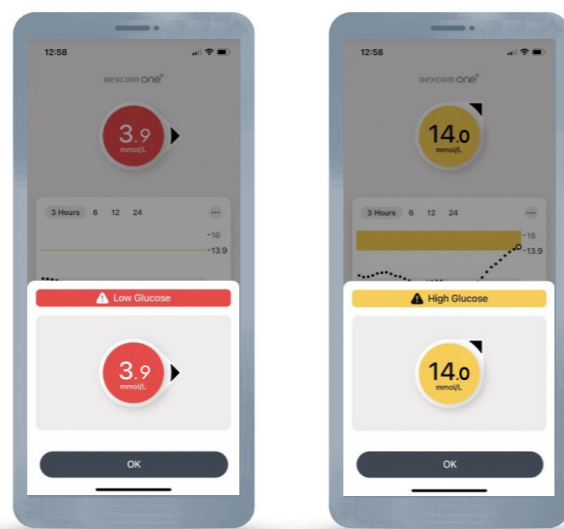
The default settings are as follows:

- **Low glucose: 3.9 mmol/L (if enabled)**
- **High glucose: 14.0 mmol/L (if enabled)**

Consult with your healthcare provider to adjust your alerts according to your lifestyle and goals.

You can customize your alerts via:  
**Profile > Alerts**

**Note:** The sound settings of your phone determine the sound settings of your alerts.

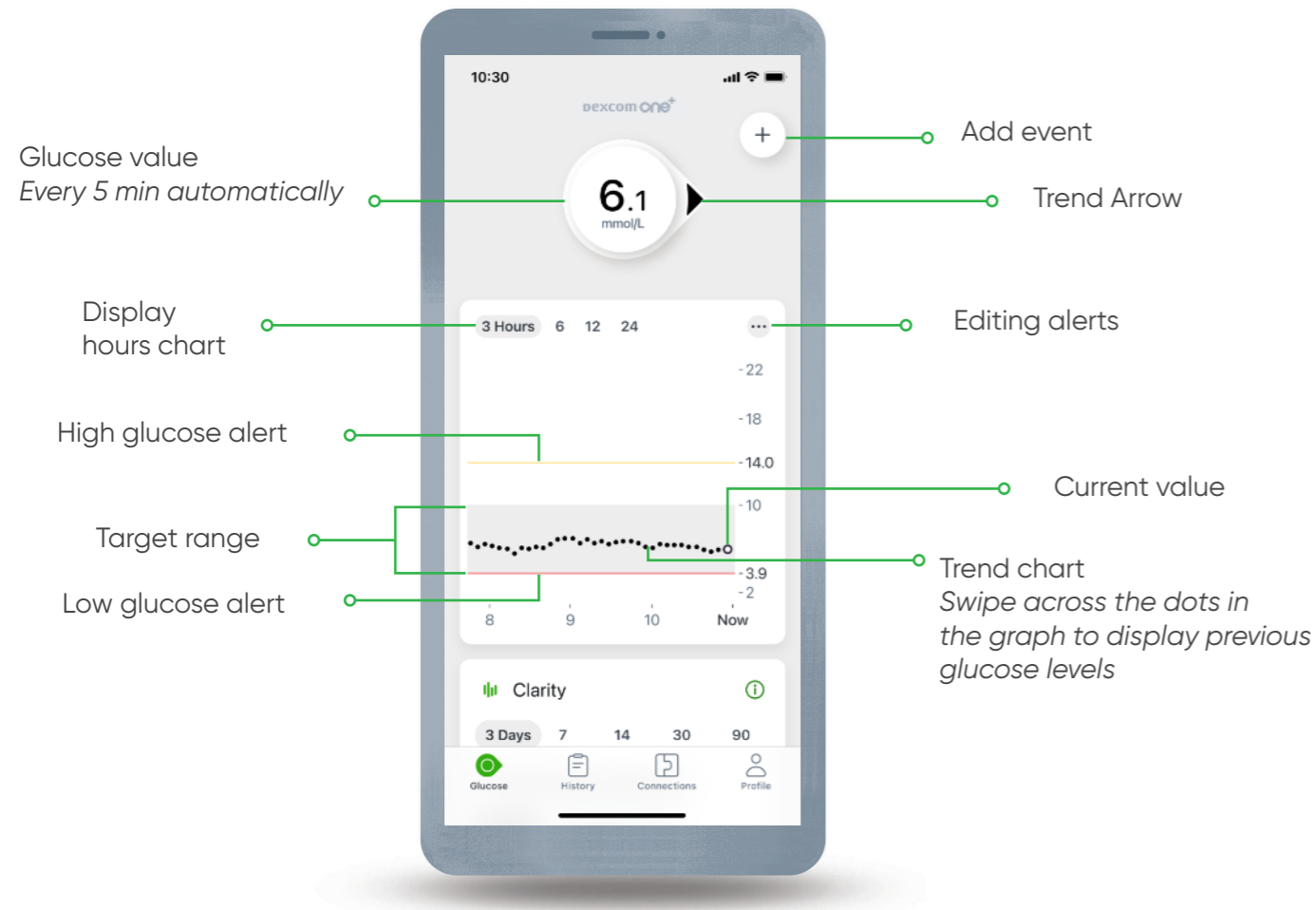


# How the app works

# one+

## Trend display

The trend display shows your sensor's glucose value, trend graph and trend arrow.



## Trend arrows

The trend arrows show the direction and rate of change of the glucose.

	<b>Steady</b> Changing less than 0.8 mmol/L in 15 minutes		<b>Rising or falling</b> Changing 1.7-2.5 mmol/L in 15 minutes
	<b>Slowly rising or falling</b> Changing 0.8-1.7 mmol/L in 15 minutes		<b>Rapidly rising or falling</b> Changing more than 2.5 mmol/L in 15 minutes

## Blood glucose meter

The Dexcom ONE+ measurement (CGM) and blood glucose meter (BGM) sometimes do not match and that is normal. Both measure glucose in different body fluids: interstitial fluid and blood.

Because glucose moves from the blood to the interstitial fluid, glucose in the blood changes slightly earlier than in your interstitial fluid. Therefore, before making treatment decisions with Dexcom ONE+ always look at the number and associated trend arrow.

Use a blood glucose meter when symptoms do not match your sensor reading or when the number or trend arrow is missing.

**Want to learn more?**  
Scan the QR-code to watch a video and learn more about the difference between a BGM and CGM measurement.



## Day 10: End sensor session



Each sensor has a 10-day wear period with a 12-hour grace period.

In the last 24 hours, 2 hours, and 30 minutes, you will receive a silent notification to remind you that the sensor session is about to end.

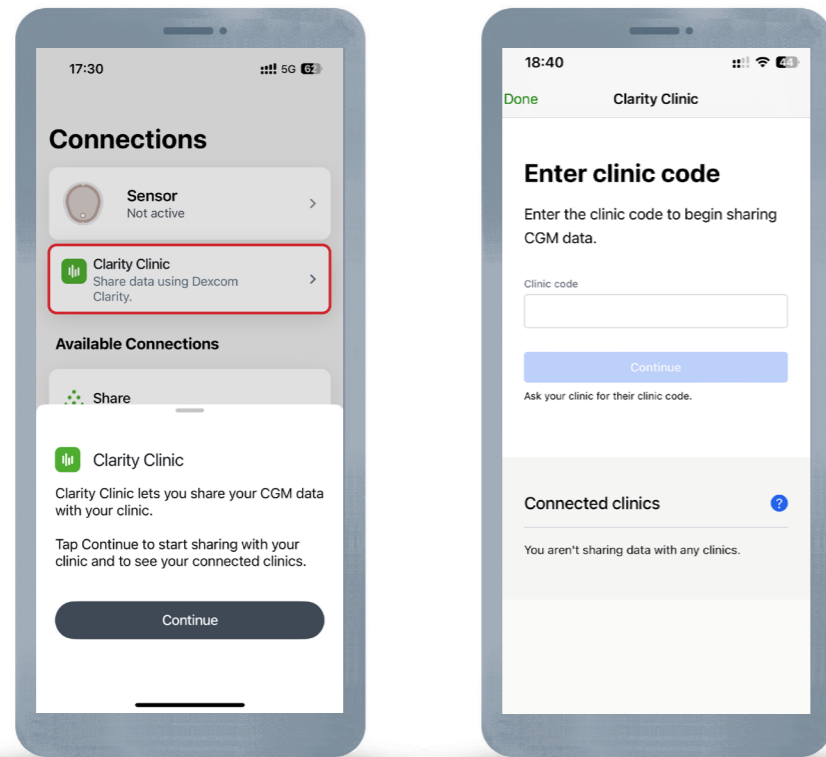
Dexcom ONE+ features a 12-hour grace period, so that you can change your sensor when convenient.

After the session, remove the sensor as you would remove a plaster or bandage. Use body oil if necessary to make this easier.

**Prefer watching a video?**  
Scan the QR-code to watch a short instructional video on how to replace the sensor.



## Sharing data automatically with health care provider<sup>†</sup>



Open the Dexcom ONE+ app.  
Go to **Connections** and tap  
on **Clarity Clinic**.

Ask your health care  
provider for the clinic code  
and enter.

## Dexcom Clarity

Download the Dexcom Clarity app or visit Dexcom Clarity at: [clarity.dexcom.eu](http://clarity.dexcom.eu) to view detailed reports and statistics of your glucose data.

**Tip:** In the **glucose** tab of your Dexcom ONE+ app, you can already find a Clarity summary with the most relevant statistics.



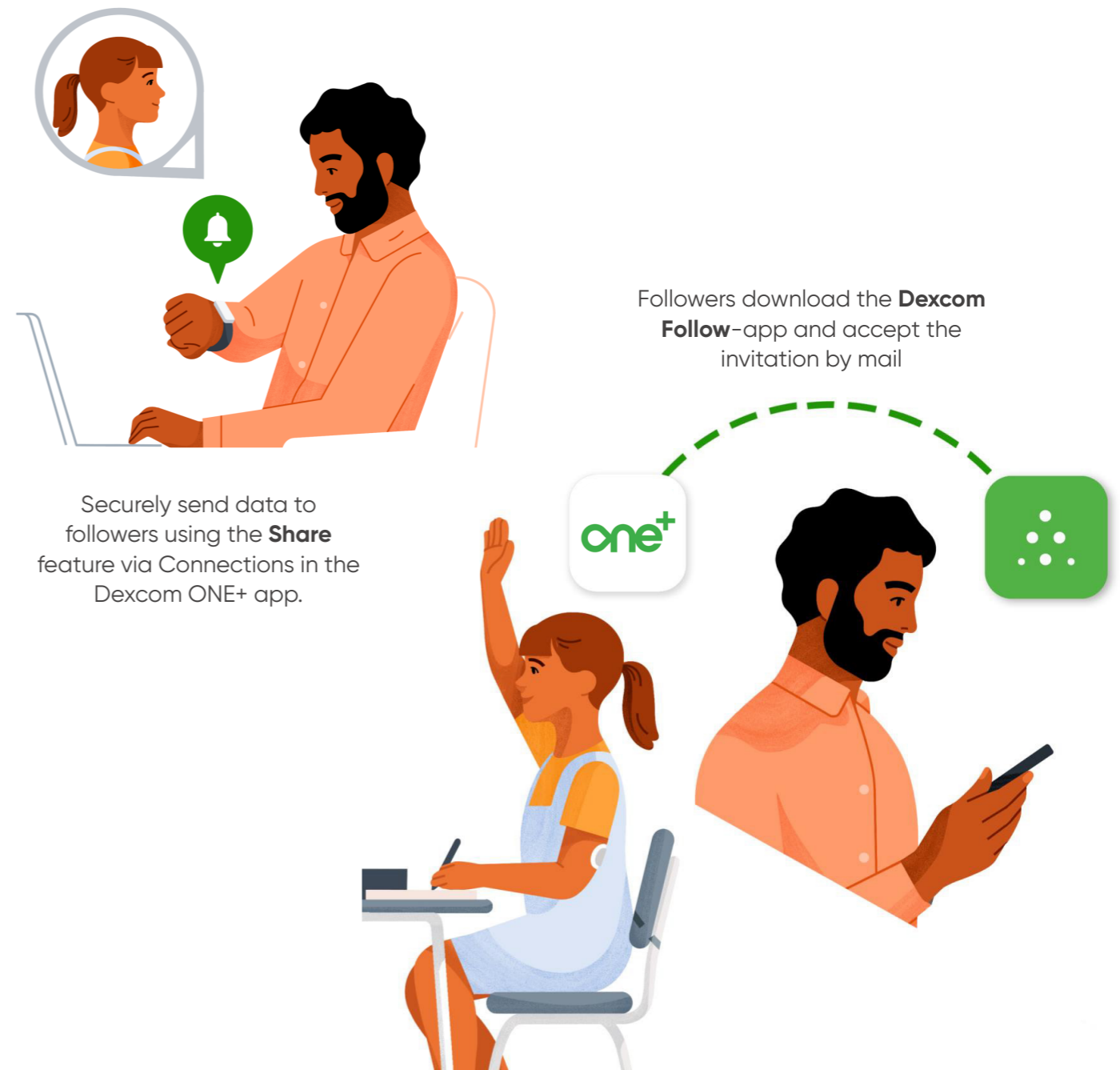
Log in with the same credentials as your other Dexcom app or create a new account.

## Dexcom Share & Follow<sup>\*</sup>

Dexcom Share is a feature within the Dexcom ONE+ app that allows someone (sharer) to send glucose information remotely to others (followers).

Add up to 10 followers.

Go to: **Connections > Share** to invite someone and follow the on-screen instructions.



Securely send data to  
followers using the **Share**  
feature via Connections in the  
Dexcom ONE+ app.

Followers download the **Dexcom  
Follow**-app and accept the  
invitation by mail

<sup>†</sup> Patient must first sync their Dexcom CGM data with the Dexcom Clarity app and consent to share their data with their healthcare provider. An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device: [dexcom.com/compatibility](http://dexcom.com/compatibility)

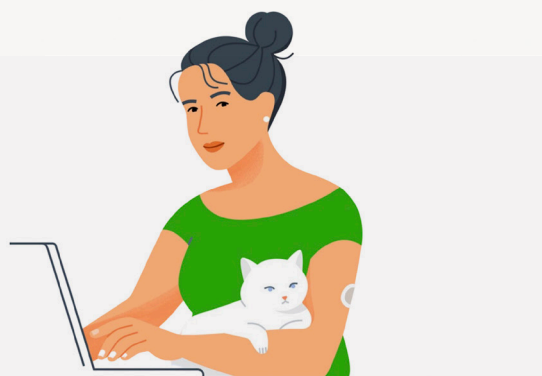
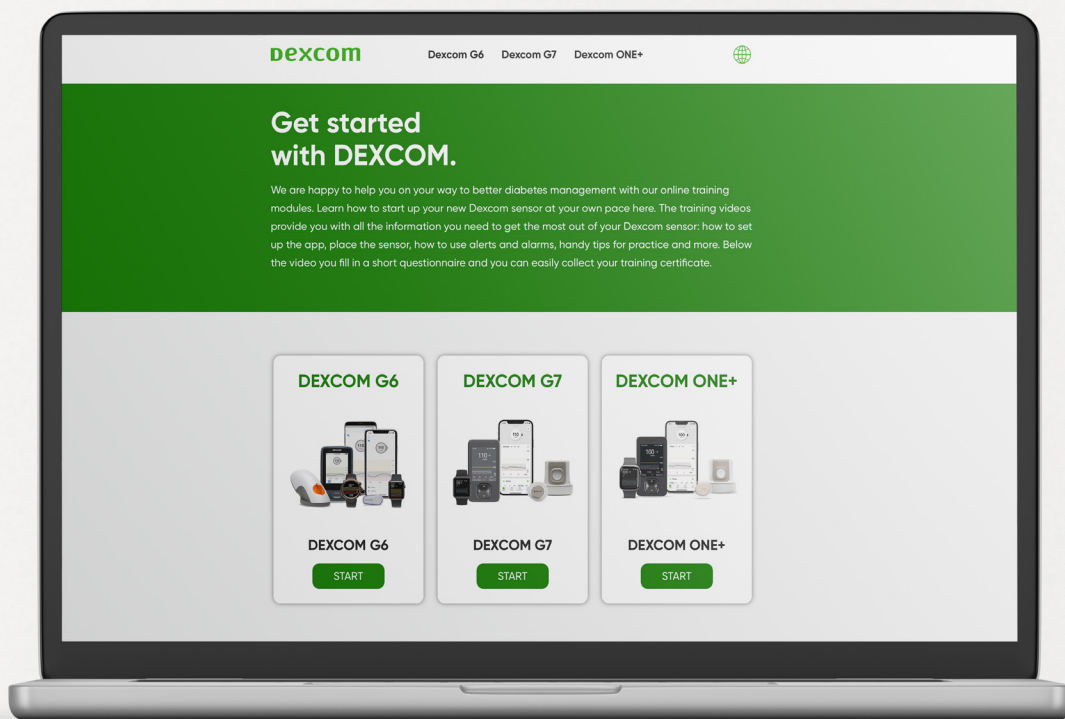
<sup>\*</sup> Internet connection required for data sharing. Data sharing requires the use of the Follow app. Followers should always confirm values in the Dexcom ONE+ app or on the receiver before making treatment decisions.

# More support?

Visit [www.dexcomtraining.com](http://www.dexcomtraining.com) to take advantage of training resources and tools where you can learn at your own pace or sign up for one of our weekly live online sessions.

## Technical questions/support:

- T: 0800 020 1986
- W: [www.dexcom.com/TS-NL](http://www.dexcom.com/TS-NL)



This manual is for illustrative purposes only. Always read the indications, warnings, precautions and instructions that come with your Dexcom ONE+ CGM system. Failure to do so may result in inaccurate sensor readings, missed alerts and missing a severely low or high glucose reading.

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