Dexcom G6 Troubleshooting

Can’t hear alarms/alerts?
- Verify that Bluetooth and volume are turned on

No readings alert for the last 20 minutes
- Check transmitter, is it snapped into the holder?
- Wait (up to 3 hours) while the system fixes itself

Sensor Error Alert (no G6 readings)
- Make sure sensor is secure
- Make sure transmitter is snapped flat into holder

Sensor Failed Alert
- Change sensor

Questions? Page on-call Endo team (Amion) or inpatient CDE (303-234-2588)
Signal Loss Alert (no G6 readings)

- Keep transmitter and phone within 20 feet of each other
- Wait 30 minutes
- App:
  * If that does not work turn Bluetooth off and on. Wait 10 minutes.
  * If that does not work, restart smart device and reopen Dexcom app
  * Wait up to 30 minutes

“Low” or “High” Displayed

- G6 only displays numbers between 40-400 mg/dL

  Below 40 mg/dL
  ![Low]

  Above 400 mg/dL
  ![High]

Additional Dexcom G6 tips

- Sensor starting to peel off?
  - Reinforce adhesive patch with tape or tegaderm (cut hole in center of tegaderm so sensor is not compressed)

- Sweaty skin?
  - Prep skin with alcohol and skin prep (or mastisol)

- Patient leaving room or going off the floor?
  - Leave phone where it is unless directed by provider to send with the patient

Questions? Page on-call Endo team (Amion) or inpatient CDE (303-234-2588)