BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Dexcom G7, G7 15 Day & Stelo

The app, pairing, alerts, sharing with family and your doctor, and fixing problems — explained in plain English, one step at a time

A plain-English guide for wearers and the families who help them

The tech side only — your doctor handles the medical side

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Dexcom G7, G7 15 Day & Stelo on iPhone and Android · facts current November 2026

What's Inside

This is your guide to the technology side of a Dexcom glucose sensor: the phone app, pairing, alerts that actually reach you, sharing with family and your doctor, and what to do when something stops working. It is not medical advice. What your numbers mean, which alert levels to use and any treatment decisions belong to your doctor. Read in any order and at your own pace.

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PART 1

Getting Your Bearings

What a Dexcom sensor and its app do, which model you have, whether your phone will work, and who to call for what.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're holding this guide, chances are you or someone you love has just been handed a Dexcom sensor, or you've worn one for a while and the phone side of it still feels like a puzzle. Either way, you're in the right place.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and I serve folks right here in Portage County, Ohio. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time.

What this guide covers, and what it doesn't

This is a **technology** guide. It covers the Dexcom apps, pairing a sensor to your phone, making sure alerts actually reach you, sharing readings with family and with your doctor's office, and fixing the everyday problems that trip people up.

> **STAY SAFE**
>
> **I'm a tech helper, not a medical professional**
>
> Nothing in this guide is medical advice. What your readings mean, which alert levels to use, and anything to do with medicine, food or insulin are questions for **your doctor, diabetes educator or pharmacist**. When I say "set the levels your doctor recommends," I mean exactly that. If you ever feel unwell, trust how you feel and follow your doctor's plan, and in an emergency call 911.

Who this guide is for

- Anyone wearing a Dexcom G7, a Dexcom G7 15 Day, or a Stelo sensor.
- Anyone still using a Dexcom G6 who is getting ready to switch (see Chapter 3, *Which Dexcom Do You Have?*).
- Husbands, wives, grown children and caregivers who want to follow a loved one's readings on their own phone, with that person's blessing.
- Anyone whose alerts don't seem to sound when they should.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll be able to pair a new sensor without stress, set your phone so important alerts get through, invite family to follow along, send your readings to your doctor's office, and calmly work through a signal loss or a sensor that quit early. Most of all, you'll know who to call for what.

An honest promise

In most of my guides I tell you that you can't break anything by exploring. With the app's screens, that's still true: looking around won't hurt anything. But a few settings here really matter, especially the ones that decide whether an alert makes a sound. I'll point those out clearly, and I'll never ask you to change a medical setting on your own.

You're never stuck alone

If anything in this guide feels like too much, call or text me at **(330) 200-8042**. For anything about your health, call your doctor. For a sensor that failed, call Dexcom. For the phone, the app, the Wi-Fi and the settings, I'm happy to help.

— Bill

CHAPTER 2

What a Dexcom Sensor and App Actually Do

A Dexcom sensor is a small device you wear on your body for about ten to fifteen days. It measures glucose in the fluid just under your skin and sends a new reading to your phone, smartwatch or Dexcom receiver every few minutes, using Bluetooth, the same short-range radio your wireless earbuds use.

The pieces, in plain English

Piece	What it does for you
The sensor	The small disc you wear. It has its own built-in battery and is thrown away at the end of its wear time. You don't charge it.
The applicator	The plastic piece that puts the sensor on. **Save it until the sensor is paired**, because the pairing code is printed on it.
The app	Dexcom G7 (for G7 and G7 15 Day) or Stelo (for Stelo). It shows readings, sounds alerts and shares data.
The receiver	An optional handheld Dexcom screen for people who'd rather not use a phone, or want a backup. See Chapter 14, *The Dexcom Receiver*.
Your Dexcom account	The username and password that tie it all together. See Chapter 5, *Your Dexcom Account*.

What the technology does for you

- Shows your readings on a phone you already carry, without fingersticks for every check (ask your doctor when a fingerstick is still needed).
- Sounds alerts at the levels your doctor recommends, so you don't have to keep checking.
- Lets up to ten family members or caregivers follow along on their own phones (see Chapter 16, *Share: Letting Family Follow Along*).
- Sends your history to your doctor's office automatically, so appointments go further (see Chapter 18, *Clarity: Sharing with Your Doctor's Office*).

What it can't do

- It can't alert you if your phone is off, out of battery, too far away, or set to silence the app.
- It doesn't decide anything for you. Decisions about food, medicine and insulin are between you and your doctor.
- It isn't a medical alert service. Nobody is watching your readings around the clock unless you've set up a follower who is.

HEADS UP

The phone is part of the medical device now

Once you rely on your phone for alerts, its battery, its volume and its notification settings matter. Charge it every night, and read Chapter 12, *iPhone Settings So Alerts Get Through* or Chapter 13, *Android Settings So Alerts Get Through* before you trust it overnight.

CHAPTER 3

Which Dexcom Do You Have?

Dexcom makes several sensors, and they use different apps. Before you download anything, check the box your sensor came in, or the label from the pharmacy.

Sensor	Wear time	App	Prescription?
Dexcom G7	10 days, plus a 12-hour grace period	Dexcom G7	Yes
Dexcom G7 15 Day	15 days, plus a 12-hour grace period	Dexcom G7	Yes (adults 18+)
Stelo	Up to 15 days, plus a 12-hour grace period	Stelo by Dexcom	No (adults 18+ not on insulin)
Dexcom G6 (being retired)	10 days	Dexcom G6	Yes

The Dexcom G7 15 Day

The G7 15 Day uses the same app, the same pairing steps and the same alerts as the regular G7. The sensor simply lasts longer. Dexcom says it is for adults 18 and older, and it launched in the United States in December 2025. Medicare covers it for people who qualify. If you use an insulin pump, ask the pump maker or your doctor whether your pump works with the 15-day sensor before you switch.

If you still have a Dexcom G6

Dexcom stopped making the G6 at the end of June 2026 and says supplies can't be guaranteed after July 1, 2026. Switching to a G7 needs a new prescription from your doctor. Dexcom says it will keep supporting the G6 app for now, but the G7 is the path forward.

GOOD TO KNOW

Stelo is a different product

Stelo is Dexcom's over-the-counter sensor, sold without a prescription to adults who don't use insulin. It has its own app and works a little differently. It has its own part of this guide, starting with Chapter 20, *What Stelo Is and Who It's For*.

TIP

Pumps change the picture

If your Dexcom talks to an insulin pump (Tandem, Omnipod, iLet and others), some steps happen in the pump's app instead. Follow the pump maker's instructions and call their support line for pump questions.

CHAPTER 4

Will Your Phone Work?

Not every phone works with Dexcom apps. Dexcom tests specific iPhone and Android models and keeps an up-to-date list on its website. Checking takes two minutes and saves a lot of frustration.

Find your phone's model and software

iPhone

1. Open the **Settings** app (the gray gear).
2. Tap **General**, then **About**.
3. Note the **Model Name** and the **iOS Version**.

Android

1. Open the **Settings** app.
2. Scroll to the bottom and tap **About phone**.
3. Note the model name, then look for **Android version** (on Samsung phones it's under **Software information**).

Check Dexcom's list

1. On any phone or computer, search for **Dexcom compatibility** and open the page on **dexcom.com**.
2. Choose your product (G7 or Stelo has its own list at stelo.com).
3. Find your phone model and check that your software version is listed.

HEADS UP

Wait before big phone updates

When Apple or Google releases a major new phone software version, Dexcom may need time to test it. If you rely on alerts, it's sensible to check Dexcom's compatibility page before you tap **Update** on a big new version.

TIP

No compatible phone? You still have options

A Dexcom receiver works without a phone at all. Ask your doctor's office or your supplier about one. See Chapter 14, *The Dexcom Receiver*.

CHAPTER 5

Your Dexcom Account

Everything Dexcom runs through one account: the app, sharing with family, and Clarity reports for your doctor. Treat the username and password like the key to your medical records, because in a way they are.

Creating or finding your account

- If you've used any Dexcom product before, you probably already have an account. Use the same one.
- If not, the app walks you through creating one the first time you open it.
- Use an email address you check, because invitations and password resets go there.

A strong, memorable password

Pick a password you don't use anywhere else. A short sentence works well, like three or four unrelated words. Write it down and keep it somewhere safe at home, with the date you set it.

STAY SAFE

Who should know your login

A trusted family member who helps with your care can keep a copy. Nobody who calls, texts or emails you out of the blue should ever be given it. Dexcom will not ask for your password over the phone. See Chapter 19, *Fake Emails, Texts and Keeping Your Account Safe*.

TIP

Forgot your password?

On the app's sign-in screen, tap the **forgot password** link and follow the email Dexcom sends. Check your spam or junk folder if it doesn't arrive in a few minutes.

GOOD TO KNOW

Traveling when you first set up

Dexcom says the G7 app won't finish its first-time setup if you're in a different country from the one on your account. Set up at home before a trip.

CHAPTER 6

Who to Call for What

One of the most useful things you can know is which door to knock on. Calling the right place first saves hours.

If it's about…	Call
What my numbers mean, alert levels, medicine, food, insulin	Your doctor, diabetes educator or pharmacist. Always.
A sensor that failed, fell off early or showed an error	Dexcom Technical Support, 24 hours a day: **(844) 607-8398**. Or submit a Product Support Request on dexcom.com. See Chapter 24, *Sensor Fell Off or Failed Early: Getting a Replacement*.
Ordering, billing, insurance, prescriptions	Your pharmacy or medical supply company. Dexcom's customer line is **(888) 738-3646**, weekdays, 6 a.m. to 5 p.m. Pacific time.
An insulin pump question	The pump maker's support line.
Phone settings, Wi-Fi, apps, sharing, a new phone	Me, Bill: **(330) 200-8042**.
Feeling unwell or an emergency	Follow your doctor's plan, and call **911** in an emergency.

TIP

Write it down once

Fill in the "Keep this handy" table in Chapter 31, *Your Dexcom Cheat-Sheet* with your doctor's number, your supplier's number and Dexcom's number. Stick a copy on the fridge.

SCAM ALERT

Look up numbers yourself

Only call Dexcom using a number from dexcom.com, the app, or your sensor box. Phone numbers in pop-ups, texts or online search ads can be fake. See Chapter 28, *Scams Aimed at Sensor Wearers*.

PART 2

Setting Up Your G7

Downloading the app, pairing a sensor, warmup, the home screen, and the phone settings that decide whether alerts reach you.

CHAPTER 7

Getting the Dexcom G7 App

The Dexcom G7 app is free. It's the same app for the regular G7 and the G7 15 Day. Download it only from your phone's official app store, never from a link in a text or email.

Download and sign in

1. On an iPhone, open the **App Store**. On Android, open the **Play Store**.
2. Tap **Search** and type **Dexcom G7**.
3. Check that the developer is **Dexcom**, then tap **Get** or **Install**.
4. Open the app and sign in with your Dexcom account, or tap the option to create one (see Chapter 5, *Your Dexcom Account*).
5. Allow the permissions the app asks for: notifications, Bluetooth and, on iPhone, Critical Alerts. These are what let the app hear your sensor and sound alerts.
6. The app then walks you through each step, including putting on the sensor and the overpatch.

TIP

Watch Dexcom's own videos

Dexcom has short training videos on its website for every step: setting up the app, inserting the sensor, and setting up Share. Watching one before your first sensor makes the real thing much calmer. Search for **Dexcom G7 training videos**.

If you deleted the app

It happens. Reinstall Dexcom G7 from the app store and sign in with the same account. If your sensor is still in its session, the app will ask you for the sensor's pairing code. If you no longer have the applicator, see Chapter 25, *New Phone, Lost Phone or Broken Phone*, because the same steps apply.

HEADS UP

Don't swipe the app closed

On both iPhone and Android, closing the Dexcom app by swiping it away can stop readings and alerts. Leave it running in the background. It's designed to be.

CHAPTER 8

Pairing a New Sensor

"Pairing" just means introducing the sensor to your phone so they'll talk only to each other. Each new sensor needs it once. It takes a couple of minutes.

Before you start

- Wash and dry your hands, and have the new sensor and applicator ready.
- Have your phone charged, with Bluetooth on.
- Choose a spot the way your sensor's instructions and your doctor describe. The app shows the approved spots.

Pairing, step by step

1. Open the Dexcom G7 app and follow its prompt to start a new sensor.
2. Find the **4-digit pairing code** printed on the applicator.
3. Either take a photo of the code with the app, or type the 4 digits in yourself.
4. Apply the sensor as the app shows, then press on the overpatch if you're using it.
5. Keep the phone close by, within about 20 feet with nothing in between. The app should find the sensor within about 30 seconds.
6. When it pairs, a warmup timer appears. See Chapter 9, *Warmup, Sensor Life and Changing Sensors*.

TIP

Keep the applicator until it's paired

The pairing code lives on the applicator. Set it aside on the counter until the warmup timer appears. Better yet, write the code on a sticky note with the date, in case you need it again (see Chapter 25, *New Phone, Lost Phone or Broken Phone*).

GOOD TO KNOW

Phone and receiver at the same time

You can see readings on a phone, a smartwatch and a Dexcom receiver all at once. Each one has to be paired with the same code. Alerts are set separately on each one. See Chapter 14, *The Dexcom Receiver*.

TIP

It didn't pair?

Don't panic and don't throw anything away. Turn Bluetooth off and back on, keep the phone next to the sensor, and try the code again. Still stuck? See Chapter 23, *When a Sensor Won't Pair*.

CHAPTER 9

Warmup, Sensor Life and Changing Sensors

Right after pairing, the sensor and your body need some time to settle in. Dexcom calls this the warmup. For the G7, it takes about 30 minutes, and the app shows a countdown.

During warmup

- Keep your phone within range.
- There are no readings or alerts until warmup ends, so use whatever backup your doctor has told you to use.
- Leave the app open in the background.

How long a sensor lasts

Sensor	Wear time	Grace period
Dexcom G7	Up to 10 days	12 hours
Dexcom G7 15 Day	Up to 15 days	12 hours

The grace period is extra time at the end so you can change the sensor when it suits you, not at 3 a.m. The app tells you when it starts and when it's about to end.

Checking time left or ending early

1. Open the Dexcom G7 app.
2. Tap the **Connections** tab, then **Sensor**.
3. You'll see how much time is left. From here you can also end the session early if you need to.

GOOD TO KNOW

Sensors can't be restarted

Dexcom says a G7 session can't be restarted once it ends, and you must end the old session before starting a new sensor. Plan to have your next sensor on hand a few days early.

TIP

Make sensor change a routine

Put a reminder in your phone's calendar for the day your sensor ends. Some people pick a regular weekday morning so it's never a surprise.

CHAPTER 10

Finding Your Way Around the App

The G7 app's main screen is simple once you know where things are. Here's a tour of the parts you'll use, described as places on the screen, not as medical guidance.

On the screen	What it's for
The big number and arrow	Your latest reading and which way it's heading. What it means for you is a conversation for your doctor.
The graph	Recent readings over time. Turn your phone sideways or tap the time options to see more hours.
Events	A place to note meals, exercise or medicine, if your doctor asks you to keep a log.
Connections tab	Your sensor, Share, Clarity clinic sharing, watch and other apps.
Profile tab	Alerts, sounds, and a **Phone Settings** page that shows the settings Dexcom recommends.

TIP

Make the text bigger

If the numbers look small, increase your phone's text size: on iPhone, **Settings > Display & Brightness > Text Size**; on Android, search Settings for **font size**.

STAY SAFE

Ask your doctor what to watch for

I deliberately don't explain what particular numbers or arrows mean. Your doctor or diabetes educator will explain what matters for *you*, and that advice can differ from person to person. Write their answers in the "Keep this handy" table in Chapter 31, *Your Dexcom Cheat-Sheet*.

Getting a quick look without opening the app

- On iPhone, if the app offers widgets on your phone, touch and hold an empty spot on the Home Screen, tap **Edit**, then **Add Widget**, and search for Dexcom.
- On Android, touch and hold an empty spot on the Home screen and tap **Widgets**.
- On a smartwatch, see Chapter 15, *Smartwatches*.

CHAPTER 11

Setting Up Alerts

Alerts are what make a sensor more than a number on a screen. The app can beep, vibrate or show a message when readings cross levels you choose. The technology part is easy. Choosing the levels is your doctor's job.

STAY SAFE

Use the levels your doctor recommends

Before you change any alert level, ask your doctor or diabetes educator what to use. Write their numbers down. I won't suggest levels in this guide, and please don't copy someone else's.

Where the alert settings live

1. Open the Dexcom G7 app.
2. Tap **Profile**, then **Alerts**.
3. Tap any alert to see its level, its sound and whether it repeats.
4. Set each level to what your doctor recommends, and choose a sound you'll notice.
5. For each alert, choose **Sound** rather than vibrate-only if you want it to be heard when your phone is set to silence. See Chapter 12, *iPhone Settings So Alerts Get Through*.

GOOD TO KNOW

Each screen has its own alerts

Dexcom says alerts you set in the app don't carry over to the receiver, and alerts set on the receiver don't carry over to the app. Set them on every device you depend on.

TIP

Try the sounds while you're calm

The app lets you preview sounds. Play each one now, at your usual volume, so you'll recognize it at night.

GOOD TO KNOW

Some alerts can't be turned off

A few alerts, such as an urgent low and sensor failure messages, are always on by design. That's a safety feature, not a fault.

CHAPTER 12

iPhone Settings So Alerts Get Through

This is the chapter I most want every iPhone user to read. An iPhone has several ways to go quiet: the silent switch or Action button, Do Not Disturb, Focus modes, Sleep, and app-by-app notification settings. Any one of them can hide a Dexcom alert if it's set the wrong way.

1. Allow Critical Alerts

Critical Alerts are a special kind of iPhone notification that sounds even when the phone is muted or in Do Not Disturb. Dexcom uses them for its most important alerts, such as Urgent Low Soon and Sensor Failure.

1. Open the iPhone **Settings** app.
2. Scroll down and tap **Dexcom G7** (on newer iPhones, tap **Apps** first, then **Dexcom G7**).
3. Tap **Notifications**.
4. Turn on **Allow Notifications** and **Allow Critical Alerts**.
5. Make sure **Sounds** is on.

2. Don't hide or summarize the app

- Don't add Dexcom G7 to **Scheduled Summary** (in Settings > Notifications). Dexcom specifically advises against it.
- Don't make Dexcom a **hidden** app. Hidden apps stop notifications and alerts.

3. Let Dexcom through your Focus modes

1. Open **Settings**, then tap **Focus**.
2. Tap each Focus you use: **Do Not Disturb**, **Sleep**, **Driving** and any others.
3. Tap **Apps** under Allowed Notifications, then add **Dexcom G7**.
4. Repeat for every Focus.

HEADS UP

Reduce Interruptions mode

Dexcom says that in the Reduce Interruptions Focus, only its critical alerts get through, and other Dexcom notifications won't. Add Dexcom as an allowed app there too.

4. Use Dexcom's own checklist

In the Dexcom G7 app, tap **Profile**, then **Phone Settings**. The app lists the settings it recommends and shows which ones need attention. Run through it after every iPhone update.

TIP

After every iOS update, check again

Big iPhone updates sometimes reset notification choices. Make it a habit: update, then open Dexcom's Phone Settings page.

CHAPTER 13

Android Settings So Alerts Get Through

Android phones are clever about saving battery, and sometimes too clever: they can put an app to sleep, which stops readings and alerts. Here's how to keep the Dexcom app awake and audible. Menu names vary a little between Samsung, Google Pixel and other makers.

1. Let the app run in the background

1. Open **Settings**, then **Apps**.
2. Tap **Dexcom G7**.
3. Tap **Battery** (or **App battery usage**).
4. Choose **Unrestricted**, or turn off battery optimization for the app.

HEADS UP

Battery saver and "sleeping apps"

Samsung phones have lists called **Sleeping apps** and **Deep sleeping apps**. Make sure Dexcom G7 is not on either list. Dexcom notes that battery optimization settings can cause signal loss.

2. Notifications and Do Not Disturb

1. In **Settings > Apps > Dexcom G7**, tap **Notifications** and make sure they're allowed.
2. If the app asks for permission to override Do Not Disturb, allow it.
3. In the Dexcom app, open **Profile**, then **Alerts**, and choose **Sound** for the alerts you need to hear.

3. Nearby devices and Bluetooth

On newer Android phones the app needs the **Nearby devices** permission to talk to the sensor. If the app asked and you tapped **Don't allow**, go to **Settings > Apps > Dexcom G7 > Permissions** and turn it on.

TIP

Use Dexcom's checklist here too

In the Dexcom G7 app, tap **Profile**, then **Phone Settings**, and fix anything it flags.

CHAPTER 14

The Dexcom Receiver

The Dexcom G7 receiver is a small handheld screen made only for your sensor. Some people use it instead of a phone; others keep it as a backup on the nightstand.

Why someone might choose a receiver

- No smartphone, or a phone that isn't on Dexcom's compatibility list.
- A simple, single-purpose device with nothing else to learn.
- A backup for when the phone needs to be replaced or repaired.

Living with a receiver

- Pair it with the same 4-digit code from the applicator.
- Set its alerts separately; they don't copy from the app.
- Charge it regularly. Put it on the charger at the same time every day.
- A receiver doesn't share readings with family on its own. Followers need the sensor wearer to use the phone app (see Chapter 16, *Share: Letting Family Follow Along*).

GOOD TO KNOW

Uploading receiver data for your doctor

If you use only a receiver, your readings don't reach Clarity on their own. Dexcom says to upload the receiver to Dexcom Clarity at least every 30 days, by plugging it into a computer, because it holds about 30 days of data. See Chapter 18, *Clarity: Sharing with Your Doctor's Office*.

TIP

Forgot to charge it?

Plug it in. It will reconnect to the sensor on its own once it has power. Readings stored on the sensor may fill in the gap.

CHAPTER 15

Smartwatches

A glance at your wrist is handy, especially when your hands are full or you're out walking. The Dexcom G7 app works with Apple Watch and with some Android watches running Wear OS.

Apple Watch, the usual way

1. On your iPhone, open the **Watch** app.
2. On the **My Watch** tab, scroll to **Available Apps**.
3. Find **Dexcom G7** and tap **Install**.
4. Open Dexcom on the watch. Readings come through your iPhone, so keep the phone nearby.

GOOD TO KNOW

Direct to Watch

Dexcom also offers **Direct to Watch**, where the sensor sends readings straight to an Apple Watch even when the iPhone is out of range. It has its own walkthrough in "Ways Dexcom Can Make Life Easier" near the start of the web version of this guide. It works only with the G7 and Apple Watch.

Android watches

On Android, Dexcom supports certain Wear OS watches through the phone. Check Dexcom's compatibility page for your watch model before buying one for this purpose.

HEADS UP

A watch is a convenience, not a backup alarm

Watches have small speakers and short batteries. Keep your phone's alerts set up as described in Chapter 12, *iPhone Settings So Alerts Get Through* or Chapter 13, *Android Settings So Alerts Get Through* even if you love the watch.

PART 3

Sharing with Family and Your Doctor

Dexcom Share and the Follow app for loved ones, and Dexcom Clarity for your doctor's office.

CHAPTER 16

Share: Letting Family Follow Along

Dexcom **Share** lets the person wearing the sensor (Dexcom calls you the **Sharer**) invite family members or caregivers (called **Followers**) to see readings on their own phones. A daughter three states away can get the same alert you do.

WHAT THIS DOES FOR YOU

What Share does for you

Peace of mind on both ends. You don't have to text someone every time they worry, and they don't have to call to check. You choose exactly what each person sees and which alerts they get.

Inviting a follower

1. Open the Dexcom G7 app.
2. Tap the **Connections** tab, then tap **Share**.
3. Follow the prompts to turn Share on, if this is your first time.
4. Enter the follower's name and email address and send the invitation.
5. Repeat for each person. You can have up to **10 followers**.

Choosing what each follower sees

Once someone accepts, you can tap their name in Share and choose whether they see your graph and which notifications they receive. Discuss the levels with them and with your doctor so everyone agrees on what an alert means and what to do.

GOOD TO KNOW

Share needs the internet

Readings travel from the sensor to your phone by Bluetooth, then from your phone to followers over Wi-Fi or cellular data. If your phone has no internet, followers stop getting updates, even though your own app keeps working.

TIP

Invitation didn't arrive?

Ask the follower to check their spam or junk folder. If it's still missing, remove them in Share and invite them again, checking the spelling of the email address.

STAY SAFE

Talk about a plan

A follower alert is only useful if the follower knows what you'd like them to do. Agree on it together, with your doctor's advice, and write it down. Include when to call you, when to call a neighbor, and when to call 911.

CHAPTER 17

For Followers: Using the Dexcom Follow App

This chapter is for the family member or caregiver who received an invitation. The Dexcom Follow app is free and works on iPhone and Android.

Accepting an invitation

1. Open the invitation email from Dexcom on your phone.
2. Tap the link to download **Dexcom Follow**, or search for it in your app store. Check that the developer is Dexcom.
3. Open the app and follow the prompts to accept the invitation and create or sign in to your own account.
4. Allow notifications, and on iPhone allow **Critical Alerts** if offered, so you hear alerts.

If you get a new phone

Install Dexcom Follow on the new phone. Dexcom says the Sharer then has to remove you from their Followers and invite you again. It takes two minutes on their end.

Make sure your own phone lets alerts through

Everything in Chapter 12, *iPhone Settings So Alerts Get Through* and Chapter 13, *Android Settings So Alerts Get Through* applies to followers too. Add **Dexcom Follow** to your allowed apps in each Focus or Do Not Disturb setting, and keep its battery use unrestricted on Android.

GOOD TO KNOW

Followers can follow more than one person

A grandparent caring for a grandchild and a spouse, for example, can see both in one Follow app.

TIP

Respect the person you're following

Following is a privilege the Sharer can turn off at any time. A quick, kind check-in usually lands better than an anxious one.

CHAPTER 18

Clarity: Sharing with Your Doctor's Office

Dexcom Clarity keeps your history and turns it into reports. When your doctor's office is linked to your account, they can see those reports before or during your appointment, without you printing anything.

If your doctor's office sends you a sharing code

Many offices use a Clarity clinic account. They'll send an invitation or give you a **sharing code**.

1. In the Dexcom G7 app, tap **Connections**, then **Clarity Clinic**.
2. Enter the clinic's sharing code and confirm the clinic's name.
3. Or, on a computer, sign in at **clarity.dexcom.com**, open **Settings**, and enter the code there.
4. Once linked, sharing continues automatically as long as your app is connected to the internet.

The Dexcom Clarity app for you

Dexcom also makes a free **Dexcom Clarity** app. It shows the same reports your doctor sees, so you can bring questions to your appointment. Download it from your app store and sign in with your Dexcom account.

TIP

Bring questions, not conclusions

Reports are a starting point for a conversation with your doctor. Jot down any questions they raise and ask at your next visit.

GOOD TO KNOW

Using a receiver only?

Receiver readings must be uploaded to Clarity from a computer at least every 30 days. See Chapter 14, *The Dexcom Receiver*.

CHAPTER 19

Fake Emails, Texts and Keeping Your Account Safe

Health accounts are valuable to scammers. A fake "Dexcom" email or text can look convincing. Here's how to tell the difference.

Red flags

- A message saying your account is "locked" or "suspended" with a link to sign in.
- A request for your password, a code sent to your phone, or a credit card number.
- An offer of free sensors in exchange for your Medicare number.
- Spelling mistakes, odd sender addresses, or pressure to act today.

What to do instead

1. Don't tap the link.
2. Open the Dexcom app or type **dexcom.com** yourself to check your account.
3. If you're unsure, call Dexcom using the number in Chapter 6, *Who to Call for What*, or call me.
4. Delete the message.

SCAM ALERT

Nobody needs your sign-in code

If someone asks you to read back a code that was just texted to you, it's a scam. Every time.

TIP

Same password everywhere? Change this one

If your Dexcom password is also your email password, change one of them today. A unique password for each important account is the single best protection.

PART 4

Stelo: The Over-the-Counter Sensor

What Stelo is, who it's for, what it costs, and how to set it up.

CHAPTER 20

What Stelo Is and Who It's For

Stelo is Dexcom's sensor you can buy without a prescription. It looks and works much like a G7, but it has its own app, called **Stelo by Dexcom**, and it's designed for a different group of people.

Who it's labeled for

- Adults 18 and older who do **not** use insulin.
- Dexcom says not to use it if you're on insulin, on dialysis, or have problematic low blood sugar.
- Your home and your Stelo account must be in the United States.

STAY SAFE

Ask your doctor first

Even though Stelo needs no prescription, talk with your doctor before you start, especially if you have diabetes or take any diabetes medicine. If you use insulin, Stelo is not the right product; ask your doctor about a prescription sensor.

What it costs

On stelo.com, Stelo has been sold as a one-time pack of two sensors for about **99 dollars**, or as a subscription for about **$89 a month**, with a three-month option as well. It's eligible for HSA and FSA accounts. Prices change, so check stelo.com before you buy.

GOOD TO KNOW

No refunds, check the cancel window

Stelo's site has said orders aren't refundable, with a short window right after ordering to cancel. Read the terms on the checkout page before you subscribe.

SCAM ALERT

Buy from Dexcom or a well-known store

Sensors sold by strangers on auction sites or social media may be used, expired or fake. Stelo sensors are for one person only and can't be moved to someone else once applied.

CHAPTER 21

Setting Up Stelo

Setting up Stelo is a lot like setting up a G7. The main differences: a different app, and Stelo can be set up on only one smartphone.

1. Check your phone is on the list at **stelo.com/compatibility**.
2. Download **Stelo by Dexcom** from your app store. It's free.
3. Open it and create your account with your own details, even if the sensor was a gift.
4. Follow the app's steps to apply the sensor.
5. Find the pairing code on the applicator and enter it. Keep the applicator until pairing finishes.
6. Dexcom says pairing usually takes less than five minutes, followed by a warmup.

Connecting Stelo to other apps

The Stelo app can send readings to **Apple Health** on iPhone, **Health Connect** on Android, and the **Oura** ring app. Look for these in the Stelo app's settings or connections area. Viewing glucose in the Oura app requires an Oura membership.

GOOD TO KNOW

The Stelo app was redesigned in 2026

Dexcom announced a refreshed Stelo app in June 2026, rolling out in the U.S. from July. If your screens don't match a video or article you're following, that's probably why. The steps are still the same idea.

TIP

Stelo questions go to Stelo support

For a Stelo sensor that failed or fell off, use the support pages at stelo.com, since Stelo has its own help center.

PART 5

When Something Goes Wrong

Signal loss, pairing trouble, sensors that quit early, new or lost phones, travel, and ordering supplies.

CHAPTER 22

Signal Loss and Gaps in Readings

"Signal Loss" means your phone hasn't heard from the sensor for a while. It's the most common Dexcom message, and it's usually fixable in a few minutes. Remember that the sensor only sends a reading by Bluetooth briefly, about once every five minutes, so after a fix it can take a few minutes to see a new number.

Work through these in order

1. **Bring the phone close.** Keep it within about 20 feet of the sensor, with nothing in between. That includes your own body, walls and water. Carrying the phone on the same side of your body as the sensor helps.
2. **Turn Bluetooth off, then back on**, and leave it on.
3. **Open the Dexcom app** and leave it running. Don't swipe it closed.
4. **Wait up to five minutes.**
5. **Restart the phone**, then open the app again.
6. **Check the phone settings** in the app under **Profile > Phone Settings**, especially battery saving on Android.
7. **Still no readings after 30 minutes?** Call Dexcom Technical Support (see Chapter 6, *Who to Call for What*).

TIP

Overnight gaps

If readings drop out at night, it's often because you're lying on the sensor with the phone on the far nightstand. Try the phone on the same side as the sensor.

STAY SAFE

During a signal loss you have no alerts

Until readings come back, the app can't warn you. Follow your doctor's plan for backup checks, and trust how you feel.

GOOD TO KNOW

"Bluetooth is off" message

If the app says Bluetooth is off, turn it on in Control Center (iPhone) or Quick Settings (Android). Airplane mode can turn Bluetooth off; you can turn Bluetooth back on while staying in airplane mode.

CHAPTER 23

When a Sensor Won't Pair

A sensor that won't pair is frustrating, especially when you've just put it on. Take a breath. Most of the time it's a typo, a Bluetooth hiccup, or the old session still running.

Things to check

1. Has the old sensor session ended? You must end it before starting a new one (see Chapter 9, *Warmup, Sensor Life and Changing Sensors*).
2. Is the code right? Compare the 4 digits on the applicator with what you entered. Try typing it instead of photographing it, or the other way around.
3. Is Bluetooth on, and is the phone right next to the sensor?
4. Is the app up to date? Check the App Store or Play Store for updates.
5. Restart the phone and open the app again.

HEADS UP

Pumps and receivers

If the same sensor is also paired with a pump or receiver, follow the pump maker's or Dexcom's instructions for which device to pair first. When in doubt, call Dexcom Technical Support.

TIP

Keep the box and applicator

If it still won't pair, Dexcom will want the sensor's serial number from the box. Don't throw anything away until the problem is sorted. See Chapter 24, *Sensor Fell Off or Failed Early: Getting a Replacement*.

When to call Dexcom

If you've tried the checklist and the sensor still won't pair after about half an hour, call Dexcom Technical Support at **(844) 607-8398**. They're available 24 hours a day.

CHAPTER 24

Sensor Fell Off or Failed Early: Getting a Replacement

Sensors sometimes fail, show an error, or come off before their time. Dexcom has a replacement process for this. You don't have to just eat the cost.

Before you contact Dexcom

- Find the sensor's **serial number**. Dexcom says it's printed on the side of the sensor box, the fourth number up from the bottom.
- Note roughly when it started and when it failed or fell off.
- Keep the sensor and applicator if you still have them.

Requesting a replacement

1. Go to **dexcom.com** and search for **Product Support Request**, or call Dexcom Technical Support at **(844) 607-8398**.
2. Answer the questions about what happened.
3. Give the serial number when asked.
4. Dexcom will tell you whether a replacement is approved and how it will be sent.

GOOD TO KNOW

G7 15 Day sensors that end early

Dexcom says if a G7 15 Day sensor ends early, contact Technical Support to see how to get an additional sensor at no cost.

TIP

Help it stay on next time

Use the overpatch that comes in the box. Ask your doctor's office or pharmacist about skin preparation and extra patches if sensors keep loosening.

SCAM ALERT

Replacements come from Dexcom

Dexcom doesn't call people out of the blue offering replacements for a fee. If someone does, hang up.

CHAPTER 25

New Phone, Lost Phone or Broken Phone

Your sensor can keep working through a phone change. The key is the sensor's pairing code.

Switching to a new phone (old phone still works)

1. On the **old** phone, open the Dexcom G7 app.
2. Tap **Connections**, then **Sensor**, and write down the sensor's pairing code.
3. On the **new** phone, install Dexcom G7 and sign in with the same Dexcom account.
4. Follow the setup steps and enter the pairing code when asked.
5. Check that readings appear, then delete the app from the old phone so two phones don't compete.

Lost or broken phone

- If you have a receiver, use it until the new phone is ready.
- If you wrote the pairing code on a sticky note or kept the applicator, you can set up a new phone with it.
- If you don't have the code, call Dexcom Technical Support. You may need to start a new sensor.
- Your followers will stop getting updates until you're set up again. Give them a call.

TIP

A sticky note saves the day

Every time you start a sensor, write its pairing code and the date on a note and keep it with your phone charger. When a phone breaks, that note is gold.

GOOD TO KNOW

Followers with new phones

If it's a follower who got a new phone, see Chapter 17, *For Followers: Using the Dexcom Follow App*.

CHAPTER 26

Traveling with Your Dexcom

A Dexcom sensor travels well. A little planning makes airports and trips smoother.

At the airport

- Dexcom says you can wear a G7 sensor through walk-through metal detectors and the full-body scanners.
- Dexcom also notes that not every scanner and X-ray machine has been tested, so asking for a hand-wand or pat-down instead is the most cautious choice.
- Tell the officer you're wearing a medical device that can't be removed because it's inserted under the skin.
- Keep spare sensors and your receiver in your carry-on, not checked bags.

Packing list

- Enough sensors for the trip, plus one or two spares.
- Your phone charger and a small portable battery.
- Your receiver, if you have one, and its charger.
- A copy of your prescription and your doctor's number.

HEADS UP

Time zones and airplane mode

In airplane mode, turn Bluetooth back on so the sensor can reach the phone. Followers won't get updates unless you're on the plane's Wi-Fi. Ask your doctor about any timing questions across time zones.

GOOD TO KNOW

Medical scans and procedures

If you're having an MRI, CT scan or surgery, tell the staff you're wearing a Dexcom sensor and follow their instructions and Dexcom's. Don't guess.

CHAPTER 27

Ordering Sensors and Understanding Costs

Prescription Dexcom sensors come through a pharmacy or a medical supply company, depending on your insurance. Stelo is bought directly (see Chapter 20, *What Stelo Is and Who It's For*).

The usual path

1. Your doctor writes a prescription.
2. It goes to a pharmacy or a durable medical equipment (DME) supplier your insurance uses.
3. You refill on a schedule, often every one to three months.

Medicare

Medicare covers continuous glucose monitors for people who meet its rules, and Dexcom says the G7 15 Day is covered for Medicare beneficiaries who qualify. Whether you qualify is a decision for your doctor and Medicare. Dexcom has a Medicare information page at dexcom.com, and you can call 1-800-MEDICARE.

TIP

Reorder early

Request your refill a week before you'll run out. Supply companies sometimes need extra time for paperwork.

SCAM ALERT

Nobody legitimate cold-calls to send you a sensor

Your doctor orders your sensors. A stranger who calls offering a "free" CGM and asking for your Medicare number is running a scam. See Chapter 28, *Scams Aimed at Sensor Wearers*.

GOOD TO KNOW

Costs vary a lot

What you pay depends on your plan, deductible and pharmacy. Your insurer or supplier can give you the exact figure. Ask before you order.

PART 6

Staying Safe and Getting Help

Scams aimed at people with diabetes, helping a parent with their sensor, when to call Bill, and a one-page cheat-sheet.

CHAPTER 28

Scams Aimed at Sensor Wearers

Glucose sensors are expensive, which makes them attractive to scammers. Federal investigators have warned people with diabetes about these tricks for years, and they're still around.

The "free supplies" phone call

Someone calls saying you qualify for a free glucose monitor or free diabetic supplies through Medicare. All they need is your Medicare number. The HHS Office of Inspector General warns that these calls don't come from Medicare, and the items, if they arrive at all, are still billed to Medicare.

Other tricks

- Sensors sold cheaply on social media or auction sites. They may be used, expired, stolen or counterfeit.
- Boxes of supplies you never ordered arriving in the mail. That's often a sign someone billed Medicare in your name.
- Fake "Dexcom" emails or texts asking you to sign in (see Chapter 19, *Fake Emails, Texts and Keeping Your Account Safe*).
- Search ads for "Dexcom support" that lead to fake phone numbers.

What to do

1. Hang up on anyone offering free medical equipment. Don't confirm your name or Medicare number.
2. Read your Medicare Summary Notice or plan statement for supplies you didn't get.
3. Report suspected fraud to **1-800-HHS-TIPS** (1-800-447-8477) or 1-800-MEDICARE.
4. Refuse or return any supplies you didn't order.

SCAM ALERT

The golden rule

Your doctor orders your sensors. Not a caller, not a text, not an ad. If in doubt, call your doctor's office, or call me at **(330) 200-8042** for a second opinion.

CHAPTER 29

Helping a Parent or Spouse with Their Sensor

Family members often end up helping a parent or spouse with the phone side of a sensor. Here's a calm, respectful way to do it.

Start with permission

It's their body, their health information and their phone. Ask before you install apps, change settings or set yourself up as a follower. A simple "Would it help if I could see your readings too?" goes a long way.

A good first session together

1. Check their phone is compatible (Chapter 4, *Will Your Phone Work?*).
2. Set up or find their Dexcom account, and write the login down together (Chapter 5, *Your Dexcom Account*).
3. Pair the sensor with them doing the tapping, while you coach (Chapter 8, *Pairing a New Sensor*).
4. Go through the phone settings so alerts get through (Chapter 12, *iPhone Settings So Alerts Get Through* or Chapter 13, *Android Settings So Alerts Get Through*).
5. With their permission, set you up as a follower (Chapter 16, *Share: Letting Family Follow Along*).
6. Link their doctor's office if the office asks (Chapter 18, *Clarity: Sharing with Your Doctor's Office*).
7. Fill in the "Keep this handy" table in Chapter 31, *Your Dexcom Cheat-Sheet* and put it by their phone charger.

STAY SAFE

Medical questions go to their doctor

Resist the urge to interpret their numbers or suggest changes. Offer to go to an appointment with them and bring a list of questions instead.

TIP

Large text and a simple home screen

Make the text bigger and put the Dexcom app on the first Home Screen page, so it's easy to find.

CHAPTER 30

When to Call Bill

This guide is meant to help you handle the technology side of your sensor calmly and on your own terms. But some things are easier with a friendly person beside you.

Good reasons to call

- You'd like someone to sit with you for your first sensor and set up the app, alerts and phone settings.
- Alerts aren't sounding and you can't find which setting is hiding them.
- You're getting a new phone and want your sensor, followers and doctor link moved over smoothly.
- You want to set up a parent or spouse as a Sharer and yourself as a Follower, the right way.
- Your Wi-Fi or cell signal at home is weak, so followers keep losing updates.
- You got a call, text or email about free sensors or your Dexcom account and want a second opinion.

WHAT THIS DOES FOR YOU

Device Training

This guide pairs with my **Device Training** service: an unhurried, one-on-one session where we set up your phone, the Dexcom app and sharing together and practice until it feels natural.

STAY SAFE

What I don't do

I don't give medical advice, choose alert levels, or apply sensors for you. For those, please call your doctor, diabetes educator, pharmacist or Dexcom.

How to reach me

I'm Bill, and Bill's Home Tech serves **Portage County, Ohio**. Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule. My help is **$49 remote · $99 in your home**. With 30+ years of professional experience, I promise there's no question too basic.

STAY SAFE

In an emergency, call 911, not me

If you feel very unwell or someone is in danger, call 911 right away.

— Bill

CHAPTER 31

Your Dexcom Cheat-Sheet

The whole guide, boiled down to what you'll reach for most.

Where things live in the Dexcom G7 app

I want to…	Go here
Alerts and sounds	**Profile > Alerts**
Recommended phone settings	**Profile > Phone Settings**
Time left, end session, pairing code	**Connections > Sensor**
Invite family	**Connections > Share**
Link your doctor's office	**Connections > Clarity Clinic**
Apple Health	**Connections > Apple Health**

iPhone settings that matter

Setting	How it should be
Critical Alerts	**Settings > Dexcom G7 > Notifications > Allow Critical Alerts** on
Focus modes	Add Dexcom G7 as an allowed app in every Focus
Scheduled Summary	Keep Dexcom G7 **out** of it

When something goes wrong

1. Signal loss: phone closer, Bluetooth off and on, app open, wait 5 minutes, restart.
2. Won't pair: end the old session, re-enter the 4-digit code, phone right next to the sensor.
3. Fell off or failed: find the serial number on the box, then contact Dexcom.
4. New phone: copy the pairing code from **Connections > Sensor** first.
5. Feeling unwell: follow your doctor's plan; in an emergency, call 911.

Keep this handy

Item	Write it here
My doctor / diabetes educator	_____

Item	Write it here
Alert levels my doctor recommended	_____
My pharmacy or supply company	_____
Dexcom Technical Support (24/7)	(844) 607-8398
My Dexcom account email	_____
Current sensor pairing code and start date	_____
My followers	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

One last word

You don't have to master all of this in a day. Get the alerts working, invite one person you trust, and keep that pairing code note by the charger. The rest will come. And if you'd like a hand, I'm a phone call away.

— Bill