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MEDICAL DEVICE ADVISORY - Dexcom G7 iOS App version 2.12 – Initial / Revision 1
FAS-SD-26-005 - US-MF-000010694 – UDI: 00386270001863

Issue Description:

In G7 iOS App version 2.12, only Critical Alerts are designed to override the phone's Silent Mode or Focus Mode setting. Non-critical alerts behave in accordance with the phone's notification settings. Because you're using this version of the Dexcom G7 iOS app, you may experience this behavior.

Health Impact:

If a user is unaware that non-critical alerts may not sound due to behaving in accordance with the phone settings, there is a potential for delayed detection of a hypoglycemic or hyperglycemic event. There have been no serious injuries associated with this issue.

Recommended Customer Action:

Please review the Issue Description within this notice to ensure awareness of G7 iOS app version 2.12 non-critical alert behavior when operating in Silent Mode or Focus Mode. The latest version of the G7 iOS app may be downloaded from the Apple App Store, which adjusts this behavior such that non-critical alerts override the phone's Silent or Focus Mode. To update, follow the instructions below:

1. Tap **Update App** to go to the app store
2. Install the latest Dexcom G7 iOS app version
3. Open the Dexcom G7 app

If you need assistance, contact Technical Support.

US: 1-844-478-1600

Global: Find local Technical Support contact information at Dexcom.com/global

Note: One repeat advisory notice may be received to ensure awareness of this issue. If you have previously reviewed this notice, you may click the appropriate link below to continue.

The National Competent Authorities of your country has been informed about this advisory. Please report all device-related suspected serious incidents to the manufacturer, distributor, local contact point and to the National Competent Authority, if appropriate, as this provides important feedback to the manufacturer.