

# Mobile App Help File

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## Introduction

## OneTouch Reveal® mobile app

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The OneTouch Reveal® app is a diabetes management tool that can help you track your blood sugar from your wireless device and easily share your readings with your healthcare professional and family members. The app works with compatible wireless devices such as your iOS phone or tablet. The app supports **Bluetooth®** wireless technologies to communicate with OneTouch® Blood Glucose Monitoring Systems.

### Key Features:

- View simple, colourful visuals of your blood sugar readings.
- Add important information about your readings, such as food, activity or insulin.
- Detect High and Low blood sugar patterns and Recurring Patterns of high and low blood sugar readings.
- Set reminders such as when to test and when to take insulin.
- Review a version of the same Patient Progress Report that your healthcare professional sees.
- Set Goals to test your blood sugar, walk a number of steps, log the carb content of your meals, or exercise.
- Compare the HbA1c results from your healthcare professional with your blood sugar readings from the past 90 days.
- Keep all of your data in one place.

### Support:

- Help section within the app.
- Help File (PDF) can be downloaded and printed from [OneTouchReveal.com/mobile-pdf/5.8/OneTouchRevealApp-iOS-UserManual-en-IN.pdf](http://OneTouchReveal.com/mobile-pdf/5.8/OneTouchRevealApp-iOS-UserManual-en-IN.pdf).
- We welcome you to contact us for OneTouch Reveal® app support at:
  - 1800 225544 (8:00AM-8:00PM)
  - [OneTouchDiabetes.co.in/OneTouchReveal](http://OneTouchDiabetes.co.in/OneTouchReveal)
  - [contact.in@onetouch.com](mailto:contact.in@onetouch.com)

## Supported Devices and System Requirements

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For the latest listing of compatible wireless devices and system requirements, visit [OneTouchReveal.co.in/mobile-support/en\\_IN](http://OneTouchReveal.co.in/mobile-support/en_IN).

The continued use of an unsupported meter or mobile operating system means that cybersecurity risks for end-users can be expected to increase over time.

## Apple Legal Notice

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Apple, App Store, Apple Health, Face ID, and the Apple Logo are trademarks of Apple Inc. registered in the U.S. and other countries.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under licence.

## Intended Use

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The OneTouch Reveal® mobile app is intended for use by people with diabetes to view, track, trend and share data from blood glucose meters to support diabetes management. The app is available for use on compatible Apple iOS devices, and is designed to work with wireless OneTouch® blood glucose meters.



**WARNING:** Reports are intended to be used by your healthcare professional only. Please review your reports with your healthcare professional prior to making any changes to your diabetes care regimen.



**CAUTION:** The **Bluetooth®** feature on your meter allows you to send readings to your compatible wireless device. The app should only be used for a single individual, **DO NOT** let anyone else use your meter to test their blood sugar. **DO NOT** pair another person's meter with your compatible wireless device.

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# Chapter 1

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## Getting Started

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## Installing the App

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1. Download the OneTouch Reveal<sup>®</sup> mobile app from the Apple App Store and install it on your mobile device
2. Once the app is installed, open it by tapping on the app icon



Figure 1: App icon

## Updating the App

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On iOS, follow these steps:

1. Open the App Store app
2. Tap on your Profile Icon in the upper right corner
3. Scroll down to where you'll find any app updates that are ready to be installed

You may either update an app individually, or if there is a list of them, tap Update All.

## Signing up for Yourself

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If you are age 18 or older and wish to use this app for your own glucose data, tap **Sign up for myself** and then follow the prompts.

## Signing up as a Guardian for a Dependent

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You need to be 18 or older to use this app. Guardians age 18 and older may create an account on behalf of their dependents who are younger than age 18.

1. After reviewing the **Consent to Process Personal/Sensitive Data** and tapping **I Agree**, tap **Sign up for a dependent** on the next screen
2. On the next screen, enter your guardian account information:
  - Guardian Name
  - Email Address
  - Confirm Email Address
  - Password
  - Confirm Password

**NOTE:**

- You can't use an email address that is already in use with another guardian account.
  - Passwords must be between 8–16 characters, contain at least 1 number and 1 letter, and cannot contain < > " = +
  - If your email address is invalid or your email address or passwords don't match, you will be instructed to re-enter them.
3. Once you have reviewed the **Terms of Use** and **Privacy Policy**, and confirmed you have reached the age of 18, tap the corresponding box to indicate you agree
  4. If you wish to opt-in to receive diabetes-related marketing materials, tap the corresponding box to indicate you agree
  5. Then tap **Continue**
  6. On the next screen, enter your dependent's details including:
    - Date of Birth
    - Name
    - Clinic Code (optional)
    - Gender
    - Diabetes Type

**NOTE:**

- You may sign up only one dependent per guardian account. If you have more than one dependent, you will need to create a separate guardian account using different login credentials for each dependent.
- If you wish to share your dependent's data with a particular Care Team, a professional or group of professionals helping to manage their condition, contact them directly for their clinic code. To stop sharing your dependent's information, contact their Care Team directly, or permanently delete your dependent's account. Permanently deleting the account will erase all historical data associated with the account. If the account is deleted, you will not be able to reactivate it.

7. Tap **Sign Up** to continue

## Logging in as a Guardian for a Dependent

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**NOTE:** Only one OneTouch<sup>®</sup> account can be logged into this app on your mobile device at a time. If you wish to log in to a different OneTouch<sup>®</sup> account, you must delete and reinstall this app, or use a second mobile device for the second account.

If you don't yet have a OneTouch<sup>®</sup> guardian account for a dependent, tap **Sign up for a dependent**. See [Signing up as a Guardian for a Dependent](#) on page 6.

If you already have a OneTouch<sup>®</sup> guardian account for a dependent, follow these steps to log in.

1. Tap **Yes, log me in**
2. On the next screen, tap **My dependent's data**
3. On the next screen, enter your **Email Address** and **Password**
4. You may choose to log in next time with biometric ID by tapping the toggle to turn on this option
5. Tap **Keep Me Logged In** if you don't want to be prompted to enter your email and password each time you open the app
6. Then tap **Log In**

**NOTE:**

- If there is no email address or date of birth associated with your account, you will be asked to update your account with this information.
- If you have an account but forgot your password, tap **Forgot your password?** then follow the prompts. If you have forgotten your password and attempt to log in with an incorrect password too many times, your account will lock for a period of time.
- If you update your account email address or password outside of this mobile app, for example in the OneTouch Reveal<sup>®</sup> web application, you will be asked to **Log in with Updated Credentials**. This will keep the app syncing with the cloud.

## When your Dependent Turns Age 18

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When your dependent reaches age 18, they will be eligible to take over their own account, at which point you will no longer be able to view their data using your guardian account.

A message saying "**Happy 18th Birthday!**" will appear. For the dependent to take over the account, they must update it with their own email address and password.

Once they have read the **Terms of Use** and **Privacy Policy** and confirmed they have reached the age of 18, the dependent must tap the corresponding box confirming they agree. A checkmark will appear.

If they wish to opt in to receive marketing materials, they may check the corresponding box, then tap **Continue**.

### NOTE:

- The dependent email address must be different from any other email already in use for a OneTouch® account.
- After the dependent has taken over their own account, they can choose to view their information on another mobile device. If this occurs, another OneTouch® account can be used on the original mobile device by uninstalling and reinstalling the app, and then logging in.

## To Uninstall the App

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### For iOS

1. Touch and hold the app on the Home Screen, tap Remove App
2. Tap Remove App from Home Screen to keep it in your App Library, or
3. Tap Delete App to delete it completely from your iOS device

**NOTE:** Uninstalling the app from your mobile device will not delete your OneTouch Reveal® account.

## Cybersecurity

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You can improve the security of your OneTouch Reveal® account and its data by following some of these best practices:

- Locking your mobile device with a personal identification number (PIN), passcode, or biometric ID (such as a fingerprint or Apple's Face ID).
- Keeping the OneTouch Reveal® app on your mobile device updated to the latest version (installable from the Apple App Store) because critical updates and security patches are often distributed through these updates.
- Choosing a stronger password for your OneTouch Reveal® account.
- Making a decision about whether or not to use the **Keep Me Logged In** option, or using biometric ID such as facial or fingerprint recognition, to log in. If you do not select one of these options, you will need to authenticate with your password more often.
- To ensure information is secure, change passwords every 90 days.
- The meter and app have been designed defensively to ward off malicious intent and have been tested accordingly.
- Do not leave your meter or mobile device unattended or in a public place so that others may change your personal parameters or make physical connections to them.
- While the OneTouch Reveal® app uses end-to-end authentication and encryption protocols to secure your information, users should ensure they pair their meters only to their own personal mobile devices.
- Use of untrusted wifi connections may place a user at a higher security risk.
- If you ever believe that the security of your account has been compromised, or have any other related concerns, please contact OneTouch® Customer Care immediately at:
  - 1800 225544 (8:00AM-8:00PM)
  - [OneTouchDiabetes.co.in/OneTouchReveal](https://OneTouchDiabetes.co.in/OneTouchReveal)
  - [contact.in@onetouch.com](mailto:contact.in@onetouch.com)



## Pairing

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Pairing your meter connects your meter to your wireless device and allows the two to communicate. You only have to pair your meter and compatible wireless device once. The meter and device must be within a metre of each other for successful pairing. See your meter owner's booklet for the exact distance and for information about using your meter's **Bluetooth®** feature.

Multiple meters can be paired with multiple compatible wireless devices. For example, your meter can be paired with a mobile phone and a tablet. To pair multiple meters with multiple compatible wireless devices, simply repeat the pairing instructions for each meter.

For the latest listing of compatible wireless devices and system requirements, visit [OneTouchReveal.co.in/mobile-support/en\\_IN](https://OneTouchReveal.co.in/mobile-support/en_IN).

*General instructions for pairing your meter*

*Instructions for pairing your OneTouch Ultra Plus Reflect or OneTouch Verio Reflect meter on page 9*



**CAUTION: DO NOT** pair another person's meter with your compatible wireless device.

## General instructions for pairing your meter

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1. Tap **More** menu, **My Meters** then **Pair a Device**
2. Select the meter you want to pair
3. Follow the prompts to turn on and enable **Bluetooth®** on the meter
4. Locate your meter and tap **Pair**
5. When prompted by the app, enter the PIN number displayed on your meter screen using the app keypad
6. Wait for your compatible wireless device to begin syncing data from the meter

Congratulations! You have completed pairing. The meter will be visible under **My Meters** in the **More** menu.

*To pair additional meters, repeat the steps above. Make sure to pair the meters one at a time.*

## Instructions for pairing your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter

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**NOTE:** Not all meters are available in all countries. This feature is only available with the following meters: OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™.

1. Tap **More** menu, **My Meters** then **Pair a Device**
2. Scroll to the right to tap the image of the OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter
3. Follow the app's prompts to turn on the meter  
You will be prompted to pick the screen that you see on your meter, either the **Language** selection screen or the **Main Menu**.
4. Tap the screen that matches the one you see on your meter
5. You will be prompted to look for the **Bluetooth®** icon in the top-right corner of your meter's screen; if you see it, tap **Bluetooth®**

If you do not see the **Bluetooth®** icon then **Bluetooth®** is turned off on your meter. Tap **No Bluetooth®** and the OneTouch Reveal® app will walk you through how to turn on **Bluetooth®** from the OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter's **Settings** screen.

6. When the **Searching...** screen changes to the **Detected meters** screen, tap **Pair** next to your meter  
You can check the serial number on the screen against the one on the back of your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter.
7. When prompted by the app, enter the PIN number displayed on your meter screen using the app keypad and tap **Pair**

8. Wait for your compatible wireless device to begin syncing data from the meter

When complete the app will display a checkmark.

Congratulations! You have completed pairing. The meter will be visible under **My Meters** in the **More** menu.

## Unpairing

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Unpairing your meter disconnects your meter from your compatible wireless device so they will no longer communicate.

If you wish to unpair the meter, this can be done by using the compatible wireless device's **Bluetooth®** settings. Refer to your compatible wireless device's instruction manual to access these settings.

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# Chapter

# 2

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## App Overview

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## Symbols and Icons used in the App

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Table 1: Identifying icons




















	Initiates Touch ID authentication.
	Indicates activity information.
	Indicates insulin information.
	Indicates food (carbs) information.
	Indicates blood sugar information.


Table 2: Event icons

	Before Meal
	After Meal
	Carbs Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Stress Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Sick Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Medicine Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Activity Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Glucose Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Insulin Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)
	Mood Event Tag for Blood Sugar readings (OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meters only)



**Table 3: Other icons**

	Share
	Navigation
	A warning or caution
	Manufacturer









**Table 4: Table icons**

	Note
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**Table 5: Notification icons**

	High Pattern
	Low Pattern

**Table 6: Graph icons**

		
Before Meal Low	Before Meal In Range	Before Meal High
		
After Meal Low	After Meal In Range	After Meal High
		
Untagged Low	Untagged In Range	Untagged High

## More Menu

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Tap the More Menu icon to display the More Menu.



The More Menu provides a quick way for you to access the secondary functions of the app.

### My Settings

- Contains personal information, including gender, diabetes type, blood sugar range (high and low limits), insulin use, Logbook schedule and a Goal Tracker.

### My Meters

- A list of all meters currently paired with this compatible wireless device and the date and time each was last synced with the device.
- Option to pair additional meters.

### My Reminders

- Option to set helpful alerts to prompt you to take important actions.

### My Account

- Information about your OneTouch Reveal<sup>®</sup> account, last sync and log in preferences.

## Connections

- Share your health information and maintain your connections with Apple Health, Partners or your Care Team.

## Help

- Display the help file or download a PDF version if you need assistance while using the app.

## Contact Us

- Rate the app or view Web, Email and Phone customer care contact information.

# Syncing your meter

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Once you have paired your meter, it is important to make sure that your app and meter are synchronised often so your data is always up to date.

1. Turn your meter on and make sure that **Bluetooth®** is enabled on your meter
2. "**Syncing with meter**" will appear on the app to let you know the meter is communicating with the app
3. When complete, the app will display the last transferred reading and allow you to add additional details about the reading

You can also initiate syncing with the app and meter by pulling down on the home screen.

### NOTE:

- You have the option to cancel the data transmission in progress by turning the meter off.
- A failure status bar will appear when sync was not successful.
- Blood sugar readings are always displayed in the app using the unit of measure (mg/dL) on your meter.
- Control solution readings are never displayed in the app.

To ensure a successful synchronisation, check the following:

- Meter is correctly paired and is on.
- **Bluetooth®** feature on both the meter and compatible wireless device is turned on.

# Background Sync

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OneTouch Reveal® has a Background Sync function. When it is turned on, Background Sync allows your meter to synchronise your readings with the app. Syncing will occur even when you are not using the app as long as the app is still running in your mobile device's background, **Bluetooth®** on mobile device is turned on and the meter is turned on.

You can turn the option for Background Sync on or off by tapping the More Menu and then tapping **My Meters**. You will receive periodic reminders if your meter does not complete a Background Sync with OneTouch Reveal® over a certain period of time.

# Changing date/time on mobile device

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Please remember that if for any reason you manually change the date and time on your mobile device, OneTouch Reveal® will automatically update your meter's time to match that of the mobile device. This may cause your readings to have an incorrect date or time applied to them.

If, while syncing, the app detects readings from your meter that are more than 24 hours in the future, the app will hide these readings from view in order to avoid confusion and ensure the accuracy of the data you are viewing in the mobile app.

## Special Messages

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When using the app, prompts may appear to alert you about differences between the meter and app settings. For example, if your high and low blood sugar range limits set in your meter differ from the ones set in the app, you will be prompted to choose the range you want applied to your readings in both the app and in the meter. See [App error and other messages](#) for a complete list of prompts.

## Synchronising data across multiple compatible wireless devices with your OneTouch Reveal® account

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To access the data stored on multiple wireless devices, log in to your OneTouch Reveal® account on each compatible wireless device. Any data currently stored in your account will automatically be sent to the wireless device.

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# Chapter

# 3

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## Navigation Bar

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## Home

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Home is the first screen you will see after logging on.

The home screen displays a 14-day snapshot of your recent activity, blood sugar results, insulin doses or carb entries, as well as notifications for Patterns and Recurring Patterns. The Timeline also shows progress you have made in working towards your Goals. Tap any of these items to view details.

Pulling down on the home screen will also activate syncing with the meter.

## Using the Share feature

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The OneTouch Reveal<sup>®</sup> app's Share feature lets you share blood sugar readings and other OneTouch Reveal<sup>®</sup> data with your Care Team or with trusted friends or family over text or email. There are three ways to share:

**Share Last Reading:** Share the last blood sugar reading you synced or manually entered in the mobile app: The blood sugar value, Meal Tag, whether the reading was In Range, Low, or High, and the date and time of the reading are included in a text or email.

**Share a Report:** Create a PDF report that includes your key blood sugar summaries and statistics and your Logbook. You can choose 14-day, 30-day, or 90-day time frames and share the PDF report by email, print it, or open and share it using other apps on your mobile device that handle PDF files. Of note, the report uses a default layout that you cannot edit. This includes time slots that won't match those in your settings. These default time slots help healthcare professionals quickly review patient reports.

**Export Data:** Create a CSV file with your blood sugar reading values, timestamps, whether they were manually entered, any Meal Tags, and any notes you entered. The CSV file also includes your other events (Insulin, Carbs, and Activity), and is available in 14-day, 30-day, or 90-day time frames. You can email the CSV file or open and share it using other apps on your mobile device that handle CSV files.

**NOTE:** To share a blood sugar reading by text, your mobile device must have the ability to send a text message. To email a blood sugar reading, PDF, or CSV file, you must have an active email account set up through your mobile device's default email application. On an Apple device, you must add an email account to your mobile device under **Settings > Mail**.

1. Tap the **Share** icon next to the OneTouch Reveal<sup>®</sup> logo at the top of your screen
2. To share your last reading by text: Tap **Text** under **Share Last Reading**. Your mobile device's messaging app will open with the text of the message already created. Enter one or more recipients and send the text
3. To share your last reading by email: Tap **Email** under **Share Last Reading**. Your mobile device's default email app will open with your blood sugar reading info in the body of the email along with a Security Notice. Enter one or more recipients and send the email
4. To share a PDF report: Tap **PDF** under **Share a Report**. When the PDF screen loads:
  - Select a **Time Frame**: 14 Days, 30 Days, or 90 Days.
  - Tap **Email**. Your mobile device's default email app will open with your PDF report attached to an email along with a Security Notice. Enter one or more recipients and send the email.
  - Tap **Print**. A printer dialog screen that will allow you to choose a printer, page range, and print the PDF report.
  - Tap **Open in...** and your mobile device will display installed apps that can open or share a PDF.

5. To Export Data: Tap **CSV** under **Export Data**. When the CSV screen loads:

- Select a **Time Frame**: 14 Days, 30 Days, or 90 Days.
- Tap **Email**. Your mobile device's default email app will open with the CSV file attached to an email along with a Security Notice. Enter one or more recipients and send the email.
- Tap **Open in...** and your mobile device will display installed apps that can open or share a CSV file.

## Logbook

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This option displays your blood sugar results, activity record, insulin doses, and carb entries in a tabular format.

## Last Reading

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This option shows your most recent blood sugar reading. Tapping on it displays the data from the last sync with your meter.

## Patterns

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Tapping on this option will show the high and low patterns apparent in the last 14 days of your results, and will let you know if any of these high and low patterns have recurred during the same time of day. See [Viewing Patterns from the Logbook](#) for more information.

## Averages

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Includes your blood sugar statistics for four different time spans and the percentage of readings that fall into in-range, high or low categories. In addition, you can enter HbA1c test results from your healthcare provider and the OneTouch Reveal® mobile app will compare your HbA1c to the average of your blood sugar readings from the last 90 days.



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# Chapter

# 4

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## Logbook


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## Logbook

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The Logbook automatically organises your blood sugar readings and allows you to view them in three different arrangements: Day, Week and Classic.

**NOTE:**

- Readings that are HI or LO are included in the Logbook.
- Manually entered readings are displayed with the number in an italicised font, to differentiate them from results sent from the meter.
- A cell curled edge () indicates additional readings, and/or information about the reading, are available.

### Day View

Day view shows blood sugar data for a specific date. The cells at the bottom of day view reflect your insulin, activity and carb entries. You can tap any event in this view to see details.

**NOTE:** You may choose to turn off insulin in [My Settings](#), so that it does not show in the cells at the bottom of day view.

### Week View

Week view shows 7 days' worth of blood sugar data. The cells at the bottom of week view reflect your insulin, activity and carb entries. You can tap any column to see details.

**NOTE:** You may choose to turn off insulin in [My Settings](#), so that it does not show in the cells at the bottom of week view.

### Classic View

Classic view is the default view the first time you open Logbook. Readings in classic view are assigned to an Overnight, Breakfast, Lunch, Dinner or Bedtime time period. The five time periods can be changed to fit your personal schedule. See Logbook Schedule for information on setting your Logbook time schedule. Before and After Meal readings are also displayed in separate columns for the Breakfast, Lunch and Dinner times.

Classic view shows a year's worth of blood sugar data, which you can access by scrolling down. Tap any cell to see details. Tap a date to see a list view of events for that day.

**NOTE:**

- Before and After Meal columns appear only if you are using the Meal Tagging feature. See [My Settings](#).
- At least one reading must be tagged Before or After Meal for the reading to appear in the Before Meal or After Meal column. Untagged readings appear in between before/after meal columns.
- The Overnight and Bedtime time slots do not separate readings into Before and After Meal columns, even though meal tags may be assigned to these readings.

## Adding meal tags to your readings

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To add meal tags to your readings, the Meal Tagging feature must be turned on (see [My Settings](#)).

1. Tap any blood sugar reading to display the **Edit an Event** screen
2. Select **Before Meal** or **After Meal** to add a meal tag to this reading
3. Tap **Save** in the upper right corner to save the tag and return to the previous screen

### NOTE:

- If meal tagging is on, your Before Meal and After Meal limits may be used to determine if a blood sugar reading should trigger a Pattern message (see [My Settings](#)).
- Meal tags can also be added to a reading right after it has been synced with the app.
- Editing your readings' Meal Tags may lead to changes in your Averages, Patterns, Logbook or Mentor Tips.

## Adding Event Tags to your readings

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**NOTE:** Not all meters are available in all countries. This feature is only available with the following meters: OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™.

If you are using the OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter you can also add Event Tags to your readings to quickly describe what you were doing or how you were feeling at the time of the reading. Event Tags can serve as reminders for possible reasons why your blood sugar was low or high. There are eight Event Tags: Carbs, Stress, Sick, Medicine, Activity, Glucose, Insulin and Mood. To add an Event Tag to a reading:

1. Tap any blood sugar reading to display the **Edit an Event** screen
2. Below the Meal Tags, tap on one or more of the grey Event Tags to add them to the reading  
Event tags will display in colour after you tap them.
3. Tap **Save** in the upper right corner to save your Event Tags and return to the previous screen

**NOTE:** Editing your readings' Event Tags may lead to changes in your Averages, Patterns or Logbook.

## Adding Events

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Tap + from any of the Logbook views.

On the **Add an Event** screen you can add information about food (carbs), insulin, activity and Blood Sugar readings.

**NOTE:** Only manually entered information, including blood sugar readings, can be edited.

## Add Carbs

---

1. Tap the Carbs icon on the **Add an Event** screen
2. Use the keypad to enter your carbs amount, from 0 to 999 grams
3. Check the date and time for this entry

If the date and time displayed for this entry is not correct, tap the date and use the calendar wheel to select a different date and time.

4. To add a Note to this carbs entry, tap **Add Note**
5. Tap **Save** to save this entry

**NOTE:** Carbs data can be imported from Apple Health and other external applications.

# Add Insulin

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1. Tap the Insulin icon on the **Add an Event** screen
2. Use the keypad to enter your insulin amount, from 0 to 250 units  
Entering the units of insulin is required. If you do not want to make an insulin entry, use your keypad to erase the amount, or tap **Back** in the top left corner.
3. Next, tap **Insulin Type** and then select **Short-acting**, **Long-acting**, **Mix** or **NPH** depending on the type of insulin taken  
**NOTE:** The Insulin Type will default to **Short-acting** if no type is selected, and for future entries it will always default to the Insulin Type used in the previous entry.
4. Check the date and time for this entry  
If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
5. To add a Note to this insulin entry, tap **Add Note**
6. Tap **Save** to save this entry

# Insulin Types

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There are different types of insulins, classified by how quickly they start to work, when and if they peak in their action, and how long they continue to affect blood sugar levels.

**Short-acting** insulins begin to work about 12 to 30 minutes after administration, reach their peak effect about 1.5 to 2 hours after administration, and last between 1.5 and 6 hours.

Examples of short-acting insulin are:

- insulin aspart
- insulin glulisine
- insulin lispro
- Human Regular
- inhaled insulin

**NPH** is an **intermediate-acting insulin** that generally starts to work about 2 to 4 hours after injection, reaches its peak effect 4 to 12 hours after injection, and lasts for 12 to 18 hours.

An example of intermediate-acting insulin is:

- NPH

**Mix insulin** is a mixture of an intermediate or long-acting insulin with one of the short-acting insulins in a fixed combination. It combines the actions and characteristics of both types of insulins. Advantages include that it may allow for fewer daily insulin injections, there is no need to manually mix insulin types, and only one type of insulin must be purchased. The disadvantages are that mix insulin should not be used for correction of high blood sugars and the amounts of intermediate or long-acting and short-acting insulins cannot be individually adjusted; instead, you can only take a higher dose of both types or a lower dose of both types, but not more or less of only one type.

Examples of Mix insulin are:

- NPH insulin with regular insulin
- NPH insulin with insulin lispro
- NPH insulin with insulin aspart
- Degludec insulin with insulin aspart

**Long-acting** insulins start to work 2 to 6 hours after injection and continue to affect glucose levels for 18 to 24 hours, or even for up to 42 hours. Most long-acting insulins do not have a pronounced peak in their action.

Examples of long-acting insulin are:

- degludec
- detemir
- glargine
- glargine U-300

**Insulin has three characteristics:**

#### **Onset**

The length of time before insulin begins to lower your blood glucose.

#### **Peak time**

The time it takes for the insulin to reach its maximum strength in terms of lowering your blood glucose.

#### **Duration**

How long the insulin continues to lower your blood glucose.

## Add Activity

---

1. Tap the Activity icon on the **Add an Event** screen
2. Use the keypad to enter the minutes of activity
3. Next, tap **Activity Intensity** and choose **Light**, **Moderate** or **Intense**, based on the force of your activity
4. To add a Note to this activity entry, tap **Add Note**
5. Check the date and time for this entry  
If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
6. Tap **Save** to save this entry

## Add Reading (manually adding a blood sugar reading)

---

You can add your blood sugar readings manually using the app.

1. Tap the Blood Sugar icon on the **Add an Event** screen
2. Use the pop-up keypad to enter your blood sugar reading, from 20 mg/dL to 600 mg/dL, or tap **HI** for readings shown as **Extreme High** or **HI** on your meter, or tap **LO** for readings shown as **Extreme Low** or **LO** on your meter.
3. Check the date and time for this reading  
If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
4. Select **Before Meal** or **After Meal** to add a meal tag to this reading
5. To add a Note to this reading, tap **Add Note**  
See [Adding Notes to your readings](#) for information on how to add Notes to your blood sugar readings.
6. Tap **Save** to save this entry

#### **NOTE:**

- When viewing blood sugar readings in the app, manually entered readings are displayed in an italicised font, to differentiate them from readings sent from the meter.
- Manually entered blood sugar readings are **NOT** used to detect High and Low Patterns.

## Viewing and adding details for each day

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In Day view, tap any event icon to view details.

In Week view, tap any day column to view Day Detail.

In Classic view, tap any date in the left column to view Day Detail.

Day Detail is a summary of that day's events, including readings, food (carbs), activity and insulin data.

**NOTE:** Day Detail can only be seen in Week and Classic views.

1. On the Day Detail screen, tap any entry to view or edit details  
To make any desired changes to the information, tap a reading or event.
2. Tap + in the upper right to add an event

## Viewing Patterns from the Logbook

---

1. In classic view, tap the **Patterns** button in the upper left hand corner to view the readings that are part of a High or Low Pattern

High and Low Patterns are displayed for the most recent 14 days. See [Detecting Patterns](#) for detailed information on High and Low Patterns.

Low Pattern readings are connected with a blue line, and a red line connects High Pattern readings. Tapping **Patterns** again will return you to the Logbook view without patterns.

**NOTE:**

- If there is more than one Pattern for a given date and time period, only the most recent Pattern is displayed.
  - A reading is only included in one Pattern at a time.
2. To view the details of a High or Low Pattern, tap any one of the readings that created the Pattern  
Each blood sugar reading is displayed along with any meal tag. Carbs, activity or insulin data are also displayed, if the time stamp of these events is within 30 minutes prior to the time of the reading.
  3. On the Pattern detail screen, tap any reading to view or edit details  
To make any desired changes to the information, see [Viewing Pattern Details](#).

## Viewing Legend from the Logbook

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In the Logbook, tap the info icon at the top left of Day or Week view to view the Logbook Legend.

The Logbook Legend shows the icons for Before Meal, After Meal and No Tag readings in Low, In-Range or High designations. The legend also shows the colour scale for activity intensity.

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# Chapter

# 5

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## Goals

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## Goals

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The OneTouch Reveal<sup>®</sup> mobile app allows you to set personalised goals to help you stay on track with your diabetes management.

- Blood Sugar Tests: Test your blood sugar more often to better identify patterns.
- Steps: Monitor the number of steps you walk each day.
- Carbs: Regularly log the carbohydrates you eat to see the connection between your food intake and your blood sugar levels.
- Activity: Track the amount of exercise you are getting.

Goals are tracked on a daily basis, with the exception of Activity, which can also be tracked on a weekly basis.

Goals can be set from the [Goal Tracker](#) under **My Settings > System Settings**.

## Monitoring Goal Progress

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Once you have set goals and are working toward them, you can check your progress from the **Timeline**. Goals will appear toward the top of the **Timeline**, with an icon for each of the Goals you have set. Tap the icon for each goal and you can see the progress you have made toward a daily or weekly goal. Tap on the goal again and you will see your goal history, or the progress you have made in working toward your goal. Arrows to the left or right of the goal icon will let you jump to see your detailed progress toward the other goals you have set.

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# Chapter

# 6

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## Patterns

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### Viewing Pattern Details

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1. On the Patterns tab, tap any pattern message to view details about the individual readings that triggered the Pattern  
Each blood sugar reading is displayed along with any meal tag. Carb, activity or insulin data are also displayed, if the time stamp of these events is within 30 minutes prior to the time of the reading.
2. Tap any reading to view any notes that were added  
See [Adding Notes to your readings](#) for information on adding Notes to blood sugar readings.
3. Tap **Back** to return to the previous screen

### Recurring Patterns

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The Recurring Patterns feature analyses [Patterns](#) of high or low blood sugar and will inform you if you have run a similar Pattern during the past 14 days, during the same time of day. In addition to recognising and notifying you of the Recurring Pattern, the app may suggest actions you may be able to take to prevent you from experiencing a repeat of the same kind of Pattern. For example, if the app recognises a recurring pattern of low blood sugar in the mornings, it might suggest that you eat something before going to bed.

The OneTouch Reveal<sup>®</sup> mobile app will automatically send you a notification when it detects Recurring Patterns of high blood sugar or low blood sugar so that you can take action to avoid them in the future. These notifications work like [Auto Reminders](#), so you must have notifications turned on in your mobile device's settings, and [Background Sync](#) turned on in the OneTouch Reveal<sup>®</sup> mobile app.

When there are Recurring Patterns of low blood sugar, the app will offer you a Reminder to retest your blood sugar within the next 15 minutes. The app will also suggest that you consider possible causes of Recurring Patterns of low blood sugar and suggest that you speak with your healthcare professional to prevent your blood sugar from falling too low.

### Blood Sugar Mentor<sup>™</sup> Feature

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**NOTE:** Not all meters are available in all countries. This feature is only available with the following meters: OneTouch Ultra Plus Reflect<sup>®</sup> or OneTouch Verio Reflect<sup>™</sup>.

The Blood Sugar Mentor<sup>™</sup> feature provides personalised guidance, insight and encouragement based on your current and previous blood sugar results and other tracked data. When you receive your blood sugar result, the app may display guidance through Mentor Tips or provide insight through Pattern or Recurring Pattern messages.

Editing your readings' Meal Tags or Event Tags will impact how the Blood Sugar Mentor<sup>™</sup> feature works and may lead to changes in the messages you receive from the Blood Sugar Mentor<sup>™</sup> feature.

# Receiving Pattern Messages

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When the app detects a Low or High Pattern, the app will display an indicator on the navigation bar.

Tap the **Patterns** tab on the Home screen or **Patterns** on the Navigation Menu to view your new patterns.

**NOTE:**

- When more than one Pattern is detected by the app, the Home screen will notify you that multiple High or Low Patterns were detected.

To be sure that High/Low Pattern messages appear when appropriate:

- Make sure readings are sent to the app from all meters frequently, so that Patterns are detected on a timely basis. Readings cannot trigger a Pattern message until they are sent to the app. When readings older than 14 days are synced with the app, they will not trigger a Pattern message.
- Tag your readings carefully. When you change a Meal Tag or Event Tag, the app reviews all readings to see if a new Pattern should appear or an existing Pattern removed.
- Be sure your High and Low limits are set carefully (see [My Settings](#)). Changing your limits will impact Patterns.
- Test when you are feeling high or low.
- Be sure the date and time set in your compatible wireless device and meter is set correctly. An incorrect time stamp can impact your Patterns. You may want to update the time in your meter if you change time zones (see [More Menu](#)). If you take insulin, talk with your healthcare professional about changing the time in your compatible wireless device when traveling.



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# Chapter

# 7

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## Averages

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## Averages

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Using the Averages tab, the app can help you monitor your overall blood sugar average for four time spans: 7, 14, 30 or 90 days.

The bottom of the Averages screen also displays the average number of tests per day, and the number of readings included in the average for the time span you choose.

## Using Averages with Meal Tagging

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When meal tagging is turned on, tapping on or near the doughnut chart will display a breakdown of the number of readings tagged as Before Meal, the number of readings tagged as After Meal, the number of untagged readings and the range defined for each tag.

When meal tagging is turned off, tapping on or near the doughnut chart displays the total number of readings and the overall range.

## Using the HbA1c Comparator

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Your healthcare provider will administer the HbA1c test and give you the result. The test analyses the level of glycated, or sugar-coated, haemoglobin in your red blood cells. Since your red blood cells turn over every two to three months, this test is a good indicator of how your blood sugar has been running over that time. The test result is represented as a percentage.

Tap the doughnut icon for **Averages**, then tap **Comparator**. On the bottom of the screen, tap **+ Add new HbA1c**. A pop-up will let you enter your HbA1c test result, then tap **Select** to pick the date of the HbA1c test from the calendar wheel. Tap **Save HbA1c Result** and the OneTouch Reveal® mobile app will compare your HbA1c to the average of your blood sugar readings from the last 90 days.

# Chapter

# 8

## More Menu

## More Menu

The More Menu provides access to basic settings and information for your app. The following options are available:

- My Settings – Allows you to personalise the app and modify information entered at registration.
- My Meters – Allows you to manage which meters are paired with your compatible wireless device.
- My Reminders – Allows you to manage your [reminders](#).
- My Account – Allows you to manage your contact information and password.
- Connections – Allows you to manage your connections to external applications and your Care Team.
- Help – Provides access to this Help file.
- Contact Us – Provides contact information for any questions about the app.
- Terms of Use – Displays the Terms of Use for the app.
- Privacy Policy – Displays the Privacy Policy for the app.

## My Settings

## My Settings

You can customise several app settings to display information according to your preferences.

## System Settings

### Blood Sugar Mentor™ Feature Tips

### Blood Sugar Mentor™ Feature

**NOTE:** Not all meters are available in all countries. This feature is only available with the following meters: OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™.

The Blood Sugar Mentor™ feature is available to patients who have paired their OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter with the mobile app.

1. Tap the **More** menu
2. Tap **My Settings**

You will arrive on the **System Settings** section of **My Settings**.

3. Tap **App** if you only want the Blood Sugar Mentor™ feature Tips to appear on the OneTouch Reveal® mobile app
4. Tap **Meter** if you want the Blood Sugar Mentor™ feature Tips to appear on your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter only
5. Tap **Both** if you want Blood Sugar Mentor™ feature Tips to display on both your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter and the mobile app
6. Tap **Off** if you do not wish to receive Blood Sugar Mentor™ feature Tips

## Event Logging

If you are not recording insulin doses in the OneTouch Reveal® mobile app, you can remove insulin as an Event to free up space on the Day and Week screens of your Logbook. Event Logging for insulin is turned on by default. To turn insulin Events on or off, tap the **More** menu, then tap **My Settings** and **System Settings**. Under **Event Logging**, you can turn **Insulin** off by tapping the toggle button so that it is off.

## Event Tags

**NOTE:** Not all meters are available in all countries. This feature is only available with the following meters: OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™.

Patients who pair a OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter with the OneTouch Reveal® mobile app can apply up to eight Event Tags to each blood sugar reading. Event Tags such as Insulin or Activity can quickly describe what you were doing or how you were feeling at the time of the reading. You can order the eight Event Tags in the order of your preference by tapping **More** menu, then tapping **My Settings** and then **System Settings**. Press your finger on an Event Tag icon and then drag it to the left or right in order of preference. If you do not want to use an Event Tag, you can press and hold the Event Tag you want to remove and drag it down and below the bar. The outline of a trash icon will appear to let you know that you are removing it. When you see the trash icon, remove your finger. This new order will appear on the **Edit an Event** screen.

## Classic Logbook Meal Settings

The Classic Logbook Meal Settings consists of a wheel from which you can select timeslots for your Logbook, and a table reflecting the beginning and ending of those timeslots. The default timeslots for the OneTouch Reveal® mobile app are:

Overnight: Midnight to 5 a.m.

Breakfast: 5 a.m. to 11 a.m.

Lunch: 11 a.m. to 5 p.m.

Dinner: 5 p.m. to 9:00 p.m.

Bedtime: 9 p.m. to Midnight

You can adjust the timeslot to better reflect your own schedule and when you tend to eat which meals. To adjust a timeslot, tap the table cell with the time of day that you wish to change, and then pick a new time from the scroll wheel and tap **Done**.

## Goal Tracker

Follow the steps below to set up each Goal. You can track Goals on a daily or weekly basis by tapping the radio button that appears at the bottom of **Goal Tracker**.

### Set Blood Sugar Tests Goal

Tap the **More** menu, then tap **My Settings** to go to the **System Settings** menu. Swipe down to **Goal Tracker** and tap **On** to start tracking goals. Then tap in the field next to **Blood Sugar Tests**. When the keyboard appears, enter the number of Blood Sugar readings you want to test to achieve your goal, then tap **Done**. You also have the option of tracking your goal in the OneTouch Reveal® mobile app by tapping **App**, on your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter by tapping **Meter**, or on both the OneTouch Reveal® mobile app and your OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter by tapping **Both**.

### Set Steps Goal

Tap the **More** menu, then tap **My Settings** to go to the **System Settings** menu. Swipe down to **Goal Tracker**. If **Goal Tracker** is not already set to **On**, tap **On**. Tap in the field next to **Steps** and when the keyboard appears, enter the number of **Steps** that you want to walk to accomplish your goal and tap **Done**.

**NOTE:** The source of the Steps count in the OneTouch Reveal® mobile app is Apple Health.

### Set Carbs Goal

Tap the **More** menu, then tap **My Settings** to go to the **System Settings** menu. Swipe down to **Goal Tracker**. If **Goal Tracker** is not already set to **On**, tap **On**. Tap the field next to **Carbs**. When the keyboard appears, enter the number of times you want to record your carbohydrate intake to achieve your goal and tap **Done**.

## Set Activity Goal

Tap the **More** menu, then tap **My Settings** to go to the **System Settings** menu. Swipe down to **Goal Tracker**. If **Goal Tracker** is not already set to **On**, tap **On**. Tap the field next to **Activity**. When the keyboard appears, enter the number of minutes of activity you want to complete to achieve your goal and tap **Done**.

## User Settings

### Range (including Meal Tagging)

Your Range is defined by a High and a Low blood sugar limit, values that impact how readings are displayed in the app.

**NOTE:** The High and Low limits you set in the app may be different than the one you set in your meter. If the app detects a difference between the two, it will prompt you to choose either the meter or app range for storing your readings in the meter and viewing your readings in the app. Once the range is chosen, both the meter and app will use the same range.



**CAUTION:** Be sure to talk to your healthcare professional about the High and Low blood sugar limits that are right for you. When selecting or changing your limits, you should consider other factors such as your lifestyle and diabetes therapy.

Never make significant changes to your diabetes care plan without consulting your healthcare professional.

The High Limit and Low Limit settings will differ if you have **Meal Tagging** turned on or off. **Meal Tagging** is turned on if its toggled to the right and is green, and is turned off if it is toggled to the left and is grey.

**NOTE:** If you have paired the mobile app with a OneTouch Ultra Plus Reflect® or OneTouch Verio Reflect™ meter, you will not have the ability to turn off Meal Tagging.

Tap the **More** menu, then tap **My Settings** and tap **User Settings**. The **Meal Tagging** option appears under **Range**. When **Meal Tagging** is turned on, you will see two sets of ranges: **Before Meal** and **After Meal**, with **Overall** greyed out. If **Meal Tagging** is turned off, only **Overall** appears.

To set your **High** and **Low** limits:

1. Under **Range**, tap the value you want to edit (**Before Meal**, **After Meal** or **Overall**)
2. A scroll wheel will appear. It will be set to that value's current Low Limit. The app default setting for your **Low Limit** is 70 mg/dL. Scroll up or down to pick the desired **Low Limit**, then tap the right arrow symbol next to **Low Limit**
3. The value in the scroll wheel will change to your current **High Limit**. For the **After Meal** and **Overall** values, the app default setting for your **High Limit** is 180 mg/dL. For **Before Meal**, the app default is 130 mg/dL. Pick a new **High Limit** and tap **Done**

### Gender, Diabetes Type, Diabetes Management

From the **User Settings** screen you can also select or change a **Gender**, select or change your **Diabetes Type**, and enter information about how you manage your diabetes.

## My Meters

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View all meters currently paired with this compatible wireless device, including the date and time each meter was last synced with the device. This allows you to keep track of your data transfers and will help you ensure all desired meter data is synced with the compatible wireless device on a timely basis.

You may also pair additional meters with this compatible wireless device from this screen.

## My Reminders

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### My Reminders

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Create and configure reminders to test, take insulin or other important actions here. See [Reminders](#).

Please make all treatment decisions based on the information from your meter and consult your healthcare professional for actions that are right for you.

## Reminders

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You can set personal reminders in the app to prompt you to test, snack, engage in activity and complete other important actions. Reminders are set to prompt you on a particular date and time, and can be set to repeat on a regular basis. Reminders work much like the other reminders you set on your compatible wireless device.

**NOTE:** Several types of Reminders are predefined in the app.

## Adding a Reminder

---

1. Tap **My Reminders** on the More Menu to display the Reminders screen
2. Tap the + button to add a Reminder  
The **Choose Reminder** screen appears with a list of predefined Reminders. You can make a custom Reminder by tapping **New Reminder** and creating a name.
3. Select a Reminder from the list  
The **Set Reminder** screen appears.
4. Enter a description if needed
5. Use the calendar wheel to set a date and time for the Reminder
6. Tap **Repeat** to set how often the Reminder will occur
7. Tap **Save** when finished  
You will be prompted to allow notifications if you're setting a Reminder for the first time. The new Reminder will now appear on the Reminders screen.

## Deleting Reminders

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Tap the Reminder to view details, then tap **Delete**.

## Receiving Reminders

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Your compatible wireless device will display the Reminder at the appropriate date and time. Tap **OK** to dismiss.

**NOTE:** The app notification must be turned on in the compatible wireless device to receive Reminders.

## Auto Reminders

---

The app can send you reminders when you haven't synced your readings or launched the app for a while. The Auto Reminder setting is turned on by default.

To receive an Auto Reminder, you must have the Auto Reminder setting toggled **ON** in the app, and have notifications turned on in your device settings. If notifications are turned **OFF** in the device settings, the app will not send an Auto Reminder, even if Auto Reminders are toggled **ON** in the app.

If you have not opened the OneTouch Reveal® mobile app in some time, but you have Background Sync turned on and your readings are syncing to the app and to your account, you will also receive Auto Reminders informing you of any High Patterns and Low Patterns that have been detected in your readings, including any Recurring Patterns.

# My Account

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## My Account

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This screen displays the username and email address associated with your account, and there is an option to log out. Under User Details you can add or update a name and contact information. You can also see the date of your last sync with your meter and your last sync with your account, and you can tap **Sync with Account** in order to sync any updating readings or changes to your settings to OneTouch Reveal<sup>®</sup>. You can change your Log In Preferences, and under Privacy you can choose to receive marketing material from LifeScan or you can remove yourself from the marketing list by tapping the checkbox so that it is unchecked.

## Log-in Preferences

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You can choose here whether to stay logged in, use Touch ID or require you to log-in each time.

# Connections

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## Connections

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Connections allow you to control how you share your health information with other applications or your healthcare professional. Tapping Connections from the More Menu will display an overview of your connections.

## Apps

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### Apple Health

This feature is only available on devices that support Apple Health.

Connecting to Apple Health allows you to share your OneTouch Reveal<sup>®</sup> information, such as blood sugar readings, with Apple Health.

1. Tap the **More** menu, then tap **Connections**
2. Tap the toggle button on the right side of the screen to enable a connection with Apple Health
3. Tap **Enable Now** when you see the pop-up
4. A pop-up will let you know that you can adjust the information that the OneTouch Reveal<sup>®</sup> mobile app shares with Apple Health in Apple Health; tap **OK**
5. To disable the connection, tap the toggle button again. You will no longer share your OneTouch Reveal<sup>®</sup> information with Apple Health

**NOTE:** You can adjust what information OneTouch Reveal<sup>®</sup> shares within Apple Health. Disabling the connection will only stop sharing information from the OneTouch Reveal<sup>®</sup> mobile app to Apple Health. Adjust your settings within Apple Health to completely disable access to OneTouch Reveal<sup>®</sup>.

### Fitbit Products

Fitbit products are registered trademarks of Fitbit LLC and its affiliates in the United States and other countries.

Connecting to a Fitbit product allows you to share your Fitbit product data with OneTouch Reveal<sup>®</sup>.

1. Tap the **More** menu then **Connections**
2. Tap the toggle button for Fitbit products on the right side of the screen to enable a connection with Fitbit products
3. On the next screen, login to your Fitbit product account

4. Next, select the data you wish to share from your Fitbit product to OneTouch Reveal<sup>®</sup>. Displaying of carb data from the Fitbit product is not supported at this time but planned for a future release.

5. Tap **Allow**

**NOTE:** To disable the connection with your Fitbit product, tap the toggle button again. You will no longer share your Fitbit product data with OneTouch Reveal<sup>®</sup>.

### Care Team

You can share your health information with your Care Team such as your doctor's clinic or other healthcare providers. Use this section to view which clinics you are connected with and share your health information with additional clinics. You can initiate sharing with your Care Team by obtaining a clinic code. Contact your Care Team to see if they are enrolled.

To stop sharing your health information with a clinic, please contact the clinic directly.

## Help

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Access this help file through this option.

## Contact Us

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Key contact information is available here, including the email and phone number for OneTouch<sup>®</sup> Customer Care and the OneTouch<sup>®</sup> URL. The app and iOS version are both displayed here as well.

## Terms of Use

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You can view the Terms of Use here.

## Privacy Policy

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You can view the Privacy Policy here.

# Chapter

# 9

## Troubleshooting

### Frequently Asked Questions

**Q. Why can't I change the blood sugar reading in Edit Readings?**

A. The value of blood sugar readings sent from a meter to the app cannot be changed. You can only change the value of manually entered readings.

**Q. Why can't I change the date or time of a blood sugar reading in Edit Readings?**

A. The date and time of readings sent from a meter to the app cannot be changed. You can only change the date and time of manually entered readings.

**Q. Why don't I see the Before Meal and After Meal buttons?**

A. Tagging may be turned OFF. Go to **More** menu > **My Settings** and make sure Meal Tagging is turned ON.

**Q. Why don't I see icons for Insulin on the Add Event Screen?**

A. This feature may be turned off. Go to **More** menu > **My Settings** and turn on the **Event Logging** toggle.

**Q. What is the difference between readings that are displayed as red and blue numbers, and others that are displayed as HI and LO?**

A. Red (high) and blue (low) numbers appear when your blood sugar readings are outside your Range. HI or LO appears when a reading is outside the range the meter can accurately measure (above 600 mg/dL or below 20 mg/dL).

**Q. How do I pair the meter with my compatible wireless device?**

A. Follow the pairing instructions in this Help File.

[General instructions for pairing your meter](#)

[Instructions for pairing your OneTouch Ultra Plus Reflect or OneTouch Verio Reflect meter](#) on page 9

Ensure that:

- The batteries in both the device and the meter are sufficiently charged.
- The **Bluetooth**® feature on both the meter and device is on.
- No other devices with the **Bluetooth**® feature are active near the compatible wireless device.

If the compatible wireless device fails to find the meter, check the screen on the meter to confirm that the Sync icon is blinking. If the Sync icon is not blinking, then another wireless device with the **Bluetooth**® feature may be causing interference. Turn the meter off and then try again in a few minutes.

**Q. What can I do to better protect my OneTouch Reveal® account?**

A. You can improve the security of your OneTouch Reveal® account and its data by following the best practices as outlined in the section [Cybersecurity](#) on page 8 of this Help File.



## Data access error

---

### What it means

The app is unable to access requested data.

### What to do

You may be able to restore your data from your OneTouch Reveal<sup>®</sup> account. Delete and re-install the app, then log into your OneTouch Reveal<sup>®</sup> account again.

## The app will not launch

---

### What it means

The OneTouch Reveal<sup>®</sup> mobile app is corrupted.

### What to do

Delete and re-install the app.

## Improper blood sugar value

---

### What it means

You have entered a blood sugar value that is either above or below the allowable range.

### What to do

Tap **OK** and enter a different blood sugar value that is between 20 and 600 mg/dL.

## Improper carbohydrate value

---

### What it means

You have entered a carbohydrate amount that is above the allowable value of 999 grams.

### What to do

Tap **OK** and enter a value from 0 (zero) up to 999 grams.

## Improper insulin value

---

### What it means

You have entered an insulin amount that is above the allowable value of 250 units.

### What to do

Tap **OK** and enter a value from 0 (zero) up to 250 units.

## Improper manual blood sugar value

---

### What it means

You have manually changed a blood sugar result to a value that is either above or below the allowable range.

### What to do

Tap **Undo** to display the result that appeared before you changed it. Or, press **OK** to enter a new value between 20 and 600 mg/dL.

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# Chapter

# 10

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## For Your Healthcare Professional Only

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### Patterns

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High and Low Pattern messages appear when the app detects a pattern of blood sugar readings that repeatedly fall above the High or below the Low limits your patient sets in the app. See [My Settings](#) for information on setting High and Low limits. Patterns for the most recent 14 days are displayed.

**NOTE:**

- Test results that are HI (above 600 mg/dL) and LO (below 20 mg/dL) are included in Patterns.
- Any single blood sugar reading can be included in only one Pattern.
- Manually entered blood sugar readings are not included in Patterns.
- Changing the High and Low limits will reset the Patterns. When either limit is changed, the app will reevaluate blood sugar readings in order to determine new Patterns.

**Definition of High and Low Patterns:**

1. High Pattern – a minimum of **3 results** that exceed the Upper Limit **on different days**, in the last 5 days, all within a **3-hour** period.
2. Low Pattern – a minimum of **2 results** that exceed the Lower Limit **on different days**, in the last 5 days, all within a **3-hour** period.

These pattern definitions are consistent with accepted clinical literature<sup>1-5</sup>.

**Definition of High Recurring Patterns and Low Recurring Patterns:**

1. High Recurring Pattern: A minimum of 2 High Patterns in the last 14 days, where the time of day of the blood sugar readings that make up the High Patterns were all recorded within a 4-hour period.
2. Low Recurring Pattern: A minimum of 2 Low Patterns in the last 14 days, where the time of day of the blood sugar readings that make up the Low Patterns fall within a 4-hour period.

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2. International Diabetes Centre; (2008). *Insulin Basics (Second Edition)*. 3800 Park Nicolett Boulevard, Minneapolis, pp 82-84.
3. Hirsch B., Bergenstal R., Parkin C., Wright E. Jr., Buse B. (2005). *A Real-World Approach to Insulin Therapy in Primary Care Practice Clinical Diabetes Vol. 23(2)*.
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## About

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