

# Mobile App User Guide

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## OneTouch Reveal® mobile app

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The OneTouch Reveal® Application (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 Android™ phone or tablet. The app supports Bluetooth Smart® 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, exercise or insulin.
- Detect HIGH and LOW blood sugar patterns.
- Set reminders like when to test and when to take insulin or other medication.
- Share your **Progress Report** and your readings with your healthcare professional.
- Keep all of your data in one place.

### Support:

- Help section within the app.
- User Guide (PDF) can be downloaded and printed from [OneTouchReveal.com/mobile-pdf/OneTouchRevealApp\\_Android\\_UserManual\\_en\\_CA.pdf](http://OneTouchReveal.com/mobile-pdf/OneTouchRevealApp_Android_UserManual_en_CA.pdf).
- We welcome you to contact us for OneTouch Reveal® app support at:
  - 1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific)
  - [www.OneTouch.ca/OneTouchReveal](http://www.OneTouch.ca/OneTouchReveal)

## Supported Devices and System Requirements

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For the latest listing of compatible wireless devices and system requirements, visit [OneTouchReveal.ca/mobile-support/en\\_CA](http://OneTouchReveal.ca/mobile-support/en_CA).

## Android™ Legal Notice

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Android™ is a trademark of Google, Inc.

## Google Play™ Legal Notice

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Google Play™ is a trademark of Google, Inc.

## Bluetooth® Trademark

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The use of "Bluetooth®" in this User Guide refers to Bluetooth Smart®.

## 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 Android™ 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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### Getting Started

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1. Download the OneTouch Reveal<sup>®</sup> Mobile Application from Google Play<sup>™</sup> and install it on your compatible wireless device
2. Start by tapping the app icon



**Figure 1: App icon**

You must create a OneTouch Reveal<sup>®</sup> account to use the app.

3. Tap **Create an Account** and follow the prompts on the screen  
After you have created an account, you can start using the app right away.
4. If you already have a OneTouch Reveal<sup>®</sup> account, then simply tap **Sign In**

You now have the option to pair your meter with your compatible wireless device or you can skip this step and pair the meter and device later by selecting **My Meters** from the Navigation Menu.

## Creating your OneTouch Reveal<sup>®</sup> Account

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Your OneTouch Reveal<sup>®</sup> Account allows you to view all your data across multiple compatible wireless devices. The account allows you to back up the data stored in the app and eliminates the need to sync your meters with every wireless device.

Once your account is created, you can access your data from additional compatible wireless devices using this same account. To use the app on additional compatible mobile devices, install the app on the device and then sign in to your account.

## Pairing

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Pairing your meter connects your meter to your wireless device and allows them to communicate. You only have to pair your meter and compatible wireless device once. The meter and device must be within a few feet 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<sup>®</sup> 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.



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

## General instructions for pairing your meter:

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1. Turn the meter Bluetooth® feature on



On some meters, the (  ) symbol will appear to indicate that Bluetooth® is now on.

2. Turn on Bluetooth® on your mobile device
3. Tap to open the OneTouch Reveal® mobile app, and tap **Pair Now** from the Home screen or tap **My Meters** in the Navigation Menu
4. Locate your meter on the screen and make sure the meter serial number displayed in the app matches the one on your meter
5. Tap **Connect this meter**
6. When prompted by the app, enter the PIN number displayed near the top of your meter screen using the app keypad  
Your mobile device may populate a notification at this point, which you will need to access in order to complete pairing.
7. Wait for your compatible wireless device to indicate that your meter is now “Connected”

Congratulations! You have completed pairing. The meter will be visible in the **Paired meters** list under **My Meters** in the Navigation Menu.

*To pair additional meters, tap **My Meters** in the Navigation Menu and follow steps 1 through 7. Make sure to pair the meters one at a time.*

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# Chapter

# 2

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## App Overview

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## Symbols and Icons used in the App

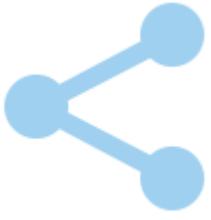
---

Table 1: Event icons

	Blood Sugar Reading
	Carbs
	Activity
	Insulin
	Before Meal

	After Meal
---	------------

**Table 2: Other icons**

	Share
	Navigation

**Table 3: Table icons**

	Note
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**Table 4: Notification icons**

	High Pattern
	Low Pattern

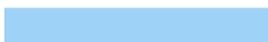
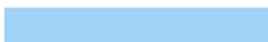
**Table 5: Graph icons**

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

## Navigation Menu

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Tap the navigation icon on the Home screen to display the Navigation Menu.



The Navigation Menu provides a quick way for you to access all the major functions of the app.

### Home

- Summary of your blood sugar readings including total readings, averages, testing frequency, patterns and recent events.

### Logbook

- Table of your blood sugar readings in the past 365 days.
- High and Low blood sugar patterns in the past 14 days.

### Patterns

- High and Low blood sugar patterns in the past 14 days.

### Graphs

- Graphs (14, 30 and 90 day periods) organized by Date and Time of Day.

### About Me

- Personal information including gender, target blood sugar range (high and low limits), insulin use, and logbook schedule.

### My Meters

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

### Settings

- Options to turn blood sugar patterns, manual entry and time change prompts on or off.

### Reminders

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

### Account

- Information about your OneTouch Reveal<sup>®</sup> account.
- Sync the compatible wireless device with your account.

### Help

- Display the Help file if you need assistance while using the app.
- Information about Terms of Use and Privacy.

### Contact Us

- Web, Email and Phone customer service 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 synchronized often so your data is always up to date.

1. Turn your meter on and make sure that the Bluetooth<sup>®</sup> on your meter is on
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

#### NOTE:

- You have the option to cancel the data transmission in progress by turning the meter off or by tapping **Cancel** while the screen shows "**Syncing with meter**".
- Any interruption in synchronization will cancel the transmission of all readings.
- A pop-up will notify you if the synchronization was not successful.
- Blood sugar readings are always displayed in the app using the unit of measure (mmol/L) on your meter.
- Readings sent to the compatible wireless device with no date and time stamp will not be stored in the app.
- Control solution readings are never displayed in the app.

To ensure a successful synchronization, check the following:

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

## 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](#) on page 37 for a complete list of prompts.

## Synchronizing 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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## Home

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## Home

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The Home screen provides a snapshot of your recent activity. Tap any one of the Summary screen options to view additional information about each one.

### **Last Sync**

Shows details from the last sync, including the meter, and date and time of the sync. Tap on the **Last Sync** section to see the readings that were transferred.

### **Blood Sugar Overview**

The bar graph shows the percentage of your recent readings that are:

- Below your Low limit in blue
- Within your Target Range in green
- Above your High limit in red

Swipe left or right to view the other (14, 30, or 90 day) date ranges and tap on the bar to see more details.

See [About Me](#) on page 24 for information on setting your limits and Target Range.

### **Averages**

Includes your overall blood sugar average over the past 14, 30 or 90 days, the average number of tests per day, and the number of readings included in the average.

Swipe left or right to view averages for the other (14, 30, or 90 day) date ranges and tap the averages to see additional details.

### **Patterns**

High and Low blood sugar patterns for the last 14 days. This section only appears if there's a High or Low blood sugar pattern.

### **Recent Events**

The Recent Events section provides you a list of recent activities in reverse chronological order. Tap any individual item to see additional details.

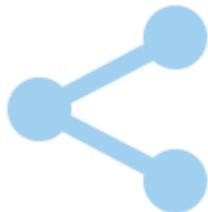
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## Data sharing (Share) feature

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The data sharing feature lets you share your blood sugar information to others via text or Email.

Data sharing is available only on screens containing the data share icon. Tap the Share icon.



Using the sharing feature, you can share:

- Your last blood sugar reading
- A PDF formatted progress report including your key blood sugar summaries and statistics and the logbook for 14, 30 or 90 days
- A CSV formatted file that displays your blood sugar information in simple table form for 14, 30 or 90 days

**NOTE:** Sharing options depend on capabilities of the compatible wireless device you are using.

## Readings (14, 30, 90 days)

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Blood sugar readings are displayed, organized by date, time of day, along with any associated meal tags. Manually entered readings (not sent from the meter to the app) are displayed in a handwritten font.

From the Home screen, tap on the bar graph to view the 14, 30 or 90 Day Details.

Swipe up and down to view each day.

## 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 [About Me](#) on page 24).

1. Tap any blood sugar reading to display the **Edit Reading** screen
2. Select **Before Meal** or **After Meal** to add a meal tag to this reading

Tap the back button in the upper left 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 [About Me](#) on page 24).
- Meal tags can also be added to a reading right after it has been synced with the app.
- Use care when adding meal tags to your blood sugar readings. Meal tag information impacts Averages, Patterns, Logbook and Graphs.

## Adding notes to your readings

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To add Notes to your readings, the Notes feature must be turned on, see [Settings](#) on page 28. Write your notes in the note field below your reading.

## Averages

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Tap **AVERAGE** on the Home screen

Your blood sugar average for the selected data range is calculated for each time period and organized by Before Meal



(  ), After Meal (  ), and All Readings. See [Logbook Schedule](#) on page 25 for information on setting time periods in the Logbook Schedule, and [Adding meal tags to your readings](#) on page 14 for adding meal tags.

**NOTE:**

- Averages provide information from past readings. **DO NOT** use blood sugar reading averages to make immediate treatment decisions. Always consult your healthcare professional before making significant changes to your diabetes care plan.
- Manually entered readings are included in your averages.
- Readings that are HI (above 33.3 mmol/L) or LO (below 1.1 mmol/L) are included in your averages.

## Patterns

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The number of High or Low Patterns detected after the last sync are displayed.

## Recent Events

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Events for the past 14 days are displayed by time, starting with the most recent event. Events appear on separate rows and include readings with any meal tags you've added, food (carbs), activity, and insulin (medication) information.

**NOTE:** To view Recent Events, swipe up in the **Recent Events** area on the Home screen.

Tap any event to view additional details about that event and/or make any edits to the information.

## Adding Events

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Tap + to the right of **Recent Events**

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

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

## Add Carbs

---

1. Tap the Carbs icon on the **Add Event** screen
2. Use the keypad to enter your carbs amount, from 0 to 999 grams  
Tap **DONE**.
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. Tap **Done**.
4. To add a Note to this carbs entry, tap **Add Note**
5. Tap **Save** to save this entry

## Add Insulin (medication data)

---

1. Tap the Insulin icon on the **Add 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, enter zero (0). Tap **DONE**.
3. Next, tap **Type** and then select **Rapid**, **Long**, **Mix**, **NPH** or **Other**, depending on the type of insulin taken
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. Tap **Done**.
5. To add another type of insulin or other medication note to this entry, tap 0 units, select **Other**, and tap **Add Note**
6. Tap **Save** to save this entry

## Add Activity

---

1. Tap the Activity icon on the **Add Event** screen
2. Use the pop-up keypad to enter the minutes of activity  
Tap **DONE**.
3. Next, tap **Light**, **Moderate** or **Intense**, based on the intensity 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. Tap **Done**.
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 Reading icon on the **Add Event** screen
2. Use the pop-up keypad to enter your blood sugar reading, from 1.1 mmol/L to 33.3 mmol/L  
Tap **DONE**.  
Tap **HI** for readings above 33.3 mmol/L, or if shown as HI on your meter.  
Tap **LO** for readings below 1.1 mmol/L, or if shown as 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.  
Tap **Done**.
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](#) on page 14 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 a handwritten font, to differentiate them from readings sent from the meter.
- Manually entered blood sugar readings are **NOT** used to detect High and Low Patterns.

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# Chapter

# 4

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## Logbook

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### Logbook

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The Logbook automatically organizes your blood sugar readings and lets you see them by day for the past 365 days, starting with the most recent. Readings are assigned to an Over-Night, Breakfast, Lunch, Dinner, or Bed-Time time period. The 5 time periods can be changed to fit your personal schedule. See [Logbook Schedule](#) on page 25 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.

#### NOTE:

- Before and After Meal columns appear only if you are using the Meal Tagging feature. See [About Me](#) on page 24.
- 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 Over-Night and Bed-Time time slots do not separate readings into Before and After Meal columns, even though meal tags may be assigned to these readings.
- Readings that are HI (above 33.3 mmol/L) or LO (below 1.1 mmol/L) are included in the Logbook.
- Manually entered readings are displayed with the number in a handwritten font, to differentiate them from results sent from the meter.
- Entries with a curled edge indicate additional readings, and/or information about the reading, are available.

## Viewing/adding data

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### Viewing results

Swipe up to view older readings and swipe down to view more recent readings.

Readings displayed in green are within your Target Range. Readings above your High limit are displayed in red and those below your Low limit are in blue. See [About Me](#) on page 24 for information on setting your limits. Readings above 33.3 mmol/L appear as HI and readings below 1.1 mmol/L appear as LO.

Only your most recent reading for any given Logbook box is displayed. A curled edge on a particular reading indicates that more information about the reading is available. Tap any entry in the Logbook box to view details.

## Viewing and adding details for each day

---

1. Tap any date in the left column of the Logbook screen to view the details for that day  
Day Detail is a summary of all of that day's events, including readings, food (carbs), activity and insulin data.  
To view all of the information for that day, simply swipe up on the screen.
2. 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.
3. Tap + in the upper right to add an event

## Viewing Patterns from the Logbook

---

1. Tap the **Patterns** button in the lower left hand corner to view only 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](#) on page 19 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. Readings that are not part of a pattern will appear in a dimmed font. 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 (medication) 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](#) on page 20.

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# Chapter

# 5

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## Patterns

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### Detecting Patterns

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The app can let you know when your blood sugar readings develop a pattern below the Low limit or above the High limit you set in the app. Patterns must be ON in **Settings**.



In the Patterns screen, a red pattern icon ( ) identifies a HIGH Pattern and a LOW Pattern is identified by a



blue pattern icon ( ).

See [About Me](#) on page 24 for information on setting your Low and High limits. Patterns are displayed for the most recent 14-Day period only.

#### NOTE:

- Readings that are HI (above 33.3 mmol/L) and LO (below 1.1 mmol/L) are included in Patterns.
- A single blood sugar reading is only included in one Pattern.
- Manually entered blood sugar readings are not included in Patterns.
- Changing your High and Low limits will impact the Patterns.

Pattern messages provide information from past readings and may help you to identify a need to consider making therapy or lifestyle adjustments. Always consult your healthcare professional before making significant changes to your diabetes care plan.

After every sync with the meter, the app checks all readings sent from all meters during the past 14 days to detect any new patterns. Patterns are identified based on the time of day the test was taken. For a group of readings to be considered a Pattern, the time of day for each reading must be within 3 hours of each other.

#### High Pattern

A High Pattern message appears when your app detects a minimum of 3 readings within a 5-day period that are over the High limit set in your app.

#### Low Pattern

A Low Pattern message appears when your app detects a minimum of 2 readings within a 5-day period that are below the Low limit set in your app.

**NOTE:** Patterns can be affected when the time of day is changed in the meter (e.g., meter time updated to reflect Daylight Saving Time).

## What are limits and how are they used?

Limits (Meal tagging off)	Definition	How it Affects Patterns	How Appears in Logbook & Graphs
Low	The lower limit of your Target Range	Establishes limit for Low Patterns	Readings below this limit are shown in blue
High	The upper limit of your Target Range	Establishes limit for High Patterns	Readings above this limit are shown in red

Limits (Meal tagging on)	Definition	How it Affects Patterns	How Appears in Logbook & Graphs (when tagged Before or After Meal)***
Before Meal Low	The lower limit of your Before Meal Target Range	Establishes limit for Low Patterns (when reading is tagged Before Meal)*	Readings below this limit are shown in blue
Before Meal High	The upper limit of your Before Meal Target Range	Establishes limit for High Patterns (when reading is tagged Before Meal)**	Readings above this limit are shown in red
After Meal Low	The lower limit for your After Meal Target Range	Establishes limit for Low Patterns (when reading is tagged After Meal)*	Readings below this limit are shown in blue
After Meal High	The upper limit for your After Meal Target Range	Establishes limit for High Patterns (when reading is tagged After Meal)**	Readings above this limit are shown in red

\* For untagged readings, the lower of the Before Meal Low and After Meal Low limit is used to detect patterns.

\*\* For untagged readings, the higher of the Before Meal High and After Meal High limit is used to detect patterns.

\*\*\* For untagged readings:

- The lower of the Before Meal Low and After Meal Low limit appears in blue.
- The higher of the Before Meal High and After Meal High limit appears in red.



### CAUTION:

- **DO NOT** use Pattern messages to make immediate and/or significant changes to your diabetes care plan without first consulting your healthcare professional.
- **DO NOT** wait for Pattern messages to treat low or high readings. Always use the current reading on your meter for immediate treatment decisions.
- High and Low Pattern messages are based on High and Low limits you set in the app. These messages are different than the HI and LO messages that appear when your blood sugar reading is above 33.3 mmol/L or below 1.1 mmol/L.
- **DO NOT** let anyone else use your OneTouch® meter to test their blood sugar. Your Patterns may be affected if you allow other people to use your meter and those readings are sent to the app. Your meter is for single patient use only.

## Viewing Pattern Details

1. On the Patterns screen, 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 (medication) 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](#) on page 14 for information on adding Notes to blood sugar readings.

3. Tap **Patterns** to return to the previous screen

## Receiving Pattern Messages

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When the app detects a Low or High Pattern, a notification will appear on the Home screen.

Tap the Patterns section 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.
- Meal tag your readings carefully. When you change a meal 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 [About Me](#) on page 24). 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 [Settings](#) on page 28). 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

# 6

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## Graphs

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## Graphs

---

Blood sugar readings for the most recent 14, 30, and 90 days appear in two separate graphs, one that displays readings by date (Overall) and the other by hour of the day (Time-of-Day). You can pinch to zoom in on specific details on the graph.

### Overall Graph

---

Tap **14 Days**, **30 Days** or **90 Days** to see the desired date range.

In the 14-Day example, readings for the past 14 days appear as symbols on the graph, organized by date. The date appears on the horizontal axis and the reading value (up to 33.3 mmol/L) appears on the vertical axis. Readings in between your High and Low limits (within your Target Range) are green and appear within the shaded horizontal band. Readings above your High limit are red and readings below your Low limit are blue. Red and blue horizontal lines indicate the High and Low limits of your Target Range. A dotted red line indicates the Before Meal High limit. See [About Me](#) on page 24 for information on setting your limits.

For a Key to the symbols used in the graph, tap the information symbol located at the bottom left corner of the screen. Or, see [Symbols and Icons used in the App](#) on page 8 for a table of graph symbols.

1. Swipe left and right to view all of the dates in the selected range
2. Tap any individual reading on the graph to view details about that reading

Each blood sugar reading detail is displayed along with any meal tag. Carbs, activity or insulin (medication) data are also displayed, if the time stamp of these events is within 30 minutes prior to the time of the reading.

### Time-of-Day Graph

---

Tap **14 Days**, **30 Days** or **90 Days** to see the desired date range.

In the 14-Day example, readings appear as symbols on the graph, organized by hour of day. The time of day appears on the horizontal axis and the reading value appears on the vertical axis. Readings in between your High and Low limits (within your Target Range) are green and appear within the shaded horizontal band. Readings above your High limit are red and readings below your Low limit are blue. Red and blue horizontal lines indicate the High and Low limits of your Target Range. A dotted red line indicates the Before Meal High limit. See [About Me](#) on page 24 for information on setting your limits.

For a Key to the symbols used in the graph, tap the information symbol located at the bottom left corner of the screen. Or, see [Symbols and Icons used in the App](#) on page 8 for a table of graph symbols.

1. Swipe left and right to view all of the hours in the complete 24-hour period
2. Tap any individual reading on the graph to view details about the test

Each blood sugar reading detail is displayed along with any meal tag. Carbs, activity or insulin (medication) data are also displayed, if the time stamp of these events is within 30 minutes prior to the time of the reading.

## **Viewing Patterns on the Overall and Time-of-Day Graphs**

---

1. Tap **Patterns** at the bottom of the graph to highlight the readings that are part of a High or Low Pattern  
Low Pattern readings are connected with a blue line and a red line connects High Pattern readings. Readings that are not part of a pattern will appear dimmed. Tapping **Patterns** again will return you to the classic graph view.
2. To view the details of a HIGH or LOW Pattern, tap any one of the readings that is part of the Pattern

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# Chapter

# 7

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## About Me

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### About Me

---

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

#### Gender

You have the option to indicate your gender.

#### Range (High and Low blood sugar limits)

Your overall Range is defined by a High and a Low blood sugar limit, values that impact how readings are displayed in the app. The number of limits you set depends on whether meal tagging is turned on or off.

**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 target 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 target 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.

#### High and Low Limits (Meal Tagging Off)

A single High and Low limit is set.

- Readings above the High limit will appear in red and readings below the Low limit will appear in blue.

#### Meal Tagging

Meal Tags are notes that you can add to a blood sugar reading to indicate if the reading was taken before or after meal. The Meal Tagging feature must be turned on for you to be able to add a Before Meal or After Meal tag to your readings.

#### NOTE:

- Changing a meal tag on a reading may affect the detection of a Pattern.
- Meal tags can affect your Before and After Meal Averages. Be sure to tag your readings carefully.

#### High and Low Limits (Meal Tagging On)

A Before Meal High and After Meal High limit are set and a Before Meal Low and After Meal Low limit are set.

- Readings above the Before and After Meal High limit will appear in red and readings below the Before and After Meal Low limit will appear in blue.
- Changing your Before Meal High and Low limits in the app will affect your Patterns.

## Setting your High and Low limits (Meal Tagging Off)

---

1. Tap **Overall** under the range indicator bar. The Low Limit screen appears
2. Scroll to the desired limit  
The app default setting for your Low limit is 3.9 mmol/L.
3. Tap the arrow to the right of Low Limit and repeat step 2 to set your High Limit  
The app default setting for your High limit is 10.0 mmol/L.
4. When both range limits are set, tap **Done**

## Setting your High and Low limits (Meal Tagging On)

---

### Before Meal Limits

---

1. Tap **Before Meal** under **Meal Tagging**. The Before Meal Low Limit screen appears
2. Scroll to the desired limit  
The app default setting for your Before Meal Low limit is 3.9 mmol/L.
3. Tap the arrow to the right of Low Limit and repeat step 2 to set your Before Meal High Limit  
The app default setting for your Before Meal High limit is 7.2 mmol/L.
4. When both range limits are set, tap **Done**  
Your new Before Meal range limits now appear on the **About Me** screen.

### After Meal Limits

---

1. Tap **After Meal** under **Meal Tagging**. The After Meal Low Limit screen appears
2. Scroll to the desired limit  
The app default setting for your After Meal Low limit is 3.9 mmol/L.
3. Tap the arrow to the right of Low Limit and repeat step 2 to set your After Meal High Limit  
The app default setting for your After Meal High limit is 10.0 mmol/L.
4. When both range limits are set, tap **Done**  
Your new After Meal range limits now appear on the **About Me** screen.

**NOTE:** Whenever you turn meal tagging **off**, your Before and After Meal range limits will return to the default setting.

## Insulin Therapy

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Choose your usual form of insulin delivery. Select **None** if you do not use insulin.

## Logbook Schedule

---

Readings in the Averages and Logbook screens are assigned to one of five time periods: Overnight, Breakfast, Lunch, Dinner or Bedtime. You can customize each time period to fit your personal schedule.

1. To change the start and end time for each slot, swipe up on the About Me screen until Time of Day for Logbook appears  
The time slots are colour-coded: Overnight, Breakfast, Lunch, Dinner and Bedtime.

**NOTE:** Midnight is both the End time for Bedtime and the Start time for Overnight, and cannot be changed.

2. On the Time of Day for Logbook wheel, tap and hold the small white circle between the Overnight and Breakfast time slot
3. Slowly slide the circle around the wheel to set the start time for your Breakfast time slot  
The Overnight end time slot changes as the circle moves around the wheel.
4. Lift your finger from the screen when the desired time appears  
The End time for your Overnight and the Start time for your Breakfast time slots are now set.  
Repeat this step to set your Start and End time for the Lunch, Dinner and Bedtime time slots.
5. When finished, tap the navigation icon to return to the Navigation Menu

## My Meters

View all meters currently paired with this compatible wireless device along with the date and time each 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.

Pair additional meters with this compatible wireless device.

## Settings

Some of the app features can be turned on or off, depending on your needs.

**NOTE:** The default setting for all of the menu options is **ON**. Tap the buttons on the right of the screen to turn each feature **ON** or **OFF**.

### Patterns

The Patterns feature must be turned on for you to be able to receive High and Low Pattern messages and view High and Low Patterns in the Logbook and Graphs.

**NOTE:** Be sure the date and time are set correctly in your compatible wireless device before using the High/Low Patterns feature.

### Notes

Enter and view Notes about your blood sugar readings and other events.

### Carbs

Enter and view food (carbs) data.

### Activity

Enter and view activity information, including duration and intensity.

### Insulin

Enter and view insulin data, as well as notes on other types of medicine.

**NOTE:** When Notes, Carbs, Activity, or Insulin are turned off, they will not appear as options on the Add Event screen.

### Time Change Prompt

The app can prompt you to update the time in your meter to match the time in your compatible wireless device whenever the time difference between the two is **greater than 15 minutes**. The following message will appear on the app:

You can turn the Time Change prompt ON or OFF. If you turn this feature ON, the Meter Time Difference message will appear. You have the option to update the time in the meter or leave the current meter time in effect.

If you turn this feature OFF, the Meter Time Difference message will not be displayed. The app will **always** automatically update the time in the meter to match the compatible wireless device when the difference between the two exceeds 15 minutes. For example, when Daylight Saving Time occurs, the time in your meter will be automatically updated by the app.

There may be instances when you do not want the app to automatically update the time in the meter. For example, you may be traveling to a different time zone for a short time and plan to maintain your diabetes treatment schedule based on your home time zone. Or, you may live near a time zone boundary and frequently move back and forth between time zones. In cases like these, you may want to control when the app updates the time in your meter. To prevent the app from automatically updating the time in your meter, make sure the Time Prompt Setting is turned ON.

If you take insulin, talk with your healthcare professional about setting the Time Change Prompt to best suit your needs when traveling.

If the time difference between the meter and compatible wireless device is **15 minutes or less**, the time in the meter will **always** be automatically updated to match the compatible wireless device, even if the Time Change Prompt is ON. No Meter Time Difference message will appear.

### NOTE:

- Updating the date and time in your meter has no effect on the time (or date) stamp applied to readings already stored in the meter memory. The new date and time will only be applied to new readings.
- Changing the date and time in the meter can affect your Patterns. See [Detecting Patterns](#) on page 19 for more information.
- If you want the meter to reflect the same time of day as the app after changing time zones, be sure to sync the meter and app when you reach the new time zone.

When finished with your Settings, tap the navigation icon to return to the Navigation Menu.

**Connections**

Your health information can be connected to other applications and users. Connections allow you to control how you connect your health information with others.

**Care Team**

You can share your health information with your Care Team such as your doctor's office or other healthcare providers. Use this section to view which offices you are connected with and share your health information with additional offices.

To stop sharing your health information with an office, please contact the office directly.

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# Chapter

# 8

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## Reminders

---

### Reminders

---

You can set personal reminders in the app to prompt you to test, snack, exercise 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 **Reminders** on the Navigation Menu to display the Reminders screen

2. Tap the + button to set a Reminder

The Choose Reminder screen appears with a list of predefined Reminders.

3. Tap on the right arrow to select a Reminder from the list

The Set Reminder screen appears.

4. If the date and time for this Reminder are not correct, tap the **Date**

Use the calendar wheel to set a new date and time of day, and tap **Done**.

5. To set how often the Reminders will occur, tap **Repeat**

Make your selection and tap **Done**.

Your options are:

Never (Default setting)

Daily

Weekly

Monthly

Annually

6. Tap **Save** to save this Reminder

The Reminder now appears on the Reminders screen. Tap the Reminder to view or delete the scheduled Reminder.

### Creating and deleting Reminders

---

1. Tap **Reminders** on the Navigation Menu to display the Reminders screen

2. Tap the + button

3. On the **Choose Reminder** screen, tap the **New Reminder** button to add a custom Reminder name

4. Tap **Save** when finished

The new Reminder name will appear on the Choose Reminder screen.

To remove a Reminder from the Choose Reminder screen, tap **Edit**, then tap the red circle next to the Reminder. Tap **Delete**, then **Done**.

## Receiving Reminders

---

Your compatible wireless device will display the Reminder at the appropriate date and time. Tap **View** to see details about the Reminder or **Cancel** to dismiss.

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

## Account

On the OneTouch Reveal<sup>®</sup> Account screen, you can do the following:

- **Sign Out** from your OneTouch Reveal<sup>®</sup> account.
- Manually sync with your account.
- View last sync information.

## Help

For your reference, this complete User Guide is included in the app as Help.

1. Tap **Help** on the Navigation Menu to display the Help Table of Contents
2. Tap any Table of Contents entry to go directly to that section or type in any topic in the search bar and tap search

## Contact Us

If you have reviewed the Help section and still have questions, you can contact us by selecting the **Contact Us** option on the Navigation Menu.

## Terms of Use and Privacy Policy

Information regarding requirements when using the OneTouch Reveal<sup>®</sup> mobile application.

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# Chapter

# 9

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## Troubleshooting

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### Frequently Asked Questions

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

A. 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 **About Me > Meal Tagging** and make sure Meal Tagging is turned ON.

**Q. Why don't I see any Patterns?**

A. Patterns may be turned OFF. Go to **Settings > Patterns** and make sure High/Low Patterns is turned ON. Be sure to tag readings carefully.

**Q. Why can't I add Notes?**

A. Notes may be turned OFF. Go to **Settings > Notes** and make sure Notes is turned ON.

**Q. Why don't I see icons for Carbs, Insulin, or Activity on the Add Event screen?**

A. These features may be turned OFF. Go to **Settings > Carbs, Activity or Insulin** and make sure the desired ones are turned ON.

**Q. Why don't I see the Meter Time Difference prompt anymore?**

A. The Time Change Prompt may be turned OFF. Go to **Settings > Time Change Prompt** and make sure this feature is turned ON. When it is ON and the meter clock differs from the time in the compatible wireless device by **more than 15 minutes**, you will be asked if you want to update the time in your meter. When it is OFF, the meter clock is automatically changed to match the compatible wireless device (this does not change the date and time of previous blood sugar readings). See [Settings](#) on page 28 for more information.

**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 Target Range. HI or LO appears when a reading is outside the range the meter can accurately measure (above 33.3 mmol/L or below 1.1 mmol/L).

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

A. Follow the pairing instructions in this User Guide. See [General instructions for pairing your meter:](#) on page 7

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<sup>®</sup> feature may be causing interference. Turn the meter off and then try again in a few minutes.

## App error and other messages

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The app displays messages when you have entered invalid data, and to prompt you to check certain app settings, when necessary.

### 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. Uninstall the app, re-install it, and 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

Re-install the app.

### App and Meter use different Units of Measure

---

#### What it means

The meter you are pairing with the compatible wireless device uses a different unit of measure than the one used in the app.

#### What to do

Please use a meter that is compatible with the unit of measure used in the app.

### Different Target Range

---

#### What it means

The target range set in the meter is different than the one set in the app.

#### What to do

Confirm the target range you want to use for both the meter and the app.

## Future Date/Time Readings and Patterns

---

### What it means

One or more records in your meter are stamped with a future date and/or time.

### What to do

Update time and date settings in the meter by syncing with the app. Discard these readings, if desired.

## 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 1.1 and 33.3 mmol/L.

## 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 1.1 and 33.3 mmol/L.

For your healthcare professional (HCP) only

## Patterns

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 [About Me](#) on page 24 for information on setting High and Low limits. Patterns for the most recent 14 days are displayed.

### NOTE:

- Test results that are HI (above 33.3 mmol/L) and LO (below 1.1 mmol/L) 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 **1 reading** that is above the High limit on **3 separate days** out of the last 5 days, all within a **3-hour** period.
2. Low Pattern – a minimum of **1 reading** that is below the Low limit on **2 separate days** out of the last 5 days, all within a **3-hour** period.

These pattern definitions are consistent with accepted clinical literature<sup>1-3</sup>.

1. Nathan D., Buse J., Davidson M., Heine R., Holeman R., Sherwin R., Zenman B. (2009). Medical Management of Hyperglycemia in Type 2 Diabetes: A Consensus Algorithm for the Initiation and Adjustment of Therapy; A Consensus Statement of the American Diabetes Association and the European Association for the Study of Diabetes. *Diabetes Care Vol. 32*, pp 1-11.
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)*.

## About

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