

Mobile App Help File

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OneTouch Reveal® mobile app

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 Android™ 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.
- Set reminders such as when to test and when to take insulin.
- 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.
- Help File (PDF) can be downloaded and printed from 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)
 - OneTouch.ca/OneTouchReveal

Supported Devices and System Requirements

For the latest listing of compatible wireless devices and system requirements, visit OneTouchReveal.ca/mobile-support/en_CA.

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Intended Use

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.

Chapter

1

Getting Started

Getting Started

1. Download the OneTouch Reveal[®] mobile app from Google Play[™] 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[®] account to use the app. If you already have a OneTouch Reveal[®] account, then simply tap **Log In**.

3. Select your country and tap **Next** to continue
4. Follow the prompts, then tap **Sign up** to create your account

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 More Menu.

Creating your OneTouch Reveal[®] account

Your OneTouch Reveal[®] 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 wireless devices, install the app on the device and then log in to your account.

Pairing

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 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[®] 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.

General instructions for pairing your meter



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

General instructions for pairing your meter

1. Tap More Menu, My Meters then Pair Another 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.

Unpairing

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.

Chapter 2

App Overview

Symbols and Icons used in the App

Table 1: Identifying icons

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

Table 2: Event icons

	Before Meal
	After Meal

Table 3: Other icons

	Share
	Navigation

Table 4: Table icons

	Note
---	------

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

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

- Personal information including gender, 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 the date and time each was last synced with the device.
- Option to pair additional meters and turn on auto update time for meter.

My Reminders

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

My Account

- Information about your OneTouch Reveal[®] account, last sync and log in preferences.

Connections

- Share your health information and maintain your connections with 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 service contact information.

Log Out

- Log out of your OneTouch Reveal[®] account.

Syncing your meter

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 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 (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.

Background Sync

OneTouch Reveal[®] now has a Background Sync function. When it is turned on, Background Sync allows your meter to synchronize 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

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 have a date and time 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

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.

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

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.

Chapter

3

Navigation Bar

Home

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

The home screen displays pattern notifications and provides useful articles on your Event Feed. The Event Feed also provides a 14-day snapshot of your recent activity, blood glucose results, insulin doses, or carb entries. Tap any of the events to view details.

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

Data sharing (Share) feature

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.

Logbook

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

Last Reading

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

Patterns

Tapping on this option will show the high and low patterns apparent in the last 14 days of your results. See [Viewing Patterns from the Logbook](#) for more information.

Averages

Includes your blood sugar statistics for three different time spans and the percentage of readings that fall into in-range, high or low categories.

Chapter

4

Logbook

Logbook

The Logbook automatically organizes 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 italicized 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 glucose 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 glucose 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 glucose 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.

Viewing data

In classic view, swipe up to view older readings and swipe down to view more recent readings. In day or week view, use the left or right arrows to view data for the selected date range.

Readings displayed in green are within your Range. Readings above your High limit are displayed in red and those below your Low limit are in blue. See [My Settings](#) 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.

Adding meal tags to your readings

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.
- Use care when adding meal tags to your blood sugar readings. Meal tag information impacts Averages, Patterns and Logbook.

Adding notes to your readings

To add Notes to your readings, write your notes in the note field below your reading.

NOTE: The Add Note text field is not a means of communication with LifeScan. See Contact Us in the More Menu for customer service information.

Adding Events

Tap + from any of the Logbook views

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

NOTE: Only manually entered information, including blood glucose 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 a note

5. Tap **Save** to save this entry

NOTE: Carbs data can be imported from other external applications.

Add Insulin

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 **Type** and then select **Rapid**, **Long**, **Mix**, **NPH** or **Other**, depending on the type of insulin taken
NOTE: The Insulin Type will default to **Rapid** 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 a note
6. Tap **Save** to save this entry

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 **Select intensity level** and choose **Light**, **Moderate** or **Intense**, based on the force of your activity
4. To add a Note to this activity entry, tap Add a 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 BG icon on the **Add an Event** screen
2. Use the pop-up keypad to enter your blood sugar reading, from 1.1 mmol/L to 33.3 mmol/L, or tap **HI** for readings shown as HI on your meter, or tap **LO** for readings 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.
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 a 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 italicized 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

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

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.

Chapter

5

Patterns

Detecting Patterns

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.

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

See [My Settings](#) 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 Range	Establishes limit for Low Patterns	Readings below this limit are shown in blue
High	The upper limit of your 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 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 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 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 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 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

Receiving Pattern Messages

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.
- 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 [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.

Chapter

6

Averages

Averages

Using the Averages tab, the app can help you monitor your overall blood sugar average for three time spans: 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

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.

Chapter

7

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 personalize 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 Service – Displays the Terms of Service for the app.
- Privacy Policy – Displays the Privacy Policy for the app.
- Log Out – Allows you to log out.

My Settings

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

My Range (High and Low blood sugar limits)

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.

Setting your High and Low limits

1. Under Range, tap the High limit
A scroll wheel will appear.
2. Scroll to reach the desired limit, then tap **Done**
The app default setting for your High limit is 10.0 mmol/L.
3. Tap the Low Limit and repeat step 2 to set your Low Limit
The app default setting for your Low limit is 3.9 mmol/L.

My Meters

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.

Auto Update Time

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**.

You can turn Auto Update Time ON or OFF. If you turn this feature OFF, 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 ON, 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 Auto Update Time Setting is turned OFF.

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 Auto Update Time prompt is OFF. 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.
- 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.

My Reminders

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

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

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

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 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.

NOTE: Android users will not be asked for permission to send notifications until they adjust settings in My Reminders.

My Account

This screen displays the email address associated with your account. You can also see the date of your last sync with the meter or your last sync with your account.

Log-in Preferences

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

Connections

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

Apps

Partners

Connecting to your partners allows you to share your OneTouch Reveal[®] information with their app.

1. Tap the More Menu then **Connections**
2. Tap the toggle button on the right side of the screen to enable a connection with their app

NOTE: To disable the connection, tap the toggle button again. You will no longer share your OneTouch Reveal[®] information with their app.

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

Access this help file through this option.

Contact Us

Key contact information is available here, including the email and phone number for LifeScan Customer Service and the LifeScan URL. The app and Android version are both displayed here as well.

Terms of Use

You can view the Terms of Use here.

Privacy Policy

You can view the Privacy Policy here.

Log Out

You can log out of the app here. Once logged out, you can no longer use the app functions until you log back in.

Chapter

8

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 toggle for insulin.

Q. How does the Auto Time Update prompt work?

A. The Auto Time Update setting is turned on by default. When this feature is on, the app will automatically update your meter time if there is a time difference of more than 15 mins. When the feature is turned off, you will receive a prompt before the app updates your meter time. To turn this feature off/on, go to the **More Menu > My Meters** screen and toggle it on or off.

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 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 Help File.

General instructions for pairing your meter

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.

Bluetooth® and Pairing Issues

My meter will not pair with my Android™ phone or tablet

The OneTouch Reveal® mobile app provides on-screen instructions that make it easy to connect your meter to your Android™ phone or tablet using Bluetooth® – you can also see [General instructions for pairing your meter](#) for more information.

If you are still having problems, try checking out the steps below. While it may not be necessary to perform each step, they are often helpful in troubleshooting pairing issues.

- Close the OneTouch Reveal® mobile app, then reopen it.
- Turn off Bluetooth® on your Android™ phone or tablet, then turn Bluetooth® back on.
- Turn Bluetooth® off on your meter and then turn Bluetooth® back on.
- Power off your Android™ phone or tablet, then power it back on.
- When the PIN pops up on your meter's screen, check your Android™ phone or tablet's notifications to make sure you can type in the PIN on your phone or tablet.

Need help? Please call us at 1 800 663-5521, or email us at CustomerService@LifeScanCanada.com. If you are having problems with your Android™ phone, it's best to call in using a different phone.

App error and other messages

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® account. Delete and re-install the app, then log into your OneTouch Reveal® account again.

The app will not launch

What it means

The OneTouch Reveal® mobile app is corrupted.

What to do

Delete and re-install the app.

App and Meter use different Units of Measure

What it means

The meter you are pairing 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 Range

What it means

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

What to do

Confirm the range you want to use for both the meter and 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 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 [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 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 **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 literature¹⁻³.

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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