# Mobile App Help File

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## About

### Introduction

# OneTouch Reveal® Mobile App

Before using this app, carefully read this Help file. Keep it available for reference when using the app. The OneTouch Reveal® mobile app is a diabetes management tool that can help you track your blood glucose from your mobile device and easily share your readings with your healthcare professional and family members. The app works with compatible mobile devices such as your Android phone. The app supports **Bluetooth®** wireless technologies to communicate with OneTouch® Blood Glucose Monitoring Systems.

### Key Features:

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

### Support:

- Help section within the app.
- Customer Care Chat within the app opens up a dialog box with OneTouch® for you to learn more about our products.
- Help file (PDF) can be downloaded and printed from *https://assets.onetouchreveal.com/otr-mobile/5.16.0/user-manual-pdfs/OneTouchRevealApp-Android-UserManual-en-GB.pdf*.
- Contact Customer Care to request a printed copy.
- We welcome you to contact us for support at:

  0800 121 200 (9am-5pm Monday - Friday)

  contact.uk@onetouch.com

  *myOneTouch.co.uk/OneTouchReveal*

### Accessibility Statement

The OneTouch Reveal® mobile app is designed to provide the best possible usability and accessibility in regions where the OneTouch Reveal® mobile app is officially released.

### Our Commitment

LifeScan is committed to providing persons with diabetes a mobile app to help them better manage their condition.

### Better Accessibility and Usability

LifeScan strives to make the OneTouch Reveal® mobile app usable and accessible in supported regions by localising content to those regions. LifeScan employs Human Factors testing in the development of the mobile app to ensure an intuitive design. LifeScan constantly monitors user feedback through both social media and customer care calls and incorporates that feedback into future releases.

### Our Goal

LifeScan continually strives to provide the best possible user experience. Should you experience any difficulty in using the OneTouch Reveal® mobile app, please contact us at contact.uk@onetouch.com. We welcome your feedback and suggestions.

# Supported Devices and System Requirements

For the latest listing of compatible **Bluetooth®** enabled devices and system requirements, visit *OneTouchReveal.co.uk/mobile-support/en_GB*.

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

The app is not optimised for use on tablets.

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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 glucose. **Do Not** pair another person's meter with your compatible wireless device.

# Chapter 1

# Getting Started

# Installing the App

1. Download the OneTouch Reveal® mobile app from Google Play and install it on your mobile device.
2. Once the app is installed, open it by tapping on the app icon.

**App icon**

# Check Your Mobile Device Settings

Some mobile device settings may prevent you from getting notifications and syncing your readings. The exact location of each setting is determined by your operating system (OS) and mobile device. To see your OS version, go to your mobile device's **Settings** and find the **About** section. Follow your mobile device manufacturer's instructions for further information.

### Private Space

**For Android 15 and above:**

**Do Not** install the OneTouch Reveal® mobile app in private space. Private space is a feature that lets you install apps into a separate space on your mobile device. Apps that are in private space have restricted functions and do not work in the background. Notifications may not be received when the app is installed in private space. If you have set up private space, you can access it at the bottom of your app drawer.

**NOTE:** If the app is installed in private space, you will need to uninstall and reinstall it. This will disable the **Bluetooth®** connection between your meter and mobile device, requiring you to pair the meter again.

Follow these steps to remove the app from private space:
**1.** Uninstall the OneTouch Reveal® mobile app from private space.
**2.** Install the app in your main space.
**3.** Log into the OneTouch Reveal® mobile app and pair your meter again.

# Updating the App

### On Android, follow these steps:

1. Open the Google Play app.
2. At the top right, tap your Profile Icon.
3. Tap Manage Apps & Device. Apps with an update available are labeled "Update Available."
4. Tap Update.

**NOTE:** Once you have downloaded a new version of the app, you will not be able to revert back to a previous version of the app.

# Signing Up for a OneTouch Reveal® Account

A OneTouch Reveal® account allows you to view all your data across mobile devices and the OneTouch Reveal® web application. The account enables cloud backup of the data stored in the app and eliminates the need to sync your meters with every digital platform.

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

If you already have a OneTouch Reveal® account, you can use it to log in.

If you don't already have a OneTouch Reveal® account, create one using the following steps after installing and opening the app on your mobile device.

1. Tap either button to allow or not allow the app to send you notifications.
2. Select your country of residence, then tap **Next**.
3. Review the **Consent to Process Personal/Sensitive Data**, then tap **I Agree**.

   **NOTE:** If you don't agree to the **Consent to Process Personal/Sensitive Data**, your account won't be created.
4. Tap **Sign Up**.

**NOTE:** You need to be age 18 or older to use this app. Guardians age 18 and older may create an account on behalf of their dependent who is younger than age 18. See *Signing Up as a Guardian for a Dependent*.

# Signing Up for Yourself

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

# Signing Up as a Guardian for a Dependent

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

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

   **NOTE:**
   - You can't use an email address that is already in use with another guardian account.
   - Passwords must be between 8–16 characters, contain at least 1 number and 1 letter, and cannot contain < > " = +.
   - If your email address is invalid or your email address or passwords don't match, you will be instructed to re-enter them.

3. Once you have reviewed the **Terms of Use** and **Privacy Policy** and confirmed you have reached the age of 18, tap the corresponding box to indicate you agree.
4. If you wish to opt-in to receive diabetes-related marketing materials, tap the corresponding box to indicate you agree.
5. Then tap **`Continue`**.
6. On the next screen, enter your dependent's details including:
   - Date of Birth
   - Name
   - Clinic Code (optional)
   - Gender
   - Diabetes Type

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

# Logging in as a Guardian for a Dependent

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

If you don't yet have a OneTouch® guardian account for a dependent, tap **`Sign up for a dependent`**. See *Signing Up as a Guardian for a Dependent*.

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

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

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

# When Your Dependent Turns Age 18

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

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

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

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

**NOTE:**

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

# Deleting Your OneTouch Reveal® Account

1. Tap the **More** menu in the top-right corner of the screen.
2. Tap **My Account**.
3. Tap **Delete Account**.
4. Enter your login credentials and enable the two checkboxes available. Then, tap **Delete Account**.
5. A pop-up message will appear stating the account was permanently deleted and the mobile app will close.

**NOTE:** The deletion of your account is permanent. All data associated with the account will be deleted and cannot be recovered.

# To Uninstall the App

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

### For Android

1. Open the Google Play app.
2. At the top right, tap your profile icon.
3. Tap **Manage Apps & Device**, and then **Manage**.
4. Tap the name of the app you want to delete.
5. Tap **Uninstall**.

# Cybersecurity

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

- Locking your mobile device with a personal identification number (PIN), passcode, or biometric ID (such as a fingerprint).
- Keeping the OneTouch Reveal® mobile app on your mobile device updated to the latest version (installable from Google Play) because critical updates and security patches are often distributed through these updates.
- Choosing a stronger password for your OneTouch Reveal® account.
- Making a decision about whether or not to use the **Keep Me Logged In** option, or using biometric ID such as facial or fingerprint recognition, to log in. If you do not select one of these options, you will need to authenticate with your

password more often.

- To ensure information is secure, change passwords every 90 days.
- The meter and app have been designed defensively to ward off malicious intent and have been tested accordingly.
- Do not leave your meter or mobile device unattended or in a public place so that others may change your personal parameters or make physical connections to them.
- While the OneTouch Reveal® mobile app uses end-to-end authentication and encryption protocols to secure your information, users should ensure they pair their meters only to their own personal mobile devices.
- Use of untrusted Wi-Fi connections may place a user at a higher security risk.
- If you ever believe that the security of your account has been compromised or you have any other related concerns, please contact OneTouch® Customer Care immediately at:

  0800 121 200 (9am-5pm Monday - Friday)

  contact.uk@onetouch.com

  *myOneTouch.co.uk/OneTouchReveal*

# Pairing Your Meter with Your Mobile Device

Pairing your meter and your mobile device allows them to communicate with each other. Pairing is necessary so readings can be sent from your meter to the app.

Multiple meters can be paired with multiple mobile devices. Simply repeat the pairing instructions for each meter.

Check that your mobile device operating system is supported. You should confirm this after installing an update or upgrading to a new mobile device. See *Supported Devices and System Requirements* for more information.

⚠ **CAUTION: Do Not** pair another person's meter with your mobile device.

To start pairing, open your OneTouch Reveal® mobile app and have your meter on and ready. The meter and mobile device must be within a metre of each other for successful pairing, with nothing between them, such as your body, walls, or water. The app will display step-by-step instructions to guide you through the pairing process.

1. Ensure **Bluetooth®** is turned on in your mobile device.
2. Open the OneTouch Reveal® mobile app and tap the **`More`** menu, **`My Meters`**, then **`Add a Meter`** or tap the + icon.
3. Select the meter you want to pair.

   **NOTE:** Not all meters are available in all countries.

4. If using a OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meter, you will be asked to select the screen that matches your meter screen.
5. Follow the prompts in the app.

   You will be guided to turn your meter on and turn on **Bluetooth®**.
6. After tapping **`Continue`**, the app will search for your meter.
7. When the **`Searching`**... screen changes to the **`Detected meters`** screen, tap **`Pair`** to the right of your meter name in the app.

   You can check the last 4 digits of the meter serial number shown in the app against the one on the back of your meter.
8. When prompted by the app, enter the PIN number from your meter screen into the app pop-up.

   If you don't see the pop-up, you may need to swipe down from the top of the screen on your mobile device to access your Notifications menu to enter the PIN.

   **NOTE:** Enter your PIN immediately. The PIN will only display on the meter for about 30 seconds. Restart the pairing process if necessary.

9. Wait for your mobile device to begin syncing data from the meter.

   "**`Syncing...`**" will appear in the app to let you know the meter is communicating with the app. Once you see a green check mark on the app screen, you have completed pairing. The meter can now be found on the **`My Meters`** screen in the **`More`** menu.

To pair additional meters, repeat the steps above. Pair the meters one at a time.

**NOTE:** If the mobile device is unable to locate your meter, make sure **Bluetooth®** is turned on in both the meter and mobile device. If the problem continues, see *Frequently Asked Questions*.

# Remove Your Meter from the App

If you are experiencing issues with syncing, we recommend you completely disconnect communication between the devices by removing the meter from the app and your mobile device.

1. To disconnect the meter, go to the **`My Meters`** screen in the app, then tap **`Remove Meter`**. Tapping this button will remove the meter from your app's meter list and then you will be taken to your mobile device's **Bluetooth®** list.
2. From the Paired devices list in your mobile device **Bluetooth®** settings, tap the icon next to your meter's name.
3. Tap "Disconnect" and confirm, then return to the app.

You can add your meter to the app again by following the pairing instructions. See *Pairing Your Meter with Your Mobile Device*.

# Chapter 2

# App Overview

# Symbols and Icons used in the App

**Table 1: Identifying icons**

| | |
|---|---|
| | Indicates Touch ID authentication. |
| | Event icon indicates Activity information. |
| | Event icon indicates Insulin information. |
| | Event icon indicates food (Carbs) information. |
| | Event icon indicates Glucose information. |

**Table 2: Event tag icons**

| | |
|---|---|
| | Before Meal |
| | After Meal |
| | Carbs Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
| | Stress Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
| | Illness Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
| | Meds Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
| | Exercise Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |

| | |
|---|---|
| | Glucose Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
| | Insulin Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |
|  | Mood Event Tag for Blood Glucose readings (OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect® meters only) |

**Table 3: Goals**

| | |
|---|---|
| | Activity goal setting |
| | Blood Glucose testing goal setting |
| | Carbs goal setting |
| | Steps goal setting |
| | Activity goal achieved |
| | Blood Glucose testing goal achieved |
| | Carbs goal achieved |
| | Daily Steps goal achieved |

**Table 4: Other icons**

| | |
|---|---|
| | Share |
| | More menu |
| | **Bluetooth®** |
| | HbA1c outside range of graph |
| | A warning or caution |

| | |
|---|---|
| | Manufacturer |

**Table 5: Table icons**

| | |
|---|---|
| | Note |

**Table 6: Notification icons**

| | |
|---|---|
| | Low Pattern |
| | High Pattern |

**Table 7: 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

- Contains personal information, including gender, diabetes type, target blood glucose range limits, insulin use, logbook schedule, and a goal tracker.

### My Meters

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

### My Reminders

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

### My Account

- Information about your OneTouch Reveal® account, last sync, and login preferences.

### Connections

- Share your health information and maintain your connections with other approved health apps, Partners, or your Care Team.

### Help

- Displays the Help file. You can download a PDF version if you need assistance while using the app.

### Contact Us

- Rate the app or view web, email, and phone Customer Care contact information.

# Sync Your Meter with the App

It is important that your app and meter are synchronised (synced) often so your data is always up to date. During syncing, your glucose data will be sent to your app. Data is synced wirelessly between your paired devices using **Bluetooth®**.

**NOTE:** You must pair your meter with your mobile device before syncing. See *Pairing Your Meter with Your Mobile Device*.

1. Turn your meter on.
2. Make sure **Bluetooth®** is turned on in both the meter and mobile device.
3. Open the OneTouch Reveal® mobile app.
4. Take a blood glucose test with your meter. Follow your meter instructions.
5. When ready, remove the used test strip from your meter and dispose of according to local requirements.

   Your meter may appear to turn off, but **Bluetooth®** will remain active.
6. Place both devices within 1.5 metres of each other, with nothing between them, such as your body, walls, or water.

   "**`Syncing...`**" will appear in the app to let you know the meter is communicating with the app.
7. Tap **`OK`** on the app screen to acknowledge.

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

After syncing, the app will display the last transferred reading and allow you to add additional details about the reading.

**NOTE:**

- If the readings do not sync, turn your meter on and ensure **Bluetooth®** is on in both your meter and the mobile device. See *Frequently Asked Questions* for more help.
- "**`Sync with account failed.`**" will appear in the app if the sync was not successful. See *Frequently Asked Questions* for more help.
- Start a new sync by swiping down from the top of the app Home screen.
- Blood glucose readings are always displayed in the app using the unit of measure (mmol/L) on your meter.
- Readings tagged in your meter as control solution are never displayed in the app. Follow your meter instructions for control solution testing and tagging.
- When readings older than 14 days are synced with the app, they will not trigger a Pattern message.
- If you are syncing multiple meters to your app, we recommend that the meters are synced one at a time.

# Background Sync

The OneTouch Reveal® mobile app has a background sync function. When it is turned on, syncing will occur even when you are not actively using the app. The background sync setting is turned on by default.

The meter will attempt to sync data up to 4 hours after a test, even if the meter appears to be off. You will receive notifications if your meter does not complete a background sync and you have not opened your app in more than a day. Additional notifications will come if you have not opened your app in more than a week.

**NOTE:** To receive pattern notifications, you must keep background sync turned on. See *Detecting Patterns*.

Turn background sync on or off from the **My Meters** screen in the **More** menu.

To ensure successful syncing, make sure that **Bluetooth®** is turned on in the meter and the mobile device. Keep your devices within 1.5 metres of each other with nothing between them such as your body, walls, or water. Make sure your mobile device is on and the app is running in the background. See *Frequently Asked Questions* for more help.

# Changing Date/Time on Mobile Device

Please keep in mind that the OneTouch Reveal® mobile app will automatically adjust your meter's time to reflect that of the mobile device. As a result, your readings can then be assigned the wrong time or date.

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

# Meter and App Setting Alerts

When using the app, prompts may appear to alert you about differences between the meter and app settings. For example, if your low and high target glucose range set in your meter differ from the ones set in your app, you will be prompted to choose the range you want applied to your readings in both the app and in the meter. See *App Error and Other Messages* for a complete list of prompts.

# Synchronising Data

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

# Exiting the OneTouch Reveal® Mobile App

To exit the mobile app, return to your mobile device's home screen.

# Chapter 3

## Navigation Bar

# Home

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

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

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

# Using the Share Feature

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

**Share Last Reading**—Share the last blood glucose reading you synced or manually entered in the mobile app. The blood glucose value, Meal Tag, whether the reading was low, in-range, or high, and the date and time of the reading are included in a text or email.

**Share a PDF Report**—Create the PDF report and share by email, print it, or open it using other apps on your mobile device that handle PDF files.

- Progress Reports include key blood glucose summaries and statistics for a 14-day or 30-day time frame.

**NOTE:** Reports use a default layout that you cannot edit. This includes time slots that may not match those in your settings. These default time slots help healthcare professionals quickly review patient reports. Emojis entered in notes may not display in PDF reports.

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

**NOTE:** To share a blood glucose reading by text, your mobile device must have the ability to send a text message. To email a blood glucose reading, PDF, or CSV file, you must have an active email account set up through your mobile device's default email application. Android devices may use the Gmail™ app if one is installed and set up, or they may use another email app that you have set up on your device.

1. Tap the **Share** icon next to the OneTouch Reveal® logo at the top of your screen.
2. To share your last reading by text: Tap **`Text`** under **`Share Last Reading`**. Your mobile device's messaging app will open with the text of the message already created. Enter one or more recipients and send the text.
3. To share your last reading by email: Tap **`Email`** under **`Share Last Reading`**. Your mobile device's default email app will open with your blood glucose reading info in the body of the email along with a Security Notice. Enter one or more recipients and send the email.
4. To share a PDF report: Tap the desired report under **`Share Report as PDF`**. When the PDF screen loads:
    - Select a **`Time Frame`**: 14-Days, 30-Days, or 90-Days.

- Tap **Email**. Your mobile device's default email app will open with your PDF report attached to an email along with a Security Notice. Enter one or more recipients and send the email.
- Tap **Print**. A printer dialog screen that will allow you to choose a printer, page range, and print the PDF report.
- Tap **Open in**... and your mobile device will display installed apps that can open or share a PDF.

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

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

# Logbook

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

# Last Reading

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

# Patterns

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

# Averages

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

# Chapter 4

# Logbook

# Logbook

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

**NOTE:**

- Readings that are LO or HI are included in the Logbook.
- Manually-entered readings are displayed with the number in an italicised font to differentiate them from results sent from the meter.
- A cell with a 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 sections 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 Event Logging so that it does not show in the sections at the bottom of Day view. See *Event Logging* for more information.

### Week View

Week view shows 7 days' worth of blood glucose data. The sections 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 Event Logging so that it does not show in the sections at the bottom of Week view. See *Event Logging* for more information.

### Classic View

Classic view is the default view displayed 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. You can set your reading times for your Classic Logbook Meal Settings. See *Classic Logbook Meal Settings*. 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 section 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 *Range (Including Meal Tagging)*.
- At least one reading must be tagged Before or After Meal for the reading to appear in a meal column. Untagged readings will appear in the meal section and will fill both sides of the meal section.
- 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 below your Low Limit are in **blue**. Readings displayed in **green** are within your range. Readings above your High Limit are displayed in **red**. See *My Settings* for information on setting your limits. Readings below 1.1 mmol/L appear as LO. Readings above 33.3 mmol/L appear as HI.

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

Some meters support meal tagging. Any meal tags applied to readings in your meter will be synced to the app. Once a reading is in your app, you can change the meal tag to another type. To add meal tags to your readings in your app, the Meal Tagging feature must be turned on in your app (see *My Settings*).

1. Tap any blood glucose reading to display the **`Edit an Event`** screen in the app.
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 target range limits may be used to determine if a blood glucose reading should trigger a Pattern message (see *Range (Including Meal Tagging)*).
- Meal tags can also be added to a reading after it has been synced with the app.
- Depending on your meter Meal Tags may not populate back to your meter.
- Editing readings with meal tags in your app may lead to changes in your Averages, Patterns, Logbook, or Mentor Tips.

# Adding Event Tags to Your Readings

You can add Event Tags to your readings in the app to quickly describe what you were doing or how you were feeling at the time of the reading. Event Tags can serve as reminders for possible reasons why your blood glucose was low or high.

There are eight Event Tags: **`Carbs`**, **`Stress`**, **`Illness`**, **`Meds`**, **`Exercise`**, **`Glucose`**, **`Insulin`**, and **`Mood`**.

**NOTE:**

- Not all meters and features are available in all countries.
- You can only change the order of Event Tags in your app.
- If you are using a Blood Sugar Mentor® compatible meter, only the first five ordered Event Tags will sync with your meter.

To add an Event Tag to a reading:

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

**NOTE:**

- Editing your readings' Event Tags may lead to changes in your Averages, Patterns, or Logbook. This may impact how the Blood Sugar Mentor® feature works and may lead to changes in the messages you receive from the Blood Sugar Mentor® feature.

- Depending on your meter, Event Tags may not populate back to your meter.

# Adding Notes to Your Readings

To add Notes to your readings, write your notes in the note field below your reading. Emojis entered in notes may not display in PDF reports.

**NOTE:** The **Add Note** text field is not a means of communication with OneTouch®. See **Contact Us** in the **More** menu for Customer Care 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 blood glucose 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 are not correct, tap the date and use the calendar wheel to select a different date and time.
4. To add a Note to this carbs entry, tap **Add Note**.
5. Tap **Save** to save this entry.

# 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 don't want to make an insulin entry, use your keypad to erase the amount, or tap **Back** in the top-left corner.

   **NOTE:** The abbreviation "u" or "U" indicates units of insulin.
3. Next, tap **Insulin Type** and then select **Short-acting**, **Long-acting**, **Pre-mixed**, or **NPH** depending on the type of insulin taken.

   **NOTE:** The Insulin Type will default to **Short-acting** if no type is selected, and for future entries, it will always default to the Insulin Type used in the previous entry.
4. Check the date and time for this entry.

   If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
5. To add a Note to this insulin entry, tap **Add Note**.
6. Tap **Save** to save this entry.

# Insulin Types

There are several different types of insulins. Each type is classified by three characteristics: onset, peak, and duration.

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

Examples of short-acting insulins include the following:
- insulin aspart
- insulin glulisine
- insulin lispro
- human regular
- inhaled insulin

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

Examples of long-acting insulins include the following:
- degludec
- detemir
- glargine
- glargine U-300

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

An example of intermediate-acting insulin includes the following:
- NPH

**`Pre-mixed`** insulin is a mixture of an intermediate or long-acting insulin with one of the short-acting insulins in a fixed combination. It combines the actions and characteristics of both types of insulins.

Advantages include that it may allow for fewer daily insulin injections, there is no need to manually mix insulin types, and only one type of insulin must be purchased.

The disadvantages are that **`Pre-mixed`** insulin should not be used for correction of high blood sugars, and the amounts of intermediate or long-acting and short-acting insulins cannot be individually adjusted. You can only take a higher dose of both types or a lower dose of both types, but not more or less of only one type.

Examples of **`Pre-mixed`** insulins include the following:
- NPH insulin with regular insulin
- NPH insulin with insulin lispro
- NPH insulin with insulin aspart
- Degludec insulin with insulin aspart

### Insulin Characteristics

**Onset**

The time it takes before the insulin begins to lower your glucose.

**Peak**

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

**Duration**

How long the insulin continues to lower your glucose.

Refer to your healthcare professional and to the product information supplied by the manufacturer of your insulin for more detailed information about onset, peak, and duration of effect.

**NOTE:** Not all insulins are available in all countries, nor is this a comprehensive list of insulins available in all markets.

# Add Activity

1. Tap the **Exercise** icon on the **Add an Event** screen.
2. Use the keypad to enter the minutes of **Exercise**.
3. Next, tap **Activity Intensity** and choose **Light**, **Moderate**, or **Intense** based on the force of your **Exercise**.
4. To add a Note to this **Exercise** entry, tap **Add Note**.
5. Check the date and time for this entry.

   If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
6. Tap **Save** to save this entry.

**NOTE:** Activity (exercise) data can be imported from external applications.

# Add Reading (Manually Adding a Blood Glucose Reading)

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

1. Tap the Blood Glucose icon on the **Add an Event** screen.
2. Use the pop-up keypad to enter your blood glucose reading from 1.1 to 33.3 mmol/L, or tap **LO** for readings shown as **Extreme Low** or **LO** on your meter, or tap **HI** for readings shown as **Extreme High** or **HI** on your meter.
3. Check the date and time for this reading.

   If the date and time displayed for this entry are not correct, tap the date and use the calendar wheel to enter a different date and time.
4. Select **Before Meal** or **After Meal** to add a meal tag to this reading.
5. To add a Note to this reading, tap **Add Note**.

   See *Adding Notes to Your Readings* for information on how to add Notes to your blood glucose readings.
6. Tap **Save** to save this entry.

   **NOTE:**
   - When viewing blood glucose readings in the app, manually-entered readings are displayed in an italicised font to differentiate them from readings sent from the meter.
   - Manually-entered blood glucose readings are **NOT** used to detect low and high 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 top-right corner to add an event.

# Viewing Patterns from the Logbook

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

   Low or High Patterns are displayed for the most recent 14 days. See *Detecting Patterns* for detailed information on Low or High 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 frame, 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 Low or High Pattern, tap any one of the readings that created the Pattern.

   Each blood glucose reading is displayed along with any meal tag. Carbs, activity, or insulin data are also displayed if the timestamp 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

## Goals

# Goal Options

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

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

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

Goals can be set from the Goal Tracker under **`My Settings`** > **`System Settings`**. See *Goal Tracker*.

# Monitoring Goal Progress

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

# Chapter 6

# Patterns

# Detecting Patterns

The app can let you know when your blood glucose readings develop a pattern below the Low Target Blood Glucose Limit or above the High Target Blood Glucose Limit you set in the app with your healthcare professional.

On the home screen, a blue pattern icon ( ) identifies a LOW Pattern, and a HIGH Pattern is identified by a red pattern icon ( ). Tap a pattern to view more detail about the readings that triggered the pattern.

You can tap the pattern icon at the top-right of your home screen to view the **Patterns** screen. The **Patterns** screen shows how many low and high patterns you have, and the readings that triggered the pattern in blue (Low) and red (High). Tap a pattern to view more detail.

See *My Settings* for information on setting your Low and High Target Blood Glucose Limits. Patterns are displayed for the most recent 14-day period only.

**NOTE:**

- Readings that are LO (below 1.1 mmol/L) and HI (above 33.3 mmol/L) are included in Patterns.
- A single blood glucose reading is included in only one pattern.
- Manually-entered blood glucose readings are not included in patterns.
- Changing your Low and High Target Blood Glucose Limits will impact the Patterns.
- Patterns detected may differ between the **Patterns** screen of the OneTouch Reveal® mobile app and reports generated from both the OneTouch Reveal® mobile and web applications.

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.

**NOTE:** The OneTouch Reveal® mobile app will send you notifications when it detects Recurring Patterns of low blood glucose or high blood glucose. You must have notifications turned on in your mobile device settings. You must also have background sync turned on in the OneTouch Reveal® mobile app. See *Background Sync*.

### 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. For example, perhaps you traveled to a different time zone and changed the time on your meter.

### 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.

**How Target Blood Glucose Range Limits set in the app are used**

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

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

* For untagged readings:
- The lower of the Before or After Meal Low Limits appears in blue.
- The higher of the Before or After Meal High Limits appears in red.

** For untagged readings, the lower of the Before or After Meal Low Limits is used to detect patterns.

*** For untagged readings, the higher of the Before or After Meal High Limits is used to detect patterns.

⚠ **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.
- Low and High Pattern messages are based on Low and High Limits you set in the app. These messages are different than the LO and HI messages that appear when your blood glucose reading is below 1.1 mmol/L or above 33.3 mmol/L.
- **Do Not** let anyone else use your OneTouch® meter to test their blood glucose. 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 glucose reading is displayed along with any meal tag. Carb, activity, or insulin data are also displayed if the timestamp 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 glucose readings.
3. Tap **Back** to return to the previous screen.

# Recurring Patterns

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

**NOTE:** The OneTouch Reveal® mobile app will send you notifications when it detects Recurring Patterns of low blood glucose or high blood glucose. You must have notifications turned on in your mobile device settings. You must also have background sync turned on in the OneTouch Reveal® mobile app. See *Background Sync*.

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

# Blood Sugar Mentor® Feature

**NOTE:**

- Not all meters and features are available in all countries.
- You can only change the order of Event Tags in your app.
- If you are using a Blood Sugar Mentor® compatible meter, only the first five ordered Event Tags will sync with your meter.

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

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

# 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 bar to view your new patterns.

**NOTE:** When more than one pattern is detected by the app, the home screen will notify you that multiple Low or High Patterns were detected.

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

- Make sure readings are sent to the app from all meters frequently so that patterns are detected on a timely basis. Readings cannot trigger a Pattern message until they are sent to the app. When readings older than 14 days are synced with the app, they will not trigger a Pattern message.
- Tag your readings carefully. When you change a Meal Tag or Event Tag, the app reviews all readings to see if a new pattern should appear or an existing pattern should be removed.
- Be sure your Low and High Limits are set carefully (see *My Settings*). Changing your limits will impact patterns.
- Test when you are feeling low or high.
- Be sure the date and time in your compatible mobile device and meter are set correctly. An incorrect timestamp 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 mobile device when traveling.

# Chapter 7

## Averages

## Averages

## Averages

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

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

## Using Averages with Meal Tagging

When meal tagging is turned on, tapping on the doughnut chart will display a breakdown of each type of reading, and the range defined for each tag.

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

## HbA1c Comparator

#### What is an HbA1c Comparator?

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

The app plots the HbA1c on the right side of the graph and displays the 90-day blood glucose average from the app for the same time frame on the left side of the graph. Any difference between the two points on the graph is shaded in yellow.

**NOTE:** The graph displays values from 3.0 to 7.0%. For more information about values outside this range, tap the ⚠️ icon next to the graph. You may then tap **View HbA1c History** for additional details.

#### Do you have a different HbA1c Unit of measure?

The HbA1c test result is reported as either a percentage (%) or an amount (mmol/mol). If your result is reported as mmol/mol, it will need to be converted to a % before you can use the HbA1c comparator. You can go to the Diabetes UK website at diabetes.co.uk to find out more or use another online HbA1c unit converter.

## Using the HbA1c Comparator

1. Tap the ring icon for **Averages** at the top-right of the screen, then tap **Comparator**.
2. On the bottom of the screen, tap **+ Add new HbA1c**.

   A pop-up will let you enter your HbA1c test result.
3. Tap **Select** to pick the date of the HbA1c test result from the calendar.

4. Tap **Save HbA1c Result**.

   The OneTouch Reveal® mobile app will highlight the difference between your HbA1c test result and your blood glucose 90-day average in the app.

   You can delete an HbA1c test result in the **HbA1c History** screen by swiping left on the HbA1c you wish to remove. A Remove button will be displayed. Tap it to finish removing your HbA1c from the app. A pop-up will appear to confirm before removing the HbA1c test result.

# Chapter 8

## More Menu

## More Menu

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

- **Shop OneTouch®**—Allows you to shop for diabetes testing supplies.
- **My Settings**—Allows you to personalise the app and modify information entered at registration.
- **My Meters**—Allows you to manage which meters are paired with your compatible mobile device.
- **My Reminders**—Allows you to manage your Reminders. See *Reminders*.
- **My Account**—Allows you to manage your contact information, login preferences, communications, and password.
- **Connections**—Allows you to manage your connections to external applications and your Care Team.
- **Help**—Provides access to this Help file.
- **Contact Us**—Provides contact information for any questions about the app.
- **Terms of Use**—Displays the Terms of Use for the app.
- **Privacy Policy**—Displays the Privacy Policy for the app.

## Shop OneTouch®

You may shop online for diabetes testing supplies.

1. Tap the **More** menu.
2. Tap **Shop OneTouch®**.

You will navigate to a website outside of OneTouch®.

## My Settings

### My Settings

You can customise several app settings to display information according to your preferences. When your app synchronises successfully with the OneTouch® cloud, any changes to your app settings will be available on the OneTouch Reveal® web application.

## System Settings

## Blood Sugar Mentor® Feature Tips

**Blood Sugar Mentor® Feature**

**NOTE:** Not all meters and features are available in all countries. This feature is available and configurable to those who have paired their Blood Sugar Mentor® compatible meter with their mobile app.

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

   You will arrive on the **System Settings** section of **My Settings**.
3. Tap **App** if you want the Blood Sugar Mentor® feature Tips to appear on the OneTouch Reveal® mobile app only.
4. Tap **Meter** if you want the Blood Sugar Mentor® feature Tips to appear on your meter only.
5. Tap **Both** if you want Blood Sugar Mentor® feature Tips to display on both your meter and the mobile app.
6. Tap **Off** if you do not wish to receive Blood Sugar Mentor® feature Tips.

# Event Logging

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

# Event Tags

**NOTE:**

- Not all meters and features are available in all countries.
- You can only change the order of Event Tags in your app.
- If you are using a Blood Sugar Mentor® compatible meter, only the first five ordered Event Tags will sync with your meter.

Patients who pair an Event Tag compatible meter with the OneTouch Reveal® mobile app can apply up to eight Event Tags to each blood glucose reading. Event Tags such as **Insulin** or **Exercise** can quickly describe what you were doing or how you were feeling at the time of the reading. You can order Event Tags by tapping **More** menu, **My Settings** and then **System Settings**. Press and hold your finger on an Event Tag icon and then drag it to the left or right in order of preference.

If you don't want to use an Event Tag, you can press and hold the Event Tag you want to remove and drag it down and below the bar. The outline of a trash icon will appear to let you know that you are removing it. When you see the trash icon, remove your finger. This new order will appear on the **Add an Event** and **Edit an Event** screens in the app.

# Classic Logbook Meal Settings

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

**Overnight**: Midnight to 5 a.m.

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

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

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

**Bedtime**: 9 p.m. to Midnight

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

# Goal Tracker

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

### Set Blood Glucose Tests Goal

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

### Set Steps Goal

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

**NOTE:** The source of the **Steps** count in the OneTouch Reveal® mobile app is Fitbit or your approved health app.

### Set Carbs Goal

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

### Set Activity Goal

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

# User Settings

# Range (Including Meal Tagging)

Your range is defined by a Low and High Blood Glucose Limit. These values impact how readings are displayed in the app.

**NOTE:** The Low and High Limits you set in the app may be different than the ones 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 Low and High Blood Glucose Limits that are right for you. When selecting or changing your limits, you should consider other factors such as your lifestyle and diabetes therapy.

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

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

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

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

To set your Low and High Limits:

1. Under **Range**, tap the value you want to edit (**Before Meal**, **After Meal**, or **Overall**).
2. A scroll wheel will appear. It will be set to that value's current **Low Limit**. The app default setting for your **Low Limit** is 3.9 mmol/L. Scroll up or down to pick the desired **Low Limit**, then tap **OK**.
3. The value in the scroll wheel will change to your current **High Limit**. For the **After Meal** and **Overall** values, the app default setting for your **High Limit** is 10.0 mmol/L. For **Before Meal**, the app default is 7.2 mmol/L. Pick a new **High Limit** and tap **OK**.

# Gender, Diabetes Type, Diabetes Management

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

# My Meters

View all meters currently paired with this compatible mobile 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 mobile device on a timely basis.

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

# My Reminders

## My Reminders

Create and configure reminders to test, take insulin, or other important actions. 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, 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 mobile device.

**NOTE:** Several types of Reminders are predefined in the app. You must have notifications turned on in your mobile device settings to receive Reminders.

## Adding a Reminder

1. Tap **My Reminders** on the **More** menu to display the **My 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. You may be prompted to allow "Alarms & reminders" permissions in your mobile device settings. The new Reminder will now appear on the **My Reminders** screen.

## Deleting Reminders

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

## Receiving Reminders

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

**NOTE:** You must have notifications turned on in your mobile device settings 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 mobile device settings. If notifications are turned **OFF** in the mobile device settings, the app will not send an Auto Reminder, even if Auto Reminders are toggled **ON** in the app.

**NOTE:** If the Auto Reminder toggle is greyed out, you may need to allow notifications or "Alarms & reminders" permissions in your mobile device settings. Tap the toggle to follow the prompts.

# My Account

#### Username

Displays your username/email address associated with your account. There is an option to log out.

#### Account Details

Update your name, contact information, or password.

#### Last Sync

View the last sync with your meter and last sync with your account. Tap **Sync with Account** to sync updated readings or changes to your settings with the OneTouch® cloud.

### Log In Preferences

You can choose whether to stay logged in or use Fingerprint. Disabling these features will require you to log in each time.

### Information and Offers

You can choose to receive diabetes-related information and promotional offers from OneTouch Reveal®.

### Delete Account

Tap the button on the screen to delete your account. See *Deleting Your OneTouch Reveal® Account*.

# Connections

## Connections

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

**NOTE:** If you are using a OneTouch Reveal® guardian account, make sure you are connecting to a health app that uses only your dependent's personal data.

## Apps

### Fitbit Products

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

Connecting to a Fitbit product allows you to share your Fitbit product data with OneTouch Reveal®.

1. Tap the **`More`** menu then **`Connections`**.
2. Tap the toggle button for Fitbit products on the right side of the screen to enable a connection with Fitbit products.
3. On the next screen, log in to your Fitbit product account.
4. Next, select the data you wish to share from your Fitbit product to OneTouch Reveal®. Displaying of carb data from the Fitbit product is not supported at this time but planned for a future release.
5. Tap **Allow**.

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

### Health Connect

This feature is only available on devices that support data sharing.

When available, you can use the Connections feature to share your blood glucose data with Health Connect. This also allows the OneTouch Reveal® mobile app to import exercise (Steps and Activity) data from Health Connect.

1. Tap the **`More`** menu, then tap **`Connections`**.
2. Tap the toggle button on the right side of the screen to enable a connection with Health Connect.

   If you don’t have Health Connect installed in your mobile device, you will be redirected to Google Play to download it before proceeding.
3. Review the data sharing information between the OneTouch Reveal® mobile app and Health Connect.

   Tap **Allow** to confirm the connection.

4. If you would like to turn off the connection, tap the toggle to turn it off. You will no longer share your OneTouch Reveal® information with Health Connect.

**NOTE:**

- You can adjust your settings within Health Connect to completely disable access to the OneTouch Reveal® mobile app.
- Health Connect may display your readings in a different unit of measure than the OneTouch Reveal® mobile app.
- Health Connect will only receive blood glucose readings taken after the connection is complete.

### 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

From the **More** menu, tap **Help** to access this Help file.

# Contact Us

From the **More** menu, tap **Contact Us** for key contact information, including the email and phone number for OneTouch® Customer Care and the OneTouch® URL. The app and Android versions are both displayed here as well.

### Customer Care Chat

Tap **Chat Now** to open a dialog box with OneTouch® where you can receive support and learn more about our products.

# Terms of Use

From the **More** menu, tap **Terms of Use** to view the information.

# Privacy Policy

From the **More** menu, tap **Privacy Policy** to view the information.

# Chapter 9

# Troubleshooting

# Frequently Asked Questions

**Why can't I change the blood glucose reading in `Edit an Event`?**

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

**Why can't I change the date or time of a blood glucose reading in `Edit an Event`?**

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.

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

Tagging may be turned off. Go to **`More`** menu > **`My Settings`** and make sure **`Meal Tagging`** is turned on.

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

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

**Why don't I see notifications from the app?**

Some mobile device settings may prevent you from getting notifications and syncing your readings. See *Check Your Mobile Device Settings* for more information.

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

Blue (low) and red (high) numbers appear when your blood glucose readings are outside your range. LO or HI appears when a reading is outside the range the meter can accurately measure (below 1.1 mmol/L or above 33.3 mmol/L).

**How do I pair the meter with my mobile device?**

Follow the pairing instructions in this Help File. See *Pairing Your Meter with Your Mobile Device*.

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 mobile device.

If the mobile 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 mobile device with the **Bluetooth®** feature may be causing interference. Turn the meter off and then try again in a few minutes.

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

Improve the security of your OneTouch Reveal® account and its data by following the best practices as outlined in the Cybersecurity section of the Help file. See *Cybersecurity*.

### What's the difference between pairing and syncing?

Pairing your meter and mobile device establishes a wireless connection over **Bluetooth®**. After the meter is paired, the app will perform a sync for the first time. Syncing your paired devices sends blood glucose readings from your meter to the app.

### How do I pair the meter with my mobile device?

For pairing instructions, see *Pairing Your Meter with Your Mobile Device*.

### Why won't my meter pair with my mobile device?

Before pairing your devices, **Bluetooth®** must be turned on in both your meter and mobile device.

- Check your **Bluetooth®** connection. See below.
- Check that the batteries in both the mobile device and the meter are sufficiently charged.
- Close the OneTouch Reveal® mobile app, then reopen it.
- Turn off **Bluetooth®** on your mobile device, then turn it back on. Wait a moment for **Bluetooth®** to initiate.
- After the app searches for your meter, make sure your meter is listed on the **Meters detected** screen in the app. If you don't see your meter, restart the pairing process. See *Pairing Your Meter with Your Mobile Device*.
- Check the PIN code displayed on the meter screen and try typing in the code again.
- When you enter your PIN, the PIN will only display on the meter for about 30 seconds and then disappear. If you don't have enough time to enter your PIN before it disappears, restart the pairing process.

### How do I check my Bluetooth® connection?

- Make sure **Bluetooth®** is turned on in both the meter and mobile device.
- Turn off **Bluetooth®** on your mobile device, then turn **Bluetooth®** back on.
- Turn **Bluetooth®** off on your meter and then turn **Bluetooth®** back on.
- Keep your devices within 1.5 metres of each other with nothing between them such as your body, walls, or water.
- **Bluetooth®** connections can be affected by radio frequency (RF) interference. If you suspect interference, try moving your meter and mobile device to a new location. Examples of possible interference include Wi-Fi routers, microwave ovens, and other **Bluetooth®** devices.
- The **Bluetooth®** feature will turn off in your meter during blood glucose testing. Remove and properly dispose of your test strip once blood glucose testing is complete.

### Why aren't my blood glucose readings syncing with the app?

- Before syncing data, you must pair your mobile device and meter. See *Pairing Your Meter with Your Mobile Device*.
- Make sure your mobile device is turned on with the app open and running.
- Keep **Bluetooth®** turned on in your mobile device and meter.
- Check your **Bluetooth®** connection. See above.
- Start a new sync by swiping down from the top of the app home screen.
- Check that the batteries in both the mobile device and the meter are sufficiently charged.
- Try turning your meter off and back on to start syncing readings with the app.
- Inserting a test strip while syncing will cancel the transfer of all results. You can try syncing again after you complete your blood glucose testing and remove and properly dispose of the test strip.
- Syncing can take a few minutes depending upon how much data is being sent from the meter to your app. Be sure to keep both devices turned on and in range of each other until the sync is complete.
- Check for available updates to your app or mobile device's operating system. These may help to resolve syncing issues.
- To avoid confusion and ensure the accuracy of the data you are viewing in the app, the app will hide meter readings from view if they are detected as more than 24 hours in the future.
- Removing the meter from the app and then pairing again may resolve connection issues. See *Remove Your Meter from the App*.
- Some mobile device settings may prevent you from getting notifications and syncing your readings. See *Check Your Mobile Device Settings* for more information.

Need help? Please call us at 0800 121 200, or email us at contact.uk@onetouch.com if you are having problems pairing or syncing to your mobile device. If possible, please call using a different mobile device.

**Why are control solution readings syncing to my app?**

- Some meters require that you tag your readings as control solution to prevent them from being sent to the app. See your meter instructions for control solution testing.
- Once readings are sent to the app, they cannot be removed. They may lead to changes in your Averages, Patterns, Logbook, or Mentor Tips.

**Why do I see unfamiliar readings in the app?**

- **Do Not** share your meter. Any blood glucose readings stored in your meter will be synced with the app.
- Once readings are sent to the app, they cannot be removed. They may lead to changes in your Averages, Patterns, Logbook, or Mentor Tips.

# 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 Glucose Value

### What it means

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

### What to do

Tap **OK** and enter a different blood glucose value that is from 1.1 to 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 Glucose Value

### What it means

You have manually changed a blood glucose 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 from 1.1 to 33.3 mmol/L.

# Chapter 10

# For Your Healthcare Professional Only

# Patterns

Low and High Pattern messages appear when the app detects a pattern of blood glucose readings that repeatedly fall below the Low or above the High Target Blood Glucose Limits your patient sets in the app. See *My Settings* for information on setting Low and High Target Blood Glucose Limits. Patterns for the most recent 14 days are displayed.

**NOTE:**

- Results that are LO (below 1.1 mmol/L) and HI (above 33.3 mmol/L) are included in Patterns.
- Any single blood glucose reading can be included in only one pattern.
- Manually-entered blood glucose readings are not included in patterns.
- Changing the Low and High limits will reset the Patterns. When either limit is changed, the app will reevaluate blood glucose readings in order to determine new patterns.

### Definition of Low and High Patterns:

1. 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.
2. 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.

These pattern definitions are consistent with accepted clinical literature1-5.

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

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

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# About

© 2018–2025 LifeScan IP Holdings, LLC.

AW# 07222601Q

Manufactured by:
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Patent: https://www.onetouch.com/patents

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Version Number: 5.16.0

Rev. Date: 12/2025

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