Mobile App Help File

Contents

Introduction **5**
OneTouch Reveal® mobile app 5
Supported Devices and System Requirements 5
Apple Legal Notice 5
Bluetooth® Trademark 5
Intended Use 6

Chapter 1: Getting Started **7**
Getting Started 7
Creating your OneTouch Reveal® account 7
Pairing 7
General instructions for pairing your meter 8
Instructions for pairing your OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect™ meter 8
Unpairing 8

Chapter 2: App Overview **9**
Symbols and Icons used in the App 9
More Menu 12
Syncing your meter 13
Background Sync 13
Changing date/time on mobile device 14
Special Messages 14
Synchronizing data across multiple compatible wireless devices with your OneTouch Reveal® account 14

Chapter 3: Navigation Bar **15**
Home 15
Using the Share feature 15
Logbook 16
Last Reading 16
Patterns 16
Averages 16

Chapter 4: Logbook **17**
Logbook 17
Viewing data 18
Adding meal tags to your readings 18
Adding Event Tags to your readings 18
Adding notes to your readings 18
Adding Events 19
Add Carbs 19
Add Insulin 19
Add Activity 19
Add Reading (manually adding a blood sugar reading) 20
Viewing and adding details for each day 20
Viewing Patterns from the Logbook 20
Viewing Legend from the Logbook 21

Chapter 5: Goals **22**
Goals 22

Monitoring Goal Progress..... 22

Chapter 6: Patterns..... 23
Detecting Patterns..... 23
Viewing Pattern Details..... 24
Recurring Patterns..... 25
Blood Sugar Mentor™ Feature..... 25
Receiving Pattern Messages..... 25

Chapter 7: Averages..... 26
Averages..... 26
Using Averages with Meal Tagging..... 26
Using the A1C Comparator..... 26

Chapter 8: Your Insulin Mentor™ 27
Using the Insulin Mentor™ Functionality..... 27
Insulin Mentor™ Functionality: Frequently Asked Questions..... 30
Insulin Mentor™ Functionality Terminology..... 31
Insulin Mentor™ Settings..... 34

Chapter 9: Carbs Mentor™ 36
Carbs Mentor™ Feature..... 36

Chapter 10: More Menu..... 37
More Menu..... 37
My Settings..... 37
My Settings..... 37
My Meters..... 39
My Reminders..... 39
My Reminders..... 39
Reminders..... 40
Adding a Reminder..... 40
Deleting Reminders..... 40
Receiving Reminders..... 40
Auto Reminders..... 40
My Account..... 41
My Account..... 41
Log-in Preferences..... 41
Connections..... 41
Connections..... 41
Apps..... 41
Help..... 42
Contact Us..... 42
Terms of Use..... 42
Privacy Policy..... 42

Chapter 11: Troubleshooting..... 43
Frequently Asked Questions..... 43
App error and other messages..... 44
Data access error..... 44
The app will not launch..... 44
App and Meter use different Units of Measure..... 44
Different Range..... 44

Improper blood sugar value....45
Improper carbohydrate value....45
Improper insulin value....45
Improper manual blood sugar value....45

Chapter 12: For Your Healthcare Professional Only....46
Insulin Mentor™ Functionality Activation by Your Healthcare Professional....46
Patterns....47
About....48

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 iOS phone or tablet. The app supports Bluetooth® wireless technologies to communicate with OneTouch® Blood Glucose Monitoring Systems.

Key Features:

- View simple, colourful visuals of your blood sugar readings.
- Add important information about your readings, such as food, activity or insulin.
- Detect High and Low blood sugar patterns and Recurring Patterns of high and low blood sugar readings.
- Set reminders such as when to test and when to take insulin.
- Use the Carbs Mentor™ to search for carb values and to get greater insight and guidance around the food you eat.
- Review a version of the same Patient Progress Report that your healthcare professional sees.
- Set Goals to test your blood sugar, walk a number of steps, log the carb content of your meals, or exercise.
- Compare the A1C results from your healthcare professional with your blood sugar readings from the past 90 days.
- Keep all of your data in one place.

Support:

- Help section within the app.
- Help File (PDF) can be downloaded and printed from *OneTouchReveal.com/mobile-pdf/5.0/OneTouchRevealApp-iOS-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*
  - CustomerService@LifeScanCanada.com

Supported Devices and System Requirements

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

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.

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Intended Use

The OneTouch Reveal® mobile app is intended for use by people with diabetes to log, view, track, trend and share blood glucose data (from compatible devices and applications) as well as other related indicators such as insulin, carbs, steps and activity to support diabetes management. The OneTouch Reveal® mobile app provides insights and information based on blood glucose values and trends and supports meal management by helping users with carbohydrate intake values. The application is available for use on compatible Apple iOS devices.

The OneTouch Reveal® mobile app contains the Insulin Mentor™ functionality, which is indicated for people with diabetes requiring insulin (age 18 and older) to assist with the management of diabetes by calculating a bolus insulin dose using synced or user-selected blood glucose value and/or carbohydrate intake value and taking into account calculated active insulin. Before use, a physician or healthcare professional must activate the Insulin Mentor™ functionality and program the set-up of patient-specific parameters such as blood glucose target, insulin-to-carbohydrate ratio, duration of insulin action and insulin sensitivity.

⚠ **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 the Apple App Store 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 metre of each other for successful pairing. See your meter owner's booklet for the exact distance and for information about using your meter's Bluetooth® feature.

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

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

General instructions for pairing your meter

Instructions for pairing your OneTouch Ultra Plus Reflect or OneTouch Verio Reflect meter on page 8

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

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

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

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

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

1. Tap **More** menu, **My Meters** then **Pair a Device**
2. Scroll to the right to tap the image of the OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect™ meter
3. Follow the app's prompts to turn on the meter

   You will be prompted to pick the screen that you see on your meter, either the **Language** selection screen or the **Main Menu**.
4. Tap the screen that matches the one you see on your meter
5. You will be prompted to look for the Bluetooth® icon in the top-right corner of your meter's screen; if you see it, tap **Bluetooth®**

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

   You can check the serial number on the screen against the one on the back of your OneTouch Ultra Plus Reflect™ or OneTouch Verio Reflect™ meter.
7. When prompted by the app, enter the PIN number displayed on your meter screen using the app keypad and tap **Pair**
8. Wait for your compatible wireless device to begin syncing data from the meter

   When complete the app will display a checkmark.

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

Unpairing

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 sugar information.

Table 2: Event icons

	Before Meal
	After Meal

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

Table 3: Insulin Mentor™ icons

	Blood Sugar icon for the Insulin Mentor™
	Carbs icon for the Insulin Mentor™

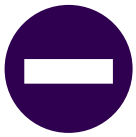
	Active Insulin icon for the Insulin Mentor™
	Add Carbs event icon for the Insulin Mentor™
	Increase an insulin dose by one increment in the Insulin Mentor™
	Decrease an insulin dose by one increment in the Insulin Mentor™
	Add a time period to the Target BG, Correction Factor, or Insulin-to-Carb Ratio sections of the Insulin Mentor™ Settings
	Remove a time period to the Target BG, Correction Factor, or Insulin-to-Carb Ratio sections of the Insulin Mentor™ Settings

Table 4: Other icons

	Share
	Navigation
	A warning or caution
	Manufacturer

CE 0344	CE 0344 Mark

Table 5: Table icons

	Note

Table 6: Notification icons

	High Pattern
	Low 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, contact info, blood sugar range (high and low limits), insulin use, Logbook schedule and a Goal Tracker.

My Meters

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

My Reminders

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

My Account

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

Connections

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

Help

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

Contact Us

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

Syncing your meter

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.
- 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® 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 are more than 24 hours in the future, the app will hide these readings from view in order to avoid confusion and ensure the accuracy of the data you are viewing in the mobile app.

Special Messages

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

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

Using the Share feature

The OneTouch Reveal® app's Share feature lets you share blood sugar 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 sugar reading you synced or manually entered in the mobile app: The blood sugar value, Meal Tag, whether the reading was In Range, Low, or High, and the date and time of the reading are included in a text or email.

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

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

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

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

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

Logbook

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

Last Reading

This option shows 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, and will let you know if any of these high and low patterns have recurred during the same time of day. See *Viewing Patterns from the Logbook* for more information.

Averages

Includes your blood sugar statistics for four different time spans and the percentage of readings that fall into in-range, high or low categories. In addition, you can enter A1C test results from your healthcare provider and the OneTouch Reveal® mobile app will compare your A1C to the average of your blood sugar readings from the last 90 days.

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

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

Week View

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

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

Classic View

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

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

NOTE:

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

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.
   - Editing your readings' Meal Tags may lead to changes in your Averages, Patterns, Logbook or Mentor Tips.

Adding Event Tags to your readings

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

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

1. Tap any blood sugar reading to display the **`Edit an Event`** screen
2. Below the Meal Tags, tap on one or more of the gray Event Tags to add them to the reading

   Event tags will display in colour after you tap them.
3. Tap **`Save`** in the upper right corner to save your Event Tags and return to the previous screen

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

Adding 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 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 Sugar readings.

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

Add Carbs

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

   If the date and time displayed for this entry is not correct, tap the date and use the calendar wheel to select a different date and time.
4. To add a Note to this carbs entry, tap **Add Note**
5. Tap **Save** to save this entry

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

Add Insulin

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 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 **Activity Intensity** and choose **Light**, **Moderate** or **Intense**, based on the force of your activity
4. To add a Note to this activity entry, tap **Add Note**
5. Check the date and time for this entry

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

Add Reading (manually adding a blood sugar reading)

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

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

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

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

   NOTE:

   - When viewing blood sugar readings in the app, manually entered readings are displayed in an 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

Goals

Goals

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

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

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

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

Monitoring Goal Progress

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 sugar readings develop a pattern below the Low limit or above the High limit you set in the app with your healthcare professional.

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.

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

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

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

Recurring Patterns

The Recurring Patterns feature analyzes *Patterns* of high or low blood sugar and will inform you if you have run a similar Pattern during the past 14 days, during the same time of day. In addition to recognizing 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 recognizes a recurring pattern of low blood sugar in the mornings, it might suggest that you eat something before going to bed.

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

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

Blood Sugar Mentor™ Feature

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

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

Editing your readings' Meal Tags or Event Tags will impact how the Blood Sugar Mentor™ 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 Menu to view your new patterns.

NOTE:

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

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

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

Chapter 7

Averages

Averages

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

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

Using Averages with Meal Tagging

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

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

Using the A1C Comparator

Your healthcare provider will administer the A1C test and give you the result. The test analyzes the level of glycated, or sugar-coated, hemoglobin in your red blood cells. Since your red blood cells turn over every two to three months, this test is a good indicator of how your blood sugar has been running over that time. The test result is represented as a percentage.

Tap the doughnut icon for **`Averages`**, then tap **`Comparator`**. On the bottom of the screen, tap **`+ Add new A1C`**. A pop-up will let you enter your A1C test result, then tap **`Select`** to pick the date of the A1C test from the calendar wheel. Tap **`Save A1C Result`** and the OneTouch Reveal® mobile app will compare your A1C to the average of your blood sugar readings from the last 90 days.

Chapter 8

Your Insulin Mentor™

Using the Insulin Mentor™ Functionality

Quick-Use Tutorial

The OneTouch Reveal® mobile app contains the Insulin Mentor™ functionality, which is indicated for people with diabetes requiring insulin (age 18 and older) to assist with the management of diabetes by calculating a bolus insulin dose using synced or user-selected blood sugar value and/or carbohydrate intake value and taking into account calculated active insulin. Before use, a physician or healthcare professional must activate the Insulin Mentor™ functionality and program the set-up of patient-specific parameters such as target blood sugar for insulin dosing (target BG), insulin-to-carbohydrate ratio, duration of insulin action and insulin sensitivity.

The Insulin Mentor™ functionality is for patients who count the carbohydrates that they eat and understand that eating the wrong carbohydrate amounts can cause blood sugar levels that are too low or too high.

Your healthcare professional activated your Insulin Mentor™ functionality. The Insulin Mentor™ functionality recommends how much insulin you will need for eating, blood sugars not in range, or both. This kind of insulin dose is called a "bolus". Learn more about basal and bolus insulin in the *Terminology* section. If you want to record a longer-acting, basal insulin dose, you can do so in your Timeline.

The more accurate the data you enter into the Insulin Mentor™ functionality, the more accurate the recommended dose will be. Your recommended dose changes based on the numbers you use for your calculation and the settings your healthcare professional entered. Some of these settings include your target blood sugar for insulin dosing (target BG), your insulin-to-carbohydrate ratio, and your insulin sensitivity.

The Insulin Mentor™ functionality works with Regular (U100) and Rapid (U100 or U200) insulins only. Your healthcare professional will set up the Insulin Mentor™ functionality so it knows which insulin you take and if you take whole or half units. If it needs to round, your Insulin Mentor™ functionality will round down for your safety. For example, if the calculated dose is 2.7 units and you take whole units, it will recommend you take 2 units. If you take half units, it will recommend you take 2.5 units.

Before you can use it, the Insulin Mentor™ functionality must be activated by your healthcare professional, who can activate the Insulin Mentor™ functionality for you remotely on the OneTouch Reveal® website, or they can activate it in the OneTouch Reveal® app on your mobile device.

To calculate an insulin dose you need:

- At least one blood sugar reading (either manually entered or synced from a meter) from the last 30 minutes **or**
- At least one Carbs event logged in the last 30 minutes **or**
- At least one blood sugar reading **and** one or more Carbs events logged in the last 30 minutes

NOTE:

- The Insulin Mentor™ functionality takes your recent blood sugar and Carbs events, along with any Active Insulin (the effect of insulin from a previous dose that is still active in your body) and calculates a **`Recommended Dose`** of insulin. If your current blood sugar reading is within the target blood sugar range set by you or your healthcare professional, or if you are only using carbs without a blood sugar reading to calculate your insulin dose, no active insulin effect will be included in the calculation.
- If a third-party app such as Apple Health is sharing carb data with the OneTouch Reveal® app, you will not be able to use carbohydrate data imported from Apple Health with the Insulin Mentor™ functionality since the OneTouch Reveal® app is not able to confirm the source of carb measurements for entries that are imported from another app. You will need to enter those

carbs again as a separate Carbs event. Entering carbs in your Insulin Mentor™ functionality to match these imported carbs may cause duplicate carb entries. To avoid this, it may be useful to turn off the ability to import your carbs from Apple Health.

- Since blood sugar values change over time, it is important to use a blood sugar reading from the last 30 minutes.
- To help with the accuracy of your recommended dose, use your app to record any shorter-acting insulin doses you take. This also helps to avoid stacking your doses. You "stack" doses when you inject a shorter-acting insulin dose without accounting for an earlier dose that is still at work in your body.

The OneTouch Reveal® app will restrict your use of the Insulin Mentor™ functionality if you have a blood sugar reading from the last 30 minutes that has a value that is low enough that no bolus dose of insulin is recommended, or if you have a blood sugar reading from the last 30 minutes that is an extreme low.

- If your blood sugar reading from the last 30 minutes is low enough that when your Carbs and Active Insulin are included in the calculation, the Insulin Mentor™ functionality displays a "**No insulin dose recommended.**" message. Tap **Save** on the Insulin Mentor™ functionality screen and the OneTouch Reveal® app will remind you to test your blood sugar again in 15 minutes.
- If your blood sugar reading from the last 30 minutes is an extreme low, represented in the OneTouch Reveal® app as **LO**, a warning message will instruct you to follow your healthcare professional's directions for treating low blood sugar. The OneTouch Reveal® app will remind you to test your blood sugar again in 15 minutes. You will not be able to use the Insulin Mentor™ functionality for 60 minutes after you sync or manually enter an extreme low reading.
- If your blood sugar reading from the last 30 minutes is an extreme high, represented in the OneTouch Reveal® app as **HI**, a warning message will instruct you to follow your healthcare professional's directions for treating high blood sugar. The OneTouch Reveal® app will remind you to test your blood sugar again in 15 minutes.

1. There are several ways to enter the Insulin Mentor™ functionality:
   - Tap **Insulin Mentor™** from the **Last Reading** screen when the blood sugar reading was taken within the last 30 minutes.
   - Tap **Insulin Mentor™** on the **Edit an Event** screen after opening an existing blood sugar or Carbs event from your **Timeline** when the blood sugar or Carbs event was recorded within the last 30 minutes.
   - If you are adding a manual blood sugar event or a Carbs event, you can tap **Insulin Mentor™** on the **Add an event** screen.
   - If you are adding an Insulin event, you can immediately tap **Insulin Mentor™** on the **Add an event** screen, but as soon as you enter an Insulin value, the **Insulin Mentor™** link will become inactive.
2. When the **Insulin Mentor™** screen loads, any blood sugar reading or Carbs event from the last 30 minutes and that have not been included in a previous insulin calculation will appear on the Insulin Mentor™ functionality screen.
   - To remove a blood sugar reading, swipe your finger from right to left across the blood sugar reading and tap **Remove**. A pop-up will ask you to confirm that you are sure you would like to remove the reading from your insulin dose calculation. It will remind you that if the reading was automatically pulled into your Insulin Mentor™, removing it from your calculation won't remove it from your app. Tap **Yes** to continue, or tap **Cancel** to keep the blood sugar reading in the Insulin Mentor™ functionality. If you have one or more additional blood sugar readings from the last 30 minutes logged in the mobile app, the pop-up will identify that blood sugar reading by its value and time and give you the opportunity to use that blood sugar reading in the Insulin Mentor™ functionality.
   - You will receive a warning when the blood sugar reading is within five minutes of expiring.
   - If more than 30 minutes elapses from the time of the blood sugar reading, a pop-up will notify you that the reading has expired. Take another blood sugar reading.
   - The 30-minute time limit applies to blood sugar reading events that were recorded before entering the Insulin Mentor™ functionality. If you enter a blood sugar value on the Insulin Mentor™ functionality screen, it will expire 30 minutes after you tap outside of the blood sugar field.
3. Any Carbs events from the last 30 minutes before entering the Insulin Mentor™ functionality and any Carb amounts you have entered in the Insulin Calculator will be combined and the total number of grams of carbohydrates that you have eaten or plan to eat will appear on a single line.
   - If you have eaten in the last 30 minutes or plan to eat soon, add any carbs to the Insulin Mentor™ functionality.
   - Tap the right arrow next to the carb total to see the individual Carbs events.
   - Tap the plus (+) icon to add a new Carbs event.
   - You can swipe your finger from right to left across a Carbs event and tap **Remove** to exclude that event from the Insulin Mentor™ functionality.

- If more than 30 minutes passes from the time that a Carbs event was added, a pop-up will notify you that the reading has expired and the Carb event will disappear from the Insulin Mentor™ functionality screen.
- The 30-minute time limit applies to Carb events that were recorded before entering the Insulin Mentor™ functionality. Carbs entered on the Insulin Mentor™ functionality screen do not have a time limit.

4. The Carbs Mentor™ helps you easily calculate the carbs in your food. To use the Carbs Mentor™:
   - Tap the plus (+) icon on the Insulin Mentor™ screen to add a new Carbs event.
   - Tap the magnifying glass icon on the **Add a Carb Event** screen inside of the Insulin Mentor™ functionality.
   - A search bar appears. Tap in it and start typing the name of the food you plan on eating.
   - The Carbs Mentor™ displays results based on your search term. Find the food you are looking for and tap the plus sign to the right of the search result to select it.
   - Tap on your selected food to display an adjustable slider which you can use to change the serving size, which changes the amount of carbs. When selecting foods and their portion sizes, remember to use caution to make sure you are choosing the correct portion size and amount of carbohydrates.
   - If you want to add additional foods, tap in the Search field again and repeat the process to search for and select foods and their serving sizes. The **JUST ADDED** tab includes foods you have added for the current Carb event. The **RECENT** tab includes the last 25 foods you picked from the Carbs Mentor™.
   - You can remove a selected food by tapping on its check mark to clear it.
   - You can tap the star to the left of the search result to add the food to your Favorites.
   - Tap **Done**.
   - After selecting one or more items from the Carbs Mentor™, you will see an up-arrow icon next to the carb value. If you tap it, it expands to display the Carbs Mentor™ items you have selected and the carbs associated with them.
   - Tap **Done** to use this carb event in the Insulin Mentor™ functionality. The OneTouch Reveal® mobile app will only save the grams of carbs from your Insulin Mentor™ entry. The mobile app will not save the type of food, the number of servings, or anything other than the gram value to your Timeline, the Logbook, or to any reports.
5. As you add, remove or edit blood sugar and Carbs events, the Insulin Mentor™ functionality uses these along with any Active Insulin (the effect of insulin from a previous dose that is still active in your body) and calculates a **Recommended Dose** of insulin, visually represented on the graph that helps you better understand how the final dose is calculated. The icons show you how each factor (**Blood Sugar**, **Carbohydrates**, **Active Insulin**, and any **Manual Adjustment** you make) affects your insulin needs. When these icons are on the top half of the graph, you need more insulin. When they are at the bottom half of the graph it means you need less insulin.
   - Depending on your settings, the **Recommended Dose** will display in whole units, like 2.0 units of insulin, or in half units, like 2.5 units.
   - The Insulin Mentor™ functionality will **always** round down, so if your healthcare professional chose half units, 3.8 units of insulin will be rounded to 3.5 and 2.3 units will be rounded to 2.0. If whole units are being used, 2.7 units will become 2.0 units.
   - If the Insulin Mentor™ functionality returns a **Recommended Dose** that is **not** what you expected:
     - Recheck any blood sugar or Carbs values that you entered.
     - If the **Recommended Dose** is more than you expected, look at your blood sugar reading - is it high? Consider washing your hands and retesting.
     - Check the Insulin Mentor™ functionality settings. Were any settings changed?
     - If you have checked your entries and the settings, and the **Recommended Dose** is still not what you expected, contact your healthcare professional.
6. If you want, you can tap the plus (+) or minus (-) icons at the bottom of the screen next to **I will deliver** to adjust the **Recommended Dose**. If you make an adjustment, **Recommended Dose** will change to **Adjusted Dose**. If the Recommended or Adjusted Dose exceeds the Maximum Single Dose Limit that has been set by your healthcare professional, you will see a warning and you will not be able to use the plus (+) icon to increase the dose.
7. If you swipe from right to left across the screen, the bottom half of the screen will change from the graph to a **Calculation** list view. Like the graph, this screen shows you how the **Insulin Mentor™** uses **Blood Sugar**, **Carbohydrates**, **Active Insulin** effect, and any **Manual Adjustment** to calculate the dose.
8. Hit **Save** on the **Insulin Mentor™** screen to save the dose to your **Timeline**.

   NOTE: The Insulin Mentor™ functionality view (either the graph or the **Calculation** list view) that is visible when you tap **Save** will become your Insulin Mentor™ functionality default view.

9. After you save the event from the **Insulin Mentor™** screen, it is recorded on your **Timeline** and in your **Logbook** as an Insulin event that you can review in the future.
10. If you adjusted your insulin dose, the adjusted amount will appear as the value for the Insulin event. If the Insulin Mentor™ functionality had a **Recommended Dose** of 2.5u but you adjusted it to 1.0u before saving, **1.0u** would be the value of the event, and **(2.5u Recommended)** will appear underneath the Insulin event's date and time.
11. You can tap **Details** on an Insulin event on your **Timeline** to expand the Insulin event and see the factors that were the basis for the **Recommended Dose**.
12. If you took more insulin or less insulin than you originally recorded in the Insulin Mentor™ functionality you can tap the Insulin event on your **Timeline** to enter the Insulin Mentor™ functionality, adjust the original dose, and tap **Save**.

Insulin Mentor™ Functionality: Frequently Asked Questions

Why don't I see carbs that I imported from my health app?

Imported carbs cannot be used in your Insulin Mentor™ functionality. The OneTouch Reveal® is not able to confirm the source of carb measurements for entries that are imported from another app. These carb entries will not be automatically pulled into your Insulin Mentor™ functionality.

Entering carbs in your Insulin Mentor™ functionality to match your imported carbs may cause double carb entries. To avoid this, it may be useful to turn off the ability to import your carbs from the health app you are using.

Why am I missing an icon and its related graph information?

You may not see one or more icons in your Insulin Mentor™ functionality because you have not entered the data that goes with an icon. First, remember that imported carbs cannot be used in your Insulin Mentor™ functionality. If you are expecting to see a fork icon, and you don't, this may be why. Are you missing an active insulin icon? Remember that active insulin is only calculated when you are also using a blood sugar reading in your calculation. Also, the amount of insulin left in your body from previous bolus insulin doses may not be enough to change your recommended bolus. If this is the case, you will not see active insulin data on your graph.

Why don't I see a recommended dose?

If you have not entered carbs, and you do not have a recent enough reading, you will not see a recommended dose. Another possible reason is that you do not need more insulin. You may have enough active insulin effect left from a previous insulin bolus dose. Or, your blood sugar may be below the target set by your healthcare professional and you did not enter enough carbs to need insulin. Maybe your most recent synced blood sugar reading is an extreme high, or HI, or an extreme low, or LO. Because these readings do not have blood sugar values associated with them, they cannot be used for calculations within the Insulin Mentor™ functionality.

Why is my blood sugar high after taking the recommended dose?

- Did you enter a carb number that was too low, or did you eat or drink more carbs than you expected?
- Are you stressed, ill, or not in your typical mood? All of these things can change your blood sugar in an unpredictable way.
- Did you time taking your insulin bolus dose how your healthcare professional recommends?
- Did you inject your insulin in the way your healthcare professional recommends? Do you need to rotate to a new injection location?

Why is my blood sugar low after taking the recommended dose?

- Did you log your recent insulin dose? If not, the Insulin Mentor™ functionality cannot accurately calculate the active insulin remaining in your body.
- Did you enter a carb number that was too high, or did you eat or drink fewer carbs than you expected?
- Did you time taking your insulin bolus dose how your healthcare professional recommends, especially if you had a low before eating?
- If you took your insulin bolus after eating, did you calculate your insulin bolus using the reading from before your meal? When you calculate your bolus, use a reading that is both closest to your meal and before your meal.

  - **NOTE:** Using a reading that is measured after you eat may result in a calculation that recommends more insulin than your body needs. This may cause low blood sugar.
- Have you exercised recently? Exercise can affect your blood sugar for up to 36 hours.
- Are you stressed, ill, or not in your typical mood? All of these things can change your blood sugar in an unpredictable way.
- Did you inject how your healthcare professional recommends? Do you need to rotate to a new injection location?

  - **NOTE:** There is one exception to this recommendation. Let's say your blood sugar was low at 3.4 mmol/L, but you had enough carbs in your calculation to cover your low. You got a **`No insulin dose recommended right now.`** message. Within an hour, you had a reading that was no longer low, say 4.3 mmol/L, and you were able to return to your calculation. In this case, you should **NOT** use your most recent reading for your calculation. In fact, you will not even have this ability. You must use your original, low blood sugar in your calculation. Let's say that before your reading that was no longer low, you measured a blood sugar of 3.2 mmol/L, a reading lower than the one that triggered the message. If this is the case, you must use the lowest of the readings (3.2 mmol/L) for your calculation. Using a higher reading will result in a recommended dose that may cause your blood sugar to dip low again.

What if my recommended insulin dose isn't what I would expect?

If your recommended dose is not what you expected, double check your numbers. Did you enter everything correctly? If the recommended dose is greater than you expected, look at your blood sugar. Is it higher than you expected? Consider washing your hands and rechecking it. Also consider reviewing your settings. If you are able to edit your settings, was something adjusted wrong? Maybe you have double checked everything, but you find that your recommended dose is still not what you expected. If this is the case, contact your healthcare professional for guidance.

When my meter says "extreme low" or "LO", can I still use the Insulin Mentor™ functionality?

If your meter reads "extreme low" or "LO", this means that your blood sugar is very low (less than 1.1 mmol/L). You should follow your healthcare professional's directions for treating lows. If it is an emergency, dial your local emergency number. For your safety, you will not be able to return to the Insulin Mentor™ functionality until one hour after an extreme low, or LO, reading. This is true even if you have a blood sugar within that time period that is above the low range. Additionally, your Insulin Mentor™ functionality cannot confidently recommend an insulin dose using an extreme low, or LO, blood sugar reading. These readings do not have a blood sugar value.

When my meter says "extreme high" or "HI", can I still use the Insulin Mentor™ functionality?

If your meter reads "extreme high" or "HI", this means that your blood sugar is very high (greater than 33.3 mmol/L). The Insulin Mentor™ functionality cannot confidently recommend a dose using an extreme high, or HI, blood sugar reading. These readings do not have a blood sugar value. Even if you include carbs in your calculation, you will not see a recommended insulin dose on your graph.

Maybe this extreme high, or HI, reading does not seem accurate to you. Consider washing your hands and rechecking your blood sugar. Perhaps your finger had something like fruit juice on it when you checked your blood sugar. If your next reading is still an extreme high, or HI, ask your healthcare professional to help calculate your insulin dose.

What if my recommended dose is greater than my maximum single dose limit?

Your maximum single dose limit is set as a safety feature. Since taking too much insulin can be dangerous, your healthcare professional sets a single dose limit to help keep you safe. When your recommended dose is higher than this limit, do a recheck. Did you enter anything incorrectly? Is your blood sugar higher than you expected? Consider washing your hands and rechecking it. If you find that your recommended dose is still greater than your maximum single dose limit, contact your healthcare professional for guidance.

Insulin Mentor™ Functionality Terminology

`Basal and Bolus Insulin`

There are two ways that insulin can be dosed to keep your blood sugar in check: basal and bolus dosing. Basal insulin dosing provides a sustained, low level of insulin. Unless you are using an insulin pump, it is usually accomplished with a longer-acting insulin. This type of insulin dosing would be enough to manage your blood sugar throughout the day if you did not have to take other things into consideration, like food and drink, stress, etc. This is where bolus insulin dosing can help. Insulin used in bolus

dosing is usually shorter-acting. A bolus insulin dose acts quickly as a “correction” and/or “mealtime” dose. Together, basal and bolus insulin dosing can work to keep your blood sugar within range.

Graph

A picture showing the data being used to calculate your recommended insulin dose. The top half of your graph shows the things that make your body need more insulin. The bottom half of your graph shows the things that tip the scale in the other direction. These things reduce your need for extra insulin.

Horizon

When calculating an insulin dose, the horizon separates the top half of your graph from the bottom half. The top shows things that add to your body's need for more insulin. The bottom shows things that reduce your need for extra insulin.

Active Insulin

Amount of the insulin effect from doses you already took that may still work on your blood sugar. Let's say you need insulin for your blood sugar. If you still have active insulin effect, the Insulin Mentor™ functionality will reduce your recommended dose.

Recommended Dose

The suggested dose of insulin to take based on the settings your healthcare professional provides and the blood sugar and/or carbs you have entered. This number will appear at the center of your horizon unless you adjust the dose you deliver. If you adjust your dose, then you'll see your adjusted dose at the center of your graph.

If your recommended dose and calculated dose aren't the same, it means your Insulin Mentor™ functionality needed to round your calculated dose. It does this so it can recommend a dose that works with your insulin delivery method. When your Insulin Mentor™ functionality rounds, it always rounds down for your safety so you don't take more insulin than you need.

Calculated Dose

The sum total of insulin you need that your Insulin Mentor™ functionality has calculated based on your blood sugar, carb intake, and active insulin. This number will always appear at the right side of your horizon, even if you adjust your dose.

If your recommended dose and calculated dose aren't the same, it means your Insulin Mentor™ functionality needed to round your calculated dose. It does this so it can recommend a dose that works with your insulin delivery method.

Adjusted Dose

Adjusted amount of insulin based on changes you made to the recommended dose. When you adjust your dose, you will see an additional colour on your graph, along with a plus or minus icon. If you take more insulin than what is recommended, the change you will see on your graph will be above the horizon. The icon will be a plus. If you take less insulin than what is recommended, the change you will see on your graph will be below the horizon. The icon will be a minus.

Insulin Dose Stacking

Injection of another shorter-acting insulin dose before a previous dose is finished working. Stacking insulin doses puts you at risk for low blood sugar so should be avoided. One way to help avoid insulin dose stacking is to be sure that you enter all your shorter-acting insulin doses in your app. This gives your Insulin Mentor™ functionality the chance to consider them when calculating a recommended dose.

Insulin Mentor™ Settings

Remember: your healthcare professional enters your settings when your Insulin Mentor™ functionality is activated. Though not possible in all countries, your healthcare professional may allow you to edit your Insulin Mentor™ functionality settings. If you have questions, contact your healthcare professional before making changes.

Adding Time Segments

Your healthcare professional may want some of the settings of your Insulin Mentor™ functionality to vary depending on the time of day. For your target BG, correction factor, and insulin-to-carb ratio, your healthcare professional can add time segments in 30-

minute increments. The settings can be adjusted within each time segment. Simply tap the "+" in these sections to add settings for a different time segment.

Insulin-to-Carb Ratio

This ratio tells you how many grams of carbs are covered with one unit of mealtime insulin.

As an example, if your insulin-to-carb unit ratio is 1:20, this means that one unit of insulin will cover 20 grams of carbs.

Correction Factor

This is also known as an insulin sensitivity factor. It is an estimate made by your healthcare professional of the effect one unit of insulin has on your blood sugar.

Let's say your correction factor is 1 unit: 2.2 mmol/L. Your Insulin Mentor™ functionality will include one unit of insulin in your recommended dose for every 2.2 mmol/L your blood sugar is above your target. It will subtract one unit for every 2.2 mmol/L your blood sugar is below your target.

Target Blood Sugar for Insulin Dosing (Target BG)

Your Insulin Mentor™ functionality aims to get your blood sugar back to this target and recommends a dose based on that goal. Keep in mind that your healthcare professional may have also included a buffer zone with your target in your settings. If this is the case, your Insulin Mentor™ functionality will consider this buffer zone when it calculates a recommendation.

Let's say your target is 6.7 mmol/L +/- 1.1 mmol/L. If your blood sugar is greater than 7.8 mmol/L, your Insulin Mentor™ functionality will recommend a correction dose. If your blood sugar is 7.8 mmol/L, it will not. Similarly, if you are below 5.6 mmol/L, the Insulin Mentor™ functionality will take away from your correction dose. If your blood sugar is 5.6 mmol/L, it will not. In both situations, the goal is to get your blood sugar to your target of 6.7 mmol/L.

Active Insulin Duration

The active insulin duration tells you how long your Insulin Mentor™ functionality will consider a previously logged insulin bolus dose as active in your body. Once that duration is up, your Insulin Mentor™ functionality will stop including the dose in calculations. Remember, this value is initially set by your healthcare professional.

Let's say your active insulin duration is four hours and you took a bolus insulin dose three hours ago. Your Insulin Mentor™ functionality will still consider part of that insulin dose as active in your body. As a result, it will lower the dose recommended to correct your blood sugar. Now let's say you took your last bolus insulin dose five hours ago. Your Insulin Mentor™ functionality will not consider the insulin from your last dose as active in your body. That insulin will not be included in your calculation, as your active insulin is zero.

Your Insulin Mentor™ functionality asks, "**Have you recorded your recent insulin?**" as a reminder to help you avoid any insulin stacking for your safety.

Maximum Single Dose Limit

Your maximum single dose limit is set as a safety feature. Since taking too much insulin can be dangerous, your healthcare professional sets a single dose limit to help keep you safe. If your recommended dose is greater than this limit, you will be notified.

Dosage Increment

Your healthcare professional will set your dosage increment (0.5 units or 1.0 units) during your Insulin Mentor™ functionality activation. Discuss your questions with your healthcare professional.

Insulin Concentration

Your healthcare professional will appropriately set your insulin concentration during your Insulin Mentor™ functionality activation. Discuss your questions with your healthcare professional.

Insulin Mentor™ Settings

Your healthcare professional may give you the ability to edit your Insulin Mentor™ functionality settings.

- Before you change anything, talk to your healthcare professional about any questions or concerns you have.
- Remember that your healthcare professional configured these settings specifically for you, and do not let anybody else change your Insulin Mentor™ functionality settings.

To better understand the terms used in the Insulin Mentor™ functionality Settings, see the *Terminology* section.

To change your Insulin Mentor™ functionality settings on your mobile device:

1. Launch the OneTouch Reveal® app.
2. From the **Timeline**, tap the **More** menu in the top-right corner of the screen.
3. Tap **My Settings**.
4. On the **System Settings** tab of the **My Settings** screen, tap **Settings** under Insulin Mentor™.
5. If your healthcare professional has turned off your ability to edit your Insulin Mentor™ functionality settings, the **Insulin Mentor™ Settings** screen will appear in "read-only" mode with all settings in gray. Your healthcare professional can tap **Edit** and enter an activation code to turn on your ability to edit your Insulin Mentor™ functionality settings.
6. Set the **Insulin-to-Carb Ratio**. An Insulin-to-Carb Ratio of **1:10** means that one unit of insulin would cover 10 grams of carbohydrate. The minimum **Insulin-to-Carb Ratio** is 1:1; the maximum is 1:100. You can set a single Insulin-to-Carb Ratio for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Insulin-to-Carb Ratios for different times throughout the day.
7. Set the **Correction Factor** as **1:x mmol/L**. The minimum **Correction Factor** ratio you can set is 1:1 mmol/L; the maximum ratio is 1:11 mmol/L. You can set a single **Correction Factor** for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Correction Factors for different times throughout the day.
8. The **Target BG** is the blood-sugar level that your healthcare professional wants you to reach after administering a bolus dose of insulin. The **+/-** cell represents the acceptable deviation from that target. If your healthcare professional set your **Target BG** to be **6.5 mmol/L** with a deviation (**+/-**) of **1.0 mmol/L**, then the Insulin Mentor™ functionality will only calculate a negative or positive blood sugar correction if your blood sugar reading is less than 5.5 mmol/L or higher than 7.5 mmol/L, respectively. You can set a single **Target BG** and deviation for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different **Target BG** values and deviations for different times throughout the day.
9. Pick an **Active Insulin Duration** by tapping **hours** and selecting a value from the menu. Options range from **2.0** hours to **6.5** hours in half-hour increments.
10. Choose a **Maximum Single Dose Limit** by tapping **units (u)**. This is the maximum bolus dosage that your healthcare professional wants you to take at one time. The minimum value is 1 unit; the maximum value is 150 units.
11. Select a **Dosage Increment** by tapping **units (u)** to pick a **Dosage Increment** that your Insulin Mentor™ functionality will use: choose half units (**0.5**) or whole units (**1.0**) from the menu.
12. Choose a value for the **Insulin Concentration** by tapping the field next to it. The options are:
    - **Regular (U100)**
    - **U100 (Rapid-acting)**
    - **U200 (Rapid-acting)**
13. On the **Insulin Mentor™ Settings** screen, the **Allow Patient Editing** switch indicates if you as the patient can change your **Insulin Mentor™ Settings**. If the switch is gray and to the left, your healthcare professional has prevented you from changing your Insulin Mentor™ functionality Settings. If the switch is green and to the right, you can.

    If the **Allow Patient Editing** switch is on, you can turn it off to prevent you from changing any Insulin Mentor™ functionality settings. A prompt will ask you if you are sure you would like to remove the patient's ability to edit these settings. You can tap **Cancel** or tap **Yes** to turn off your permission to edit, then tap **Save** in the top-right corner to remove your ability to edit the settings. If you turn off **Allow Patient Editing** and want to edit your own settings in the future, you will need to speak with your healthcare professional to have them turn it on again.
14. When you have finished updating your Insulin Mentor™ functionality Settings, tap **Save** in the top-right corner of the screen.

If you ever want to stop using the Insulin Mentor™ functionality, return to the **System Settings** tab of the **My Settings** screen and tap the switch next to Insulin Mentor™. A warning will remind you that if you want to regain access to the Insulin Mentor™ functionality, your healthcare professional will need to reactivate it for you. Tap **Deactivate** to stop using the Insulin Mentor™ functionality.

Chapter 9

Carbs Mentor™

Carbs Mentor™ Feature

The Carbs Mentor™ feature provides you with greater insight and guidance around food so you can better manage your meals. The information from the Carbs Mentor™ feature helps you better understand the carbs in your food so you can make more informed decisions.

The Carbs Mentor™ feature adds greater functionality to the way you *Add Carbs*. When creating or editing a carb event:

1. Tap the magnifying glass icon on the **`Add an Event`** or **`Edit an Event`** screen.
2. A search bar appears. Tap in it and start typing the name of the food you plan on eating.
3. The Carbs Mentor™ feature displays results based on your search term. Find the food you are looking for and tap the plus sign to the right of the search result to select it.
4. Tap on your selected food to display an adjustable slider which you can use to change the serving size, which changes the amount of carbs. When selecting foods and their portion sizes, remember to use caution to make sure you are choosing the correct portion size and amount of carbohydrates.
5. If you want to add additional foods, tap in the Search field again and repeat the process to search for and select foods and their serving sizes. The Just Added tab includes foods you have added for the current Carb event. The Recent tab includes the last 25 foods you picked from the Carbs Mentor™ feature.
6. You can remove a selected food by tapping on its check mark to clear it.
7. You can tap the star to the left of the search result to add the food to your Favorites.
8. Tap **`Done`**.
9. After selecting one or more items from the Carbs Mentor™ feature, you will see an up-arrow icon next to the carb value. If you tap it, it expands to display the Carbs Mentor™ items you have selected and the carbs associated with them.
10. Tap **`Save`** to add the carb event to your Timeline.

NOTE: The OneTouch Reveal® mobile app will only save the grams of carbs from your Carbs Mentor™ entry. The mobile app will not save the type of food, the number of servings, or anything other than the gram value to your Timeline, the Logbook, or to any reports.

Chapter 10

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 Use – Displays the Terms of Use for the app.
- Privacy Policy – Displays the Privacy Policy for the app.

My Settings

My Settings

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

System Settings

Blood Sugar Mentor™ Feature Tips

Blood Sugar Mentor™ Feature

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

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

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

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

Event Logging

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

Event Tags

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

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

Classic Logbook Meal Settings

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

Overnight: Midnight to 5 a.m.

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

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

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

Bedtime: 9 p.m. to Midnight

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

Goal Tracker

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

Set Blood Sugar Tests Goal

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

Set Steps Goal

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

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

Set Carbs Goal

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

Set Activity Goal

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

User Settings

Range (including Meal Tagging)

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

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

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

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

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

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** grayed out. If **Meal Tagging** is turned off, only **Overall** appears.

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

1. Under **Range**, tap the value you want to edit (**Before Meal**, **After Meal** or **Overall**)
2. A scroll wheel will appear. It will be set to that value's current Low Limit. The app default setting for your **Low Limit** is 4.0 mmol/L. Scroll up or down to pick the desired **Low Limit**, then tap the right arrow symbol next to **Low Limit**
3. The value in the scroll wheel will change to your current **High Limit**. For the **After Meal** and **Overall** values, the app default setting for your **High Limit** is 10.0 mmol/L. For **Before Meal**, the app default is 7.0 mmol/L. Pick a new **High Limit** and tap **Done**

Gender, Diabetes Type, Diabetes Management

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

My Meters

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

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

My Reminders

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.

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

My Account

My Account

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

Log-in Preferences

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

Connections

Connections

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

Apps

Apple Health

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

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

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

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

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 Care and the LifeScan URL. The app and iOS 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.

Chapter 11

Troubleshooting

Frequently Asked Questions

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

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

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

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

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

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

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

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

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

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

Instructions for pairing your OneTouch Ultra Plus Reflect or OneTouch Verio Reflect meter on page 8

Ensure that:

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

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

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

A. You can improve the security of your OneTouch Reveal® account and its data by:

- Locking your mobile device with a PIN, passcode, or biometric factor (such as a fingerprint or Apple's Face ID).
- Choosing a stronger password for your OneTouch Reveal® account.
- Making a decision about whether or not to use the **Keep Me Logged In**, **Log In with Face ID** or **Log In with Touch ID** options when you log in to the OneTouch Reveal® app the first time, or on the **My Account** page. If you do not select one of these options, you will need to authenticate with your password more often.

- If you ever believe that the security of your account has been compromised, or have any other related concerns, please contact LifeScan Customer Care immediately at:
  - 1 800 663-5521 (Monday-Friday, 9am-8pm Eastern, 6am-5pm Pacific)
  - *OneTouch.ca/OneTouchReveal*

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.

Chapter 12

For Your Healthcare Professional Only

Insulin Mentor™ Functionality Activation by Your Healthcare Professional

Healthcare professionals who do not use the OneTouch Reveal® web application also have the ability to activate Insulin Mentor™ functionality for a patient in the OneTouch Reveal® app on the patient's mobile device using the steps below.

You will need an activation code that will be provided to you by your OneTouch® representative. As part of setting up the patient's Insulin Mentor™ functionality Settings, you can give them the ability to change their own settings. You will also need the activation code if you do not give the patient the ability to change their own settings, or if you or the patient deactivate the Insulin Mentor™ functionality.

To set up a patient's Insulin Mentor™ functionality on their mobile device:

1. Launch the OneTouch Reveal® app.
2. From the **Timeline**, tap the **`More`** menu in the top-right corner of the screen.
3. Tap **`My Settings`**.
4. On the **`System Settings`** tab of the **`My Settings`** screen, scroll down to **`Insulin Mentor™`**.
5. To activate the Insulin Mentor™ functionality for the patient, tap the switch.
6. Enter the activation code provided to you by your OneTouch® representative on the **`Enter Code`** screen.
7. Check the box to confirm that the patient has the required knowledge to count carbs and calculate an insulin bolus, and that you have discussed with the patient when it is appropriate for the patient to adjust the settings of the Insulin Mentor™ functionality.
8. Tap **`Set Up`**.
9. Set the **`Insulin-to-Carb Ratio`**. An Insulin-to-Carb Ratio of **1:10** means that one unit of insulin would cover 10 grams of carbohydrates. The minimum **`Insulin-to-Carb Ratio`** is 1:1; the maximum is 1:100. You can set a single Insulin-to-Carb Ratio for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Insulin-to-Carb Ratios for different times throughout the day.
10. Choose the **`Correction Factor`** that you want the patient to adhere to as **1:x mmol/L**. The minimum **`Correction Factor`** ratio you can set is 1:1 mmol/L; the maximum ratio is 1:11 mmol/L. You can set a single **`Correction Factor`** for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different Correction Factors for different times throughout the day.
11. The **`Target BG`** is the blood-glucose level that you want the patient to reach after administering a bolus dose of insulin. If you set your patient's **`Target BG`** to be **6.5 mmol/L** with a deviation (**`+/-`**) of **1.0 mmol/L**, then the Insulin Mentor™ functionality will only calculate a negative or positive BG correction if the patient's BG reading is less than 5.5 mmol/L or higher than 7.5 mmol/L, respectively. You can set a single **`Target BG`** and deviation for a 24-hour period, or you can click the plus (+) icon and set up to 12 different time periods with different **`Target BG`** values and deviations for different times throughout the day.
12. Pick an **`Active Insulin Duration`** by tapping **`hours`** and selecting a value from the menu. Options range from **2.0** hours to **6.5** hours in half-hour increments.
13. Choose a **`Maximum Single Dose Limit`** by tapping **`units (u)`**. This is the maximum bolus dosage you want the patient administering at one time. The minimum value is 1 unit; the maximum value is 150 units.
14. Select a **`Dosage Increment`** by tapping **`units (u)`** to pick a **`Dosage Increment`** that the patient's Insulin Mentor™ functionality will use: choose half units (**0.5**) or whole units (**1.0**) from the menu.

15. Choose a value for the **Insulin Concentration** by tapping the field next to it. The options are:
    - **Regular (U100)**
    - **U100 (Rapid-acting)**
    - **U200 (Rapid-acting)**
16. On the **Insulin Mentor™ Settings** screen, the **Allow Patient Editing** switch permits the patient to change their Insulin Mentor™ functionality Settings. If the switch is gray and to the left, the patient cannot edit their Insulin Mentor™ functionality Settings. Tap the switch so that it is green and to the right to allow a patient to edit their own settings.
17. When you have completed the patient's Insulin Mentor™ functionality Settings, tap **Activate** in the top-right corner of the screen.

If there is ever a need to change any of the patient's Insulin Mentor™ functionality settings, you can do so by returning to the **System Settings** tab of the **My Settings** screen and tapping **Insulin Mentor™**.

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 literature[1-5].

Definition of High Recurring Patterns and Low Recurring Patterns:

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

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About

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Index

A

A1C Comparator *26*
Activity (adding) *19*
Adding a Reminder *40*
Adding Events *19*
App error messages *44*
Apple Health *41*
Apps *41*
Auto Reminders *40*
Averages *16*, *26*

B

Before Meal High limit *18*, *23*, *25*
Blood Sugar Mentor *25*
Blood Sugar Mentor Feature Tips *37*
Bluetooth *5*
Bluetooth feature *7*

C

Carbs (adding) *19*
Carbs Mentor Feature *36*
Classic Logbook Meal Settings *38*
Classic View *17*
Connections *41*
Contact Us *42*
Creating your account *7*

D

Data sharing feature *15*
Day View *17*
Deleting Reminders *40*
Diabetes Management *39*
Diabetes Type *39*

E

Emailing data *15*
Event Logging *38*
Event tagging *18*
Event Tags *38*

F

Frequently Asked Questions *43*

G

Gender *39*
Getting Started *7*
Goal Progress *22*
Goal Tracker *38*
Goals *22*

H

Help feature *42*
High limit *18*
High Pattern message *23*, *25*
Home *15*

I

Icons *9*
Insulin (adding) *19*
Insulin Mentor Activation *46*
Insulin Mentor Functionality *27*
Insulin Mentor Functionality Settings *34*
Insulin Mentor Functionality Terminology *31*
Insulin Mentor Functionality, Frequently Asked Questions *30*
Intended Use *6*
Introduction *5*

L

Last Reading *16*
Log-in Preferences *41*
Logbook *16*, *17*
Low limit *18*, *23*, *25*
Low Pattern message *23*, *25*

M

Meal tagging *18*
More Menu *12*, *37*
My Account *41*
My Overall Range *39*
My Reminders *39*

N

Notes (adding) *18*

P

Pairing *7*, *8*
Pattern messages *23*, *25*
Patterns *16*, *20*, *23*, *24*
Privacy Policy *42*

R

Receiving Reminders *40*
Recurring Patterns *25*
Reminders *40*

S

Settings *37*
Supported Devices *5*
Symbols *9*
Syncing *13*
System Requirements *5*

T

Terms of Use *42*

U

Unpairing *8*

W

Week View *17*