

Contour Diabetes app User Guide

Contents

Chapter 1: Introduction.....	5
About the CONTOUR DIABETES app.....	6
System and Device Requirements.....	6
Intended Use.....	6
Chapter 2: Getting Started.....	7
To download the CONTOUR DIABETES app onto Your Apple Device.....	8
To update the CONTOUR DIABETES app on Your Apple Device.....	8
To download the CONTOUR DIABETES app onto Your Android Device.....	8
To update the CONTOUR DIABETES app on Your Android Device.....	8
Quick Start Instructions.....	8
Navigation.....	9
Menu.....	9
Buttons.....	9
Scroll.....	10
Delete.....	10
Symbols.....	10
Chapter 3: Blood Sugar Readings.....	11
View Blood Sugar Readings.....	12
My Readings.....	12
Averages.....	12
Expanded Graph.....	12
To Customize Your Expanded Graph View.....	13
Edit Readings.....	14
Meal Markers.....	14
Manual Readings.....	14
Chapter 4: Meter-App Connection.....	17
Pairing.....	18
Unpairing.....	18
Meter Management.....	18
If a Meter is Also Paired to an Insulin Pump Device.....	19
Chapter 5: Settings and Features.....	21
My Account.....	22
Guest Mode.....	22
Internet Connection.....	22
Patterns.....	23
Reminders.....	23
Set Up a Reminder.....	23
Delete a One-time Countdown Reminder.....	23
Temporarily Disable a Reminder.....	24
Delete a Recurring Reminder.....	24
Test Reminder Plans.....	24

Reports.....	24
Target Ranges.....	24
Critical High and Critical Low.....	25

Chapter 6: More Information..... 27

Help and Tooltips.....	28
Contact Us.....	28

Chapter

1

Introduction

Topics:

- *About the CONTOUR DIABETES app*
- *System and Device Requirements*
- *Intended Use*

About the CONTOUR DIABETES app

The CONTOUR™DIABETES app is a cloud-enabled mobile application that operates on portable devices such as a smart phone or tablet running the Apple iOS or the Android operating system. The app uses Bluetooth Low Energy wireless technology to sync with the CONTOUR®NEXT ONE meter for seamless blood sugar monitoring.

This easy-to-use app can give you a better understanding of how your daily activities affect your blood sugar results to help you manage your diabetes. The CONTOUR NEXT ONE blood glucose monitoring system allows you to send your blood sugar test results to a mobile device for viewing and editing, and to the CONTOUR CLOUD for storage. The app also allows you to e-mail your data to your healthcare provider to help them support an effective diabetes management program for you.

System and Device Requirements

Requirements for the use of the CONTOUR DIABETES app include:

- A CONTOUR NEXT ONE meter.
- A compatible Apple (iOS version 8.0 and above) or Android (version 5.0 and above) device.

Visit <http://diabetes.ascensia.com> for updates on compatible devices and operating systems.

Intended Use

The CONTOUR DIABETES app is intended for use by individuals with insulin and non-insulin treated diabetes, and/or their caregivers, to store, view, trend and share blood glucose meter readings, either manually entered in the app or wirelessly transmitted from the CONTOUR family of meters. Other related health indicators that can be captured and shown in a printable report and graphical format on a mobile device for insulin and non-insulin treated patients with diabetes are available to support diabetes management. The app is available for use on supported Apple iOS and Android devices and is designed to be used with a wirelessly enabled CONTOUR branded meter.



CAUTION: Bluetooth® connectivity allows readings to be transmitted from your meter to the CONTOUR DIABETES app. The app should only be used for a single individual. Do not pair another individual's meter with your compatible device.

Chapter

2

Getting Started

Topics:

- *To download the CONTOUR DIABETES app onto Your Apple Device*
- *To update the CONTOUR DIABETES app on Your Apple Device*
- *To download the CONTOUR DIABETES app onto Your Android Device*
- *To update the CONTOUR DIABETES app on Your Android Device*
- *Quick Start Instructions*
- *Navigation*
- *Symbols*

To download the CONTOUR DIABETES app onto Your Apple Device

1. Open the App Store on your device.
2. Tap the **Search** tab.
3. In the text field, type `Contour diabetes` and tap **Search**.
4. Select Contour Diabetes app from the search results.
5. Tap **Get > Install**. You may be prompted to enter your iTunes account information. Tap **OK** once you are done. The download process will begin.
6. If you are still in the App Store, the **Install** button will become an **Open** button. Tap this to open the app or select the icon from your device home screen.

To update the CONTOUR DIABETES app on Your Apple Device

1. Open the App Store on your device.
2. Tap the **Updates** tab.
3. Apps with an update available are labeled **Update**.
4. Find the CONTOUR DIABETES app and tap **Update**. Or tap **Update All** to update all apps.

To download the CONTOUR DIABETES app onto Your Android Device

1. Open the Google Play Store on your device.
2. Tap **Search**, and type `Contour diabetes` in the field.
3. Select Contour Diabetes app from the search results.
4. Tap **Install > Accept**. The download and installation process will begin.
5. If you are still in the Google Play Store, an **Open** button displays once installation is complete. Tap to open the app or select the icon from your device home screen.

To update the CONTOUR DIABETES app on Your Android Device

1. Open the Google Play Store on your device.
2. Tap **Menu ☰ > My apps & games**.
3. Apps with an update available are labeled **Update**.
4. Find the CONTOUR DIABETES app and tap **Update**. Or tap **Update All** to update all apps.

Quick Start Instructions

Follow these steps to set up the CONTOUR DIABETES app for the first time:

1. Download the CONTOUR DIABETES app.
2. Make sure your device is connected to the Internet and that the Bluetooth is on.
3. Open the app and select your country and language.
4. Tap **Get Started**.
5. Tap **Continue**.
6. Follow the app instructions to create an account and pair your meter.
7. You will be prompted by the app to complete setup of the app and meter.

Navigation

Menu

Use the **Menu** (☰) to navigate through the app. The Menu includes:

- **My Readings:** View, edit and manage your blood sugar readings.
- **My Patterns:** Get notifications if certain patterns are detected in your blood sugar readings.
- **My Reminders:** Set reminders to take medication, test your blood sugar, and more.
- **My Care:** Adjust details on your therapy, add your healthcare team and send reports.

My Therapy:

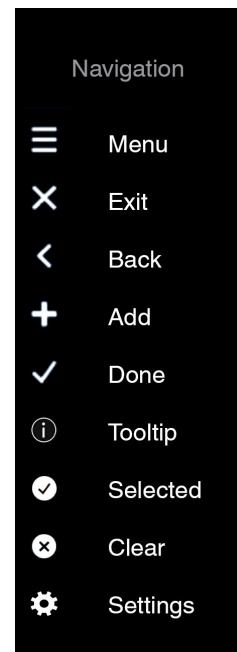
- **Target Ranges:** Edit your target ranges for your blood sugar readings.
- **Day Dividers:** Change your day dividers according to your meal times.
- **HBA1C History:** Enter and View your HbA1c levels.

My Team:

- **Healthcare Team:** Add your healthcare team information and send reports.
- **Appointments:** Log upcoming doctor appointments.
- **Reports:** Send a blood sugar report, blood sugar diary or a data file to recipients.
- **Emergency Contacts:** Edit your emergency contacts.
- **App Connections:** Manage connections with our partner apps.
- **Settings:** Manage your app settings.
 - **My Meters:** Add, delete, and manage your meters.
 - **My Account:** Change account settings such as email and password.
 - **App Preferences:** Manage settings for notifications, syncing, and more.
 - **Language and Location:** Change your current country or preferred language.
- **Help:** Find instructions and answers to questions you may have.

Buttons

To go back to a previous screen, tap the Back, Menu, Done, or Exit button. Occasionally there will be no Save button, only Done or Back. Tap **Done** or **Back** to save your selection. The app auto-saves most items and does not always require you to tap a Save button.



Scroll

You can scroll on pages and pop-ups by placing a finger on the device screen and swiping up or down. A scroll bar appears once you start scrolling.










Delete

To delete an item, place your finger on the item and swipe to the left. A Delete button will appear. Tap to delete.

Note: Synced readings cannot be deleted.

Symbols

The following chart is a guide to some of the symbols used in the CONTOUR DIABETES app:

Reading Notes		System Indicators	
 Photo	 Meal	 Wifi	
 Notes	 Medication	 Bluetooth	
 Activity	 Travel	 Sync	

Chapter

3

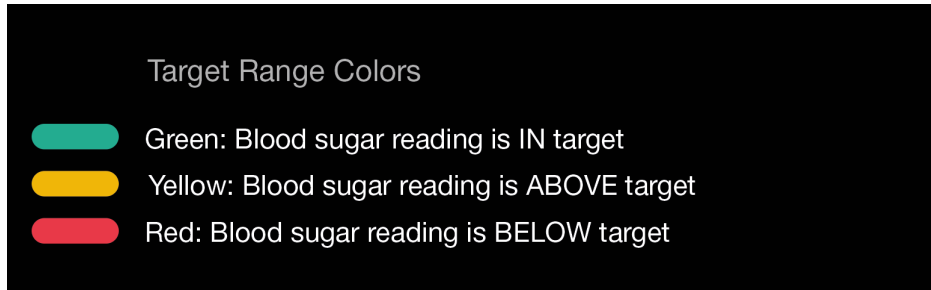
Blood Sugar Readings

Topics:

- [View Blood Sugar Readings](#)
 - [Edit Readings](#)
 - [Manual Readings](#)
-

View Blood Sugar Readings

The Contour ONE system—a CONTOUR NEXT ONE meter and CONTOUR DIABETES app together—uses color to let users know if a blood sugar reading is within or outside of a target range. In the app, the blood sugar reading button has a color. In the meter, the test strip port displays a colored light (smartLIGHT) when a reading is taken.



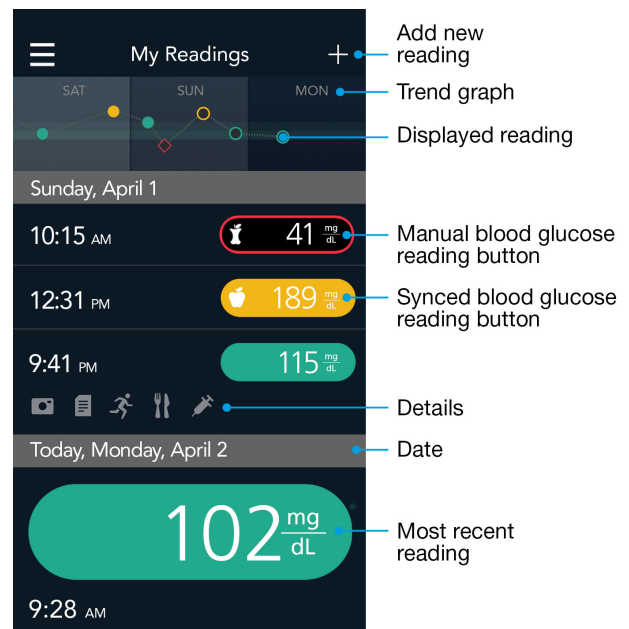
Note: If you change the meal marker on a blood sugar reading, it will be compared against a different target range and may change color based on this new target.

My Readings

My Readings is the Home screen for the CONTOUR DIABETES app. This screen provides you with all of your readings in a list view that corresponds to the graph at the top of the screen. Your most recent reading will appear at the bottom of the list in a large button.

Tap on a blood sugar reading button to edit it (see Edit Readings for more information). Tap next to the time of the blood sugar reading to show details of any pictures, notes, activities, meals, or medications that have been added. Tap in the area again to hide the details.

Note: Manual blood sugar readings are displayed as diamonds instead of circles in the app graphs.



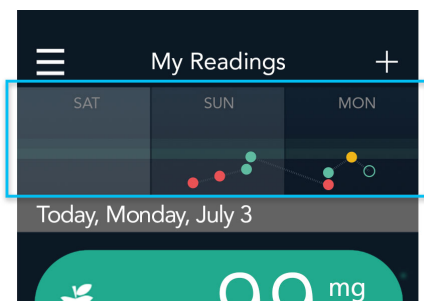
Averages

My Week is at the bottom of the My Readings page. It provides a quick glance at all your readings within the last 7 days and where they fall within your target ranges. Tap on the My Week bar to scroll to My Averages, which shows the average number and value of blood sugar readings during the past 7, 14, 30, and 90 days.

Expanded Graph

The expanded graph lets you see a detailed graph of your blood sugar readings. To view the expanded graph:

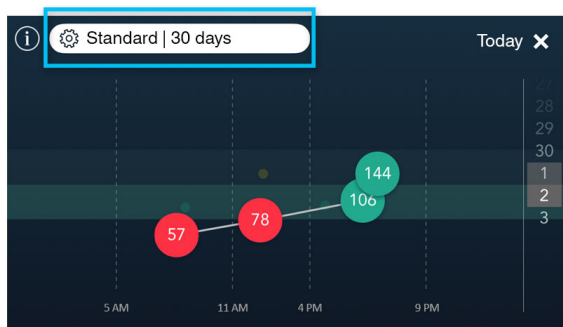
1. Go to **Main Menu > My Readings**.
2. Turn your mobile device sideways or tap the small graph on the top of the screen.



Note: If you want to turn the device sideways to open the graph, the OS setting in your device must allow rotate.

To Customize Your Expanded Graph View

You can customize how you view your readings in the expanded graph. Tap the white button in the upper left corner of the expanded graph to change your graph filters:



- **Mode:** Select Standard View or Averages.
 - *Standard View* mode displays your blood sugar readings on the day you choose from the right-hand column. Scroll up or down on the date column on the right to change the day. Swipe right or left anywhere on the expanded graph to go backward or forward in increments of 3, 7, 14, or 30 days from the selected date on the screen.

Tap on a reading to see the details. To move to the next or previous reading, use the < or > buttons. Tap the X to exit this view.

Note: If there are overlapping blood sugar readings, tap on any one of them to see a *zoomed in* view. Tap on a blood sugar reading to access the Reading Overlay.
 - *Averages* mode shows your blood sugar readings over the past 3, 7, 14, or 30 days as if they all occurred in one day. Averages mode displays the average of your blood sugar readings by each time period of the day, across the selected number of days (for example, between 6:00AM and 10:00AM for the last 14 days). Swipe right or left anywhere on the expanded graph to go backward or forward in increments of 3, 7, 14, or 30 days from the selected date on the screen.
- **Days:** Select the number of days to view (3, 7, 14, or 30 days).
- **Insulin / Carbs:**
 - Select *Fast-acting Insulin* to display only your fast-acting insulin doses for the selected day or date range.
 - Select *Carbs* to display only the carb amounts you entered for the selected day or date range.
 - Select *View Both* to display both insulin and carb entries.

Note: In Standard View, if Show Fast-Acting Insulin or Show Carbs is selected, only View All will be available.
- **Meal Marker:** Select a meal marker from the list to view only readings marked Fasting, Before Meal, or After Meal. Select View All to view all blood sugar readings.

Edit Readings

You can add information to your blood sugar readings in order to have a better idea of your diabetes trends. To add a photo, note, activity, meal, or medication:

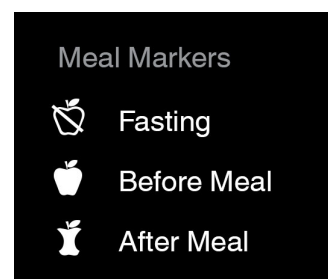
1. Find the blood sugar reading in My Readings and tap it.
2. When the Edit screen opens, tap one of the note buttons.
3. Enter information for the note you selected.
4. Tap **Done** when you are finished.

Notes:

- Blood sugar readings from the meter cannot be deleted in the app; only manually entered blood sugar readings can be deleted.
- When entering Fast-Acting Insulin (Bolus), select only from the preset drop down. This allows it to display in the expanded graph. Long-acting insulin (Basal) does not display in the expanded graph.


Meal Markers

If the Meal Marker preference is on, the app selects a meal type (for example, 'Lunch') for your blood sugar reading based on when you took the reading and the Day Divider it belongs to. The app provides Day Divider time periods for Breakfast, Lunch, Dinner, and Overnight that you can change to fit your own schedule.



In addition to preselecting meal markers, the CONTOUR DIABETES app also allows you to add or edit meal markers on your blood sugar readings.

To add a meal marker:

1. Go to **Main Menu > My Readings**.
2. Tap the blood sugar reading button.
3. When the Edit screen appears, tap the Meal icon  and then tap **Meal Marker**. You can change or add a meal marker and a meal type from this screen.

Note: If you change the meal marker on a blood sugar reading, it will be compared against a different target range and may change color based on this new target.

The Meal Marker feature is always available in the app. If you turn off meal markers in the meter, your blood sugar readings can only be marked when you are in the app. If you leave the Meal Marker Prompt Screen setting on in the app, the Meal Marker screen displays automatically each time a blood sugar reading comes in from the meter. You can mark a blood sugar reading with a Before Meal, After Meal or Fasting meal marker.

If you would like to stop the Meal Marker screen from displaying automatically in the app:

1. Go to **Main Menu > Settings > App Preferences**.
2. Change the Meal Marker Prompt setting toggle to off.

Manual Readings

If you have taken a blood sugar reading with a non-compatible meter or would like to enter a note without a reading, you can enter it manually.

To create a manual reading:

1. Go to **Main Menu > My Readings**. Tap the **(+)** button in the upper right corner of the screen. You will be prompted to set the date and time. The app pre-selects the current date and time in your mobile device for the new reading.
2. To change the date or time, use the scroll wheel to set the desired date or time. Tap **Done** to save your selection.
3. To enter a blood sugar value, tap the empty blood sugar reading button and type the number. Tap **Done** to save the value. The Meal Marker screen is now available. The app pre-selects a meal marker and meal type based on the time of the reading.
4. Tap **Save** to confirm or tap another marker and/or meal type.
Note: You can tap again on a meal marker or meal type to de-select it. You can tap No Mark if you do not want a meal marker and meal attached to this reading.
5. Tap **Save** when you are finished with meal markers. The Edit screen displays so you can add details to your reading such as a meal, photo, note, activity, or medication.
6. Tap **Done** to save the manual reading. When you are prompted, tap **OK** to confirm this reading.
7. Tap the blood sugar reading button in My Readings to change date and time or add detail to a manual blood sugar reading.

Tap the blood sugar reading again to change the value or add a meal marker to the blood sugar reading. To delete a manual reading or note from My Readings, find the manual blood sugar reading or note in My Readings and swipe left. Tap the red **Delete** button.

Note: Manually entered values are included in pattern detection. Changing existing values may affect your patterns.

Chapter

4


Meter-App Connection

Topics:

- [Pairing](#)
- [Unpairing](#)
- [Meter Management](#)

Your smart device and meter are able to communicate via Bluetooth. Be sure the meter is on and close to your mobile device when you try to pair and that your mobile device is working properly. The Bluetooth setting in your mobile device must be on. If a connection is not being made, ensure the following:

- The meter is paired to the app.
- The meter is on.
- The Bluetooth setting on the CONTOUR NEXT ONE meter is on.
- The meter and app are close by each other.
- The Bluetooth setting on your mobile device is on.

Note: The blue Bluetooth symbol  will display on the meter if the meter is ready to connect to the app; this symbol **does not** tell you that the meter is connected to the app.

Your meter must be on and connected to the app if you want to change meter settings from the app. Only the meter Name and the Unpairing feature can be changed from the app when the meter is not connected.

Pairing

You can pair multiple meters to the CONTOUR DIABETES app, although only one meter can connect to the app at one time. The app merges together your blood sugar readings from the different meters. App changes to meter settings and app target ranges are applied to the CONTOUR NEXT ONE meter through *syncing*.

Pair a CONTOUR NEXT ONE meter:

1. Go to **Main Menu > Settings > My Meters**.
2. Tap the (+) in the upper right corner and follow the instructions. After the meter is paired, the Meter Settings screen displays.
3. Change settings if needed, and then tap **Continue** to save meter settings.

Unpairing

If you no longer use a meter paired to your account, you can unpair it. Unpairing removes the meter from the account and prevents the meter from connecting to the app and sending data back and forth. Existing meter data remains intact in the app. An unpaired meter can be paired to the app again at another time.

Unpair a meter:

1. Go to **Main Menu > Settings > My Meters**. Tap the meter you want to unpair.
2. On the Meter Settings screen, tap **Unpair**; confirm when you are prompted.
3. Tap the Back button (<) to return to Settings.

OR

1. Swipe left on the meter name in My Meters.
2. Tap the red **Unpair** button and confirm.

Note: Previously synced blood sugar readings will remain on your account; future readings from this meter will not be synced to the account as long as it is unpaired.

Meter Management

My Meters can be used to view and manage the meters paired to your account.

Rename a meter:

1. Go to **Main Menu > Settings > My Meters**.
2. Tap the meter you want to rename.
3. Type over the meter name.

Change meter settings (such as Sound or Target Lights) for a CONTOUR NEXT ONE meter through the CONTOUR DIABETES app:

1. Turn your meter on.
2. Go to **Main Menu > Settings > My Meters**.
3. Tap the paired meter you want to update.
4. On the Meter Settings screen, tap or swipe the toggle button to turn settings on or off. Meter settings cannot be changed from the meter while the meter is connected to the app.

Change meter settings from the meter:

- Scroll to the Settings symbol on your meter and press **OK**. This will automatically disconnect your meter from your mobile device.

The CONTOUR DIABETES app provides the option to always sync meter date and time with the app date and time.

If you do not have automatic time/date syncing turned on in the CONTOUR DIABETES app preferences area, the meter is not updated with the mobile device time and date unless you do a manual sync.

To set automatic time/date syncing between the meter and mobile device:

1. Go to **Main Menu > Settings > App Preferences**.
2. Tap the **Meter Time and Date Sync** toggle to turn it on.

Whenever your meter connects with the app, the time and date on the meter will automatically sync with the app.

One-Time Time and Date Sync with the app for a CONTOUR NEXT ONE meter:

1. Turn your meter on.
2. In the app go to **Main Menu > Settings > My Meters** and select the meter to sync.
3. Tap **Sync Time and Date**.

Automatic Meter Time and Date Sync updates your meter time when you travel across time zones. If you do not have automatic time/date syncing turned on in the CONTOUR DIABETES app preferences area, the app does not update the meter with the mobile device time and date unless you do a manual sync.

If a Meter is Also Paired to an Insulin Pump Device

- Time and date for blood sugar readings taken on the meter are based on the time and date in your insulin pump device.
- Meal Markers are disabled on your meter.
- Target ranges will be a CONTOUR DIABETES app feature only and will not be synced with your meter.
- Refer to your insulin pump documentation for more information.

Chapter

5

Settings and Features

Topics:

- *My Account*
- *Patterns*
- *Reminders*
- *Test Reminder Plans*
- *Reports*
- *Target Ranges*
- *Critical High and Critical Low*

My Account

When you enter the CONTOUR DIABETES app, you are prompted to create a CONTOUR CLOUD account. A CONTOUR CLOUD account allows you to access your data from any of your devices. When you create an account, your data is backed up to the CONTOUR CLOUD automatically on a regular basis. No data that is identified as your data is shared with any person or business.

It is recommended that you stay signed in to your CONTOUR CLOUD account even when you close the app. When you stay signed in to the app on one or more mobile devices, your information is backed up regularly and all the app features are available to you.

Your account username is your email address. You should use a personal email address that you check often. If you would like to change the email address for your account:

1. Go to **Main Menu > Settings > My Account**.
2. Tap the email address to change it.

Guest Mode

If you would prefer to opt-out of Account Creation, you can still use the CONTOUR DIABETES app as a guest by selecting Guest Mode from the Get Started page. Guest Mode does not allow you to back up your data to the CONTOUR CLOUD or view your account from another device.

To exit Guest Mode:

1. Go to **Main Menu > Settings > Create an account**.
2. Follow the app instructions to merge your guest data into an account.

Internet Connection

You need an Internet connection to sync your CONTOUR CLOUD account. If you receive an `Unable to connect` error message in the app, there are at least two possible reasons:

1. You are not connected to the Internet. Check your Internet connection and make sure that the Mobile Data feature is turned on in your mobile device settings.

Note: Internet/Data usage fees may apply.

2. Your network administrator has set proxy or firewall restrictions on your network.
 - Talk to your network administrator about allowing connection to CONTOUR CLOUD servers from your mobile device.
 - Consider trying an alternate Internet connection such as switching to cellular data or connecting from your home.

Note: Internet/Data usage fees may apply.

Patterns

The CONTOUR DIABETES app can notify you if certain trends are detected in your blood sugar readings. The group of blood sugar readings that make up a trend is called a pattern. For example, the app may detect a pattern of high blood sugars at lunchtime or lows on Tuesdays.

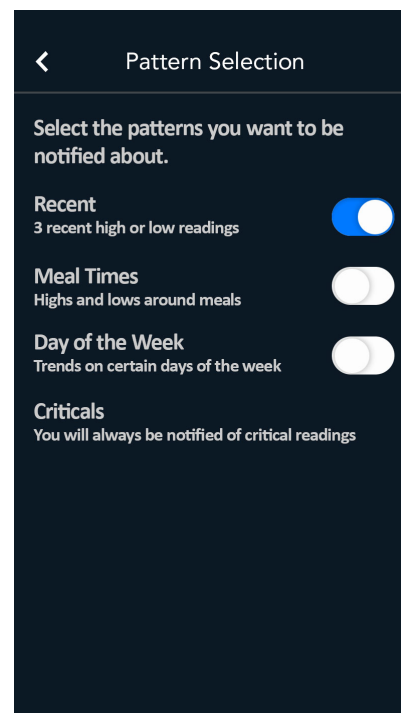
Note: The app will always notify you of Critical High or Critical Low readings.

The Patterns feature lets you:

- View helpful notifications of trends in your blood sugar.
- Learn about possible causes of your patterns.
- Use reminders to help improve the pattern.
- Track your progress and see how you improve the pattern over time.



When a pattern ends, it is moved to history.

Note: At least 14 days of blood sugar readings are needed for the app to detect certain patterns. If you test often and mark your blood sugar readings with meal markers and meals, the app is able to detect patterns more easily.



View/customize your patterns:

1. Go to **Main Menu > My Patterns**.
2. On the My Patterns screen, tap **More** in the upper right corner.
3. Tap **Pattern Selection**.

Note: If you see a purple dot next to the My Patterns item on the Main Menu  and also on the Menu symbol on top of My Readings,  the purple dot with a number inside it tells you that the app has detected one or more patterns that you have not yet reviewed. In My Patterns, these unread patterns have a purple dot next to them.

Reminders

Reminders are used to remind you to test, log information or take medication at a selected time. Reminders continue to display at the same time each day for a period of time. You can also set up a one-time reminder to test after a Before-Meal reading.

Set Up a Reminder

1. Go to **Main Menu > My Reminders**.
2. Tap the (+) in the top right corner of the screen.
3. When you are prompted, select **Reminder**.

Delete a One-time Countdown Reminder

1. Go to **Main Menu > My Reminders**.
2. Tap the (X) on the bottom of the screen that shows the countdown time.

Temporarily Disable a Reminder

1. Go to **Main Menu > My Reminders**.
2. Tap the toggle switch to turn it off. It will turn white.

Delete a Recurring Reminder

1. Go to **Main Menu > My Reminders**.
2. Swipe left on the alert and tap the red **Delete** button.

Test Reminder Plans

A Test Reminder Plan is a preset series of reminders to help you remember to test your blood sugar in different situations. For example, you can select a Test Reminder Plan to help you prepare for a visit to your healthcare professional or to remind you to test regularly during a stressful week.

Test Reminder Plans **ONLY** involve reminders to test blood sugar.

To use Test Reminder Plans to set up your reminders:

1. Go to **Main Menu > My Reminders**.
2. Tap the (+) in the upper right corner of the screen.
3. When you are prompted, select **Test Reminder Plan**.
The Test Reminder Plans screen opens so you can select a plan that fits your schedule.
4. Tap **Save** when you are done.

Reports

The CONTOUR DIABETES app lets you create reports that you can share with your healthcare team. To send a summary report from the app:

1. Go to **Main Menu > My Care > Appointments** or **Healthcare Team**.
2. Tap an upcoming appointment.
3. Tap **Send a Report**.
4. Tap the type of report you want to send.

OR

1. Go to **Main Menu > My Care > Reports**.
2. Tap the type of report you want to send.

You will be able to add a new recipient by typing in their email address or by choosing a healthcare team member.

Target Ranges

Target Ranges provide high and low limits as well as critical values for your blood sugar. You will first define your target ranges during initial setup.

Change your target ranges after initial setup:

1. Go to **Main Menu > My Care > Target Ranges**.
2. You can change the high and low limits of your Before Meal (same as Fasting) and After Meal (same as Overall) target ranges when you slide the handles up or down. You can also use the (+) or (-) buttons to move a value up or down by one mg/dL.

If you have more than one meter, your meters may have different target ranges. However, this is not recommended.

Your meters should stay in sync with the app target ranges. Paired CONTOUR NEXT ONE meters are updated with the most recent app targets whenever they connect to the app. If you have a CONTOUR NEXT ONE meter and the targets on your meter are different than in the app, you may need to sync your meter with the app.

After you pair your meter with the app, four Target Range settings appear in your CONTOUR NEXT ONE meter Settings instead of only one Overall Target Range. You are now able to add a meal marker to a blood sugar reading in the app. Since every meal marker is evaluated against a related target range, the ranges must be available for you to see.

Note: The Fasting Target range is always the same as your Before Meal Target Range, and this range can be changed in the app. The meter displays a separate Fasting Target because it has a Fasting Meal Marker attached to it.

Critical High and Critical Low

Critical High and Critical Low displays on the app are the result of blood sugar readings for which some type of timely action is needed. The results will be shown in the app in yellow for Critical High and in red for Critical Low. The user can adjust these settings for their own particular needs. To adjust the Critical High and Critical Low settings:

1. Go to **Main Menu > My Care > Target Ranges.**

a) The Critical High handle has a yellow outline and is used to set the Critical High setting.

Blood sugar readings above the value set will be treated as Critical High.

b) The Critical Low handle has a red outline and is used to set the Critical Low setting.

Blood sugar readings below the value set will be treated as Critical Low.

2. Slide the handle up or down to change the Critical Values. You can also use the (+) or (-) buttons to move a value up or down by one mg/dL.

3. Touch the check mark to save the changed setting.

Note: When your blood sugar value is outside the meter operating range (20 mg/dL to 600 mg/dL), the meter displays **LO** or **HI** instead of a number. Blood sugar values lower than 20 mg/dL are treated as Critical Low by the app. Blood sugar values higher than 600 mg/dL are treated as Critical High by the app.

Chapter

6

More Information

Topics:

- [Help and Tooltips](#)
 - [Contact Us](#)
-

Help and Tooltips

For in-app Help:

1. Tap the Menu icon.
2. Tap **Help**.
3. You can search by keyword or find answers in FAQ, App Help, and Meter Help.

If you would like a walkthrough of the main app features, tap **Instructional Videos**. Help also contains information about the app under **About**. Some screens in the app have tooltips included, as indicated with the (i) icon. Tap on the icon to view more information about the feature.

Contact Us

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