
Key steps for your patients to optimize FreeStyle Libre Systems on iOS 17

As part of the upcoming iOS 17 release, Apple® is introducing **StandBy Mode** and **Assistive Access Mode**. We wanted to bring to your attention that this release may impact your patient or their caregiver's experience with the FreeStyle Libre 2 app,* the FreeStyle LibreLink app,† or the FreeStyle LibreLinkUp app.‡

While our teams are working quickly to verify and confirm compatibility, we recommend that they disable automatic operating system updates on the smartphone. Please have them check the compatibility guide on myfreestyle.ca before the new operating system is installed. If the smartphone is upgraded to iOS 17, here is the information they need to know below.

StandBy Mode

This new feature activates the iPhone's lock screen when the phone is charging and positioned on its side. **This mode may affect the ability to receive time-sensitive notifications** — including glucose alarms[§] and notifications indicating that alarms[§] are unavailable — from both the FreeStyle Libre 2 app,* the FreeStyle LibreLink app,† or the FreeStyle LibreLinkUp app.‡

If they plan to use StandBy Mode, it's crucial to tell them to configure the phone settings correctly. Provide them these three steps to ensure they continue to receive time-sensitive notifications:

1. Tap **Settings**
2. Tap **StandBy**
3. Turn ON **Show Notifications**

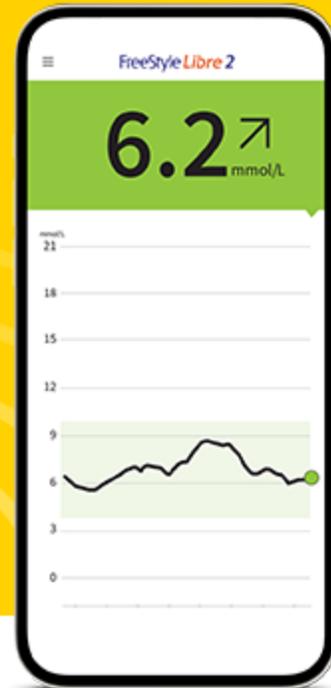
Assistive Access Mode

This mode distills apps and experiences into the essential features to lighten the cognitive load for people with disabilities. At this time, **we do not recommend using this mode with the FreeStyle Libre 2 app,* the FreeStyle LibreLink app,† or the FreeStyle LibreLinkUp app,‡** as it will impact the ability to activate a sensor, modify your alarm[§] settings, or receive glucose alarm[§] notifications from our apps.

If you need further assistance,
please contact our Customer Care team at
1-888-LIBRE4U ([1-888-542-7348](tel:1-888-542-7348)).

Take the mystery out of diabetes management.

Now You Know



The FreeStyle Libre 2 flash glucose monitoring system is indicated for measuring interstitial fluid glucose levels in people aged 4 years and older with diabetes mellitus. Always read and follow the label/insert.

Images are for illustrative purposes only. Not real patient or data.

- * The FreeStyle Libre 2 app is only compatible with certain mobile devices and operating systems. Please check the [Compatibility Guide \(PDF 69 KB\)](#) for more information about device compatibility before using the app. Use of FreeStyle Libre 2 may require registration with LibreView.
- † The FreeStyle LibreLink app and the FreeStyle Libre reader have similar but not identical features. A finger prick test using a blood glucose meter is required during times of rapidly changing glucose levels when interstitial fluid glucose levels may not accurately reflect blood glucose levels or if hypoglycemia or impending hypoglycemia is reported by the FreeStyle LibreLink app or when symptoms do not match the app readings. The FreeStyle Libre sensor communicates with the FreeStyle Libre reader that started it or the FreeStyle LibreLink app that started it. A sensor started by the FreeStyle Libre reader will also communicate with the FreeStyle LibreLink app. The FreeStyle LibreLink app is only compatible with certain mobile devices and operating systems. Please check the [Compatibility Guide \(PDF 69 KB\)](#) for more information about device compatibility before using the app. Use of FreeStyle LibreLink may require registration with LibreView.
- ‡ The LibreLinkUp app is only compatible with certain mobile devices and operating systems. Please check www.librelinkup.com for more information about device compatibility before using the app. Use of LibreLinkUp and FreeStyle Libre 2 may require registration with LibreView. The

LibreLinkUp mobile app is not intended to be a primary glucose monitor: home users must consult their primary device(s) and consult a healthcare professional before making any medical interpretation and therapy adjustments from the information provided by the app.

§ Notifications will only be received when alarms are turned on and the sensor is within 6 metres of the reading device.

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