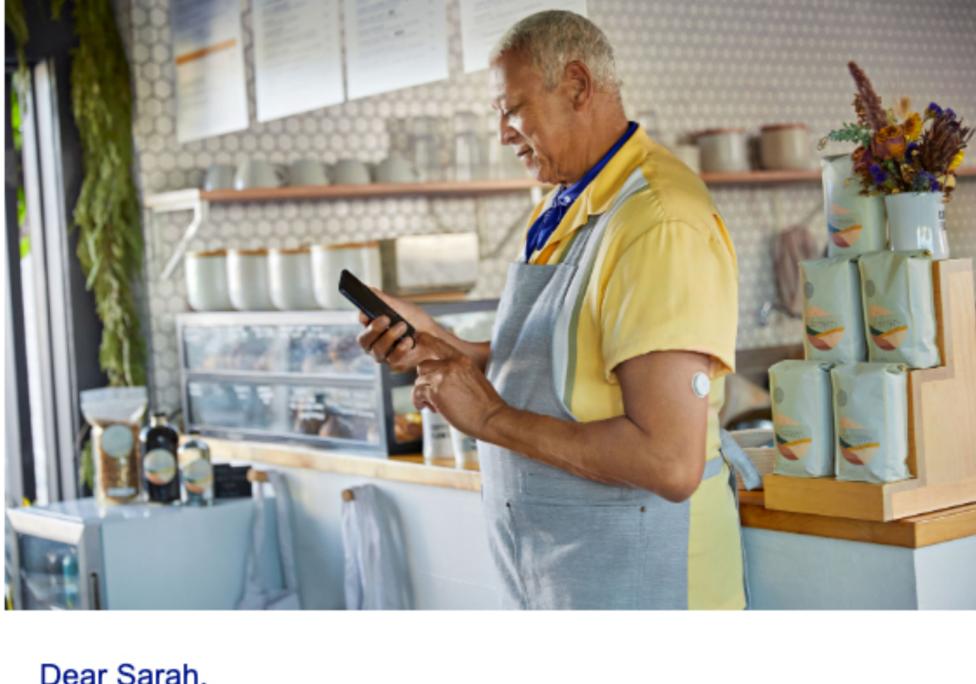


## Key steps to optimize your FreeStyle Libre Systems on iOS 17



Dear Sarah,

As part of the upcoming iOS 17 release, Apple® is introducing **StandBy Mode** and **Assistive Access Mode**. As a user or caregiver, this release may impact your experience with the FreeStyle Libre 2 app,\* the FreeStyle LibreLink app,† or the FreeStyle LibreLinkUp app.‡

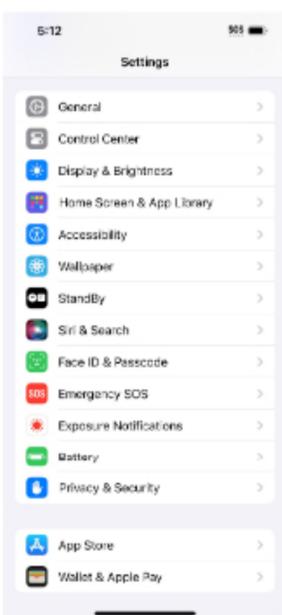
While our teams are working quickly to verify and confirm compatibility, we recommend that you disable automatic operating system updates on the smartphone using the mentioned apps. Please check the compatibility guide on [myfreestyle.ca](http://myfreestyle.ca) before the new operating system is installed. If the smartphone is upgraded to iOS 17, here is the information you need to know below.

### StandBy Mode

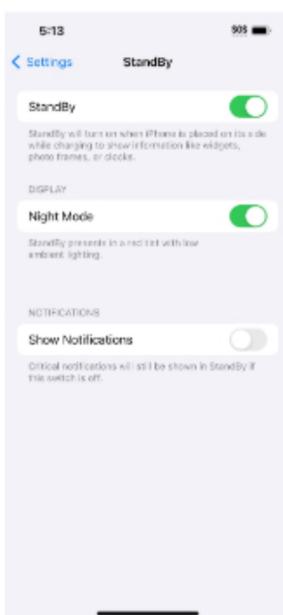
This new feature activates the iPhone's lock screen when the phone is charging and positioned on its side. **This mode may affect your ability to receive time-sensitive notifications** — including glucose alarms§ and notifications indicating that alarms§ are unavailable — from the FreeStyle Libre 2 app,\*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

If you plan to use StandBy Mode, it's crucial to configure your phone settings correctly. Follow these three steps to ensure you continue to receive time-sensitive notifications:

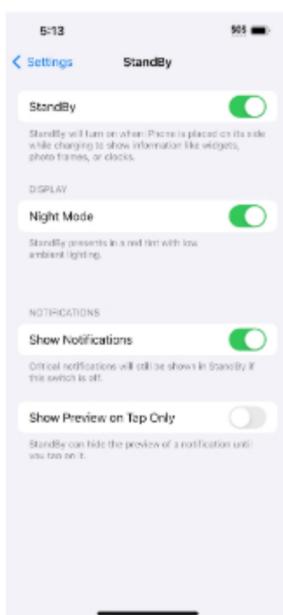
1. Tap **Settings**



2. Tap **StandBy**



3. Turn ON **Show Notifications**



### Assistive Access Mode

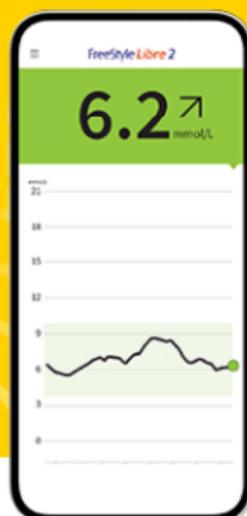
This mode distills apps and experiences into their essential features to lighten the cognitive load for people with disabilities. At this time, **we do not recommend using this mode with the FreeStyle Libre 2 app,\* the FreeStyle LibreLink app,† or the FreeStyle LibreLinkUp app‡** as it will impact your 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 1-866-LIBRE4U (1-866-542-7348).**

Until next time!  
Your FreeStyle Libre 2 Team

## 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](http://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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