



September 25, 2023

Important Information Regarding iOS 17
FreeStyle Libre Family of Apps

Dear Healthcare Provider,

The Apple iOS 17 release introduced StandBy Mode and Assistive Access Mode. These new features may impact your patient's experience with the FreeStyle Libre Family of Apps^{††} if your patient choose to update to iOS 17.

While our teams work quickly to verify and confirm compatibility, we recommend your patient disable automatic operating system updates on their smartphone. If your patient decides to update to iOS 17, please find information your patient needs to know below.

Keep Receiving Notifications on StandBy Mode

StandBy Mode is an iOS 17 feature designed to activate the iPhone's lock screen when the phone is charging and placed on its side. This may prevent your patient from receiving crucial notifications such as glucose alarms^{§I} and other important alerts from the FreeStyle Libre Family of Apps^{††}.

Ensure your patient keep receiving time sensitive notifications with these three steps:

- 1) Open Settings
- 2) Tap Standby
- 3) Turn ON Show Notifications

Avoid Using Assistive Access Mode

This mode distills apps and experiences to their essential features in order to lighten cognitive load.

Currently, we do not recommend using this mode when using the FreeStyle Libre Family of Apps^{††}. It will impact your patient's ability to activate a Sensor, make changes to alarm settings, or receive glucose alarm^{§I} notifications.

Questions?

Visit [FreeStyleLibre.us](https://www.freesstylelibre.us). Contact our Customer Care Team for Product Support at 1-855-632-8658. The team is available for 7 days a week from 8 AM to 8 PM Eastern Time, excluding holidays.

Sincerely,
Abbott Diabetes Care

Disclaimers and Important Safety Information Listed on Page 2

The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott.

Disclaimers

* The FreeStyle Libre 3 app is only compatible with certain mobile devices and operating systems. Please check our website for more information about device compatibility before using the app.

† The FreeStyle Libre 2 app is only compatible with certain mobile devices and operating systems. Please check our website for more information about device compatibility before using the app. Use of the FreeStyle Libre 2 app requires registration with LibreView.

‡ The FreeStyle LibreLink app is only compatible with certain mobile devices and operating systems. Please check our website for more information about device compatibility before using the app. Use of the FreeStyle LibreLink app requires registration with LibreView.

§ Notifications will only be received when alarms are turned on and the sensor is within 33 feet unobstructed of the reading device. Your patient must enable the appropriate settings on your patient's smartphone to receive alarms and alerts, see the FreeStyle Libre 3 User's Manual for more information.

|| Notifications will only be received when alarms are turned on and the sensor is within 20 feet unobstructed of the reading device. Your patient must enable the appropriate settings on your patient's smartphone to receive alarms and alerts, see the FreeStyle Libre 2 User's Manual for more information.

Important Safety Information

FreeStyle Libre 14 day, FreeStyle Libre 2 and FreeStyle Libre 3 systems: Failure to use FreeStyle Libre systems as instructed in labeling may result in missing a severe low or high glucose event and/or making a treatment decision, resulting in injury. If glucose reading and alarms (if enabled) do not match symptoms or expectations, use a fingerstick value from a blood glucose meter for treatment decisions. Seek medical attention when appropriate or contact Abbott at 855-632-8658 or [FreeStyleLibre.us](https://www.FreeStyleLibre.us) for safety info.

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