



FreeStyle
Libre 3

FreeStyle Libre 3 system

In-Service Guide

**Your patients will know sooner.
Act faster. Be ready to avoid hypos.**

Learn about FreeStyle Libre 3—the only CGM system that sends real-time glucose readings every minute directly to your patients' smartphones*, so they will be ready to avoid hypos†.



 **Abbott**
life. to the fullest.®

*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. †Among leading brands.

Medicare coverage is available for the FreeStyle Libre 3 system if the FreeStyle Libre 3 reader is used to review glucose data on some days every month. Medicare and other third party payor criteria apply. Abbott provides this information as a courtesy, it is subject to change and interpretation. The customer is ultimately responsible for determining the appropriate codes, coverage, and payment policies for individual patients. Abbott does not guarantee third party coverage or payment for our products or reimburse customers for claims that are denied by third party payors.

1. Dexcom G6 CGM User Guide and Medtronic Guardian Connect System User Guide.

See next page for Important Safety Information.

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IMPORTANT SAFETY INFORMATION

Failure to use FreeStyle Libre 3 system 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 alarms and readings 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 <https://www.freestyle.abbott/us-en/safety-information.html> for safety info.

Advanced technology designed to fit into your patients' lives

Encourage patients to take control of their diabetes with the FreeStyle Libre 3 system—the only CGM system that sends real-time glucose readings every minute directly to your patients' smartphones*, so they will be ready to avoid hypos†1.

The FreeStyle Libre 3 system delivers:

» Performance

The most accurate² 14-day CGM with readings every minute sent directly to your patient's smartphone*

The first and only CGM to demonstrate a sub-8% MARD^{2,3}

» Discretion

The world's smallest, thinnest[‡], and most discreet⁴ sensor

» Easy

Easy to use^{§4,5} like all FreeStyle Libre systems

Easy to apply⁴ using a 1-piece applicator

This guide will help your patients be successful on day one and get the most out of **the FreeStyle Libre 3 system.**



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‡Among patient-applied sensors. §Data from this study was collected with the outside US version of the FreeStyle Libre 14 day system. FreeStyle Libre 3 has the same features as FreeStyle Libre 14 day system with real-time glucose alarms. Therefore the study data is applicable to both products.

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1. Dexcom G6 CGM User Guide and Medtronic Guardian Connect System User Guide. 2. FreeStyle Libre 3 User's Manual. 3. Data on file. Comparison based on publicly available information. 4. Data on file. Abbott Diabetes Care. 5. Haak, T. *Diabetes Therapy* (2017): <https://doi.org/10.1007/s13300-016-0223-6>.

Table of Contents

05 The CGM Difference

06 Start New Sensor

12 Sensor Readings

14 Treatment Decisions

16 Glucose Alarms +TIR

21 Data Sharing

23 Removal/Disposal

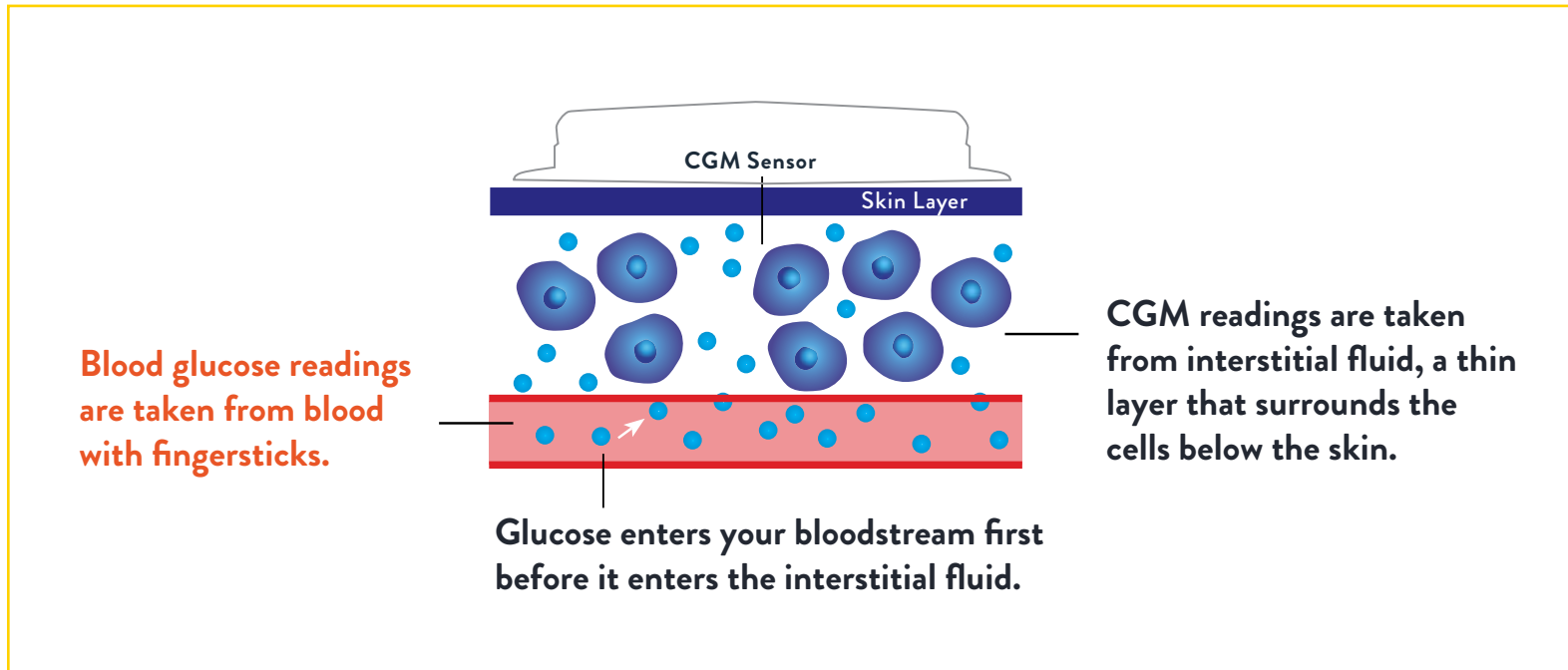
24 Contact HCP

25 Quick Start

27 FAQs

CGM vs. BGM

CGM measures interstitial fluid glucose, not blood glucose



Blood glucose and sensor readings may not be identical, especially when glucose levels are changing rapidly. CGM provides a more complete picture of where it is going, so your patients can make more informed treatment decisions.

The FreeStyle Libre 3 system gives patients the choice to start their sensor using their smartphone* or their FreeStyle Libre 3 reader†



The sensor applicator contains one sensor. Use the sensor applicator to apply the sensor to the back of the upper arm.



The FreeStyle Libre 3 sensor automatically measures and sends glucose readings to your patient's smartphone* every minute.



For illustrative purposes only.

Patients will use the FreeStyle Libre 3 app* or reader† to:

- Start their sensor
- Receive glucose readings
- Get glucose alarms‡
- See glucose history

Before you start your sensor, choose which device you want to use. If you start the sensor with the reader, you will be unable to use the app* to check your glucose or receive alarms‡

*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. Use of the FreeStyle Libre 3 app requires registration with LibreView.†The FreeStyle Libre 3 app and the FreeStyle Libre 3 reader have similar but not identical features. Fingersticks are required for treatment decisions when you see Check Blood Glucose symbol and when your glucose alarms and readings from the system do not match symptoms or expectations.‡Notifications will only be received when alarms are turned on and the sensor is within 33 feet unobstructed of the reading device.

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Download the FreeStyle Libre 3 app*

1



Download the free
smartphone app*



2



Sign in or set up a LibreView account
to store glucose information in a
secure[†], cloud-based system[‡].

If a patient changes phones, they
can sign into the app* again using
their LibreView account, and their
information goes with them.

3



Review and accept the
requested permissions.

Your patients are now ready
to start their sensor!

*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. [†]LibreView is ISO27001/27018/27701 certified and HITRUST CSF Certified. [‡]The LibreView data management software is intended for use by both patients and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis and evaluation of historical glucose meter data to support effective diabetes management. The LibreView software is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice.

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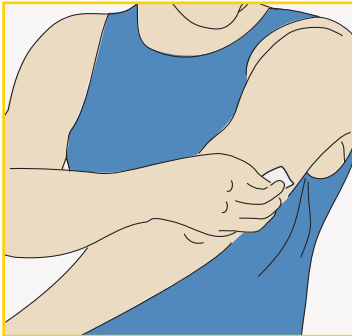
Apply the FreeStyle Libre 3 sensor



STEP 1

Select a site on the **back of the upper arm** that stays flat during normal activity. If placed in other areas, the sensor may not function properly and could give inaccurate readings.

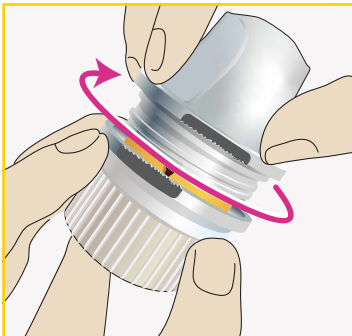
TIP: Select an area of skin that generally stays flat during normal daily activities (no bending or folding).



STEP 2

Clean skin with **non-moisturizing, fragrance-free soap and water**. Use an alcohol wipe to clean the skin and let air dry before proceeding.

NOTE: The area **MUST** be clean and dry or the sensor may not stay on for the full 14-day wear period.

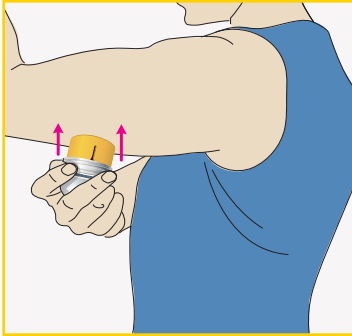


STEP 3

Unscrew cap from applicator, set aside cap, and place sensor over the back of the user's upper arm.

NOTE: Do **NOT** put cap back on as it may damage the sensor.

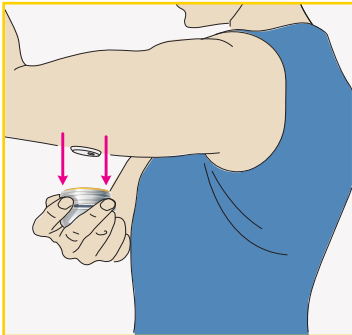
Apply the FreeStyle Libre 3 sensor



STEP 4

Push the sensor applicator against the body firmly to apply the sensor to the body.

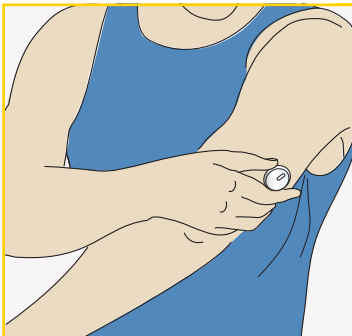
CAUTION: Do NOT push down on sensor applicator until placed over the prepared site to prevent unintended results or injury.



STEP 5

Gently pull the sensor applicator away from the body. The sensor should now be attached to the skin.

NOTE: Applying the sensor may cause bruising or bleeding. If there is bleeding that does not stop, the user should remove the sensor and contact their healthcare professional.



STEP 6

Make sure sensor is secure after application. Place the cap back on the sensor applicator and discard the used sensor applicator according to local regulations.

NOTE: Patients can tap Help in the Main Menu to access an in-app tutorial on applying a sensor.

Patients can start a new sensor with an easy, 1-second scan of their smartphone*

1 From the app's Main Menu (☰) patients will tap **Start New Sensor**.

Patient will **scan their sensor** according to their smartphone*.

2



For iOS phones: Touch the sensor with the TOP of the smartphone*

For Android phones: Touch the sensor with the BACK of the smartphone*

They will receive a tone and vibration after they have successfully turned on their sensor

The sensor can be used to check their glucose after a **1-hour warm-up** period.

3



Your patients can use their phone while the sensor is warming up.
Your patients will automatically receive a notification when their sensor is ready, if notifications are turned on.

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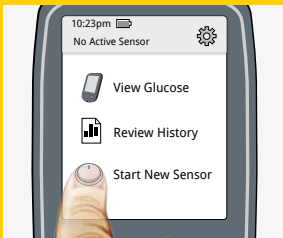
Starting your sensor with the FreeStyle Libre 3 reader

1



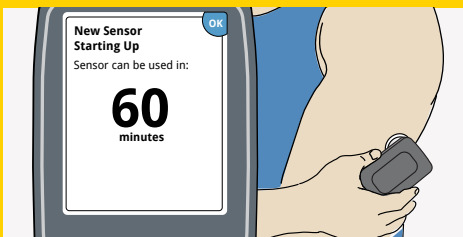
Press Home Button to turn on reader.

2



Touch **Start New Sensor**.

3



Hold the reader near the sensor to scan it. This starts your sensor. If sounds are turned on, the reader beeps when the sensor has been successfully activated. The sensor can be used to check your glucose after 60 minutes.

Understand patient glucose with one glance



Glucose message lets patients know where their glucose is or where it's going

Current glucose reading updated every minute

Optional HIGH glucose alarm level

Optional LOW glucose alarm level

Sensor life displays the number of days of wear remaining on your patient's sensor

Trend arrow shows how quickly your patient's glucose is changing

Glucose graph shows your patient's 12-hour glucose history

Target glucose range set at 70-180 mg/dL and can be customized

Tap to add or edit notes to the glucose reading

Not actual patient data; for illustrative purposes only.



TIP: Your patient's current glucose reading will determine the background color of the smartphone* screen

ORANGE

High glucose (above 250 mg/dL)

GREEN

Within the Target Glucose Range (70-180 mg/dL when set to Standard)

YELLOW

Between the Target Glucose Range and high and low glucose level

RED

Low glucose (below 70 mg/dL)

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Understanding sensor glucose readings with the reader








Not actual patient data; for illustrative purposes only.

The FreeStyle Libre 3 app and the FreeStyle Libre 3 reader have similar but not identical features. Fingersticks are required for treatment decisions when you see Check Blood Glucose symbol and when your glucose alarms and readings from the system do not match symptoms or expectations.

Understanding your patient's glucose trend readings

The Glucose Trend Arrow gives your patient an indication of the direction their glucose is going.

ARROW	WHAT IT MEANS
	Glucose is rising quickly (more than 2 mg/dL per minute)
	Glucose is rising (between 1 and 2 mg/dL per minute)
	Glucose is changing slowly (less than 1 mg/dL per minute)
	Glucose is falling (between 1 and 2 mg/dL per minute)
	Glucose is falling quickly (more than 2 mg/dL per minute)



CAUTION: The Glucose Trend Arrow can help your patients in their treatment decisions. Remember that you should never make a treatment decision based on the Glucose Trend Arrow alone.

Understanding your patient's glucose reading to make a treatment decision

After your patient checks their glucose, they should use all of the information on the screen when deciding what to do or what treatment decision to make.

- 1 Message
- 2 Glucose Trend Arrow
- 3 Current Glucose
- 4 Insulin Note
- 5 Food Note
- 6 Glucose Graph
- 7 Target Glucose Range
- 8 Current Glucose Trend Line



For illustrative purposes only.

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Fingersticks are required if your glucose alarms and readings do not match symptoms or when you see Check Blood Glucose symbol in the first twelve hours.

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Detailed glucose reports available on your patient's smartphone*

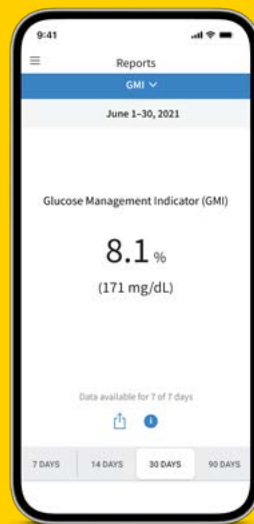
Reviewing and understanding your patient's glucose history can be a helpful tool for improving their glucose control. Glucose reports can give more detailed information on their glucose levels than what they see from A1c or blood glucose testing alone¹.



Time in Ranges

Shows the percentage of time your patient's sensor glucose readings were above, below, or within their **Target Glucose Range**.

It is recommended they spend 70% of their time within 70-180 mg/dL¹.



Glucose Management Indicator (GMI)

GMI can be used as an indicator of how well your patient's glucose levels have been managed. It is a new term for estimating A1c².



Average Glucose

Displays information about your patient's average glucose readings, including the average for different periods of the day. **Readings above their target glucose range are yellow or orange, and readings below their range are red.**

Not actual patient data; for illustrative purposes only.

More reports are available including Daily Patterns, Low Glucose Events, Daily Graph, Sensor Usage, and Logbook. Tap the app's* Main Menu icon to view all reports.

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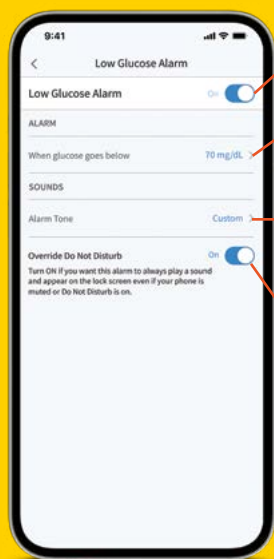
1. Battelino, T., *Diabetes Care* (2019): <https://doi.org/10.2337/dci19-0028>. 2. Bergenstal, H., *Diabetes Care* (2018): <https://doi.org/10.2337/dc18-1581>.

Optional, real-time glucose alarms* are easy to turn on and set¹

Customizable glucose alarms* let your patient select what they want to be alerted to, and when. To receive alarms, Bluetooth and Notifications should be enabled on their smartphone[†] and be within 10 meters (33 feet) unobstructed.

1 Go to the **Main Menu** (☰) in the app[†] and tap **Alarms**

2 Select the optional alarm your patients want to set and turn on: **Low, High, Signal Loss**



Tap to turn on

Tap to change the glucose value to be alerted **the minute it crosses the level they set**

Tap to change the alarm tone. **Custom** plays the tone that comes with the app[†]. **Standard** matches their smartphone's[†] notifications tone

Select Override Do Not Disturb if patients want an **alarm to display even when their smartphone[†] is muted** or Do Not Disturb is enabled

A fixed, urgent low-glucose alarm* will notify user when the glucose level is below 55 mg/dL[‡]

NOTE: Once you have set your alarms*, you can enable silent mode[§] for a specified period, and receive glucose alarm* alerts without sound for up to six hours.

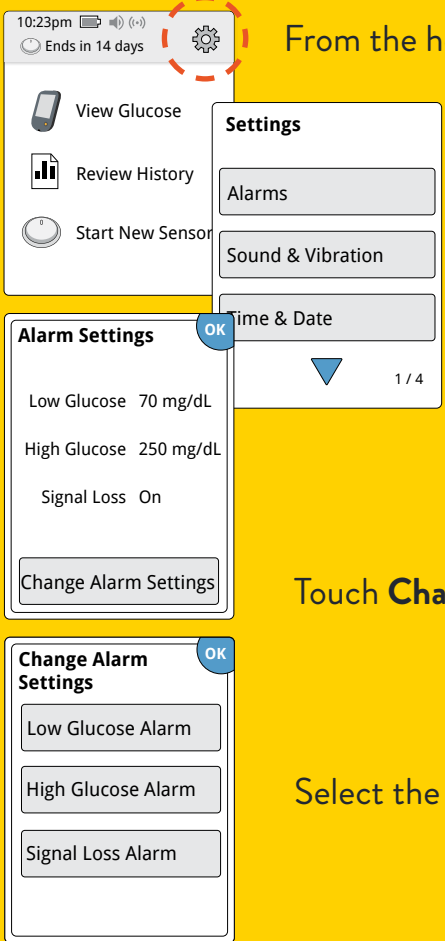
*Notifications will only be received when alarms are turned on and the sensor is within 33 feet unobstructed of the reading device. You must enable the appropriate settings on your smartphone to receive alarms and alerts, see the FreeStyle Libre 3 User's Manual for more information. [†]The FreeStyle 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 3 app also has a mandatory Urgent Low Glucose Alarm that lets users know when their glucose value is below 55 mg/dL. [§]Silent mode allows users to silence their alarms, including urgent low alarm for up to six hours.

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1. Data on file. Abbott Diabetes Care.

Customizing optional, real-time glucose alarms* with the reader

When in range of the reader, your sensor automatically communicates with the reader to give you Low and High Glucose Alarms*. These alarms* are on by default.



From the home screen, touch the Settings symbol (⚙️).

Touch **Alarms**

Touch **Change Alarm Settings**

Select the alarm* you want to set or turn off



TIP: To receive alarms*, make sure they are turned on and the reader is within 33 feet of you at all times. If you are out of range, you may not receive glucose alarms*.

*Notifications will only be received when alarms are turned on and the sensor is within 33 feet unobstructed of the reading device.

Optional glucose alarms* let patients know the minute they've crossed the level they've set

Customizable glucose alarms* let your patients select what they want to be alerted to, and when. To receive alarms, Bluetooth and Notifications should be enabled on their smartphone† and be within 10 meters (33 feet) unobstructed.



Low glucose alarm can be set between 60-100 mg/dL.

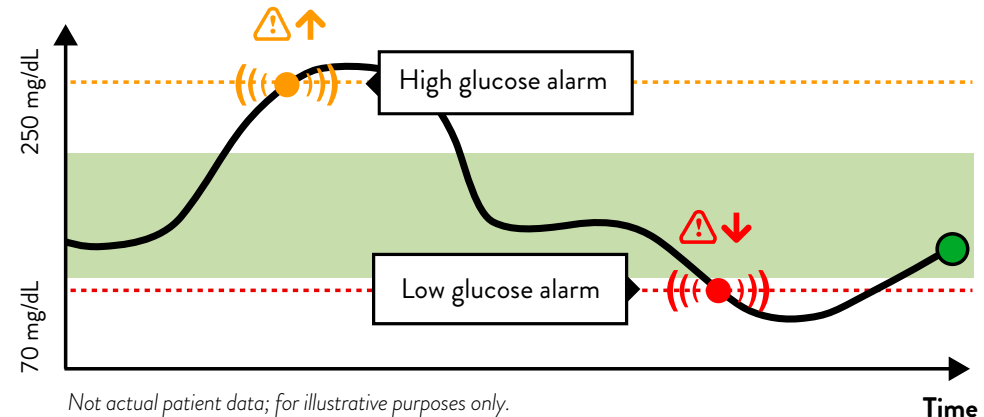


High glucose alarm can be set between 120-400 mg/dL.



Sensor signal loss if your patient's smartphone† has not communicated with their sensor in over 20 minutes.

Glucose value

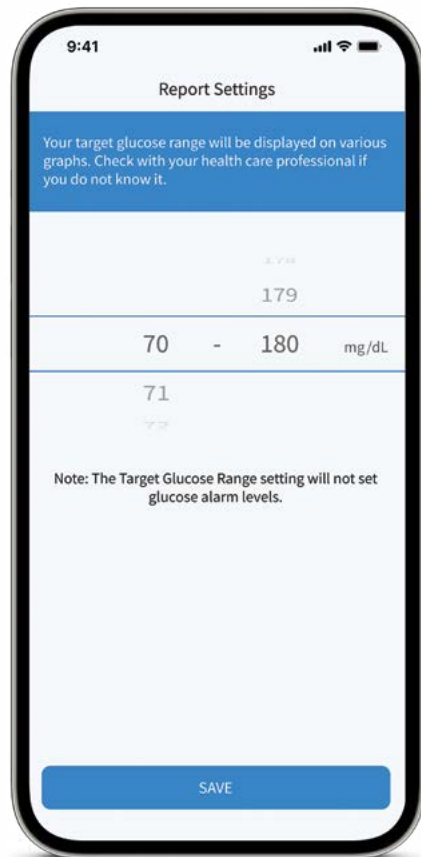


Your patient's glucose alarms are different from their target glucose range‡.

*Notifications will only be received when alarms are turned on and the sensor is within 33 feet unobstructed of the reading device. You must enable the appropriate settings on your smartphone to receive alarms and alerts, see the FreeStyle Libre 3 User's Manual for more information. †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. ‡Default range is 70-180 mg/dL. Consult with a healthcare professional on individual target glucose range.

How to set your patient's Time in Range (TIR)

Your patient's Target Glucose Range goals can be entirely specific to them and may change over time¹.



To set a target glucose range on your patients' sensor, which is different from your patient's alarm settings, go to the Settings menu and set the Target Glucose Range under the Report Settings menu.



Target glucose range is pre-set to 70 to 180 mg/dL on the FreeStyle Libre 3 app* and reader†.

The allowable range is 70-180 mg/dL.

NOTE: The target glucose range is not related to the glucose alarm settings.

Target Glucose Range is in Settings Menu under "Report Settings."

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1. American Diabetes Association. "Glycemic Targets: Standards of Medical Care in Diabetes-2023." *Diabetes Care* 46(suppl 1)(January 2023): S97-S110. <https://doi.org/10.2337/dc22-S006>.

Two ways your patients can share glucose data with their healthcare professional

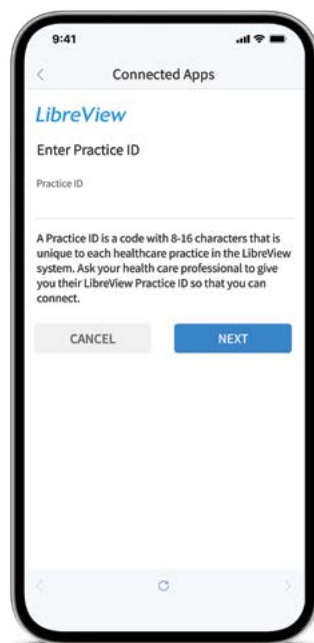
To begin, patients will go to the app's* Main Menu and tap **Connected Apps**. Then tap **Connect** or **Manage** next to LibreView†.

OPTION 1

Enter LibreView Practice ID

Patients will need to retrieve a LibreView Practice ID, which is a code specific to their healthcare professional's practice.

They will enter the Practice ID in the FreeStyle Libre 3 app*, then tap **Next** and then **Connect** after viewing their healthcare professional's practice contact information.



OPTION 2

Accept practice invitation

Your office can send an invitation to your patient using the email they used to create a LibreView account. The invitation can be accepted right in the app* by tapping **Accept Invitation**.

Once connected, your care team can automatically receive your patient's glucose information‡.



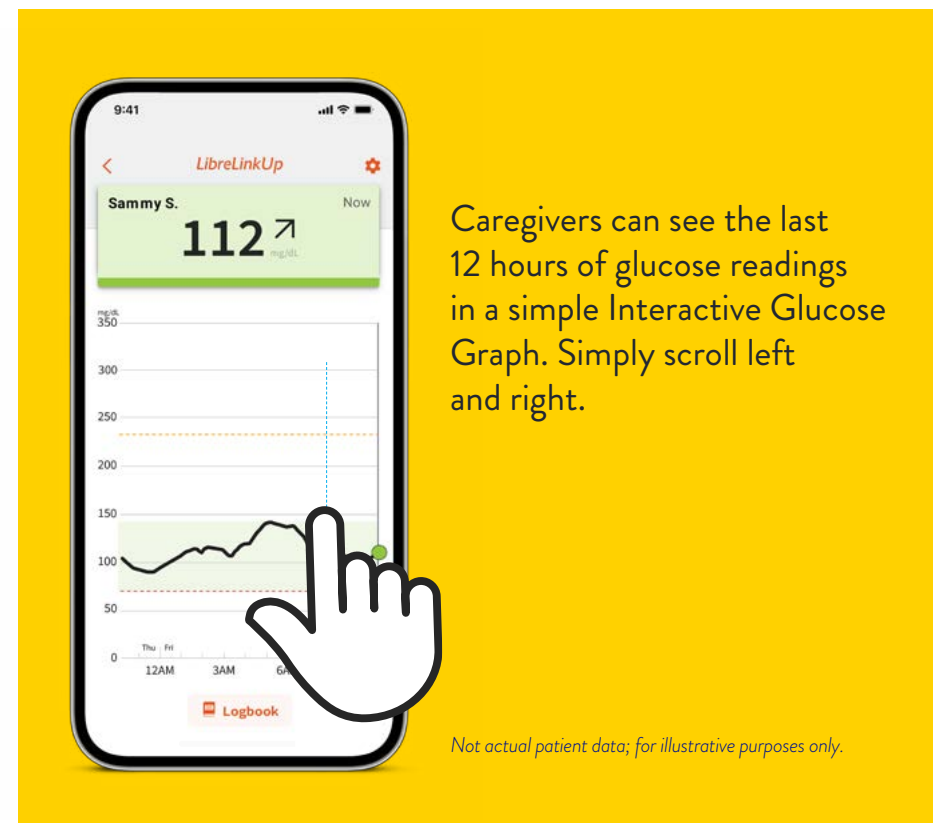
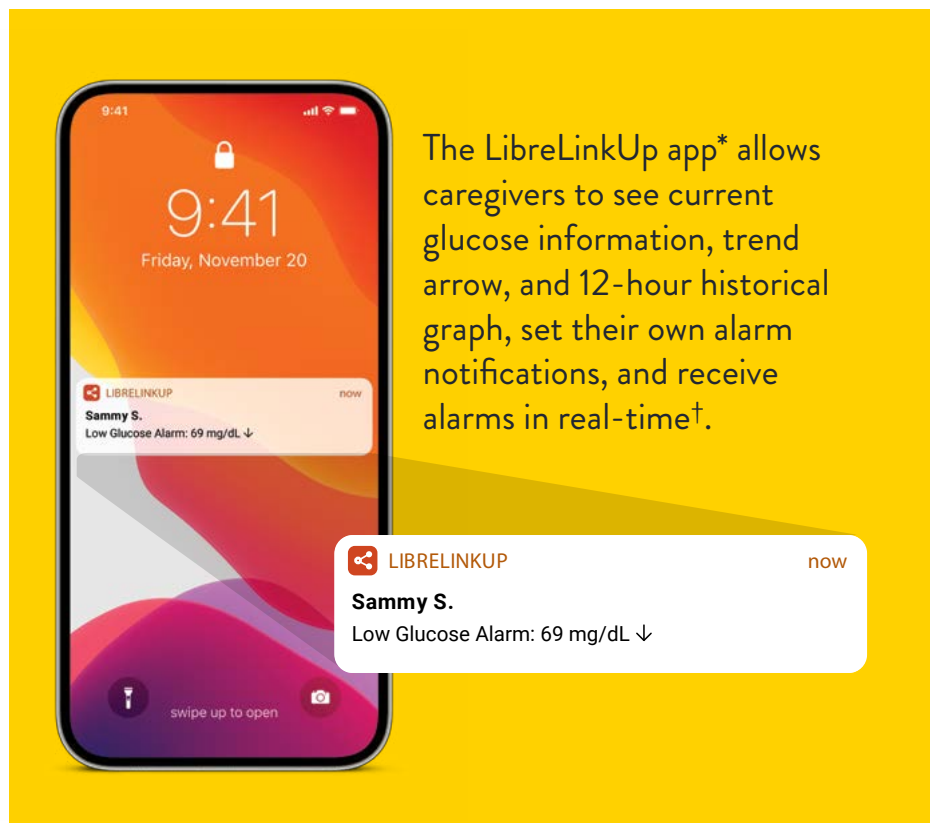
*The FreeStyle Libre 3 app is only compatible with certain mobile devices and operating systems. Please check our website for more information about device compatibility before using the app. †The LibreView data management software is intended for use by both patients and healthcare professionals to assist people with diabetes and their healthcare professionals in the review, analysis and evaluation of historical glucose meter data to support effective diabetes management. The LibreView software is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice. ‡The user's device must have internet connectivity for glucose data to automatically upload to LibreView.

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Caregivers can view glucose information* at any time independently†

LibreLinkUp

Facilitates data sharing† between patients, their healthcare providers, and caregivers



*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 the LibreLinkUp app requires registration with LibreView. LibreLinkUp is not intended to be used for dosing decisions. The user should follow instructions on the continuous glucose monitoring system. LibreLinkUp is not intended to replace self-monitoring practices as advised by a physician. †The user's device must have internet connectivity for glucose data to automatically upload to LibreView and to transfer to connected LibreLinkUp app users.

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How patients remove and replace their sensor

The sensor is designed to be worn for up to 14 days. Here's how users can remove, replace, and properly dispose of system components.

Remove sensor

The app* will notify your patients when it's time to remove their sensor.

The user will need to pull up the adhesive edge that keeps the sensor attached to the skin, then slowly peel from the skin in a single motion.

Replace sensor

The sensor automatically stops measuring data after 14 days and must be replaced.

The user must remember to choose a different spot on the back of their upper arm to apply the new sensor. This will help avoid skin irritation.

Sensor disposal

The sensor should be disposed of in accordance with all applicable local regulations related to the disposal of electronic equipment, batteries, sharps, and materials potentially exposed to body fluids.

Contact Customer Service for more information.

NOTE: After removing the sensor, the user may observe a slight bump at the insertion site. This goes away quickly, usually in a day or two.



CAUTION: The user should also replace their sensor if they notice any irritation or discomfort at the application site or if the app* reports a problem with the sensor currently in use.

*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.

When patients should contact a healthcare professional

Refer to the FreeStyle Libre 3 system User's Manual for more details.

Symptoms	Treatment decisions	Sensor readings	Maintenance and sensor disposal
<ul style="list-style-type: none">• If they are experiencing symptoms that are not consistent with their glucose readings• If they have significant skin irritation around the sensor• If the sensor breaks in their body• If they are suffering from dehydration• If bleeding does not stop after removing sensor	<ul style="list-style-type: none">• To determine how they should use their sensor glucose information to help manage their diabetes• To determine and set their target glucose range• To understand how insulin works• To determine when to do nothing/check readings later• To determine how to use their blood glucose results• To discuss what to do if symptoms don't match their sensor glucose results	<ul style="list-style-type: none">• If they get a LOW or HIGH sensor reading followed by a LOW or HIGH blood glucose result• If they are not sure about the sensor message or the glucose reading	<ul style="list-style-type: none">• How to discard a used sensor

Patient Quick Start Guide

1 Applying the sensor



- Wash application site using plain soap, dry, and then clean with an alcohol wipe. Allow site to air dry.
- Unscrew the cap from the sensor applicator and place sensor over the back of the upper arm.
- Apply the sensor by pressing firmly. Listen for the click. Wait for a few seconds and pull back slowly, leaving the sensor on the skin.

2 Customize alarms





- To receive alarms, Bluetooth and Notifications should be enabled on their reading device and be within 33 feet unobstructed
- Go to the Main Menu in the app* or reader† and tap Alarms
- User must then select the optional alarm they want to set and turn on: Low, High, Signal Loss

For illustrative purposes only.

3 Review history



- From the Main Menu, tap Logbook to view the Logbook or tap on one of the other history options under Reports
- To view a specific day, tap the  symbol or use the arrows
- To add a note to a Logbook entry, tap on the  symbol. Select note information and tap DONE.

For illustrative purposes only.

*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 3 app and the FreeStyle Libre 3 reader have similar but not identical features. Fingersticks are required for treatment decisions when you see Check Blood Glucose symbol and when your glucose alarms and readings from the system do not match symptoms or expectations.

Medicare coverage is available for the FreeStyle Libre 3 system if the FreeStyle Libre 3 reader is used to review glucose data on some days every month. Medicare and other third party payor criteria apply. Abbott provides this information as a courtesy, it is subject to change and interpretation. The customer is ultimately responsible for determining the appropriate codes, coverage, and payment policies for individual patients. Abbott does not guarantee third party coverage or payment for our products or reimburse customers for claims that are denied by third party payors.



Introducing the MyFreeStyle programs

MyFreeStyle program:
+6-month education and support program to assist patients on their diabetes management journey using the FreeStyle Libre systems. The program includes emails, video tutorials, downloadable guides, and activity sheets.

The MyFreeStyle program offers bite-size, sequential content that builds upon your patients' experiences

- Education
- Activity
- Interactive Check-Ins
- Resources



Scan here to get started with the MyFreeStyle program



MyFreeStyle Live program:
free onboarding & ongoing support program designed to help you feel more confident in managing your diabetes with the FreeStyle Libre systems.

- **Self-guided learning includes video tutorials, downloadable guides, and activity sheets delivered right to your inbox**
- **Opportunity to join a live training class with a Certified Diabetes Care and Education Specialist (CDCES) to help address any questions you may have experienced**



Scan here to register with MyFreeStyleLive.com

Frequently Asked Questions

What should a patient do if the sensor is not sticking to their skin?

What it may mean: The site is not free of dirt, oil, hair, or sweat.

What the patient should do: Remove the sensor.

Clean the site with plain soap and water and then clean with an alcohol wipe. Follow the instructions in Sensor Application and Start New Sensor. Consider shaving the site, avoiding use of lotions prior to insertion, and applying the sensor to the non-dominant arm.

What should a patient do if they experience skin irritation at the application site?

Problem: Skin irritation at the sensor application site.

What it may mean: Seams or other constrictive clothing or accessories causing friction at the site OR they may be sensitive to the adhesive material.

What to do: Ensure that nothing rubs on the site. If the irritation is where the adhesive touches skin, patients should contact their healthcare professional to identify the best solution.

What should a patient do if they have problems starting their sensor?

Display: Scan Error

What it may mean: The phone was unable to scan the sensor.

What to do: They should tap the scan button and try scanning the sensor again. The NFC antenna is on the top edge of the phone. Scan the sensor by touching the sensor with the TOP of their phone. Move the phone around slowly if needed. Proximity, orientation, and other factors can affect NFC performance. For example, a bulky or metallic case can interfere with the NFC signal.

Display: Sensor Already in Use

What it may mean: The sensor was started by another device.

What to do: Both the reader and app* can only be used with a sensor started with the same LibreView account. If they're unable to use the sensor with your app*, they should check their glucose with the device that started it. Or, apply and start a new sensor.

Display: Enable Bluetooth

What it may mean: The Bluetooth setting on their phone is turned off.

What to do: They should go to their phone settings and enable Bluetooth.

Display: Incompatible Sensor

What it may mean: The sensor cannot be used with the app*. Your patient should check that they have installed the app that is compatible with their sensor. They may need to download a different app if their sensor is not compatible.

What to do: Tap Learn More to find out what sensors can be used. If they still have questions, call Customer Service.

Display: Replace Sensor

What it may mean: The app* has detected a problem with their sensor.

What to do: Apply and start a new sensor.

Display: Allow Access to Critical Alerts

What it may mean: Access to Critical Alerts was disabled.

What to do: Follow the instructions on the screen to allow permission for Critical Alerts. They will not be able to receive sensor readings or start a new sensor until these permissions are allowed.

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Frequently Asked Questions

What does it mean when a patient has issues with their sensor readings?

Display: Sensor ready in X minutes

What it may mean: The sensor is unable to provide a glucose reading during the start-up period.

What to do: Check again after the duration specified on the screen.

Display: Replace Sensor

What it may mean: The app* or reader† has detected a problem with their sensor.

What to do: Apply and start a new sensor.

Display: Check Sensor

What it may mean: The sensor tip may not be under their skin.

What to do: Try to start the sensor again. If they see “Check Sensor” again on the screen, the sensor was not applied properly. Remove this sensor and apply and start a new sensor.

Display: Sensor Ended

What it may mean: The sensor has ended.

What to do: Apply and start a new sensor.

Display: Signal Loss

What it may mean: Sensor has not automatically communicated with the app* or reader† in the last 5 minutes.

What to do: Make sure the phone is within 33 feet of the sensor and they have not force closed the app*. Tap the symbol for more information. Try turning Bluetooth OFF then ON again. If that doesn't work, try turning the phone OFF then ON again.

Display: Bluetooth Off

What it may mean: Bluetooth is turned off.

What to do: Go to phone settings and enable Bluetooth.

Display: Sensor Error

What it may mean: The sensor is unable to provide a glucose reading.

Tap the ⓘ symbol for more information.

What to do: Check again after the duration specified in the message.

Display: Sensor Too Hot

What it may mean: The sensor is too hot to provide a glucose reading.

Tap the ⓘ symbol for more information.

What to do: Move to a location where the temperature is appropriate and check again in a few minutes.

Display: Sensor Too Cold

What it may mean: The sensor is too cold to provide a glucose reading.

Tap the ⓘ symbol for more information.

What to do: Move to a location where the temperature is appropriate and check again in a few minutes.

Display: Allow Access to Critical Alerts

What it may mean: Access to Critical Alerts was disabled.

What to do: Follow the instructions on the screen to allow permission for Critical Alerts. They will not be able to use the app* to check their glucose or start a new sensor until permission is allowed.

Display: Unexpected Application* Error

What it may mean: The app* has detected an unexpected error.

What to do: Shut down the app* completely and restart.

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Frequently Asked Questions

ALARMS

What should a patient do if they experience problems receiving alarms?

What it may mean: They have turned alarms off.

What to do: Go to the main menu in the app* or reader† and then select Alarms. They should choose the alarm they want to turn on and set.

What it may mean: The sensor is not communicating with the app* or reader†, or there may be a problem with the sensor.

What to do: The sensor must be within range (33 feet) of the device for the user to receive alarms. They should make sure they are within this range. If the Signal Loss Alarm is on, they will be notified if there has been no communication for 20 minutes. They should try turning Bluetooth OFF then ON again. If that doesn't work, try turning the phone or reader OFF then ON again.

If the Signal Loss Alarm persists, contact Customer Service at 1-855-632-8658.

What it may mean: One or more of the following is turned off in their phone settings: Allow Critical Alerts, Notifications, Lock Screen and Banner alerts, Notification sounds, or general phone sounds or vibration.

What to do: User should check to make sure they have the correct settings and permissions enabled on their device to receive alarms‡.

What it may mean: They may have set an alarm level that is higher or lower than they intended.

What to do: Confirm the alarm settings are appropriate.

What it may mean: They have already dismissed this type of alarm.

What to do: They will receive another alarm when a new low or high glucose episode starts.

What it may mean: Their sensor has ended.

What to do: Replace the sensor with a new one.

What it may mean: If they are using peripherals such as wireless headphones or a smartwatch, they may receive alarms on only one device or peripheral, not all.

What to do: Disconnect headphones or peripherals when they are not using them.

What it may mean: They have closed the app*.

What to do: Make sure the app* is always open in the background.

If your patient needs additional information, it may help to enroll in the free **Getting Started with the MyFreeStyle program.**

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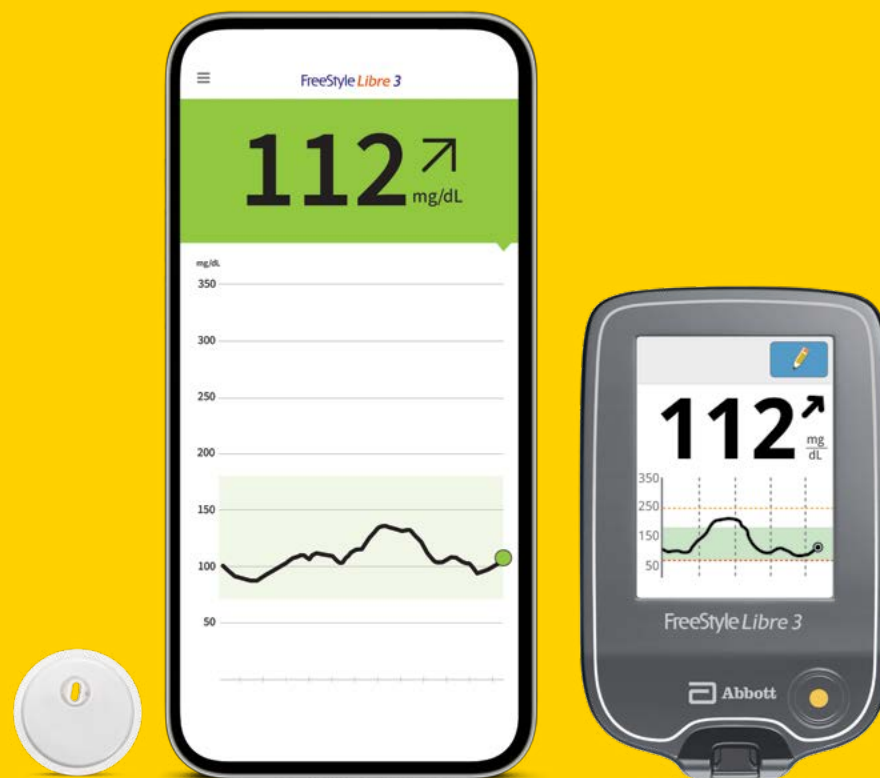
Your patients will know sooner. Act faster. Be ready to avoid hypos.

With the only CGM system that sends real-time glucose readings every minute directly to your patients' smartphones*, so they will be ready to avoid hypos†1.

Support

If your patients ever have any questions or concerns about their FreeStyle Libre 3 system, they should contact our Customer Service Team or visit our website for more information.

1-855-632-8658
8 a.m.-9 p.m. (ET)
Monday-Friday
(excluding holidays)
FreeStyleLibre.us



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†Among leading brands

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1. Dexcom G6 CGM User Guide and Medtronic Guardian Connect System User Guide.

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