



FAQS

GENERAL INFORMATION

What is the FreeStyle LibreLink mobile app?

The FreeStyle LibreLink app is a mobile app designed to work with FreeStyle Libre sensors. The app enables you to monitor your glucose using your iPhone or Android phone¹ with a FreeStyle Libre sensor — there is no need to use a separate blood glucose meter for routine glucose monitoring.² When you scan the sensor with a compatible phone that's running the FreeStyle LibreLink app, your glucose data is displayed directly on that device.

With the app you can:

- » View your current glucose reading, a trend arrow, which indicates how your glucose is changing, and the last 8-hours of glucose history
- » See glucose reports, including your Ambulatory Glucose Profile, which reveal trends and patterns
- » Add notes to track your food, insulin use, exercise, and other events
- » Connect to healthcare professionals and caregivers with LibreView and LibreLinkUp

To use the FreeStyle LibreLink app, you must register with LibreView, a cloud-based diabetes management system provided by Abbott and Newyu, Inc. Please see the product labeling for FreeStyle Libre and the FreeStyle LibreLink app for specific instructions on using the different products, including the supported age range.

Important: You must have a compatible iPhone or Android phone to install and use the app
See Compatibility Guide - https://freestyleserver.com/Payloads/IFU/2019/q2/ART39109-001_rev-F-Web.pdf

Which devices work with the FreeStyle LibreLink app?

The app is designed to work with iPhones and Android phones that meet the following minimum requirements. You can also check the compatibility guide for additional information.

iOS:

- » iPhone models: iPhone 7 or higher
- » Operating system: iOS 11 or higher

Android:

- » Operating system: Android 5.0 (Lollipop) or higher
- » Near-Field Communication (NFC): Your phone must have NFC capabilities and NFC must be enabled



GENERAL INFORMATION *continued*

Why does the FreeStyle LibreLink app for iOS only work with iPhone 7 or later?

The app only works with iPhone 7 or later, running iOS 11 or later because the Near-field Communication capability needed for the app to scan the FreeStyle Libre sensor is enabled only in iPhone 7 or later, running iOS 11.

Does this mean that earlier versions of iPhone lack the NFC capability needed to scan the sensor?

Yes, earlier versions of the iPhone would not be able to scan the sensor.

Are there other apps available that are approved for use with FreeStyle Libre sensors?

No, the FreeStyle LibreLink app is the only app that has been tested by Abbott Diabetes Care to be compatible with FreeStyle Libre sensors. The FreeStyle LibreLink⁴ app was developed to ensure compliance with local regulations, including safety and performance requirements in accordance with the intended use. Any product that is intended to be compatible with FreeStyle Libre sensors would also need to comply with these regulations as well.

What is near-field communication (NFC) and how do I know if my phone has it?

NFC is the wireless communication technology that enables your FreeStyle Libre sensors to wirelessly transmit data to another device.

For Android users: Your Android phone must have NFC capabilities and NFC must be enabled. Many of the latest Android phones support NFC. Check your phone's manual or go to the phone's Settings menu and look for settings related to 'NFC', 'Connections', 'Sharing', or 'Wireless & Networks.'

For iPhone users: You must have an iPhone 7 or higher running iOS 11 or higher to utilize the NFC capability needed to scan the FreeStyle Libre sensor.



USING THE FREESTYLE LIBRELINK APP

How do I scan my FreeStyle Libre sensor with my phone?

Android: After you've applied a FreeStyle Libre sensor to the back of your upper arm, open the app and **hold the back of your Android phone near (exact distance will vary by phone) the FreeStyle Libre sensor to scan it.** The size and location of the NFC antenna in Android phones varies by make and model, so you may have to move the phone around to find the best position for scanning the FreeStyle Libre sensor.

Once you have found the optimal scan position, wait for the app to produce two distinct tones or vibrations before you move the phone away from the FreeStyle Libre sensor. The first tone indicates the phone's NFC has recognized the sensor. The second tone indicates the scan is complete.

iPhone: After you've applied a FreeStyle Libre sensor to the back of your upper arm, open the app and tap one of the scan buttons within the app to put the iPhone in a scan ready state. There are two types of scan buttons – a blue button on the Home screen and a gray scan icon in the top right corner of most screens. Hold the top edge of your iPhone near the sensor and do not move your iPhone until you hear a tone and/or feel a vibration, which indicates the scan is complete.

Do I have to remove the case on my phone to scan the sensor?

You may or may not have to remove your phone case – it depends on the material that the case is made from, how thick the case is, and how well your phone's NFC antenna works. If your phone case is made from plastic or silicone or another non-conductive material, you will probably be able to scan the sensor without removing the case. If the case is aluminum, metal or anything else that has a conductive surface, you may need to remove the case before scanning your sensor. The thickness of the case can also make a difference. If your case is very thick, it could prevent the phone from scanning the sensor.

Can the app replace my FreeStyle Libre reader?

Yes. The app was developed using the same technology that is in the FreeStyle Libre reader for receiving and processing glucose data, so it can also be used for routine glucose monitoring. The app can be used instead of or in combination with the FreeStyle Libre reader. 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 or the symptoms do not match the system readings.

Can I use my FreeStyle Libre reader and FreeStyle LibreLink app with the same sensor?

You can choose to monitor your glucose levels with either the app, the reader, or both⁵. You can use the FreeStyle LibreLink app and the FreeStyle Libre reader with the same sensor, **as long as you start the sensor with the reader first, and then scan the newly started sensor with your phone anytime after.**

Remember that the FreeStyle LibreLink app and FreeStyle Libre readers do not share data with each other. For example, if you switch between your reader and the app, you may see gaps in your glucose data, which will affect the reports available through the reader, the FreeStyle LibreLink app, and LibreView. It is important to continue scanning your sensor with either the app or the reader at least once every eight hours so you and your healthcare professional can get a complete picture of your glucose trends and patterns.

Can I use the FreeStyle LibreLink app to scan someone else's sensor?

The FreeStyle LibreLink app is intended to be used with only one sensor (and one person) at a time. Each app account is associated with one person. However, people who use the FreeStyle LibreLink app can connect with their caregivers if they are using a separate app called LibreLinkUp (<https://www.mediray.co.nz/freestyle-libre/librelinkup>). LibreLinkUp allows caregivers to remotely monitor glucose readings performed by their love ones.



USING THE FREESTYLE LIBRELINK APP *continued*

Can the FreeStyle LibreLink app be used to make treatment decisions?

Yes. People with diabetes can use FreeStyle Libre sensors with the app to better understand the impact of actions like eating, exercise, and taking insulin based on their glucose levels. They can also make day-to-day therapy decisions when using the app with a FreeStyle Libre sensor, including insulin dosing decisions, based on guidance from their healthcare professional.

Will the FreeStyle LibreLink app work in 'airplane mode'?

Yes. If you use an Android phone, you may need to go to your phone's settings and reactivate NFC when your phone is in airplane mode. You can scan with your iPhone in airplane mode by tapping one of the scan buttons in the app to put it in a scan ready state.

What if I don't have phone service or Wi-Fi?

Wi-Fi or a mobile data connection are only required for initial app setup (downloading / installing the app, creating an account, or signing in) and sharing your glucose information with your care team or with other connected apps. The app does not require a Wi-Fi or a mobile data connection to scan your sensor or to record your current glucose readings. During periods when your phone is operating in a disconnected state, your data will only be uploaded to LibreView after a Wi-Fi or mobile data connection is restored.

Does the FreeStyle LibreLink app cause my phone battery to deplete more quickly?

No, the FreeStyle LibreLink app is meant to be used as often as you like and should not have a noticeable effect on battery life beyond your normal usage patterns.

What happens if my phone battery dies?

If your phone battery dies, charge your phone to continue using the FreeStyle LibreLink app. Your data will not be lost if the phone battery dies and you can scan the sensor while the phone is being charged.

Can I use the FreeStyle LibreLink app on an unauthorized unlocked phone?

The FreeStyle LibreLink app is not supported on unauthorized unlocked phones.

How do I retrieve my password if I forget it?

After installing the FreeStyle LibreLink app, tap **Sign In**. Then, tap **Forgot Password**. Enter the e-mail address that was used to create the account and follow the on-screen instructions. You will receive an e-mail with a link to reset your password. Follow the link to create a new password, then sign into your account using your new password.

How do I download the FreeStyle LibreLink app?

Android users can download the FreeStyle LibreLink app from the Google Play Store. iPhone users can download the FreeStyle LibreLink app from the Apple App Store. Please note that the app may not be available for download if your phone is not compatible with the app.

What happens when I travel to different time zones, or when my phone changes time?

The app will display a clock icon on the glucose graph to indicate when there has been a time change. It is necessary to use the correct time for accurate reports. If your phone's time is not set to update automatically, you will need to update your phone's time settings to continue using the app.



REPORTS

How do I access my glucose reports?

The app includes a series of reports that highlight your glucose trends and patterns. From the main menu select the report you wish to see.

What reports are available in the app?

- » **Daily Patterns:** A graph showing the pattern and variability of the sensor glucose readings over a typical day. Includes the median, 25th -75th percentile, and 10th-90th percentile range of the glucose readings.
- » **Time in Target:** A graph showing the percentage of time the sensor glucose readings were above, below, or within the Target Glucose Range.
- » **Low Glucose Events:** Information about low glucose events measured by the sensor. A low glucose event is recorded when the sensor glucose reading is lower than 3.9 mmol/L (70 mg/dL) for longer than 15 minutes.
- » **Average Glucose:** Information about the average sensor glucose readings for different periods of the day.
- » **Daily Graph:** A graph of the sensor glucose readings by day.
- » **Estimated A1c:** Estimate of A1c (HbA1c) based on sensor glucose data from the last 90 days. A1c can be used as an indicator of how well glucose levels have been controlled and may be used to monitor a diabetes treatment regimen.
- » **Sensor Usage:** Information about how often the sensor is scanned.

What are HI and LO scan results?

HI and LO are symbols that indicate when scan results are beyond the reportable range. HI will be displayed when the result is above 27.8 mmol/L. LO will be displayed when the result is below 2.2 mmol/L. Follow the instructions in your User's Manual if you see these symbols.

How many readings are required to estimate A1c?

A minimum of 5 days of sensor data is required for an estimated A1c to be calculated.

How can I share my glucose data with my healthcare professional?

E-mail or text reports directly from the app by tapping the share icon that's displayed at the bottom of each report available within the app. You can also show the reports on your phone to your doctor or nurse during your next appointment. LibreView may also be an option if your doctor has set it up for patients to share data (more information about LibreView below).



REFERENCES

- 1 The FreeStyle LibreLink app is compatible with NFC enabled phones running Android OS 5.0 or higher and with iPhone 7 and higher running OS 11 and higher.
- 2 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 Sensor or when symptoms do not match the Sensor readings.
- 3 LibreLinkUp is a mobile application, developed and provided by Newyu.
- 4 Use of the FreeStyle LibreLink app requires registration with LibreView, a service provided by Abbott and Newyu, Inc.
- 5 The FreeStyle Libre sensor communicates with the FreeStyle Libre reader that started it, or the FreeStyle LibreLink app that started it. If you wish to use both the reader and the app, start your sensor with the reader first, then scan with the phone within one hour. Data is not synchronized between devices, so to ensure your reports include all available data choose one device that you will use to scan your sensor at least once every 8 hours.
- 6 The user must be connected to the internet for their glucose data to be automatically uploaded to LibreView.

The FreeStyle Libre Flash Glucose Monitoring System is indicated for measuring interstitial fluid glucose levels in people (aged 4 and older) with insulin-dependent diabetes. The indication for children (age 4 - 17) is limited to those who are supervised by a caregiver who is at least 18 years of age. Always read the instructions for use. The sensor must be removed prior to Magnetic Resonance Imaging (MRI).

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