Key steps to optimize your FreeStyle Libre Systems on iOS 17

Dear Sarah,

As of the upcoming iOS 17 release, Abbott’s FreeStyle Libre System will be introducing Standby Mode and Assistive Access Mode. As a user of the app, it’s easy to experience your experience with the FreeStyle Libre 2 app and the FreeStyle Link app.

While our teams are working hard to verify and confirm compatibility, we recommend that you check the compatibility guide on our website 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 allows you to set the phone to standby mode when the phone is charging or positioning on its side. This mode may affect your ability to receive time-sensitive notifications — ranging from glucose alarms and notifications to indwelling alarms. Downgrade your app to iOS 16.0.0 or below to continue receiving time-sensitive notifications.

1. Tap Settings
2. Tap Standby
3. Turn On Standby Notifications

Assistive Access Mode

This mode enables 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. You can find the compatibility guide on the My FreeStyle app.

If you need further assistance, please contact our Customer Care team at 1-800-LIBREVIEW.

Take the mystery out of diabetes management.

Now You Know

The FreeStyle Libre 2 is an innovative glucose monitoring system that is made for people with diabetes to do less fingersticks. This device is made to provide accurate and continuous glucose readings. This system is not a replacement for your fingerstick test. This system is for people aged 16 years and older who have diabetes.

If you have a new FreeStyle Libre sensor, please contact your healthcare provider before using this system. Make sure to use the approved sensor for your FreeStyle Libre reader. The reader is only compatible with the FreeStyle Libre sensor. You may not use this reader with other glucose meters or any other glucose monitoring system. There may be a fee for using this product, and insurance or healthcare professional benefits may vary. Contact your healthcare provider before using this system. This system has been research tested and evaluated in healthcare professional settings. This system may not be suitable for all people. Use it as directed and the sensor is within the metric range of the device.