

AIRSTRIP®

LibreLink



User Guide

If you require a printed user guide, please contact LibreLink Customer Support.

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I. INTRODUCTION

About this Guide

Purpose

This document describes the features and functions of the LibreLink mobile application, which is intended to be used with Abbott Diabetes Care FreeStyle Libre sensors.

For important information about the FreeStyle Libre Flash Glucose Monitoring System from Abbott Diabetes Care, visit freestylelibre.com.

Note: LibreLink is not intended for use on a mobile phone that has been altered or customised to remove, replace or circumvent the manufacturer's approved kernel, system configuration or use restrictions, or which violates the manufacturer's warranty.

Revision History

This document is applicable to LibreLink version 1.2.

Revision Number	Description of Change	Effective Date
1	Initial version	8 July 2015
2	Updated the purpose, scan errors, minimum device requirements and notes about scanning a sensor.	31 August 2015
3	Added notifications and sensor transition content. Added updated screenshots.	13 December 2015
4	Added 'If you require a printed user guide, please contact LibreLink Customer Support.' to the title page.	13 January 2016
5	Removed ancillary images; updated with additional functionality.	4 March 2016
6	Updated screenshots.	7 April, 2016

Table 1: Revision History

II. Glossary of Terms

Term	Definition
Carb Unit	The unit of measurement for carbohydrates, which can be entered in either grams or portions, depending on how you count carbohydrates.
Glucose Unit of Measurement	Unit of measurement for glucose, which is pre-set during initial set-up based on the country where you live.
Insulin Dose Increment	The dose increment for logging insulin, which can be set to increments of 1.0 unit or 0.5 units.
Scan (verb)	The act of holding a compatible mobile phone against the sensor to wirelessly retrieve glucose information that has been captured and stored by the sensor.
Scan Result	The information displayed on-screen after the sensor has been scanned, which typically includes the current glucose (a number), a trend arrow, which shows the direction the glucose is heading, and up to the last 8 hours of sensor glucose data plotted on a graph.
Sensor	The FreeStyle Libre sensor, which is a small, disposable, body-worn device that monitors glucose in the interstitial fluid, and stores glucose information.
Target Glucose Range	A personalised target glucose range, which is set by the user, and displays on selected graphs. The default target range is set at 5.6-7.8 mmol/L (100-140 mg/dL).

Table 2: Glossary of Terms

III. Getting Started

Note: Your mobile phone must be connected to the Internet to complete the initial set-up.

Minimum Device Requirements

- Android OS 4.0 or higher
- Capable of Near Field Communication (NFC)
- Screen Size: 8.9 cm to 14.5 cm (3.5 inches to 5.7 inches)
- Screen Resolution: 480 × 800 - 1080 × 1920

Downloading and Installing LibreLink

To download and install the LibreLink application:

1. Launch the Google Play app on the mobile phone.
2. Search for LibreLink.
3. Download and install the application.
4. Launch the LibreLink app.
The Welcome Screen displays.
5. Swipe left to view some helpful tips or tap the **Get Started Now** button.

End User Licence Agreement (EULA) and Privacy Notice and Terms of Use

To accept the EULA and Privacy Notice and Terms of Use:

1. Review the End User Licence Agreement (EULA). Select the **Accept** button (on the EULA screen).
2. Select the checkbox.
3. Select the **Accept** button.
4. Review the Privacy Notice and Terms of Use. Select the **Accept** button (on the Terms of Use screen).
5. Select the checkbox.
6. Select the **Accept** button.

Creating a New Account

To create a new account:

1. Enter your first name in the **First Name** field.
2. Enter your last name in the **Last Name** field.
3. Enter your date of birth in the **Date of Birth** field.
4. Enter your country in the **Country** field.
5. Enter your email address in the **Email** field.
Note: Your email address will be your username for your LibreLink account.
6. Enter your preferred password in the **Password** field.
Note: Passwords must be at least eight characters and no more than 36 characters. They must contain at least one number, one upper-case letter and one lower-case letter.
7. Enter the same password again in the **Confirm Password** field.
8. Tap the **CREATE MY ACCOUNT** button.

Signing In to an Existing Account

To sign in to an existing account:

1. If you already have an account, tap the **Sign In** link.
2. Enter the email address that you used to establish your account in the **Email** field.
3. Enter your password in the **Password** field.
4. Tap the **Sign In** button.

Initial Set-up

Viewing the Glucose Unit of Measurement (UOM)

The Glucose Unit of Measurement is automatically set based on your country of residence, if possible. All glucose data will be displayed using the set unit of measurement.

To confirm the glucose unit of measurement, tap the **Next** button.

Setting the Target Glucose Range

Your target glucose range displays on various graphs, is used in selected calculations and can be changed by going to the **Settings** option in the **Overflow Menu**. Set your target glucose range, or check with your healthcare professional if you do not know your target glucose range.

To set the initial target glucose range:

1. Swipe values up or down to change the default target glucose range.
2. Tap the **Next** button.

Setting the Carbohydrate Unit

Carbohydrates can be entered in either grams or portions, depending on how you count carbohydrates. The Carbohydrate Unit applies to food notes recorded through LibreLink.

To set the carbohydrate units:

1. Select the radio button to the left of **grams** or **portions**.
2. If you chose **portions**, you will then choose the portion size (number of grams of carbohydrates per portion of carbohydrates).
3. Tap the **Next** button.

Setting the Insulin Dose Increment

Select the dose increment for logging insulin. The dose increment is the minimum amount of insulin that can be logged.

To set the initial insulin dose increment:

1. Tap the appropriate radio button to select increments of 1.0 units or 0.5 units.
2. Tap the **Next** button.

Note: See the **Accessing and Updating Settings** section of this guide to learn how to change your settings.

IV. About Application Notifications and Status Messages

LibreLink displays a variety of *Application Notifications* and *Status Messages*.

An **Application Notification** is displayed outside of the application. It can be a banner-type notification that displays in a pane that slides into view along the top of the screen before disappearing a few seconds later: a reminder or as a sensor notification. A sensor status message is displayed while you are within the app itself.

The following table describes various LibreLink notifications:

Local Message	Description
Sensor Ready Your sensor is ready to be used.	After the 60-minute warm-up period has passed. The notification is dismissible.
Sensor Ending Soon Your sensor will end in 3 days.	72 hours left of sensor life. The notification is dismissible.
Sensor Ending Soon Your sensor will end in 1 day.	24 hours left of sensor life. The notification is dismissible.
Sensor Ended Start a new sensor to check your glucose.	The sensor's lifecycle has ended.
Timer expired <Timer name>	Either Scan Sensor (a default reminder) or Check Glucose timer (which is set after a high or low glucose reading).
Alarm expired <Alarm name>	Any alarm you have created.

V. Starting a New Sensor

Follow the printed instructions in the FreeStyle Libre Sensor Kit to apply a new FreeStyle Libre sensor.

Note: A FreeStyle Libre reader cannot retrieve data from a sensor started by the LibreLink app.

Important Notes About Scanning a Sensor

General Notes

The following are important notes to keep in mind when scanning a sensor:

- LibreLink uses the Near Field Communication (NFC) capabilities of your Android phone to receive information from the FreeStyle Libre sensor.

- If you've used the FreeStyle Libre reader before, you may notice differences in scan performance upon scanning a sensor with a mobile phone. Your scanning technique may need to change because the NFC performance of Android phones varies by make and model.
- Hold the back of the phone against the sensor (this can be done over clothing) and slowly move the phone around until you hear the first tone. Then hold the phone still until you hear the second tone indicating a successful scan. (If sounds are turned off on your phone, you will need to turn them on to hear these tones.)
 - The first tone indicates that the phone and the sensor have established an NFC connection.
 - The second tone indicates that the phone has successfully scanned the sensor.
- Once you determine the location of the NFC antenna on your phone, you should be able to reliably scan your sensor by holding that area of your phone against your sensor.
- In addition to proximity and orientation, other factors can affect NFC performance on an Android phone.
 - For example, a bulky or metallic phone case can interfere with the NFC signal.
- When you put your phone in **Aeroplane Mode**, NFC will automatically turn off. Do not scan your sensor while flying, if restricted by flight regulations. Check with the airline prior to departure as rules and regulations may change without notice.
 - If you choose to use LibreLink while flying, the airlines request that you put your phone in aeroplane mode. You can do this, then turn NFC on and you will be able to receive sensor glucose information on LibreLink.

Other Important Notes

- If you are currently using a FreeStyle Libre sensor with LibreLink, **do not uninstall the app and do not clear data from the app before speaking with customer support.** Uninstalling the app and/or clearing data will cause you to lose all historical data.
- For the best results, keep your phone on 'network time' while using a FreeStyle Libre sensor with LibreLink. This is the default time setting for most phones. The app uses the time on your phone as one way to track the remaining life of the sensor.

Important Scan Error Notes

There are two main types of scan errors - one caused by scanning technique and one caused by having other NFC apps installed on your phone.

- Scan Errors caused by incorrect technique
 - If you receive a scan error that reads, 'The phone could not scan the sensor. Try scanning the sensor again.', make sure to hold the phone still once you hear the first tone. Wait until you hear the second tone to move the phone away from the sensor. Make sure that you are not touching any buttons on the phone or the touchscreen.

- Scan Errors caused by other NFC apps
 - If you receive a scan error that reads, 'Another app that uses NFC was detected' other NFC apps, such as Samsung's S Health, are competing for your phone's NFC. In order to ensure that LibreLink is used to read your sensor, launch LibreLink each time before you scan, or, if you uninstall the other NFC app, you should be able to scan your sensor whenever your phone is unlocked.

Note: See the *Error Messages* section for additional error messages.

Starting a New Sensor - First Time Use

After you've completed the set-up process, you'll be prompted to apply and scan a new FreeStyle Libre sensor.

Note: If you want to use the LibreLink app and the FreeStyle Libre reader on the same sensor, follow these steps:

1. You MUST use your reader to start a new sensor. A sensor started with the LibreLink app cannot be used with the FreeStyle Libre reader.
2. Once the sensor has been started using the reader, open your LibreLink app and scan your sensor WITHIN THE 60 MINUTES after starting that sensor, while the sensor is still starting up. You MUST scan the sensor with the LibreLink app during the first 60 minutes or the app will not be able to be used with that sensor.
3. Once the sensor has warmed up, you can use either the app or the reader to check glucose for up to 14 consecutive days.
4. Scan your sensor with the reader or the app every 8 hours to avoid gaps in data.

Important: If you use both a reader and the LibreLink app on the same sensor, data will NOT be transferred between the devices. For example, if you use the reader for a few days and then your LibreLink app for a few days, you will see gaps in your glucose data which will affect your reports. It is important to continue scanning your sensor with either the app or the reader every eight hours so you and your healthcare professional can get a complete picture of your glucose trends and patterns.

Follow the printed instructions in the FreeStyle Libre Sensor Kit to apply a new FreeStyle Libre sensor.

1. Tap either the **How to apply a sensor** or **Next** button.

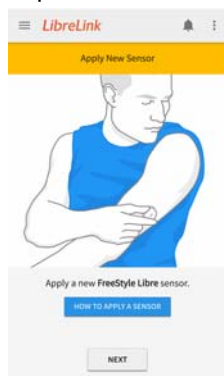


Image 1: Apply a New Sensor Screen

2. Scan your new sensor with your phone, or tap the How to scan a sensor button to learn about how to scan your new sensor with your phone.

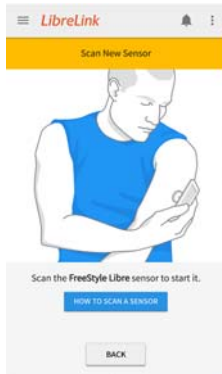


Image 2: Scan New Sensor screen (displays if the user has tapped the Next button)

Once the new sensor has started, it needs to warm up for 60 minutes before it can be used.

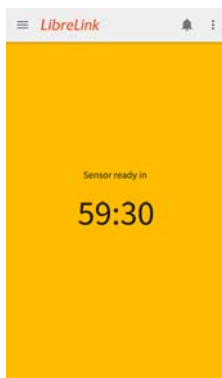


Image 3: Sensor Warming-Up Screen

Once the 60-minute warm-up period is complete, your phone will issue a notification alerting you that the sensor is ready.



Image 4: Sensor Warm Up Completed Screen - Ready to Scan Message

Notes: A sensor can store up to 8 hours of glucose data, so scan it at least once every 8 hours to capture all of your available glucose data.

Once the sensor finishes its 60-minute warm-up period, you can use it to check glucose for up to 14 consecutive days.

If you're having trouble scanning the sensor, see the *Important Notes About Scanning a Sensor* section. If you receive an error message, see the *Error Messages* section.

When a sensor nears the end of its useful life, LibreLink will issue notifications to remind you that the current sensor will end soon. Once the sensor has ended, you will need to apply and start a new sensor to continue using the app for routine glucose monitoring.

Starting a New Sensor - Before the Current Sensor Ends

If necessary, you can start a new sensor before the current sensor has ended. For example, if the current sensor is removed before it ends (e.g. on day 10 of 14).

Note: LibreLink will remain paired with the current sensor until you attempt to start a new one or the current one ends.

To start a new sensor before the current sensor ends:

1. Apply and scan the new sensor.
2. A **New Sensor Found** message displays. **Starting a new sensor will end the sensor that you're currently using. Would you like to start the new one now?**
3. Tap the **YES** button.
4. Scan the new sensor again.

Once the 60-minute warm-up period is complete, your phone will issue a notification informing you that the new sensor is ready to use.

5. Open the app and hold the back of your phone against the sensor. You will hear two separate tones when your sensor has been scanned.

VI. Viewing Glucose Readings

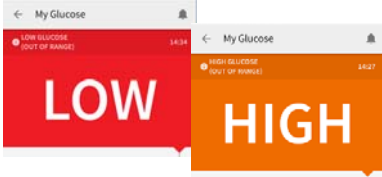
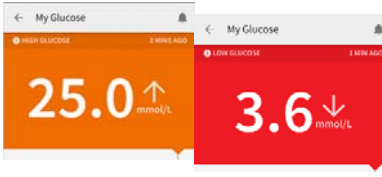
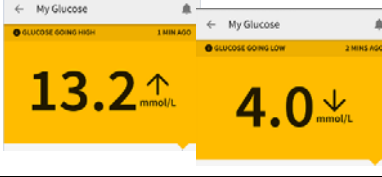
After the 60-minute warm-up period is complete, you can start using the sensor to check your glucose.

The My Glucose Screen

The **My Glucose** screen displays your current glucose (a number), the direction your glucose is heading (an arrow) and up to eight hours of glucose history (a graph). It also enables you to add notes to the glucose reading.



Image 5: My Glucose Screen

Display	What to Do
	<p>If LOW appears on the screen, your reading is lower than 2.2 mmol/L (40 mg/dL). If HIGH appears on the screen, your reading is higher than 27.8 mmol/L (500 mg/dL). You can tap the alert bar for more information. Check your blood glucose on your finger with a test strip. If you get a second LOW or HIGH result from your blood glucose meter, contact your healthcare professional immediately.</p>
	<p>If your glucose is higher than 13.3 mmol/L (240 mg/dL) or lower than 3.9 mmol/L (70 mg/dL), you will see a message on the screen. You can tap the alert bar for more information and to set a reminder to check your glucose again.</p>
	<p>If your glucose is projected to be higher than 13.3 mmol/L (240 mg/dL) or lower than 3.9 mmol/L (70 mg/dL) within 15 minutes, you will see a message on the screen. You can tap the alert bar for more information and to set a reminder to check your glucose again.</p>

See the **Viewing and Using Reminders** section to learn how to set a reminder to check your glucose again.

Adding and Editing Notes

To add a note to a reading:

1. Tap the **ADD NOTE** button.
2. Add your note information to the **Food**, **Insulin**, **Exercise** and/or **Comments** sections on the screen.

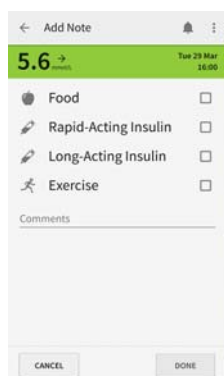


Image 6: Add Note Screen

3. Tap the **Done** button to save the note and return to the **My Glucose** screen. A note icon is now displayed on the **My Glucose** screen.

Note: Additional note details are optional. To record a note without additional details, select the appropriate checkbox and tap the **Done** button.

Note Icons

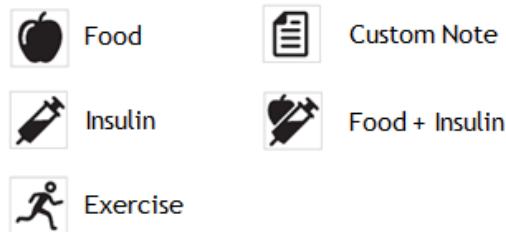


Image 7: Note Icons Defined

In instances where a note includes a combination not covered by the icons described above (e.g. food + insulin + exercise), a **Custom Note** icon displays with a badge that identifies the number of notes.

In instances where notes are recorded in a short span of time, and therefore might collide with one another on a graph, the icons are combined into one and a badge is added to identify the number of distinct notes.

4. Tap a note icon to view the note.

To edit a note:

1. Tap the **Edit Note** button on the **My Glucose** screen or the **Edit Note** icon (a pencil) on the note pop-up.
2. Edit your note information in the **Food**, **Insulin**, **Exercise** and/or **Comments** sections on the screen.
3. Tap the **Done** button to return to the **My Glucose** screen.
4. Tap the note icon to view the updated note.

VII. Navigating the Application

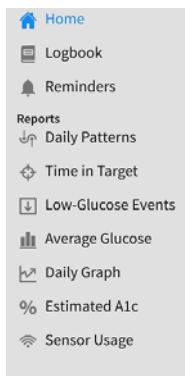
Using the Navigation Menu

1. Tap the **Navigation Menu** button to display the Navigation Menu.



Image 8: Navigation Menu Button

The Navigation Menu is displayed.



2. Scroll to view additional menu options.
3. Tap an option from the menu.

VIII. The Home Screen

The Home screen provides information about your glucose over the last 24 hours.

To access the **Home** screen:

1. Tap the **Navigation Menu** button.
 2. Tap the **Home** option.
- The Home screen is displayed.



Image 9: Home Screen

No.	Name	Description
1	Scan Prompt	Displays LibreLink's scan readiness.
2	Reminder	Access to the Reminders screen.
3	Time in Target	The percentage of your sensor glucose readings within in your target range for the last 24 hours.
4	Last Scan	Displays the time of your last scan. If the last scan was within the last 15 minutes, the glucose reading from that scan will appear instead of the time.
5	Average Glucose	Your average sensor glucose for the last 24 hours.
6	Glucose graph	Displays all available sensor glucose data for the last 24 hours.
7	Notes	Whenever you have added a note (food, insulin, exercise, etc.), an icon will appear at the top of the graph above the time when the note was entered. Tap to view the note(s).
8	Scan Marker	Appears on the graph at the point when you scanned your sensor.
9	Target Range	Your target glucose range.

Table 3: Home Screen Features

Accessing and Viewing the Logbook

The Logbook includes:

- Scanned glucose readings and notes associated with those scans.
- Notes recorded independently from scan events.

To view scans and notes:

1. Tap the **Navigation Menu** button to display the Navigation Menu.
2. Tap the **Logbook** option.

The Logbook screen displays for the current day.

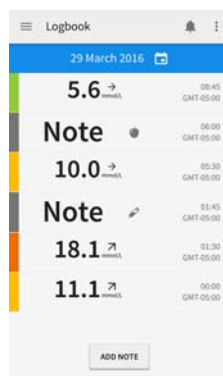


Image 10: Logbook Screen

Note: Entries in the Logbook are listed in order from most recent to least recent.

3. The Logbook defaults to the current day. Tap the Date Picker button next to the displayed date to choose a different day.

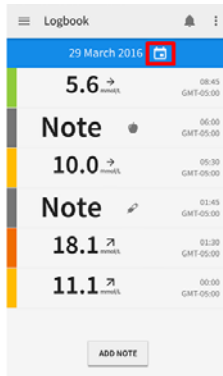


Image 11: Date Picker Button

Note: You can access up to the last 90 days in your Logbook. If there are no entries on a specific day in the 90-day range, you will see a **No entries exist for this date** message.

4. Tap a day highlighted in bold. Days without bold numbers do not contain any Logbook entries.
5. The Logbook entries for that day display.

Adding a Note to the Logbook

To add a note to an existing logbook entry:

1. Tap the navigation button.
2. Select Logbook.
3. Tap on the logbook entry to which you want to add the note.
4. Tap the **ADD NOTE** button.
The **Add Note** screen is displayed.
5. Select one or more note types and add additional details, if desired.
6. Tap the **Done** button.

Note: You may have to scroll down to view the **Done** button.

To add a note independent of a logbook entry:

1. Tap the navigation button.
2. Select Logbook.
3. Tap the **ADD NOTE** button to add a note to the existing date displayed in the blue banner or navigate to the day on which you would like to add the note and tap **ADD NOTE**.
The **Time Picker** screen displays.
4. Select a time.
5. Tap the **Done** button.
6. Select one or more note types and add additional details, if desired.
7. Tap the **Done** button.

Viewing and Using Reminders

There are two kinds of Reminders available in LibreLink:

- Timer Reminders
- Alarm Reminders

About Timer Reminders

Timers are event-driven countdown timers. There are three distinct timer reminders:

1. A reminder to check glucose again **15 or 30 minutes** after a **low-glucose reading** (this is an optional reminder that you can set after you receive a low-glucose alert).
2. A reminder to check glucose again **1, 2, 3 or 4 hours** after a **high-glucose reading** (this is an optional reminder that you can set after you receive a high-glucose alert).
3. A reminder to scan your sensor **if you have not scanned in at least 8 hours**. This is the one and only default reminder. This timer reminder can be changed from 1-12 hours and can be disabled but not deleted.

Setting a Timer Reminder

To set a timer:

1. Tap the **Info** button on the **My Glucose** screen.

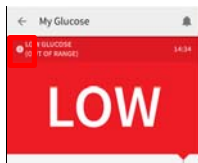
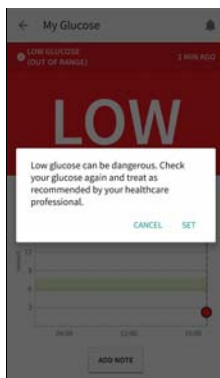


Image 12: Info Button

The info pop-up is displayed.



2. Tap the **SET REMINDER** button.
The **Timer Reminder** screen displays.
3. From the drop-down menu, choose a length of time.
4. Tap the **Start** button.

The timer starts.

Note: The steps are the same to add a timer reminder after a high-glucose reading.

About Alarm Reminders

Alarm reminders can be scheduled for specific time points (e.g. a reminder to eat breakfast every morning at 8:00). Alarm reminders can be set as one-off or recurring events. They can be edited, disabled or deleted.

Setting an Alarm Reminder

To add an alarm:

1. Tap the **Navigation Menu** button.
2. Tap the **Reminders** list option.
3. Tap the **Add Reminder** button.
4. Name the alarm reminder.
5. Tap the time to set the time for the alarm reminder.
6. Tap the hour field to set the hour.
7. Tap the hour.
8. Tap the minute field to set the minutes.
9. Tap the minutes.
10. Tap the **Done** button.
11. To set the alarm reminder so it repeats, tap the **Repeating** toggle and select the days.

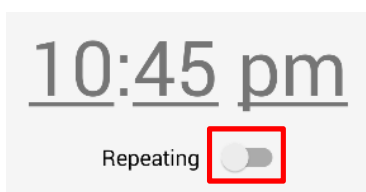


Image 13: Repeating Toggle

12. Tap the **Done** button.
The alarm reminder displays on the **Reminders** screen.

About Reports

Reviewing and understanding your glucose history can be an important tool for improving your glucose control. LibreLink stores up to 90 calendar days of information and provides several ways for you to review your past glucose readings, notes and other information.

Note: Tap the sharing button on any report screen to choose how to share a screenshot of that report.



Image 14: Sharing Button

Tap the **Information** button to view a description of the report.



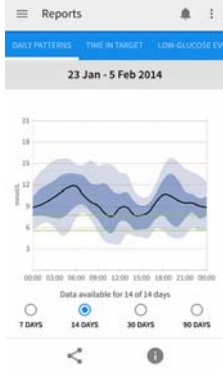

Image 15: Information Button


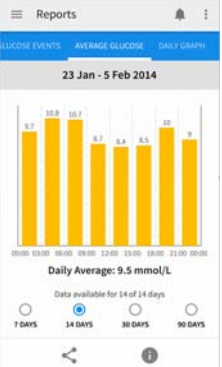
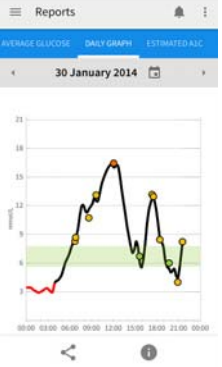
Accessing Reports

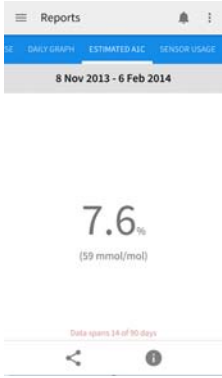
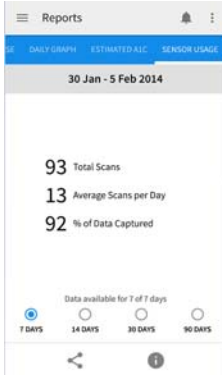
To access a report:

1. Tap the **Navigation Menu** button.
2. Scroll to view additional menu options.
3. Tap the name of a report.

Note: When viewing a report, swipe left or right to view the next or previous report.

Report	Description	Example
<p>Daily Patterns</p>	<p>This report displays a graph showing the pattern and variability of your sensor glucose over a typical day. The black line shows the median (mid-point) of your glucose readings. The light blue shading represents the 10-90th percentile range of your sensor readings, while the dark blue shading represents the 25-75th percentile range.</p> <p>Note: The Daily Patterns graph needs at least 5 days of glucose data to show a graph.</p>	 <p>Image 16: Daily Patterns Screen</p>
<p>Time in Target</p>	<p>This report displays information about the percentage of time that your glucose was above, below or within your Target Glucose Range during the selected reporting period.</p>	 <p>Image 17: Time in Target Screen</p>

Report	Description	Example
<p>Low-Glucose Events</p>	<p>This report displays the number of low-glucose events measured by your sensor during the selected reporting period. A low-glucose event is recorded when your sensor glucose reading is lower than 3.9 mmol/L (70 mg/dL) for more than 15 minutes.</p>	 <p>The screenshot shows a bar chart titled 'Low-Glucose Events' for the period '23 Jan - 5 Feb 2014'. The x-axis represents time from 00:00 to 00:00 in 3-hour increments. There are 9 red bars of varying heights representing the number of events per day. Below the chart, it says 'Total Events: 9'. At the bottom, there are radio buttons for '7 DAYS', '14 DAYS' (selected), '30 DAYS', and '90 DAYS'.</p> <p>Image 18: Low-Glucose Events Screen</p>
<p>Average Glucose</p>	<p>This report displays the average glucose for different time periods across all days of the selected reporting period, as well as the overall average glucose during the reporting period.</p>	 <p>The screenshot shows a bar chart titled 'Average Glucose' for the period '23 Jan - 5 Feb 2014'. The x-axis represents time from 00:00 to 00:00 in 3-hour increments. There are 9 yellow bars representing the average glucose for each day. Below the chart, it says 'Daily Average: 9.5 mmol/L'. At the bottom, there are radio buttons for '7 DAYS', '14 DAYS' (selected), '30 DAYS', and '90 DAYS'.</p> <p>Image 19: Average Glucose Screen</p>
<p>Daily Graph</p>	<p>This report displays a glucose graph for each day in which data exists.</p> <p>You might see gaps in the glucose graph during times when you have not scanned your sensor at least once every 8 hours.</p> <p>A clock icon will be displayed if a time-zone change is detected. In these instances, there may be gaps in the glucose graph.</p>	 <p>The screenshot shows a line graph titled 'Daily Graph' for '30 January 2014'. The y-axis represents glucose levels from 0 to 20 mmol/L. The x-axis represents time from 00:00 to 00:00 in 3-hour increments. The graph shows a line with yellow dots representing glucose readings. There are some gaps in the line, indicating times when the sensor was not scanned. At the bottom, there are radio buttons for '7 DAYS', '14 DAYS', '30 DAYS', and '90 DAYS'.</p> <p>Image 20: Daily Graph Screen</p>

Report	Description	Example
Estimated A1c	<p>This report displays your estimated A1c level (also called HbA1c) based on all sensor glucose data available from the last 90 days. The more data available, the better the estimation, but your estimated A1c value may not match your A1c measured in a laboratory.</p> <p>A1c can be used as an indicator of how well your glucose levels have been controlled in the recent past and may be used to monitor the effects of your diabetes treatment regimen.</p> <p>The calculation is based on the published reference*, which compared average sensor glucose and laboratory-measured A1c:</p> $A1c\% = (\text{Avg } SG_{\text{mmol/L}} + 2.59) / 1.59$ $A1c\% = (\text{Avg } SG_{\text{mg/dL}} + 46.7) / 28.7$ <p><small>*Nathan DM, Kuenen J, Borg R, Zheng H, Schoenfeld D, Heine RJ for the A1c-Derived Average Glucose (ADAG) Study Group: Translating the hemoglobin A1c assay into estimated average glucose values. Diabetes Care 2008, 31:1473-8. And, Sacks DB. Measurement of Hemoglobin A1c: A new twist on the path to harmony. Diabetes Care 2012, 35: 2674-2680.</small></p>	 <p>Image 21: Estimated A1c Screen</p>
Sensor Usage	<p>This report displays information about your sensor usage during the selected reporting period.</p>	 <p>Image 22: Sensor Usage Screen</p>

Using the Overflow Menu

Tap the **Overflow Menu** button to access the following:

- LibreLink Settings
- Account Settings
- Change Password
- Help
- About

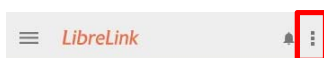


Image 23: Overflow Menu Button

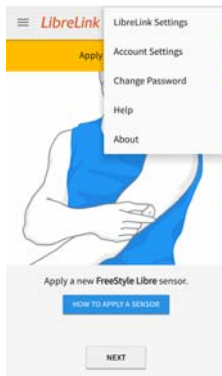


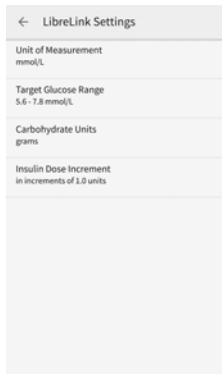
Image 24: Overflow Menu

Accessing and Updating LibreLink Settings

You can update your app settings at any time by completing the following steps:

1. Tap the **Overflow Menu** button.
2. Tap the **LibreLink Settings** button.

The **LibreLink Settings** screen displays.



3. Tap the setting to update.
4. Make the appropriate changes.
5. Tap the **Save** button.

Editing Your Account Settings

You can change the name or username (email address) associated with your account from the app.

1. Tap the **Overflow Menu** button.
2. Tap the **Account Settings** button.
3. Enter the new name and/or email address that you would like to use with your account.
4. Enter your current password for account security.
5. Tap the **Submit** button to make the changes.

Changing Your Password

Changing Your Password When You Are Not Signed In

If you are signing in and have forgotten your password:

1. From the **Sign In** screen, tap the **Forgotten your Password** button.
The **Forgotten your Password** pop-up displays.
2. Enter your username (the email address you used when you signed up) in the **Email** field.
3. Tap the **Done** button.
The **Email Verification** pop-up displays.
4. Tap the **OK** button to close the pop-up. Tap the back button to exit the **Forgotten your Password** step.
5. Check your email and follow the instructions to reset your LibreLink password (for your security, the link in the email will expire 30 minutes after it is sent).

Changing Your Password When You Are Already Signed In

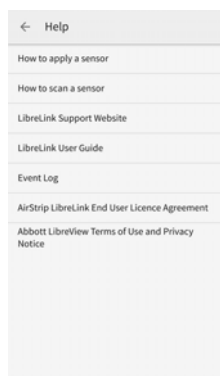
To change your password when you are already signed in:

1. From the **Overflow Menu**, tap the **Change Password** button.
2. Enter your current password.
3. Enter your new password.
4. Enter your new password again to confirm it.
5. Tap the **Submit** button.

Accessing and Using the Help Screen

To access the **Help** screen:

1. Tap the **Overflow Menu** button.
2. Tap the **Help** button.
The **Help** screen is displayed.



Option	Description
How to apply a sensor	View the steps on how to apply a FreeStyle Libre sensor.
How to scan a sensor	View the steps on how to scan a FreeStyle Libre sensor with a phone.
LibreLink Support Website	Access the LibreLink product support website.
LibreLink User Guide	View the LibreLink user guide.
Event Log	View application events and errors in the event log.
AirStrip LibreLink End User Licence Agreement	View the End User Licence Agreement.
Abbott LibreView Privacy Notice and Terms of Use	View the Privacy Notice and Terms of Use.

Table 4: Help Menu Options

Accessing the Tutorial

1. Tap the **Overflow Menu** button.
2. Tap the **How to apply a sensor** or **How to scan a sensor** link.
3. The tutorial screens display.

Navigating and Viewing the Event Log

To access the Event Log:

1. Tap the **Overflow Menu** button.
2. Tap the **Help** menu option.
3. Tap the **Event Log** menu option.
The Event Log displays.

Accessing the About Screen

The information on the **About** screen may be useful in circumstances where you need technical assistance. To access the **About** screen:

1. Tap the **Overflow Menu** button.
2. Tap the **About** button.

The About screen is displayed.

IX. Troubleshooting and Error Messages

Reinstalling LibreLink

If you install the LibreLink application on more than one mobile device, once you have logged into the new device, you will be automatically logged out of the other device(s). For example, if you have already downloaded and signed into the LibreLink application on one mobile device, and then you download and install the LibreLink application and accept the EULA and Terms of Use and successfully sign in on a second mobile device, you are signed out of the first mobile device and returned to the LibreLink installation screen.

If you have an active sensor and need to reinstall LibreLink, when you sign in to your existing account, you can continue using your active sensor until the end of its useful life.

Error Messages

When attempting to scan a sensor, you may encounter the following error messages. Errors may occur when the current sensor has ended, or under the routine use of an active sensor.

- **Important:** If you are currently using a FreeStyle Libre sensor with LibreLink, do not uninstall the app and do not clear data from the app before speaking with customer support. Uninstalling the app and/or clearing data will cause you to lose all historical data.

Error Type	Error Description	Suggested User Action
Another app that uses NFC was detected	Other NFC apps, such as Samsung's S Health, are competing for your phone's NFC.	Launch LibreLink each time before you scan, or uninstall the other NFC app.
Application Error	An account with this email address already exists.	The user should either sign in with that account or select a different set of credentials to register with.
Check Sensor	Check that the sensor is securely attached and try starting the sensor again. If the sensor is detached or loose from your skin, remove it and start a new one.	Check that the sensor is securely attached and try starting the sensor again. If the sensor is detached or loose from your skin, remove it and start a new one.
Communication Error	Error communicating with server.	Try connecting again.
Incompatible Sensor	The sensor cannot be used with this app.	Call Customer Support.
Incorrect Email/Password Combination	Email address or password is incorrect.	Enter a valid combination or select the Forgotten your Password button.
Invalid Email	Enter a valid email address.	Enter an email address in the correct format and try again.

Error Type	Error Description	Suggested User Action
Invalid Password	Please enter a valid password. Passwords must be 8-36 characters and contain at least 1 digit, 1 upper-case letter and 1 lower-case letter.	Choose a password that meets the requirements and try again.
Invalid User Account	No user account exists for that email address.	Enter the email address of a valid account.
New Sensor Found	Starting a new sensor will end the sensor that you are currently using.	If you would like to begin using the new sensor, select "Yes". If you would like to continue to use your current sensor, select "No".
New Sensor Starting Up	The sensor can be used in: XX minutes.	Wait until the 60-minute sensor start-up period is complete.
Scan Error	The phone could not scan the sensor. Try scanning the sensor again.	Try to scan again. Make sure to hold the back of the phone against the sensor. When you hear the first tone, hold the phone still until you hear the second tone. You may also need to remove your mobile phone case and/or move away from potential sources of electromagnetic interference.
Sensor Already In Use	The sensor you have just scanned was started by another device and cannot be used with this one.	If you would like to use the LibreLink app and the FreeStyle Libre reader on the same sensor, ensure that the sensor is started with the reader, then scanned with the LibreLink app during the first hour while the sensor is starting up.
Sensor Ended	Start a new sensor to check glucose.	Apply and start a new sensor.
Sensor Error	Glucose reading is unavailable. Try scanning again in 10 minutes.	Scan again in 10 minutes.
Sensor Too Cold	The sensor is too cold to give glucose readings. Try scanning the sensor again when the temperature is higher.	Move to warmer location and scan again in a few minutes.
Sensor Too Hot	The sensor is too hot to give glucose readings. Try scanning the sensor again when the temperature is lower.	Move to a cooler location and scan again in a few minutes.
Unexpected Application Error	Unexpected application error.	The request could not be processed; please restart the application.

Table 5: Sensor Errors and Suggested User Action

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Technical Support






AirStrip provides technical support for LibreLink.

Contact Us

United Kingdom: +44 800 612 3006 (freephone)

Email: librelink.com/support, click on the **Contact Us** link

Website: librelink.com/support

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INDICATIONS FOR USE

LibreLink is indicated for the self-management of diabetes in people of 18 and over when used with the Abbott FreeStyle Libre flash glucose monitoring system sensor. It is designed to replace routine fingerprick blood glucose testing except during times of rapidly changing glucose levels or in order to confirm hypoglycaemia or impending hypoglycaemia.

WARNINGS

- During times of rapidly changing glucose (more than 0.1 mmol/L (2 mg/dL) per minute), interstitial fluid glucose levels as measured by the Abbott FreeStyle Libre sensor may not accurately reflect blood glucose levels. Under these circumstances, check glucose by conducting a fingerprick test using a blood glucose meter.
- In order to confirm hypoglycaemia or impending hypoglycaemia as reported by the Abbott FreeStyle Libre sensor, conduct a fingerprick test using a blood glucose meter.
- Do not ignore symptoms that may be due to low or high blood glucose. If you have symptoms that do not match the LibreLink reading or suspect that your reading may be inaccurate, check the reading by conducting a fingerprick test using a blood glucose meter. If you are experiencing symptoms that are not consistent with your glucose readings, consult your healthcare professional.
- The FreeStyle Libre sensor communicates with the FreeStyle Libre reader that started it or the LibreLink app that started it. A sensor started by the FreeStyle Libre reader will also communicate with the LibreLink app, provided that the LibreLink app is used to scan the sensor within an hour of the sensor starting up. Any sensor data captured on a different device will not be visible on the LibreLink app. The LibreLink app can only display data that it receives from sensors with which it communicates. Sensor glucose data from other devices is not transferred between those devices or the app.