

1. E-mail to FreeStyle LibreLink Android Users in Austria

## Urgent Field Safety Notice

**Commercial Name: FreeStyle LibreLink**

**FSCA-identifier: ADC FA1049-2020**

**Type of action: Communication**

Dear Valued Customer:

If you recently downloaded the FreeStyle LibreLink software update (version 2.5.1) on your Android phone it is important that if you add a note in the logbook for “Food, Rapid-Acting Insulin, Long-Acting Insulin” be sure to enter a value. If you do not include a value your recorded glucose data will not be present in LibreView. In addition, your LibreLinkUp connections may not be able to view your glucose readings or receive alarms from this point forward. If you are experiencing this issue, you are still able to access your glucose readings using the FreeStyle LibreLink app or FreeStyle Libre / FreeStyle Libre 2 reader.

If you want your connections to be able to access your data in LibreLinkUp or LibreView, you can uninstall (or delete) the current app (version 2.5.1) and go to the Google Play store to download an older version of the FreeStyle LibreLink app (version 2.4.2). However, **please note** that if you do this, you will no longer be able to view any previously stored data on your FreeStyle LibreLink app on your phone and any data that had been collected with the updated FreeStyle LibreLink app (version 2.5.1) will not be sent to or viewable in LibreView or LibreLinkUp.

We’re working to resolve this as quickly as possible, and we apologize for any temporary interruption.

If you have any further questions, please call Customer Service at (insert local CS #).

Sincerely,

Abbott’s diabetes care division

## 2. HCP Communication in Austria

### **Urgent Field Safety Notice**

**Commercial Name: FreeStyle LibreLink**

**FSCA-identifier: ADC FA1049-2020**

**Type of action: Communication**

Dear Health Care Provider:

Due to a recent software update of FreeStyle LibreLink (version 2.5.1), we've heard from a small number of Android users of FreeStyle LibreLink in Austria who are using the logbook feature that they are currently not sending notifications to their LibreLinkUp connections and their data is not uploading to LibreView.

Your patients' that are using FreeStyle LibreLink (version 2.5.1) are still able to access their glucose readings using the FreeStyle LibreLink app or FreeStyle Libre/ FreeStyle Libre 2 reader.

We are working to resolve this as quickly as possible and apologize for the temporary interruption.

If you have any further questions, please call your Abbott Diabetes Care Sales Representative or Customer Service at (insert local CS #).

We are sorry for any inconvenience this has caused you.

Sincerely,

Abbott's diabetes care division