



FreeStyle *Libre*

Help with your FreeStyle Libre Reader Software Update

IMPORTANT: After updating your Reader, it will be unable to scan any Sensor you are currently wearing.

Before starting the update

- Check your Reader is fully charged and you have Internet access.
- Make sure your computer is plugged into a wall power socket.

While the update is in progress

- DO NOT unplug the Reader from your computer until you see the Update Successful screen. This may interrupt the update and your Reader may not function properly.
- DO NOT shut down your computer or force it into “hibernate,” “sleep,” or “stand-by” mode. If you are using a laptop, do not close the laptop. This may interrupt the update and your Reader may not function properly.
- The Reader may power off and power back on while it goes through the update. Wait until you see the Update Successful screen.

Problems with the update

Update does not start

What it means: The update cannot start.

What to do: Make sure the Reader is plugged into your computer and you are connected to the Internet. Also try connecting to a different USB port on your computer.

“Update Unsuccessful” screen displays

What it means: The update was unsuccessful and your Reader may not function properly.

What to do: You will need to try the update again by clicking “Try Again”. If the message reappears, contact Customer Service.


“Error 2 (E-2)” displays on your Reader

What it means: The update was unsuccessful and your Reader may not function properly.

What to do: You will need to restart the update process. If the error reappears, contact Customer Service.

“Incompatible Reader” screen displays

What it means: The connected Reader is not compatible with the Reader software update.

What to do: Confirm your Reader Version is one of the following: 2.2.9, 2.2.13. To do this, go to the Settings  menu on your Reader. Touch **System Status** and then touch **System Info**. Contact Customer Service if you have any questions about compatible Readers.

"Multiple Readers are connected" screen displays

What it means: You have multiple Readers connected to your computer.

What to do: Disconnect all Readers. Start the update again after connecting only the Reader you want to update.

“Reader software is already up-to-date” screen displays

What it means: Your Reader already has the up-to-date Reader software.

What to do: You do not need to update your Reader at this time.

Customer Service

Customer Service is available to answer any questions you may have about your Reader software update. Go to www.FreeStyleLibre.com or the Reader Kit User's Manual for your Customer Service phone number.

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