BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

FreeStyle Libre

The app, starting a sensor, alarms, sharing with family and your doctor — explained in plain English, one step at a time

A plain-English guide for wearers and the families who help them

The tech side only — your doctor handles the medical side

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For FreeStyle Libre 2 Plus & 3 Plus, the Libre app, LibreLinkUp & Lingo · facts current November 2026

What's Inside

This is your guide to the technology side of a FreeStyle Libre sensor: the Libre app, starting a sensor, alarms that actually reach you, sharing with family through LibreLinkUp and with your doctor through LibreView, and what to do when something stops working. It is not medical advice. What your numbers mean, which alarm levels to use and any treatment decisions belong to your doctor. Read in any order and at your own pace.

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PART 1

Getting Your Bearings

What a FreeStyle Libre sensor and app do, which one you have, whether your phone will work, and who to call for what.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're holding this guide, you or someone you love probably wears a FreeStyle Libre sensor, or is about to. The sensor itself is small and simple. The phone side, with its app, alarms, sharing and settings, is where most of the questions come from. That's what this guide is for.

I'm Bill. For more than 30 years I've helped people make sense of their technology, and I serve folks right here in Portage County, Ohio. I wrote this guide the way I'd explain it at your kitchen table: slowly, in plain English, one step at a time.

What this guide covers, and what it doesn't

This is a **technology** guide. It covers the Libre app, starting a sensor, making sure alarms actually reach you, sharing readings with family through LibreLinkUp and with your doctor's office through LibreView, and fixing the everyday problems that trip people up.

> **STAY SAFE**
>
> **I'm a tech helper, not a medical professional**
>
> Nothing in this guide is medical advice. What your readings mean, which alarm levels to use, and anything to do with medicine, food or insulin are questions for **your doctor, diabetes educator or pharmacist**. When I say "set the levels your doctor recommends," I mean exactly that. If you ever feel unwell, trust how you feel and follow your doctor's plan, and in an emergency call 911.

Who this guide is for

- Anyone wearing a FreeStyle Libre 2 Plus or FreeStyle Libre 3 Plus sensor.
- Anyone who used an older Libre 2 or Libre 3 and was moved to a "Plus" sensor (see Chapter 3, *Which Libre Do You Have?*).
- Family members and caregivers who want to see a loved one's readings on their own phone, with that person's blessing.
- Anyone curious about Abbott's over-the-counter Lingo sensor (see Chapter 21, *Lingo and Libre Rio*).

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll be able to start a sensor without stress, set your phone so alarms get through, invite family to follow along, connect your doctor's office, and calmly handle a signal loss or a sensor that came off early. Most of all, you'll know who to call for what.

An honest promise

Exploring the app's screens won't hurt anything. But a few settings here really matter, especially the ones that decide whether an alarm makes a sound. I'll point those out clearly, and I'll never ask you to change a medical setting on your own.

You're never stuck alone

If anything in this guide feels like too much, call or text me at **(330) 200-8042**. For your health, call your doctor. For a sensor that failed, call Abbott. For the phone, the app, the Wi-Fi and the settings, I'm happy to help.

— Bill

CHAPTER 2

What a Libre Sensor and App Actually Do

A FreeStyle Libre sensor is a small round device, about the size of a couple of stacked coins, that you wear on the back of your upper arm for up to 15 days. It measures glucose in the fluid just under your skin and sends readings to the Libre app on your phone, or to a Libre reader, using Bluetooth.

The pieces, in plain English

Piece	What it does for you
The sensor	The small disc you wear. It has a built-in battery and is thrown away when it ends. You don't charge it.
The applicator	The piece that puts the sensor on. The app shows you how.
The Libre app	Abbott's free app for iPhone and Android. It shows readings, sounds alarms and shares data.
The reader	An optional handheld Abbott device for people who'd rather not use a phone. See Chapter 14, *The Libre Reader*.
LibreLinkUp	A separate free app that lets family follow your readings. See Chapter 17, *LibreLinkUp: Letting Family Follow Along*.
LibreView	Abbott's website that shares your history with your doctor's office. See Chapter 19, *LibreView: Sharing with Your Doctor's Office*.

What the technology does for you

- Shows readings on a phone you already carry, without a fingerstick for every check (ask your doctor when a fingerstick is still needed).
- Sounds alarms at the levels your doctor recommends.
- Lets up to 20 people follow along through LibreLinkUp.
- Sends your history to your doctor's office automatically through LibreView.

What it can't do

- It can't alarm if your phone is off, out of battery, too far away, or set to silence the app.
- It doesn't make decisions for you. Food, medicine and insulin decisions are between you and your doctor.
- It isn't a monitored alert service. Nobody watches your readings unless you've set up a follower who does.

HEADS UP

The phone is part of the medical device now

Once you rely on your phone for alarms, its battery, volume and notification settings matter. Charge it every night, and read Chapter 12, *iPhone Settings So Alarms Get Through* or Chapter 13, *Android Settings So Alarms Get Through* before trusting it overnight.

CHAPTER 3

Which Libre Do You Have?

Abbott has changed its Libre line in the last two years. Check the box your sensor came in, or the label from the pharmacy, and find it below.

Sensor	Status in the U.S.	Phone app	Reader
FreeStyle Libre 3 Plus	Current	Libre app	FreeStyle Libre 3 reader
FreeStyle Libre 2 Plus	Current	Libre app	FreeStyle Libre 2 reader
FreeStyle Libre 3 (original)	Discontinued Sept. 30, 2025	Libre app	FreeStyle Libre 3 reader
FreeStyle Libre 2 (original)	Discontinued Sept. 30, 2025	Libre app	FreeStyle Libre 2 reader
Lingo	Over the counter, for wellness	Lingo app	None

If you were moved to a Plus sensor

Abbott stopped selling the original Libre 2 and Libre 3 sensors in the U.S. on September 30, 2025. The replacements are the Libre 2 Plus and Libre 3 Plus, which last up to 15 days. Switching needed a new prescription. Your existing reader still works with the matching Plus sensor, and Abbott says Medicare covers the Plus sensors the same way it covered the originals.

GOOD TO KNOW

Insulin pump users

Some pumps, such as Tandem's t:slim X2, work with the Libre 3 Plus. In that setup, Tandem says you use the pump maker's app rather than Abbott's apps or reader. Follow your pump maker's instructions and call their support line for pump questions.

TIP

Write your sensor name down

Put the exact sensor name, like "FreeStyle Libre 3 Plus," in the "Keep this handy" table in Chapter 32, *Your FreeStyle Libre Cheat-Sheet*. Support lines will ask for it first.

CHAPTER 4

Will Your Phone Work?

The Libre app works on many iPhones and Android phones, but not all of them. Abbott keeps a smartphone compatibility guide on its website. Checking takes two minutes.

Find your phone's model and software

iPhone

1. Open **Settings**, tap **General**, then **About**.
2. Note the **Model Name** and the **iOS Version**.

Android

1. Open **Settings** and tap **About phone**.
2. Note the model name and the **Android version** (on Samsung phones, under **Software information**).

Check Abbott's guide

1. Search for **FreeStyle Libre smartphone compatibility** and open the page on **freestyle.abbott**.
2. Find your phone and software version in the list.

HEADS UP

Wait before big phone updates

Abbott says compatibility can vary between phone software versions. If you depend on alarms, check Abbott's guide before installing a major new iOS or Android version.

TIP

No compatible phone?

A Libre reader works without any phone. Ask your doctor's office or pharmacy. See Chapter 14, *The Libre Reader*.

CHAPTER 5

Your Libre Account

The Libre app asks you to create an account the first time you open it. That account ties together your readings, LibreLinkUp sharing and LibreView reports for your doctor. Treat the login like the key to your medical records.

Good habits

- Use an email address you check, because invitations and password resets go there.
- Pick a password you don't use anywhere else. A short phrase of unrelated words works well.
- Write it down and keep it somewhere safe at home, with the date you set it.
- If you used the older FreeStyle Libre 3 app, Abbott says the same login works in the Libre app.

STAY SAFE

Who should know your login

A trusted family member who helps with your care can keep a copy. Nobody who calls, texts or emails out of the blue should ever get it. See Chapter 20, *Fake Emails, Texts and Keeping Your Account Safe*.

TIP

Forgot your password?

On the app's sign-in screen, tap the forgot password link and follow the email Abbott sends. Check spam or junk if it doesn't arrive in a few minutes.

CHAPTER 6

Who to Call for What

Calling the right place first saves hours. Here's the short list.

If it's about…	Call
What my numbers mean, alarm levels, medicine, food, insulin	Your doctor, diabetes educator or pharmacist. Always.
A sensor that failed, fell off early or showed an error	Abbott Customer Care: **(855) 632-8658**, or the online sensor support request form on freestyle.abbott. See Chapter 23, *Sensor Fell Off or Stopped Early: Getting a Replacement*.
Ordering, billing, insurance, prescriptions	Your pharmacy or medical supply company.
An insulin pump question	The pump maker's support line.
Phone settings, Wi-Fi, apps, sharing, a new phone	Me, Bill: **(330) 200-8042**.
Feeling unwell or an emergency	Follow your doctor's plan, and call **911** in an emergency.

TIP

Write it down once

Fill in the "Keep this handy" table in Chapter 32, *Your FreeStyle Libre Cheat-Sheet* with your doctor's, pharmacy's and Abbott's numbers. Stick a copy on the fridge.

SCAM ALERT

Look up numbers yourself

Only call Abbott using a number from freestyle.abbott, the app or your sensor box. Numbers in pop-ups, texts or search ads can be fake. See Chapter 29, *Scams Aimed at Sensor Wearers*.

PART 2

Setting Up the Libre App

Downloading the app, starting a sensor, the home screen, alarms, and the phone settings that decide whether alarms reach you.

CHAPTER 7

Getting the Libre App

In April 2025 Abbott launched one app for its U.S. sensors, simply called **Libre** (in the app stores, "Libre by Abbott"). It replaces the older FreeStyle Libre 2 and FreeStyle Libre 3 apps and works with the Libre 2, Libre 2 Plus, Libre 3 and Libre 3 Plus sensors. It's free.

Download and sign in

1. On an iPhone, open the **App Store**. On Android, open the **Play Store**.
2. Search for **Libre by Abbott**.
3. Check that the developer is **Abbott**, then tap **Get** or **Install**.
4. Open the app and create your account, or sign in if you already have one (see Chapter 5, *Your Libre Account*).
5. Allow the permissions it asks for: notifications, Bluetooth or Nearby devices, and on iPhone, Critical Alerts. These are what let the app hear your sensor and sound alarms.

GOOD TO KNOW

Still using the old FreeStyle Libre 3 app?

Abbott's support pages explain how to move to the Libre app and keep your data. The simplest moment to switch is when you start your next sensor. Abbott says the Libre 3 Plus sensor works with the Libre app, and it recommends downloading the Libre app for your next sensor.

If you deleted the app

Reinstall **Libre by Abbott** and sign in with the same account. See Chapter 25, *New Phone, Lost Phone or Broken Phone* for how your current sensor reconnects.

HEADS UP

Don't force the app closed

Abbott advises keeping the app running in the background. Swiping it away can stop readings and alarms.

CHAPTER 8

Starting a New Sensor

With a Libre, you "start" a new sensor by holding your phone near it once, so the two can introduce themselves. After that, readings come in on their own.

Before you start

- Wash and dry your hands. Have the new sensor and applicator ready.
- Prepare the spot on your arm the way the sensor's instructions and your doctor describe.
- Have your phone charged, with Bluetooth on and the Libre app open.

Starting it, step by step

1. Apply the sensor as shown in the app or the instructions in the box.
2. In the Libre app, open the main menu (the three lines in the corner) and choose the option to start a new sensor.
3. When asked, hold your phone near the sensor. On iPhone, hold the **top** of the phone near it after tapping the scan button. On Android, hold the **back** of the phone near it.
4. Hold still until the phone vibrates or beeps.
5. The app shows a countdown while the sensor warms up. See Chapter 9, *Warmup, Sensor Life and Changing Sensors*.

GOOD TO KNOW

App or reader: pick one to start it

Abbott says you start a sensor with either the app or the reader, not both, and the device you start it with is the one that gets the alarms. Decide which one you'll rely on before you start.

TIP

Phone case trouble?

Thick or metal phone cases can make scanning harder. If it won't scan, take the case off and try again.

TIP

"Incompatible sensor" message?

That usually means the app and sensor don't match, for example an old app with a new Plus sensor. Abbott's fix is to use the Libre app. See Chapter 7, *Getting the Libre App*.

CHAPTER 9

Warmup, Sensor Life and Changing Sensors

Right after you start it, the sensor needs a little time before the first reading. The app shows a countdown so you know when readings and alarms will begin.

During warmup

- There are no readings or alarms yet, so use whatever backup your doctor has told you to use.
- Keep the phone nearby and the app running.

How long a sensor lasts

The Libre 2 Plus and Libre 3 Plus are designed to last **up to 15 days**. The app (or reader) tells you when it's time to replace the sensor.

Changing to the next sensor

1. When the app says the sensor has ended, gently peel the old one off.
2. Apply the new sensor on a fresh spot, as the instructions describe.
3. Start it with the app, the same way as before (see Chapter 8, *Starting a New Sensor*).

TIP

Make sensor change a routine

Put a reminder in your phone's calendar for the day your sensor ends, and keep the next box where you'll see it.

HEADS UP

Keep a spare on hand

Reorder a week before your last sensor runs out. Supply companies can take extra time for paperwork.

CHAPTER 10

Finding Your Way Around the App

Here's a tour of the Libre app's main parts, described as places on the screen rather than as medical guidance.

On the screen	What it's for
The big number and arrow	Your latest reading and which way it's heading. What it means for you is a conversation for your doctor.
The graph	Recent readings over time.
Notes	Where your version offers it, a place to log food, exercise or medicine if your doctor asks you to keep a record.
Main menu (three lines)	Start a new sensor, Alarms, Connected Apps (LibreLinkUp and LibreView), Help and other settings.

STAY SAFE

Ask your doctor what to watch for

I deliberately don't explain what particular numbers or arrows mean. Your doctor or diabetes educator will explain what matters for *you*. Write their answers in the "Keep this handy" table in Chapter 32, *Your FreeStyle Libre Cheat-Sheet*.

TIP

Make the text bigger

On iPhone, **Settings > Display & Brightness > Text Size**. On Android, search Settings for **font size**.

Menu names can move

Abbott updates the app regularly, and menu wording can vary a little. If a name in this guide doesn't match exactly, look for the closest one. The idea is always the same.

GOOD TO KNOW

Help is built in

The app's main menu has a Help section with Abbott's own instructions and contact details.

CHAPTER 11

Setting Up Alarms

Libre alarms are optional, but for many people they're the most useful part. The app can sound an alarm when readings cross levels you choose, and a Signal Loss alarm when the sensor and phone lose touch.

STAY SAFE

Use the levels your doctor recommends

Before turning on or changing any alarm level, ask your doctor or diabetes educator what to use, and write it down. I won't suggest levels in this guide.

Where the alarm settings live

1. Open the Libre app and tap the main menu (three lines).
2. Tap **Alarms**.
3. Tap each alarm to turn it on and set the level your doctor recommends.
4. Turn on the **Signal Loss** alarm, so you know when you're not being watched over.
5. For Low, High and Signal Loss alarms, turn on **Override Do Not Disturb** if you want them to sound when your phone is silenced. See Chapter 12, *iPhone Settings So Alarms Get Through*.

TIP

Hear them while you're calm

Ask the app to play each alarm sound now, at your usual volume, so you'll recognize it at night.

GOOD TO KNOW

Alarms only work within range

Abbott says alarm notifications arrive only when alarms are turned on and the sensor is within range of the phone, with nothing in the way. Keep the phone close, especially at night.

CHAPTER 12

iPhone Settings So Alarms Get Through

This is the chapter I most want every iPhone user to read. An iPhone can go quiet in several ways: the silent switch or Action button, Do Not Disturb, Focus modes, Sleep, and app-by-app notification settings. Any of them can hide a Libre alarm.

1. Allow notifications, sounds and Critical Alerts

1. Open the iPhone **Settings** app.
2. Tap **Apps** (on older versions, scroll down), then tap **Libre**.
3. Tap **Notifications**.
4. Turn on **Allow Notifications**, **Critical Alerts**, **Sounds**, and the **Lock Screen** and **Banners** options.

2. Override Do Not Disturb in the app

In the Libre app's **Alarms** settings, turn on **Override Do Not Disturb** for the Low, High and Signal Loss alarms. Abbott says this lets them sound even when the ringer is silent or Do Not Disturb is on.

3. Time Sensitive in every Focus

Abbott says iPhone users who use Focus modes must make sure **Time Sensitive Notifications** are on for each Focus.

1. Open **Settings**, then **Focus**.
2. Tap each Focus you use: **Do Not Disturb**, **Sleep**, **Driving** and any others.
3. Turn on **Time Sensitive Notifications**, and add **Libre** under allowed apps.

> **HEADS UP**
>
> **Don't hide or summarize the app**
>
> Keep Libre out of **Scheduled Summary** and don't make it a hidden app, so its notifications arrive right away.

TIP

After every iOS update, check again

Big updates sometimes reset notification choices. Update, then run through this chapter again.

CHAPTER 13

Android Settings So Alarms Get Through

Android phones save battery by putting apps to sleep, which can stop readings and alarms. Abbott lists a few settings to keep the Libre app awake and audible. Menu names vary between Samsung, Pixel and others.

The settings Abbott asks for

- **Do Not Disturb access**: on, so the app can override Do Not Disturb.
- **Battery optimization**: off for the Libre app (choose **Unrestricted** under the app's battery settings).
- **Nearby devices** permission: on (Android 12 and later).
- Keep the app running in the background; don't force-close it.

Finding them

1. Open **Settings**, then **Apps**, then **Libre**.
2. Tap **Battery** and choose **Unrestricted**.
3. Tap **Permissions** and make sure **Nearby devices** is allowed.
4. Tap **Notifications** and make sure they're allowed.
5. In the Libre app's **Alarms** settings, turn on **Override Do Not Disturb** for the alarms you need.

HEADS UP

Samsung "sleeping apps"

Samsung phones have **Sleeping apps** and **Deep sleeping apps** lists in battery settings. Make sure Libre isn't on either one.

GOOD TO KNOW

It depends on the phone

Abbott notes that Override Do Not Disturb depends on the phone model and Android version. Test it once in the daytime with Do Not Disturb on, using the app's sound test.

CHAPTER 14

The Libre Reader

A FreeStyle Libre reader is a small handheld device made just for your sensor. Some people use it instead of a phone; it's also a good fallback if your phone isn't compatible.

Which reader goes with which sensor

Sensor	Reader
FreeStyle Libre 3 Plus	FreeStyle Libre 3 reader
FreeStyle Libre 2 Plus	FreeStyle Libre 2 reader

Living with a reader

- Start the sensor with the reader if the reader is the device you'll rely on for alarms.
- Charge it regularly, at the same time each day.
- A reader doesn't share with family on its own. LibreLinkUp needs the Libre app on a phone.
- To share reader data with your doctor, upload it to LibreView from a computer (see Chapter 19, *LibreView: Sharing with Your Doctor's Office*).

TIP

Forgot to charge it?

Plug it in. Once it has power it reconnects to the sensor on its own.

GOOD TO KNOW

Ask before buying

Readers usually come through your prescription. Ask your doctor's office or pharmacy rather than buying one online.

CHAPTER 15

Smartwatches

A glance at your wrist is handy when your hands are full. Abbott offers a Libre app for Apple Watch.

What to know

- Abbott says the Libre app for Watch is currently available only for Apple Watch.
- It needs watchOS 10 or later.
- Readings come through your iPhone, so keep the phone nearby.

Setting it up has its own walkthrough in "Ways FreeStyle Libre Can Make Life Easier" near the start of the web version of this guide.

HEADS UP

A watch is a convenience, not a backup alarm

Watches have small speakers and short batteries. Keep your phone's alarms set up as described in Chapter 12, *iPhone Settings So Alarms Get Through* even if you love the watch.

GOOD TO KNOW

Android watches

If you use an Android phone, check Abbott's site for any watch support before buying a watch for this purpose.

CHAPTER 16

A Simple Phone Routine That Keeps Alarms Working

Most alarm problems aren't the sensor at all. They're the phone: a dead battery, the volume turned down, a Focus left on, or an update that reset a setting. A tiny routine prevents nearly all of it.

Every night

- Put the phone on its charger, on the nightstand on the same side as your sensor arm.
- Glance at the volume and make sure the ringer isn't all the way down.
- Check that the Libre app shows a recent reading before you turn the light off.

Every sensor change

- Open the app's alarm settings and confirm your alarms are still on at the levels your doctor recommends.
- Check that your LibreLinkUp followers are still connected.
- Order your next refill if you're down to your last box.

After every phone update

1. Open the Libre app and make sure readings are coming in.
2. Run through Chapter 12, *iPhone Settings So Alarms Get Through* or Chapter 13, *Android Settings So Alarms Get Through* once more.
3. Use the app's alarm sound test in the daytime with Do Not Disturb on, to be sure it breaks through.

> **TIP**
>
> **Low battery warnings**
>
> When your phone warns that its battery is low, plug it in right away. A phone at a few percent can shut down without much notice, and with it, your alarms.

GOOD TO KNOW

An older phone battery

If your phone no longer lasts a full day, a battery replacement or a newer compatible phone may be worth it. Check Abbott's compatibility guide before buying (see Chapter 4, *Will Your Phone Work?*).

PART 3

Sharing with Family and Your Doctor

LibreLinkUp for loved ones, and LibreView for your doctor's office.

CHAPTER 17

LibreLinkUp: Letting Family Follow Along

LibreLinkUp is Abbott's free app for family members and caregivers. Once you invite them, they can see your readings on their own phone. You can connect with up to **20 people**.

WHAT THIS DOES FOR YOU

What LibreLinkUp does for you

Fewer worried phone calls and fewer "just checking" texts. The people who care about you can glance at their phone instead, and you decide who's on the list.

Inviting someone

1. Open the Libre app and tap the main menu (three lines).
2. Tap **Connected Apps** (on some versions, **Share**), then **LibreLinkUp**.
3. Follow the prompts to add a connection.
4. Enter the person's name and email address, then tap **Add**.
5. Repeat for each person, up to 20.

GOOD TO KNOW

LibreLinkUp needs the internet on both ends

Your readings travel from the sensor to your phone by Bluetooth, then over Wi-Fi or cellular data to your followers. If your phone is offline, followers stop getting updates.

TIP

Invitation didn't arrive?

Ask the person to check spam or junk. If it's still missing, remove them and invite them again, checking the spelling of their email address.

STAY SAFE

Agree on a plan

A follower is only helpful if they know what you'd like them to do. Agree on it together with your doctor's advice, and write it down, including when to call you, a neighbor, or 911.

CHAPTER 18

For Followers: Using the LibreLinkUp App

This chapter is for the family member or caregiver who was invited. LibreLinkUp is free on iPhone and Android.

Accepting an invitation

1. Download **LibreLinkUp** from your app store. Check the developer is Abbott.
2. Open it and tap **Create Account**. Use the same email address the invitation was sent to.
3. Verify your email by tapping the link Abbott sends to your inbox.
4. Sign in and accept the invitation. Readings will start to appear.
5. Allow notifications so you can receive alarms.

Getting alarms as a follower

Abbott says follower alarms work only if both people have glucose alarms turned on in their apps, and both phones have an internet connection. The walkthrough in "Ways FreeStyle Libre Can Make Life Easier" covers this step by step.

TIP

Your phone settings matter too

Everything in Chapter 12, *iPhone Settings So Alarms Get Through* and Chapter 13, *Android Settings So Alarms Get Through* applies to LibreLinkUp. Let it through every Focus and Do Not Disturb setting, and keep its battery use unrestricted on Android.

GOOD TO KNOW

Respect the person you're following

The person wearing the sensor can remove a connection at any time. A calm check-in usually goes further than an anxious one.

CHAPTER 19

LibreView: Sharing with Your Doctor's Office

LibreView is Abbott's secure website for glucose reports. When your doctor's office is connected to your account, your readings reach them automatically, so you don't have to print or bring anything.

Connecting with a Practice ID

Ask your doctor's office for their **LibreView Practice ID**, a code that belongs to that practice.

1. In the Libre app, open the main menu.
2. Tap **Connected Apps**, then **LibreView**.
3. Tap **Connect to a Practice**.
4. Enter the Practice ID and tap **Next**.
5. Check that the practice name is right, then tap **Connect**.

Accepting an invitation instead

Some offices send an invitation by email. In the app, go to **Connected Apps > LibreView** and look for a pending invitation to accept.

GOOD TO KNOW

Sharing isn't the same as reviewing

Connecting your account lets the office see your data. It doesn't mean someone watches it every day. Ask your doctor's office how and when they look at it.

TIP

Using a reader only?

Reader users need a LibreView account first, then upload the reader from a computer at LibreView.com.

CHAPTER 20

Fake Emails, Texts and Keeping Your Account Safe

Health accounts are valuable to scammers. A fake "Abbott" or "FreeStyle" email or text can look convincing. Here's how to tell.

Red flags

- A message saying your account is "locked" or "suspended," with a link to sign in.
- A request for your password, a code sent to your phone, or a credit card number.
- An offer of free sensors in exchange for your Medicare number.
- A "recall" message that asks for payment or personal details.

What to do instead

1. Don't tap the link.
2. Open the Libre app, or type **freestyle.abbott** yourself, to check your account.
3. If unsure, call Abbott Customer Care at the number in Chapter 6, *Who to Call for What*, or call me.
4. Delete the message.

SCAM ALERT

Nobody needs your sign-in code

If someone asks you to read back a code that was just texted to you, it's a scam. Every time.

TIP

A unique password

If your Libre password is also your email password, change one of them today.

PART 4

Lingo and Over-the-Counter Sensors

Abbott's no-prescription sensors: what they are, who they're for, and what they cost.

CHAPTER 21

Lingo and Libre Rio

Abbott also makes sensors you can buy without a prescription. They use the same kind of technology as a Libre, but they're labeled for different people and use different apps.

Lingo

- Abbott says **Lingo** is for adults 18 and older who are not on insulin, for general health and wellness.
- It is **not** intended to diagnose any disease, including diabetes.
- No prescription is needed. It's sold on Lingo's website and at some large retailers.
- It uses its own free **Lingo** app, not the Libre app.

What Lingo costs

In October 2026 Lingo was listed at about **$54** for a two-week plan with one sensor, about **$89** for four weeks with two sensors, or about **$249** for a subscription that ships six sensors every 12 weeks, plus tax. Store prices vary. Check Lingo's website before you buy.

Libre Rio

Abbott also received FDA clearance for **Libre Rio**, an over-the-counter sensor for adults 18 and older with type 2 diabetes who don't use insulin. Ask your doctor or pharmacist whether it's available to you and whether it fits your care.

STAY SAFE

Ask your doctor first

If you have diabetes or take any diabetes medicine, talk with your doctor before using any over-the-counter sensor. If you use insulin, these aren't the right products; a prescription Libre is.

SCAM ALERT

Buy from Abbott or a well-known store

Sensors from strangers on auction sites or social media may be used, expired or fake.

PART 5

When Something Goes Wrong

Signal loss, sensors that come off early, the 2025 sensor correction, new or lost phones, travel, and ordering supplies.

CHAPTER 22

Signal Loss and Gaps in Readings

A **Signal Loss** alarm means the sensor hasn't automatically reached your phone for about 20 minutes. It's common and usually fixable in a few minutes.

Work through these in order

1. **Bring the phone close.** For the Libre 3 Plus, Abbott says to keep it within 33 feet of the sensor, with nothing in the way.
2. **Wait two to four minutes** after coming back into range.
3. **Check Bluetooth is on.** Turn it off, then back on.
4. **Open the Libre app** and leave it running. Don't force-close it.
5. **Restart the phone.**
6. **Check the phone settings** in Chapter 12, *iPhone Settings So Alarms Get Through* or Chapter 13, *Android Settings So Alarms Get Through*, especially battery settings on Android.
7. **Still not working?** Call Abbott Customer Care at **(855) 632-8658**.

STAY SAFE

During a signal loss you have no alarms

Until readings come back, the app can't warn you. Follow your doctor's plan for backup checks, and trust how you feel.

TIP

Overnight gaps

If readings drop out at night, try keeping the phone on the same side of the bed as your sensor arm.

GOOD TO KNOW

Turn the Signal Loss alarm on

Abbott recommends turning on the Signal Loss alarm, with Override Do Not Disturb, because a lost signal can keep other alarms from reaching you. See Chapter 11, *Setting Up Alarms*.

CHAPTER 23

Sensor Fell Off or Stopped Early: Getting a Replacement

Sensors sometimes come loose, show an error, or end before their time. Abbott has a support process for this, and it's worth using.

What to do

1. Put on a new sensor and start it, so you're covered again (see Chapter 8, *Starting a New Sensor*).
2. Find the old sensor's box or serial number if you have it, and note roughly when it stopped.
3. Go to **freestyle.abbott** and look for the **sensor support request** form under Support. It has choices such as "My sensor fell off during wear or use."
4. Or call Abbott Customer Care at **(855) 632-8658**.
5. Answer the questions. Abbott will tell you what it can do.

TIP

Help it stay on next time

Ask your doctor's office or pharmacist about skin preparation and over-patches if sensors keep loosening. Be careful with doorways, car doors and seat belts on the sensor arm.

SCAM ALERT

Replacements come from Abbott

Abbott doesn't cold-call people offering paid replacements. If someone does, hang up.

GOOD TO KNOW

Keep the box until the sensor ends

The box carries the serial number Abbott may ask for. Keep it until you've started the next sensor.

CHAPTER 24

The 2025 Libre 3 Sensor Correction

On November 24, 2025, Abbott announced a correction for certain FreeStyle Libre 3 and Libre 3 Plus sensors that could give incorrect **low** glucose readings. It's worth knowing about, and knowing how to check, even a year later.

What it covered

- Some Libre 3 and Libre 3 Plus sensors, identified by serial number.
- The FDA's notice says the Libre 3 readers and mobile apps were **not** affected.
- Abbott set up a website to check sensors and request no-cost replacements.

How to check a sensor

1. Find the sensor's serial number on its box.
2. Type **FreeStyleCheck.com** into your web browser yourself.
3. Enter the serial number and follow the instructions.
4. If a sensor is affected, follow Abbott's instructions for a replacement.

STAY SAFE

If readings don't match how you feel

Whatever sensor you use, if a reading doesn't match how you feel, follow the backup plan your doctor and Abbott give you, and call your doctor. In an emergency, call 911.

SCAM ALERT

Recall scams

Real recall checks never ask for payment or your Medicare number. Only use FreeStyleCheck.com or freestyle.abbott, typed in yourself, not a link in a text.

CHAPTER 25

New Phone, Lost Phone or Broken Phone

Your sensor can keep working through a phone change. The key is your Libre account login.

Moving to a new phone

1. Check the new phone is on Abbott's compatibility guide (see Chapter 4, *Will Your Phone Work?*).
2. Install **Libre by Abbott** on the new phone.
3. Sign in with the same account you used before.
4. Follow the app's prompts to reconnect your current sensor.
5. Go through Chapter 12, *iPhone Settings So Alarms Get Through* or Chapter 13, *Android Settings So Alarms Get Through* again on the new phone.
6. Delete the app from the old phone once the new one shows readings.

What about your readings?

Abbott says that with a Libre 3 Plus sensor, you can retrieve the data stored on the current sensor, up to its last 15 days, after you log in on the new phone.

GOOD TO KNOW

Lost or broken phone

If you have a reader, use it in the meantime. If you can't get the sensor to reconnect, call Abbott Customer Care; you may need to start a new sensor. Tell your LibreLinkUp followers so they don't worry.

TIP

Write your login down

A phone can be replaced in an afternoon. A forgotten password takes longer. Keep your Libre login in the "Keep this handy" table in Chapter 32, *Your FreeStyle Libre Cheat-Sheet*.

CHAPTER 26

When Followers Stop Getting Updates

If a family member says your readings have stopped updating in LibreLinkUp, the problem is usually an internet connection on one of the two phones, not the sensor.

Check the wearer's phone first

1. Open the Libre app. Are new readings appearing? If not, start with Chapter 22, *Signal Loss and Gaps in Readings*.
2. Is the phone connected to Wi-Fi or cellular data? Try opening a web page to be sure.
3. Is the Libre app still running in the background, not force-closed?
4. On Android, is the Libre app's battery setting still **Unrestricted**?

Then the follower's phone

1. Is LibreLinkUp signed in and connected to the internet?
2. Are its notifications allowed, and is it let through Focus or Do Not Disturb?
3. Has the follower changed phones? They need to install LibreLinkUp and sign in again on the new phone.

Still stuck?

Remove the connection in the Libre app (**Connected Apps > LibreLinkUp**) and invite the person again. That fixes many stubborn cases.

TIP

Weak Wi-Fi at home?

If updates drop whenever you're in a certain room, the home Wi-Fi may be weak there. That's a fixable home network problem, and one I'm glad to help with.

GOOD TO KNOW

Readings will catch up

Once the connection is back, followers start seeing new readings again. They may not see every reading from the gap.

CHAPTER 27

Traveling with Your Libre

A Libre travels well. A few minutes of planning makes airports and trips easier.

Before you fly

- Read Abbott's travel guidance on freestyle.abbott for your sensor before the trip.
- Tell the security officer you're wearing a medical device. If you're unsure about a scanner, ask for a hand inspection or pat-down instead.
- Pack spare sensors and your reader in your carry-on, not checked bags.

Packing list

- Enough sensors for the trip, plus one or two spares.
- Your phone charger and a small portable battery.
- Your reader and its charger, if you use one.
- A copy of your prescription and your doctor's number.

HEADS UP

Airplane mode and Bluetooth

In airplane mode, turn Bluetooth back on so the sensor can reach the phone. Followers won't get updates unless you're on the plane's Wi-Fi.

GOOD TO KNOW

Medical scans and procedures

If you're having an MRI, CT scan or surgery, tell the staff you're wearing a Libre sensor and follow their instructions and Abbott's.

CHAPTER 28

Ordering Sensors and Understanding Costs

Prescription Libre sensors usually come from a pharmacy or a medical supply company, depending on your insurance. Lingo is bought directly (see Chapter 21, *Lingo and Libre Rio*).

The usual path

1. Your doctor writes a prescription for your exact sensor, such as the Libre 3 Plus.
2. It goes to the pharmacy or supplier your insurance uses.
3. You refill on a schedule, often every one to three months.

Medicare

Medicare covers continuous glucose monitors for people who meet its rules, and Abbott says the Libre 2 Plus and 3 Plus have the same Medicare coverage as the sensors they replaced. Whether you qualify is a decision for your doctor and Medicare. You can call 1-800-MEDICARE with questions.

TIP

Reorder early

Request your refill a week before you'll run out.

SCAM ALERT

Nobody legitimate cold-calls to send you a sensor

Your doctor orders your sensors. A stranger offering a "free" CGM for your Medicare number is running a scam. See Chapter 29, *Scams Aimed at Sensor Wearers*.

GOOD TO KNOW

Costs vary a lot

What you pay depends on your plan, deductible and pharmacy. Ask your insurer or pharmacy for the exact figure before you order.

PART 6

Staying Safe and Getting Help

Scams aimed at people with diabetes, helping a parent with their sensor, when to call Bill, and a one-page cheat-sheet.

CHAPTER 29

Scams Aimed at Sensor Wearers

Glucose sensors are expensive, which makes them attractive to scammers. Federal investigators have warned people with diabetes about these tricks for years, and they're still around.

The "free supplies" phone call

Someone calls saying you qualify for a free glucose monitor or free diabetic supplies through Medicare. All they need is your Medicare number. The HHS Office of Inspector General warns that these calls don't come from Medicare, and the items, if they arrive at all, are still billed to Medicare.

Other tricks

- Sensors sold cheaply on social media or auction sites. They may be used, expired, stolen or counterfeit.
- Boxes of supplies you never ordered arriving in the mail. That's often a sign someone billed Medicare in your name.
- Fake "Abbott" or "FreeStyle" emails or texts asking you to sign in (see Chapter 20, *Fake Emails, Texts and Keeping Your Account Safe*), and fake recall messages.
- Search ads for "FreeStyle Libre support" that lead to fake phone numbers.

What to do

1. Hang up on anyone offering free medical equipment. Don't confirm your name or Medicare number.
2. Read your Medicare Summary Notice or plan statement for supplies you didn't get.
3. Report suspected fraud to **1-800-HHS-TIPS** (1-800-447-8477) or 1-800-MEDICARE.
4. Refuse or return any supplies you didn't order.

SCAM ALERT

The golden rule

Your doctor orders your sensors. Not a caller, not a text, not an ad. If in doubt, call your doctor's office, or call me at **(330) 200-8042** for a second opinion.

CHAPTER 30

Helping a Parent or Spouse with Their Sensor

Family members often end up helping a parent or spouse with the phone side of a sensor. Here's a calm, respectful way to do it.

Start with permission

It's their body, their health information and their phone. Ask before you install apps, change settings or set yourself up as a follower. A simple "Would it help if I could see your readings too?" goes a long way.

A good first session together

1. Check their phone is compatible (Chapter 4, *Will Your Phone Work?*).
2. Set up or find their Libre account, and write the login down together (Chapter 5, *Your Libre Account*).
3. Start the sensor with them doing the tapping, while you coach (Chapter 8, *Starting a New Sensor*).
4. Go through the phone settings so alerts get through (Chapter 12, *iPhone Settings So Alarms Get Through* or Chapter 13, *Android Settings So Alarms Get Through*).
5. With their permission, invite you through LibreLinkUp (Chapter 17, *LibreLinkUp: Letting Family Follow Along*).
6. Connect their doctor's office if the office gives a Practice ID (Chapter 19, *LibreView: Sharing with Your Doctor's Office*).
7. Fill in the "Keep this handy" table in Chapter 32, *Your FreeStyle Libre Cheat-Sheet* and put it by their phone charger.

STAY SAFE

Medical questions go to their doctor

Resist the urge to interpret their numbers or suggest changes. Offer to go to an appointment with them and bring a list of questions instead.

TIP

Large text and a simple home screen

Make the text bigger and put the Libre app on the first Home Screen page, so it's easy to find.

CHAPTER 31

When to Call Bill

This guide is meant to help you handle the technology side of your Libre calmly and on your own terms. But some things are easier with a friendly person beside you.

Good reasons to call

- You'd like someone to sit with you for your first sensor and set up the app, alerts and phone settings.
- Alarms aren't sounding and you can't find which setting is hiding them.
- You're getting a new phone and want your sensor, LibreLinkUp followers and LibreView link moved over smoothly.
- You want to set up LibreLinkUp between you and a parent or spouse, the right way.
- Your Wi-Fi or cell signal at home is weak, so followers keep losing updates.
- You got a call, text or email about free sensors, a recall or your Libre account and want a second opinion.

WHAT THIS DOES FOR YOU

Device Training

This guide pairs with my **Device Training** service: an unhurried, one-on-one session where we set up your phone, the Libre app and sharing together and practice until it feels natural.

STAY SAFE

What I don't do

I don't give medical advice, choose alarm levels, or apply sensors for you. For those, please call your doctor, diabetes educator, pharmacist or Abbott.

How to reach me

I'm Bill, and Bill's Home Tech serves **Portage County, Ohio**. Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule. My help is **$49 remote · $99 in your home**. With 30+ years of professional experience, I promise there's no question too basic.

STAY SAFE

In an emergency, call 911, not me

If you feel very unwell or someone is in danger, call 911 right away.

— Bill

CHAPTER 32

Your FreeStyle Libre Cheat-Sheet

The whole guide, boiled down to what you'll reach for most.

Where things live in the Libre app

I want to…	Go here
Start a new sensor	Main menu (three lines) > start new sensor, then hold the phone near it
Alarms and Override Do Not Disturb	Main menu > **Alarms**
Invite family	Main menu > **Connected Apps > LibreLinkUp**
Connect your doctor's office	Main menu > **Connected Apps > LibreView > Connect to a Practice**
Help and contact details	Main menu > **Help**

Phone settings that matter

Phone	How it should be
iPhone	**Settings > Apps > Libre > Notifications**: Allow Notifications, Critical Alerts and Sounds on
iPhone Focus	Time Sensitive Notifications on in every Focus; Libre allowed
Android	Do Not Disturb access on, battery optimization off (Unrestricted), Nearby devices allowed

When something goes wrong

1. Signal loss: phone within 33 feet, wait 2 to 4 minutes, Bluetooth off and on, restart the phone.
2. Fell off or stopped early: start a new sensor, then use Abbott's sensor support request form or call.
3. Worried about the 2025 correction: check the serial number at FreeStyleCheck.com.
4. New phone: install Libre by Abbott and sign in with the same account.
5. Feeling unwell: follow your doctor's plan; in an emergency, call 911.

Keep this handy

Item	Write it here
My sensor (for example, FreeStyle Libre 3 Plus)	_____
My doctor / diabetes educator	_____
Alarm levels my doctor recommended	_____
My pharmacy or supply company	_____
Abbott Customer Care	(855) 632-8658
My Libre account email	_____
My doctor's LibreView Practice ID	_____
My LibreLinkUp followers	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

One last word

You don't have to master all of this in a day. Get the alarms working, invite one person you trust, and write down your login. The rest will come. And if you'd like a hand, I'm a phone call away.

— Bill