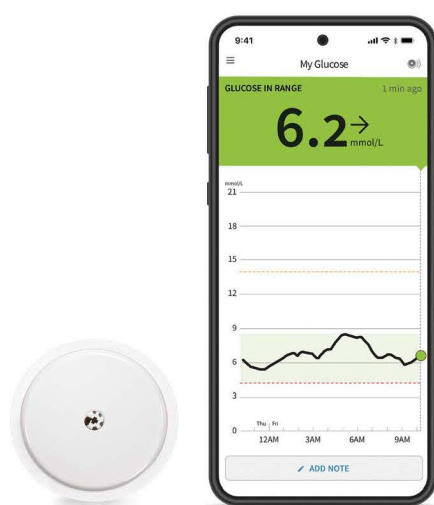


ANDROID

**YOU  
CAN  
DO IT**



ANYTIME<sup>1</sup>, ANYWHERE<sup>2</sup>



**ARE YOU RECEIVING THE SIGNAL LOSS ALARM?**

If switched on, the Signal Loss Alarm notifies you if your sensor has not communicated with the app for **20 minutes** and you may miss detecting low glucose or high glucose episodes.

**To continue receiving low or high glucose alarms, make sure you check the following steps.**



**1**  
Ensure that your Android smartphone is within 20 feet of you at all times, unobstructed.



**2**  
Do not force close the app - keep it running in the background.

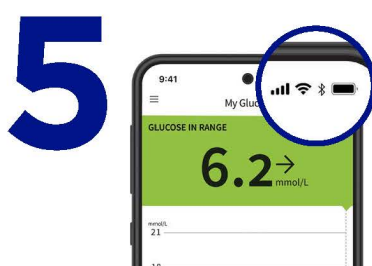


**3**  
Turn off Do Not Disturb mode or select to turn on Override Do Not Disturb\* in your alarm settings.

\*Override Do Not Disturb functionality depends on the phone model and Android operating system version you are using.



**4**  
You must accept the App's permission request for Critical Alerts to turn off Do Not Disturb mode. You can also enable the Critical Alerts setting directly from the app's notification settings.



**5**  
Keep your Bluetooth switched on.



If you are still receiving the Signal Loss Alarm, please contact Customer Service.

If you scan your FreeStyle Libre 2 sensor with your phone first you will get alarms on your phone only. If you scan with your FreeStyle Libre 2 reader first you will get alarms on your reader and only the reader.

**ALARM. SCAN. ACT.**

Find out more visit [www.FreeStyleLibre.co.uk](http://www.FreeStyleLibre.co.uk)

or scan the QR code below.



**CUSTOMER SERVICE**

We're here for any questions or queries about alarms on the FreeStyle Libre 2 system.

You can call our **Customer Careline** Monday-Friday (excluding Bank Holidays) 8:00am-8:00pm and Saturday 9:00am-5:00pm.

**0800 170 1177**



SCAN ME