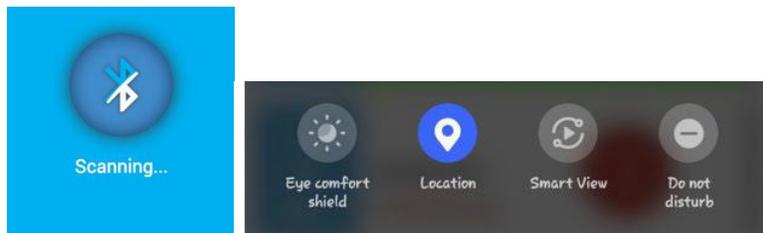
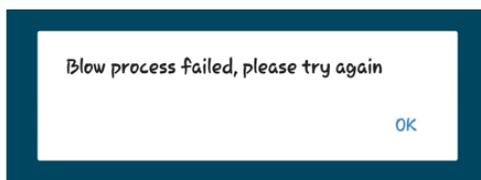


# Troubleshooting – Android Phones

1. Application does not allow log in
  - Username: *firstnamelastname*
  - Password: *sober*
  - \*\* ALL LOWER CASE WITH NO SPACES \*\*
2. Will not proceed from Bluetooth screen
  - Make sure access to location is **ON**



3. What is the pin to connect the device?
  - NEVER NEED A PIN. NEVER PAIR DEVICE.
  - Close the application and retry the same session.
  - \* The only way to sync the device is by pressing the Bluetooth B after pressing the green highlighted test.
4. Low Battery – Charge the device immediately if you experience:
  - “Blow Process Failed” notification appears after pressing “Take Test” grey button
  - Stuck on Preparing Device



## 5. Test keeps showing up after pressing submit

- Highlighted green – test was **not** submitted (usually due to poor signal/connectivity) find good signal then **retry the same test** until it disappears
- Highlighted RED – **POSITIVE RESULT**. Make sure to take the tests sent EVERY 10-15 MINUTES to show the best data for the courts.
- Always press the refresh arrows on the top right corner of the home screen to ensure that the test has disappeared and was submitted.



## Error Alerts:

1. Stuck on “Analyzing” White screen = Blow was too hard
2. \$responsebody alert when trying to submit = Blow was too soft
3. Device turns on then off – Do NOT charge device every night.
  - a. CHARGE ONLY 2-3X A WEEK OVERNIGHT (8 HRS)
4. New phone/ app & do not see tests
  - a. Only download the app from our website under the Videos/Downloads tab (New Android - 3.4 Version)
  - b. Do not download the app from the playstore