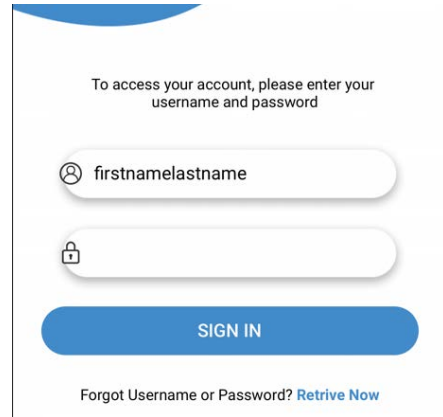# *Troubleshooting with iPhone*

1. **Login Information**
    a. Username- firstnamelastname
    b. Password: sober
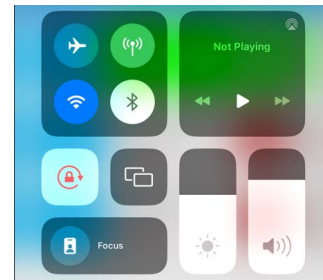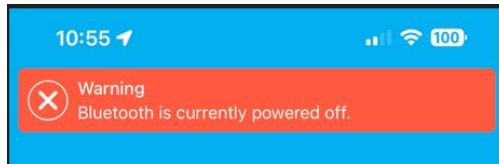   c. All lowercase with no spaces

2. **Military Time**
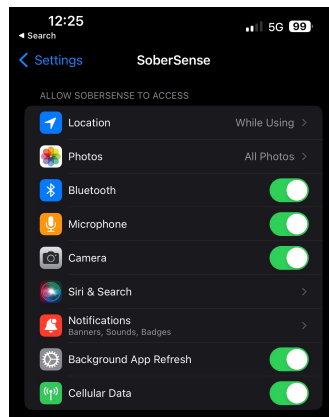   a. App will close when opening.

3. **Bluetooth Currently Powered Off**
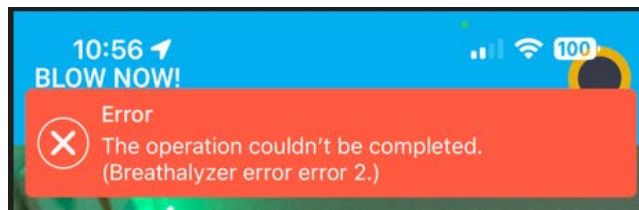   a. Bluetooth may be on, but must be on from Control Center

4. **Error 1**
    a. Permissions are not fully allowed for the pictures. Please go to the phone settings under the SoberSense application and allow for all permissions.
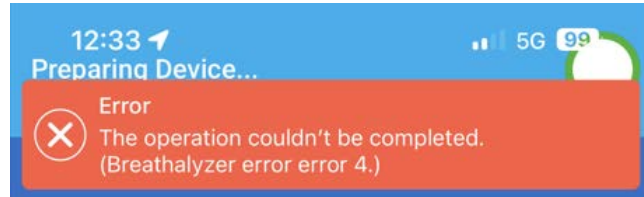

5. **Error 2**
    a. Detecting Inhale: Please make sure to take deep breath in away from the breathalyzer to ensure that it is not reading your inhale for the test.
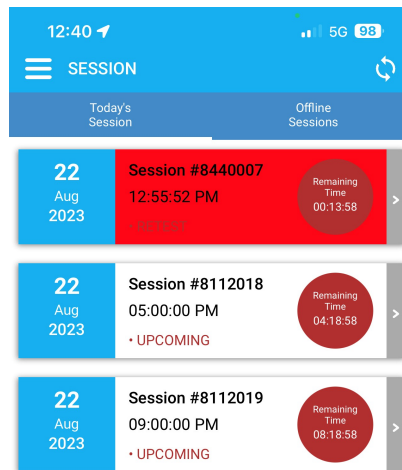
6. _**Error 4**_
    a. Low Battery- Please make sure to charge device at least 2-3 times a week overnight. (You can also test while the breathalyzer is on the charger)

7. _**Red Test?**_
    a. Positive Result was submitted. Wait 15 Minutes to submit your RETEST!!
    b. Continue to do this until the test completely disappears to show the levels drop.

8. _**Green Test shows up again?**_
    a. The signal might not be strong enough to submit completely.
    b. Please make sure to test in a new spot 5 minutes later to check signal.

9. _**NEVER PAIR WITH A PIN**_
    a. The breathalyzer will AUTOMATICALLY CONNECT after you have selected the GREEN SESSION. Tap in the middle of the screen to connect to the device. (Take Test will appear on the top right of the screen when completely connected)