

# Troubleshooting Page

## **iPhone:**

1. Red and Yellow Dropdown Boxes (
  - a. PLEASE DISREGARD THE DROPDOWN BOXES!!
  - b. Yellow dropdown box will still show after being charged all night.
2. Application closes after entering username and password
  - a. The user must change their time from **MILITARY** to **STANDARD**.
3. “Blow Process Failed” after clicking “Take Test”(ERROR 4)
  - a. The user will have to charge the device immediately.
  - b. Make sure to hear the click go off in the device before stopping the exhale.
4. It does not want to log in or send the login information
  - a. Username: firstnamelastname  
Password: sober
  - b. ALL LOWERCASE WITH NO SPACES!!
5. Test keeps showing up after I submit it!?
  - a. This could mean it is a Positive Result. Make sure to test EVERY 10-15 Minutes to show the best data for the courts.
  - b. Always tap on the top right refresh arrows to ensure that the test has disappeared and sent to the website.
  - c. Signal might not be strong enough where the user is. They must test again ASAP in a different location.
6. What is the pin to connect the device?
  - a. You NEVER have to use the pin to connect. Close application completely and retry the same session.

