***ONLINE: TECH SUPPORT QUESTIONS***

**LOGIN ISSUES**

**Q. Password Creation:**

1. Passwords are 8 characters. (at least one capital and number required, no special characters)

**Q. Login Error “incorrect email or password”**

1. Insure that the subject is “active” and not “deactivated”
2. Go to the front of your login email and press “Backspace” there is probably a blank character in front of your email or password.

**APP ISSUES**

**Q. My App keeps closing / Crashing**

1. Remove the App, perform automatic updates to your phone, redownload the App. follow the prompts to allow permissions and connect, Sign in and perform test

**Q. App is saying: Location not verified**

1. Your phone’s location is not turned on or you did not accept the “location permission after downloading the app. Turn on your phone's location and/or accept in settings. If location is not required we can edit your profile not to require it.

**Q. The App is saying “iBac not registered”**

1. Create a support ticket: “<https://form.jotform.com/200496069590966>” take a photo of the iBac serial number located on the inside of the cap and upload to ticket

**Q. I get an error while delivering a breath test**

1. Be sure that the mouthpiece is firmly seated into the iBac device. Be sure not to cover the air escape hole while delivering a breath test. The air escape hole is located on the right profile side of the device near the top.

**Q. I got a high BAC reading**

1. Be mindful to not use hand sanitizer, cologne , perfume, eat or drink anything other than water within 10 minutes of using the device. The bi product of yeast is alcohol. All rising dough has yeast. ie. pizza, donuts, bagels, etc

**Q. Error: “Internal Server Error”**

1. After logging, go to the page where you were receiving the error message and press the function key “F5” - This will reset your cache.

**Q. Reference photos will not load**

1. Photo: max Width: 1280, max Height: 1024

**DEVICE ISSUES**

**Q. Power issues and LED:**

A. Charge iBac device for only 45 minutes, (do not over charge) charge last for approx 45   
 days. If device is overcharged turn it on & off repeatedly 10 times to drain excess charge

1. LED is flashing Red: The iBac device is about to turn off or it is low on power and needs to be charged.
2. When charging the device LED will be steady red, when the device is fully charged the LED will turn green.
3. The iBac device is on when the LED is steady blue, It will turn Red while connecting to app, then blue again signifying it is ready for a test

**IGNITION INTERLOCK ONLY**

**Q. MY HAND HELD IS BLANK IS REALLY HOT IN MY VEHICLE?**

A. WHERE WAS DEVICE STORED (ON FRONT SEAT ) LIKE ANY ELECTRONICS HAND HELD WILL NOT BE VISABLE IF IT IS DIRCLY IN THE SUN ) LET HAND HELD COOL DOWN AFTER IT IS COOL ENOUGH YOU SHOULD BE ABLE TO OPERATE HAND HELD IF NOT VEHICLE WILL NEED TO BE TOWED IN FOR INSPECTION ( CHARGE ACCORDING TO SERVICE )

**Q.MY CAR WON’T START?**

* ASK IF THE HAND HELD IS SHOWING THE MESSAGE CLEARING, BLOW, SMAPLING, PASSED, START CAR,

A.IF ALL THOSE MESSAGES COME UP OUR DEVICE IS WORKING CORRECTLY WE CAN DO AN INSPECTION ON THE VEHICLE BUT WE WILL CHECK OUR UNIT. IF WE FIND SOMETHING WRONG WITH OUR UNIT WE WILL HAVE TO BILL INTOXALOCK IF THERE IS NOTHING WRONG WITH THE UNIT CLIENT WILL BE RESPONSIBLE FOR SERVICES

**Q. CAN I DO A RECALIBRATION SO I DON’T HAVE TO PAY FOR A VIOLATION?**

A. (CASH CLIENT) EITHER WAY YOU WILL STILL BE CHARGED FOR A VIOLATION AND A RECALIBRATION

**Q. MY HAND HELD IS SAYING SAMPLE NOT ACCEPTED OR BLOW HARDER OR PUMP FAILER**

A. WE NEED TO GET IN AS SOON AS POSSIBLE TO REPLACE CLIENT CAN DRIVE STRAIGHT IN TO SERVICE CENTER AS LONG AS SERVICE CENTER HAD BLANK HANDHELDS

**Q. CAN I DISCONNECT MY HAND HELD AND BRING IT IN?**

A.DISCONNECTING HAND HELD WILL CAUSE A VIOLATION AND TAMPERING

**VIOLATION # 2** DETECTED ALCOHOL ABOVE 0.025 WILL LOCK OUT EVERY 30 MINS

**VIOLATION #3** MISSED ROLLING RESET

**VIOLATION #5** POWER LOSSES

**VIOLATION #255** TAMPERING

**VIOLATION RW** MOST TIMES WHEN WE SEE THIS CLIENT IS MOST LIKELY BLOWING INTO THE HAND HELD AND NOT STARTING THE VEHICLE.