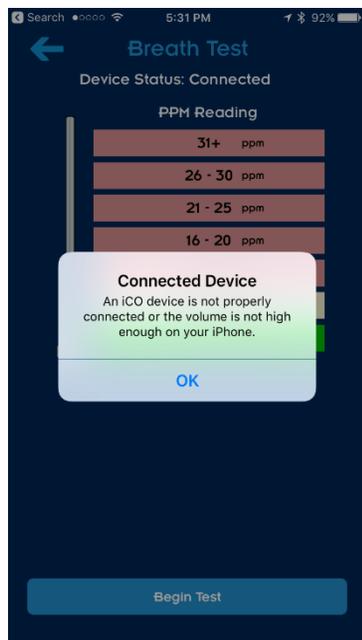




iCO™ Smokerlyzer® Troubleshooting Guide

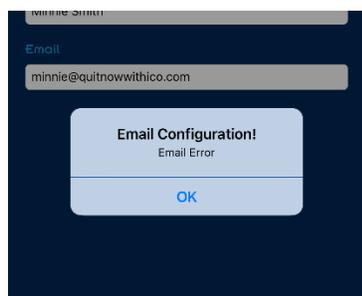
Error Message: “Connected Device: An iCO device is not properly connected”



- If you recently used the iCO™ to perform a breath test, wait a moment to allow the iCO™ to clear any residual carbon monoxide from the previous test.
- Check to ensure the white auxiliary cable is plugged all the way into both your phone, and the iCO™.
- Check to ensure that the case on your phone does not prohibit the white auxiliary cable from being plugged into the phone completely.
- Check to ensure that the media volume on your phone is turned up all the way. Be sure to plug the iCO™ in and turn the volume all the way up when you are on the Smokerlyzer® app’s home screen, **before** you press the “New Breath Test” button.
- If you are using an Apple device that does not have an auxiliary port, check to ensure that only an Apple brand auxiliary port to Lightning Port adaptor (Dongle) is being used to connect the iCO™ to your phone. If a generic adaptor is used, for example one that is sold on Amazon, the device will not connect to your phone.



Email Error: “Email Configuration!”



- If you are using an Apple device, and are unable to email your results, ensure that you have an email account set up in Apple’s Mail app. This is often the case with users who regularly use applications like Gmail, Yahoo or Outlook, as Apple devices will only allow you to send emails within other Apps (e.g. the Smokerlyzer® App) using Apple’s Mail app.
- When using an Android device, you will be prompted to select the email application you would like to use to send your results. Ensure that the app that you choose has an email

account configured, and if it does not, you will need to configure an email account through your preferred email application before you can send your results.

Higher than Expected Readings:

- Check to ensure that the correct pin is entered into the Smokerlyzer® app.
- Ensure that you are not using any alcohol-based cleaning products on the device. If you have used alcohol-based products, leave the device out for 24 hours before next use.
- Retake the test outdoors, it is possible that ambient carbon monoxide levels are affecting the reading.

Lower than Expected readings:

- Check to ensure that the correct pin is entered into the Smokerlyzer® app.
- Make sure to completely empty your lungs when exhaling into the device.