	Potential Failure Modes and How to Fix	MBL949A12201	Rev. A
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Purpose:

The purpose of this document is to outline potential failures modes and how to fix them if they occur.

Context:

To “**Hard Reset**” your device. You must hold down the check button for 13 seconds until the logo appears **and** disappears. Once the screen is blank, you can hold the check button for 3-4 seconds and the logo will appear. These steps are all that is required for a hard reset.


Potential Issues

I. Blow Undetected Error Message Appears

- A. If the device is not reading your breath, use the resources page from the app to confirm you are breathing into the device correctly. Breathing out with medium force as if you are blowing a balloon until the device vibrates twice is necessary.
- B. If proper breathing technique is not working, try a **Hard Reset** and attempt to take another measurement.
- C. If the above steps are not resulting in a positive result, attempt one more **Hard Reset**. If failure mode is still occurring, contact CRO. The microphone may have been damaged and a replacement device may be necessary.

II. Contact Support Error Message Appears

- A. After pressing start on the home screen to take a measurement, an Error Message, stating “!!! **Contact Support**” may appear. However a **Hard Reset** will usually fix this issue.
- B. On boot up, the device will ask you to “Pair to App to Verify Calibration”. The device should begin verifying the calibration with the app and a measurement can be taken following prep time.


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III. Slow Warm-Up Times

- A. Warm-Up times of the device are variable and are dependent on environment factors and the state of the chemical sensor. Ways to prevent this include avoiding aromatics and solvents such as:
 - 1. Hand sanitizer
 - 2. Perfume
 - 3. Nail polish remover
 - 4. Air Fresheners
 - 5. Other aromatics
- B. The device should also only be used at a minimum of 60 minutes after the following
 - 1. Toothpaste
 - 2. Mouthwash
 - 3. Cough Drops
 - 4. Breath Mints/Chewing Gum
 - 5. Lip Balm
 - 6. Artificial Sweeteners
 - 7. Any other flavored consumables
- C. **If you are drinking alcohol, avoid using the sensor until the following day**
- D. Going into the settings menu and running a “**Clean**” can be run to improve warm-up times. Verify that no potential contaminants or aromatics are in the area that a clean is being run. This should improve device performance.

IV. Pairing Issues

- A. If you are not able to see your BIOSENSE in the device list on the app, verify in your phone settings that you allowed BIOSENSE to access bluetooth.

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- B. If the device is still not able to connect to the app, attempt to force close the app and attempt again.
 - C. All devices are tested and confirmed to be bluetooth compatible with the app.
- V. Battery Life**
- A. Verify that when you plug the device into the micro-usb charger, the red light inside the mouthpiece appears. This indicates that the device is actually connected and charging.
 - B. If it is not, attempt to plug the mirco-used cord into a different charging block or a different outlet.

Addressing Issues not Listed:

Contact the CRO/Site or bennett@readouthealth for any potential issues that are not listed above.