

Smart Mobile Clients

Do not use mouthwash, cold medicine or any other products that contain traces of alcohol prior to testing. Rinse your mouth with water before testing to ensure there are no traces of such products in your breath sample. Only **YOUR** image should appear in your Smart Mobile reports. Do not let others use your Smart Mobile or take tests for you.

Please make sure your Smart Mobile is fully charged! / Light up the screen by pressing the pound # or star * key.

You will see when your next test is required or any messages indicating you need to call for service attention.

Know your test windows*

Take your time

Take your Tests

Make sure your unit is fully charged and keep it with you at all times so you don't miss a test.

Your Smart Mobile will beep indicating a test window has opened and test is required. If the unit is beeping but the screen is not lit up, simply push the pound # or star * key. The Smart Mobile Screen will light up, show a message that is 'initiating' then the message 'test required'. It will keep beeping until you take a successful test (once your test has been taken the beeping will stop).

Test Required Stand in good light; be sure your aligned with camera (45 degree angle); be sure your mouthpiece is properly installed. Take your time--you have the entire time of your test window in which to take your test. *Take a deep breath, hold it for a second, then blow slowly and steadily for 4-5 seconds.*

Blow Harder You need to give a strong, but steady blow into mouthpiece—blow harder usually indicates your breath sample is not full enough or long enough, or has been interrupted.

Face Not Detected You may have too much light behind you, or you may not have enough light on your face. Move around a bit in good light and try again. Hats & glasses can cause facial detection to fail.

Fail Allow time for "test required" message to come back on. Take your re-test! Your required Re-test can prove your sobriety!

Skipped Tests Do not skip tests. Skipped tests and skipped re-tests are interpreted as non-compliance. If you should miss a test for any reason, take a test immediately 'out of window.'

Replacing Mouth Piece You will receive extra mouth pieces with your Smart Mobile. You need not change mouth pieces every time. If you are experiencing difficulty passing a test under your normally successful circumstance, change mouth piece and try again. The mouth piece may have collected too much moisture or may not be fitting into the unit properly.

Return Your Smart Mobile To Your Treatment Court, Monitoring Authority, or Service Location at the end of your term or if a replacement unit is required!

Your goal should be to take and pass every test, every time.

My goal is to support your compliance and celebrate your success!

Questions / Concerns **Contact Shelda Northcutt at 919-815-5215.** Please contact me with any questions or concerns that you may have. If you see a message on the screen that indicates a problem with the unit that might affect your test schedule, or the screen does not light up when charged and initiated, please contact me right away so that we can ensure your testing schedule is adhered to. If I cannot be reached, please call our corporate call center at **800-880-3394.**