

# SMARTSTART<sup>®</sup>

## SmartMobile Insight

### User Manual



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## FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio interference energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user may attempt to correct the interference by one or more of the following measures:

- Reorient or relocate the device.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet or on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and modifications not expressly approved by the manufacturer or registrant of this equipment may void your authority to operate this equipment under Federal Communications Commission rules.

## Safety

### Safety Statement

To protect against electrical shock and fire, maintain a secure connection of all components to the SmartMobile Insight device. Do not cut any cables connected to the device; this could result in electrical shock or fire. This device should only be serviced by Smart Start certified technicians.

Do not tamper with the device. This will result in additional charges and notification to appropriate monitoring authorities.

### Power Requirements and Cautions

The SmartMobile Insight device comes with a 240V AC to 5V DC adaptor. Use only the included power supply.

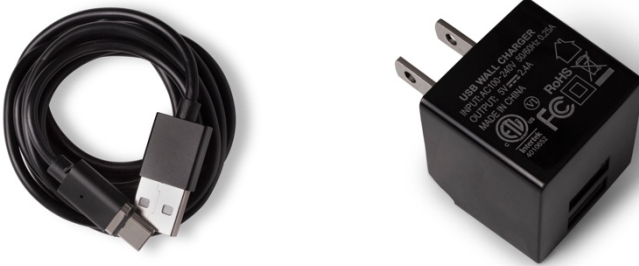


Figure 1: SmartMobile Insight power supply and cable

To reduce the risk of electrical shock, burns, fire, or injury to persons:

1. Do not immerse device in water or any other liquid.
2. Do not place or store device where it can fall or be pulled into a tub or sink.
3. Do not reach for the device if it has fallen into water. Unplug immediately.

4. Plug power cord directly into receptacle; do not use an extension cord or connect extra cables together.
5. Do not place the device on the floor or anywhere it is prone to damage, or around extreme temperatures.
6. Do not cover this device with bedding or other materials where you can't see or hear it.
7. Use the device only for its intended use as described in this manual.
8. Never operate the device if it:
  - Has a damaged cord or plug
  - Is not working properly
  - Has been dropped or damaged
  - Has been dropped into water
9. Except for mouthpiece and charging cord, never insert any object into any opening of the device.
10. Do not use outdoors when temperature is below 50°F / 10°C.
11. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
12. Do not store the device where it is exposed to direct sunlight, or near a heater or other source of heat.
13. Keep out of reach of children.



**Call 844.785.7971 for service or troubleshooting**

## Cleaning Precautions

Use only a damp cloth with fresh water to clean the outside of the unit. Solvent or chemical based cleaners can damage the unit or result in false readings. **DO NOT** submerge the device in any type of liquid for cleaning purposes.

## Description

The SmartMobile Insight is a battery-powered portable device that measures the alcohol content in the user's

breath. It also identifies the user by taking their photo and captures their GPS location at the time of the test. The device requires the user to take a test during specified test windows. It will notify the user when a test is required, and the test result will be displayed. A Quick Reference Guide is included in your carrying case for your convenience.

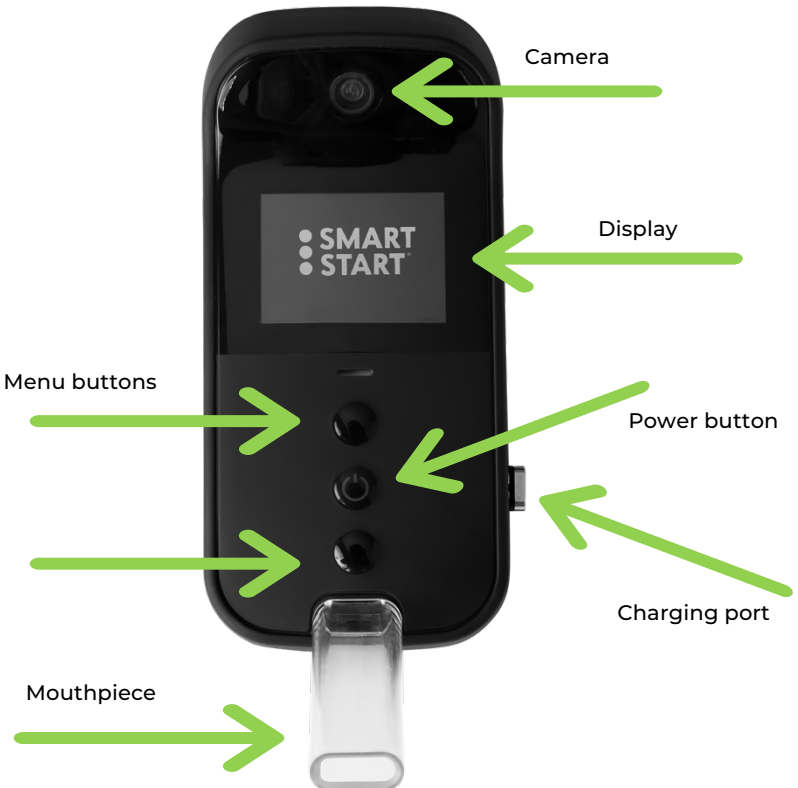


## Parts Listing

The SmartMobile Insight package consists of the following parts:

- SmartMobile Insight
- Mouthpieces (3)
- Power supply
- Power cord
- Carrying case
- Quick Reference Guide

## Key Parts of the SmartMobile Insight Device



## SmartMobile Insight Operations

### Device Setup

Make sure the SmartMobile Insight device is on a clean, flat, steady surface like a countertop or table in an area free from any alcohol containing elements. Place the device where you can see the display and hear the beep tones. Connect the power supply to the SmartMobile Insight device and insert the mouthpiece into the nozzle found at the top front of the unit.



Figure 2

NOTE: The mouthpiece and power supply must be installed as shown here.

### Charging Your Device

Your SmartMobile Insight device is equipped with a battery that enables it to run without being plugged into an A/C power source. Smart Start highly recommends that you plug your SmartMobile Insight device in for 1 hour each day. Much like a cellphone, if the battery in your unit is completely dead, it may take a few minutes to charge the unit enough to initialize the device.

The battery will not charge if the temperature is below 32°F (0°C). If your unit has been left in in your car overnight during the winter, the device may need to warm up before it will charge the battery. It is your responsibility to keep the device within normal operating temperatures of 50°F to



100°F (10°C to 38°C). Any skipped tests due to a dead battery will be reported. The battery charge level is indicated by the battery icon on the display (see Figure 3 below). It is your responsibility to keep the battery fully charged. When the charger is connected and the device is charging, you will see the battery icon with the charge indicator (see Figure 3 below).

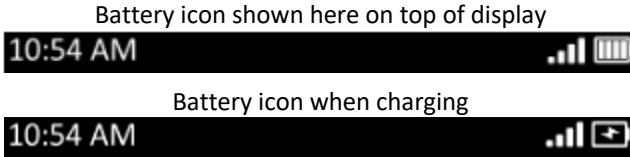


Figure 3

## Test Windows

A **Test Window** is the period of time allowed for taking a required test. When the SmartMobile Insight device reaches the scheduled test window, the unit will beep, and a countdown timer will appear on the display with the message **“Test required – Press button to start test.”** You must take a test before the timer expires. As the timer approaches zero, the unit will beep more rapidly.

If you miss your test window, it will be logged as a **Missed Test**. Missing a test is a **violation**, and all violations are reported. Taking a test after the test window has expired does not reverse previously missed required tests.

If the SmartMobile Insight device shows **“Press button to start test”** on the display, voluntary testing is permitted outside of a test window period.

**You may be contacted by your monitoring authority(s) to take a test outside of your test windows.**

## Testing Requirements

### Lighting

The SmartMobile Insight device takes a photo of your face

while taking a test. Use a light or lamp to ensure proper illumination of your face. The amount of light should be sufficient to read a magazine. Please make sure the light is not too bright and is shining directly at your face. How clear you see your face on the screen will be how clear the photo is taken.

## Facial Detection

Your SmartMobile Insight device can detect the user's face when taking a test. If the unit does NOT detect a human face, the device will time out and allow you to blow. If you do not have adequate lighting as described above, the device may fail the face detection. Adjust the lighting conditions to correct this. It is a violation of your program to cover the camera or have another person take a test on your device.

You **MUST** position your face as shown in Figure 4 with your nose aligned with the camera.



Figure 4

## Rinse Mouth with Water Before Testing

Smart Start recommends drinking water before each test to eliminate potential contaminants. **DO NOT** use a breath freshening agent just before taking a test, since most of these agents contain alcohol.

## Proper Attire

The SmartMobile Insight device takes a photo during the test. It is important that you and everyone in the room are dressed appropriately.

## Cellular Service

The SmartMobile Insight device uses a cellular signal to transfer data. When the device is turned on, you will see a signal strength icon along the top of the display – the more bars displayed, the better the signal strength.

It is your responsibility to ensure that the SmartMobile Insight device is placed in an area where the cellular signal is strong and reliable.

## Operating Temperature

Your SmartMobile Insight device will not allow a test if the temperature of the device is below 45°F (8°C). Plugging in the power supply will enable internal heaters that can speed up the time required to reach operating temperature. If you are unable to plug it in, make sure the device is in a room with temperatures above 45°F (8°C) and allow it to warm to operating temperature. Once the device warms up, it will go to “Press button to start test” or “Test Required – Press button to start test” and allow a test. Please note that any skipped tests due to the unit being too cold will be reported as violations.

## Menu Functions

Your SmartMobile Insight device is equipped with basic menu functionality. To access these items from the main idle screen, press the “Top/Bottom” buttons (see Figure 5 below). Use the “Top” and “Bottom” buttons to move up and down inside the menu structure. Use the “Center” button to select specific items and use the “Exit” option to exit out of the menu or wait 30 seconds and the menu will time out and send you back to the “Home” screen.



Figure 5

NOTE: You will not be allowed to take a test while accessing menu features. Menu access is disabled during an active test window.

## Low Power / Sleep Mode

If your SmartMobile Insight device is unplugged, it will go into a low power / sleep mode. When in sleep mode, the LEDs, beeper, and display will be off. You can wake up the unit by pressing the “Center” button. The SmartMobile Insight device will automatically wake up when a test window appears and keep track of the countdown timer. The display will turn on when the device is awakened.

## Step-By-Step Operation

### How to Take a Test

Plug in your SmartMobile Insight device or press the “Center” key to wake up and initialize the device. Once ready, the display will show “**Press button to start test.**” If the device is in an open test window, the display will show “**Test Required – Press button to start test.**” At this time, drink water to ensure a clean mouth.

Take a deep breath and blow steadily into the mouthpiece until you hear a click. You do not have to blow hard – just steady. During the test, the display will show the words “**Testing – Keep Blowing.**” The total blow test time is approximately 3 seconds.

### Test Results

After testing, the display will show “**Analyzing – Please Wait.**” This means the unit is processing the breath sample and a result will be displayed. For a complete test, there are three (3) possible test results:


1. “**Passed**” means the test is complete and the alcohol content of the sample passed.
2. “**Warning**” means the test is complete and the device measured some level of alcohol – but not enough to cause a failure. You will not be required to take additional tests. If you are assigned to a zero-tolerance program, this test will still be reported.

3. **“Violation”** means the test is complete and the alcohol content is considered a violation. You will be required to take additional tests to provide a passing test. (See display message summary below for more information on a violation.)

## SmartMobile Insight Display Messages

1. **Charging – Please Wait:** The battery needs to be charged.
2. **Logo:** The unit is initializing.
3. **Press button to start test - Next Test: (mm/dd hh:mm):**  
The unit is ready to accept a breath test and the next test time is displayed.
4. **Test Required – Press button to start test:** A test window is open, and you are required to provide a passing test before the timer counts down to zero.
5. **Testing – Keep Blowing:** Testing is in progress.
6. **Analyzing – Please Wait:** The unit is processing the breath sample.
7. **Passed:** The test is complete, and the alcohol content of the sample is considered passing.
8. **Warning:** This means the test is complete and the device measured some level of alcohol – but not enough to cause a failure. You will NOT be required to take additional tests. But, if you are on a zero-tolerance program, this test will still be reported.
9. **Violation:** This means the test is complete and the alcohol content is considered a violation. You will be required to take additional tests to provide a passing test. Wait for the unit to display “Test Required – Press button to start test” and take the test again.
10. **Missed Test:** This means that you did not provide a passing test during a required test window.
11. **Data Upload:** This indicates that the device is connected wirelessly and uploading test results and photos. Testing is

not allowed during this time. The device will continue uploading data until all data has been transferred.

12. **Battery Low – Plug in Power:** The battery is almost dead. Please plug in power to charge the battery. Skipped tests due to a dead battery are violations and will be reported.
13. : A reminder that you are due for service and/or payment. DO NOT IGNORE THE SERVICE WARNING GRACE PERIOD.
14. **Payment is past due:** The device is in lockout due to missing your payment date or other issues with the device. You will not be able to take a test and are required to call Smart Start at **844.785.7971** for further instructions.
15. **Calibration is past due:** The device is in lockout due to needing a calibration. You will not be able to take a test and are required to call Smart Start at **844.785.7971** for further instructions.
16. **Test Incomplete - Blow Harder:** You did not blow long enough to finish the test. A retest is required. Wait for the unit to display “Press button to start test” or “Test Required – Press button to start test” and take another test. This time blow longer and slightly harder.
17. **Test Incomplete - Blow Softer:** You blew too hard. A retest is required. Wait for the unit to display “Press button to start test” or “Test Required – Press button to start test” and take another test. This time blow longer and softer (not as hard).
18. **Test Error - Please Retry:** Your unit did not complete the test successfully. A retest is required. Wait for the unit to display “Press button to start test” or “Test Required – Press button to start test” and take another test.
19. **Too Cold - Plug in Power:** Your unit is too cold for normal operation and will not allow a test. Plugging in the power supply will enable internal heaters that can speed up the time required to reach operating temperature. Please make sure you are using the device in normal room

temperature conditions and allow it to warm up. Once the device warms up, it will go to “Press button to start test” or “Test Required – Press button to start test” and allow a test. Please note that any skipped tests due to the unit being too cold will be reported as violations.

20. **Too Hot:** Your unit is too hot for normal operation and will not allow a test. Allow the unit to cool down to normal room temperature. Once the device cools down, it will go to “Press button to start test” or “Test Required – Press button to start test” and allow a test. Please note that any skipped tests due to the unit being too hot will be reported as violations. **Temporary Lockout in xx:xx:** After a failure or violation during a test window, the SmartMobile Insight device will temporarily prevent a test with this countdown timer. Once the countdown timer reaches zero (0), the device will return to “Press button to start test” or “Test Required – Press button to start test.”
21. **Test Error - Tamper Detect:** This means the device did not detect a human breath sample. Wait for the unit to display “Press button to start test” or “Test Required – Press button to start test” and take another test. The SmartMobile Insight device will detect the use of non-human breath samples and will require a retest. Tampering is also a violation of your program.

## Transporting Your SmartMobile Insight

Smart Start highly recommends using the carrying case that is provided. The carrying case was designed to protect the SmartMobile Insight device. Any damage to the unit is the responsibility of the user.

## Frequently Asked Questions



**Q: What is a Test Window?**

A: This is the time period in which you must provide a test. The display on the SmartMobile Insight device will show “Test Required – Press button to start test” along with a countdown timer showing how much time you have left in which to provide a test.

**Q: What are violations?**

A: Violations are any breath test result above the violation level. Most states and monitoring authorities use a .02 violation level. This may vary from state-to-state.

**Q: What is tampering?**

A: Tampering is anything done to cheat the device or try to alter the readings.

**Q: Will tampering be reported as a violation?**

A: Yes, most states and monitoring authorities consider tampering to be a violation that must be reported.

**Q: When does the SmartMobile Insight take a photo?**

A: The SmartMobile Insight takes a photo during the test cycle while you are providing your breath sample. It will NOT take photos at random.

**Q: Does the SmartMobile Insight record video?**

A: No. The SmartMobile Insight™ takes a photo, NOT video.

**Q: How can I change my test windows to a better time for my work schedule?**

A: Your monitoring authority must provide written approval to Smart Start in order to change your test windows.

**Q: How do I know if the device is charging?**

A: Plug in the charger and charger cord to the device. Once the device has enough charge to initialize and turn on, you will see the battery icon at the top. There will be a small “lightning bolt” icon to the right of the battery icon when the device is charging.

## Troubleshooting

### Unit won't turn on:

- Plug in the charger to an electrical outlet and plug the cable into the charger connection on the side of the device.
- If the battery is completely dead, it may take a few minutes to charge enough to initialize the device (much like a cellphone).
- If the device was left in your car overnight in cold weather, the device may be too cold to charge. Allow the device to warm up above 32°F / 0°C. At this point, the device will begin charging the battery.
- If the battery has been removed, the unit will not turn on. Removing the battery is considered tampering and will be reported as a violation of your program.

### Device messages

- **Please Blow Longer:** This occurs when you blow too quickly into the device. Try blowing longer and steadier.
- **Please Try Testing Again:** This occurs when the fuel cell is saturated. Try letting the device sit for a couple of minutes and power down.
- **Do Not Inhale On The Inlet Port:** This occurs when you suck through the area where the mouthpiece goes. Please do not inhale through the inlet port.
- **Do Not Inhale On The Exhaust Port:** This occurs when you suck through the area on the back exhaust. Please do not inhale through the exit port.
- **Keep Face In View Of Camera:** No face features were found during the test. The camera lost face detection. Try getting in a better lighted area eliminating shadows on your face. If the problem persists, try letting the device power down and try again.
- **TEST ABORTED – Do Not Block Exhaust Port:** This occurs when you block the area on the back exhaust. Please do

not block the exit port on the back of the device.

- **TEST ABORTED – Please Blow Softer:** This occurs when you blow too hard. Try blowing softer and steadier.
- **TEST ABORTED – Please Blow Harder:** This occurs when you are blowing, but not hard enough. Try blowing slightly harder and steadier.

### **Unit does not show my face on screen & won't let me test:**

- If the unit does NOT detect a face during a test, it will skip this test and allow you to blow. It takes 60 seconds to time out.
- Hold the device per the image shown in Figure 4 to make sure the camera sees your face correctly.
- Make sure you have adequate lighting in the room and that the light source is NOT too bright or behind the user's head.

### **I blew, but device won't allow a test:**

- Make sure the display shows “Press button to start test” or “Test Required – Press button to start test” If not, there may be a problem with the device; please contact Smart Start at **844.785.7971**.

## **Service and Support**

### **SmartMobile Insight Service**

The SmartMobile Insight unit requires periodic service and calibration. You will be instructed when to make payments. If you do not make your payments on time, your device may go into Service Lockout and you may be required to pay an additional service lockout fee.

Be sure to make a note of your next service appointment time. You can also find your next service appointment time by entering the menu and scrolling to the “Next Payment.”

Smart Start employees might call to inquire about the usage of the device or to confirm your next service appointment. Go to [www.SmartStartInc.com](http://www.SmartStartInc.com) to determine the location of your nearest Smart Start service center.

## Customer Service Contact Information

For fast and convenient 24/7 customer service, please call Smart Start toll free at **844.785.7971**. Our answering system will direct you to the appropriate department; please follow the directions. Always include your full name, date of birth, area code, phone number, and any legal documentation, and mention that you are a SmartMobile Insight client.

Be sure to maintain a journal of events surrounding failed readings or problems with the device.

## Your SmartMobile Insight Leasing Responsibilities

The SmartMobile Insight is a leased equipment agreement between you, Smart Start, Inc., and the enrollment location you chose to have your equipment enrolled. It's important to understand your responsibilities under the agreement.

- You are responsible for returning the SmartMobile Insight device in the same condition it was at the time of enrollment.
- You will incur all charges specified in the lease agreement until the unit and all other items are returned to Smart Start.
- You are responsible for damages due to negligence, tampering, or abuse of the device.

