



# connect

Device Quick Start Guide



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# Device Diagram



# Accessories

## Device Charger



Insert the large end of the cable into the charging base and insert the USB-C (small end) into the port on the bottom of the Soberlink Device.

Plug the charging base into an electrical outlet.

## Mouthpiece



Insert the small, flanged end of the Mouthpiece into the Device.

**Note:** Always use a Soberlink Mouthpiece when submitting a test.

## Device Case



To protect the Device when not in use, keep it stored in the Device Case.

The Mouthpiece can be stored inside the Device Case.

# Download the App

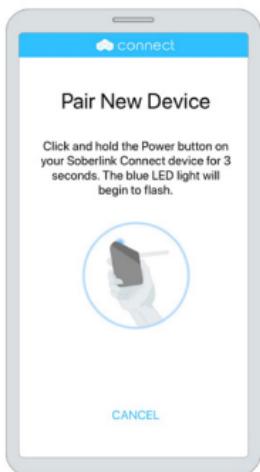
Search **Soberlink Connect** and download the App.



**Note:** In the Apple App store make sure to download the Soberlink Connect App not the SLBLUE App.

## Pair New Device

Make sure Bluetooth is enabled on the iOS or Android device. Open the Soberlink Connect App and follow the screen prompts.



# Preparing to Submit a Test

This document, and any other provided training material, should be fully understood by the user before submitting a test.

The Device must be activated before submitting a test. To activate call Soberlink at 714-975-7200 or contact your Treatment Provider.

**Wait 20 minutes after eating, drinking, or smoking before submitting a test.**

Failure to wait may result in inaccurate test results.

Rinsing out the mouth with water does not act as a substitute for the 20-minute waiting period.



Keep the Device fully charged.

Find an area free from alcohol, cleaners, solvent vapors, and smoke before submitting a test.

Use the Device within the operating temperature range (32°F -122°F).

Breathe normally before submitting a test.

Remove sunglasses, hats, or other objects covering the face.

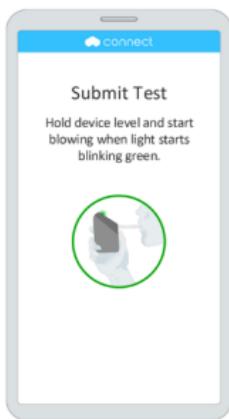
# Submitting a Test

Open the Soberlink Connect App. The App should remain open for the duration of testing.

Press the Power button to turn on the Soberlink Device.

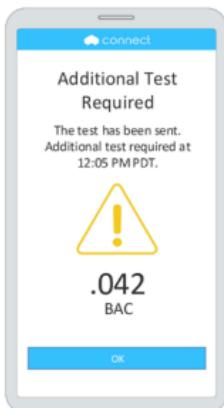
Follow the prompts on the App, and wait for the green light to flash before submitting a test.

**When prompted to blow, look directly into the camera, breathe in deeply and deliver a firm, continuous breath for 4 seconds. The Device will click when the test is complete.**



**Note:** Do not hold the mouthpiece or obstruct the camera.

The test results will take approximately 30 seconds to display on the App and send to the Sober Sky Web Portal. Once the test has successfully sent, close the App.



**Note:** After a positive BAC (Breath Alcohol Concentration) is received, wait 15 minutes before submitting another test.

# Client Text Notifications

Once a schedule is enabled on the Sober Sky Web Portal, Soberlink's automated system will send text message reminders directly to the Client's phone.

**Note:** Upon entry of a mobile number on the Sober Sky Web Portal, the Client will receive a text message and must respond as instructed in order to Opt-in to notifications.

**30574**

You have requested to receive Soberlink Alerts. Reply with YES to start.

**30574**

 **REMINDER TEXT:** This is your 8:00 AM PST test reminder.

Reminder texts are sent before and during the test window.

**30574**

 **MISSED TEST:** You have missed 1 or more tests. Send a test now.

Missed notification after test window closes

**30574**

 **RETEST REQUIRED:** A test is required at 8:18 AM PST.

Notification of retesting requirement

# Device Operating Information

## Technical Specifications

Dimensions	4.75" x 2.5" x 1.25"
Weight	5.3 oz. (150 grams)
Sensor Technology	Deep lung, Dart fuel-cell sensor
Battery Type	Lithium-ion rechargeable battery, holds 10+ days
Power Supply	USB-C charger, Output: 5V 1A
Breath Sample Duration	4 seconds
Operating Temperature	32°F - 122°F (0°C - 50°C)
Sensor Accuracy	.+/- .005 BAC
Detection Range	.000 - .400% BAC
Calibration	Every 1,500 tests
Camera	Color, digital, infrared technology
Test Data	BAC, time of test, and photo
Components	Breathalyzer, mouthpieces, charger, case
Manufactured	ISO 9001, 14001, 13485, AS9100, and OHSAS 18001
Warranty	1 year limited

The user does not need to perform any tests at start up, the Device performs a self-test when it is powered on and prior to a test submission. The self-test is meant to verify the proper operation of the test storage memory, alcohol fuel cell, and imager. Failure of any of these components indicates that the Device is unable to properly record test data. In this case, an error code is displayed to the user and testing will not proceed.

### Safety

There are no anticipated risks or discomforts utilizing the Device, however, if the Device is used in rapid succession, dizziness may occur. For correct and effective use of the Device, it is essential to follow the instructions contained in this document. The Device should not be used to determine if it is safe for the user to drive. To ensure proper Device function, keep it fully charged.

The radiated output power of the device is below the FCC/ISED radio frequency exposure limits when hand-held during operation or when used at 5mm touch distance to the body.

# Troubleshooting

## Predictable Use Problems

- Failure to use correct power supply
- Failure to re-charge the Device
- Failure to use provided Soberlink mouthpiece
- Failure to follow proper test preparation
- Failure to provide a sufficient breath sample(i.e. 4 continuous seconds)
- Failure to wait 20 minutes after eating, drinking or smoking before submitting a breath sample
- Failure to comply with the instructions prompted by the App
- Failure to wait 15 minutes between submitting breath samples
- Failure to activate the Device with the Sober Sky Web Portal

The table below lists a range of Device errors and is provided to help eliminate confusion and prevent downtime by supplying troubleshooting steps.

**FOR FURTHER ASSISTANCE, OR TO RETURN A MALFUNCTIONING DEVICE, CONTACT SOBERLINK HEALTHCARE AT [SUPPORT@SOBERLINK.COM](mailto:SUPPORT@SOBERLINK.COM) OR 714-975-7200.**

Error Code	Solution
4000 - 10999	Wait approximately 30 minutes and retest in an area with adequate cellular coverage. If error persists, disable cellular service and attempt to submit a test via Wi-Fi connection. Alternatively, pair with different iOS or Android device and attempt to submit a test. Return the Device if error persists.
11000 - 11999	The Device is unable to perform a test. Follow the prompts on the App screen and retest. Return the Device if error persists.
12000 - 12999	Wait for the Device to power off, then power on the Device and retest. Return the Device if error persists.
17000 - 17999	Ensure Bluetooth is enabled on the iOS or Android device and that the Soberlink Device is properly paired. If error persists re-pair the Bluetooth connection. If error persists, contact Soberlink Healthcare.

## Maintenance and Warranty

DO NOT use alcohol or other chemical cleaners to clean the Device, only water and a soft cloth.

DO NOT submerge the Device in water.

Repairs of the Device may be performed only by Soberlink Healthcare or an authorized service technician. Only original parts may be used in the Device. For Warranty information, review the Soberlink General Terms and Conditions found at [www.soberlink.com/general-tc/](http://www.soberlink.com/general-tc/).

## **Intended Use**

The Soberlink Connect Device is intended to quantitatively measure alcohol in human breath. Measurements obtained by this Device are used in the diagnosis of alcohol intoxication.

For Prescription use and OTC use.

**DEVICE RECALIBRATION IS REQUIRED AFTER 1,500 TESTS.  
FAILURE TO DO SO MAY CAUSE INACCURATE TEST RESULTS.**

Users will be notified in the Soberlink Connect App when the Device is nearing recalibration.

The Device will need to be returned to the manufacturer for recalibration.

Contact Soberlink Healthcare at support@soberlink.com, or 714-975-7200 to request a Return Authorization number.

## **Disclaimers**

Do not use this Device to determine if it is safe for the user, or anyone else, to operate machinery or a motor vehicle.

Do not drink and drive. Always use a non-drinking designated driver after consuming alcohol.

Do not attempt to open the Device, or perform any maintenance on the Device.

Do not blow any food, drink, or smoke into the Device.

Do not drop the Device.

Do not share mouthpieces.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **Contact Us**

If you have any questions, please contact us at [support@soberlink.com](mailto:support@soberlink.com) or 844-975-7200.

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