



What to do when experiencing an issue with the microBIOMETER Reader app?

1. Confirm your device has the latest software version. The app requires [iPhone iOS 14](#) or later and [Android OS Lollipop version 5](#) or later. Update your device software if necessary.
2. Check that you have the most recent version of the [microBIOMETER® Reader app](#). If not, update to the latest version.
3. Make sure you have logged into the app with the correct login credentials.
4. Verify that your iPhone model is compatible with our current app. Our app is compatible with iPhone models 6S and later.
5. Uninstall then reinstall the app.

For Scanning Test Card Issues:

6. Perform steps 1 through 5.
7. Close the app and then reopen it.
8. Confirm that your camera flash is on.
9. Make sure that your camera lens is clean and smudge free.
10. Confirm that your test card is placed on the provided testing platform/coaster and that your setup is in a [front-facing orientation](#).

If the issue persists, please take a screen recording, [iPhone](#) or [Android](#), and send it to us via the [Report an Issue](#) function within the app for additional assistance. Be sure to include the device type you are using.