



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

1. Confirm you have the latest [phone software](#) version. If not, update to the latest version.
2. Confirm you have the most recent version of the [microBIOMETER Reader app](#). If not, update to our latest version.
3. Make sure you have logged into the app with the correct login credentials.
4. Confirm that your phone model is compatible with our current app.

If using an iPhone, please note our app is only 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 email it to support@microbiometer.com or text it to 845-978-2707 for further help. Along with the screen recording, include name, device type, and thorough description of issue.