

DSA BreathPass
Technical trouble shooting



Possible sources of technical problems

DSA Cloud

User credentials

Each user needs user credentials consisting of username (email address) and personal password. The initial temporary password is received and changed when signing into the BreathPass APP for the first time.

If the login does not work

- double-check the spelling of username and password
- confirm from your local IT support that you have valid username and password
- if needed, your IT support will arrange you a new set of credentials

One email address can only be associated in one account inside the DSA cloud. If the device user is using the devices under different accounts, then the user credentials must be assigned to 1 level higher in the cloud hierarchy, so that the user account can manage devices for all desired clients.

If you have forgotten your existing password, your user credentials must be renewed. Old user account must be removed and re-created by your IT support. You will receive a new invitation email to download the mobile app.

Web User Interface – @ www.dsacloud.fi

The web UI is available to SuperAdmin, Admin and Pro users for the creation of new client accounts or users, or looking at the reporting. Standard device users don't have access into the cloud portal.

Mobile phone related problems

Make sure you have Location activated from the mobile phone menu.

Make sure you have Bluetooth® connection activated from the mobile phone menu.

Make sure you have a working data connection in the mobile phone (mobile data or WLAN)

Connectivity problems

Make sure you have the latest version of the mobile APP. Go into Google Play or App Store and see if a revised version is available.

Make sure you are running the latest firmware in the device. The 3-dot menu in the app tells if an upgrade is available.

When updating the firmware, the analyzer device must be connected into WLAN. This is done from 3-dot menu. The WLAN must be 2,4GHZ version and password protected. These are general IoT requirements.

Device operations

Make sure the device has sufficient electric charge and is powered on.

If the device works but asks you repeatedly to ventilate, then the ambient air humidity interferes negatively. The solution is to apply ventilation just before performing the next screening.

If the device works but says it can't analyze the result, this is caused by the device being too dry. The applied ventilation has been too much. There must be minimum 15% humidity inside to maintain sensor stability.

Problem solving suggestions

Bluetooth® connectivity

Make sure you have NO OTHER connections or other devices (headphones etc.) sharing the Bluetooth® connection. It is a shared capacity.

Mobile phone models have various power of Bluetooth® connections. If the problems continue, try operating the analyzer device with a different mobile phone.

Switch the analyzer device on/off.

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