

SAM-1 TROUBLESHOOTING GUIDE

Please complete the information below before contacting Sensorex for troubleshooting help.
This information will help our support team expedite the troubleshooting process for you.

Thank You!

- 1) Type of device: () iPad () iPhone () iPod () Android make/model _____
- 2) Model Number of device (for iPod and iPad see back of device & *photos below*) _____
- 3) Operating system: iOS _____ Android _____
- 4) Symptom: _____
- 5) SAM-1 version: () original, () AR3, () AR4 – see label on back of SAM-1 device – *see photo below*
- 6) Sensor type: () S2000C/SAM () S2900C/SAM () S1750CD/SAM () S5500C/SAM () CS1500TC-k=1/SAM
- 7) Last calibration date: _____
- 8) Calibration Solutions used: _____
- 9) Notes/Comments: _____



**Model No. for iPad
location on
back of iPad**



**Model No. for
Android Device
location on back
of device**



**Location of SAM-1
Version on back of
SAM-1 device**

SYMPTOM	POSSIBLE CAUSE	FIX
<p>"SAM-1 NOT DETECTED" DISPLAYED ON APP SCREEN (Apple)</p> <p>"Unfortunately aquameter Sam-1 has stopped" (Android)</p>	<p>1) A second copy of SAM-1 app may be running in the background (red bar at top of screen).</p> <p>2) Volume of Apple or Android device is not at maximum setting</p> <p>3) Sound limiter in Audio settings(Apple only) on and prevents volume from being set to maximum</p> <p>4) connection of SAM-1 to Apple device audio jack is not tight (Device case may be causing the connector to not engage completely)</p> <p>5) SAM-1 internal battery not adequately charged</p> <p>6) SAM-1 software version not compatible with latest Apple iOS or Android platform</p> <p>7) Microphone not enabled</p> <p>8) Other apps requiring microphone are in use at same time as SAM-1</p> <p>9) iPhone 6S ONLY</p>	<p>1) Totally close all SAM-1 apps running in background, then reopen</p> <p>2) Turn up volume on device to maximum setting. Make sure sound is on.</p> <p>3) Turn off "Volume Limit" under Music settings</p> <p>4) Remove case and press connector of SAM-1 into audio jack completely</p> <p>5) Plug it into your Apple device and open the app. If the battery needs charging, the SAM-1 will trickle charge from the device and begin reading within a minute or two. If using, Android device, SAM-1 may not trickle charge. A SAMA-100 charging cable is highly recommended when using SAM-1 with an Android device.</p> <p>6) Download latest SAM-1 app version from App Store or Google Play</p> <p>7) When SAM-1 app asks to use microphone, you must answer YES</p> <p>8) Close all apps requiring microphone</p> <p>9) After SAM-1 is installed and volume is maximized by the SAM-1, reduce the volume by 2 clicks and SAM-1 will now be recognized by your iPhone 6S.</p>
<p>NO "% BATTERY" NUMBER IN WINDOW</p>	<p>SAM-1 internal battery not adequately charged or dead</p>	<p>Plug SAM-1 into your Apple device, the SAM-1 will trickle charge from the device and begin reading within a minute or two</p> <p>If using, Android device, SAM-1 may not trickle charge. A SAMA-100 charging cable is highly recommended when using SAM-1 with an Android devices.</p>
<p>NOISY/INTERMITTENT SIGNAL</p>	<p>1) Defective phone jack on device</p> <p>2) Bad connection in SAM-1 or electrode connector header</p>	<p>1) Repair or replace device</p> <p>2) Contact Sensorex for repair authorization number (RMA#)</p>
<p>"ELECTRODE NOT DETECTED" -Intermittent</p>	<p>Bad solder connection in electrode connector header</p>	<p>Contact Sensorex for repair authorization number</p>
<p>.csv FILE NOT ATTACHED AFTER SENDING CONDUCTIVITY READING via E-MAIL</p>	<p>uS symbol not recognized by Apple e-mail software</p>	<p>Upload new version of SAM-1 from App Store or Google Play</p>

Display sticks on “Calibrating” message and calibration does not record	Volume of Apple or Android device is not at maximum setting (accidentally lowered while in use)	Turn up volume on device to maximum setting. Make sure sound is on.
SAM-1 disconnects when using “OK Google” feature on Android devices.	“OK Google” feature interferes with SAM-1 function.	Disabling setting or set to “Bluetooth only”