OnSite Testing Alcohol & Drug Solutions App

User Manual

OnSite Testing

alcohol & drug solutions

Disclaimer – External Documents note to reader

The BrAC reading obtained by correct use of this device is only considered accurate at the time of testing. Great care has been taken to ensure the accuracy of each reading.
Neither the manufacturer, the distributor, nor the owner accepts liability or responsibility due to any action or claim arising from the reading produced by this device, whether used correctly or incorrectly.

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1 OnSite Testing Alcohol & Drug Solutions App

Alcolizer Technology's OnSite Testing Alcohol & Drug Solutions App (App) receives test records from Bluetooth paired Alcolizer and/or Druglizer handheld devices.

All test data is cached in the App until it can be uploaded to the AlcoCONNECT™ data management platform (AlcoCONNECT).

If your company is already an existing AlcoCONNECT subscriber, please request the link to download the app and security form from Alcolizer. One of your authorised company contacts will need to complete the security form to confirm that your technician(s) are competent to conduct Alcohol and Other Drug (AOD) testing if you are going to use the Full Test Mode.

If you are not currently using AlcoCONNECT, contact Alcolizer to learn more.

1.1 Testing Modes

There are 2 modes of operation in the App:

- Full Test Mode
- Quick Test Mode (Alcohol test only)

1.1.1 Full Test Mode

The full test mode of the App is designed to help meet the following Australian Standards when performing AOD testing:

- ASNZ4308:2008
- ASNZ4760:2019
- AS3547:2019

For initial pre-screen testing it is recommended that the appropriate Certified Operator course(s) have been completed.

You will be required to hold HLTPAT005 Collect Specimens for Drugs of Abuse Testing accreditation when performing confirmatory testing.

As a Registered Training Organisation - both courses are available through our Training Department. Please see https://www.alcolizer.com/solutions/training or contact us for more information.

OnSite Testing App and AlcoCONNECT™ data management

Receive Alcohol & Drug tests results instantly and view your Onsite Testing data live on AlcoCONNECT.

1.1.2 Quick Test Mode (Alcohol Testing Only)

The Quick Test Mode takes breath test results from an Alcolizer LE5 with an optional Staff ID and uploads the results directly to AlcoCONNECT.

The Quick Test Mode of the App has been developed for customers who do not need to perform a full AOD testing session every time.

All Quick Test results appear instantly in Alcolizer breathalyser data in AlcoCONNECT dashboards and reports.

The Quick Test Mode has been developed to work only with integration with AlcoCONNECT. You can only view these results with a login to AlcoCONNECT.

Minimum Requirements To Use The App

1.2 Alcolizer Technology Devices

To utilise features of the App, you will need:

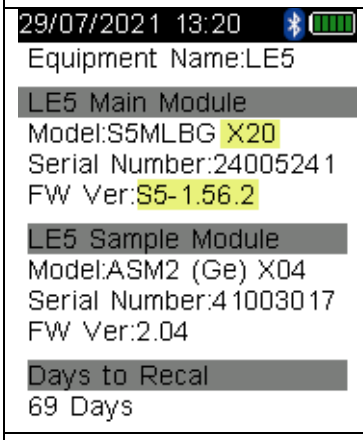
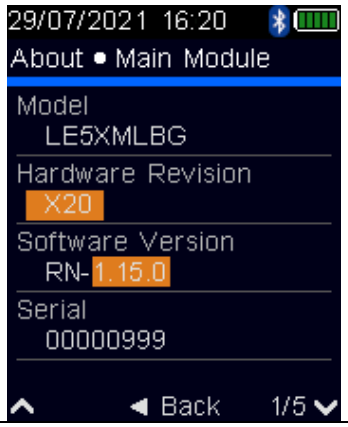
Alcolizer Technology Device Minimum Specs	
Alcolizer LE5 Alcohol Tester	**Druglizer LE5 Drug Tester**
	
Look for LE5 Main Module section: • Model: X20 • FV Ver: S5-1.56.2 or later	Look for Main Module section: • Hardware revision: X20 • Software Version: RN-1.15.0 or later

Table 1 Check these specs in the About screen on your Alcolizer handheld device.

1.2.1 Using an iOS Smart Device?

If you are using an iOS Smart Device, you also need to make sure the Alcolizer device is (Bluetooth Log Energy) BLE enabled.

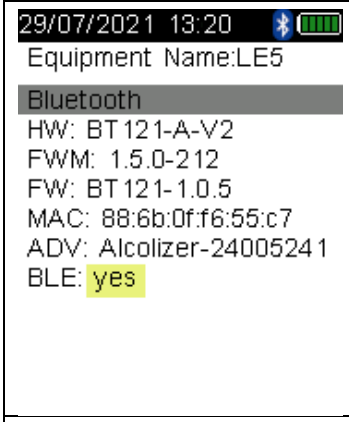
Alcolizer Technology Device Minimum Specs (iOS/BLE)	
Alcolizer LE5 Alcohol Tester	**Druglizer LE5 Drug Tester**
	
Look for the Bluetooth section: • BLE:yes	Look for the Bluetooth BLE section: • Yes

Table 2 Check these specs in the About screen on your Alcolizer handheld device.

If you are unsure, please take a picture of your device ABOUT section and contact Alcolizer for clarification.

1.3 Smart Devices

The app has been fully tested on the following devices. The app may work on other devices, Alcolizer does not guarantee the performance with devices that are not listed in the table below:

	Smart Device Specs	
	Android	**Apple**
Operating System Version	10+	14.4+
Bluetooth Style	Bluetooth Classic V4.1	Bluetooth Low Energy (BLE)
Device Model(s)	Galaxy Tab A/SM-T515 Galaxy Tab SM-T505	iPhone11 MHDA3X/A

Should your firmware need to be upgraded, contact Alcolizer Technology (https://www.alcolizer.com/contact) or your Authorised Distributor for a free upgrade.

1.4 Accepting APP Permissions

The app requires the following permissions to run. You will be advised upon install or upgrade if any further permissions are required.

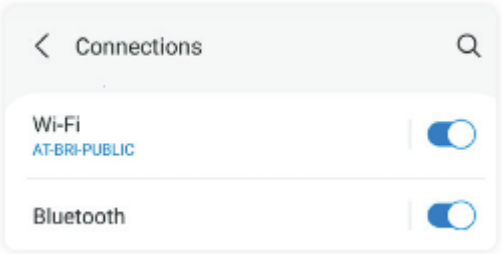
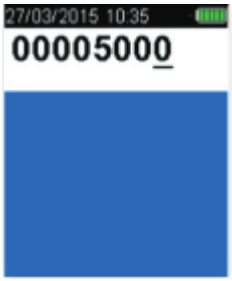
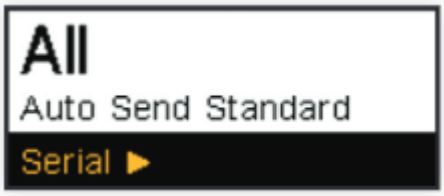
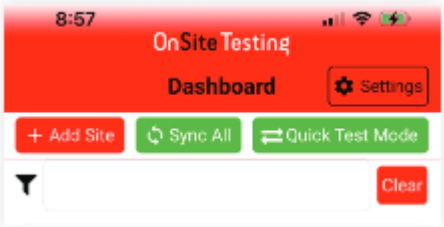
- Send email
- Full network access
- Access Bluetooth settings
- Pair with Bluetooth devices

2 Pairing

Before you can receive any tests into the app, you must pair your Alcolizer device with the app. The app must be open before you start the pairing process.

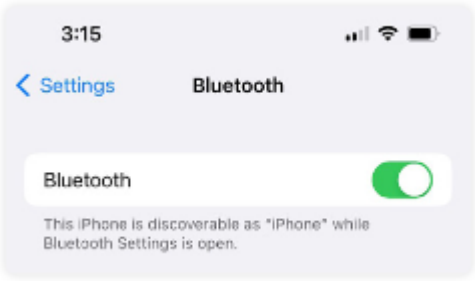
- **Pairing iOS devices**
  - Breathalyser
  - Druglizer
- **Pairing Android devices**
  - Breathalyser
  - Druglizer

2.1 Pairing iOS and Breathalyser

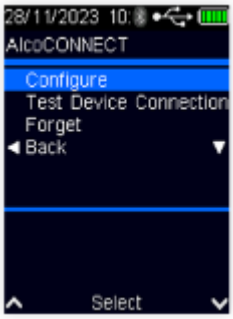
Step 1 Access the iPad/iPhone Settings > Bluetooth menu. Ensure BT is on. 	**Step 2** Access the LE5 Breathalyser Setup Menu: press the Λ & V buttons together on the idle screen for 4 seconds until a code entry screen appears. Enter code 00005000. 
Step 3 Navigate to the Bluetooth Comms menu > Enable BT if not already. Scroll down to and select 'Serial' option. Ensure the 'Auto Send Standard' and 'Auto Send Passive' options are set to 'All' if that option is required 	**Step 4** Scroll up to and select the 'Pairing' option. Devices will start to populate the screen. DO NOT select a device from this screen. It will be done from the App.
Step 5 Open the App, navigate to Settings > Pairing > ScanThe App will search for the LE5 serial number. When it is displayed, select "Pair". The iPad/iPhone will request the pairing pin. Enter the pin displayed on the LE5. Select Pair. The LE5 will display "Paired". 	**Step 6** Open the Onsite App. For 'Quick Test Mode', begin testing. For 'Full Test Mode', go to 'Settings', select the LE5 device, set expiry date and begin testing. 

2.2 Pairing iOS and Druglizer

Step 1
Access the iPad/iPhone Settings > Bluetooth menu. Ensure BT is on.



Step 2
Access the Druglizer Main Menu: press the Λ & V buttons together on the idle screen and navigate to Configuration > AlcoCONNECT > Configure.

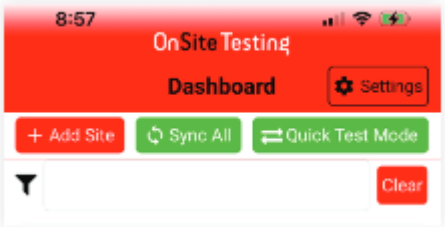


Step 3
Press the V button, ensure BT is enabled if not already. Press the V button again until page 5 is displayed. The screen will start to populate with devices.

Step 4
DO NOT select a device from this screen. It will be done from the App.

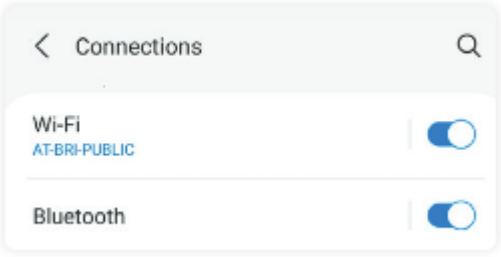
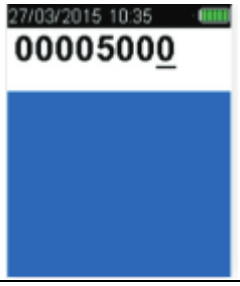
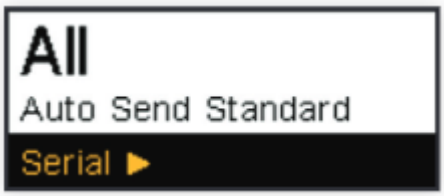
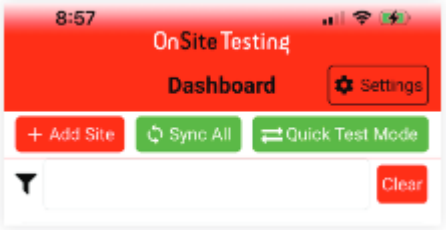
Step 5
Open the App, navigate to Settings > Pairing > ScanThe App will search for the Druglizer serial number. When it is displayed, select “Pair”. The iPad/iPhone will request the pairing pin. Enter the pin displayed on the Druglizer. Select Pair. The Druglizer will display “Paired”.

Step 6
For ‘Full Test Mode’, go to ‘Settings’, select the Druglizer device, set expiry date and begin testing.
Quick Test Mode is currently not supported in Druglizer.



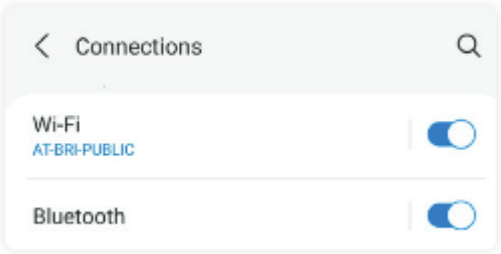
2.3 Pairing Android and Breathalyser

You can view a video of the pairing process.

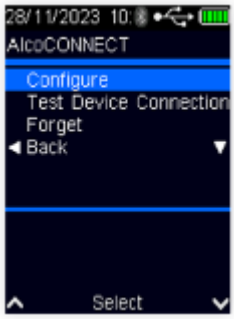
Step 1 Access the tablet/phone Settings > Connections > Bluetooth (BT) menu. Ensure BT is on. Remain on this page while performing step two. 	**Step 2** Access the LE5 Breathalyser Setup Menu: press the Λ & V buttons together on the idle screen for 4 seconds until a code entry screen appears. Enter code 00005000. 
Step 3 Navigate to the Bluetooth Comms menu > Enable BT if not already. Scroll down to and select 'Serial' option. Ensure the 'Auto Send Standard' and 'Auto Send Passive' options are set to 'All' if that option is required 	**Step 4** Scroll up to and select the 'Pairing' option. Devices will start to populate the screen. Select the tablet/phone on the LE5 device.
Step 5 The tablet/phone will display a prompt with a password. Select 'Pair' on the tablet.The LE5 device will show 'Paired' on its screen. 	**Step 6** Open the Onsite App. For 'Quick Test Mode', begin testing. For 'Full Test Mode', go to 'Settings', select the LE5 device, set expiry date and begin testing. 

2.4 Pairing Android and Druglizer

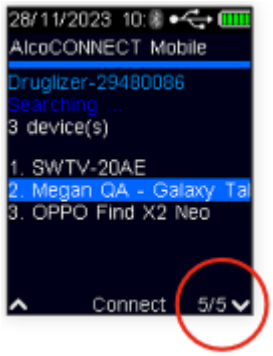
Step 1
Access the tablet/phone Settings > Connections > Bluetooth (BT) menu. Ensure BT is on. Remain on this page while performing step two.



Step 2
Access the Druglizer Main Menu: press the Λ & V buttons together on the idle screen and navigate to Configuration > AlcoCONNECT > Configure.



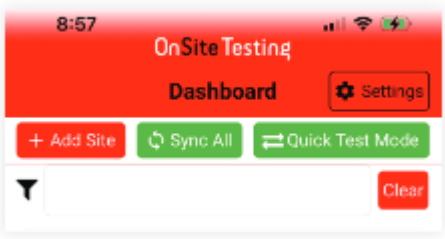
Step 3
Press the V button, ensure BT is enabled if not already. Press the V button again until page 5 is displayed. The screen will start to populate with devices.



Step 4
Select the tablet/phone on the Druglizer device.

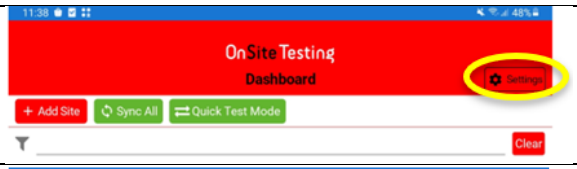
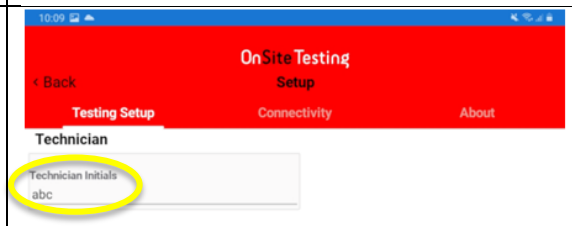
Step 5
The tablet/phone will display a prompt with a password. Select 'Pair' on the tablet.The Druglizer device will show 'Paired' on its screen.

Step 6
For 'Full Test Mode', go to 'Settings', select the Druglizer device, set expiry date and begin testing.
Quick Test Mode is currently not supported in Druglizer.



3 Full Test Mode Setup

To be able to use the Full Test mode with AlcoCONNECT, you must enter technician initials. You would have received these upon completion of the tech security form.

Tap on Settings	
As an AlcoCONNECT subscriber, if you have completed the technician form(s), your technicians will have been emailed their Technician Initials. Enter these here. They must be **entered exactly**, or you will not be able to sync data to AlcoCONNECT. Look for an email containing: "**OnSite Testing App Setup** Your Technician Initials are abc. These initials must be entered in the OnSite Testing App in Settings - Testing Setup - Technician Initials." If you cannot find your Technician Initials, log into AlcoCONNECT and click on Account to view them if setup. If you are not using the complete solution, then you can enter anything that will identify you as the person who completed the testing.	

3.1 Connectivity - Email Setup (Optional)

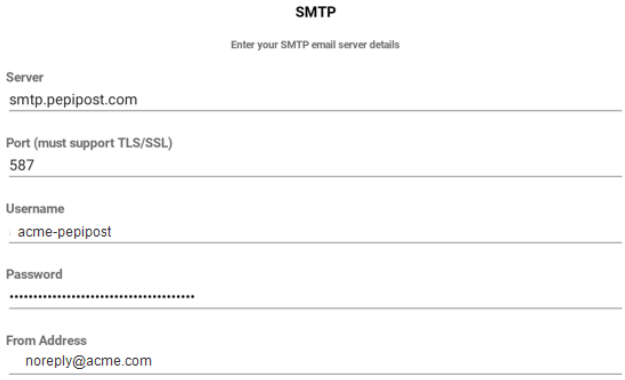
If you want to send an email direct from the app, you will need to enter the details of your SMTP account. Contact your company's IT support for details about your SMTP credentials.

The SMTP provider Netcore (formerly Pepipost) (https://netcorecloud.com) is the only approved SMTP provider for the app. Other SMTP providers may work, but Alcolizer Technology cannot guarantee the performance with the app.

You will need to enter all the following details:

Server	smtp.netcorecloud.net
Port	587
Username	You can setup/find your username and password in the menu Settings – Integration on the netcore email api website (https://email.netcorecloud.com/).
Password	

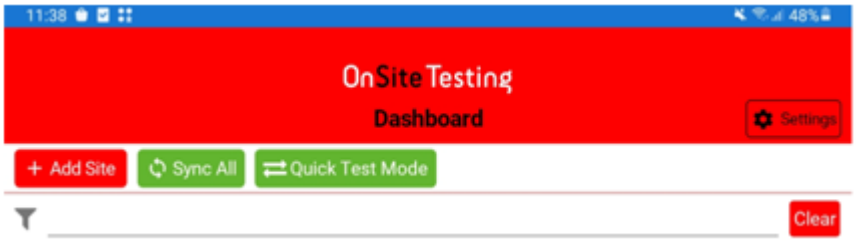
From Address	You can setup/find your sending domains in Settings – General – Sending Domains on the netcore email api website (https://email.netcorecloud.com/). EG The company acme would enter acme.com in the sending domain above. In the app, they would then enter, the email address of noreply@acme.com.



Enter appropriate SMTP values to be able to send PDF test results via email

3.2 Company And Site Setup

If you are not already on the Dashboard, press the Back button until you return to the Dashboard.

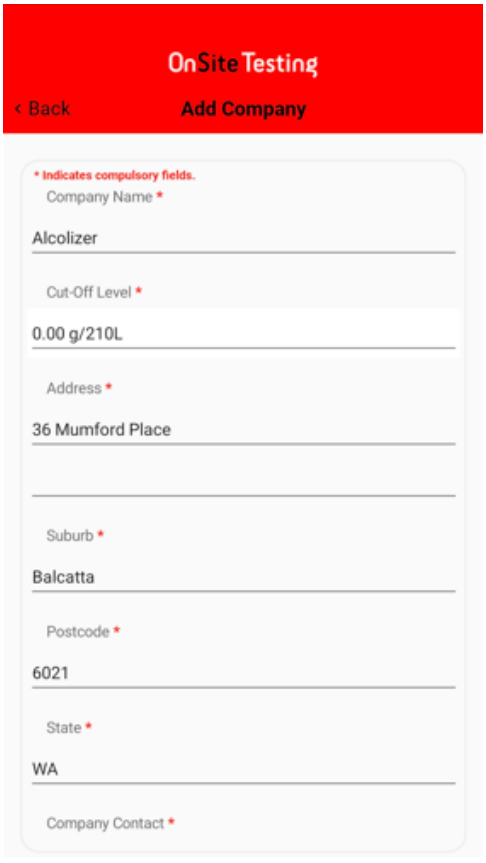


Tap on the 'Add Site' button.
Tap on the Pencil icon next to Company.

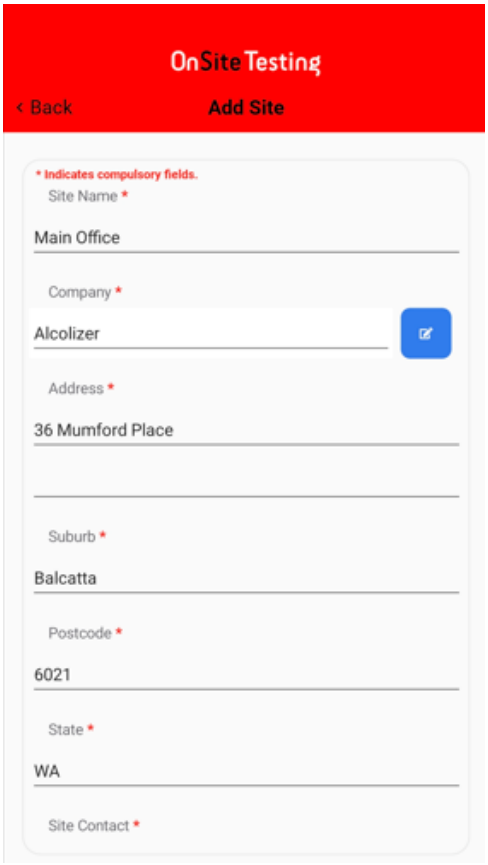
Tap on the 'Add' button.

NOTE: the **company name must match exactly** with the company name in AlcoCONNECT. Check your initial AlcoCONNECT setup email for the details or ask your AlcoCONNECT company contact.

Fill out all the company details and tap Back to save.

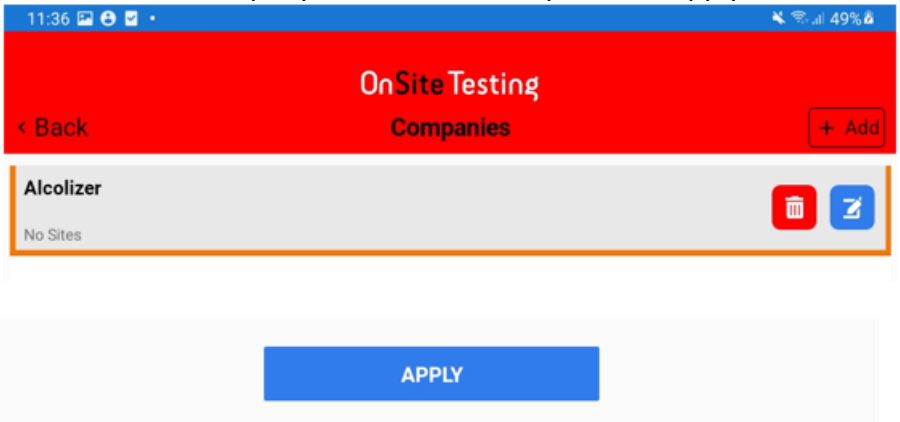


Company Setup Form



Site Setup Form

Make sure the company is selected and tap on the 'Apply' button.



NOTE: the **site name must match exactly** with the site name in AlcoCONNECT. Check your initial AlcoCONNECT setup email for the details or login into AlcoCONNECT to check.

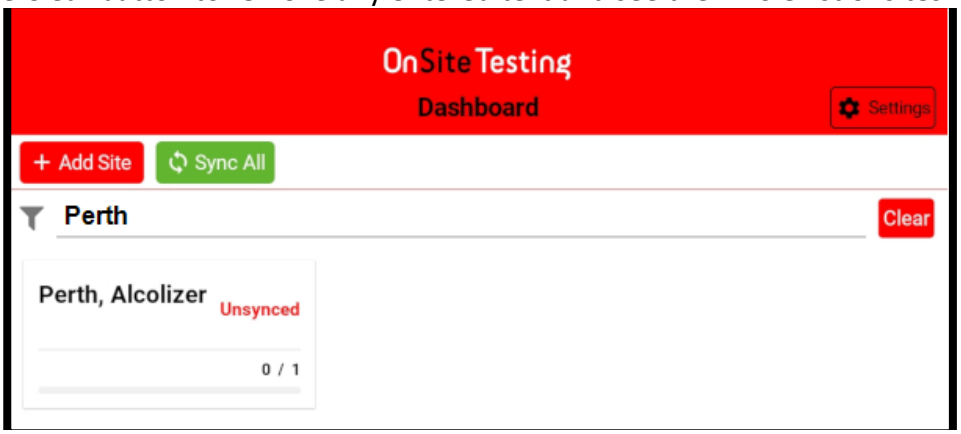
Fill out all the site details and tap Back to save.

You will be returned to the Dashboard.

3.2.1 Finding A Site

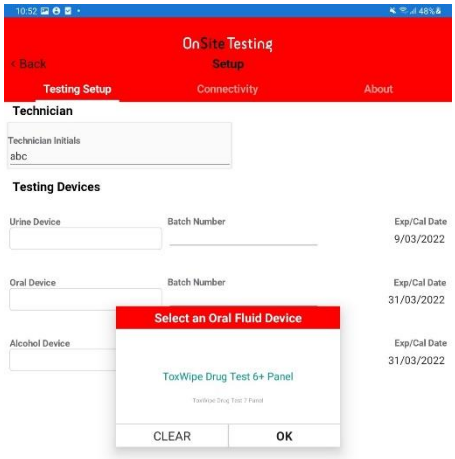
You can filter the sites listed on the Dashboard by entering some text in the search line next to the filter/funnel image.

Tap on the Clear button to remove any entered text and see the whole list of sites.



3.3 Testing Setup – Device Selection

You must select the testing devices you are going to test with before starting a testing session. Only products sold and supported by Alcolizer Technology can be used with the app. Use the Drop Down to select the device.

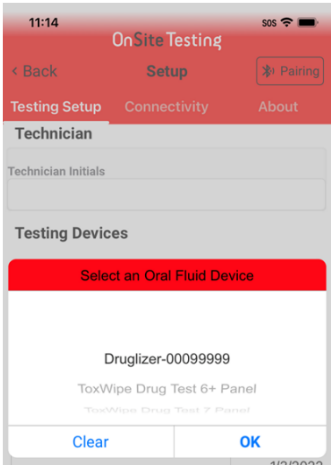


If you are selecting an Alcolizer device, you only need to enter the date that calibration is due.

For all other devices, you should also enter the batch number and expiry date (urine or oral test).

iOS Specific

You must have already paired any Alcolizer devices. The serial number will be displayed in the device dropdown list. Refer to Pairing (iOS).

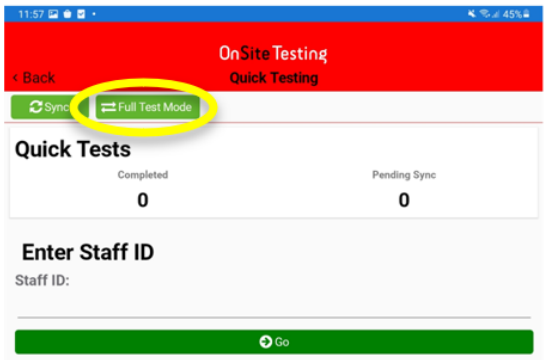


4 Full Test Mode Testing Session

4.1 Accessing Full Test Mode

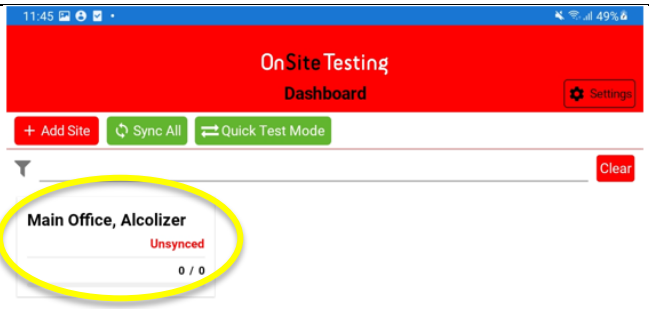
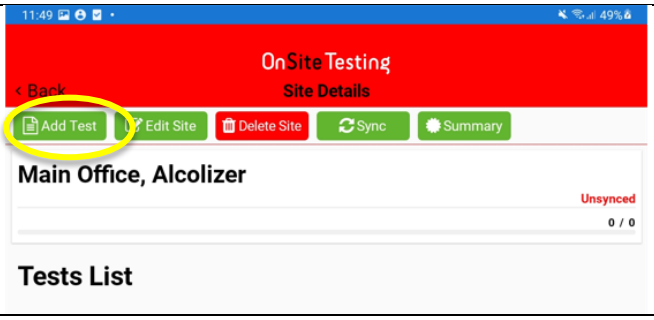
When you open the app, the app will be in Full Test mode.

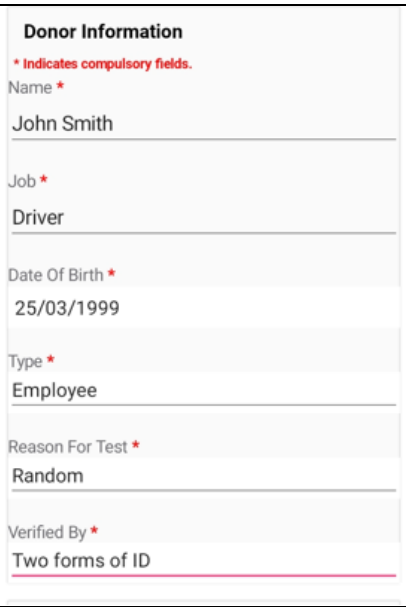
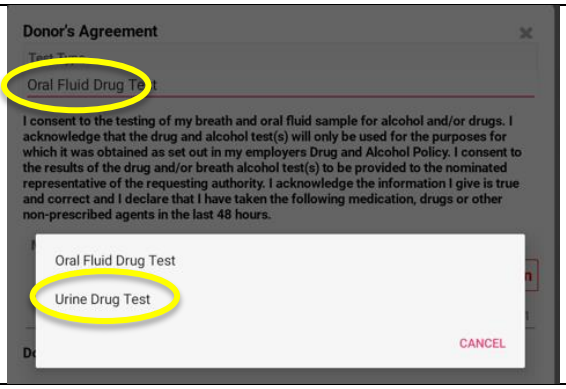
If you are in Quick Test Mode, there will be a Full Test Mode button to tap on to move to Full Test Mode.

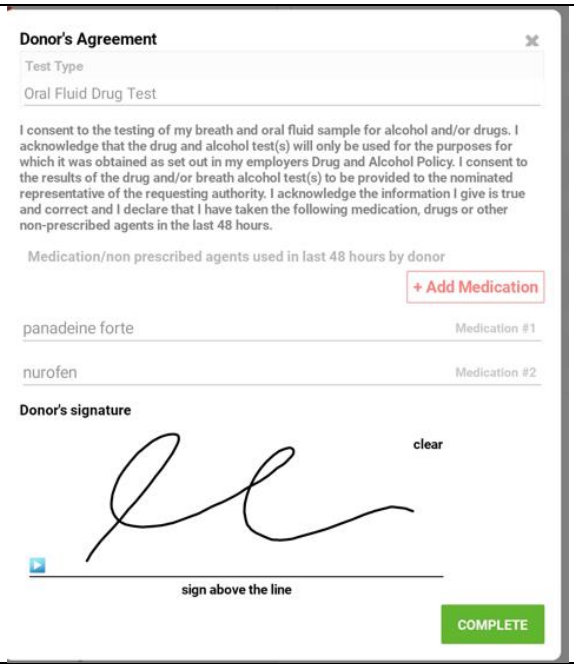


4.2 Perform A Test

4.2.1 Fill out the donor form

Tap on the site box.	
Tap on Add Test and a screening form will open.	

Enter all the information on the donor form. See Full Donor Form Details for information about each item.	
Tap on the Donors Signature section.	
If you are performing a Urine Drug Test, tap below 'Test Type' and choose Urine Drug Test.	

Get the donor to read the agreement. Ask the donor for details of any medication that have taken in the specified period. Enter this into the form and get the donor to sign. Tap on 'Complete'. If the donor needs to change any details, tap on the Donors Signature and tap on 'clear'. Once a test result is recorded, you can no longer change any donor details.	

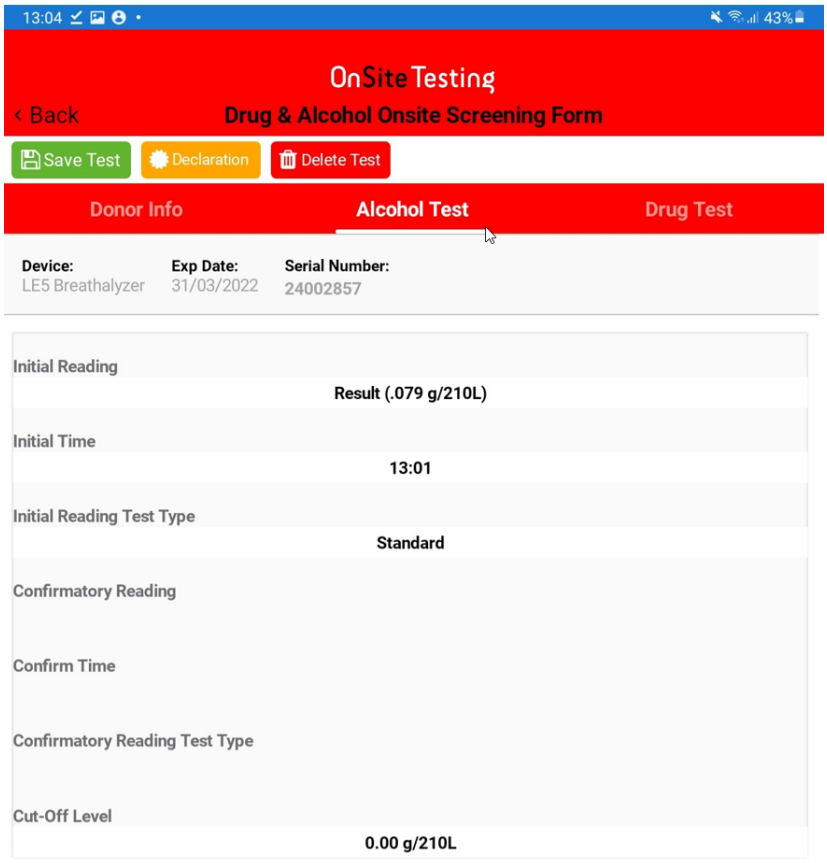
4.2.2 Record A Test Result

When the donor form is complete, Alcohol and Drug Test tabs will appear.

4.2.3 Alcohol Tests

Tap on the Alcohol Test and perform a standard breath test with an Alcolizer breathalyser. The result will appear in the Initial Testing section and the time and test type will be filled in.

If the initial reading detected alcohol, then a confirmatory reading section will appear. Perform another breath test after at least 15 minutes.



You do not need to stop your testing session if a positive for alcohol reading is recorded - save the test and continue the testing session. Go back to the saved test to complete the confirmatory test.

If a second breath test comes in at any point other than when the app is waiting for a confirmatory breath test, you will be prompted to confirm whether you want to keep the original breath test or replace it with the new breath test result. Select 'YES' to overwrite the last test result.

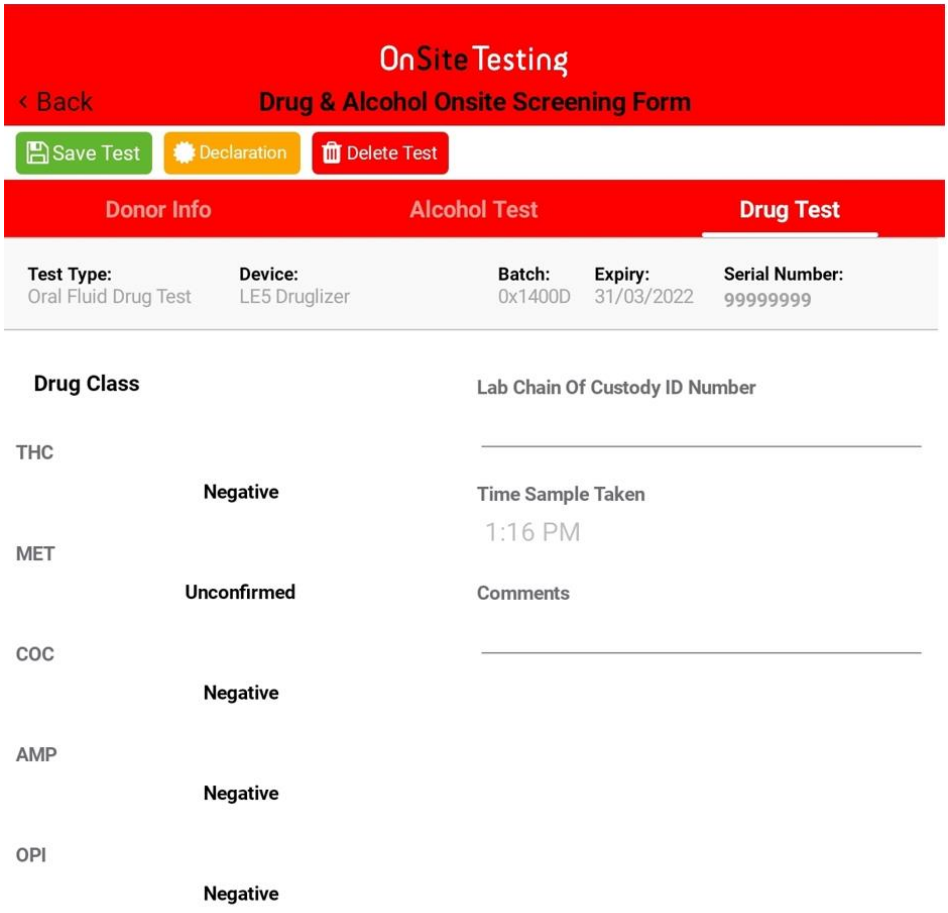
4.2.4 Drug Tests

4.2.4.1 Druglizer Tests

In the Setup area:

- You must have selected to test Oral Fluid.
- You must have selected LE5 Druglizer as the device you will be using for Oral Fluid drug testing.

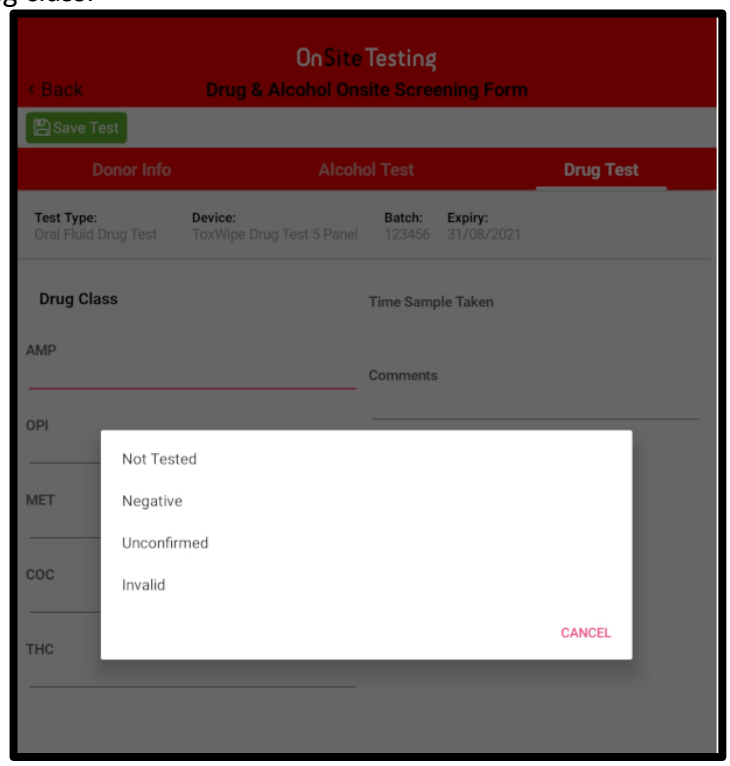
Tap on the Drug Test tab and perform a drug test with an Alcolizer Druglizer. The batch, serial number, results, and time sample taken will be filled in.



If you receive an invalid result for any drug group, then you will need to perform another drug test. When the new drug test result is received by the app, a warning will appear saying 'There is already a test result. Do you want to overwrite the original result with the new result?'. Select 'YES' to overwrite the last test result.

4.2.4.2 Using Non Alcolizer Devices.

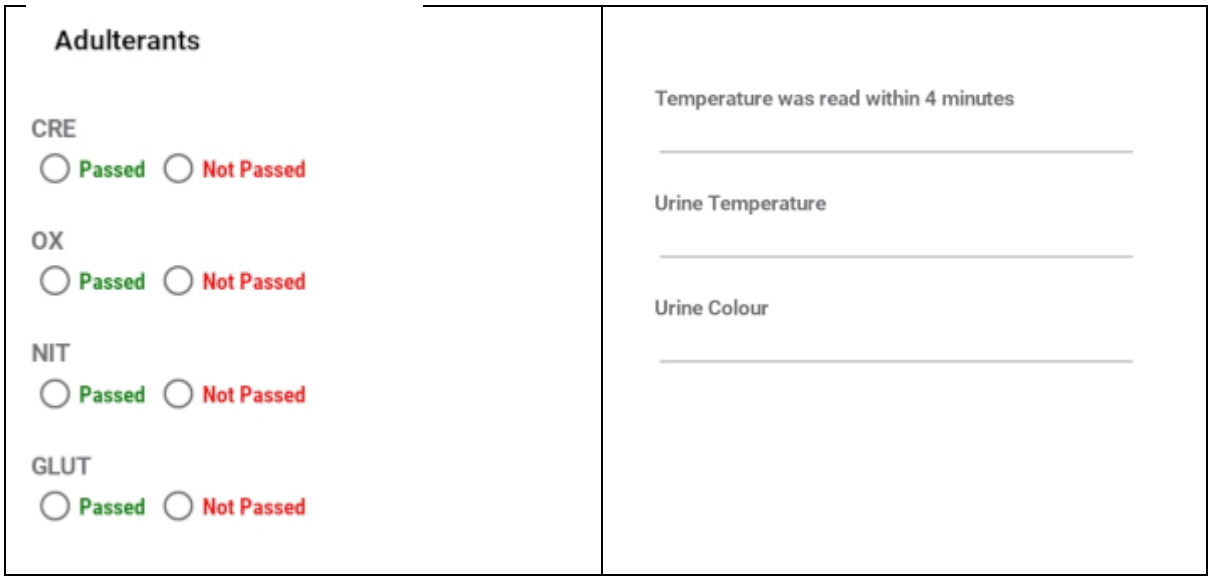
If you are using an Alcolizer supplied manual drug testing kit (urine or oral) device that are not Bluetooth/BLE enabled, you will need to ether the results manually. Tap on the line below each drug class and a popup will appear to select the test result. You must select a result for each drug class.



Entering manual test results

4.2.4.2.1 Extra Urine Test Data

There is extra data required when completing urine testing to ensure and document integrity of the sample. These must be filled in to complete a urine test form. To read the results of the adulterants, compare the colours on the cup against the colour card supplied with your device.

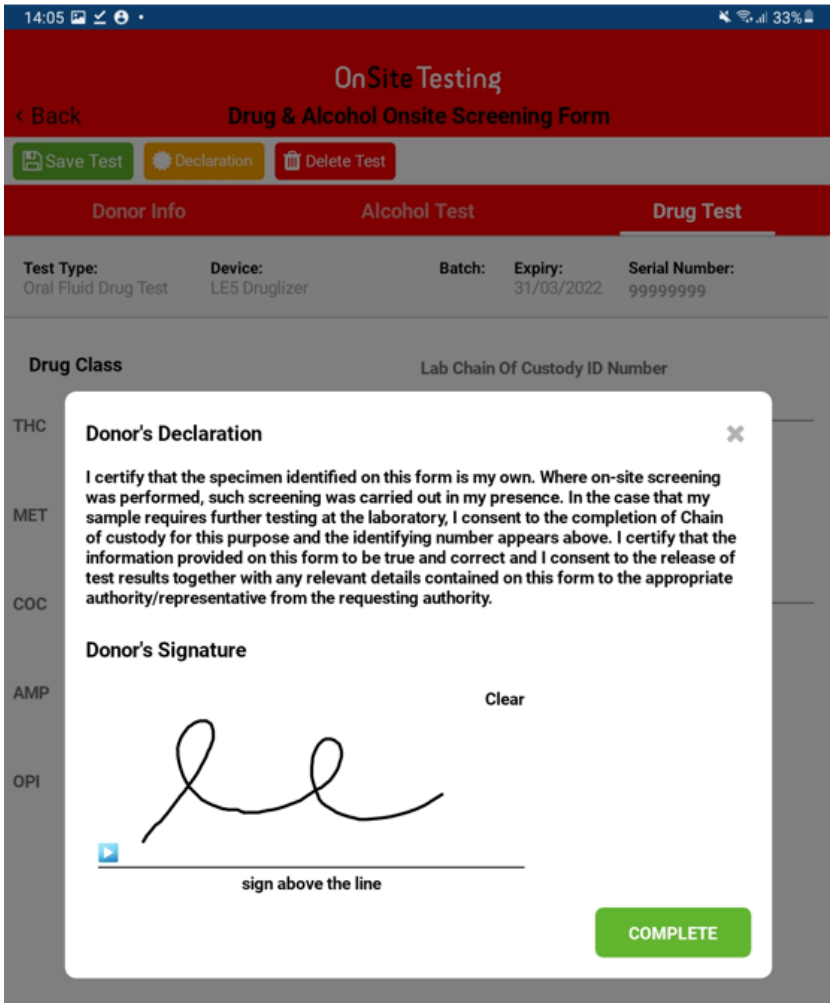


4.2.4.3 Unconfirmed Results

If the drug test result shows an unconfirmed result, then the Lab Chain of Custody ID Number section will be displayed. This must be filled in if you are sending the sample to a laboratory for confirmation testing. You must hold HLTPAT005 Collect Specimens for Drugs of Abuse Testing accreditation to be able to request a laboratory to perform confirmatory testing.

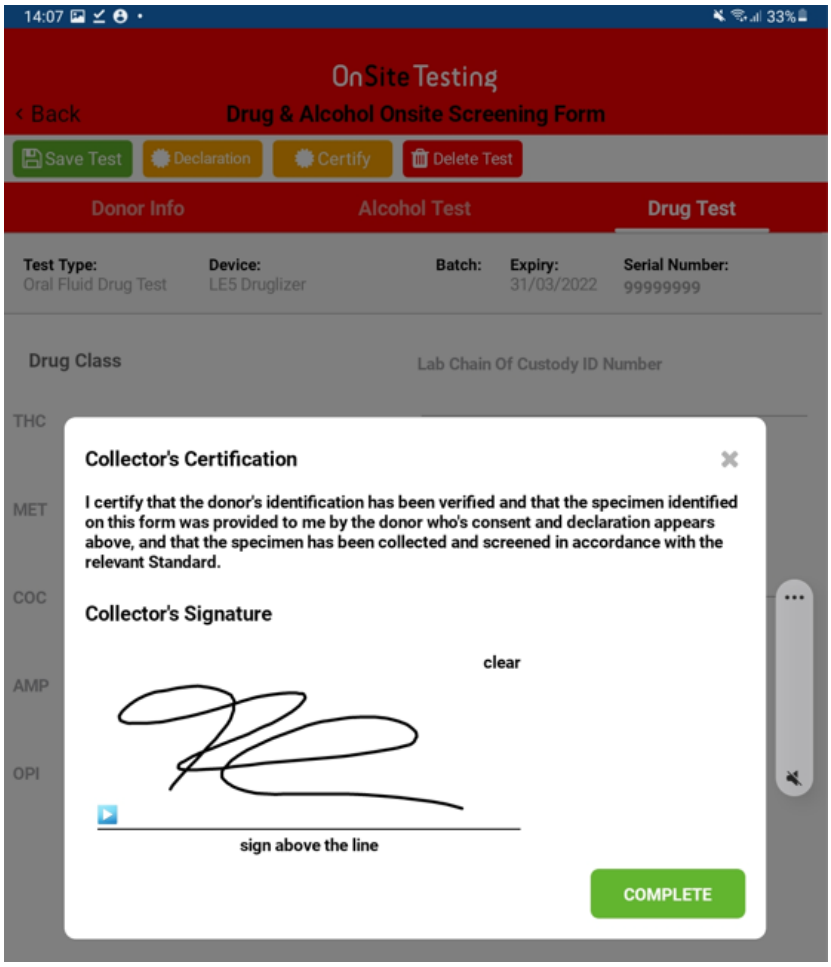
4.2.5 Complete the Donor's Declaration

Once all the test details are filled in, tap on the Declaration button. The donor must sign the donor declaration. Once this is signed, no further test results will be accepted into the test form.



4.2.6 Complete the Technician's Certification

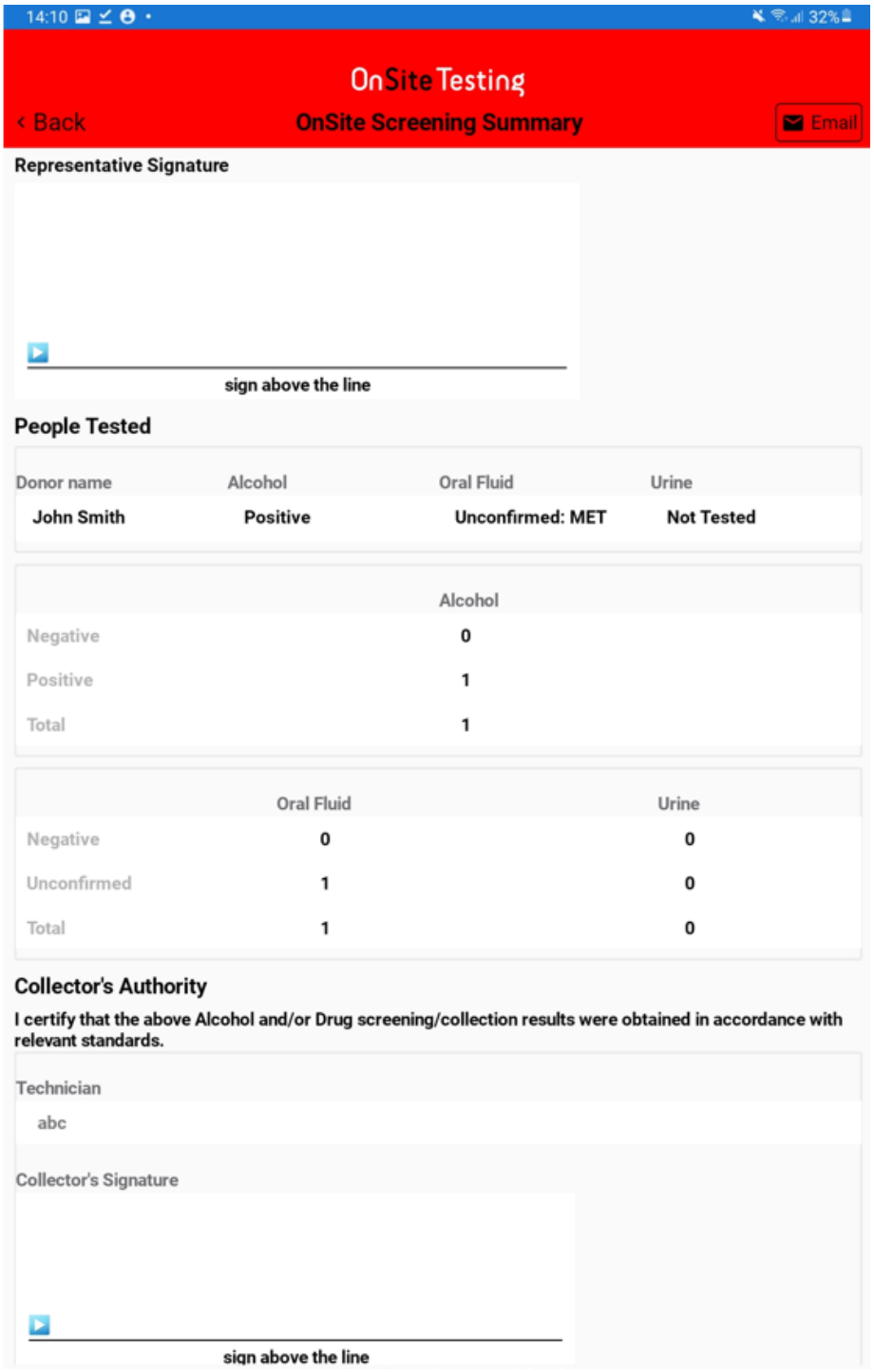
The Certify button will appear once the donor has signed the declaration. The AOD collector must sign the form. This completes the test form.



4.3 Finish A Testing Session

Once a testing session is complete, tap on the Summary button to complete the testing session.

- The AOD Collector needs to sign to certify that the testing session was completed in accordance with the relevant Australian standards.
- The requesting authorities representative needs to sign the summary form to accept the testing session. If you are performing testing for your own company, this could be the HR Manager, GM etc.
- Once the summary is signed in either spot, no further tests can be added to the testing session.



4.4 Emailing A Testing Session (Optional)

- You must have set up SMTP details to be able to email a testing session.
- On the Summary Screen, tap on Email.
- Enter the email address you want to send the results to.
- You can email more than one address by separating them with a comma.
- Confirm that you want the results emailed to that email address.
- Tap on OK.
- **You must email the report before synchronising the data.**

4.5 Syncing A Testing Session

At the end of your testing session synchronise all test data to AlcoCONNECT and with an active login, view analysed results online.

1. On the Summary Screen tap on Sync.
2. This will start the sync process and advise of the outcome.

Please note: All completed test sessions are deleted from the OnSite Testing App after they have been synced to AlcoCONNECT.

View all Alcohol & Drug Test results on the Dashboard and the OnSite Testing report in AlcoCONNECT.

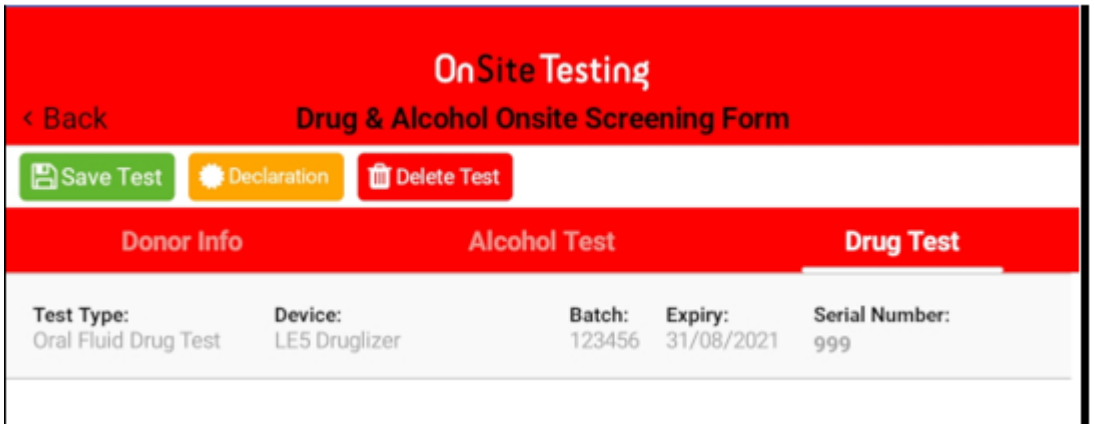
4.6 Starting A New Testing Session

When a testing session has successfully synced to AlcoCONNECT, you are ready to start a new testing session.

If you are not syncing this data; ensure you have emailed the testing session.
You will then be required to delete each existing test

- Tap on a test and then tap on the Delete button.
- Tap on the Summary button and clear out the Representative and Collector Signatures.

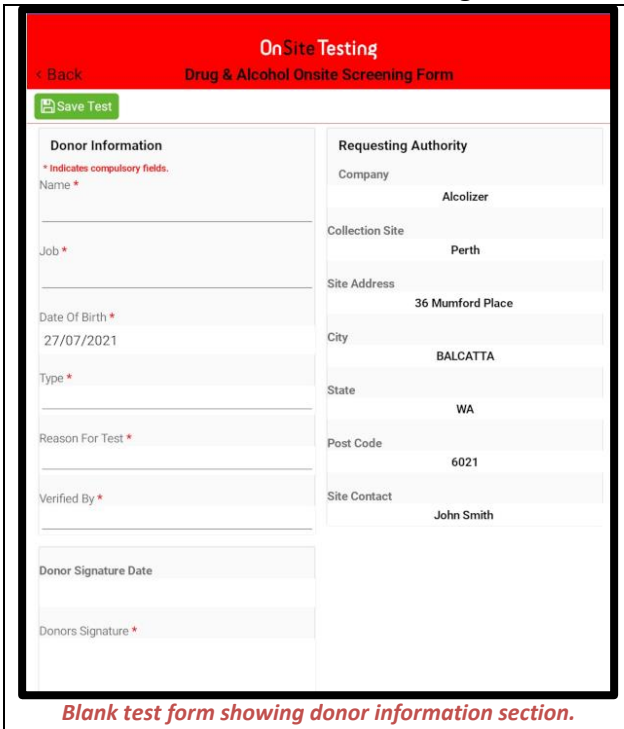
Then you will be ready to start a new testing session.



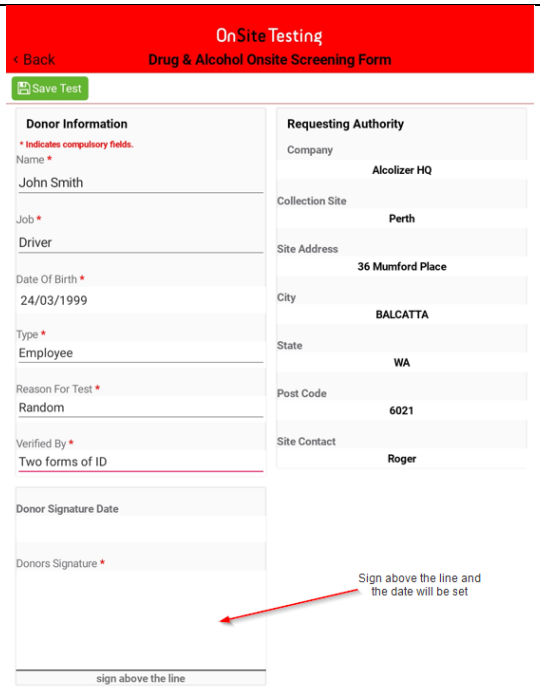
Full Donor Form Details

4.7 Donor Information

All sections of the donor information form must be filled in. Once all details are filled in, you will be able to access the Donor's agreement section.



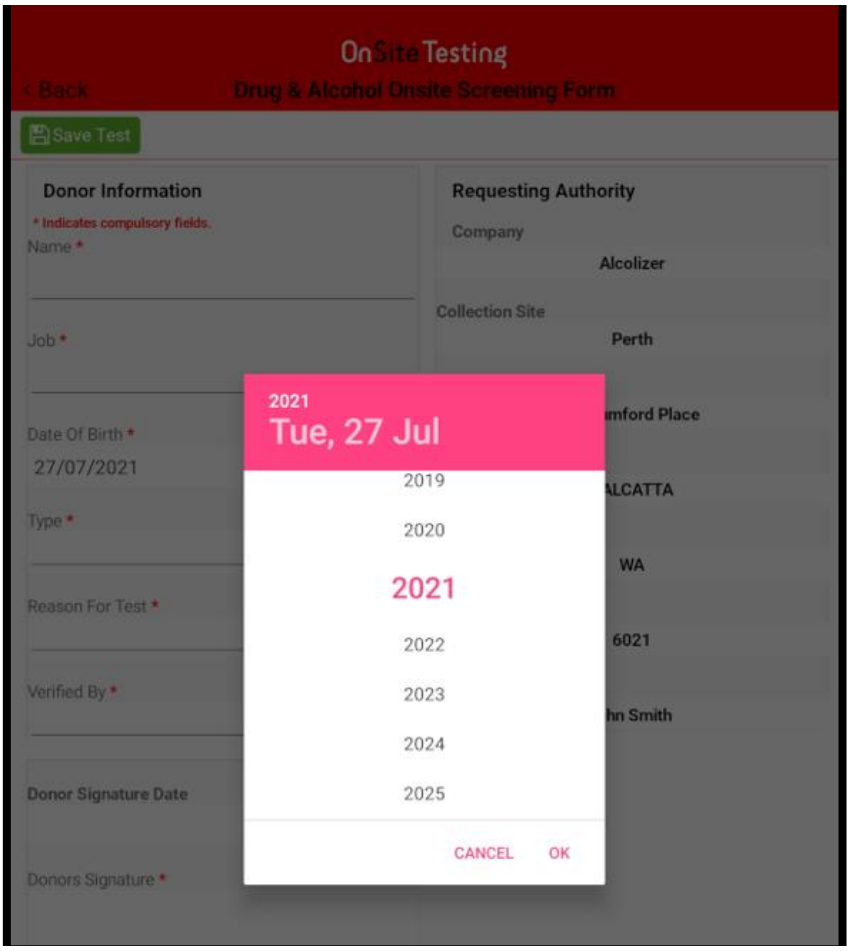
Blank test form showing donor information section.



Filled in test form showing where to tap so the donor can sign

4.8 Date of Birth

When entering the date of birth, tap on the year and a scroll box will pop up. This lets you get back to the correct year quickly without having to use the arrows next to the months in the calendar.



Note: Tap on year to get a year scroll list

4.9 Type of Employment

If you select “Contractor” as the employment type, you will need to enter the name of the contractor’s company.

4.10 Reason for Test

If you select Other as the test reason, you will need to enter a reason.

4.11 Verified By

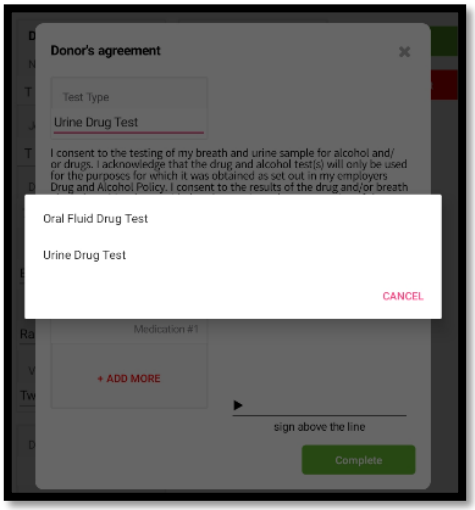
If you set verification to ID and Supervisor, then you will need to enter the supervisors name and get the supervisor to sign the form.

4.12 Donor’s Agreement

Once the Donor Information section is completely filled in, you will be able to tap on the Donor Signature box.

4.12.1 Test Type

You need to choose the type of drug test you will be completing before the donor signs the agreement. The wording of the agreement the donor signs changes depending on how you will be testing for drugs.



Choose the type of drug test before the donor signs the agreement.

4.12.2 Medication

If the donor has taken any medication or non-prescribed agents in the specified timeframe, then this should be recorded before any drug testing takes place. Each medication should be entered on its own line.

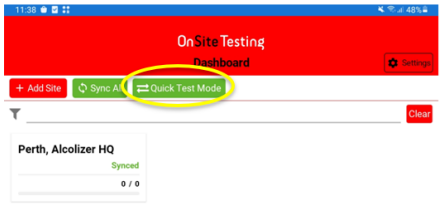
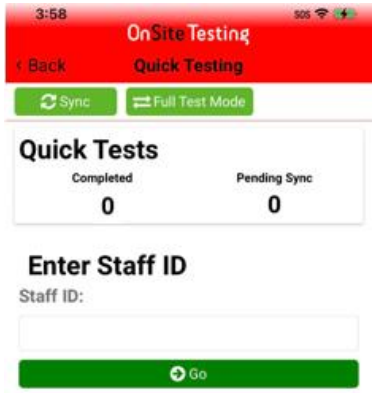
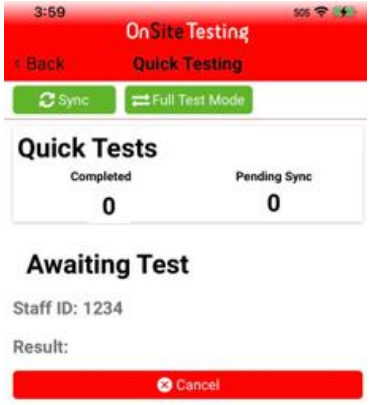
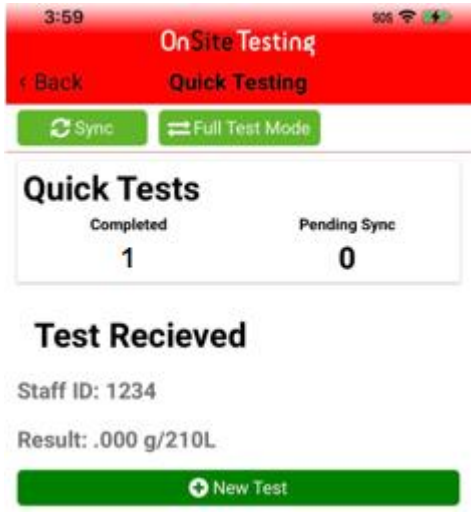
For oral fluids, the time frame is 48 hours. For urine, the time frame is 14 days.

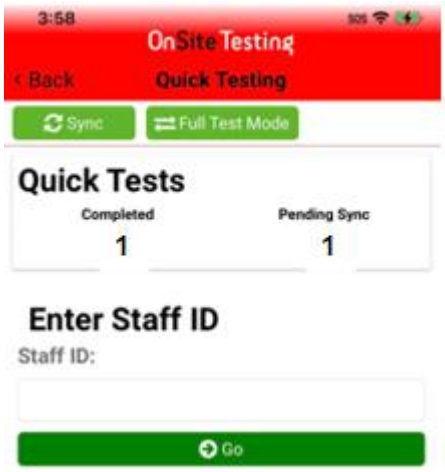
Medication taken must be entered before the donor signs the agreement.

4.12.3 Signature

The donor should then sign above the line.

5 Quick Test Mode Testing Session

Open the App and tap on the Quick Test Mode button.	
An optional staff ID can be entered prior to a test being completed on your Alcolizer LE5™ by typing into the staff ID box and pressing the Go button. If you don't want to enter a staff ID, you can perform a breath test now.	
You can now perform a breath test and the result will be linked with the entered Staff ID. If a Staff ID has been entered incorrectly, you can press the Cancel button and start again.	
When a result is received, it is displayed for a short time on screen and then the app resets. You can tap on New Test if you do not want to wait for the app to reset. If there is internet connection, the test result is synced to AlcoCONNECT.	

If you have results that are pending upload (Sync), you can trigger the upload by pressing the Sync button. Results from Quick Test Mode appear on AlcoCONNECT under the Alcolizer Breath Test data category.	

6 Appendix 4 Troubleshooting

6.1 Pairing Failed

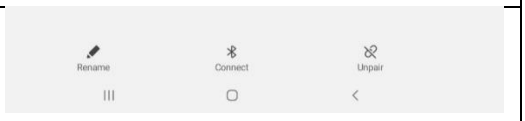
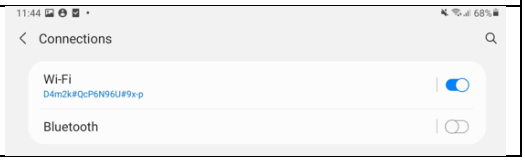
If you are having trouble pairing, there could be a few reasons; we have listed below some steps to take.

It may be that you have had your devices idle for some time so you may need to reconnect the pairing.

Please close any open apps that may be running and open the Onsite app

If the steps below do not work - please contact Alcolizer for assistance.

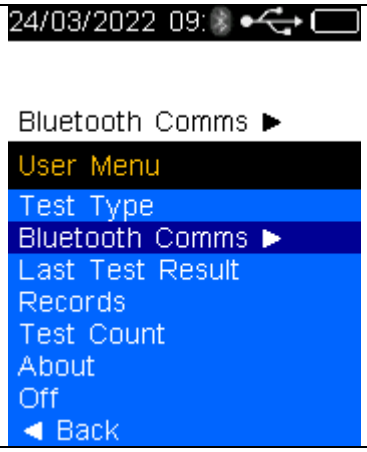
6.1.1 Step One

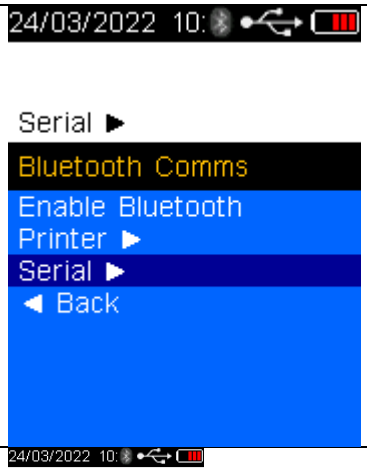
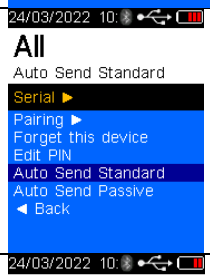
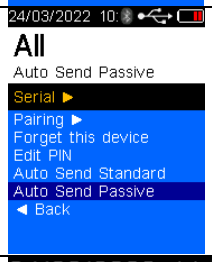
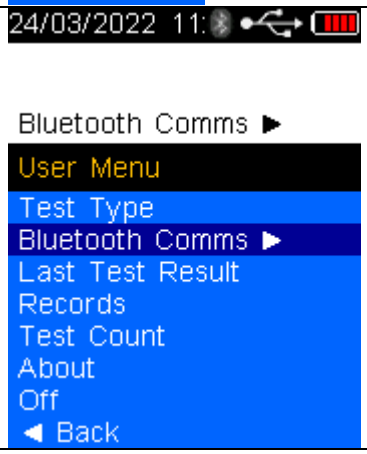
Check that all devices meet the App Requirements.	
Unpair the device in the Bluetooth settings menu on your smart device.	
Disable Bluetooth on your smart device.	

6.1.2 Step Two

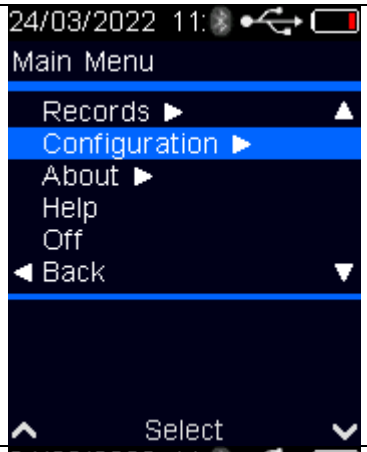
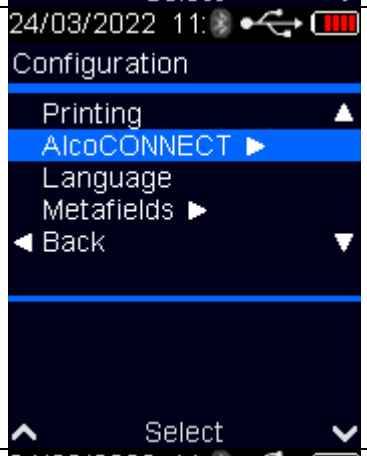
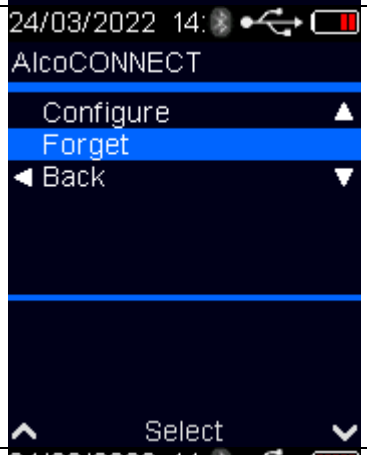
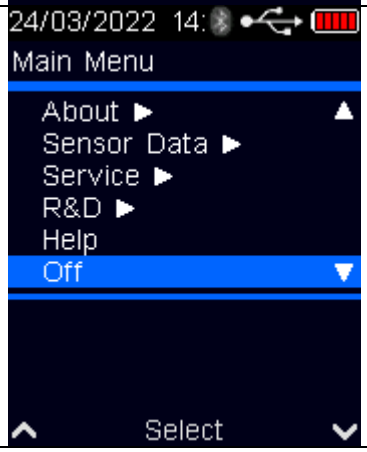
Follow either the Breathalyser or Druglizer steps below.

6.1.2.1 Breathalyser

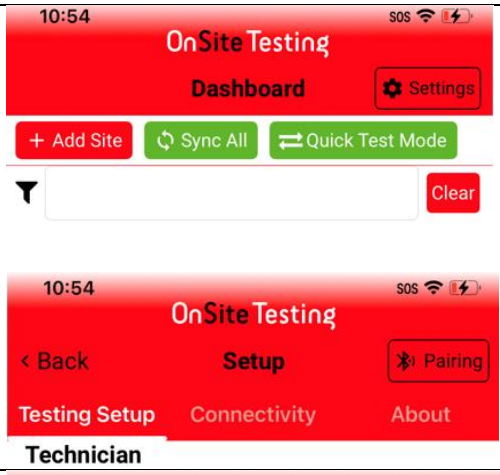
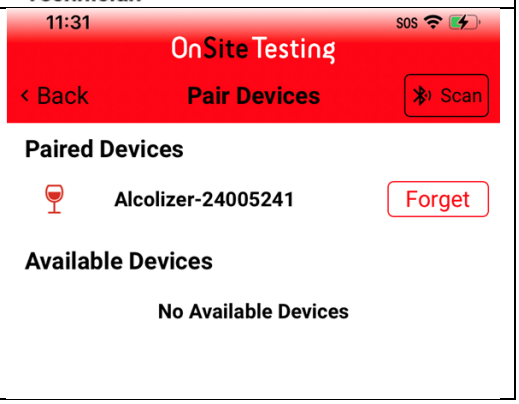
Select “Bluetooth Comms” in the User Menu on your Breathalyser.	

Select “Serial”	
Check that “Auto Send Standard” is set to “All”.	
Check that “Auto Send Passive” is set to “All”.	
Select “Back” until you get to the User Menu. Select “Off” to switch off the Breathalyser. Wait a minute and press the test key to switch on the Breathalyser.	

6.1.2.2 LE5 Druglizer

1. Select “Configuration” in the User Menu on your Druglizer.	
2. Select “AlcoCONNECT”	
3. Select “Forget”	
4. Select “Back” until you get to the Main Menu. Select “Off” to switch off the Druglizer. Wait a minute and press the test key to switch on the Druglizer.	

6.1.3 Step Three (iOS Only)

In the app tap on “Settings” and then tap on “Pairing”.	
5. Tap on “Forget” next to the device you were unable to pair to.	

6.1.4 Step Four

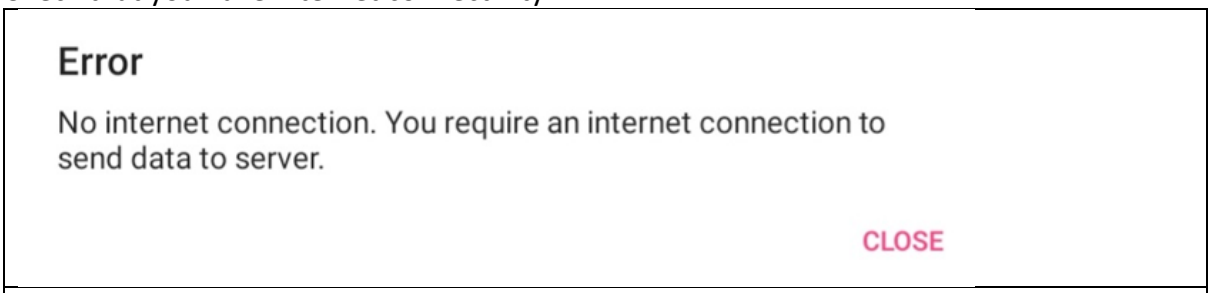
Close the app.
Reboot your smart device.
Start the pairing process again.

6.2 Failed Syncing

If you are getting a message that says syncing has failed, please check the following things before contacting Alcolizer for help.

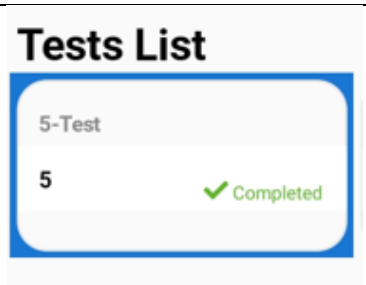
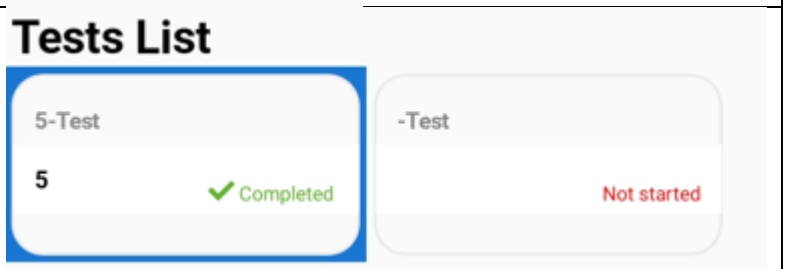
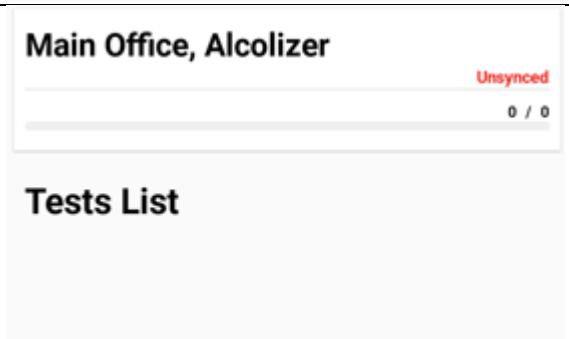
6.2.1 Check Internet Connectivity

Check that you have internet connectivity.



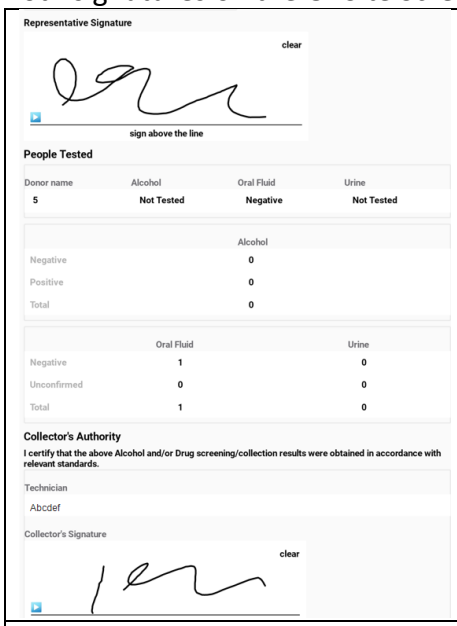
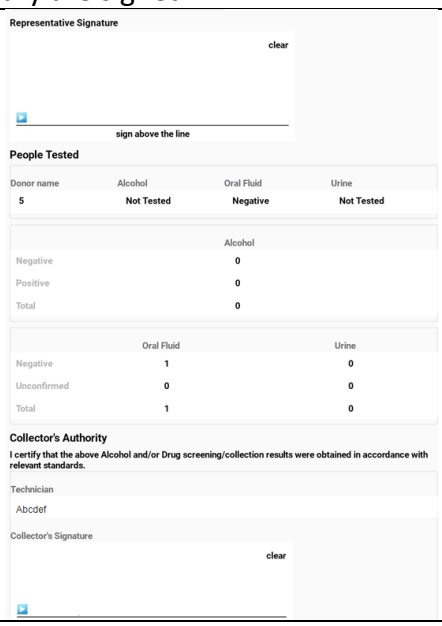
You will see a specific message if you have no internet connection.

6.2.2 Check Tests Completed

All tests in the testing session are showing as completed. Provided all other requirements are met, this testing session will be able to sync.	
There is one incomplete test. This testing session will NOT be able to sync.	
There are no tests to sync. This shows as 'Unsycned' as there is nothing to sync. An empty testing session will NOT be able to sync.	

6.2.3 Check Signatures

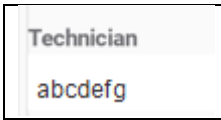
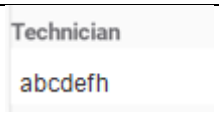
Both signatures on the OnSite Screening Summary are signed

	
This testing session will be able to sync	This testing session will NOT be able to sync

6.2.4 Check Technician Initials

The Technician Initials are entered exactly as provided in your AlcoCONNECT setup email.
Excerpt from email:

OnSite Testing App Setup
Your Technician Initials are abcdefg. These initials must be entered in the OnSite Testing App in Settings - Testing Setup - Technician Initials.

	
This testing session will be able to sync	This testing session will NOT be able to sync

6.2.5 Check Company And Site Names

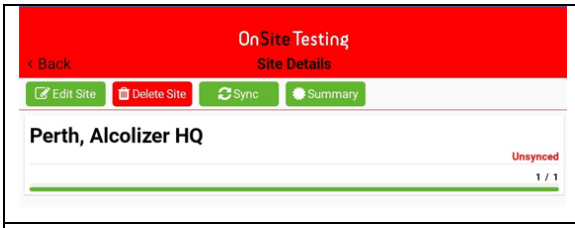
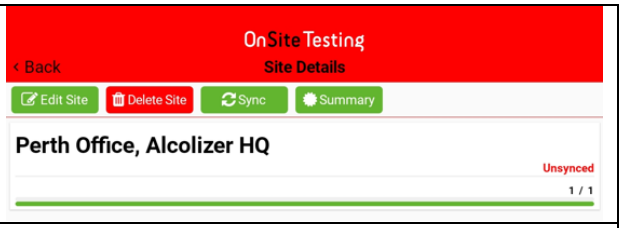
The Company and Site names are entered exactly as provided in your AlcoCONNECT setup email.

Excerpt from email:

Your company name is Alcolizer HQ.

Your site name(s) are listed below:
Perth

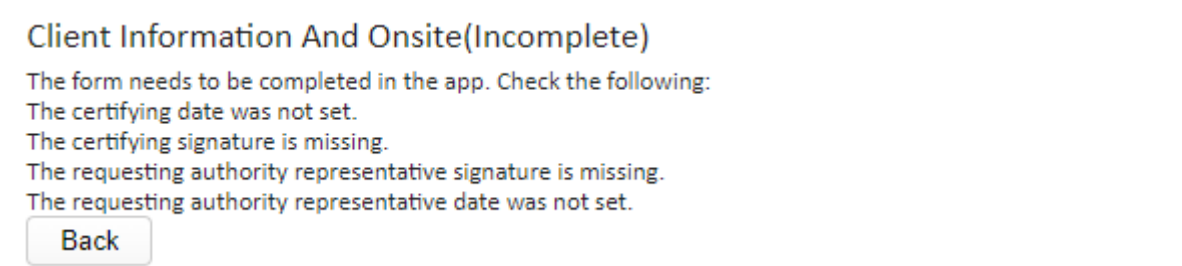
You must create the company and site(s) in the OnSite Testing App exactly the same as shown above. We suggest copying and pasting if possible.

	
This testing session will be able to sync	This testing session will NOT be able to sync

6.2.6 Check Onsite Testing Dashboard

If you have internet connectivity and have entered your technician initials and the company and site names correctly, you may be able to get more details from the Incomplete Forms section on the Onsite Testing Dashboard.

If you do not have access, then ask your AlcoCONNECT company contact to check the details for you.



Example of a testing session that was not successfully synced into AlcoCONNECT. In this example the signatures on the OnSite Screening Summary are not filled in.

6.3 Check for “stale bonding” (Bluetooth Troubleshooting)

Quick Fix Guide: Resolving Stale Bonding Issues between Tablet, App, and Alcolizer Bluetooth Device

Introduction:

Stale bonding issues can occur when there is a disruption in the Bluetooth communication between your tablet, the app hosted on it, and a third-party device you are trying to connect to. This guide provides steps to troubleshoot and resolve these problems, ensuring a seamless Bluetooth connection.

What is Stale Bonding?

Stale bonding is not an uncommon Bluetooth condition and refers to a situation where a previously established Bluetooth connection between devices becomes inactive or "stale." This can result in difficulties re-establishing a stable and secure connection between devices, leading to communication problems and disruptions in functionality.

Step-by-Step Quick Fix Guide:

Step 1: Check Device Compatibility:

Ensure that nothing has changed and that the tablet, the app, and the Alcolizer device are all compatible with each other's Bluetooth protocols and specifications. Outdated or incompatible devices may lead to bonding issues.

Step 2: Turn Bluetooth Off and On:

- On your tablet, access the Settings menu.
- Locate and tap on "Bluetooth" to toggle it off.
- Wait for a few seconds and then toggle Bluetooth back on.

Step 3: Forget and Re-pair the Device (from the Tablet and Device):

- From the Tablet:
  - Access the tablet's Bluetooth settings.
  - Locate the entry for the third-party device that you're experiencing bonding issues with.
  - Tap on the device's name and select "Forget" or "Unpair."
  - Restart both your tablet and the third-party device.
  - Re-pair the devices by following the initial pairing steps provided by Alcolizer.
- From the Device:
  - Access the device (Druglizer) configuration menu to forget the BT connection: > Configuration > AlcoConnect > Forget
  - For LE5 Breathalyser you will need to access the 5000 menu (see user manual)
  - Restart both your tablet and the third-party device.
  - Re-pair the devices by following the initial pairing steps provided by Alcolizer.

(note: Users may wish to perform both steps in parallel)

The following steps are more aggressive in nature and will clear cached memory so should only be undertaken by skilled IT professionals and/or under support/supervision of a competent IT person.

Step 4: Clear App Cache and Data:

- On your tablet, navigate to the "Settings" menu.
- Locate and select "Apps" or "App Manager."
- Find the app associated with the Alcolizer device.
- Tap on the app and select "Storage."
- Choose "Clear Cache" and "Clear Data."
- Restart your tablet and launch the app again.

Step 6: Reset Network Settings:

- On your tablet, navigate to the "Settings" menu.
- Select "System" or "General Management."
- Choose "Reset" or "Reset Options."

- Select "Reset Network Settings."
- Confirm the reset and allow your tablet to restart.

Step 7: Update App and OS:

- Open the app store on your tablet (e.g., Google Play Store or Apple App Store).
- Check if there are any updates available for the app you're using.
- Update the app to the latest version.
- Similarly, ensure that your tablet's operating system is up to date by checking for system updates in the device's settings.

Step 8: Contact Support:

- If the issue persists after following the above steps, it's advisable to contact your I.T. Department for assistance who may escalate to Alcolizer support who can provide further assistance and troubleshooting tailored to your specific situation.

Conclusion:

By following these steps, you can troubleshoot and resolve stale bonding issues between your tablet, the app hosted on it, and a third-party device. These actions help ensure a stable and reliable Bluetooth connection, enabling you to fully utilize the capabilities of your devices and maintain smooth communication.