

Trouble Shooting

- 1.) I get a “No Hardware Detected” error even though I am wearing my chest strap and have my receiver attached to my iPhone/iPod Touch.**

The SweetBeat App may not be receiving the signal from your hardware due to a bad electrical connection. Wet the electrodes on your chest strap. Use water or a moisturizer such as K-Y jelly. The electrodes are either smooth spots or outlined on your chest strap.

- 2.) My Stress Level shows red even though I feel relaxed and calm.**

Your Stress Sensitivity level may be set too high. Try running a session with the Sensitivity at a lower level. Press Settings on the Tab Bar. This will take you to the Settings page. Press Application Settings. This will take you to the App Settings page. Press Sensitivity Level and press the next lowest level.

- 3.) The App will not download.**

Check the software version of your iPhone, iPod Touch, or iPad. SweetBeat will not work on Versions below 4.0.