

Troubleshooting Common Issues

If your heart rate monitor is not found, ensure proper skin contact by lightly wetting the electrodes or using conductive gel. Replace the battery if needed.

Frequent red spikes in the RR screen may indicate poor contact or an aging strap. Improving contact or replacing worn equipment usually resolves this.

If a session does not upload, check your internet connection, restart the app, and manually upload from History.

If your stress appears high despite feeling relaxed, lower your sensitivity setting. Persistent high readings may reflect chronic stress.

If the app does not download, verify your device meets the required iOS version listed in the App Store.