

# Troubleshooting

- I get a “Heart Rate Monitor Not Found” error even though I am wearing my chest strap.
  - The SweetBeatLife App may not be receiving the signal from your hardware due to poor contact with your skin.
    - Wet the electrodes on your chest strap. Use water or a lubricant such as K-Y jelly. The electrodes are either smooth spots or outlined on your chest strap.
- My iPod touch lost WiFi connection and my session will not upload
  - If you take your device outside of your WiFi range, simply save the session, exit the app to re-establish WiFi connection. Launch SweetBeatLife and go to the history. Select the saved session and upload.
- 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 the blue “wheel” in the upper right on the Monitor Page. This will bring up “Monitor Options”.
- Press Stress Sensitivity Level and press the next lowest level.
- The App will not download onto my device.
  - Check the software version of your iPhone, iPod Touch, or iPad. SweetBeatLife will not work on Versions below 7.0.