

Troubleshooting

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Heart Rate Monitor Not Found

- I get a “Heart Rate Monitor Not Found” error even though I am wearing my chest strap.
 - Your app may not be receiving a signal from your strap due to poor contact with your skin.
 - Wet the electrodes or use a lubricant such as K-Y Jelly. The electrodes are the smooth plastic spots on the strap, located to the left and right of the transmitter.
 - Check the battery of your transmitter and try replacing it.

I'm Getting Red Spikes in Real Time RR Screen

- While getting an occasional “red spike” in your real time RR screen is normal, sometimes you will see them almost continuously. If so:
 - Your app may not be receiving a signal from your strap due to poor contact with your skin.
 - Wet the electrodes or use a lubricant such as K-Y Jelly. The electrodes are the smooth plastic spots on the strap, located to the left and right of the transmitter.
 - Check the battery of your transmitter and try replacing it.
 - If your strap is old, it can wear out. You can get a new strap to use with your current transmitter.

- For very old units, alas, they don't last forever. You may need a new one.

My Session Will Not Upload

- If you lose internet connection the session will not upload.
 - Exit the app, re-establish internet connection the re-launch.
 - Go to History and select the session. Tap upload.
 - If you still have problems, contact Support@sweetwaterhrv.com

My Stress Level Shows Red Even Though I Feel Relaxed

- Your Stress Sensitivity may be set too high. Try running a session with the Sensitivity set to a lower setting.
 - Tap the orange gear in the upper right corner of the Monitor Screen.
 - Scroll down the options until you see Stress Sensitivity, tap that and select a lower level.
- You may actually be in chronic fight or flight. Remember, the brain is a giant pattern matcher and filter. It will filter out anything familiar even if it is dysfunctional. If you are on Stress Sensitivity Level 1 and still pegged in the Red, you may have chronic stress.

The App Will Not Download to my Device

- Check the software version of your phone and compare it to the software version required, as listed in the Apple App Store listing.
 - On you iPhone or iPad go to Settings -> General -> About to check the iOS version on your device.