HRV Health Basic APP

Problem	Solution
No readings being displayed	Enter HRM DeviceID and restart app.
HRV data not uploaded to system	Check that the iOS device is connected to the Internet click the start reading button.
New HRV reading does not appear on system	Check that the iOS device is connected to the Internet, and click the New reading button. The haptic feedback will confirm that a new reading has been registered.
Results do not appear after taking a reading	Make sure that you feel a haptic tap after the reading starts and when it ends.
There is no haptic tap when the reading starts or when it ends.	Check that haptics are enabled in the iOS settings.
Haptics are enabled, but there is still no haptic feedback when readings are taken.	Check that the device is connected to the Internet.
Results do not appear for the reading.	On the HRV data screen, make sure that the Select checkbox is ticked, and click the Update button.
The reading is there, but there is also a blank reading.	Click the select column on the NULL readings, and click the archive button.
No readings	Is the HRM correctly attached to the chest.
No readings	Check the HRM battery.
No readings	Check that the bluetooth for HRV Health has been enabled in your phone settings.
No readings	If you are using an iOS device, check that the app is communicating with the platform. After clicking start reading, the platform confirms the connection, and the iOS device gives haptic feedback.
The results appear to be wrong	If a reading appears to be incorrect, check that the # data points column is between 118 and 120. If it is not, take a new reading.
The results appear to be wrong	Look at the resting heart rate and the HRV heart rate. If this differs by more than 5, take a new reading.
The results appear to be wrong	Look at the respiration rate. If this is above 12, take a new reading, breathing slowly.

Troubleshooting guide

RHR pulse rate is higher than normal, respiration rate it higher than normal, feeling fine, but the results are lower than normal.	This is a sign that you are potentially fighting an illness. Do not do any strenuous exercise, and look for other symptoms that you are not feeling well. Take a second reading.
Pressing the Results button produces a blank screen	The HRM device ID has not been registered on the HRV Health Platform. Login at https://hrvhealth.org/login.php#tabs-2 and add the device ID: on the menus Metrics->User setup->HRM device add.

HRV Health App

Problem	Solution
The Pulse rate/Streams On button does not change colour	Check that the heart rate monitor is registered on the iOS device, and that the app has been restarted after registration.
The Pulse rate/Streams On button does not change colour	Check that you are wearing the heart rate monitor.
Pressed start reading and nothing happens	The Start reading button must be Blue to start readings. If it is not, start reading. The button will change to Blue. Press Start reading.
Some of the buttons are yellow from the previous reading	On completion of a reading, the buttons should be restored to the Off state (Blue). Restart the app on the iOS device to restore the startup condition.
The device is registered, the app has been restarted, the buttons do not change colour when pressed	Try using the HRV Health Basic app. Register the HRM on the Basic app, restart the app, and press Start reading.
The HRV Health Basic app is also not working	Load the Polar Beat app, and test whether that connects to the heart rate monitor.
The Polar Beat app connects to the HRM, but both HRV Health Apps do not	Contact our technical support, please.
The HRM does not connect to the HRV Health apps and does not connect to the Polar Beat app	Request a replacement of the Polar heart rate monitor
HRV data not uploaded to system	Check that the iOS device is connected to the Internet press the Start reading button.
New HRV reading does not appear on system	Check that the iOS device is connected to the Internet, and click the New reading button. The haptic feedback will confirm that a new reading has been registered.

Troubleshooting guide

Results do not appear for the reading.	On the HRV data screen, make sure that the Select checkbox is ticked, and click the Update button.
No readings.	Is the HRM correctly attached to the chest.
There is no haptic tap when the reading starts or when it ends.	Check that haptics are enabled in the iOS settings.
Haptics are enabled, but there is still no haptic feedback when readings are taken.	Check that the device is connected to the Internet.
No readings	Check that the bluetooth for HRV Health has been enabled in your phone settings.
No readings	If you are using an iOS device, check that the app is communicating with the platform. After clicking start reading, the platform confirms the connection, and the iOS device gives haptic feedback.
The results appear to be wrong	If a reading appears to be incorrect, check that the # data points column is between 118 and 120. If it is not, take a new reading.
The results appear to be wrong	Look at the resting heart rate and the HRV heart rate. If this differs by more than 5, take a new reading.
The results appear to be wrong	Look at the respiration rate. If this is above 12, take a new reading, breathing slowly.
RHR pulse rate is higher than normal, respiration rate it higher than normal, feeling fine, but the results are lower than normal.	This is a sign that you are potentially fighting an illness. Do not do any strenuous exercise, and look for other symptoms that you are not feeling well. Take a second reading.
Pressing the Results button produces a blank screen	The HRM device ID has not been registered on the HRV Health Platform. Login at https://hrvhealth.org/login.php#tabs-2 and add the device ID: on the menus Metrics->User setup->HRM device add.

HRV Health Android App

Problem	Solution
The Connect to ###### button does not change colour	Check that the heart rate monitor is registered on the Android device, and that the app has been restarted after registration.
The Connect to ###### button does not change colour	Check that you are wearing the heart rate monitor.

Troubleshooting guide

The device is registered, the app has been restarted, the buttons do not change colour when pressed	Try using the iOS HRV Health Basic app. Register the HRM on the Basic app, restart the app, and press Start reading.
The HRV Health Basic app is also not working	Load the Polar Beat app, and test whether that connects to the heart rate monitor.
The Polar Beat app connects to the HRM, but both HRV Health Apps do not	Contact our technical support, please.
The HRM does not connect to the HRV Health apps and does not connect to the Polar Beat app	Request a replacement of the Polar heart rate monitor
HRV data not uploaded to system	Check that the Anroid device is connected to the Internet press the Connect to ###### button.
Results do not appear for the reading.	On the HRV data screen, make sure that the Select checkbox is ticked, and click the Update button.
No readings.	Is the HRM correctly attached to the chest.
No readings	Check that the bluetooth for HRV Health has been enabled in your phone settings.
The results appear to be wrong	If a reading appears to be incorrect, check that the # data points column is between 118 and 120. If it is not, take a new reading.
The results appear to be wrong	Look at the resting heart rate and the HRV heart rate. If this differs by more than 5, take a new reading.
The results appear to be wrong	Look at the respiration rate. If this is above 12, take a new reading, breathing slowly.
RHR pulse rate is higher than normal, respiration rate it higher than normal, feeling fine, but the results are lower than normal.	This is a sign that you are potentially fighting an illness. Do not do any strenuous exercise, and look for other symptoms that you are not feeling well. Take a second reading.
Pressing the Results button produces a blank screen	The HRM device ID has not been registered on the HRV Health Platform. Login at https://hrvhealth.org/login.php#tabs-2 and add the device ID: on the menus Metrics->User setup->HRM device add.