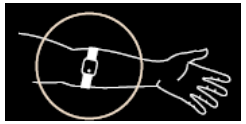
Troubleshooting Guide
IQNITER HR Sensor - Armband

Armband Issue

- **Does not show on leaderboard**
  - Check that the Sensor ID is correctly registered. IQNITER HR Sensor 7 digits.
    - → Check correct Sensor ID at my.iqniter.com or in IQNITER mobile app.
  - Battery level is low. *Should light periodically every 3 sec.*
    - → Charge battery until the LED light remains green. Flashing when charging. No flashing when fully charged.
  - Check correct placement of the sensor on the arm. Place directly on your skin.



- **Heart rate jumps up and down or is stuck at very low or high value**
  - Check correct placement of the sensor on the arm. Place directly on your skin.
- **Heart rate does not show on my mobile app**
  - The armband is not connected to the smartphone.
    - → Connect to the smartphone (Bluetooth settings). Then restart the mobile app. If not connected, then contact the mobile app supplier.
- **Heart rate has delayed response or cuts out 30-40 sec, then comes back**
  - Issues related to the fitness center installation (typically also issue for other belts in the studio).
    - → Request the fitness center to check their installation, see separate Installation Troubleshooting Guide https://iqniter.com/downloads/

Further info: https://iqniter.com/downloads/