



## Trouble Shoot Common Chest Strap HRM Issues

If you are having issues with your Accuro provided chest strap HRM, there are a few things that might be occurring that can be resolved to see if the issue is the HRM Pod, the HRM strap, or user error. If you or your member is having issues with the HRM connecting to the AccuroFit system, please trouble shoot the following options:

- Make sure the HRM is on correctly. Make sure the HRM Pod is not upside down on the strap. Make sure the HRM is positioned correctly on the chest and isn't too high or too low on the chest.
- Have another person/member try on the HRM and strap. If they are able to get it to connect, it's possible it was being worn incorrectly by the original owner.
- Make sure the HRM strap is damp/wet, especially if this is a new HRM strap and is the first time it is being used. Getting the sensors damp will help with connectivity on the chest to get a reading.
- Try replacing the battery. Sometimes replacing the battery fixes all issues immediately.
- Try connecting the HRM to the AccuroFit App. If you are able to find and connect the HRM to the App, you should have no issues connecting to the system. This may mean there is a larger issue with the system and not the HRM.
  - Try other Heart Rate Tracking Apps as well. For example, the Under Armour Record App.
- Try connecting the HRM Pod to another strap to eliminate the potential you received a bad strap.
- If you have received an HRM tester from Accuro, connect the HRM to the tester and test on the AccuroFit system.

If you are still having issues and none of the above methods work, please contact our support team at 877-409-0937 or [support@accurofit.com](mailto:support@accurofit.com) to discuss the next steps in the process.