**Restart the sensor**: If the lights on the back do not turn off, please contact support.

**Restart both the app and the sensor**: Hold down the button for a few seconds to turn off

**Check for interference:** Is there anything electrical nearby that could be interfering with the signal? For example, a baby monitor or camera? Try the system in another part of the house to check this.

**Check sensor location**: Does the sensor have a firm connection with the skin? You may need to try adjusting the strap, or even trying the sensor on another part of the body

**Check tablet proximity:** Is the sensor in the same room as the tablet? Moving the tablet too far away can cause connectivity issues.

**Bluetooth connection**: Check that the tablet’s Bluetooth is turned on. Try toggling it off and then back on again also.