Troubleshooting Guide

hälsa

INITIAL SET UP

PROBLEM	CAUSES	SOLUTIONS
Cannot see the Hälsa Hub Wi-Fi during set up	• The Hälsa Hub isn't turned on • Already connected to Wi-Fi • The Hälsa Hub is out of range	• Plug in the Hälsa Hub • Move the Hälsa Hub closer to the router
Cannot see your home Wi-Fi in the Hälsa App	• Your home router is 5.0 GHz (Hälsa only supports 2.4 GHz or its not turned on) • You may have a hidden router	• Visit halsababy.com/support for instructions on hidden routers
The Hälsa Hub will not connect to your home Wi-Fi	• Password is incorrect • The Hälsa Hub is out of range of your Wi-Fi router • Your home Wi-Fi is not working	• Double check your internet password • Move the Hälsa Hub closer to your internet router for set up, then move the Hälsa Hub back to the nursery after set up • Try restarting the phone and reconnecting to Wi-Fi • Reset your Wi-Fi router
The Hälsa Hub will not pair to your Hälsa Baby app account	• The Hälsa Hub and the iOS device are not on the same Wi-Fi network	• Verify that your iOS device is connected to the same Wi-Fi networks as the Hälsa Hub • Connect your iOS device to the same 2.4 GHz wi-fi networks as the Hälsa Hub

Need technical support? Email us at friends@halsababy.com or call us at 325-HALSA01 from 7am-9pm Monday - Saturday.
General questions? Chat with us at halsababy.com/chat

Troubleshooting Guide:

CONNECTIVITY

PROBLEM	CAUSES	SOLUTIONS
The Hälsa Hub is disconnected from the internet	• The Hälsa Hub is out of range of your Wi-Fi router • Your home Wi-Fi is not working	• Move the Hälsa Hub and Wi-Fi router closer together (neither Wi-Fi range extenders not second routers will help) • Reset your router
Unable to charge the ankle smart sensor	• The Hälsa Smart sensor is not connected to the Hälsa Hub properly • The Hälsa Smart sensor requires a reset	• Be sure the Hälsa Smart sensor is sitting correctly on the Hälsa Hub to charge
Seeing dashes instead of heart rate and oxygen	• The Hälsa Smart sensor is trying to get a reliable reading • Too much movement • Poor Hälsa Smart sensor placement • Poor fit of Hälsa Smart sensor within the ankle band	• Make sure the Hälsa Smart sensor is centered in the window of the ankle band • Do not use rockers or vibrating pads as they may interfere with the proper functioning of the device • Check the Hälsa Smart sensor placement on the ankle • Check the ankle band size

Tips for a Safe Sleep Environment

Some friendly tips to keep your baby healthy and safe:

• Always place your baby alone and on their back to sleep. Placing your baby to sleep on their side or on their stomach is not safe.

• Use a crib that meets current safety standards. Use a firm mattress that fits snugly in the crib and is covered with only a tight-fitting crib sheet.

• Do not put anything soft, loose, or fluffy in your baby's sleep space. This includes pillows, blankets, comforters, bumper ads, stuffed animals, toys or any other soft items.

• Use a wearable blanket, or similar type sleeper, instead of traditional blankets to keep your baby safe and warm.

• Room-share instead of co-sleeping to keep your baby's sleep space separate from, but close to, your bed. This will keep them safe and make feeding easier. The Hälsa Baby smart sensor system does not function properly when co-sleeping. Your body will interfere with the smart sensor signals.

• Avoid falling asleep with your baby in your bed, couch or armchair.

• Never allow your baby to sleep on any soft surfaces such as adult or child-sized beds, sofas, chairs, waterbeds, pillows, cushions, comforters, sheepskins, or anything similar.

• Do not use pillows, wedges, or positioners to prop your baby up, keep them on their back, or prevent them from rolling.

• Make sure your bay does not get too warm. Use light sleepwear on your baby and keep the room temperature comfortable for a lightly clothed adult.

• Educate everyone who cares for your baby about these rules for safe sleep!

For more information, visit **HalsaBaby.com**