

## CPR & Emergency Cardiovascular Care

**Issue:** I cannot scan the QR Code.

**Tip:** Locate the instructional card in your Adult & Child or Infant CPR Anytime Kit bag and use the website link provided.

**Issue:** The website does not open.

**Tip:**

1. Check to make sure that you have a reliable Internet connection.
2. Connect to Wi-Fi.
3. Refresh your browser page.

**Issue:** The screen is frozen and/or the app is not displaying CPR feedback.

**Tip:** Make sure you allowed camera permissions from the camera permission pop-up. If you have not seen a camera pop-up, allow camera permission from the privacy settings in your browser.

*iPhone Users:* Go to >**Settings>Privacy>Camera**, find the browser that you are using to access the app and turn on the permission toggle.

*Android Users in the Chrome Browser:* Go to >**Settings>Site settings>Camera**. Select it and choose "**Allow**." Alternatively, you can tap on the camera/keylock icon to the left of the URL, click on permissions. Click on camera to provide access.

If you can see the camera frame in the page, make sure that your head is in the camera frame for it to be able to assess your compressions. Tilt the phone toward you if needed.

**Other issues where the camera could affect the app compression rate:**

- Long hair hanging down towards the camera
- Bad (background) lighting
- Trying to hack the algorithm by doing moving eyebrows/hands or simply nodding
- Not being in center of the camera picture frame with the phone directly beneath you

**Issue:** My phone goes to sleep mode.

**Tip:** Prevent your phone going to sleep mode by following these tips:

*iPhone Users:* Go to >**Settings>Display & Brightness> Auto-Lock** and change it to **Never**.

*Android Users:* Go to >**Settings>Display>Screen timeout** and choose a sufficiently high timeout value.

*You can revert the changes in the settings after your session with the Instructor ends.*

# CPR Anytime® Interactive App Troubleshooting Guide



## CPR & Emergency Cardiovascular Care

**Issue:** I cannot see my screen.

**Tip:** Make sure your phone is visible in the video feed, if not adjust your camera so the Instructor can see the screen.

Phone screens should be adjusted to maximum brightness.

If you are using a privacy screen protector, temporarily remove it from the phone so the Instructor can see the feedback color on your phone screen.

**General Tips:**

- Phones should be fully charged.
- Screens should be adjusted to maximum brightness.
- Privacy screen protectors should be removed from the phone.
- Ensure you have reliable Internet access.

**Additional Support:**

If issues with the app continue, please contact **AHA Customer Support** (Monday-Friday, 8:00 a.m. – 5:00 p.m., Central Time) at 877-242-4CPR (4277) or [inquiries@heart.org](mailto:inquiries@heart.org).