

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

Tip:

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

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 of 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: Goto >Settings>Site settings>Camera. Select it and choose "Allow." Alternatively, you can tap on the camera/keylock icon to the left of the URL bar, 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:

- x Long hair hanging down towards the camera
- x Bad (background) lighting
- x Trying to hack the algorithm by doing moving eyebrows/hands or simply nodding
- x 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 time out (choose) 30 seconds or 1 minute.



CPR Anytime® Interactive App Troubleshooting Guide

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

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

Additional Support:

If issues with the app continue, please contact Customer Support (Monday-Friday, 8:00 a.m. – 5:00 p.m., Central Time) at 877-242-4CPR (4277)