

**TROUBLESHOOTING GUIDE**  
**Polar FlowLink Drivers for Microsoft® HealthVault**

## GENERAL

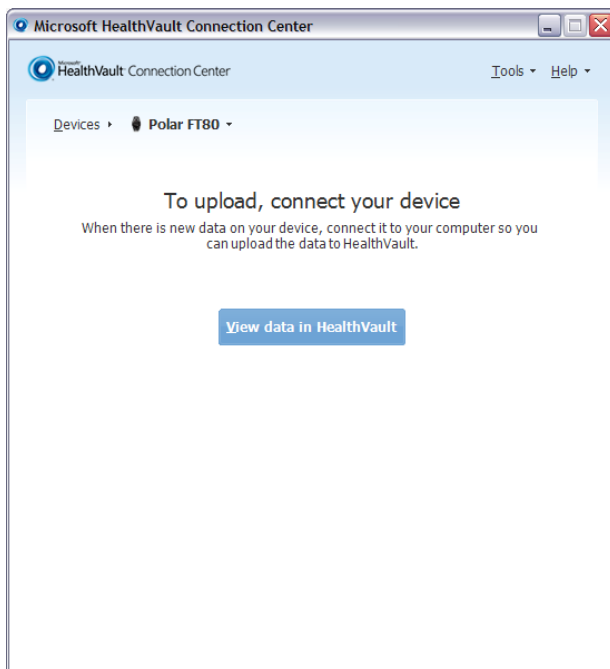
Polar FlowLink Training Computer Drivers for Microsoft® HealthVault is software used to transfer data from Polar FA20, FT40, FT60 and FT80 training computers to [www.healthvault.com](http://www.healthvault.com) for web analysis. Microsoft® HealthVault is a free, privacy and security enhanced online service that lets you gather health data from many sources, store it in a single location, and share it with those you trust.

See 3rd party info from <http://www.healthvault.com>

These service providers use [www.healthvault.com](http://www.healthvault.com) as a building block for personal health data analysis web applications.

## TROUBLESHOOTING

- Please see [Getting Started Guide](#) for correct data transfer process.
- When the data transfer is started very first time after the initial installation you may need to set the training computer twice on FlowLink in order to start the upload process.
- It is possible that in some cases the uninstaller is not able to delete the installation folder due to security reasons. After uninstalling the driver make sure the installation folder is deleted. As default the folder is located at: C:\Program Files\Polar\Polar FlowLink Drivers for MS HealthVault Delete the folder manually if it exists.
- If the connection to HealthVault Connection Center is broken:



1. Remove your training computer from FlowLink.  
Wait until ALIGN light turns off.



2. Place your training computer on FlowLink.  
Wait for ALIGN light to turn on and DATA light starts flashing.  
Driver is up and running.



- See <http://www.polar.fi/support> for further troubleshooting instructions.

## DISCLAIMER

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