



# Polar H10

## Getting Started Guide

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support/H10\\_HR\\_sensor](http://support.polar.com/en/support/H10_HR_sensor)

Compatible with

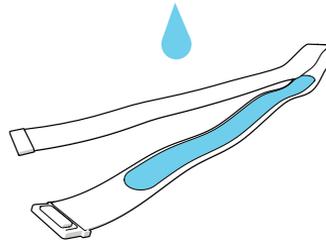


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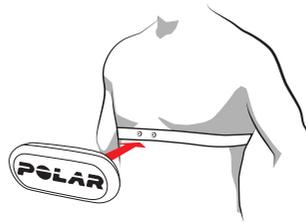
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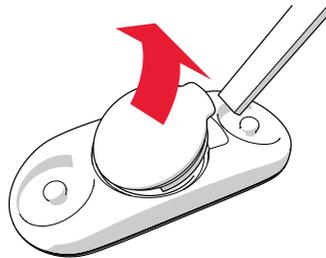
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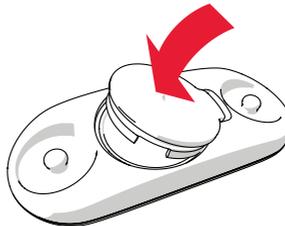
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### ENGLISH

Thanks for choosing Polar! In this guide we'll walk you through the basics of using H10, your choice for all-round training, even for swimming.

You can download the full-length user manual and the latest version of this guide at [support.polar.com](http://support.polar.com). For more help, there are some great video tutorials you may want to check out.

### Wearing the heart rate sensor

1. Moisten the electrode area of the strap (picture 1).
2. Fasten the strap around your chest and adjust the strap to fit snugly.
3. Attach the connector (picture 2).

**i** After training, detach the connector and rinse the strap under running water to keep it clean.

### Getting started

You can use your Polar H10 with dozens of leading fitness apps including Polar Beat, as well as with many Polar products and gym equipment. Polar H10 is compatible with a number of smart phones, such as iPhone 4S and later and selected Android devices. Check all the compatible products and devices at [support.polar.com](http://support.polar.com).

To get started with your H10, please pair it with the app or the Polar product first. For more detailed instructions, see the app manufacturer's manual or the user guide of your Polar product.

Please note that the heart rate signal your H10 sends doesn't pass through the human body. Therefore you shouldn't keep the receiving device in a backpack, for example, but somewhere in front of you.

### Caring for your heart rate sensor

**Connector:** To preserve battery life and prevent snap oxidation, detach the connector from the strap after every use and wipe it dry with a soft towel.

**Strap:** Rinse under running water after every use. Wash regularly. Check the label on your strap for detailed washing instructions. Remember, the strap doesn't last forever; it wears out like any other garment you wear and wash regularly.

For more detailed caring instructions, see the full user manual at [support.polar.com](http://support.polar.com).

### Changing the battery is easy

1. Lever the battery cover open by using a small flat-headed tool. (picture 3).
2. Remove the old battery from the battery cover.
3. Insert the new battery (CR2025) inside the cover with the negative (-) side outwards.
4. Align the ledge on the battery cover with the slot on the connector and press the battery cover back into place (picture 4). You should hear a snap.

For more detailed instructions, see the full user manual at [support.polar.com](http://support.polar.com).

**!** For safety reasons, please make sure you use the correct battery (CR2025).

### Materials

Connector	Polyamide
Strap	38% Polyamide, 29% Polyurethane, 20% Elastane, 13% Polyester

# Troubleshooting Heart Rate Signal Reception

If your Polar training computer / sensor is not working as it should, try troubleshooting before contacting your closest Polar Service.

- 1. Are you wearing the heart rate sensor correctly?**  
The heart rate sensor should be worn flat against the skin, Polar logo in upright position. See example [here](#).
- 2. Are the heart rate sensor electrodes thoroughly wet?** See example [here](#).
- 3. Is the heart rate sensor and the elastic strap clean?**  
Read more on [Maintenance of heart rate sensor with textile strap](#) or on [T31 and T31C Transmitters](#). See also [video instructions](#).
- 4. Is the [heart rate sensor compatible with your training computer](#)?**
- 5. Is the training computer, that uses GymLink transmission, within 1 meter/ 3.3 feet range from the heart rate sensor?**
- 6. If you have a Polar T31 transmitter, make sure that there are no other heart rate sensors with GymLink transmission, within 1 meter/ 3.3 feet radius.** Check [here](#) what type of transmission your training computer uses.
- 7. Are the heart rate signals unusually high or otherwise abnormal?**  
Relocating the training computer or adjusting the heart rate sensor on your body may help. For a list of possible sources of disturbance, see [Abnormal Heart Rate Readings During Exercise](#).
- 8. Has the battery been changed by an unauthorized party?** For some Polar training computer models you can change the battery yourself, for others Polar authorized service is recommended. See more [here](#).
- 9. Does the ECG signal strength vary?**  
ECG signal strength varies depending on the individual's tissue composition. The percentage of people who experience difficulties measuring heart rate is higher in water environment than in normal use.

**10. Were you using the training computer in, or near seawater or a swimming pool?  
Have the buttons been pressed under water?**

Seawater and swimming pool chemicals can affect ECG signal reception. Do not press buttons under water as it may cause leaking. For more on Polar products in water, see [Polar Products in Water Environment](#).

**11. Is the display frozen?**

If the display is frozen, try resetting the training device. See the user manual of the training device for instructions.

## How to reset my heart rate sensor?

As a troubleshooting method, a reset for the sensor can help.

To reset your heart rate sensor:

1. Remove the battery.
2. Press the metal snaps that attach to the strap with your fingers for at least 10 seconds.
3. Wait 30 seconds and then put the battery back in.

After the reset you need to pair the sensor with your devices again.

# Troubleshooting Polar H6 / H7 / H10 heart rate sensor

If your Polar H6 / Polar H7 / Polar H10 heart rate sensor is not working as it should, try troubleshooting before contacting your closest Polar Service

[Check from the receiving device's manual that it supports Bluetooth 4.0 \(Bluetooth Smart\) and its standardized heart rate service](#)

Polar H6, H7 and H10 are not compatible with earlier Bluetooth versions.

[What mobile devices can I use with Polar heart rate sensors Polar H6, Polar H7, Polar H10 and Polar OH1?](#)

Polar devices work with most modern smartphones. Here are the minimum requirements:

- iOS mobile devices iPhone 5 and later
- Android mobile devices with Bluetooth 4.0 capability and Android 4.3 or later (check full phone specification from your phone manufacturer)

Polar H10 and Polar OH1 heart rate sensors are compatible with Android 4.4 or later and iPhone 5 or later.

There is plenty of variation between how different Android devices handle the technologies used in our products and services, such as Bluetooth Low Energy (BLE) and different standards and protocols. Because of this, compatibility varies between phone manufacturers, and unfortunately Polar cannot guarantee that all features can be used with all devices.

- You can also use H7 and H10 with Polar heart rate monitor using GymLink data transfer, e.g. V800, A300. See all compatible training computers from [here](#).

Polar H6, Polar H7 and Polar H10 are not compatible with Windows phones.

[What application should I use?](#)

**[Polar Beat](#)** is a great application we recommend for the H6 / H7 / H10 / OH1 sensor. It's a training and exercise application that goes beyond just recording your workouts.

With it, you can PLAN your training before you get started, TRAIN at the right intensity, ANALYZE and understand your training session, and SHARE your results with friends.

Download Polar Beat at the Apple [App Store](#).

Download Polar Beat at [Google play](#).

Extra features can be purchased from the application.

Polar H10 can be purchased via Polar Beat application at Polar web shop or from [a Polar retailer](#), if available in your country.

#### [What about in-app purchases?](#)

With in-app purchase you can step up your training with Polar Smart Coaching. [See more on Polar Beat features](#).

Download Polar Beat at the Apple [App Store](#). Extra features can be purchased from the application.

Polar H10 can be purchased via Polar Beat application from Polar web shop or from [Polar retailer network](#), if available in your country.

#### [Are there other compatible applications?](#)

Other than Polar Beat, the following applications seem to work together with H6 / H7 / H10:

- Endomondo
- Cardio Mapper
- Runtastic
- iSmooth Run

Check that your receiving device is compatible with the application.

#### [Check that you have paired the heart rate sensor with the application](#)

If pairing does not work, check that bluetooth on the receiving device is enabled.

When pairing, make sure you are far (10 m/ 33 ft) from other Bluetooth Smart heart rate sensor users.

If your receiving device has a bluetooth devices list, you can check if the sensor is paired. Polar H6 / H7 along with its ID number is listed when the sensor is paired. The ID number is printed on the back of the sensor.

iOS devices do not show Polar H6 / H7 / H10 in the bluetooth devices list.

For more on enabling heart rate sensor and starting the application, please see user instructions provided by the application manufacturer.

### [Could the heart rate sensor battery be getting empty?](#)

Have you tried if changing the battery helps. See instructions video for [H7](#) or [H6 or H10](#).

- Battery lifetime of Polar H6 is about 300 hours.
- Battery lifetime of Polar H7 is about 200 hours.
- Battery lifetime of Polar H10 is about 400 hours.

### [Is the receiving device positioned correctly?](#)

Keep the receiving device in front of you to ensure sufficient transmission range. A good place e.g. for a mobile phone is in a front pocket or handlebar.

2.4 GHz radio frequency signal, which Bluetooth Smart uses, does not pass through human body, e.g. your arm.

### [Have you tried restarting the application and heart rate sensor?](#)

Exit the application and remove the heart rate sensor from the strap. Wait 30 seconds, place the sensor back and start the application.

With H7, if the sensor restart didn't help, reset the sensor by taking battery out for 6 minutes and touch both snap connects for 10 seconds right after you have taken the battery out.

### [If your receiving device has a bluetooth devices list, try if removing the Polar H6 / H7 from the list and pairing it again helps](#)

Remember to wear the heart rate sensor when pairing.

### [My sensor is not working. What do I do?](#)

A sensor can be in three different modes with Polar Beat. Check that the sensor you wish to use is paired with Polar Beat.

## GENERAL

Metric

Imperial

HR sensor

Not active >

Stride sensor

Not paired >

- Not paired. To use the sensor, you need to pair it with Polar Beat.
- Not active. The sensor has been paired with Polar Beat, but it is not currently active.
- Paired. The sensor is paired with Polar Beat and is currently active.