# Pulse FAQs

## What devices/operating systems are supported by SKF Pulse?

SKF Pulse is available for iOS and Android. The app can be found on the Apple Store and Google Play.

For iOS, the app is currently compatible with below models running iOS 13 and above:

* + iPhone 5s and above
	+ All iPad Air and iPad Pro models
	+ iPad 5th and 6th generation
	+ iPad mini 2 and later

For Android, the app is currently compatible with below models running on Android 8.0 and above:

• Samsung Galaxy J4 phone (OreoTM OS)

• Samsung Galaxy S8 phone/curved edge (PieTM OS)

• Samsung Galaxy Tab S5E (PieTM OS)

## I’m having problems connecting to the sensor; how do I troubleshoot?

* + Confirm Bluetooth® is enabled on your device
	+ Confirm sensor is turned on and has a charged battery (see battery indicator light)
	+ Confirm you are within the range of your sensor
	+ Connect sensor to charger (this resets the sensor)

## How do I order a QuickCollect (Pulse) sensor?

Contact your Authorized SKF Distributor to order the sensor, part # CMDT39x.

## Is there a limit to the number of assets I can enter in the app or measure with one sensor?

The Pulse App has been designed to work well with a small number of assets. We recommend limiting the number of assets to 50.

## How are the default thresholds calculated?

The default thresholds are set as follows:

* + Velocity is set based on ISO standards
	+ Acceleration Enveloping is set based on SKF standards
	+ Temperature is in Celsius or Fahrenheit

The default thresholds can be customized in the App.

## How do I know where to place my sensor on the asset while taking a measurement?

The app has an intuitive visual interface that guides users through the data collection process.

## How do I delete an asset?

Go to Assets, select the specific asset. On Asset detail screen tap on “Delete Asset” button. You can also delete an asset by swiping left on the Asset.

## Can I log into my Pulse account using more than one phone/tablet?

Yes, you can log in to the same account on multiple devices (phones/tablets).

## Can I share sensors between accounts?

There is no limit to the number of accounts that can share the same sensor, or the number of sensors that can be used on the same account.

## How do I request an SKF Pulse Check?

Pulse Check gives you a way to reach out to an SKF Analyst for expert advice on the health of your asset. Collect a new measurement on the asset. Tap on the request Pulse Check button. A subscription may be required to request a Pulse check.

## When I request a Pulse Check, how is data analyzed?

Data is sent to an SKF remote diagnostic center where it is analyzed by a team of experts. The Pulse Check report will be available in the App within one business day.

## How do I reach technical support?

Contact SKF support team by going to Settings > Contact Us in the app. Once your support case is submitted, a technician will contact you ASAP to begin working on your issue.

## What is the warranty for the QuickCollect (Pulse) sensor?

The SKF Pulse sensor comes with a one-year warranty covering manufacturing defects.

## What do I need to know about sensor calibration?

Each SKF Pulse sensor comes with a calibration certificate. Calibration is good for two years. Sensors can be sent to SKF to validate calibration, <http://www.skf.com/cm/tsg>