VIVE®

FITNESS TRACKER MACH V

OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Fitness Tracker Mach V as easy as possible. Check out the included QR code and link to help you through the process.

 To see all FAQs in one place visit vhealth.link/lpn

WHAT'S INCLUDED

• Fitness Tracker
• Fitness tracker charging base
• Easy start guide

USER GUIDE

1. Download and install the Vive Fit App.
2. After installing the app, agree to the app permission prompts or some functionality will be unavailable.
3. Connecting to the Vive Fit app will update your data and automatically sync the time.

LET'S START

Remove the Fitness tracker and plug in the charger base into any USB charging port. The USB port can be from your computer, power bank, or phone charger. Charging will be complete when the battery symbol on the top left of the home screen shows the battery

symbol with full bars. To start the device, press and hold for 3 seconds the button on the side of the tracker.

NOTE: Charging the tracker using a PC USB port may take longer.

Download the App

Search "Vive Fit" in the App Store or Google Play or scan the QR code to download. Agree to the app to obtain the permission of your phone, otherwise some functions cannot be used.

Requires iOS 9.0 Android 4.4 and newer version.

Pair with Phone

NOTE: Make sure the smart device capabilities setting is active on your phone. Pairing will be completed through the app.

To pair the fitness the fitness tracker:

1. Move the tracker close to your phone.
2. From the phone homepage of the Vive Fit

app, press the Pairing button. The device set up screen will appear.

3. Press the tracker image. The device name will appear. To find the device name, go to settings on your fitness tracker, scroll to the About section, press and the last line of that screen has the name of the device. The last 4 characters are the device name.
4. Press the button with the correct device name and pairing will complete. **Note:** if multiple devices are near you will be able to see those devices also.

The main screen will have the latest measurements displayed. If you want to know the name of your device go to settings on your

tracker and choose about, the bottom line is the device ID, the last 4 characters are the device name the app uses.

Pairing Screen | **Device Name Screen**
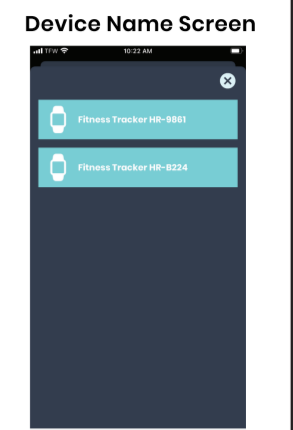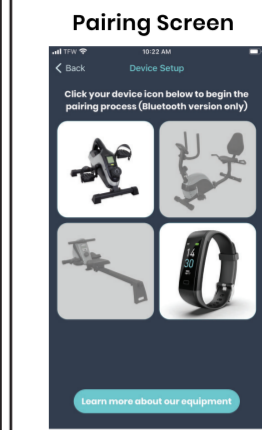
Data Screen

This model does not take temperature measurements, the app shows this since

our other fitness tracker model provides temperature measurements.

MAIN QUESTIONS

NOTE: The Fitness Tracker needs to be paired using the app in order for it to function properly. If you paired the Fitness Tracker through your phone's settings, please unpair the device, and pair through the Vive Fit app instead.

1. **Why can't I find the tracker?**
   First check to see if the battery is fully charged, this can be found on the top left of the main tracker screen. If you are still having issues please make sure that the tracker is close to the phone and that no other tracker is paired.

2. **Does my tracker record Heart Rate, Pulse, Blood Oxygen, Steps, Calories, and Distance?**
   Yes the tracker home screen records the latest measurements for Heart Rate, Blood Pressure, Blood Oxygen, Step Count, Calories, and Distance. These values are updated every time you sync with the phone. If you click the History button, your saved data for Calories, Distance, and Step Count is saved. You can press the Sleep button to see a detailed breakdown of your sleep and in the future we will have an update to capture your Heart Rate, Blood Pressure, and Blood Oxygen data.

3. **How long will my tracker stay charged?**
   On a full charge, the tracker using normal usage will last up to 7 days.

UNPAIR FROM PHONE

If you want to unpair the fitness tracker or pair with another phone, unpair it in the app first and then go to phone smart device settings and choose forget this device.
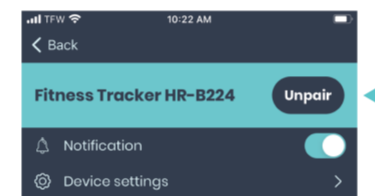
INSTRUCTIONS

Function Keys

• You can set the brightness and screen time in the watch. Using high brightness will

impact battery life.

• To access Health, including Heart rate and BPM, alarm clock, message notifications and sports modes, slide left and click on the icon and the menu choices will appear.

• To access sleep, stopwatch, dial which is for updating the tracker screen, and settings, swipe right.

• Swiping down will provide steps and distance data. Swiping up will provide messages.

• You can set the brightness and screen time in the watch. Using high brightness will impact battery life.

HEART RATE / BPM

This data is your real-time heart rate (beats per minute). Check the Vive Fit app for the latest Heart Rate measurement.

WARNING: Results may vary based on the type of exercise and environment. Do not use for medical diagnosis, always consult a physician prior to starting a workout regimen.
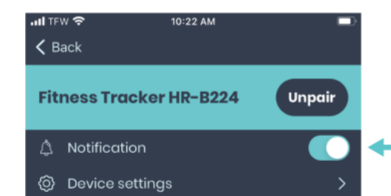
REBOOT AND RESET

If you need to reset your Fitness Tracker go to settings, select factory reset and accept.

CAUTION!

• IP68 certification provides protection when in the rain, or when washing your hands.
• Do not use for swimming.
• Do not use in hot places such as saunas, steam rooms, showers, or hot springs.

NOTIFICATION

SETTINGS

You can allow for notifications from your phone and set the watch face to turn on when you raise your wrist. You can update your goal settings, and sports mode along with changing the Units, Temp., and Time settings. For each of these features, click on

the arrow next to the item, for changing units go to device settings. You can also search for the tracker. Note that all of these actions are performed in the Vive Fit app.

FAQS

1. **Why did the tracker not charge?**
   When attaching the tracker to the charging base, the magnets on the base will keep the tracker in place. If you align it incorrectly, the tracker will be loose. Make sure that the charger is plugged into the USB port correctly.

2. **How do I set the time?**
   Connect the tracker to the app, the tracker will automatically synchronize the time

with the phone.

3. **Why does the tracker not vibrate even though call notification is turned on?**
   Please make sure that the smart devices function is turned on and that your tracker is paired to the app. Try unpairing and pairing again if issues persist.

4. **Why is the message reminder function turned on, but the tracker does not vibrate?**
   The App must meet the following conditions:
   a. The phone has a lock screen, but the app is still working.

   b. The tracker is always connected to the phone, smart device capabilities are turned on.
   c. Agree to "notification permission" on your phone.

5. **Why does the fitness tracker stop tracking Heart Rate?**
   When measuring the heart rate, the person must remain still, making sure to have the tracker bottom snug against the arm. Make sure to reduce any movements while tracker is measuring.

6. **Is the step count data accurate?**
   The three axis accelerometer is used in the tracker, each acceleration of the human body is converted into steps, and the error is about 2%, this is a normal deviation.

Tip: Please check for app updates and install when they become available for best performance.