

**vive**<sup>®</sup>  
PRECISION



# **BARIATRIC SCALE**

Compatible with Smart Devices

Owner's Manual

DMD1O48BLK

**vivehealth.com**

Thank you for choosing our product. Please read the instruction manual carefully before use and keep it for future reference.

The Bariatric Scale Compatible with Smart Devices measures body weight.

## OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Bariatric Scale as easy as possible. Check out the included links and QR codes to help you through the process.



To see all of the FAQs in one place, check out [vhealth.link/c5h](https://vhealth.link/c5h)

## HOW TO INSERT THE BATTERIES

1. Lift up the scale and turn it over so that the feet are facing up.
2. Locate the battery cover.
3. Use a small screwdriver to loosen the screw for the battery cover.
4. Remove the pull-tab.
5. Insert three AAA batteries according to polarity.
6. Put the battery cover back in place and securely tighten the screw.

## OPERATION



Don't forget about our app, Vive Precision, which you can find in the app stores.

To download from Apple, type the link below.  
[apps.apple.com/app/id1472469580](https://apps.apple.com/app/id1472469580)



To download from Google Play, type the link below.  
[play.google.com/store/apps/details?id=viveprecision.com&hl=en\\_US](https://play.google.com/store/apps/details?id=viveprecision.com&hl=en_US)



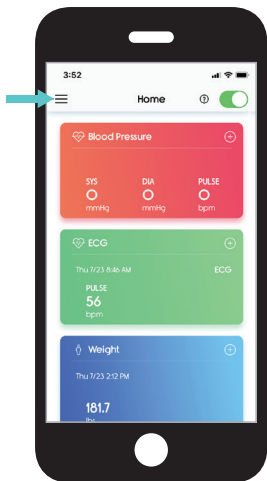
### Connecting to Your Smart Device

Follow these steps to connect to your device:

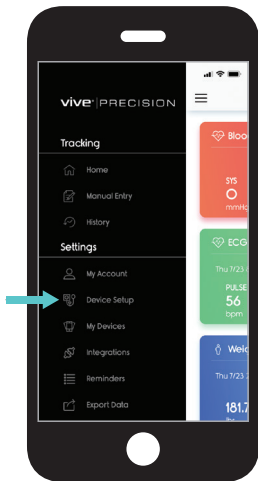
The **Vive Precision** app is available for download on the Apple Store or Google Play store. The app is compatible with iOS and Android devices (iOS version 8.0 or higher, Android version 5.0 or higher). This device connects to the Vive Precision app. The weight measurements can be transferred from the scale to the app. All of the device connections are handled through the app.

Before connecting to the Vive Precision app, ensure that the batteries are inserted correctly.

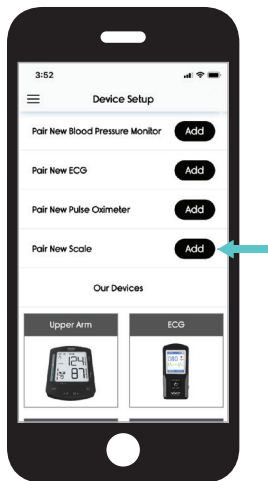
1. Download the Vive Precision app.
2. Sign up to create an account, or sign in if you already have an account.
3. Step lightly on the device to activate the smart device capabilities of the device, then wait for the screen light to switch on.
4. Select the menu icon.



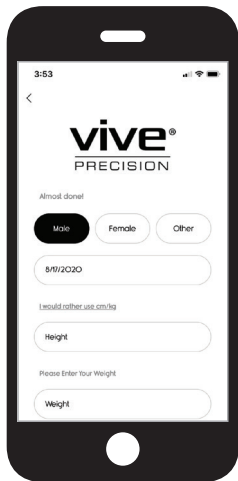
5. Select "Device Setup".



6. Select "Add" to choose your scale and begin the pairing process. Click the picture of the Bariatric Scale. Follow the presented steps to successfully connect your device.



**Note:** Ensure that you have accurately entered your basic information, including gender, date of birth, and height during sign-up. This information will impact the accuracy of your health and fitness data.



## Units

The button to change the units is located on the back of the scale, to the left of the battery compartment. The default unit is pounds. Press once to change the units to kilograms. Press again to return to pounds.

- The available weight measurements are pounds and kilograms.

## Measure

- Put the scale on a hard, flat surface. Turn on the scale so that the display shows "00.0".
- Lightly tap the scale with one foot to turn the display on.
- Step onto the platform of the scale with bare feet. Stand as still as possible until the weight reading appears and locks on the display.
- Wait until the measurement data is shown in the app.

- For the best results, complete the measurement process in this order:  
Weigh - Analyze - Test Complete.

## ERROR MESSAGES

### Overload or Measure in Error:

The LCD screen will show "Err" when the maximum capacity of the scale has been exceeded. The weight capacity is 550 lbs. (249 kgs.). To avoid damage, remove the weight from the scale.

### Low Battery:

The LCD screen will show "Err" when the battery is low. Open the battery cover, remove the old batteries, and insert new batteries according to polarity marks.

## CARE

- To clean the scale platform, use a soft cloth with alcohol or glass cleaner. Do not use soaps or chemicals to clean the scale.
- Keep the scale away from water, heat, and extreme cold.

## CAUTIONS

- The scale is slippery when wet. Ensure that the scale platform and your feet are completely dry before use. Never step onto the scale platform with wet feet.
- Remove all shoes and socks before stepping onto the scale so that you receive the most accurate measurement.

- If the scale malfunctions, start by checking the batteries and replacing them if needed.
- Never jump, stomp, roughly handle, or disassemble the scale, as it's a high-precision measuring device. Handle it carefully to avoid damage when moving it.
- The scale is designed for home use only and isn't suitable for professional use. Body weight measurements are for personal reference only.
- Contact a doctor prior to starting any diet or exercise regimen.

## SPECIFICATIONS

1. **Maximum Capacity:** 550 lbs./249 kgs.
2. **Auto On and Auto Off Remark:** The scale will automatically switch on when weight of 10 lbs. or more is placed on it.
3. **Measurement:** Body Weight
4. **High Precision Strain Gauge Sensor System and High Performance CPU:** Ensure accuracy.
5. **Low Battery and Overload Indication:** Inform users when battery is low or when too much weight is placed on the scale.
6. **Battery Power:** The scale uses three AAA batteries. For the first time use, open the battery cover and insert the batteries according to polarity marks. If the scale fails to operate, remove the batteries completely and reinsert them.



## TROUBLESHOOTING

Issue	Cause	Solution
The device will not pair to the app	The software is out of date	Ensure you are using the most current version of the app Ensure your phone software is up-to-date
	The batteries are low	Replace old batteries with new batteries
	The device is connected to another app	Ensure that the device is not paired to another app
	There is connectivity interference	Move the scale and smart device away from laptops/other smart devices Move the scale and smart device away from modem/router

## GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions  
at [vhealth.link/c5h](https://vhealth.link/c5h) for helpful answers.



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.



[service@vivehealth.com](mailto:service@vivehealth.com)



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