

vive[®]
PRECISION



DIGITAL SCALE

Owner's Manual
DMD1O45

vivehealth.com

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

OVERVIEW

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



To see all of the FAQs in one place check out vhealth.link/ytm

OPERATION



For initial setup instructional video check out vhealth.link/gka

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).

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. Follow the presented steps to successfully connect your device.

How to Change the Units

Open the battery compartment to find the button to change units. The default unit is pounds. Press once for stone. Press twice for kilograms. Press again to return to pounds.

- The available measurement units are: centimeters, inches, and miles.
- The available weight measurements are kilograms, pounds, and stones.

How to Take a Measurement

- Put the scale on a hard, flat surface. Turn on the scale so that the display shows "00.0".
- 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

How to Insert the Batteries

1. Lift up the scale and flip it over so that the feet are facing up.
2. Locate the battery cover and open the cover.
3. Insert three AAA batteries according to polarity.
4. Put the battery cover back in place and close.

Error Messages

Overload or Measure in Error:

The LCD screen will show "Err" when the maximum capacity (approximately 400 lbs./180 kgs.) of the scale has been exceeded.

To avoid damage, remove the weight from the scale.

Low Battery:

The LCD screen will show "Err" when the batteries are low. Open the battery cover, remove the batteries, and reinsert 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.

SPECIFICATIONS

1. **Maximum Capacity:** 396lbs./180kgs.
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 user 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.

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.
- 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.

GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at vhealth.link/ym 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.

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 1-800-487-3808

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