

## Mio LINK Frequently Asked Questions:

### How to Wear Mio LINK:

#### **1) Wear Mio LINK 2–3 finger widths from your wrist.**

Wear Mio LINK approximately 2–3 finger widths from your wrist, toward your elbow.

Placing LINK here will allow for optimal contact -- allowing Mio's sensors to better 'sense' the volume of blood under the skin and detect your pulse.

#### **2) Wear Mio LINK above your ANT+ or BLE watch.**

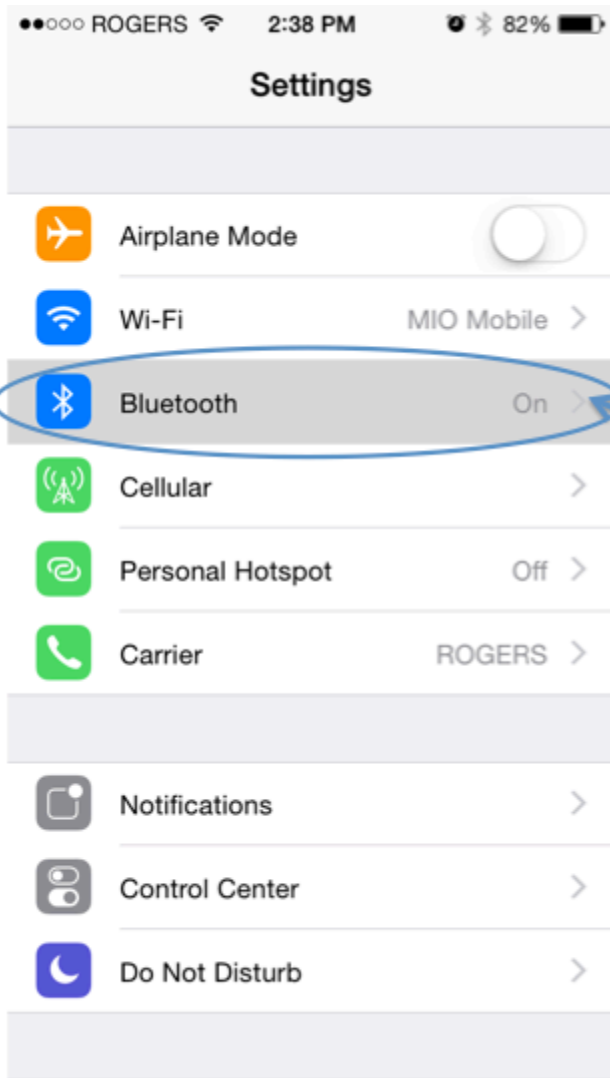
Want to pair your Mio LINK with your favourite ANT+ or BLE watch? No problem! Simply place your Mio LINK above the watch of your choice. Wearing Mio LINK on the same arm as your watch will allow for optimal communication between devices.

#### **3) When cycling, wear Mio LINK with the sensor on the inside of your arm.**

Want to track your heart rate with Mio LINK while cycling? Go for it! Simply turn your Mio LINK band around, so that the sensor faces the inside of your forearm. This will allow Mio's sensor to better "sense" your blood flow while you ride on a trail or road.

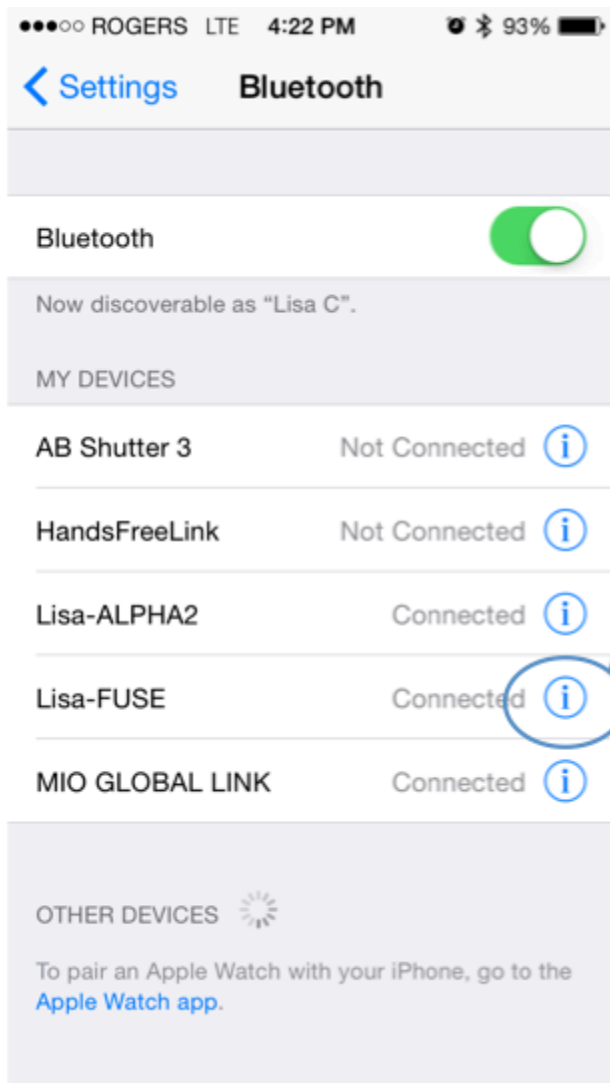
### I tried to do a software update on my iPhone, and now my LINK is stuck! What should I do?

Follow the step-by-step instructions below if your LINK is stuck with the LED flashing blue:

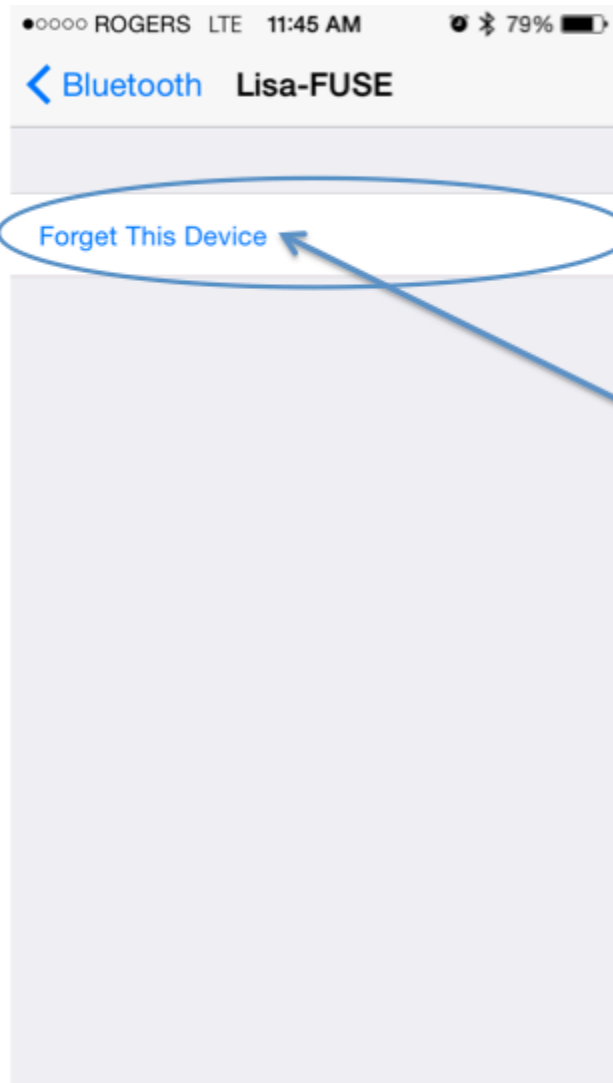


1. Take your iPhone/iPad and Mio device to a location away from all other Bluetooth signals.

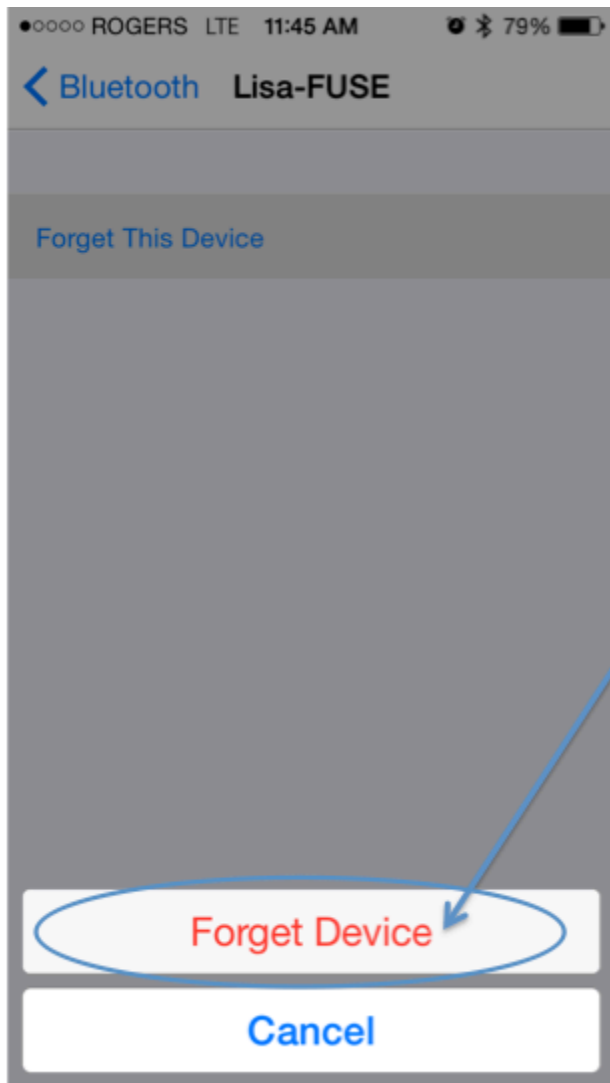
Open your iPhone/iPad settings and select Bluetooth.



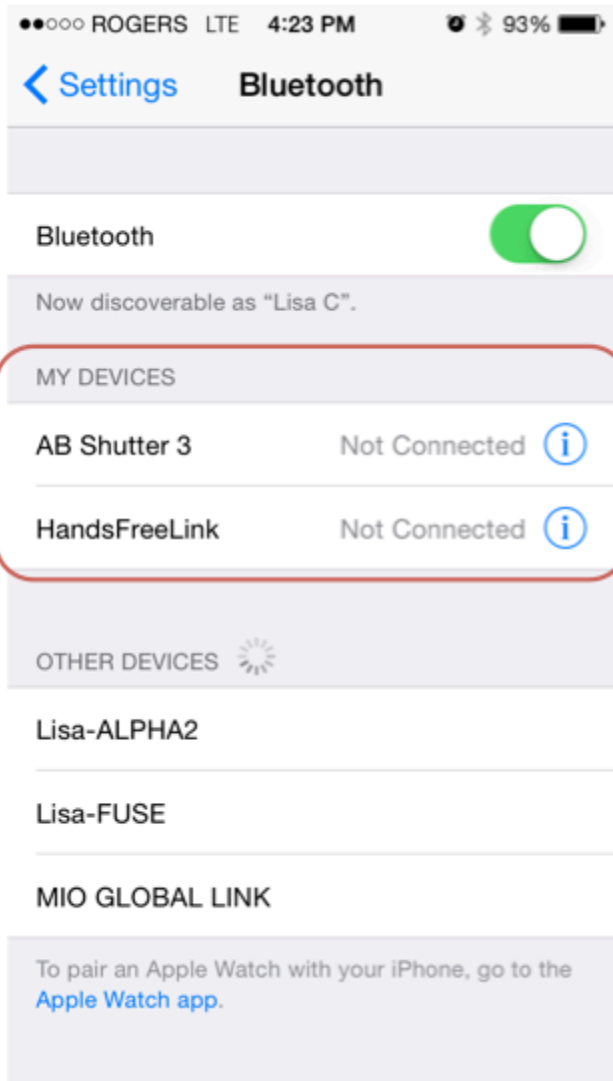
2. Find your Mio device and tap the information icon.



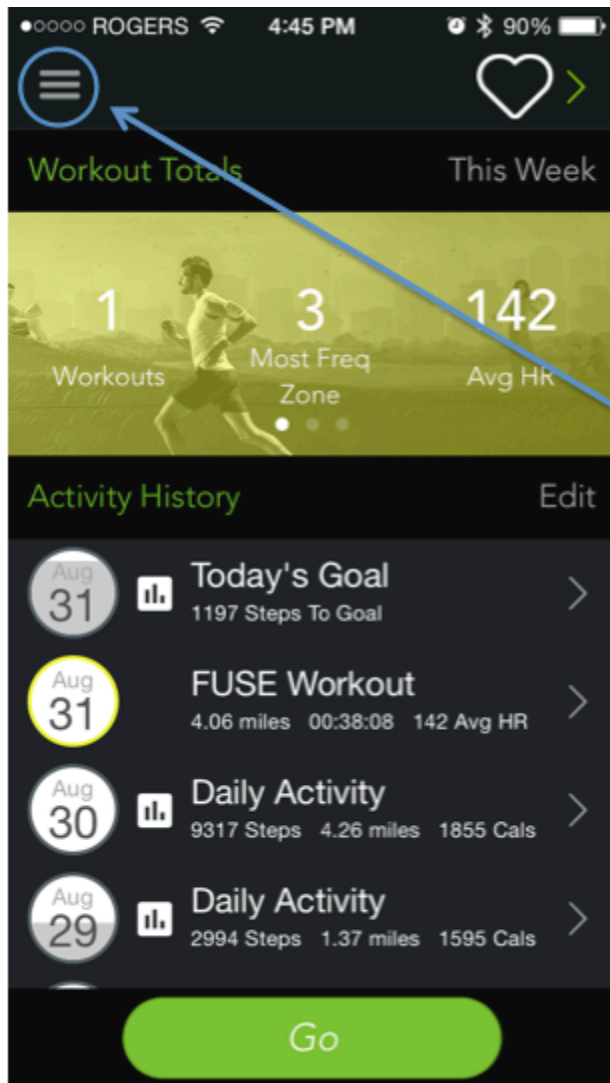
3. Tap 'Forget This Device'.



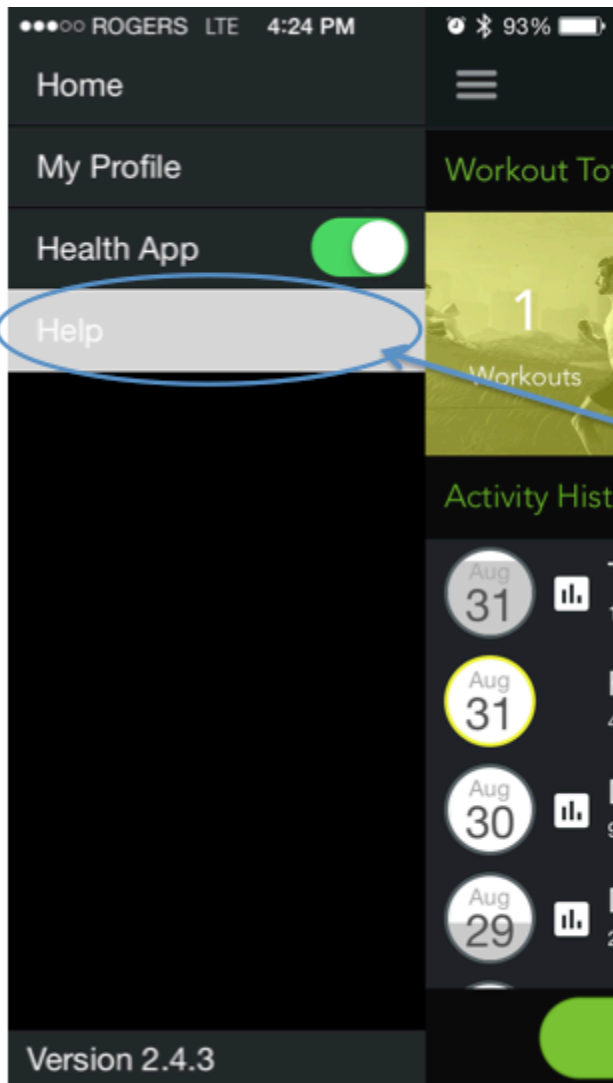
4. Confirm that you want to forget the device by selecting 'Forget Device' again.



5. Verify that all Mio devices have been deleted from the list of My Devices.

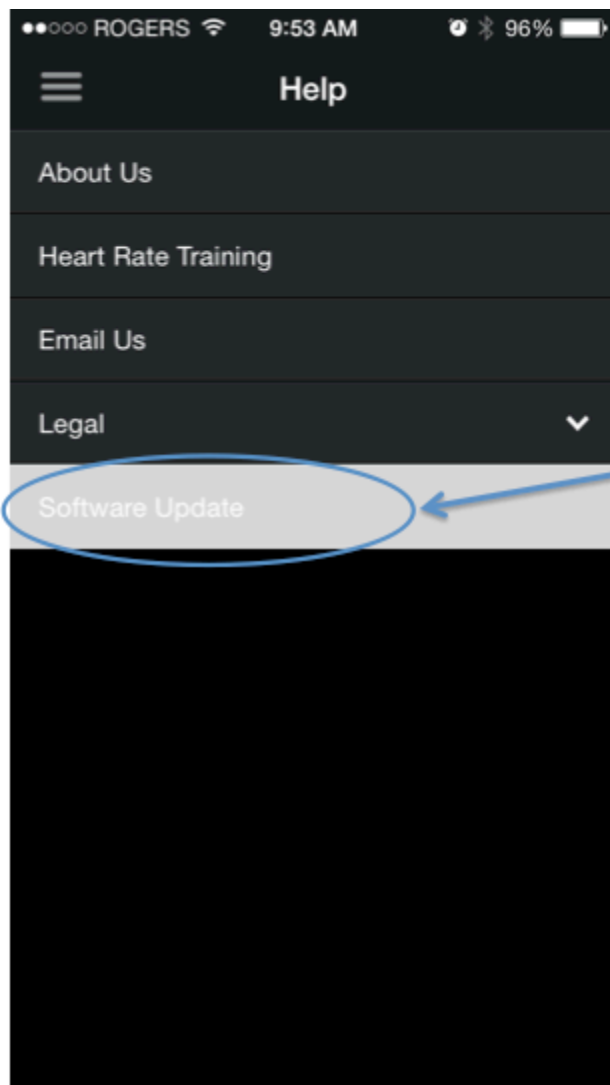


6. Open the Mio GO app, and tap the side menu icon.

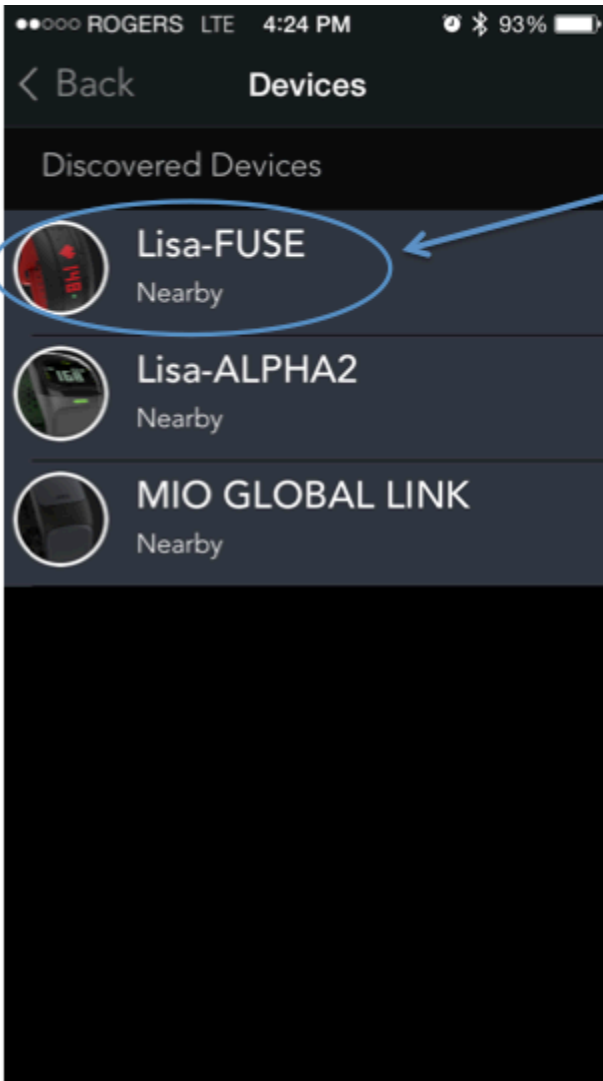


7. Select 'Help' from the menu.



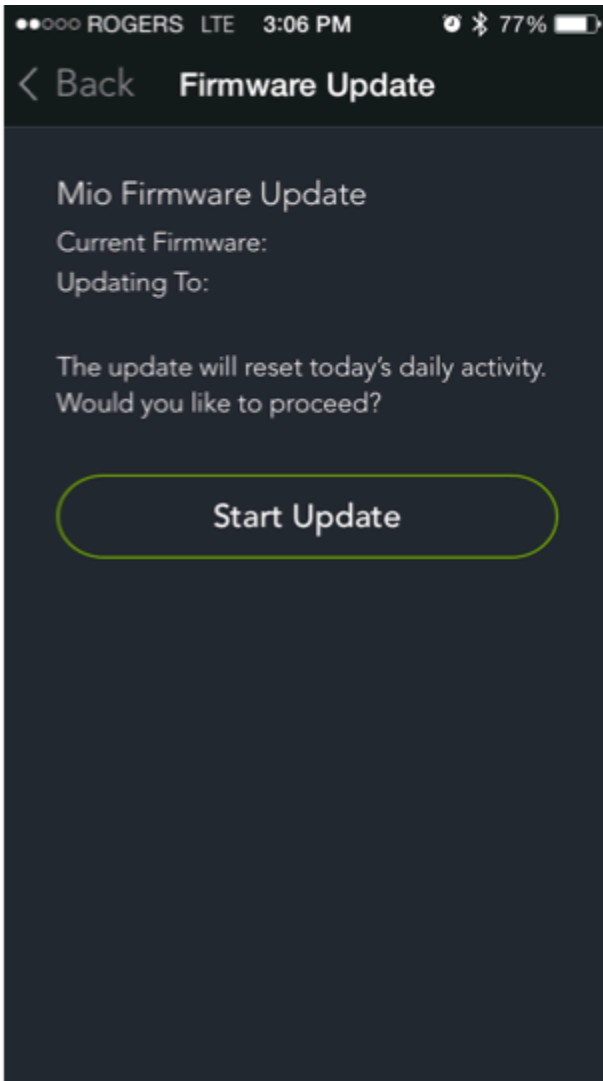


8. Select 'Software Update'.



9. Select your Mio device from the list of discovered devices.  
(Note: it may have a default name, or the new name you assigned it.)

You will be taken to the firmware update process again.



10. Follow the prompts in the app to continue updating your Mio device!

Are Mio products accurate for activities like weight lifting, crossfit, and high intensity interval training?

It depends! Mio products work by using an optical sensor to monitor the volume of blood in your veins. Your blood volume changes as your heart beats, and sophisticated algorithms are applied to determine which part of that change is due to your heart pumping blood, and which part is due to arm movement. Mio algorithms have been refined over the course of several years, and if you're running, cycling, or doing some other type of rhythmic activity, your Mio device quickly recognizes the activity and is able to provide an EKG-accurate heart rate signal.

If you're performing an activity that involves more erratic arm motions (such as playing tennis, boxing, or doing intervals of plyometrics), your heart rate signal is more difficult to filter. Often in these types of workouts you're more interested in monitoring your [heart rate](#)

[during the recovery period between sets anyway](#), and if that's the case your Mio device will be great! But, if you need to look at your wrist and see your exact heart rate right in the middle of a set/round/interval, optical heart rate monitoring may not be the best technology match for you. Many Mio customers have fantastic results during these kinds of activities, but we can't guarantee that heart rate monitoring will be as accurate as it is with running or cycling.

To make sure you're getting the best possible results, try these tips:

- Move your Mio device further up your arm so that it doesn't get in the way of wrist movements
- Make sure your device has a snug fit around your arm. It doesn't need to be extremely tight; just make sure it doesn't move around
- Try wearing your Mio device with the sensor on the underside of your forearm, instead of the outside of your wrist

[Can the LINK record my heart rate to retrieve later?](#)

No. The LINK does not have internal memory, and must be paired at all times to a compatible ANT+ or Bluetooth 4.0/BLE device for displaying or recording data.