

# User Manual

Generated by the [Knowledge Base to PDF App](#)

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# Mio FUSE

## Getting Started

### Mio FUSE User Guides (All Languages)

Last updated: 2017-04-17T22:11:18.000Z | [Online Version](#)

[English](#)

[Chinese \(Simplified\)](#)

[Chinese \(Traditional\)](#)

[Dutch](#)

[French](#)

[German](#)

[Italian](#)

[Japanese](#)

[Korean](#)

[Portuguese](#)

[Russian](#)

[Swedish](#)

[Spanish](#)

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## Getting Started with Mio FUSE

Last updated: 2017-04-28T00:28:51.000Z | [Online Version](#)

# 1. Activating & Charging

To activate and charge your Mio FUSE:

1. Plug the USB charger into the USB port of your computer.
2. Align the two gold charging pins on the back of Mio FUSE to the two gold charging pins on the USB charger.



When you see this symbol



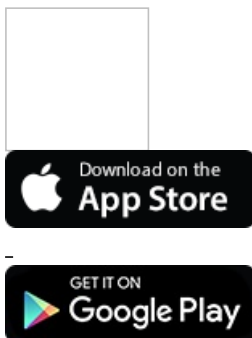
on the display, your FUSE is activated.

**Charging tip:** Make sure the two gold charging pins on the back of Mio FUSE are dry. If they are wet, pat them gently with a dry towel.

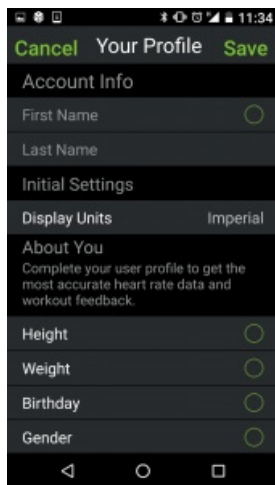
Watch this video on how to [set up and get started with your Mio FUSE](#).

## 2. Setting Up Your FUSE

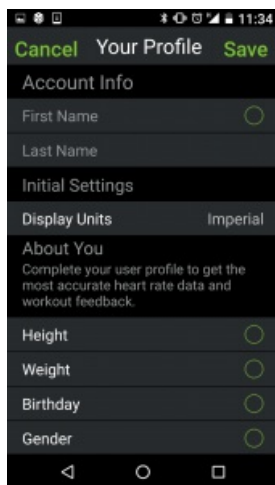
1. Turn on the Bluetooth function of your smartphone.
2. Download the Mio GO app from the Apple App Store or Google Play store.



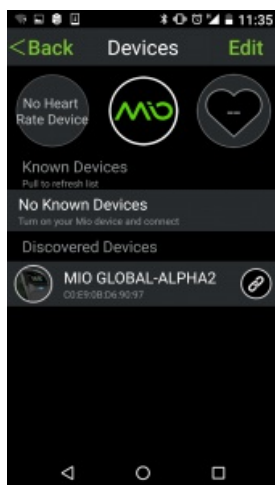
3. Set up your profile.



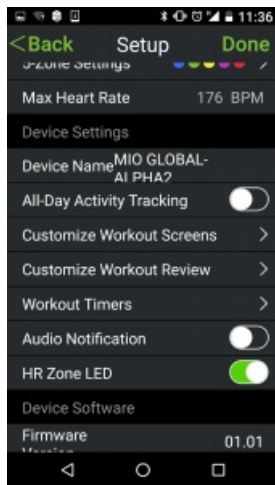
4. On the Workout screen, tap the heart icon in the upper right-hand corner to connect your Mio device.



- Select your device.



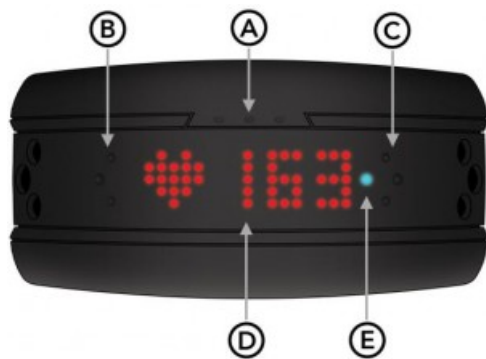
- Tap your device name to customize



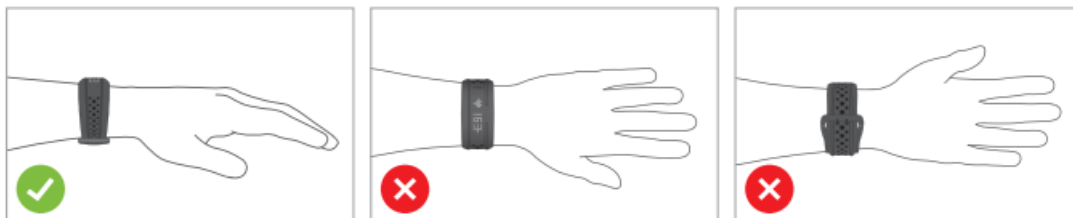
- Your device is successfully connected

Need some clarity? [Watch the How to Set Up & Use Mio GO video.](#)

### 3. Navigating Your FUSE



Mio FUSE is a touch-operated device. To prevent accidental triggering of the device, the Touchpoints are only active when your arm is in a horizontal position, parallel to the ground.



### 4. All-Day Activity Tracking

Mio FUSE tracks and displays your steps, calories, distance, and goal progress. Customize your activity goal in Mio GO.

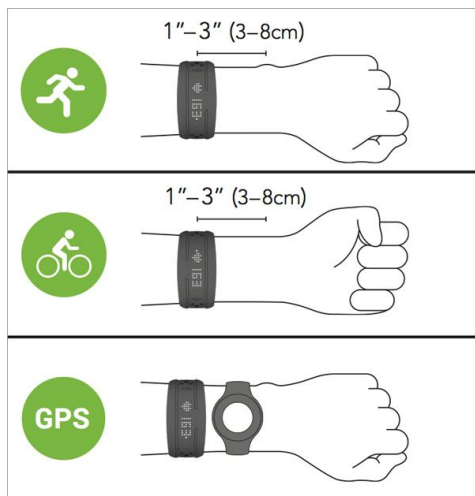
All the values reset to 0 at midnight each day.

FUSE calculates calories burned based on your profile information. Since your body consumes calories even while at rest, calories will reset at midnight and begin accumulating immediately.

## 5. Heart Rate Monitoring: Starting a Workout

### 1. Tighten your FUSE

To get accurate heart rate, wear FUSE snugly, about 2 finger widths (1" - 3") above your wrist bone. The optical sensor on the back should make good contact with your skin.



### 2. Turning on Heart Rate

Find your heart rate by touching and holding the heart rate/timer touchpoint.

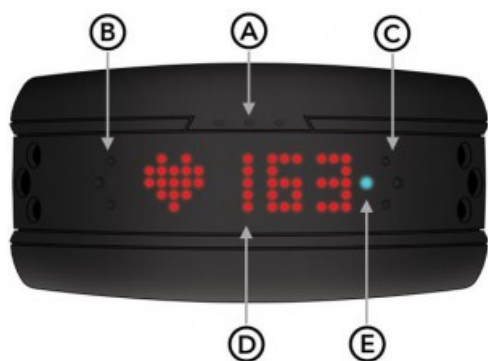
The display will show **FIND** while FUSE searches for your heart rate. Keep your arm still until your heart rate is displayed.

**Note:** Wash Mio FUSE regularly with mild soap and water. Make sure to allow both your arm and FUSE to dry completely before resuming wear.

### 3. Recording your Workout

**Start:** Once your heart rate is showing, tap the heart rate/timer touchpoint A to start the workout timer. When the display shows **"GO"**, your workout is being recorded.





**Scroll:** Tap the scroll touchpoints to scroll through workout metrics.

**Pause:** Touch and hold the heart rate/timer touchpoint A to pause the timer. Tap it again to resume.

**End Workout:** Pause your workout (see above), then touch and hold the heart rate/timer touchpoint A to end your workout.

If you see -- displayed, press and hold touchpoint A to stop heart rate mode, check watch placement is correct and start over.

## 6. Sleep Tracking

Your FUSE must have firmware version 1.20 or higher to enable sleep tracking. Check your FUSE firmware version in Mio GO, at the bottom of the device's Setup screen. If your firmware needs updating, follow these [instructions for iPhone/iOS](#) and [instructions for Android](#).

In sleep mode, FUSE tracks your sleep duration, resting heart rate, level of sleep (awake/light/deep), and sleep efficiency.

### Activate Sleep Mode

Touch and hold both Scroll Touchpoints until the display changes from "HOLD" to "SLEEP?".



Tap the Heart Rate/Timer Touchpoint to confirm that you want to go to sleep. FUSE will display a good night message.

The display will show "ZZZ" any time you touch a Touchpoint while your FUSE is in Sleep Mode.

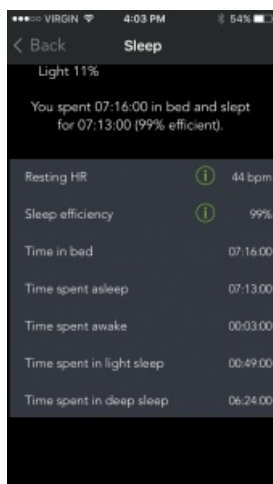
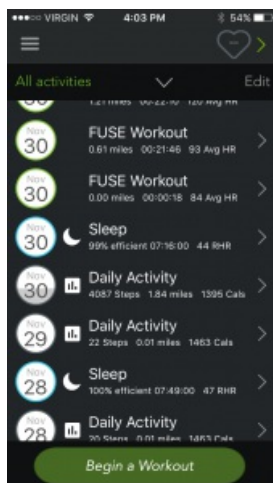


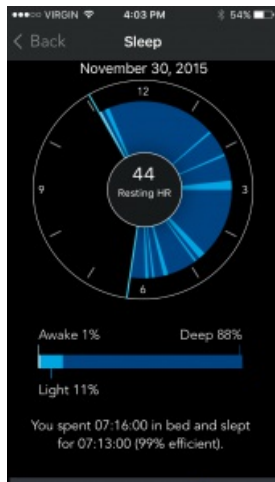
## Wake Up from Sleep Mode

When you wake up, turn off Sleep Mode using the same steps – touch and hold both Scroll Touchpoints until the display says “WAKE?”. Tap the Heart Rate/Timer Touchpoint to confirm. FUSE will display a wakeup greeting and then show the time.

## View Sleep Stats

To see a summary of your sleep, sync your FUSE to the Mio GO app. Your sleep session will sync, along with your all-day data and any workouts you have completed.

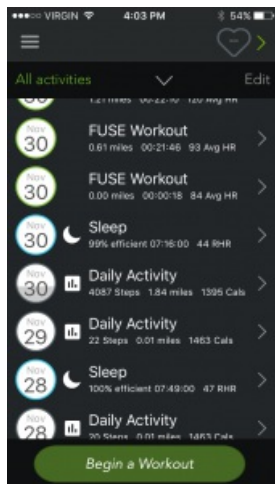


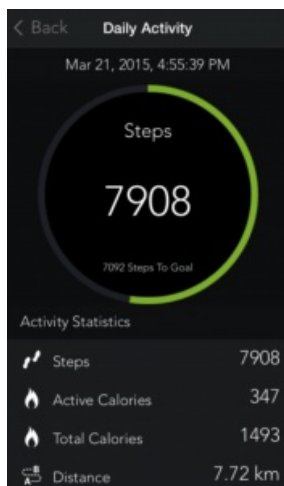
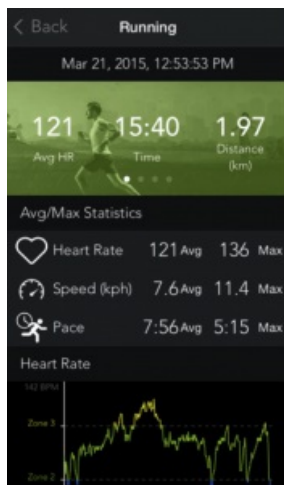


## 7. Reviewing your Stats

### Sync to Mio GO App

To review your all-day activity, workout data, or sleep records, open Mio GO and connect to your FUSE. Your data will automatically sync. Alternatively, you can perform a manual sync by pulling down the Activity History screen.





## 8. Connecting to Other Apps & Devices

Your FUSE can transmit heart rate to many iPhone and Android fitness apps, bike computers, GPS watches, and select gym equipment through Bluetooth Smart® (4.0) Technology (BLE) and ANT+™.

If you are using FUSE with a GPS watch, such as a Garmin or Suunto watch, wear both devices on the same arm for better connection.



## 9. Care and Cleaning your Mio Device

- Wash your device regularly with mild soap and water - regular cleaning is necessary to prevent skin irritation.
- Make sure you allow both your arm and device to dry completely before resuming wear.

- Avoid scratching the device to protect your device from damage.
- Do not expose the Mio FUSE to strong chemicals such as gasoline, cleaning solvents, acetone, alcohol, or insect repellents. Chemicals can damage the seal, case, and finish.
- After exercising, rinse Mio FUSE with tap water and gently dry with a soft cloth.
- If your skin becomes irritated, wear Mio FUSE on the other arm or discontinue wearing until the irritation clears.

## **10. Product Updates & Safety Information**

### **Product Updates**

Register your Mio FUSE at [mioglobal.com/register](http://mioglobal.com/register) to receive important product updates.

### **Safety Information**

Be sure to consult your doctor before beginning any exercise program.

While your Mio device provides accurate heart rate measurements, it is not a medical device. The Mio FUSE and USB charger contain strong magnets. If you use a pacemaker, a defibrillator or other implanted electronic device(s), consult your doctor before using Mio FUSE or any other Mio device.

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## **How To Videos**

Last updated: 2017-04-28T17:47:34.000Z | [Online Version](#)

### **How to Set Up Your Mio FUSE**

Visit [mioglobal.com/setup](http://mioglobal.com/setup) for step-by-step instructions.

**How to Customize Mio FUSE Screens With Mio GO**

**How to Wear & Use Mio FUSE**

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## **VIEW ALL FAQs**

### **Why can't I see my FUSE, ALPHA 2, LINK or VELO steps or distance in the PAI app?**

Last updated: 2017-10-25T19:09:03.000Z | [Online Version](#)

FUSE, ALPHA 2, LINK and VELO can only stream heart rate to PAI. Workout and sleep data syncing is not enabled for the PAI app.

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## Which ANT + products are compatible with FUSE?

Last updated: 2018-01-19T21:20:17.000Z | [Online Version](#)

This [link](#) is to the ANT + compatibility page.

\*Please note product compatibility may change overtime.

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## Why can't I find the PAI app in the Apple App Store or Google Play Store?

Last updated: 2017-02-09T00:34:54.000Z | [Online Version](#)

Mio PAI app supports devices running iOS 9 or above, and Android 5.0 or above. Please check that your phone is compatible.



Try accessing the app via these links:



If you have trouble finding out whether your phone is compatible, please reach out to us at [support@mioglobal.com](mailto:support@mioglobal.com).

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## How do I pair and stream my Mio FUSE, ALPHA 2, LINK or VELO to PAI?



Last updated: 2017-10-25T19:02:28.000Z | [Online Version](#)

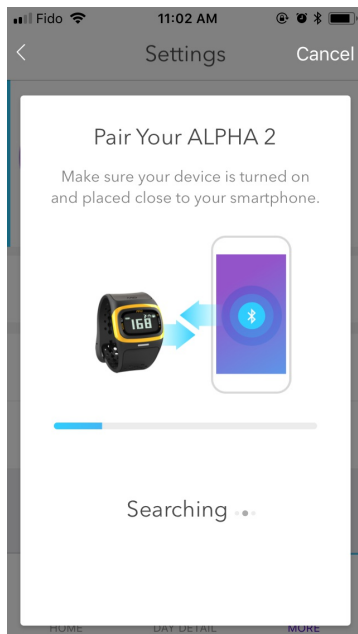
Follow the steps below to pair and stream to PAI.

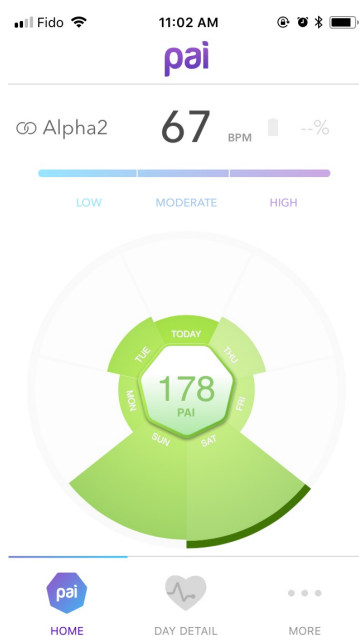
**New PAI User:**

**Step 1.** Download PAI app from App Store or Google Play store. Open PAI app and follow instructions to connect your to PAI app.

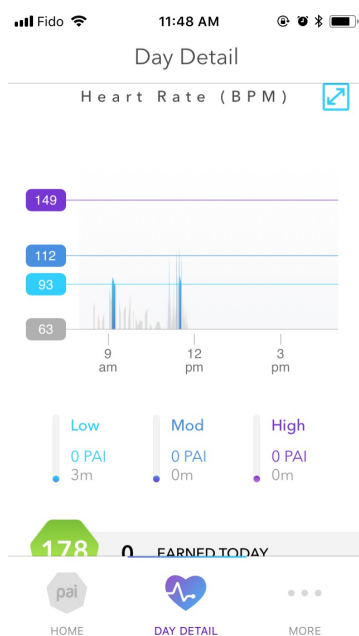


**Step 2.** Once you are paired, turn on heart rate on your device and ensure it is reading your heart rate. You should then see your heart rate on the PAI app and PAI score.



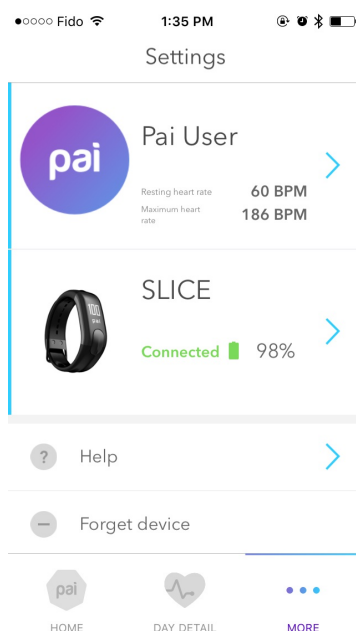


**Step 3.** Tap Day Detail to review your heart rate graph and PAI earned today.

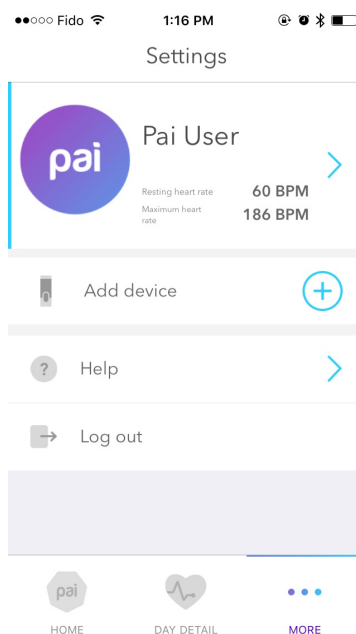


### Current PAI User:

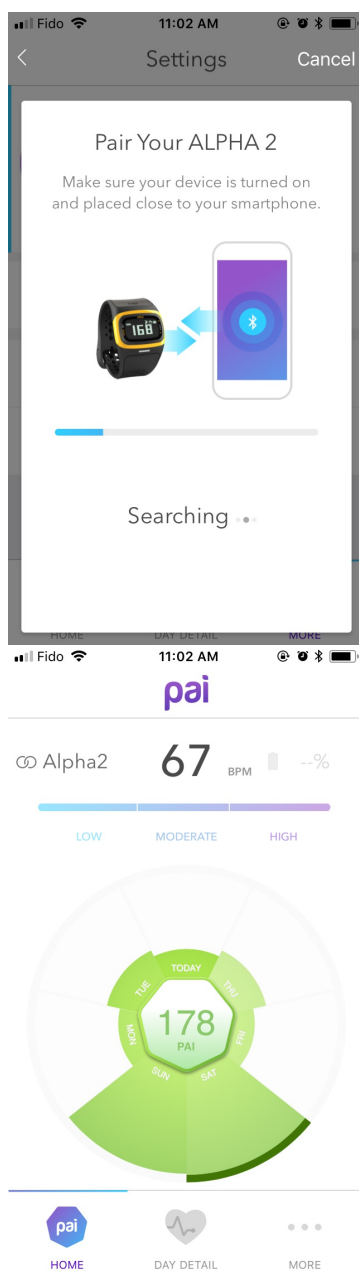
**Step 1.** Open PAI app and navigate to the More section. If you are already paired with another device, you need to forget that device by tapping “Forget device”.



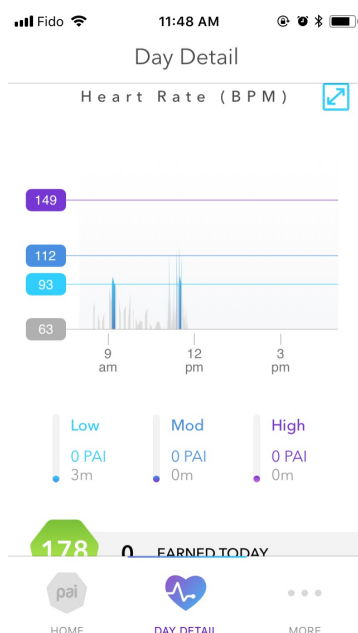
**Step 2.** Then tap “Add device” and select your Mio device type.



**Step 3.** Once you are paired, turn on heart rate on your device and ensure it is reading your heart rate. You should then see your heart rate on the PAI app and PAI score.



**Step 4.** Tap Day Detail to review your heart rate graph and PAI earned today.

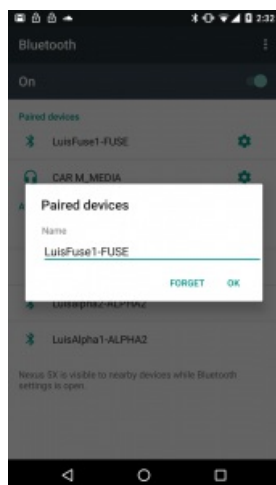


## How do I update my device's firmware on Android?

Last updated: 2018-01-24T23:25:23.000Z | [Online Version](#)

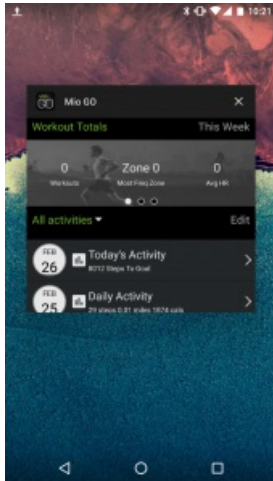
### Step 1: Make sure your Mio device isn't paired with your phone.

Go to your phone's Bluetooth settings. You'll see a list of nearby Bluetooth devices. If you see your Mio appear in the Paired Devices list, tap its name and select 'Unpair' or 'Forget'.



## Step 2: Close the Mio GO app.

Tap the Recent Apps icon at the bottom. A list of running apps appears. Swipe right, or click the X in the left top corner on the Mio Go app picture to close it.

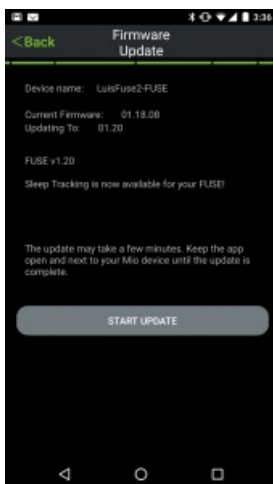


## Step 3: Make sure you are using the latest version of the Mio App.

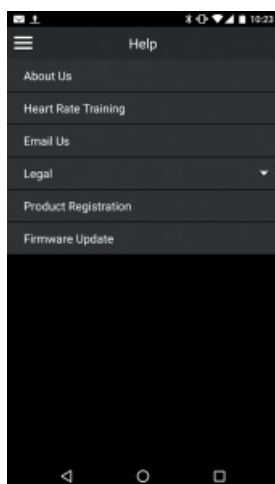
Visit the [Google Play Store](#) and update your Mio GO app to the latest version. If you have the latest version of Mio GO, open the App now.

## Step 4: Update your Mio device firmware.

Open the Mio GO app and connect to your device. You will get a message to update the firmware. Select OK and follow the prompts.

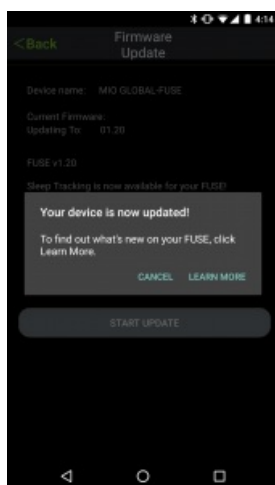


If the GO app doesn't ask you to update, manually update the firmware. From the top left menu, select "Help" then "Firmware Update." Select your Mio device and update.



### Step 5: Firmware update successful

After the update, a message that the firmware has been updated will appear.



**Troubleshooting tip:** If the update fails or takes longer than 5 minutes, go to Step 2 and repeat the process.

Did your FUSE freeze? [Click here](#)

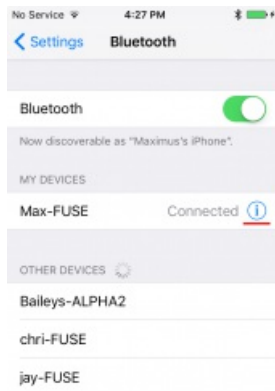
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## How to update your device's firmware on iPhone/iOS

Last updated: 2018-01-24T23:25:45.000Z | [Online Version](#)

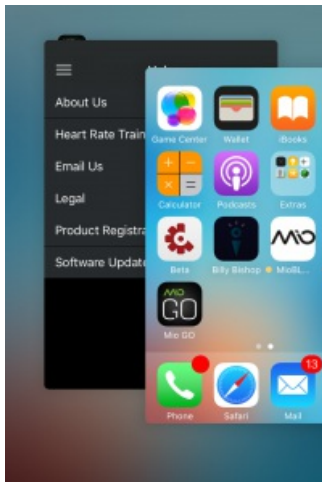
**Step 1: Make sure your Mio device isn't paired with your phone.**

Go to your phone's Bluetooth settings where you'll see a list of nearby Bluetooth devices. If you see your Mio appear under My Devices, tap the 'i' beside its name and select 'Unpair' or 'Forget'.



**Step 2: Close the Mio GO app.**

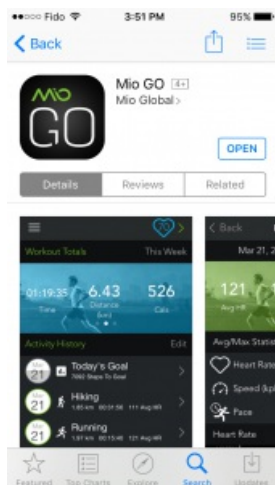
Press the home button twice and swipe up on the Mio GO app to close it.



**Step 3: Make sure you are using the latest version of the Mio GO App**

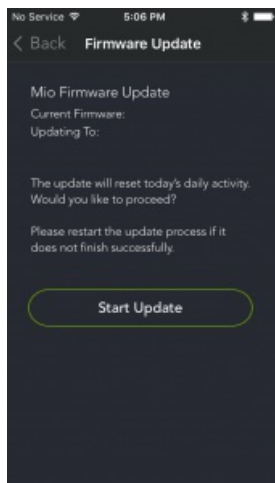
Visit the App Store and update your Mio GO app to the latest version. If you have the latest version of Mio GO, open the App now.





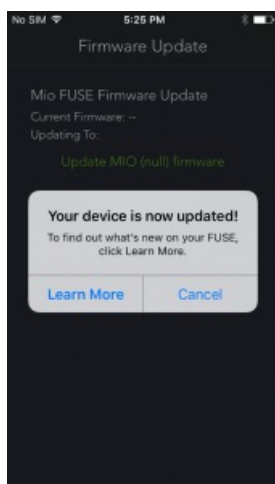
#### Step 4: Update your Mio device firmware.

Open the Mio GO app and connect to your device. You will get a message to update the firmware. (If the GO app doesn't ask you to update, you can manually update firmware in Mio GO by opening the Mio GO app. From the top left menu, select "Help" then "Software Update." Select your Mio device and update.) Select OK and follow the prompts.



#### Step 5: Firmware update successful.

After the update, a message that the firmware has been updated will appear. Your Mio device will now be working normally



**Troubleshooting tip:** If the update fails or takes longer than 5 minutes, go to Step 2 and repeat the process.

Did your FUSE freeze? [Click here](#)

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## How do I keep my FUSE display always ON during workouts?

Last updated: 2016-10-17T22:38:59.000Z | [Online Version](#)

Connect your FUSE to the Mio GO app, and navigate to 'Device Settings'. In 'Workout Screens', select the 'Display Always On' option.

Note: To optimize battery life, the default setting of the FUSE turns the display off after 5 seconds of inactivity.

But if you prefer, you can change the setting to keep the display continuously on during Workout Mode.

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## How to use the sleep tracking feature on your Mio FUSE?

Last updated: 2016-12-16T19:54:23.000Z | [Online Version](#)

Your FUSE must have firmware version 1.20 or higher to enable sleep tracking. Check your FUSE firmware version in Mio GO, at the bottom of the device's Setup screen. If your firmware needs updating, follow these [instructions for iPhone/iOS](#) and [instructions for Android](#).

In sleep mode, FUSE tracks your sleep duration, resting heart rate, level of sleep (awake/light/deep), and sleep efficiency.

### **Activate Sleep Mode**

Touch and hold both Scroll Touchpoints until the display changes from "HOLD" to "SLEEP?".



Tap the Heart Rate/Timer Touchpoint to confirm that you want to go to sleep. FUSE will display a good night message.

The display will show "ZZZ" any time you touch a Touchpoint while your FUSE is in Sleep Mode.

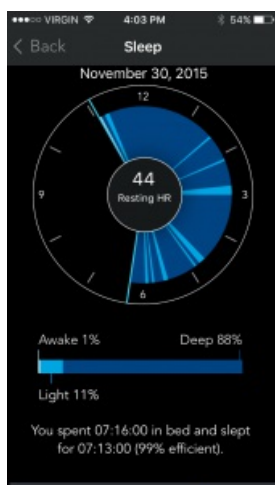
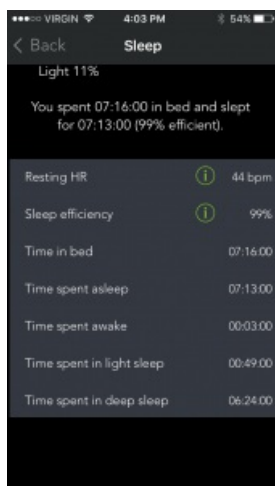
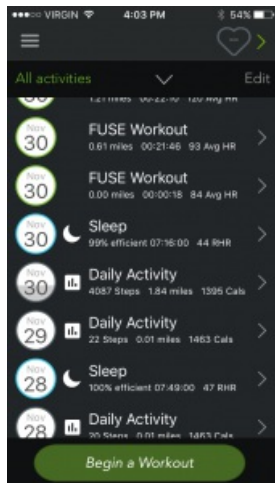


### **Wake Up from Sleep Mode**

When you wake up, turn off Sleep Mode using the same steps – touch and hold both Scroll Touchpoints until the display says "WAKE?". Tap the Heart Rate/Timer Touchpoint to confirm. FUSE will display a wakeup greeting and then show the time.

### **View Sleep Stats**

To see a summary of your sleep, sync your FUSE to the Mio GO app. Your sleep session will sync, along with your all-day data and any workouts you have completed.



# Does the FUSE automatically sync my workout data with the Mio Go App?

Last updated: 2016-10-14T19:51:38.000Z | [Online Version](#)

If the Mio GO app is open and connected to your FUSE, data will automatically sync, or swipe down on the Workout Total screen to start a sync.

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## What devices are compatible with FUSE?

Last updated: 2018-01-24T23:28:15.000Z | [Online Version](#)

FUSE is compatible with select Bluetooth 4.0 or [ANT+ devices](#). This means you can transmit your data to smartphones, tablets, and other sports devices.

### iOS 9.0 and up:

- iPhone 4S, 5, 5S, 6, 6 Plus, 6S, 6S Plus, 7, 7 Plus
- iPod Touch 5
- iPad 3, 4, Air, Mini

### Android 5.0 and up:

- Google Nexus 4, 5
  - Samsung S4, S5, Note 3
-

# How do I pair my Mio device to an app like Strava, MapMyRun, Endomondo, RunKeeper, or any other third-party smartphone app?

Last updated: 2016-10-17T20:35:53.000Z | [Online Version](#)

A: Make sure that your smartphone is compatible, and follow the steps below!

1. Take both your smartphone and Mio device to a place at least 30m (100 feet) away from any other Bluetooth devices.
2. Turn on heart rate monitoring on your Mio device, and place your Mio device within 1 meter (3 feet) to your smartphone—the closer the better!
3. Make sure Bluetooth is enabled on your smartphone.

For iPhones, go to Settings > Bluetooth, and make sure that Bluetooth is 'On'.

For Android phones, open the Bluetooth settings menu on your device and enable the setting that makes your device visible to other Bluetooth devices.

*Note: Pairing must be completed within the app settings, and not in your smartphone's Bluetooth settings. Make sure that Bluetooth is enabled, but don't connect anything directly within the Bluetooth settings!*

4. Open the app that you would like to pair with and add your Mio device as a heart rate sensor. The setup process varies by app, but the option to add a heart rate sensor is typically found in the Settings menu.

Repeat the above pairing process any time you use a new app. After initial pairing is complete, your Mio device will automatically be recognized each time you use that app.

**Troubleshooting tip:** Your Mio device can't connect to more than one app at a time. If an app can't find your Mio device, make sure to force close any heart rate monitoring apps (including Mio GO) that may be running in the background.

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## **What other apps are compatible with Mio devices?**

Last updated: 2018-01-25T00:30:13.000Z | [Online Version](#)

Mio devices are able to stream real-time heart rate to Strava, MapMyRun, Endomondo and select other apps that support Bluetooth Smart (4.0) LE heart rate recording. Please visit our [app compatibility](#) page for a list of our favorite apps.

You are not currently able to sync saved data from FUSE to any other apps.

---

## **Do I need to have a smartphone to use FUSE?**

Last updated: 2016-10-14T19:49:44.000Z | [Online Version](#)

Yes, to configure and sync FUSE you'll need to use the Mio GO app, which is available for both iOS and Android smartphones. Visit our [compatibility page](#) to see a list of compatible devices.

---

## **Do I have to run with my phone when I use the FUSE/ALPHA 2?**

Last updated: 2018-01-25T00:20:55.000Z | [Online Version](#)

FUSE has offline storage, which means you can run without your smartphone and sync your workout data to the Mio GO app later. If you'd like to use your smartphone GPS for more accurate speed and distance data, you can bring your phone with you and connect the ALPHA/FUSE heart rate to Mio GO, or a third-party app such as Strava, Wahoo Fitness, MapMyRun, RunKeeper, etc.

---

# How do I transmit heart rate from FUSE to a GPS watch?

Last updated: 2016-10-14T19:54:17.000Z | [Online Version](#)

FUSE transmits heart rate to ANT+ and Bluetooth Smart (4.0) devices. Check the [device compatibility page](#) to confirm that your GPS watch is compatible. The user guide of your GPS watch will provide specific instructions for how to add FUSE as a heart rate sensor. Typically this involves going to an area away from other heart rate signals, opening the GPS watch settings, and selecting an option to search for a heart rate sensor. Ensure the heart rate monitoring function of FUSE is turned on during the search.

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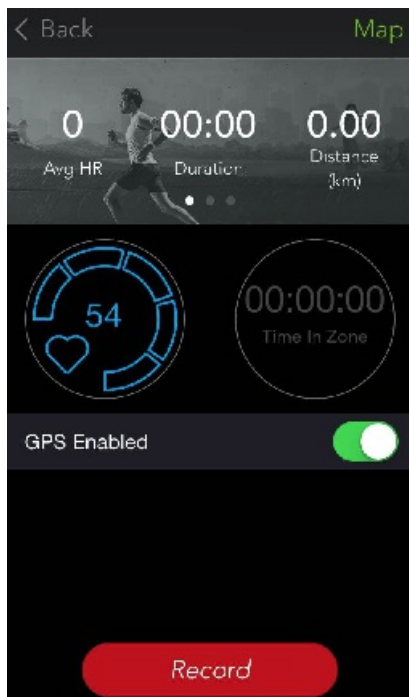


# How do I use my smartphone's GPS with my FUSE?

Last updated: 2017-07-18T22:54:22.000Z | [Online Version](#)

Follow the steps below:

1. Turn on heart rate monitoring on your FUSE.
2. Open the Mio GO app and connect to your FUSE.
3. Press the green 'GO' button at the bottom of you Activity History screen.
4. Enable the GPS tracking toggle switch.
5. Press the 'Record' button in Mio GO, and press the right button on your FUSE to start your workout.



If you have speed, distance, and/or pace screens selected for display on your FUSE they will display values transmitted from the Mio GO app. Note that there is a delay of a few seconds between the phone and the ALPHA 2, so the numbers will not match exactly when viewing both at the same time.

When syncing your workout from FUSE to Mio GO, the file recorded on your phone will act as the master, so make sure to pause and end your workout in the Mio GO app.

---

# What kinds of activities are Mio products designed for?

Last updated: 2016-10-13T23:23:50.000Z | [Online Version](#)

Mio products use an optical sensor to monitor the volume of blood in your veins. Our algorithms are best designed for rhythmic activities such as cycling and running and can provide an EKG-accurate heart rate signal.

For activities with erratic arm motions such as tennis, boxing, or plyometrics, it is beneficial to monitor your heart rate signals during the recovery period.

To ensure the best accuracy try the following tips:

- move your Mio device further up your arm so it is isolated from wrist movements
  - ensure your Mio device has a snug fit on your arm so it doesn't shift around during the activity.
  - try wearing your Mio device with the sensor on the underside of your forearm.
- 

## How does FUSE track calories?

Last updated: 2016-10-14T19:36:54.000Z | [Online Version](#)

FUSE tracks calories using two types of calories, All-Day & Workout Calories.

**All-Day Calories:** When heart rate is not monitored, your calories are tracked by distance, steps, along with your personal settings (age, gender, height, and more) in the Mio Go App. Your All-Day calories start being tracked each day at midnight and reset to zero the following day.

**Workout Calories:** A subset of your "All-Day calories", workout calories are tracked when your heart rate monitoring is turned on. The workout calories are calculated based on your personal settings along with your heart rate.

---

## What are Active Calories?

Last updated: 2016-10-14T19:34:51.000Z | [Online Version](#)

At rest, the human body burns calories by performing basic functions such as breathing, digesting, and controlling body temperature. Active Calories are the additional calories burned through physical activity. Using FUSE, you can set a goal for how many additional calories you want to burn throughout the day.

---

## Does the FUSE have GPS capabilities?

Last updated: 2016-10-13T22:53:21.000Z | [Online Version](#)

The FUSE does not have a built-in GPS. However, you can pair it with the Mio GO App, and use the GPS functionalities from your smartphone to display and record your speed, pace, and distance. You can also pair FUSE with many other [fitness apps](#) with GPS functionality.

---

## How does FUSE measure distance?

Last updated: 2016-10-14T19:09:30.000Z | [Online Version](#)

FUSE measures distance using an internal 3-axis accelerometer, which detects when you take a step. The distance of each step is estimated using your stride length, which is based on your height and speed.

You can also connect FUSE to the Mio GO app and record workouts using your smartphone's built-in GPS.

---

## **How accurate is the FUSE for counting steps?**

Last updated: 2016-10-28T23:30:20.000Z | [Online Version](#)

Steps and distance are tracked by an internal accelerometer that is based on the profile within the Mio GO app. We apply a complex algorithm to determine what arm motion corresponds to walking, and then once FUSE determines that you're walking it will add on all the steps you've taken so far.

Our algorithm is fairly conservative, so while some trackers will add on 300 steps while you wash dishes or take a bumpy car ride, FUSE does not. As a result your total daily step count may be lower than you expect, but if you try going for a short walk or run and counting your steps you will find that FUSE is quite accurate!

---

## **What is the FUSE transmission distance for Bluetooth or ANT+?**

Last updated: 2016-10-14T19:58:31.000Z | [Online Version](#)

The transmission distance is up to 30 meters for Bluetooth and 5 meters for ANT+ with a clear transmission path. Keeping your receiving device closer to FUSE will maintain a stronger wireless connection.

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## **What happens to my FUSE battery after 300 charge cycles?**

Last updated: 2016-10-14T19:47:50.000Z | [Online Version](#)

The battery in FUSE is guaranteed to operate at 100% capacity for 300 complete charge cycles. After 300 charges, the battery will function normally, however the capacity will begin to diminish. At about 500 charges, the battery life will be 80% of the original battery life.

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## **How long is the FUSE battery life?**

Last updated: 2016-10-14T19:46:55.000Z | [Online Version](#)

The FUSE battery last 6-7 days if you perform one hour of heart rate monitoring per day, or approximately 24 hours of continuous heart rate monitoring. The battery will last longer if the device display is not set to 'always on'. Settings can be changed using the Mio GO app.

---

## **How accurate is my step count when arms are not in motion?**

Last updated: 2016-10-14T00:05:44.000Z | [Online Version](#)

Mio devices track steps by detecting various arm motions that accompany walking. If your arm is not in motion, steps will not be counted. The rhythmic motion of your body while walking will be recognized and steps will be counted even if your arm is not swinging – in this case steps will not be as accurate.

---

## **Can FUSE when be worn for swimming?**

Last updated: 2016-10-13T23:14:27.000Z | [Online Version](#)

The FUSE is water-resistant and will not be damaged by swimming, but the water temperature may affect the accuracy of heart rate measurements. While many Mio users have had great results monitoring heart rate while swimming, we do not guarantee its accuracy.

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## How much data can FUSE store?

Last updated: 2016-10-13T23:13:25.000Z | [Online Version](#)

FUSE will store 14 days of activity tracking data, and 30 hours of workout data. After 14 days, it will delete the last day and add on the new one. When workout memory is full FUSE will show 'MEM FULL' on the display. Sync to the Mio GO app to clear data.

---

## How do I use my FUSE screen lock feature?

Last updated: 2016-10-13T23:11:03.000Z | [Online Version](#)

To turn the screen lock feature on, open the Mio GO app and connect to your FUSE. Navigate to 'Device Settings' and then enable the Screen Lock feature.

To unlock your FUSE display, hold the LEFT and RIGHT touch points simultaneously. The screen will display 'HOLD' while you are holding, and then 'FREE' once the screen is unlocked.

To turn off the Screen Lock feature, connect your FUSE to the Mio GO App, and disable the lock screen feature under Device Settings.

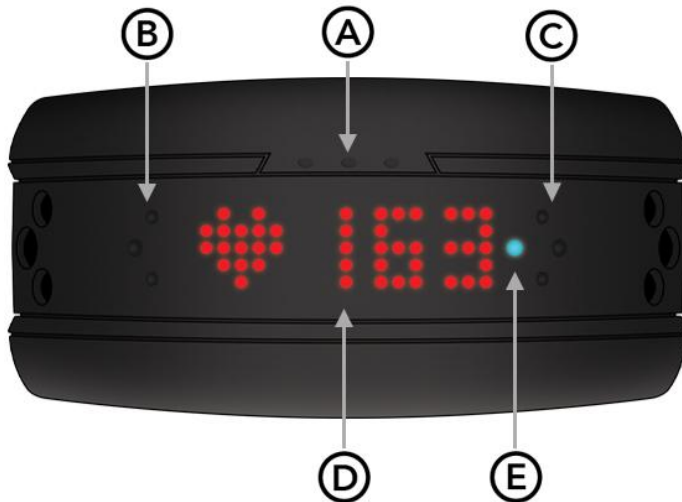
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# How do I start or end a FUSE workout?

Last updated: 2016-12-16T00:48:34.000Z | [Online Version](#)

## Starting a Workout

Find your heart rate by touching and holding the heart rate/timer touchpoint A.



The display will show **FIND** while FUSE searches for your heart rate. Keep your arm still until your heart rate is displayed.

**Note:** Wash Mio FUSE regularly with mild soap and water. Make sure to allow both your arm and FUSE to dry completely before resuming wear.

## 3. Recording your Workout

**Start:** Once your heart rate is showing, tap the heart rate/timer touchpoint A to start the workout timer. When the display shows “**GO**”, your workout is being recorded.

**Scroll:** Tap the scroll touchpoints B and C to scroll through workout metrics.

**Pause:** Touch and hold the heart rate/timer touchpoint A to pause the timer. Tap it again to resume.

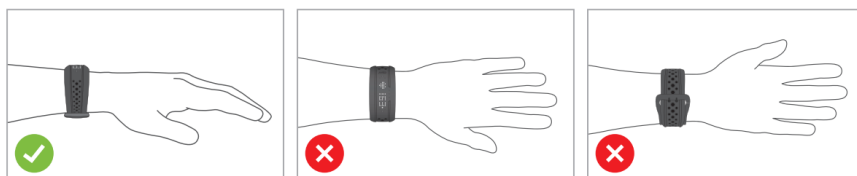
**End Workout:** Pause your workout (see above), then touch and hold the heart rate/timer touchpoint A to end your workout.

---

## Why are the keys on my FUSE not always responsive?

Last updated: 2016-10-17T21:13:49.000Z | [Online Version](#)

The touchpoints on your FUSE are only active when your arm is horizontal (parallel to the ground), with the FUSE display facing upward. This is to prevent you from accidentally triggering the touch points while you're exercising, or if your arm brushes against something. If you're holding your arm at an angle you may find that nothing happens when you press the touchpoints; straighten your arm and you'll be good!



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## What size wrists does FUSE fit?

Last updated: 2016-10-28T23:14:13.000Z | [Online Version](#)

FUSE is available in two different sizes, regular and large.

The large is available in Cobalt and Crimson and fits wrists of 156 -208mm / 6.1"-8.2".

The regular is available in Cobalt and Aqua and fits wrists of 149-179mm / 5.9"-7".

---

## VIEW ALL Troubleshooting



## **Why can't I pair or stream my FUSE, ALPHA 2, LINK or VELO to PAI?**

Last updated: 2017-10-25T17:44:53.000Z | [Online Version](#)

**Tip 1.** Open your phone's Bluetooth settings and forget all Bluetooth devices. Then, close all open apps.

**Tip 2.** Android only: Ensure the Mio PAI app has permission to access your phone's GPS/location settings.

**Tip 3.** Ensure your phone and Mio product are within the 30 meters/100 feet Bluetooth distance. Note: There may be interference by objects that prevent the Bluetooth transmission from your device to your phone including water, your body, etc.

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## **What should I do if my FUSE is stuck on the 'M' screen after a software update?**

Last updated: 2018-03-12T18:01:26.000Z | [Online Version](#)

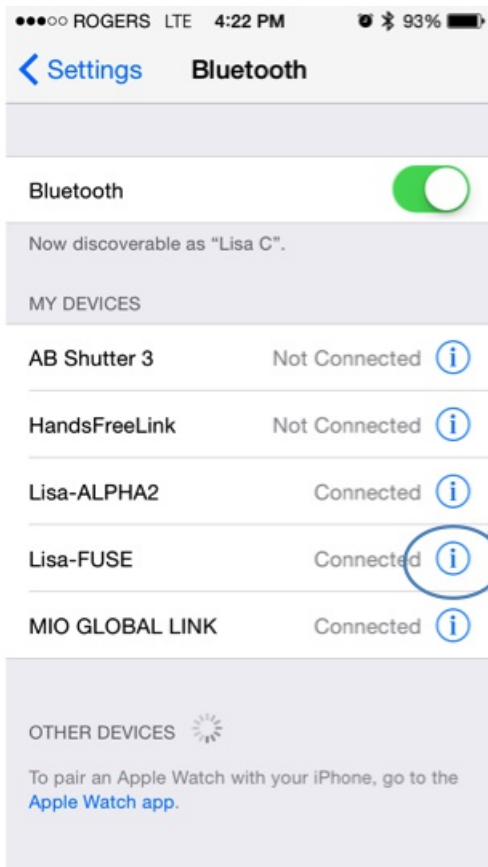
\*Please note in this state, FUSE bluetooth signal will only appear in the Mio GO firmware update screen.

Follow the step-by-step instructions below if your FUSE is stuck with an "M" after the firmware update:

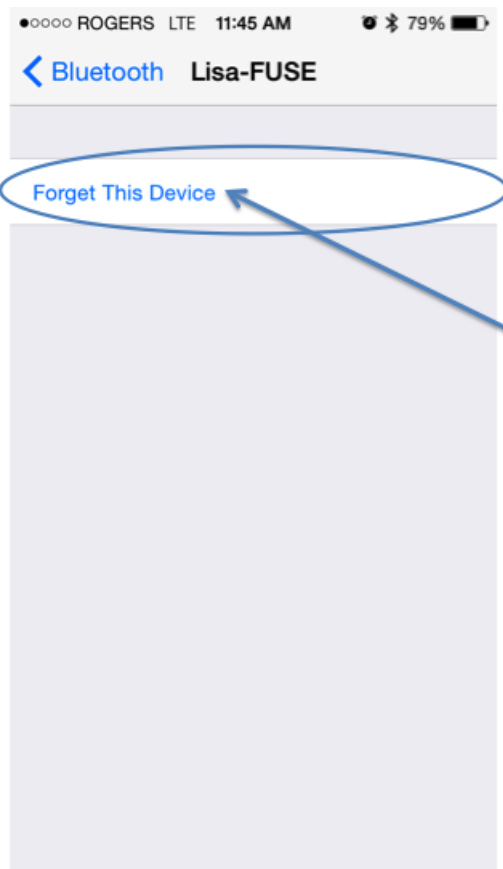


1. Take your iPhone/iPad and Mio device to a location away from all other Bluetooth signals.

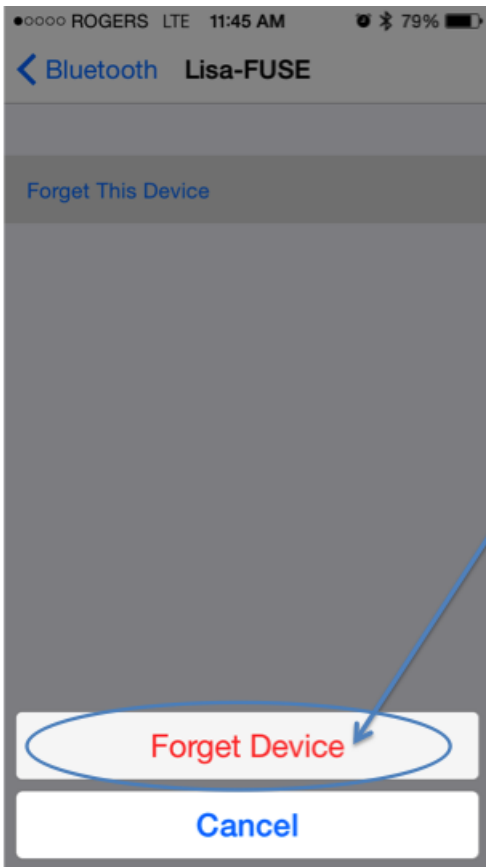
Open your iPhone/iPad settings and select Bluetooth.



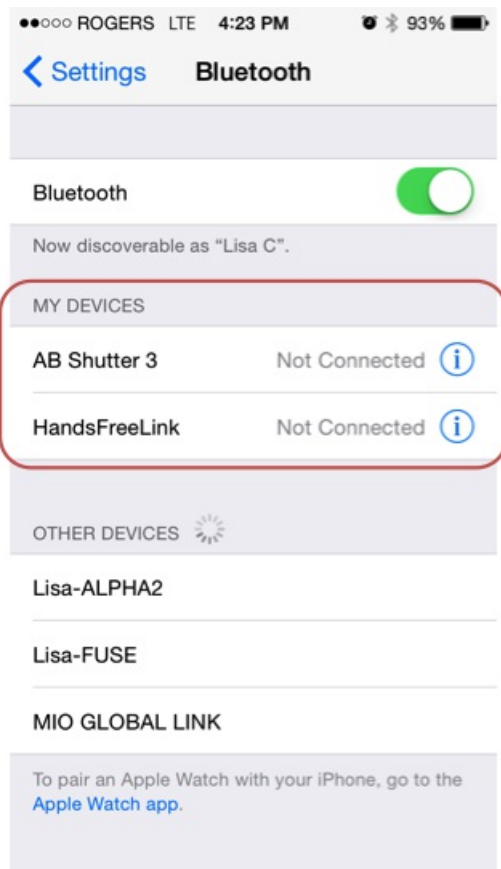
2. Find your Mio device and tap the information icon.



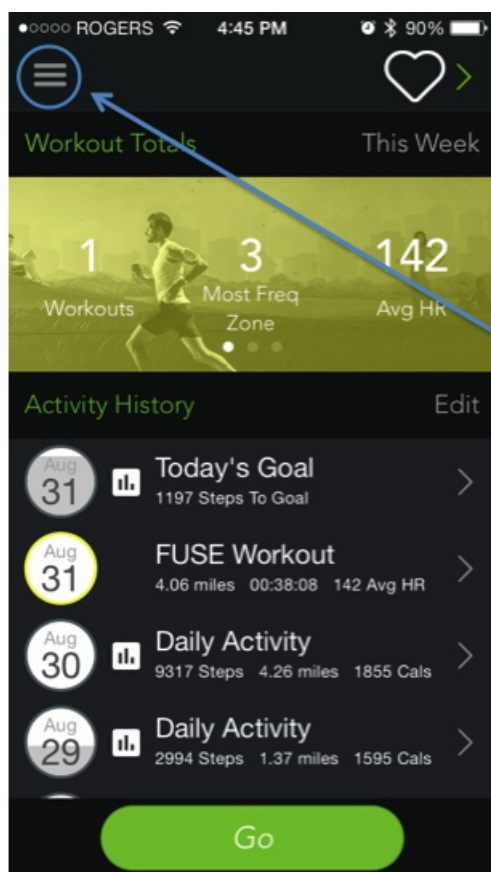
3. Tap 'Forget This Device'.



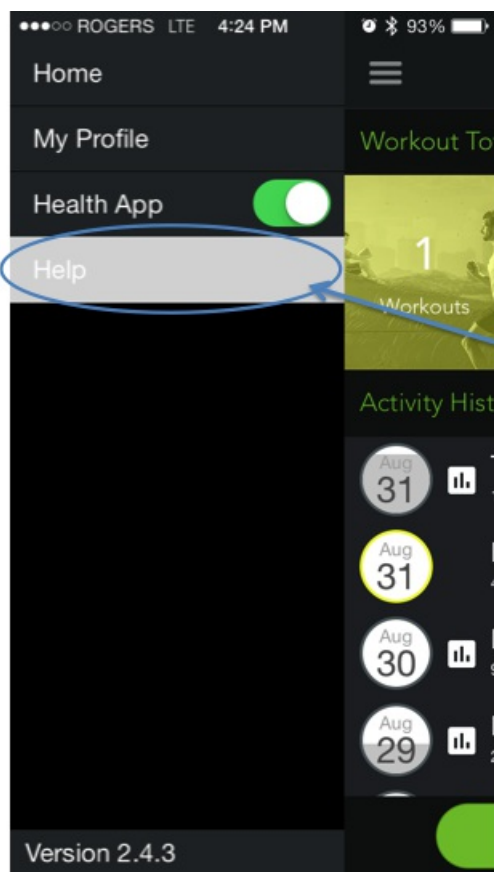
4. Confirm that you want to forget the device by selecting 'Forget Device' again.



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

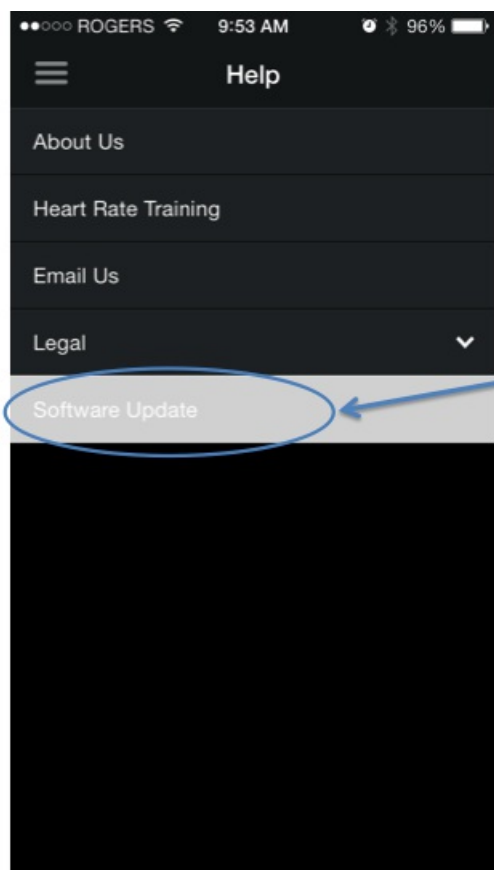


6. Open the Mio GO app, and tap the side menu icon.

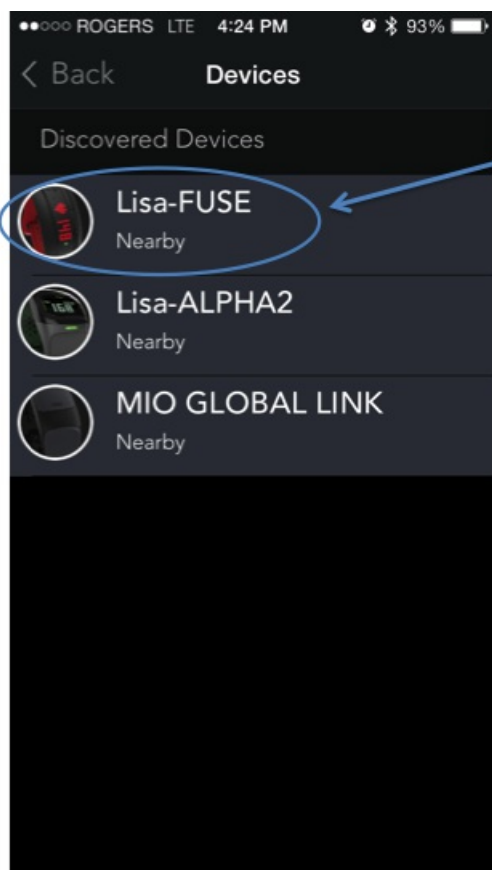


7. Select 'Help' from the menu.



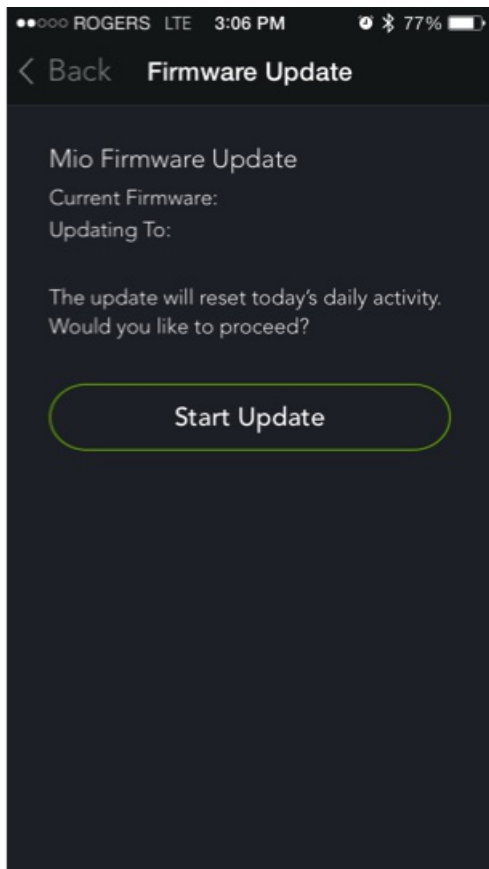


8. Select 'Software Update'.



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!

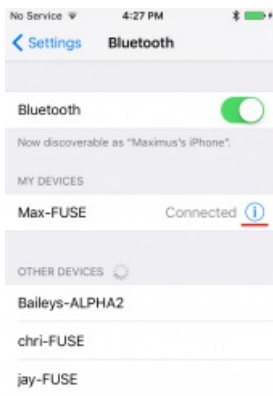
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## How to update your device's firmware on iPhone/iOS

Last updated: 2018-01-25T00:23:56.000Z | [Online Version](#)

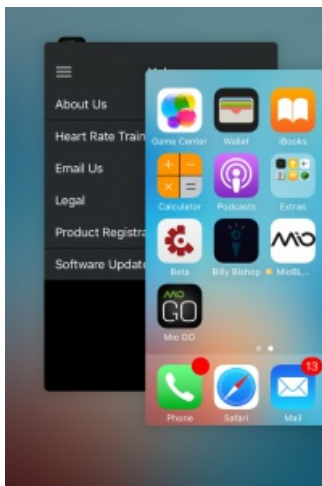
**Step 1: Make sure your Mio device isn't paired with your phone.**

Go to your phone's Bluetooth settings where you'll see a list of nearby Bluetooth devices. If you see your Mio appear under My Devices, tap the 'i' beside its name and select 'Unpair' or 'Forget'.



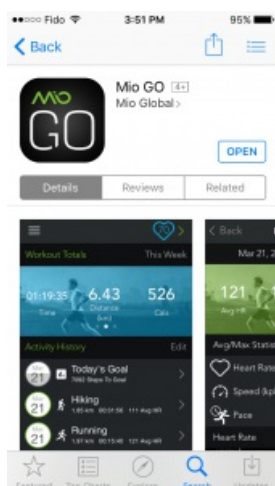
### Step 2: Close the Mio GO app.

Press the home button twice and swipe up on the Mio GO app to close it.



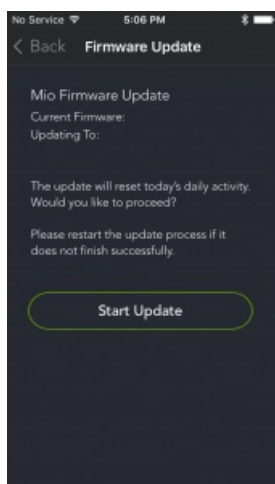
### Step 3: Make sure you are using the latest version of the Mio GO App

Visit the App Store and update your Mio GO app to the latest version. If you have the latest version of Mio GO, open the App now.



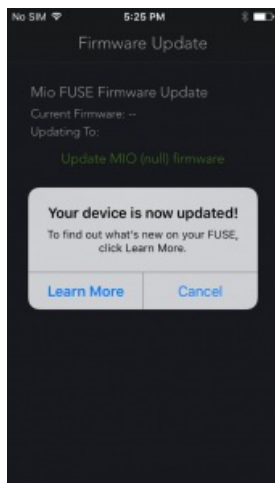
#### Step 4: Update your Mio device firmware.

Open the Mio GO app and connect to your device. You will get a message to update the firmware. (If the GO app doesn't ask you to update, you can manually update firmware in Mio GO by opening the Mio GO app. From the top left menu, select "Help" then "Software Update." Select your Mio device and update.) Select OK and follow the prompts.



#### Step 5: Firmware update successful.

After the update, a message that the firmware has been updated will appear. Your Mio device will now be working normally.



**Troubleshooting tip:** If the update fails or takes longer than 5 minutes, go to Step 2 and repeat the process. Ensure your FUSE is charged enough.

Did your FUSE freeze? [Click here](#)

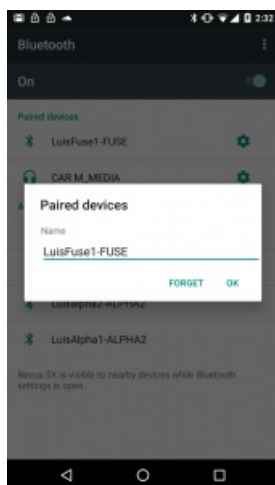
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## How to update your device's firmware on Android

Last updated: 2018-01-25T00:24:28.000Z | [Online Version](#)

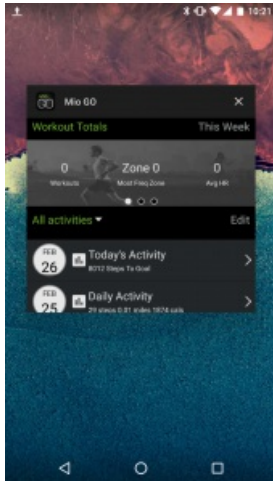
### Step 1: Make sure your Mio device isn't paired with your phone.

Go to your phone's Bluetooth settings. You'll see a list of nearby Bluetooth devices. If you see your Mio appear in the Paired Devices list, tap its name and select 'Unpair' or 'Forget'.



## Step 2: Close the Mio GO app.

Tap the Recent Apps icon at the bottom. A list of running apps appears. Swipe right, or click the X in the left top corner on the Mio Go app picture to close it.

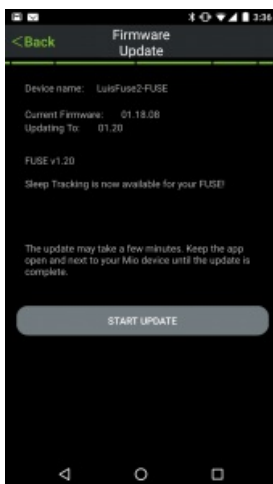


## Step 3: Make sure you are using the latest version of the Mio App.

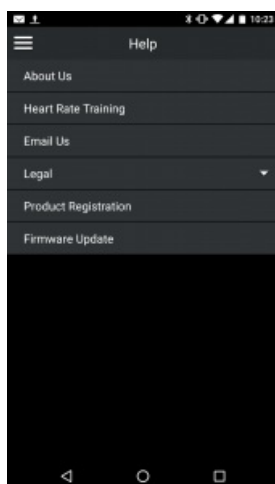
Visit the [Google Play Store](#) and update your Mio GO app to the latest version. If you have the latest version of Mio GO, open the App now.

## Step 4: Update your Mio device firmware.

Open the Mio GO app and connect to your device. You will get a message to update the firmware. Select OK and follow the prompts.

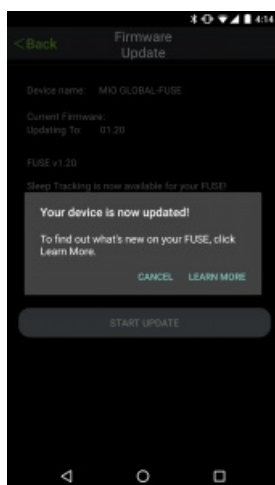


If the GO app doesn't ask you to update, manually update the firmware. From the top left menu, select "Help" then "Firmware Update." Select your Mio device and update.



### Step 5: Firmware update successful

After the update, a message that the firmware has been updated will appear.



**Troubleshooting tip:** If the update fails or takes longer than 5 minutes, go to Step 2 and repeat the process. Ensure your FUSE is charged enough.

Did your FUSE freeze? [Click here](#)

---



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

Last updated: 2017-04-28T00:27:21.000Z | [Online Version](#)

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
-

# What should I do if my FUSE workout memory is full?

Last updated: 2018-01-25T00:27:20.000Z | [Online Version](#)

FUSE stores 30 hours of workout data, after which time it will show 'NO MEM" on the display. You can clear your FUSE memory by syncing to the Mio GO app. If you have trouble clearing your memory, please try the following:

## ANDROID

- Restart phone

- Open Mio GO and drag down on the Activity History Screen (you may have to drag down more than once in order to sync all data)

- Forget bluetooth devices from your phone and close all open apps

- Remove FUSE from the devices screen of Mio GO and re-add

## IPHONE

- Close Mio GO completely by swiping it from the running apps screen

- Open the iPhone Bluetooth menu and make sure nothing is connected with the Mio name (MioFUSE/MIOup1.8 for example)

- Re-open Mio GO and drag down on the Activity History Screen (you may have to drag down more than once in order to sync all data)

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# Troubleshooting Heart Rate During Workouts

Last updated: 2017-04-28T00:20:04.000Z | [Online Version](#)

## How to get the most accurate reading

Picture this: you're getting ready to head out for a workout. You turn on your heart rate monitor, and you can't find your heart rate. No, you're not dead; your heart rate monitor could just be having a bit of trouble getting a reading. Your Mio heart rate monitor uses the industry's most accurate technology, but there are a few steps you can take to make sure your heart rate reads loud and clear every time.

First, just try turning off heart rate mode and restarting. If that doesn't work, try these 5 easy things to get an accurate heart rate reading before you start working out.

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## **1. Keep it clean**

If the sensor on your Mio is dirty, it can cause problems. Keep it clean by washing regularly with a wet cloth or by running it under water quickly after each use. Just be sure to dry it off after.

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## **2. Wear it high**

Fasten the device about 1-3 inches (3-8 cm) above your wrist bone.

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## **3. Cinch it up**

If light gets in, your Mio won't work well. Tighten the strap so that the optical sensor on the back makes good contact with your skin.

---

## **4. Warm up**

If you have cold hands or poor circulation, this one's especially important. Get some blood moving before you get started, and you'll get a better reading.

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## **5. Hold still**

If you're moving around, it's difficult for your device to get an initial heart rate reading. Hold still until your heart rate displays, then get moving.

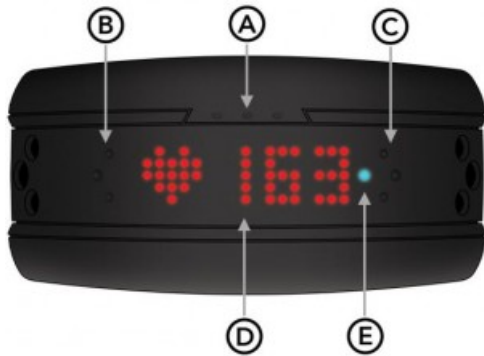
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Keep these 5 simple tips in mind next time you're heading out for a workout or trying to track your heart rate.

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## How do I operate the FUSE touchpoints?

Last updated: 2017-04-28T16:47:56.000Z | [Online Version](#)



- A Heart Rate / Timer Touchpoint
- B/C Scroll Touchpoints
- D Display
- E Heart Rate (HR) Indicator Light

The touch points on your FUSE are only active when your arm is horizontal (parallel to the ground), with the FUSE display facing upward. This is to prevent you from accidentally triggering the touch points while you're exercising, or if your arm brushes against something.

Screen-Shot-2015-03-10-at-1.56.17-PM

