

User Manual

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Mio GO

Getting Started

Compatibility

Last updated: 2018-01-19T20:34:40.000Z | [Online Version](#)

Mio GO is compatible with the following products:

iOS 9.0 and up:

- iPhone 4S, 5, 5S, 6, 6 Plus, 6S, 6S Plus, 7, 7 Plus, 8, X
- iPod Touch 5
- iPad 3, 4, Air, Mini

Android 5.0 and up:

- Google Nexus 4, 5
 - Samsung S4, S5, Note 3
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How To Videos

Last updated: 2016-12-15T22:00:15.000Z | [Online Version](#)

How To Pair Your Mio Heart Rate Monitor with the Mio GO App

This short video will teach you to set up and pair your Mio heart rate monitor watch or wristband with the Mio GO app.

This quick video will teach you how to easily configure your heart rate zones within the Mio GO app.

This short video will teach you how to customize your Mio FUSE screens within the Mio GO app.

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This short video will teach you how to pair your ANT+ speed and cadence bike sensors with your Mio VELO heart rate cycling band.

If you need any help after watching this How-To video, please email us at support@mioglobal.com or reach out to us on Twitter at www.twitter.com/mioglobal.

Happy heart rate training!

How to Use the Mio GO App

Last updated: 2017-04-04T21:43:00.000Z | [Online Version](#)

How to Pair

Download the Mio GO App from either;
Apple Store

<https://itunes.apple.com/us/app/mio-go/id819584923?mt=8>

Google Play

<https://play.google.com/store/apps/details?id=com.mioglobal.android.miogo>

Once the app has downloaded. Open the Mio GO app on your phone.

Go to the Bluetooth Settings on your phone and turn on bluetooth.

Re-Open the Mio GO app, press on the heart icon (top right) to the get the device screen

Pull downwards to update, and then select you Mio Device to establish a connection.

Sometimes, when the Mio Device is directly connected to the Bluetooth menu in your mobile phone have problems syncing with the app. The above steps should resolve this issue.

Please make sure that no other device is connected to the phone via Bluetooth, while trying to connect your Mio Device.

How to Manually Sync

Select your Mio Device from the 'Device' menu of the Mio GO app and delete it from the app.

Close the Mio GO app fully (ensure it isn't hiding in the background).

Disable Bluetooth and Restart your phone

Open the Mio GO app and turn on Bluetooth when prompted by the app

Pull down on the devices screen to refresh

Connect to the Mio Device and return to the workout screen

Pull down on the workout screen to manually sync workouts.

Please let us know if you have any further questions

How to customize device screen settings

Turn on your bluetooth in your phones bluetooth settings

Open your Mio GO App

Click the heart in the top right corner

Select your device under 'Known Devices'

Scroll down to 'Device Settings'

Here you can customize your Heart rate zones under 'Heart Rate Training'

Under 'Device Settings' - You can edit further details;

- Device Name, Daily Goal, LED Flash Pattern, Vibration Alerts, Screen Lock, HR Zone LED

Select either - 'Customize Workout Screens' or 'Customize All-Day Screens'

Within each of these you will be able to select what stats you would like displayed on the device while in All-Day mode or in Workout mode.

The options to turn On/Off - Chrono, Calories, Pace, Distance, Steps, Speed.

Once you have selected your settings - Select 'Done' on the top right of the screen, these settings will now be applied the next time you sync your device.

How to live stream a workout to your device

Turn on your bluetooth in your phones bluetooth settings

Open your Mio GO App

Put on your Mio device and activate HR monitoring

Your heart rate will now appear in the heart on top right of the app

If your heart rate is not displayed in the heart - please click on the heart on the top right of the screen and select your device under the 'Devices' list

Once your device is connected and your HR is showing in the heart; Go back to the home screen.

Select 'Begin Workout' at the bottom of the screen

The device is now in Workout mode

Start Workout!

How to edit your profile in the Mio GO app

Turn on your bluetooth in your phones bluetooth settings

Open your Mio GO App

Click the Menu tab in the top left corner

Select 'My Profile'

Here you can edit your Units, Height, Weight, Birthday and Gender.

Once you have customized your profile - Select 'Save' on the top right of the screen

Your profile is now complete

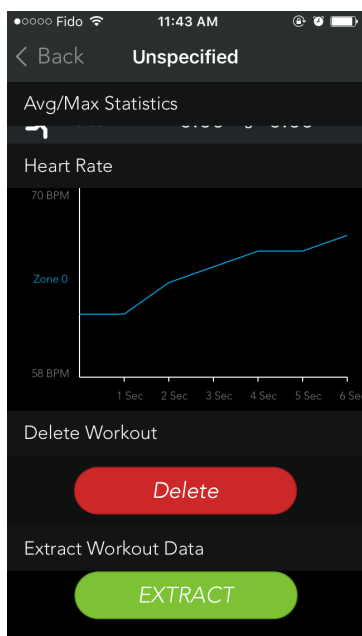
FAQs

How do I extract a workout?

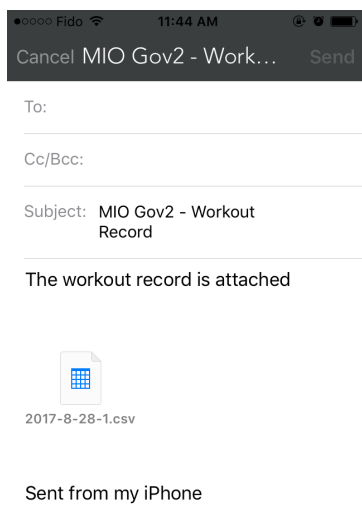
Last updated: 2017-09-15T18:59:38.000Z | [Online Version](#)

To extract a workout follow the steps below.

1. Open your Mio GO app and select a workout you want to extract. Scroll to the bottom and tap Extract.



Step 2. Enter the email address and a CSV file will be sent to that email.



This is an example of an extracted CSV file.

	A	B	C	D	E	F	G	H	I
1	Device	iPhone	model	iPhone	version	10.3.3	AppVersion	2.7.5	
2	Year	2017	Month	8	Day	28	Hour	0	Minute
3	comments								
4	File created by Mio Go v2.7.5 iPhone App.								
5	sensor	present	smrec	zeroavg	model				
6	pwr	no	no	no	n/a				
7	spd	no	no	no	n/a				
8	cad	no	no	no	n/a				
9	hr	yes	no	no	n/a				
10	footpod	no	no	no	n/a				
11	gps	no	no	no	n/a				
12	workout	starttime	runningtime	spdavg	hravg	manualdist			
13	Y	2017-08-28 1	6	0	65	0			
14	interval	starttime	runningtime	spdavg	hravg	manualdist			
15	1	2017-08-28 1	6	0	65	0			
16	time(second:	hr_heartrate	calories(12s)	step_data(6C	manual_dist	interval	pace_data(1.	speed_data(12s)	
17	1	62	0	0	0	1	0	0	
18	2	64	0	0	0	1	0	0	
19	3	65	0	0	0	1	0	0	
20	4	66	0	0	0	1	0	0	
21	5	66	0	0	0	1	0	0	
22	6	67	0	0	0	1	0	0	

How do I connect Mio GO to HealthKit?

Last updated: 2016-03-07T16:29:01.000Z | [Online Version](#)

1. Open the Apple Health app on your smartphone.



2. Tap 'Sources' at the bottom of the screen and select Mio GO from the list of apps listed.



3. Select the data you would like to share with Apple Health

Note: Currently only Active Calories, Steps, and walking/running Distance are read by HealthKit. You can enable the sharing of additional information (such as Heart Rate and Workouts) so that the data is available to Health once further integration is available.

Similarly, Mio GO currently only reads Biological Sex, Date of Birth, Height, and Weight but enabling other options will allow Mio GO to access the data for future features.

How do I record a workout with Mio GO?

Last updated: 2016-03-07T16:29:00.000Z | [Online Version](#)

1. Turn on heart rate monitoring on your Mio device.
2. Connect your device to the Mio GO app.
3. Press the green 'GO' button at the bottom of your screen.
4. Select whether you want GPS Enabled. GPS Enabled means speed, distance, and pace will be measured using your smartphone's GPS, and your workout will be overlaid on a map.
5. Press the red 'Record' button to begin recording your workout.
6. To pause your workout, slide your finger from left to right along the timer. You can then choose to resume or exit your workout.

Note: If you use FUSE or ALPHA2, the speed and distance measurements displayed on your Mio device will be transmitted from the Mio GO app. When you sync to Mio GO, the smartphone workout file will be used, and the workout file stored locally on your FUSE or ALPHA2 will be discarded.

My friend's resting heart rate is higher. Will he go faster than me?

Last updated: 2015-09-13T13:18:22.000Z | [Online Version](#)

Fear not, the calibration tailors the speed prediction to each person's physiology. While it is true that higher heart rates correspond to faster speeds (given no change in the terrain), this relationship is specific to each person. If you are in good shape then you will produce more power at a lower heart rate. We account for that.

What devices support the Mio GO app?

Last updated: 2015-09-11T19:18:44.000Z | [Online Version](#)

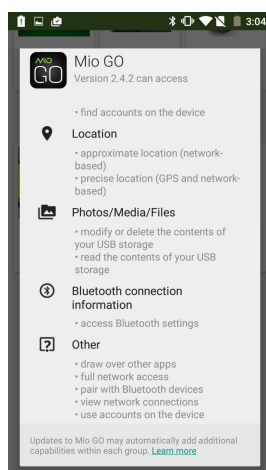
Mio GO is compatible with the following devices:

- iPhone 4s
 - iPhone 5 / 5c / 5s
 - iPad 3rd & 4th generation
 - iPad with Retina
 - iPad Air
 - iPad mini
 - iPad mini with Retina
 - iPod 5th generation
-

Why does Mio GO need to access information on my Android device?

Last updated: 2015-10-08T21:06:24.000Z | [Online Version](#)

When you install Mio GO on your Android phone, you're shown this list of permissions that the app requests:



The descriptions of these permissions are created by Google and are worded the same for every app — there's no way for Mio to customize them. To make sure you understand what features we access and what data we actually collect, we've provided a more detailed breakdown and discussion of the permissions below.

IDENTITY

- find accounts on the device
 - The app checks whether you have any accounts on services such as Google, Facebook and so on, to ease the registration process.

LOCATION

- approximate location (network-based)
- precise location (GPS- and network-based)
 - The app does not store your location to persistent memory, but does collect and send approximate and precise location data to display your workout route; to determine what products, promotions, and surveys are relevant to you; to use for analytics purposes at an aggregated level; and to improve the location-based services we provide.

PHOTOS/MEDIA/FILES

- modify or delete the contents of your USB storage
 - read the contents of your USB storage
 - The mapping libraries in the app use these permissions to allow map data to be saved to your phone's external storage, like SD cards. By saving map data locally, your phone doesn't need to re-download the same map data every time you use the app.

BLUETOOTH CONNECTION INFORMATION

- access Bluetooth settings
 - This permission allows the app to access the phone's Bluetooth settings and to determine the connection status of your Mio device.

OTHER

- draw over other apps
 - This permission allows the app to show you message boxes, deliver push notifications, and continue to track your workout when it is running in the background.
- full network access
 - This permission is required to access the internet, connecting with third-party services, and downloading map data.

- pair with Bluetooth devices
 - This permission is required for the app to discover, connect, and pair with your Mio device.
- view network connections
 - This permission is used by Mio to notify you when a network connection is unavailable.
- use accounts on the device
 - This permission generates Google Cloud Messaging (GCM) tokens associated with a user's account. As with all GCM implementations, the token is sent to Mio's servers so that notifications can be sent to you.

If they have any other questions, drop our support team a line at support@mioglobal.com

Why is the GPS data from Mio GO different from some of my other apps?

Last updated: 2016-03-07T16:29:01.000Z | [Online Version](#)

GPS signals will bounce off buildings in urban areas and are difficult to accurately obtain in rural settings. We put in a lot of development in our app to filter out anomalies to get the most accurate signals, and are constantly refining this data.

To get a sense of which app is reporting accurately, there are 2 simple tests you can do:

1. When outdoors, stay **still** in one spot and start recording on several apps. After a couple of minutes, check to see which app reports closest to zero distance.
2. Test a short route that you have measured the true distance of. Compare the data reported from the apps with what you have physically measured.

You should find that Mio GO is just as good if not better than other apps, but in the event that we are less accurate, please let us know! We continuously refine our algorithms so it's helpful for us to know which types of settings and situations are an issue. Drop us a line at support@mioglobal.com.

Troubleshooting

Profile Info Not Saved Correctly if Using Health Kit

Last updated: 2018-02-19T21:34:09.000Z | [Online Version](#)

Description: Height and weight being saved incorrectly. Ex. Enter 5'7" but saved as 575'.

Status: Investigating

Workaround: Open Health and tap sources and Mio Go. Disable height and weight in the write section.

Maintenance: April 20th 2017

Last updated: 2017-04-21T04:05:22.000Z | [Online Version](#)

We will be performing scheduled maintenance to our Mio PAI and GO Apps on Thursday, April 20, between 11pm and 7am EDT.

During this time, you will not get an outage message in the app, but you will not be able to login or sync. We sincerely apologize for any inconvenience this may cause.

Thank you for your patience.

Android Missing Heart Rate Graph

Last updated: 2018-01-11T21:42:08.000Z | [Online Version](#)

Description: Syncing or streaming a workout and the heart rate graph disappears.

Status: Investigating

Workaround: Leave workout type as unspecified

Android OS 7 and ALPHA 2 firmware update

Last updated: 2018-01-05T23:50:06.000Z | [Online Version](#)

Description: ALPHA 2 is unable upgrade firmware while using and Android operating system 7

Workaround: Use another phone or operating system

What can I do if my Mio wearable isn't pairing to Mio GO?

Last updated: 2017-09-18T21:23:33.000Z | [Online Version](#)

Try the following steps if your Mio isn't pairing to the Mio GO app.

Step 1: Remove any bluetooth devices from your phone settings and close all open apps to pair to the app directly.

Step 2. Forget your Mio wearable from the devices screen of the app and re-add.

Step 3. Enable Mio GO to use your GPS/location settings.

Step 4. Turn on the heart rate of your Mio wearable.

Step 5. Fully charge.

If you're still having issues please contact us with your phone type, operating system, app version and firmware.

Mio GO Android App Version 2.7 Pairing Issue

Last updated: 2018-02-19T22:30:07.000Z | [Online Version](#)

Description: The Mio GO app isn't finding your Mio wearable

Status: Investigating

Workaround:

1. Ensure the location services are turned on for the Mio GO app in your phone location settings.
2. Find the Mio GO app and allow the Mio GO app to use the location settings of your phone.

*Tip: Ensure you have no bluetooth devices connected and close all open apps.

FUSE or ALPHA 2 Keeps Spontaneously Syncing

Last updated: 2016-10-29T20:56:48.000Z | [Online Version](#)

Description: For FUSE and ALPHA 2, your device displays 'SYNC' even though you haven't opened the app.

Status: If your device is connected, every time you go in and out of range your device will automatically sync. This is intentional, as many users like the automatic sync feature. In the future we will add an on/off toggle so you can choose whether you want to sync.

Workaround: If your device syncing bothers you, you can disconnect your device by opening the Devices screen in Mio GO, and tapping the top left icon that shows your device and the word 'connected'. Your device will not sync again until you've manually paired it.

Weight is 1-2 lbs off in Android Mio GO Profile

Last updated: 2016-10-29T20:56:48.000Z | [Online Version](#)

Description: In Mio GO for Android devices, if you set your weight in lbs and save, your weight is 1-2 lbs lower or higher when you reopen your profile.

Status: This is caused by a rounding error from imperial to metric that is part of the internal logic. It will be fixed in the next app release.

Workaround: Enter your weight as one pound heavier and it will be stored correctly.

Data Disappearing from Mio GO

Last updated: 2016-10-29T20:56:48.000Z | [Online Version](#)

Description: A few users have reported data disappearing from their Mio GO activity feed.

Status: We're trying to do reproduce the bug here so we can determine what is causing the issue. If you've encountered this problem, please email us at support@mioglobal.com and provide the following information:

- Smartphone type
- Operating system
- Mio device
- App version

We'll provide you with updates when we we have more information.

Mio GO Displaying Multiple Devices With iOS 8.1

Last updated: 2016-10-29T20:56:48.000Z | [Online Version](#)

Description: Your Mio device is displayed several times in your Known and Discovered Devices lists, even though there is only one device.

Status: A bug in iOS 8.1 generates new UDIDs for the same device so it shows up multiple times in Mio GO. We've filed a bug report with Apple, and we will update here when we have news.

Workaround: Click 'Edit' on the Devices screen and delete the imaginary devices that are in Waiting or No Signal mode.
