

User Manual

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Mio PAI

Getting Started

DOWNLOAD PAI

Last updated: 2017-12-29T18:39:22.000Z | [Online Version](#)

Click the button below for your phone type



Getting Started with PAI

Last updated: 2017-09-14T19:43:19.000Z | [Online Version](#)

Download the PAI app to set up Mio SLICE and customize your settings.

The PAI app is available for download on the Apple App Store and the Google Play Store.



PAI is supported on:

- iPhone 5S and above, running iOS 9 or above
- Android phones running Android OS 5.0 or above



Do I have the latest FIRMWARE?

Last updated: 2018-01-24T21:57:09.000Z | [Online Version](#)

Check that you have the latest PAI app version.

You can check your firmware version in the PAI app settings screen when you tap on the SLICE.

The most recent firmware version is 1.3.0

Click here for [Android](#) and [iOS](#) firmware update instructions.

[Firmware update troubleshooting](#)

VIEW ALL FAQs

What are PAI points?

Last updated: 2017-03-13T18:09:59.000Z | [Online Version](#)

Your PAI score is based on your heart rate data and your personal profile, including age, gender, and fitness level.

PAI's algorithm is based on data collected from the HUNT Health Study over a 25-year period involving 45,000 participants conducted by the Faculty of Medicine at the Norwegian University of Science and Technology and developed by Professor Ulrik Wisløff, one of the world's leading scientists in Exercise in Medicine.

From this study, we were able to prove that you can live a longer, healthier life by maintaining a PAI score of 100 over a 7-day rolling window.

How is PAI calculated?

Last updated: 2017-07-13T19:45:13.000Z | [Online Version](#)

Your total PAI score is calculated over a rolling 7 days using your heart rate and personal data. The higher your heart rate is during activity (I.E. the more intense your workout) the faster you'll earn PAI points and reach your goal of 100.

After earning PAI points during your first week, you will start to notice how the rolling 7-day window works. The PAI algorithm will replace your oldest day of PAI points (8 days ago) with your current day of PAI points.

For example, if you earned 20 PAI points on Tuesday, and today is the following Wednesday (8 days later), your 20 PAI points from Tuesday will be replaced with the points you earn today (Wednesday). This pattern of replacing your oldest day of points with you current day will continue and make up your weekly PAI score.

If you know you can't exercise on some days, you can 'bank' your points by earning more points on the days that suit you, and gain the peace of mind of knowing you're still contributing to live a longer, healthier life!

*Keep in mind, earning 50 PAI points will give you 60% of the associated health benefits, and 100 PAI will give you 100% of the benefits.

To learn more, check out our article "[How PAI is Calculated](#)"

Why is PAI calculated over 7 days?

Last updated: 2016-12-23T00:08:57.000Z | [Online Version](#)

The rolling 7-day window allows you to live your life without having to obsess over exercise, while also encouraging you to be mindful of when you need to get moving. You can see how much PAI you've earned on any given day, and during a specific activity session. The science shows that if you have obtained a total score of 100 PAI in total over a 1-week cycle, you have been active enough to ensure you maintain optimal health, reducing your risk of cardiovascular disease.

Why is PAI a more accurate reflection of fitness than other metrics?

Last updated: 2016-12-23T00:05:25.000Z | [Online Version](#)

Goals such as '10,000 steps per day' or '30-minutes of activity per day' tend to be vague and misleading. PAI analyzes your heart rate and provides a single measure indicating whether or not you are getting enough exercise. You can choose any activity that gets your heart rate up, no matter how many steps you take.

Why is earning PAI more difficult now than when I started?

Last updated: 2017-11-19T20:27:34.000Z | [Online Version](#)

When starting at zero PAI—or at a PAI score below 50—it will be easier to earn PAI points compared to when you are at a higher PAI score, say above 100. As you gain more and more PAI over the course of the 7 days, the algorithm adjusts to your improved fitness level. However, exercise still needs to be maintained, otherwise its benefits expire. If you don't workout for 2 weeks and your PAI score drops to zero, it will be like starting over again.

Your heart is a muscle, and like all muscles, it gets stronger each time it repairs from its previous workout. For a quick way to remember why PAI becomes more difficult to earn, remember that your heart is becoming stronger (albeit slightly among each instance) and the PAI algorithm must also adjust accordingly.

It's also important to remember that reaching 50 PAI is still a great achievement; you'll receive 60% of the benefits towards living a healthier life with 50 PAI, and 100% of the benefits by earning 100 PAI.

Do you need to exercise every day in order to reach 100 PAI?

Last updated: 2017-04-24T02:49:31.000Z | [Online Version](#)

Since PAI is calculated over a rolling 7-day window, it is not essential to exercise every day to reach 100 PAI.

What does your PAI score mean and what is the significance of 100?

Last updated: 2017-09-14T21:52:57.000Z | [Online Version](#)

PAI is designed to use an easy-to-understand number of “100” as the universal goal over a rolling 7-day window for everyone. However, what each person needs to do to achieve 100 PAI is unique to that individual based on his/her personal profile (gender, age, etc.) and heart rate data set up within the app.

How can I change the email address that I first set up when registering within the PAI app?

Last updated: 2017-09-14T21:54:51.000Z | [Online Version](#)

Unfortunately, there is currently no way to change the email address that you first set up when registering within the PAI app. However, you can register again with another email and create another account.

What are Active Calories?

Last updated: 2016-12-22T23:10:16.000Z | [Online Version](#)

Active Calories are the calories burned through physical activity.

Can coffee or sweets increase my BPM?

Last updated: 2017-01-25T19:11:18.000Z | [Online Version](#)

According to the 'Journal of the American Heart', coffee does not affect heart rate, based on the following study: <http://www.independent.co.uk/life-style/health-and-families/health-news/coffee-does-not-affect-heart-rate-study-suggests-a6836456.html>. As such, coffee or sweets would not impact your PAI score.

What is the best way to contact us regarding app and SLICE issues?

Last updated: 2017-09-14T20:22:30.000Z | [Online Version](#)

The best way to reach us is to contact us in the PAI App MORE tab. Go to Help > Contact Us. Describe your issue in as much detail as possible. This will send us your phone and SLICE information, and the logs we need to resolve the issue faster.

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

Last updated: 2017-10-25T19:07:29.000Z | [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.

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

Last updated: 2017-10-25T18:57:47.000Z | [Online Version](#)

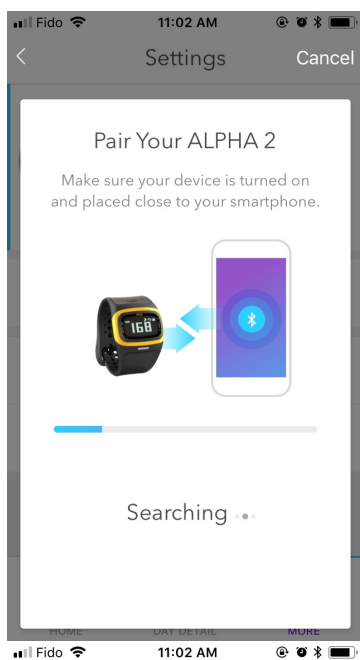
Follow the steps below to pair and stream to PAI.

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.



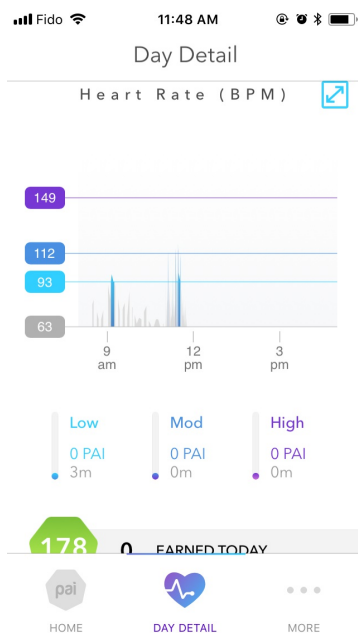
Step 2. Once you are paired, turn on heart rate on your device and ensure it is reading your heart rate. You should then see your heart rate on the PAI app and PAI score.



pai

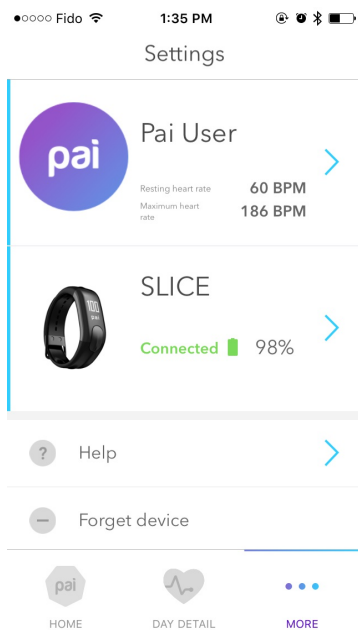


Step 3. Tap Day Detail to review your heart rate graph and PAI earned today.

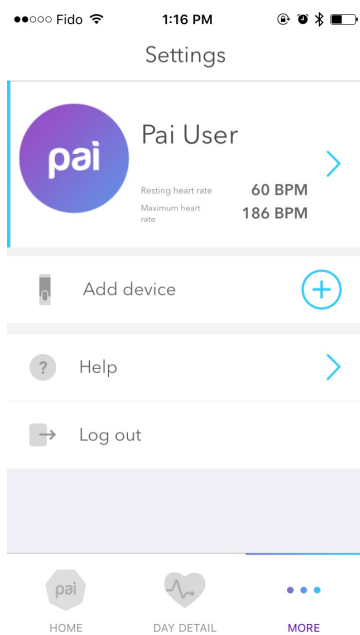


Current PAI User:

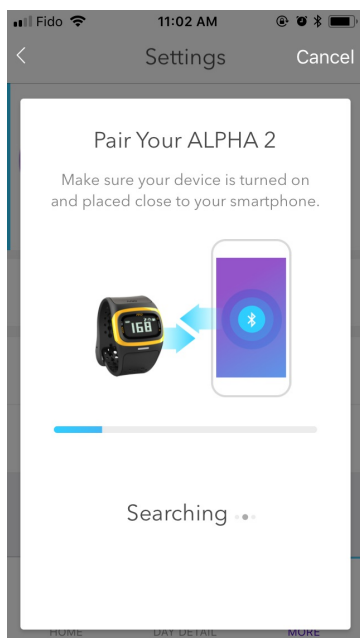
Step 1. Open PAI app and navigate to the More section. If you are already paired with another device, you need to forget that device by tapping “Forget device”.

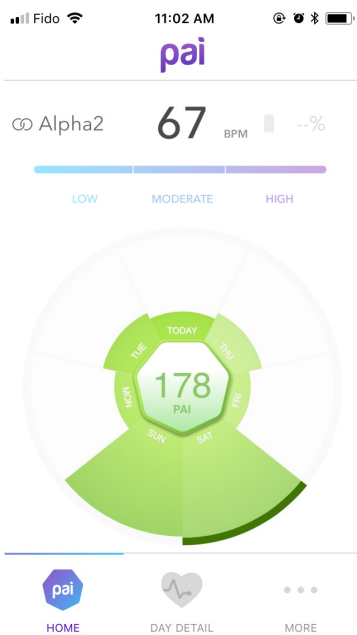


Step 2. Then tap “Add device” and select your Mio device type.

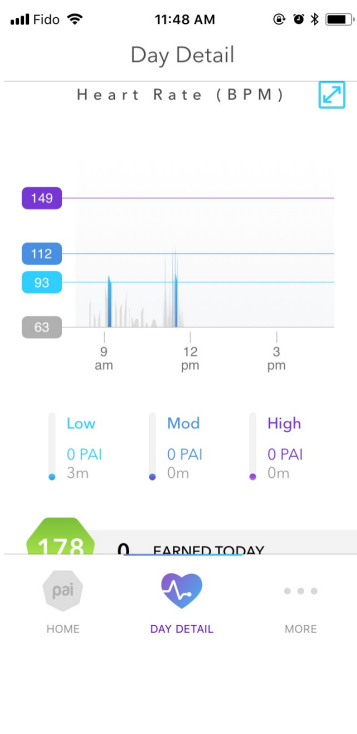


Step 3. Once you are paired, turn on heart rate on your device and ensure it is reading your heart rate. You should then see your heart rate on the PAI app and PAI score.





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



Why can't I find the pairing code on my Android phone?

Last updated: 2017-07-26T23:36:46.000Z | [Online Version](#)

On some Android phones, the prompt for the pairing code does not appear as a pop-up message. You may have to pull down the notification drawer to see the prompt.

[*Check out our pairing videos](#)

Why does the PAI app need to access information on my Android phone?

Last updated: 2017-07-26T23:38:57.000Z | [Online Version](#)

The PAI app requires access to the following permissions:

- Location permissions (GPS) is required to scan and sync with your SLICE.
 - Bluetooth permissions to enable Bluetooth and connect with your SLICE.
 - Phone Call permissions to display phone call notifications on your SLICE.
 - SMS Messages permissions to display SMS message notifications on your SLICE.
 - Contacts permissions to display phone call and SMS notifications on your SLICE.
-

How do I add a manual activity for other days of the week?

Last updated: 2016-12-22T23:11:28.000Z | [Online Version](#)

Unfortunately, the PAI app currently only supports manual activity adding and editing for the current day.

How do I set the correct time on my SLICE?

Last updated: 2016-12-22T23:13:58.000Z | [Online Version](#)

Once your SLICE is paired to the PAI app, the time on SLICE will automatically update to match the time on your phone.

Why can't I access SLICE settings?

Last updated: 2018-01-25T21:01:00.000Z | [Online Version](#)

SLICE settings are only accessible when it is actively connected to the PAI app. If you can't access the settings, check that your SLICE is charged and is nearby your phone.

If you're still having trouble, try the following tips:

1. Make sure your Bluetooth is turned on and your SLICE is near your phone.
 2. Check that your SLICE is listed in the list of paired devices in your phone's Bluetooth settings.
 3. Check SLICE is showing connected in the "MORE" section of the PAI app. If you see Not connected, tap forget device and re-add.
-

Can I extract or share data from PAI?

Last updated: 2018-02-01T19:54:14.000Z | [Online Version](#)

PAI doesn't have an export or sharing feature, but we're always working on enhancing the experience.

Workaround: Stream heart rate from SLICE to a 3rd party app like Wahoo fitness and extract.

Check out our [app compatibility](#) for a list 3rd party apps.

How do I delete a recorded activity?

Last updated: 2017-09-14T22:09:30.000Z | [Online Version](#)

To delete a recorded activity on an iOS device, swipe left or tap the "X" on the right and press delete.

To delete a recorded activity on an Android device, press and hold on the recorded activity.

How do I get my heart rate data from my SLICE to the PAI app?

Last updated: 2016-12-22T23:11:02.000Z | [Online Version](#)

Mio SLICE automatically saves your heart rate and activity data. If SLICE remains paired to the PAI app, it will automatically sync each time you open the app.

Why are the steps, calories burned, or distance different on my SLICE than on my PAI app?

Last updated: 2016-12-22T23:10:42.000Z | [Online Version](#)

Sometimes it takes the PAI app a few minutes to run the necessary calculations. Please be patient and return to the app after a few minutes or as soon as it's finished catching up.

Why can't the PAI app get my sleep data from a 3rd party device?

Last updated: 2017-09-14T21:59:05.000Z | [Online Version](#)

The PAI app works exclusively with Mio SLICE. To get sleep data, you would have to use a Mio SLICE.

For 3rd party devices, we only support heart rate streaming via Bluetooth.

Why does the PAI app forget my SLICE when I log out and back in again?

Last updated: 2017-09-14T22:01:27.000Z | [Online Version](#)

When you log out of your PAI app account, your device information is erased from the PAI app. You will have to re-add your device in the MORE tab when you log back into your PAI account on the same phone.

If you would like to pair your SLICE to a new phone, check out the following links.

[iOS](#) [android](#)

Can I turn off the vibration for phone notifications on the SLICE?

Last updated: 2017-09-14T22:12:05.000Z | [Online Version](#)

No, you cannot disable vibrations for phone notifications. When vibrations are disabled, SLICE will stop vibrating when you:

- Reach 100 PAI
- Enter Workout Mode
- Exit Workout Mode

You can, however, customize which phone notifications you receive on your SLICE in the PAI app.

Can I pause my workout instead of quitting it?

Last updated: 2016-12-22T23:15:07.000Z | [Online Version](#)

Unfortunately, no. In Workout Mode, you can only start or stop an activity recording. A recorded activity is meant to give you a better idea of how an overall activity is contributing to your PAI.

Can I find out what my PAI score was beyond the last 7 days?

Last updated: 2016-12-22T23:27:39.000Z | [Online Version](#)

Unfortunately, the PAI app does not currently have that functionality.

Why can't I add a second manual activity?

Last updated: 2016-12-22T23:28:03.000Z | [Online Version](#)

You can only add one manual activity per day. Accurate heart rate data is an important ingredient for generating an accurate PAI score. We recommend streaming or syncing your heart rate data to the PAI app as much as possible to ensure the accuracy of your PAI score.

I forgot my SLICE today. Can I add my PAI points back?

Last updated: 2016-12-22T23:30:56.000Z | [Online Version](#)

Yes, you can manually add PAI points to the current day. In the PAI app, navigate to the Day Detail tab and tap the "+" sign under the Activities list. You will be prompted to enter the duration and intensity of your missed activities. After confirming, your PAI score will update to reflect the manually added points.

Is there a maximum number of PAI points that I can earn?

Last updated: 2016-12-22T23:34:34.000Z | [Online Version](#)

You can earn up to a maximum of 75 PAI points per day.

PAI can adapt to your lifestyle. If you are easily reaching 75 PAI per day, the calculations will adapt and it will become increasingly difficult to reach that 75 PAI if you continue the exact same exercise.

Why do my PAI points earned for the day stop at 75 PAI?

Last updated: 2016-12-22T23:35:17.000Z | [Online Version](#)

PAI is a metric that determines how active you need to be to live a longer, healthier life. Your PAI points max out at 75 per day, because studies show that any further activity, although great for training and performance improvements, will not have significant impact in reducing your risk of cardiovascular diseases.

How do I pair my SLICE to a new phone?

Last updated: 2017-09-14T20:20:47.000Z | [Online Version](#)

To connect your SLICE to a new smartphone, you must first perform [a factory reset](#):

****Note:** Performing a factory reset will erase all data on the SLICE and require you to reconfigure the settings.

Video: [iOS android](#)

1. Open the PAI app on the original phone. Navigate to the MORE tab and select Forget Device.
 2. Open the phone's Bluetooth settings and forget SLICE from the list of paired devices.
 3. To perform a factory reset on your SLICE, please follow these steps:
 - Make sure SLICE has more than 50% battery remaining.
 - Place SLICE on the charger.
 - When you see the charging screen, press down the button for 15 seconds. Keep the button pressed down throughout the 5-second reset countdown.
 - The SLICE logo will be displayed when the factory reset is complete.
 4. Your SLICE is now ready to be paired with a new phone.
-

VIEW ALL Troubleshooting

Android Troubleshooting

Last updated: 2018-01-24T22:05:11.000Z | [Online Version](#)

We are aware of some intermittent issues with the PAI app, and while we are working on improving the user experience, we have some suggested workaround solutions that can help in the meantime.

ISSUE: SLICE disconnects from PAI app. You may notice your SLICE doesn't stay connected to the PAI app. You can tell by going to "MORE" section on your app, and you will see SLICE is in grey and it will show "Not connected".

WORKAROUND: Check that your GPS/Location is turned on. Turn Bluetooth off and back on. Forget SLICE from the "MORE" section of the PAI app and re-add. You can also try [force closing](#) the app and re-opening it.

What do I do if my SLICE isn't pairing?

Last updated: 2018-01-25T21:51:55.000Z | [Online Version](#)

Try the following tips if you have trouble pairing Mio SLICE to your smartphone:

- [Check our how to pair videos](#)
- Check that your phone is compatible with the PAI app [here](#).
- Check if your location services (GPS) is on. [Click for details](#)
- Pair to the PAI app directly. Do not pair to bluetooth settings first.
- Make sure SLICE is not paired to any other phone, tablet or app. If you have previously paired SLICE to another phone or tablet, make sure to follow the instructions listed [here](#) before proceeding to pair.
- Force close the PAI app. Turn off your phone's Bluetooth. After a few seconds, turn Bluetooth on again. Open the PAI app and retry the pairing process.
- Restart phone
- Check that you are connecting to the correct SLICE device. SLICE has a 4-digit code appended to the name. Match the 4-digit code to your device serial number found on the back of your SLICE. For example, if your serial number is "60P00014DCI", SLICE will show up in the app as "SLICE-014D".
- Perform a [factory reset](#) on the SLICE and [pair to your phone again](#)

***Note that this will erase all data stored on your SLICE.

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

Last updated: 2017-10-25T17:45:34.000Z | [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.

iOS Troubleshooting

Last updated: 2018-01-24T22:11:51.000Z | [Online Version](#)

We are aware of some intermittent issues with the PAI app, and while we are working on improving the user experience, we have some suggested workaround solutions that can help in the meantime.

ISSUE #1: PAI score not syncing to app and it appears PAI points are lost.

WORKAROUND: Force close the PAI app and then re-open it. Your SLICE should sync and you should regain any previous PAI points lost. If this doesn't resolve the issue, then check if SLICE is connected to app in #2 below.

ISSUE #2: SLICE disconnects from PAI app. You may notice your SLICE doesn't stay connected to the PAI app. You can tell by going to "MORE" section on your app, and you will see SLICE is in grey and it will show "Not connected".

WORKAROUND: On the "MORE" section, tap "Forget device" and then tap "Add device" to pair your SLICE with the app again.

How to Do Firmware Updates for Mio SLICE iOS Instructions

Last updated: 2018-01-24T22:19:53.000Z | [Online Version](#)

Doing a firmware update is different than updating your app. The firmware updates are for your Mio SLICE device. We highly recommend keeping your SLICE firmware up to date to ensure that you will enjoy the latest features and optimized experience. We're continually working to improve the user experience based on customer feedback and our ongoing product development.

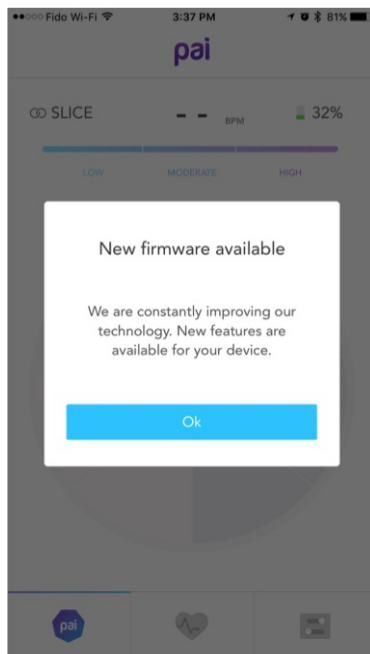
* If there are any issues please refer to [this troubleshooting guide](#).

Step 1:

As a starting point please ensure you have the latest version of the PAI app by downloading it through the [Apple app store](#). The most up to date application as of January 24th 2018 is: Apple v2.1.0

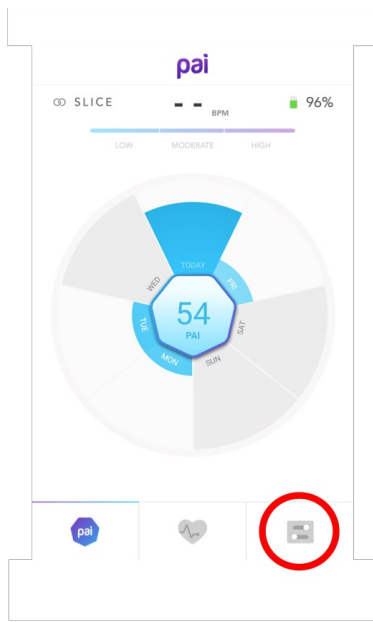
Step 2:

- Once you have the latest application you will see a notification as shown below
- Click 'OK'



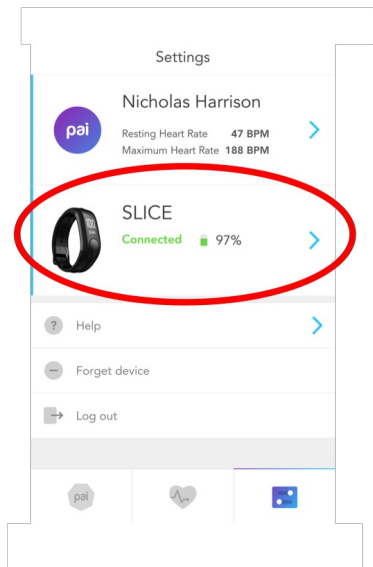
Step 3:

- Click on the settings tab



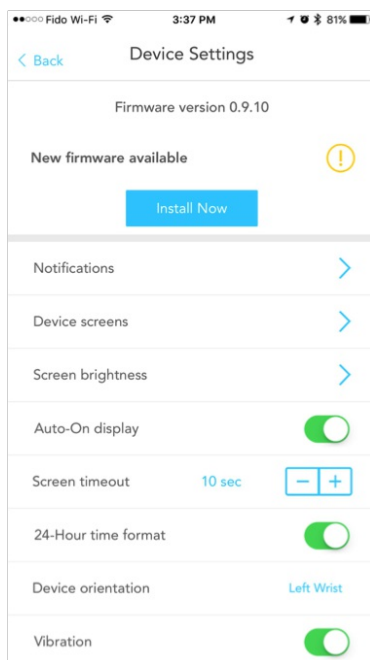
Step 4:

- Click on the SLICE settings



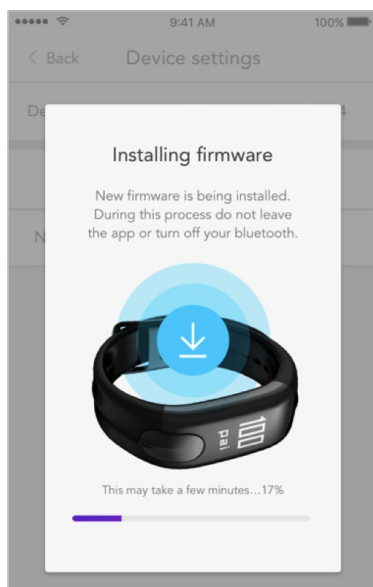
Step 5:

- At the very top of this page you will see the current firmware version that is on your SLICE.
- **As of January 24th, 2018 the most up to date firmware is version 1.3.0.**
- If there is a new firmware update available, you will see this message and you can click the “Install Now” button.
- If you see a lower firmware such as 0.9.10 but the message states ‘Your firmware is up to date’, then you will first need to update your app. Please do do by going to the app store. After doing this, you will then get a notification when you open the app that there is new firmware available. Then follow steps 2, 3 and 4 to update the firmware for your SLICE.
- PLEASE NOTE: Your Mio SLICE battery needs to be at least 50% or more to run the firmware update.



Step 6:

- Once you click on ‘Update Firmware’ the following screen appears. Please follow the instructions on this page.



* If there are any issues please refer to [this troubleshooting guide](#).

How to Do Firmware Updates for Mio SLICE ANDROID Instructions

Last updated: 2018-01-24T22:22:49.000Z | [Online Version](#)

Doing a firmware update is different than updating your app. The firmware updates are for your Mio SLICE device. We highly recommend keeping your SLICE firmware up to date to ensure that you will enjoy the latest features and optimized experience. We're continually working to improve the user experience based on customer feedback and our ongoing product development.

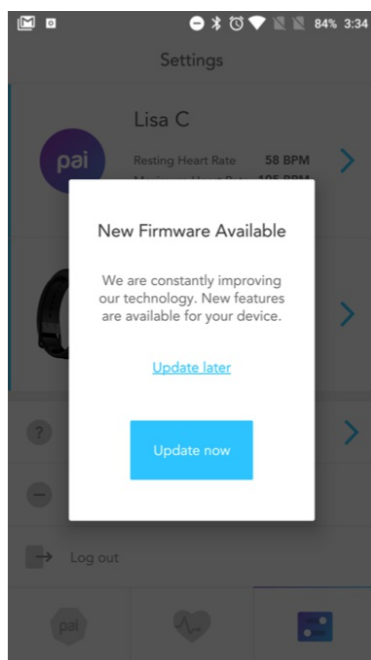
*If there are any issues please refer to [this troubleshooting guide](#).

Step 1:

As a starting point please ensure you have the latest version of the PAI app by downloading it through the [Google Play app store](#). The most up to date application as of January 24th, 2018 is: Android v2.1.7.200

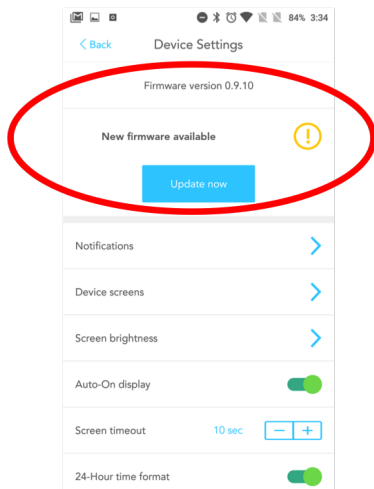
Step 2:

- Once you have the latest application you will see a notification as shown below
- Click 'Update now'



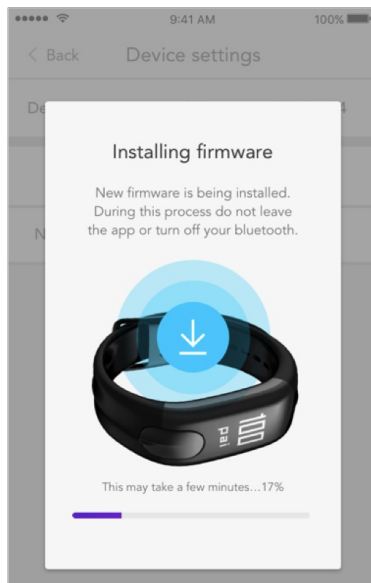
Step 3:

- At the very top of this page you will see the current firmware version that is on your SLICE.
- **As of January 24th, 2018 the most up to date firmware is version 1.3.0.**
- If there is a new firmware update available, you will see this message and you can click the “Update Now” button.
- If you see a lower firmware such as 0.9.10 but the message states ‘Your firmware is up to date’, then you will first need to update your app. Please do so by going to the Google Play app store. After doing this, you will then get a notification when you open the app that there is new firmware available. Then follow steps 2 and 3 to update the firmware for your SLICE.



Step 4:

- Once you click on 'Update Firmware' the following screen appears. Please follow the instructions on this page.



*If there are any issues please refer to [this troubleshooting guide](#).

How to resume firmware update if it stops or freezes before finishing for iOS

Last updated: 2018-01-24T22:25:52.000Z | [Online Version](#)

Please follow the below steps if the firmware update freezes



or stops when partially completed.

1. Ensure you have the most recent version of the PAI app.
2. If you're on app version "2.0.15" or higher, fully close all open apps and re-open. The app should complete the firmware update from where it stopped.
3. If you've unpaired from phone or forgotten the app, open the app and add SLICE in the settings page. Select "SLICE has DFU" and the firmware will complete from where it stopped.

If further issues arise repeat from step 2.

How to resume firmware update if it stops or freezes before finishing for Android

Last updated: 2017-09-14T20:14:19.000Z | [Online Version](#)

Please follow the below steps if the firmware update freezes



or stops when partially completed.

*Ensure you have the most recent version of the PAI app

1) Close app and re-open. The update should restart from where it stopped.

*If that doesn't occur follow the next steps.

Open the PAI app and navigate to the settings tab:

- 1) Forget the greyed-out SLICE
- 2) Connect to the "SLICE DFU-XXXX"
- 3) Wait until connected and tap on SLICE image
- 4) Tap "Update Now" to continue
- 5) Forget greyed-out SLICE again
- 6) Add "SLICE-XXXX"

[Pairing tips](#)

What do I do if I tried to firmware update and now my SLICE screen is blank or unresponsive?

Last updated: 2018-04-05T23:26:30.000Z | [Online Version](#)

If your SLICE is unresponsive



or the screen is blank, make sure you do not remove SLICE from your phone's Bluetooth settings. Close the app and re-open.

[iOS instructions here](#)

[Android instructions here](#)

Why can't my app see my SLICE?

Last updated: 2018-01-25T23:59:50.000Z | [Online Version](#)

If your SLICE isn't pairing to the app, try the following:

1. Close all other apps on your phone then retry the pairing process
2. Forget SLICE from the PAI app then retry the pairing process
3. Forget SLICE from any 3rd party apps
4. If SLICE is paired to another phone or tablet, you have to forget SLICE from the PAI app and Bluetooth settings of your phone. Then reset your SLICE to pair again.
5. If none of the above help, reset SLICE a second time.

[*Check out this video](#)

Why can't I update my firmware?

Last updated: 2017-04-19T08:49:40.000Z | [Online Version](#)

If you are having trouble updating your firmware, please try the following tips:

- Keep your SLICE close to the phone until the update has completed successfully.
- Do not navigate away from the PAI app until the update has completed successfully.
- Turn your phone's Bluetooth on and do not turn it off during the update process.
- Check that you have the latest version of the PAI app under the Device Settings screen - the app will tell you whether you have the latest firmware or still require an update. If you do not require an update, it is possible that the app is having trouble refreshing. Force close the app, reopen it and check the the Device Settings screen again.
- Check that your SLICE has a minimum of 50% battery.

Log In Issue

Last updated: 2018-02-27T20:04:20.000Z | [Online Version](#)

Due to server issues, there can be brief account creation and log in issues. If you're experiencing either of these problems, wait a few minutes before re attempting, or email us the following details so we can assist you, and we apologize for any inconvenience.

*Please use "PAI account creation" or "PAI log in" in the Subject Line and include the following in the body of the email:

Phone:

OS version:

App version:

Sign up/login email address:

Time when seeing the issue:
