

# User Manual

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

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# Mio SLICE

## Getting Started

### Do I have the latest FIRMWARE?

Last updated: 2018-03-08T19:27:04.000Z | [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](#)

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## DOWNLOAD PAI

Last updated: 2017-09-14T22:31:18.000Z | [Online Version](#)

Click the button below for your phone type



Click the links below for help getting started

[User Guide](#)

[FAQs](#)

[Videos](#)

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## Getting Started with Mio SLICE

Last updated: 2018-01-24T21:45:33.000Z | [Online Version](#)

Congratulations on your purchase of Mio SLICE, the 24/7 heart rate monitor and activity tracker!

## PAI (Personal Activity Intelligence)

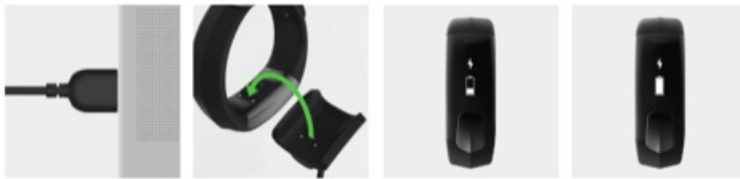
PAI is revolutionary new system that turns your heart rate data into a single, personal score, showing how

much activity you need to stay healthy. PAI points are calculated based on your heart rate data and personal profile (gender, age, etc.). To earn more PAI points, increase the intensity of whatever activity you choose to get your heart rate up.

The goal is simple: keep your PAI score above 100 each week to live a healthier, longer life\*.

## Charge

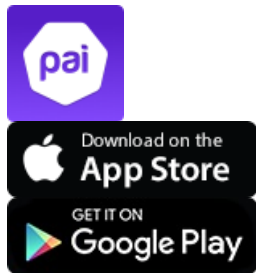
Fully charge the Mio SLICE:



1. Plug in the USB charger.
2. Place SLICE into charger.
3. The screen will display a charging icon to indicate that the battery is charging. Depending on the SLICE battery level, press the button or wait a few minutes for the charging icon to appear. Charge your SLICE fully, it will take approximately 2-3 hours; the display will show a full battery icon.

## Download

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



Open the app and follow the prompts to create a PAI account and user profile.

## Set Up

\*The location services (GPS) is required for bluetooth connection to pair to your SLICE.[Click for details](#)

PAI app asks you to allow different permissions, such as Location (GPS), Bluetooth, Contacts, Phone Calls, and SMS Messages. This allows Mio SLICE to notify you when you receive a call or text.

The default notification setting on your SLICE is set to "on". To change these settings, go into the PAI App, navigate to the MORE tab, tap SLICE ->notifications.

### **Pair Mio SLICE to your phone:**

[Click here for videos showing how to pair your SLICE to your mobile device](#)

1. The Mio PAI app will start searching for Bluetooth devices. Keep SLICE as close as possible to your phone.
2. Press the button on SLICE to enter pairing mode.



3. Select the SLICE. If multiple devices appear, bring your SLICE closer to your phone. Refresh the list, then select the SLICE at the top of the list.
4. SLICE will display a 6-digit code. Enter this code in the app when prompted. (On Android, you may have to pull down the notification drawer to see the prompt.)
5. Your SLICE is now paired.



[Click here for pairing troubleshooting](#)

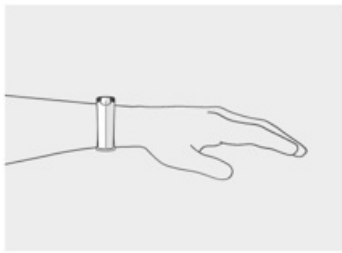
After pairing, the app will update SLICE if a newer firmware version is available.

Keep the PAI app open and your SLICE close to the phone. The SLICE screen will be blank until the update is complete. Do not navigate away from the PAI app during this time.

[Click here for Firmware instructions for Apple](#) and [Android](#) or [Firmware troubleshooting](#)

## **Wear**

For accurate heart rate monitoring, fasten SLICE snugly, about 1-2 finger widths above your wrist bone.



# Navigate

SLICE has one button, which can be pressed in two ways:

## Short Press

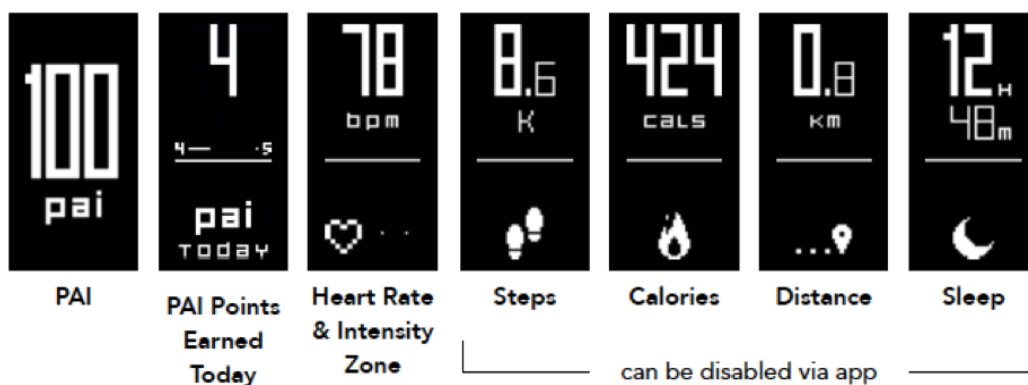
- Scroll to next screen
- Dismiss a notification

## Long Press

- Enter Workout Mode
- Exit Workout Mode

# All-Day Mode

Scroll through your daily activity metrics on SLICE:

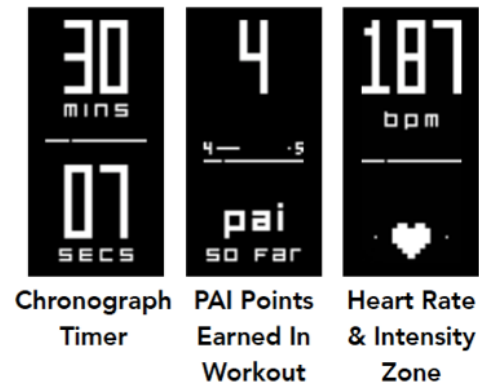


Sleep activity is automatically tracked when you wear your SLICE to sleep.



These values reset to 0 at midnight each day. Open the PAI app to see your 7-day progress and to review each day in more detail.

## Workout Mode



Use Workout Mode to record an activity session. You can review metrics and a heart rate graph specific to the activity session in the Mio PAI app.

## You're Ready

You're ready to go!

[FAQ's](#), [User Guide](#), [Troubleshooting](#) or [Videos](#).

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# Mio SLICE User Guide

Last updated: 2018-05-03T17:11:35.000Z | [Online Version](#)

[English](#)

[Chinese \(Simplified\)](#)

[Chinese \(Traditional\)](#)

[French](#)

[German](#)

[Italian](#)

[Japanese](#)

[Portuguese](#)

[Russian](#)

[Spanish](#)

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## VIEW ALL FAQs

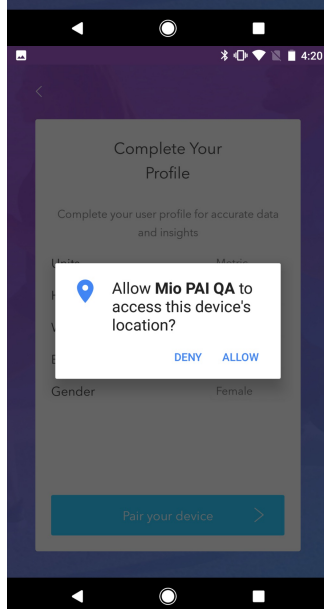
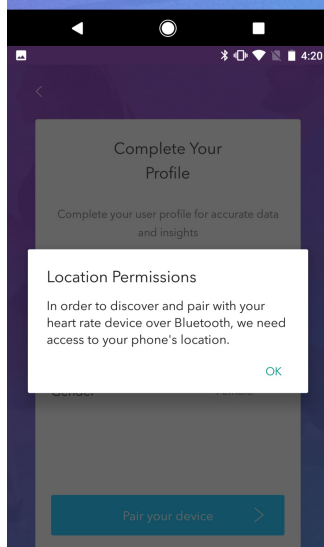
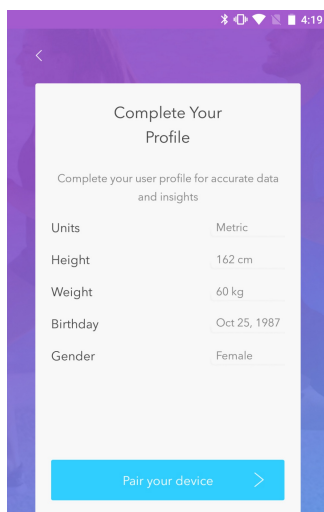
### How do I pair SLICE to an Android Phone?

Last updated: 2018-03-08T20:39:21.000Z | [Online Version](#)

There are two ways to pair SLICE to your android phone.

**A: Pin pairing and B: No pin pairing.**

Please [download](#) the most recent app version. Complete your profile and allow permissions.



## A: Pin pairing

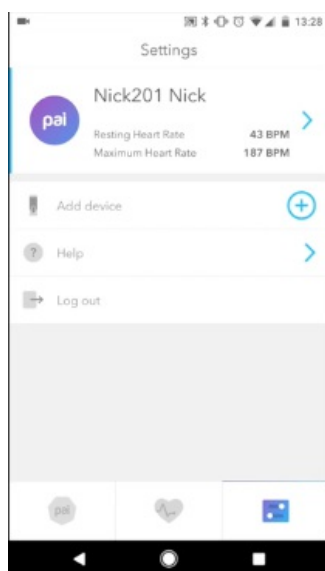
SLICE firmware version 1.20 or lower- SLICE displays a 6 digit pin

[Check out our video](#)

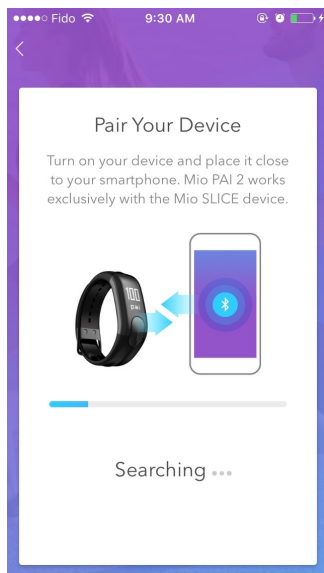
Step 1. Ensure your SLICE is in pairing mode, if your SLICE is new, press button to start pairing mode.



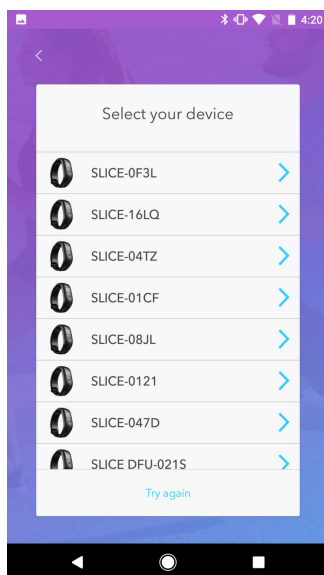
\*If you've paired previously, reset your SLICE to ensure your SLICE is in pairing mode. Tap MORE and Add device.



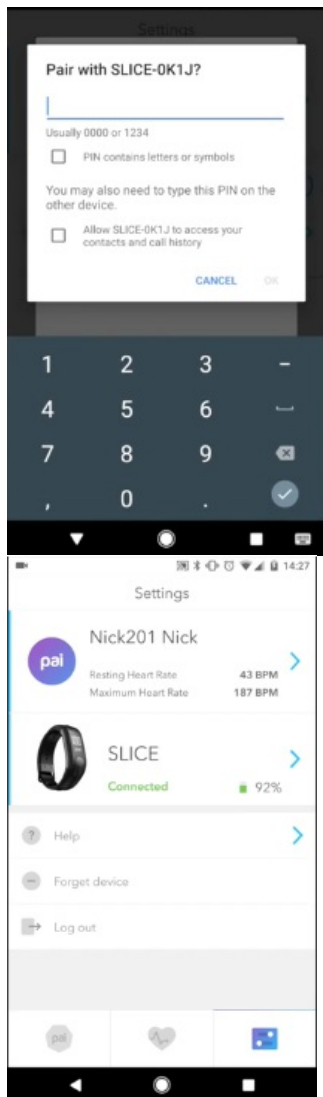
Step 2. PAI app will start searching for Bluetooth devices. Keep SLICE as close as possible to your phone.



Step 3. Select SLICE. If multiple devices appear, bring your SLICE closer to your phone or match the 4-digit code to your device serial number found on the back of your SLICE.



Step 4. SLICE will display a 6-digit code. Enter this code in the app when prompted.



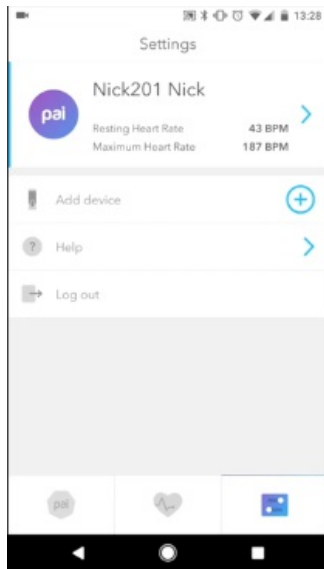
You are paired!

**B: No Pin pairing-** SLICE firmware 1.3 or higher - SLICE displays "PRESS ME"

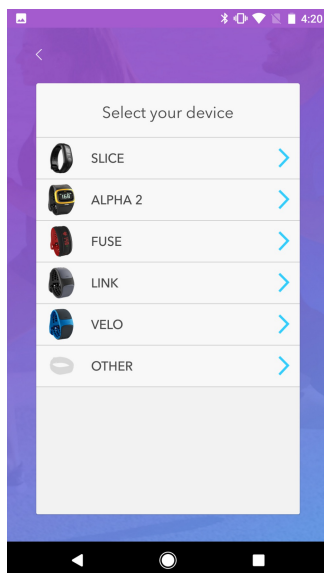
Step 1. If this is the first time you're pairing, press the SLICE button to start pairing mode.



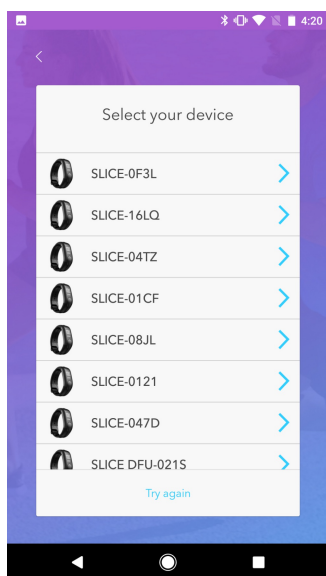
\*If you've paired previously, reset your SLICE to ensure your SLICE is in pairing mode. Tap MORE and Add device.



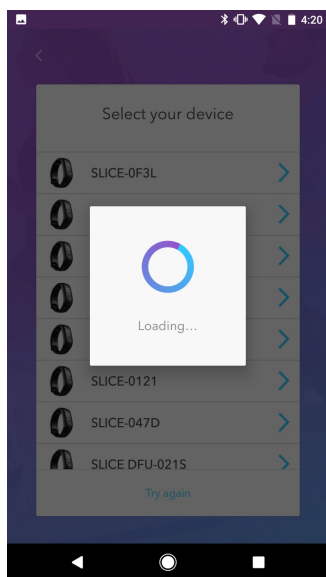
Step 2. Tap SLICE.



Step 3. Pair and select your SLICE.



Step 4. Press button on the SLICE. SLICE will display "PRESS ME".



You are paired!

[Check out our videos](#)

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# How long does my SLICE battery last per charge?

Last updated: 2017-05-23T18:56:47.000Z | [Online Version](#)

SLICE takes approximately 2-3 hours to fully charge. Each full charge should provide up to 5 days of use (depending on usage and settings).

If you're experiencing less use between charges you can try adjusting the following:

1. screen brightness
2. auto-on display
3. screen timeout time
4. reduce notifications
5. vibration

Also, be sure to only turn on “workout mode” during exercise sessions as the faster sampling rate of heart rate monitoring will deplete the battery quicker.

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## How do I pair SLICE to an iPhone?

Last updated: 2018-03-08T20:33:33.000Z | [Online Version](#)

There are two ways to pair SLICE to your iPhone.

**A: Pin pairing and B: No pin pairing.**

Please [download](#) the most recent app version.

**A: Pin pairing**

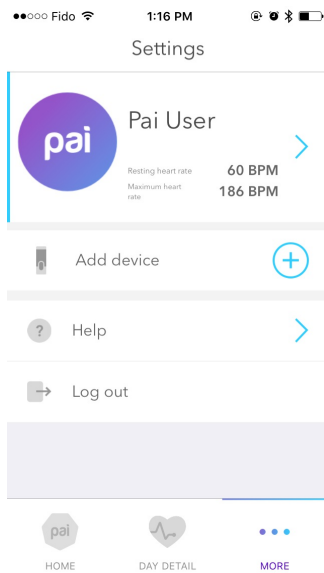
SLICE firmware version 1.20 or lower- SLICE displays a 6 digit pin

[Check out our video](#)

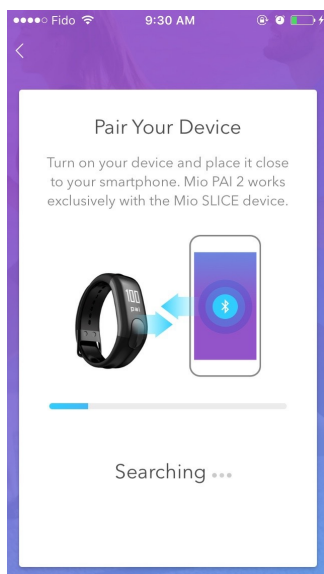
Step 1. Ensure your SLICE is in pairing mode, if your SLICE is new, press button to start pairing mode.



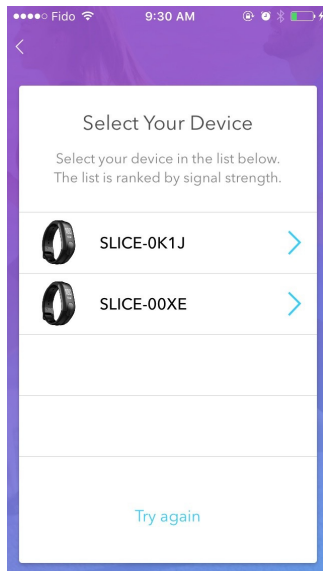
\*If you've paired previously, reset your SLICE to ensure your SLICE is in pairing mode. Tap MORE and Add device.



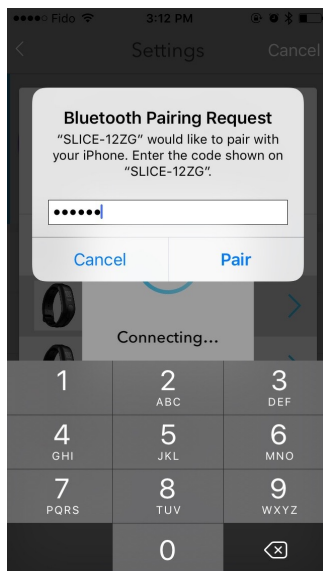
Step 2. PAI app will start searching for Bluetooth devices. Keep SLICE as close as possible to your phone.



Step 3. Select SLICE. If multiple devices appear, bring your SLICE closer to your phone or match the 4-digit code to your device serial number found on the back of your SLICE.



Step 4. SLICE will display a 6-digit code. Enter this code in the app when prompted.

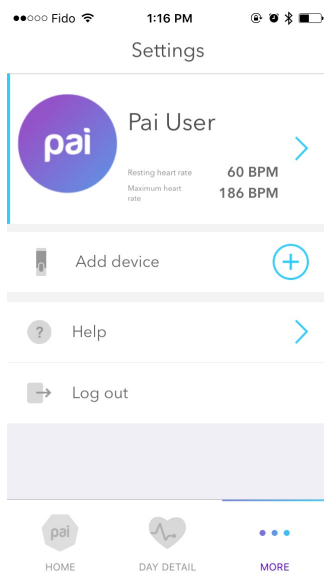


**B: No Pin pairing-** SLICE firmware 1.3 or higher - SLICE displays "PRESS ME"

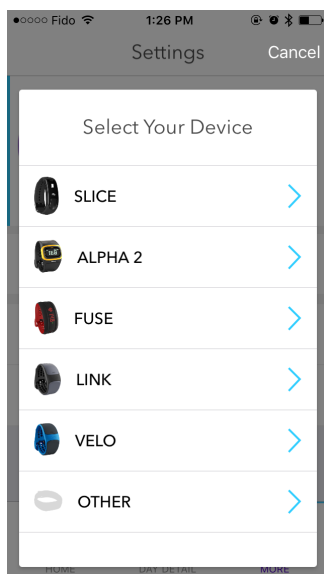
Step 1. If this is the first time you're pairing, press the SLICE button to start pairing mode.



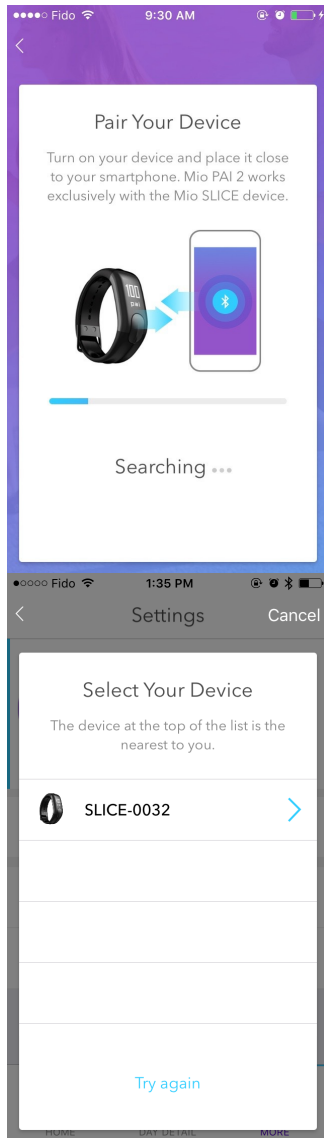
\*If you've paired previously, reset your SLICE to ensure your SLICE is in pairing mode. Tap MORE and Add device.



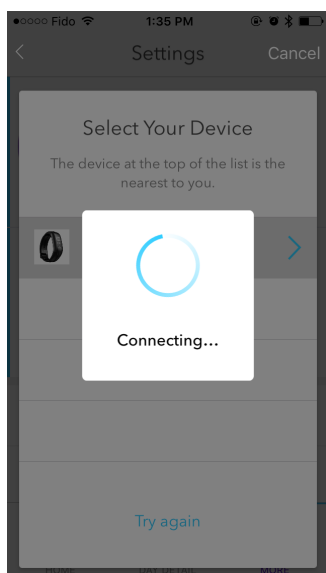
Step 2. Tap SLICE.



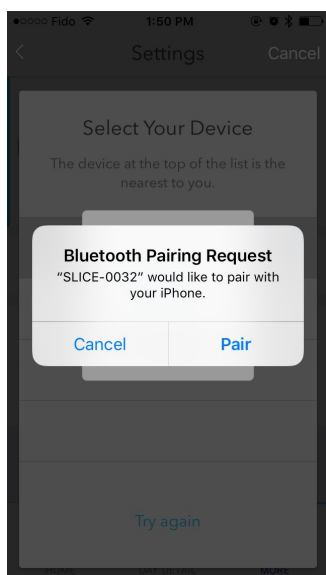
Step 3. Pair and select your SLICE.



Step 4. Press button on the SLICE. SLICE will display "PRESS ME".




Step 5. Tap Pair.



You are paired!

Settings



Pai User


Resting heart rate

60 BPM

Maximum heart rate

186 BPM

>



SLICE

Connected


98%


>


? Help

>

— Forget device

HOME

DAY DETAIL

MORE

Check out our videos

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# How do I pair my SLICE to a new phone?

Last updated: 2018-01-24T22:51:19.000Z | [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.

\* Check out our Videos: [iOS](#) [Android](#)

1. Open the PAI app and 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 will show



once it's ready to be paired with a new phone. Open the PAI app and tap "MORE" section and "add device" to pair.

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## **Why doesn't my workout start when I press and hold the button?**

Last updated: 2017-03-04T19:38:49.000Z | [Online Version](#)

Press the SLICE button once to activate the display, or turn your wrist and wait for the screen to display the time. When the screen is on, press and hold to turn on Workout Mode.

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## **How do the notifications work? Does my phone have to be a certain distance?**

Last updated: 2017-07-31T23:53:07.000Z | [Online Version](#)

Notifications work through Bluetooth, so make sure your SLICE is connected to your phone and PAI app via Bluetooth. SLICE has to be within Bluetooth distance to remain connected.

In Android, the PAI app has to be running, whether in the background or foreground. So if you force quit the app from running you will not get notifications.

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# How often does SLICE measure heart rate?

Last updated: 2017-04-07T19:37:39.000Z | [Online Version](#)

Your heart rate is monitored 24/7 when your SLICE device is on your wrist. During times of inactivity—such as periods of sleep or low intensity—heart rate sampling occurs between every one minute and five minutes to conserve battery since you won't be earning any PAI points during that period. As your heart rate increases—such as periods of moderate and high intensity—SLICE captures your heart rate every second, continuously.

Below are SLICE's four heart rate sampling rates:

SLICE has four heart rate sampling rates:

- **Rest:** SLICE captures your heart rate every five minutes.
  - **Low Intensity:** SLICE captures your heart rate every minute
  - **Moderate to High Intensity:** SLICE captures your heart rate every second, continuously
  - **Sleep:** SLICE analyzes your sleep, captures your heart rate every five minutes, and measures your resting heart rate.
- 

# Why does my SLICE show not connected?

Last updated: 2017-07-27T00:02:38.000Z | [Online Version](#)

When your SLICE has been away from your phone for a while, it takes a little longer for the app to register that your SLICE is in Bluetooth range again. To fix this, go to Settings in the PAI app, click Forget Device and then re-add it, or force close the app and re-open.

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## **Is SLICE compatible with Apple HealthKit?**

Last updated: 2017-04-07T19:33:44.000Z | [Online Version](#)

If you would like to use SLICE with HealthKit, you can turn on Workout Mode on your SLICE and stream your heart rate to any HealthKit compatible fitness app that supports Bluetooth heart rate streaming. A few examples are PEAR Training, MapMyRun, and Strava. You can still get your PAI points when you sync to the PAI app later.

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

Last updated: 2017-09-14T22:50:49.000Z | [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.

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## **Why does my SLICE app stop recording my sleep?**

Last updated: 2017-04-07T19:33:51.000Z | [Online Version](#)

If you are up for more than 30 minutes, the app will assume your sleep has ended and will record only your longest sleep cycle. Please ensure you update the firmware on your device through our app updates, to ensure you benefit from our continued optimization of sleep tracking.

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## **Do I need to do anything to charge my SLICE battery?**

Last updated: 2018-01-24T22:55:11.000Z | [Online Version](#)

As soon as you attach your SLICE to your charger, it will start charging immediately. There is no need to turn anything on.

To check if the battery is charging, press the button and check that the charging icon is on. If the battery is completely drained, the display will not turn on until it has enough battery power.

\* If your SLICE isn't charging try another USB port or washing your SLICE with soap and water and let fully dry before trying again.

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## **Can I pair my SLICE to two or more mobile devices?**

Last updated: 2017-08-01T00:01:54.000Z | [Online Version](#)

For data security reasons, SLICE can only pair to **one** mobile device at a time. To pair to a different mobile device, you have to perform a [factory reset](#).

If you'd like to see your data on multiple mobile devices, simply log in to the same PAI app account, and your data will be synced across.

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## **When does my SLICE show low battery?**

Last updated: 2017-04-07T19:33:58.000Z | [Online Version](#)

Your slice will show low battery when the battery is at 10%.

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## What materials are my SLICE made from?

Last updated: 2017-04-07T19:34:01.000Z | [Online Version](#)

The SLICE contains the following materials.

- TPU (Thermoplastic polyurethane)- Strap
  - Anodized aluminum- Main body and buckle
  - SUS 316- Stainless steel (contains nickel) - Charging pins
  - Magnets: Neodymium - Iron - Boron (NdFeB)
- 

## What is the lifespan of my SLICE battery?

Last updated: 2017-04-07T19:34:05.000Z | [Online Version](#)

The SLICE battery lasts for approximately 300-500 charge cycles.

The battery in SLICE 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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## Can I turn my SLICE completely off?

Last updated: 2017-04-07T19:34:06.000Z | [Online Version](#)

No, you cannot completely power off your SLICE. If you would like to conserve battery, you can optimize your device settings, such as lowering the Screen Timeout threshold, lowering the Screen Brightness, or disabling Auto-on Display.

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## **Why is Mio SLICE more effective than other activity trackers?**

Last updated: 2017-04-07T19:37:18.000Z | [Online Version](#)

SLICE is the first device to feature PAI (Personalized Activity Intelligence). PAI is a revolutionary new system that turns the only measurement that matters – your heart rate – into a single, personal score. PAI shows you how much activity you need to stay healthy. Since it is calculated over a rolling 7-day period, you can be more active on some days, and less on others. You can choose any activity that gets your heart rate up, no matter how many steps you take.

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## **I paired SLICE to a new phone, and now my steps, distance, calories, and sleep are all gone.**

Last updated: 2017-09-14T22:57:55.000Z | [Online Version](#)

Pairing to a new phone requires you to perform a factoryreset on your SLICE. This means that any data stored on your SLICE will be erased. Any data synced to the PAI app prior to the reset will be saved in the app.

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## **If I don't want to sync my SLICE to a smartphone, can I still see my PAI points?**

Last updated: 2017-04-07T19:37:25.000Z | [Online Version](#)

You can see your PAI points earned today and your weekly PAI score calculated from your last 7 days of activity directly on the SLICE.

Although, we recommend that you sync your SLICE with the PAI app at least once every 7 days. SLICE can store up to 7 continuous days of data. If SLICE has not been synced in 7 days, it will overwrite the oldest day to capture new data. Memory is cleared for your SLICE each time you connect and sync it to the PAI app.

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## **How do I stream my heart rate from SLICE to ANT+ devices?**

Last updated: 2017-12-11T23:21:23.000Z | [Online Version](#)

SLICE can stream your heart rate to compatible devices that support Bluetooth or ANT+ heart rate streaming. To get started, open the PAI app and enable ANT+ in the Device Settings screen. Put your SLICE into Workout Mode and you should be able to use it like any other ANT+ heart rate device.

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## **Can I use SLICE with other fitness apps?**

Last updated: 2017-04-07T19:37:33.000Z | [Online Version](#)

SLICE can stream your heart rate to any fitness apps that support Bluetooth heart rate streaming. To get started, put your SLICE into Workout Mode and keep your phone nearby to stay connected. A few apps that support streaming with SLICE include Endomondo, Strava, PEAR Training, and more.

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## **How often do I need to sync my SLICE with the PAI app?**

Last updated: 2017-04-07T19:37:49.000Z | [Online Version](#)

It is recommended to sync your SLICE with the PAI app at least once every 7 days. SLICE can store up to 7 continuous days of data. Memory is cleared each time the SLICE connects and syncs to the PAI app. If SLICE has not been synced in 7 days, it will overwrite the oldest day to capture new data.

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## **Do I have to clean my SLICE? How do I do that?**

Last updated: 2017-04-07T19:37:52.000Z | [Online Version](#)

SLICE is designed to be worn all day and overnight. For your comfort and to help maintain your SLICE, wash regularly with mild soap and water. Make sure you allow both your arm and the SLICE to dry completely before resuming wear.

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## **Can I swim with my SLICE?**

Last updated: 2017-09-20T22:16:55.000Z | [Online Version](#)

Yes, SLICE is water-resistant up to 3ATM (30m or 100ft). SLICE should be snug to prevent water from moving between your wrist and SLICE.

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## How does SLICE track my sleep?

Last updated: 2017-04-07T19:37:56.000Z | [Online Version](#)

SLICE has automatic sleep detection. Wear your SLICE while sleeping to gather insights on your sleep patterns. To view your sleep data, open the PAI app on your mobile device.

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## How does my SLICE sync with the PAI app?

Last updated: 2017-04-07T19:37:59.000Z | [Online Version](#)

If SLICE remains paired to the PAI app, it will automatically sync each time you open the app.

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## How do I charge my SLICE?

Last updated: 2017-09-14T23:00:59.000Z | [Online Version](#)

Follow these steps to charge your SLICE:

1. Plug the USB charger into the USB port of your computer.
  2. Align the two charging pins on the back of the SLICE to the two charging pins on the USB charger. The magnets in the charger will help the two pieces lock into place.
  3. The screen will display a charging icon to indicate that the battery is charging. Depending on the SLICE battery level, it can take a few minutes for the charging icon to appear.
  4. It will take approximately 3-4 hours to fully charge. When the device is fully charged, it will display a full battery icon.
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# What data can I see on my SLICE?

Last updated: 2017-04-07T19:38:14.000Z | [Online Version](#)

When SLICE is in All-Day Mode, you can see the following data:

- Time
- PAI score
- PAI points earned today
- Heart rate & intensity zone
- Steps
- Calories
- Distance
- Sleep

When SLICE is in Workout Mode, you can see the following data that is specific to an activity session:

- PAI points earned in activity
- Chronograph timer

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**VIEW ALL Troubleshooting**

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

Last updated: 2018-01-24T19:03:03.000Z | [Online Version](#)

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

- Check that your phone is compatible with the PAI app [here](#).
- Check if your location services (GPS) is on. [Click for details](#)
- [Check out our pairing videos](#)
- 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
- 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.
- Check that you are connecting to the correct SLICE device. Before pairing is complete, SLICE is listed with 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.

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# How do I reset the SLICE?

Last updated: 2018-02-28T21:30:17.000Z | [Online Version](#)

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

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 the 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.

Videos: [How to pair with an android](#) [How to pair with an iPhone](#)

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# How to Do Firmware Updates for Mio SLICE ANDROID Instructions

Last updated: 2018-01-24T19:00:48.000Z | [Online Version](#)

Doing a firmware update is different than updating your app. The firmware updates are for your 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.

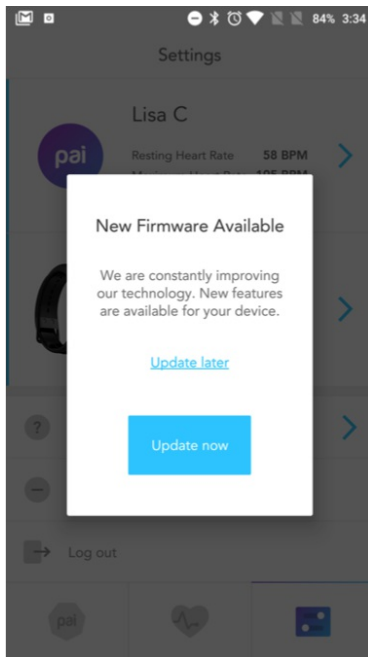
\*If there are any issues please refer to [this troubleshooting guide](#).

## 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

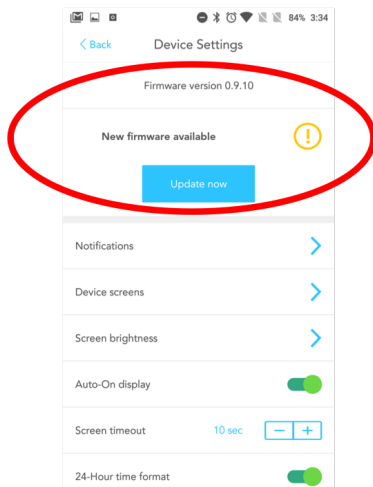
## Step 2:

- 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 application. 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](#).

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# How to Do Firmware Updates for Mio SLICE iOS Instructions

Last updated: 2018-01-24T21:23:31.000Z | [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.

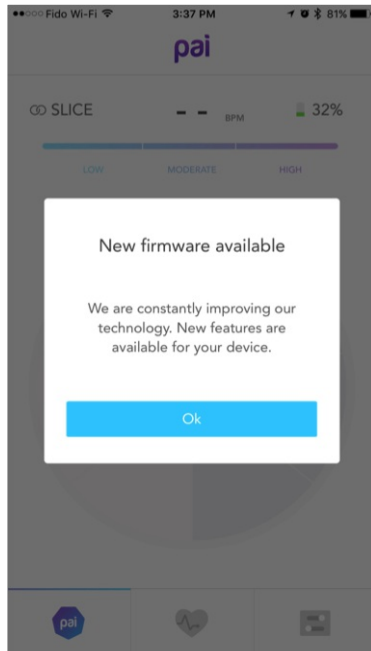
\* If there are any issues please refer to [this troubleshooting guide](#).

## Step 1:

As a starting point please ensure you have the latest version of the PAI app by downloading or updating through the [Apple app store](#). The most up to date application as of January, 24th, 2018 is: iOS v2.1.6

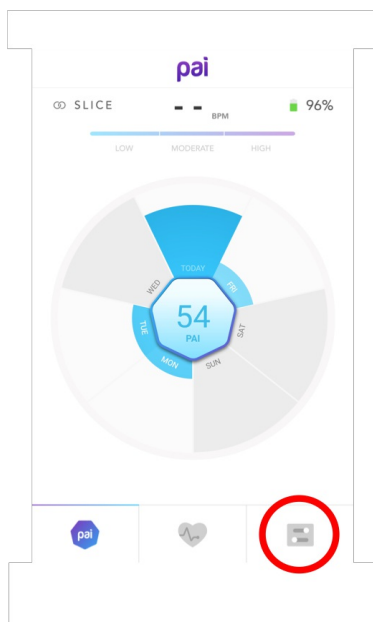
## Step 2:

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



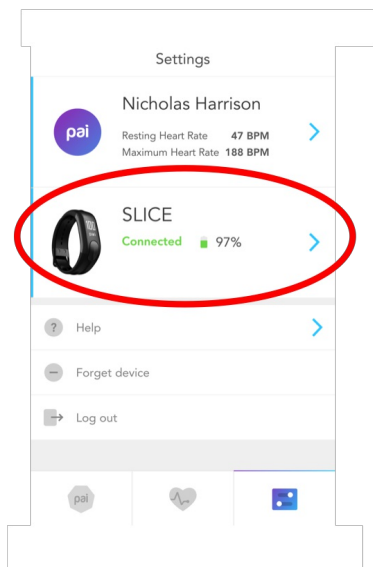
## Step 3:

- Click on the MORE tab



#### Step 4:

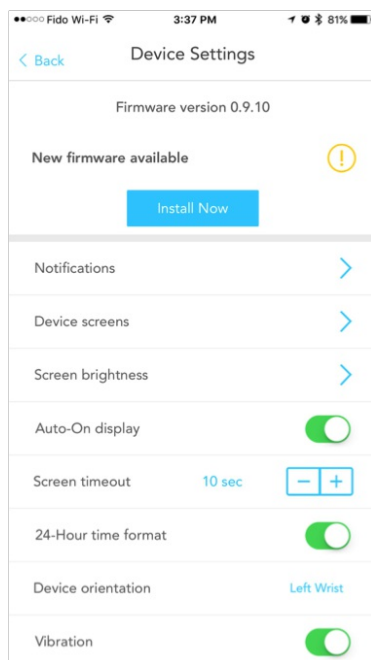
- Click on the SLICE settings



#### Step 5:

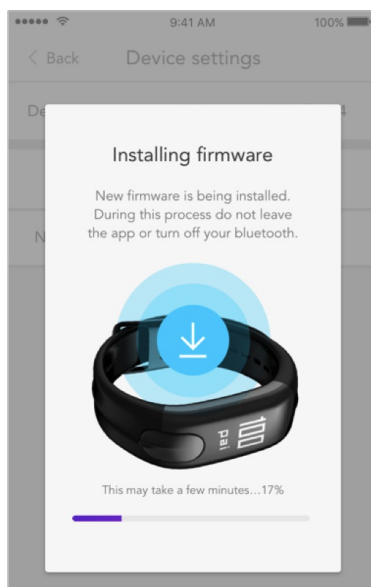


- At the very top of this page you will see the current firmware version that is on your SLICE.
- **As of January 24th, 2018 the most up to date firmware is version 1.3.0.**
- If there is a new firmware update available, you will see this message and you can click the “Install Now” button.
- If you see 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 application. 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.](#)

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

Last updated: 2018-04-10T18:50:53.000Z | [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"

\*Try placing SLICE on the charger briefly.

[Pairing tips](#) and [Videos](#)

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

Last updated: 2017-09-14T23:43:48.000Z | [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. Close the app and re-open, the app should complete the firmware update from where it stopped.
3. If you've unpaired SLICE from phone or forgotten SLICE from 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.

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## Troubleshooting Heart Rate During Workouts

Last updated: 2017-08-23T17:25:48.000Z | [Online Version](#)

### **Here a few steps you can take to make sure your heart rate is on track.**

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.

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

Last updated: 2017-06-07T17:21:20.000Z | [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.

[iOS instructions here](#)

[Android instructions here](#)

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## I received my SLICE but there's no response, What do I do?

Last updated: 2017-04-07T19:37:11.000Z | [Online Version](#)

Depending on the SLICE battery level, it can take a few minutes for the charging icon to appear.

Keep your SLICE charging or try another USB charger or Wall port.

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# Why can't I update my firmware?

Last updated: 2017-04-07T19:37:45.000Z | [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.
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