

# MOVELO

*COMPLETE USER GUIDE*



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## HAVE ANY QUESTIONS ABOUT YOUR MIO VELO?

We're ready to help!

Your complete satisfaction is our goal, so your feedback is crucial.

If you have any thoughts, questions, or concerns, just contact our knowledgeable support team at:

 1.877.770.1116

 support@mioglobal.com

 mioglobal.com/support

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Set up your device  
with the Mio GO app



# WELCOME

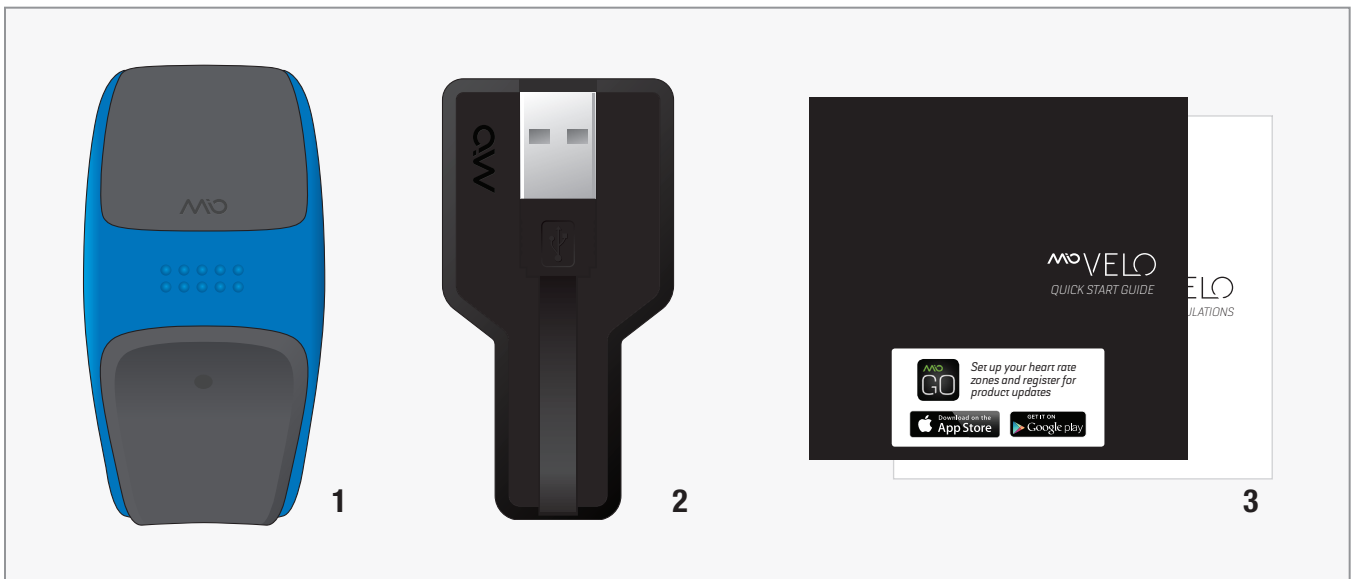
Congratulations on your purchase of Mio VELO, the performance-level, strapless, continuous heart rate monitor that you can wear on your wrist. Mio VELO uses ANT+™ and Bluetooth® Smart (4.0) technology to transmit your heart rate as well as bike sensor data to smartphones, bike computers, and other compatible devices. Download the Mio GO app for a fully personalized, interactive workout, or take advantage of hundreds of other fitness apps.

Remember to register your Mio VELO online at [mioglobal.com/register](http://mioglobal.com/register) to receive full warranty service.

## GETTING STARTED

### What's Included

1. Mio VELO
2. USB Charger
3. Quick Start Guide



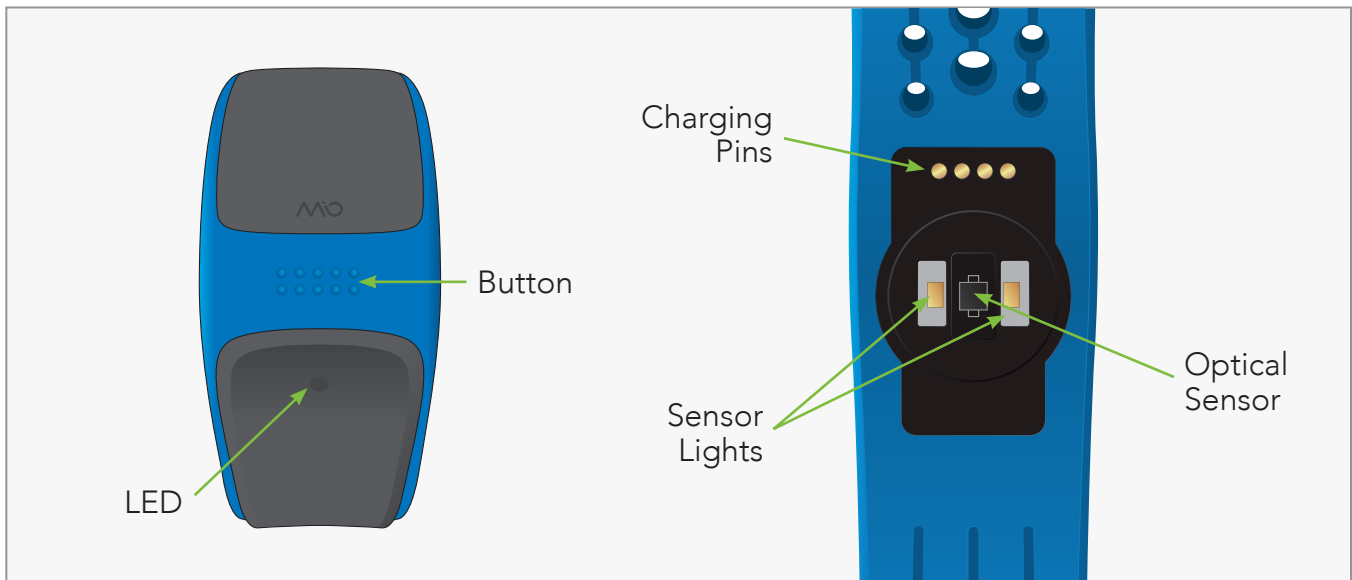
## IMPORTANT SAFETY INFORMATION

Be sure to consult your doctor before beginning a new exercise program.

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

See **Charging The Battery** for important battery care and battery safety information.

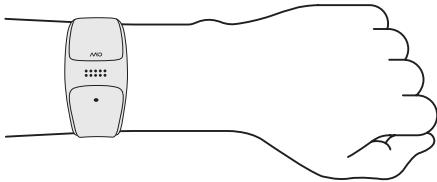
## YOUR MIO VELO



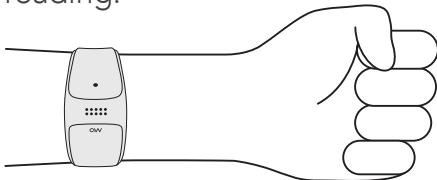
### Wearing Your Mio VELO

To accurately monitor your heart rate:

1. Fasten Mio VELO snugly on your lower forearm, about 1–3 inches (3–8cm) above your wrist bone. The optical sensor on the back should make good contact with your skin.



2. If you have a smaller wrist, wear Mio VELO higher on your forearm.
3. For cyclists or users with concave wrists, wear the Mio VELO higher and on the underside of your forearm, since bending of the wrist may affect the heart rate reading.



4. If you are using Mio VELO with an ANT + sport device, wear both devices on the same arm for a better ANT+ connection.

**Important:** For optimal heart rate accuracy, especially if you often have cold hands or poor circulation, we strongly recommend doing a warm up exercise for a few minutes before you begin to track your heart rate.

# USING MIO VELO

**Important:** Wash Mio LINK regularly with mild soap and water to prevent skin irritation. Make sure you allow both your arm and the LINK to dry completely before resuming wear.

## GETTING YOUR HEART RATE

You can get your real-time heart rate when you put Mio VELO in Heart Rate (HR) Mode. You must be wearing Mio VELO to obtain an accurate heart rate reading. The heart rate may take a few seconds to stabilize while your body is adjusting to the physical activity. We recommend activating Heart Rate Mode during the warm up stage of your workout.

### Turning On HR Mode

1. While standing still, press and hold the Button until the LED lights up. The color of this LED is an indicator of the battery level. (See **Charging The Battery** for more information).
2. Mio VELO will immediately begin searching for your HR, indicated by the pulsing light blue LED.
3. Hold your arm still until the LED blinks in a distinctively slower pattern. This means Mio VELO has found your heart rate. The LED color at this point is an indicator for the HR zone. For more details, please refer to **Heart Rate Zones**.

If no valid heart rate signal is found within the initial 2 minutes, the LED will light up in red for 2 seconds, then Mio VELO will automatically leave Heart Rate Mode and turn off.

Please refer to **Troubleshooting**.

During your workout, if you see a red LED flashing in a steady pattern (ON for 1 second, OFF for 1 second), Mio VELO has lost connection to your heart rate. Please refer to **Troubleshooting**.

### Turning Off HR Mode

Press and hold the Button until the LED turns solid. Your Mio VELO will switch off when the LED turns off. (The colour of this LED indicates the battery level. See **Charging The Battery** for more information).

### Troubleshooting

- Minimize wrist movement when Mio VELO is searching for your initial heart rate.
- Try tightening the strap.
- Try wearing Mio VELO higher on your forearm.
- On colder days, activate the heart rate reading before heading outdoors.
- If you are still having trouble, try wearing Mio VELO on your other arm.

## HEART RATE ZONES

Your target heart rate (HR) zone consists of your upper HR limit and your lower HR limit. These limits are usually a percentage of your maximal heart rate (MHR). If you do not know your MHR or upper and lower HR limits, you can check with your doctor, or use this following MHR calculation method as guidance:

$$MHR = 208 - (0.7 \times \text{Age})$$

**Note:** *If Mio VELO is connected to a Bluetooth device, the LED light will do single flashes. If no Bluetooth device is connected, the LED light will do double flashes.*

### Using Heart Rate Zone Alerts

Training Zone Mode (5-Zone) is the factory default on Mio VELO. To switch to Zone Alert Mode (1-Zone), or to customize the upper and lower boundaries of each HR zone, please refer to **Set Up**.

#### Training Zone Mode [5-Zone]

The LED light will blink slowly to indicate your current HR zone. You can customize the upper and lower boundaries of each HR zone through the Mio GO app. Please see **Set Up** for more details.

COLOR	DESCRIPTION
● Light Blue	Rest
● Blue	Very Light
● Green	Light
● Yellow	Moderate
● Pink	Hard
● Red	Maximum

#### Zone Alert Mode [1-Zone]

In Zone Alert Mode, the LED will blink slowly to indicate whether you are below, within, or above the target HR zone.

COLOR	DESCRIPTION
● Blue	Below Target HR Zone
● Green	Within Target HR Zone
● Red	Above Target HR Zone

## SET UP

To achieve the full potential of training with Mio VELO, you should configure your VELO through the Mio GO app. Mio GO allows you to:

- Pair ANT+ speed and cadence bike sensors.
- Customize your upper and lower limits of each HR zone.
- Switch between Training Zone Mode and Zone Alert Mode.

Mio GO is available for download in the Apple App Store and Google Play store.

### Setting Up Heart Rate Zones and ANT+ Bike Sensors

Mio VELO enables your Bluetooth Smart Ready (BLE) device to receive data from ANT+ bike sensors. Mio VELO can support up to four bike profiles, each with a different set of speed and cadence sensors.

1. Find an isolated location, away from all other ANT+ sensors.
2. Fasten Mio VELO snugly on your forearm. Press and hold the Button to turn on HR Mode.
3. Turn on the Bluetooth function of your smartphone or tablet.
4. Open the Mio GO app. If you are opening the app for the first time, you will be asked to set up a user profile and connect your device.
5. Select your Mio VELO from the list of discovered devices.
6. Once connected, tap ➤.
7. Choose your preferred heart rate training mode and set your heart rate zone limits (See **Heart Rate Zones** for more information).
8. To pair your ANT+ speed and/or cadence bike sensors, select one of the four bike profiles.
9. Tap the profile name to edit it.
10. Spin your bike pedals and wheel to ensure the sensors are active.
11. Tap **PAIR**. Mio VELO will search for your bike sensors and automatically pair with them.
12. Mio GO will display your paired sensors.
13. Repeat steps 8-12 to pair another set of bike sensors.

For more information or for assistance with configuring your Mio VELO, please visit [mioglobal.com/support](http://mioglobal.com/support).

# USING MIO VELO WITH APPS & DEVICES

Mio VELO can be used as a stand-alone heart rate monitor with heart rate (HR) zone indicator. You can also transmit your real-time HR and bike sensor data, using ANT+ or *Bluetooth Smart* (4.0) technology, to any compatible smartphones and exercise equipment computers. Connect your Mio VELO to a compatible device to take advantage of the wide range of fitness apps available.

See what devices and apps are compatible at [mioglobal.com/compatibility](http://mioglobal.com/compatibility).

Compatible devices will only capture VELO's data in real-time. This requires you to have the device with you while you are tracking your heart rate.

## WORKING WITH A RECEIVING DEVICE

You will be required to pair Mio VELO with every new app and receiving device you use. Pairing prevents signal interference from other sensors and devices in the area.

### Tips for Pairing

- Mio VELO must be in Heart Rate Mode.
- Stay 30 meters (100 feet) away from other ANT+ or Bluetooth sensors and devices.
- Position the receiving device as close to your Mio VELO as possible, within 1 meter (3 feet).
- Wear the receiving device on your arm, in your front pocket, or in front of you on a belt or bike handlebar. Do not position the device behind you (e.g. in a back pocket or backpack).
- Heart rate calculation of the Mio VELO is not based on instant R-R interval, and will not work for apps and devices that require heart rate variability (HRV) data.

### Pairing with Apps through Bluetooth

1. Turn on the Bluetooth function of your device.
2. If you use an Android device, open the Bluetooth settings menu on your device. Enable the setting that makes your device visible to other Bluetooth devices.
3. Put on your Mio VELO and turn it on.
4. Open the app that you would like to pair with. Instructions vary for each app, but typically, you can add or scan for a heart rate sensor within the app's settings.  
**Note:** *Pairing must be completed within the app settings, and not in your smart device's Bluetooth settings.*
5. Repeat the above pairing process for each app. After initial pairing is complete, your Mio VELO will automatically be recognized each time you use the app.



**Note:** To pair with an Android app through Bluetooth Smart, all of the following requirements must be met:

- Your device is running an Android version 4.3 or higher
- Your device has Bluetooth 4.0
- Your app supports both of the above

To find out whether your Android device meets the compatibility requirements, visit [mioglobal.com/compatibility](http://mioglobal.com/compatibility).

**Important:** If you want to pair through ANT+, you will need a device with built-in ANT+ support, or an ANT+ dongle. (For details, visit <http://www.thisisant.com>.)

## Pairing with Sport Devices such as Bike Computers

Instructions vary for each device. Follow your device manufacturer’s instructions for receiving heart rate data from a chest strap; your device will register the Mio VELO.

# MAINTAINING YOUR MIO VELO

## CHARGING THE BATTERY

Mio VELO contains a rechargeable lithium polymer battery. Follow these instructions and guidelines to maintain the battery lifespan.

**Warning:** If you do not follow these guidelines, the battery life could be shortened and there is the risk of damage to your VELO, risk of fire, risk of electrolyte leaks and chemical burns, and risk of injury.

## Battery Status

The LED light will light up and indicate the battery level every time you turn on or turn off Heart Rate Mode.

COLOR	BATTERY POWER
● Green	Battery is charged
● Yellow	Battery level is below 30%
● Red (flash twice)	Battery level is low and unable to provide heart rate measurement

If the battery level falls below 30% during a workout, the LED will alert you every 4 seconds by quickly flashing red-blue-red-blue, and then resuming the heart rate zone indication pattern.

## Battery Life

Every full charge of Mio VELO will provide 8 to 10 hours of use in Heart Rate Mode.

## Charging Your Mio VELO

1. **Warning:** Make sure the four charging pins on the back of Mio VELO are dry. Otherwise, dry them gently with a towel.
2. Plug the USB charger into the USB port of your computer.
3. Align the four charging pins on the back of Mio VELO to the four charging pins on the USB charger. The magnets in the charging pins will help the two pieces lock into place.

The LED light will fade in and out slowly in a light blue color ● to indicate that the battery is charging. When the battery is fully charged, the LED light will turn off.

## Battery Care Guidelines

- Recharge the battery at least once every 6 months.
- Do not expose Mio VELO to high temperatures.
- Use your VELO in the temperature range of 5°C to 45°C (41°F to 113°F).
- Store Mio VELO in the temperature range of 0°C to 25°C (32°F to 77°F).
- Do not disassemble, puncture, or incinerate the Mio VELO strap or battery.
- If the band casing breaks and the battery is exposed, keep the battery away from children. Contact your local recycling authority to properly dispose of the band and battery.

## Battery Lifespan

- The battery lasts for approximately 300 charge cycles. If charged on a weekly basis, the battery should last for at least 5 years.
- The battery is non-replaceable. If the battery charge length is noticeably shorter than before, your Mio product may have reached its end of life. Contact your local recycling authority to properly dispose of the device and battery.

## USING YOUR MIO VELO IN WATER

- Mio VELO is water-resistant up to 30 meters and can be worn while swimming.
- **Important:** Do not press the Button under water.
- The accuracy of the heart rate monitor may be reduced in cold water or if you are using large arm movements.
- Do not wear your VELO while diving.
- Wireless communication does not work under water.
- After swimming, remove the Mio VELO strap from the sensor unit. Rinse both with tap water and gently dry with a soft cloth.

## CARING FOR YOUR MIO VELO

### Cleaning Your Mio VELO

- Wash Mio VELO regularly with mild soap and water to prevent skin irritation.
- Make sure you allow both your arm and the LINK to dry completely before resuming wear.
- Avoid scratching the optical sensor area to protect your LINK from damage.
- Do not expose Mio VELO to strong chemicals such as gasoline, cleaning solvents, acetone, alcohol, or insect repellents. Chemicals can damage the seal, case, and finish.
- After swimming, remove the strap from the sensor unit. Rinse both with tap water and gently dry with a soft cloth.
- If your skin becomes irritated, wear VELO on the other arm or discontinue wearing until the irritation clears.

### Other Care Tips

- Do not attempt to disassemble or service your Mio VELO.
- Protect your VELO from impact shocks, extreme heat, and extended exposure to direct sunlight.
- Mio VELO is water-resistant up to 30 meters only if the button is not pressed under water and the casing remains intact.

## MIO VELO SPECIFICATIONS

**Maximum Readable Heart Rate:** 220 BPM

**Minimum Readable Heart Rate:** 30 BPM

**Operating Temperature:** 5°C to 45°C (41°F to 113°F)

**Case:** ABS

**Caseback:** PC+GF

**Caseback Charging Pins:** SUS316

**Strap:** Silicone

**Water Resistance:** up to 30M

**Battery:** 60mAh Lithium Polymer

**Expected Battery Life:** Up to 5 Years

**Magnets:** Neodymium – iron – boron (NdFeB)

**Radio Frequency/Protocol:** 2.4 GHz ANT+ and *Bluetooth* Smart (4.0) Wireless Technology

# WARRANTY AND REGULATIONS

## WARRANTY & SERVICE

Be sure to visit our Product Support pages to find online help, FAQs, videos, and manuals for your product: [mioglobal.com/support](http://mioglobal.com/support).

### Mio Global Limited Warranty Information

This product is warranted to the original purchaser to be free from defects of quality, materials or workmanship at the time of delivery for the Limited Warranty Period (see below). During the Limited Warranty Period, Physical Enterprises Inc. (Mio Global) will, at its sole discretion, remedy such defects free of charge either by a) repairing, or b) replacing, or c) refunding the original purchase price (excluding taxes, shipping, handling, duties, and similar amounts), subject to the terms and conditions of this Limited Warranty. Processing of all warranty claims will be handled by the distributor of the product for the geographic area where the original purchase was made. To obtain warranty service, contact the store/dealer where the product was purchased to make a warranty claim.

### Warranty Period

The “Limited Warranty Period” starts on the date of purchase and lasts for one year, ending on the first anniversary of the date of purchase. Your store/dealer (or its importer or distributor) may have offered you a longer warranty period as part of the sale; Mio Global is not responsible for such longer warranty period so please contact your store/dealer for more information. The Limited Warranty Period will automatically expire without notice, and this Limited Warranty is not enforceable, if (as determined at the sole discretion of Mio Global):

1. the product has been opened or otherwise tampered with (except where permitted by the relevant documentation, such as to properly replace batteries as instructed);
2. the product has been serviced by a person other than Mio Global;
3. the serial number has been removed, altered or made illegible in any way; or
4. the product was not purchased from an authorized reseller of Mio Global (please contact Mio Global to obtain a list of authorized resellers).

Please refer to [mioglobal.com/support](http://mioglobal.com/support) for country-specific warranty information.

### Exclusions and Limitations

This Limited Warranty does not cover, and customers will not be entitled to any claim under this Limited Warranty or otherwise for:

1. problems arising from abuse or rough, careless, or improper handling (and without

limiting the foregoing, damage resulting from bending or dropping the product will be deemed the result of abuse or improper use);

2. problems arising from misuse contrary to intended or recommended use;
3. problems arising from alteration of the Mio product, such as moisture or water damage sufficient to affect the proper function of the product, and damage to the product case or visible cracking of the face;
4. problems arising from the use of the Mio product with any product, accessory, software and/or service not manufactured or supplied by Mio Global; or
5. replaceable batteries, or user manuals or any third-party items;

in each case as determined at the sole discretion of Mio Global.

## *EXCLUSIONS AND LIMITATIONS OF LIABILITY; DISCLAIMERS*


THIS LIMITED WARRANTY IS ONLY VALID AND ENFORCEABLE IN THE COUNTRY OF PURCHASE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE, MANDATORY LAWS:

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2. NEITHER THIS LIMITED WARRANTY, NOR ANY OTHER WARRANTY, GUARANTEE, REPRESENTATION OR CONDITION, INCLUDING ANY IMPLIED WARRANTY AND CONDITION (WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE), WILL EXTEND BEYOND THE LIMITED WARRANTY PERIOD;
3. MIO GLOBAL, OR ANY OF ITS AFFILIATES OR THEIR RESPECTIVE EMPLOYEES, OFFICERS, DIRECTORS, REPRESENTATIVES AND AGENTS (COLLECTIVELY, THE "PHYSICAL ENTITIES"), SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED BENEFITS, LOSS OF DATA, LOSS OF USE, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, CLAIMS OF THIRD PARTIES, DAMAGE TO PROPERTY RESULTING FROM THE PURCHASE OR USE OF THE ITEM OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY LEGAL OR EQUITABLE THEORY, EVEN IF MIO GLOBAL KNEW OF THE LIKELIHOOD OF SUCH DAMAGES;
4. WITHOUT LIMITING THE FOREGOING, THE PHYSICAL ENTITIES DO NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE, OR THAT THE PRODUCT WILL WORK WITH ANY HARDWARE OR SOFTWARE PROVIDED BY A THIRD PARTY, AND EXPRESSLY DISCLAIM ANY DAMAGES RESULTING FROM INACCURACY OR MATHEMATICAL INACCURACY OF THE PRODUCT OR THE LOSS OF STORED DATA; AND
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## Contacting Mio Global

For all matters related to this Limited Warranty, please contact Mio Global:

 1.877.770.1116

 support@mioglobal.com

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Other trademarks and trade names are those of their respective owners.

## REGULATIONS AND CONFORMITY



EU RESIDENTS: Do not dispose of this product as unsorted municipal waste. It is your responsibility to return this product to your local recycling service.

EU-DECLARATION OF CONFORMITY Physical Enterprises Inc. declares this heart rate band (Mio VELO) in compliance with EMC directive 2004/108/EC. Please e-mail **support@mioglobal.com** to request a copy of the Declaration of Conformity.

If there are electrostatic disturbances in the environment, the product may malfunction or display an error. In this case, reset the product or relocate to an area without such disturbances.

Model #57P

Designed in Canada

Made in China