Viiiiva FAQ

1. What is Viiiiva?
   a. Viiiiva heart rate monitor provides heart rate and R-R interval measurements simultaneously through both ANT+ and Bluetooth. Viiiiva works with ANT+ watches and bike computers and with Bluetooth enabled phones. Viiiiva's bridging functionality can collect data from ANT+ sensors (power meters, speed/cadence sensors, footpods) and seamlessly, in real-time, transmit this information to any Bluetooth enabled device. Viiiiva can also store sensor data internally so you can leave your phone, watch or head unit at home and upload your activity at a later time.
2. How do I pair my iPhone or Android device to Viiiiva?
   a. Using the 4iiii App (available on the App Store or Google Play), you can pair Viiiiva to your iPhone or Android device. First, ensure that Bluetooth is 'on' in iPhone settings then follow the instructions in Section 3 of the **User Guide**. If you are using a 3rd party app, follow the specific app instructions for pairing sensors.
3. How do I bridge ANT+ sensors to my Bluetooth device using Viiiiva
   a. Using the 4iiii App (available on the App Store or Google Play), you can configure ANT+ sensors to pass-through Viiiiva. Once the ANT+ device connections are configured using the 4iiii App, you will be able to connect to those devices from your favourite app using Bluetooth. Follow the instructions in Section 4 of the **User Guide**.
4. With which apps can I use Viiiiva?
   a. Viiiiva transmits heart rate (HR) data over Bluetooth Smart and ANT+. We have tested Viiiiva's HR data with many popular fitness apps including Zwift, Trainer Road, Sufferfest and many others.
5. Is Viiiiva waterproof?
   a. Viiiiva is waterproof at a depth up to 3 meters but might not produce reliable heart rate measurements while submerged. However, the casing is sufficiently waterproof that you could wear it while swimming. To maintain the waterproofness, we recommend you exercise care when changing the battery to keep the gasket in place.
6. How should I store Viiiiva in between workouts?
   a. Unsnap both sides of the module from the strap when not in use. Wipe clean the electrodes with a soft cloth to prevent salt build-up. If the module remains on the strap for long periods of time, corrosion can form on the contacts, degrading performance.
7. My heart rate shows up in the 4iiii app but not my other sensors. Why?
   a. Once you have paired the app to your Viiiiva, now you need to pair Viiiiva to your ANT+ sensors. Follow the instructions in Section 3 of the **User Guide**.
8. Why can't I pair to my Viiiiva? It does not show up in the app scan list.
   a. Try the following troubleshooting tips: 1) Make sure the Viiiiva is awake by turning it on (see detailed instructions in the **User Guide**) or rubbing the
   b. snap contacts.
   c. 2) It's possible that the issue is with the strap rather than the unit. Try removing the strap from the Viiiiva, rub the two snaps on the back of the module, and see if that wakes up the Viiiiva.
   d. 3) Replace the Viiiiva battery with a fresh battery. Follow the instructions in Section10 of the **User Guide**.
   e. 4) Make sure Bluetooth is enabled on your smartphone
   f. 5) Close the 4iiii app and relaunch.

      g. 6) Delete the 4iiii app then reinstall from the App Store, launch, and scan for Viiiiva.

9. Can I use Viiiiva with my fitness equipment?
    a. Viiiiva can be used with any ANT+ capable fitness equipment. Use the 4iiii app to pair with the fitness equipment and then view your fitness equipment data in any of your favourite apps. Follow the instructions in Section 8 of the **User Guide**.

10. Can I save my fitness equipment workout on Viiiiva?
    a. Viiiiva saves all sensor data, including data from paired fitness equipment. You can view and upload your saved fitness equipment workout data when you leave the gym.

11. How do I know which Viiiiva is mine when I'm in a group?
    a. By default all Viiiiva units advertise the same Bluetooth name "Viiiiva", but you can change your Viiiiva's name to a custom name using the 4iiii app. Follow the instructions in Section 5 of the **User Guide**. If you haven't changed your Viiiiva name and are having trouble identifying your Viiiiva in a group, the best strategy is to connect using Tap-to-Pair. Follow the instructions in Section 3 of the **User Guide**.

12. How much memory does Viiiiva have?
    a. Viiiiva can store up to 65 hours of heart rate data. More paired sensors mean more data, so fewer hours will be stored. Once Viiiiva memory is full it will stop recording until the activities are downloaded and/or deleted from the Viiiiva memory. Follow the instructions in Section 7 of the **User Guide**.

13. How can I start and stop file save on my Viiiiva?
    a. Viiiiva automatically begins saving your activity data as soon as it wakes up, so you never miss a workout. It stops recording when it goes to sleep (approximately 1 min after removing the strap or when paired sensors stop transmitting, whichever is last).

14. Does Viiiiva work with HRV applications?
    a. Yes, Viiiiva measures R-R intervals with 1ms accuracy and is, therefore, suitable to use with your favourite HRV apps.

15. How do I clean my Viiiiva strap?
    a. Always remove Viiiiva from the strap before washing. The strap should be hand washed and air dried.