

Writing Sample 3 Vive Health Fitness Tracker User Guide

Overview

I hope that these cover sheets have provided some insight into my conversational writing style. My writing sample document submissions lean more heavily into technical writing because I think that's more important to highlight at this stage of the process.

I've included Writing Sample #3, Vive Health Fitness Tracker, which includes instructions for installing an app on mobile devices. I did freelance writing for Vive Health, creating instructions for many of their home health devices including walkers, motorized scooters, splints, sleeves, and more.

Vive managed their documentation workflow through Atlassian Trello. The engineer would typically provide me with whatever information was known at the time and I'd make basic instructions using Google Docs. After a few iterations with the engineer, my final Google Doc would be given to an illustrator who would design and publish the document.

For this writing sample, I've included a PDF showing the current released version of the User Guide found on the Vive Health website. I've included my original instructions which will begin on the second page of the PDF. It's interesting to compare the two, but for your review, you may wish to only scrutinize my original instructions.

Writing Sample Considerations

1. How much of the content did you write? Choose one: 100%.
 - a. If you wrote only portions of the document, tell us which portions you wrote.

I provide 100% of the written instructions. The Google Document was then turned over to an illustrator for design and publication.

2. Does the document represent your original writing, or is it existing content that you revised?

My original writing. I helped produce a lot of their manuals a few years ago when they were getting started.

3. Where did you get the information to write the document?

Vive's model is largely to buy generic equipment from China and put their branding on it. Many companies on Amazon do this, especially with home health products. The information would usually come from an engineer. Vive would buy a one-off of the product, the engineer would take photos of how the product arrives and detail the assembly and operation using basic smartphone photography. They'd upload all of that to the Trello board, and I'd sort through it and create a rough draft. As more information became available, we'd polish the documentation until it was deemed good enough to go to the illustrator and publish to the website or ship with the product.

4. Was the document edited by other people for grammar and style? Choose one:
 - a. ▶ Light editing
 - b. If so, who edited the document?

In this writing sample I'm showing the current published document, alongside my original text. Some text has changed or been edited in the final document. This could be due to a product update, or a change made to save space. In my original document, there were no edits made, though I often had to concede certain language choices.

5. Share how you obtained any code samples.

N/A

6. Was a company style guide used to write this document?

There are standard items that appear in all Vive documentation like the reference to the QR code. Mostly I was given full autonomy to write the instructions and they could change it after I passed it to the next person. There was no style guide to follow.

7. Provide any additional useful context for the sample, such as deadlines, achievements, etc. If you edited the content after it was published, what changes did you make and why?

I had no problems achieving the goals or turning work over on-time. After coming from the very strict writing regulations of medical device, this was a neat experience where I got to do some "pure" technical writing.

8. Was this document part of a larger documentation set?
 - a. ▶ If so, what was the larger documentation set and how much of it did you own?

No.

vive® FITNESS TRACKER MACH V



OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Fitness Tracker Mach V as easy as possible. Check out the included QR code and link to help you through the process.



To see all FAQs in one place visit vhealth.link/lpn

WHAT'S INCLUDED

- Fitness Tracker
- Fitness tracker charging base
- Easy start guide

USER GUIDE

1. Download and install the Vive Fit App.
2. After installing the app, agree to the app permission prompts or some functionality will be unavailable.
3. Connecting to the Vive Fit app will update your data and automatically sync the time.

LET'S START

Remove the Fitness tracker and plug in the charger base into any USB charging port. The USB port can be from your computer, power bank, or phone charger. Charging will be complete when the battery symbol on the top left of the home screen shows the battery

symbol with full bars. To start the device, press and hold for 3 seconds the button on the side of the tracker.

NOTE: Charging the tracker using a PC USB port may take longer.

Download the App

Search "Vive Fit" in the App Store or Google Play or scan the QR code to download. Agree to the app to obtain the permission of your phone, otherwise some functions cannot be used.



Requires iOS 9.0 Android 4.4 and newer version.

Pair with Phone

NOTE: Make sure the smart device capabilities setting is active on your phone. Pairing will be completed through the app.

To pair the fitness the fitness tracker:

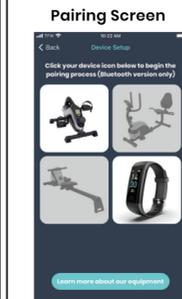
1. Move the tracker close to your phone.
2. From the phone homepage of the Vive Fit

app, press the Pairing button. The device set up screen will appear.

3. Press the tracker image. The device name will appear. To find the device name, go to settings on your fitness tracker, scroll to the About section, press and the last line of that screen has the name of the device. The last 4 characters are the device name.
4. Press the button with the correct device name and pairing will complete. **Note:** if multiple devices are near you will be able to see those devices also.

The main screen will have the latest measurements displayed. If you want to know the name of your device go to settings on your

tracker and choose about, the bottom line is the device ID, the last 4 characters are the device name the app uses.



Data Screen



This model does not take temperature measurements, the app shows this since

our other fitness tracker model provides temperature measurements.

MAIN QUESTIONS

NOTE: The Fitness Tracker needs to be paired using the app in order for it to function properly. If you paired the Fitness Tracker through your phone's settings, please unpair the device, and pair through the Vive Fit app instead.

1. **Why can't I find the tracker?**
First check to see if the battery is fully charged, this can be found on the top left of the main tracker screen. If you are still having issues please make sure that the tracker is close to the phone and that no other tracker is paired.

2. Does my tracker record Heart Rate, Pulse, Blood Oxygen, Steps, Calories, and Distance?

Yes the tracker home screen records the latest measurements for Heart Rate, Blood Pressure, Blood Oxygen, Step Count, Calories, and Distance. These values are updated every time you sync with the phone. If you click the History button, your saved data for Calories, Distance, and Step Count is saved. You can press the Sleep button to see a detailed breakdown of your sleep and in the future we will have an update to capture your Heart Rate, Blood Pressure, and Blood Oxygen data.

3. How long will my tracker stay charged?

On a full charge, the tracker using normal usage will last up to 7 days.

UNPAIR FROM PHONE

If you want to unpair the fitness tracker or pair with another phone, unpair it in the app first and then go to phone smart device settings and choose forget this device.



INSTRUCTIONS



Function Keys



- You can set the brightness and screen time in the watch. Using high brightness will

impact battery life.

- To access Health, including Heart rate and BPM, alarm clock, message notifications and sports modes, slide left and click on the icon and the menu choices will appear.
- To access sleep, stopwatch, dial which is for updating the tracker screen, and settings, swipe right.
- Swiping down will provide steps and distance data. Swiping up will provide messages.
- You can set the brightness and screen time in the watch. Using high brightness will impact battery life.

HEART RATE / BPM

This data is your real-time heart rate (beats per minute). Check the Vive Fit app for the latest Heart Rate measurement.



WARNING: Results may vary based on the type of exercise and environment. Do not use for medical diagnosis, always consult a physician prior to starting a workout regimen.

REBOOT AND RESET

If you need to reset your Fitness Tracker go to settings, select factory reset and accept.

CAUTION!

- IP68 certification provides protection when in the rain, or when washing your hands.
- Do not use for swimming.
- Do not use in hot places such as saunas, steam rooms, showers, or hot springs.

NOTIFICATION



SETTINGS

You can allow for notifications from your phone and set the watch face to turn on when you raise your wrist. You can update your goal settings, and sports mode along with changing the Units, Temp., and Time settings. For each of these features, click on

the arrow next to the item, for changing units go to device settings. You can also search for the tracker. Note that all of these actions are performed in the Vive Fit app.

FAQS

1. **Why did the tracker not charge?**
When attaching the tracker to the charging base, the magnets on the base will keep the tracker in place. If you align it incorrectly, the tracker will be loose. Make sure that the charger is plugged into the USB port correctly.
2. **How do I set the time?**
Connect the tracker to the app, the tracker will automatically synchronize the time

with the phone.

3. **Why does the tracker not vibrate even though call notification is turned on?**
Please make sure that the smart devices function is turned on and that your tracker is paired to the app. Try unpairing and pairing again if issues persist.
4. **Why is the message reminder function turned on, but the tracker does not vibrate?**
The App must meet the following conditions:
 - a. The phone has a lock screen, but the app is still working.

- b. The tracker is always connected to the phone, smart device capabilities are turned on.
 - c. Agree to "notification permission" on your phone.
5. **Why does the fitness tracker stop tracking Heart Rate?**
When measuring the heart rate, the person must remain still, making sure to have the tracker bottom snug against the arm. Make sure to reduce any movements while tracker is measuring.

6. Is the step count data accurate?

The three axis accelerometer is used in the tracker, each acceleration of the human body is converted into steps, and the error is about 2%, this is a normal deviation.

Tip: Please check for app updates and install when they become available for best performance.

vive®

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Premium Fitness Tracker Quick Start Draft

User Guide

1. Download and install the Vive Fit App.
2. After installing the app, agree to the app permission prompts or functionality will be compromised.
3. Connect the tracker to the app. The time will sync automatically.

Let's Start

Remove the wristband on the side of the rectangle, plug into any USB power, charge for 5 minutes, or touch the button for 3 seconds to activate. No specific charger is required. You can charge the tracker with either:

- Any phone or tablet USB Power Adapter
- USB port on PC or power bank
- Wall charger or power strip with USB port

NOTE: Charging the tracker using a PC USB port may take longer.

Download the App

Search "Vive Fit" in the App Store or Google Play.

Or scan the QR code to download.

Agree to the app to obtain the permission of your phone, otherwise some functions cannot be used.

Requires iOS 9.0 Android 4.4 and newer version.

Pair with Phone

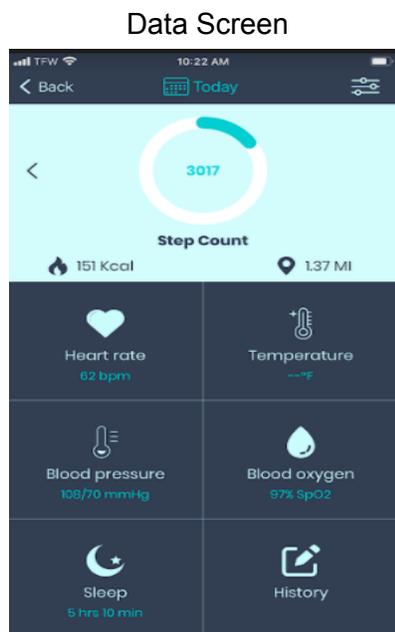
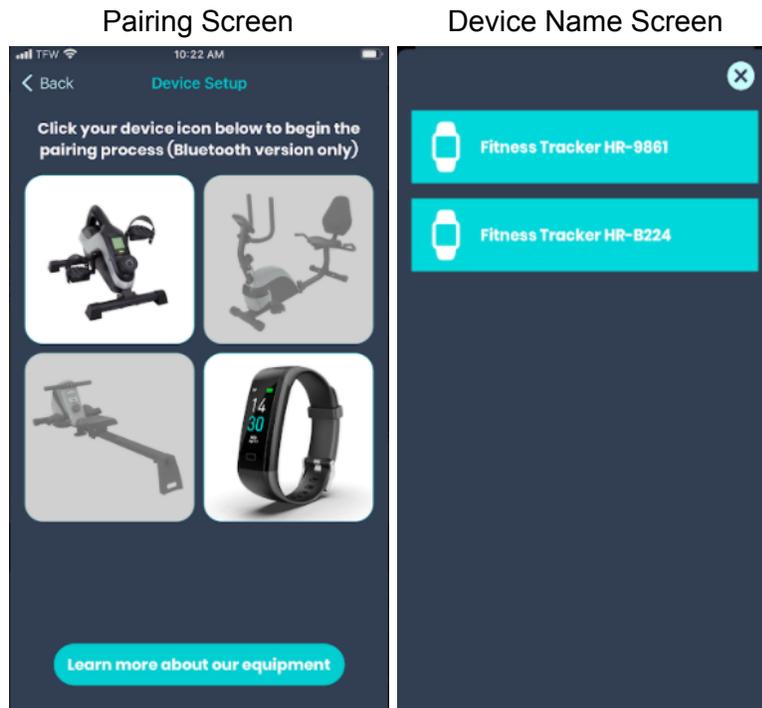
NOTE: Enable Bluetooth before pairing. Pairing must be done in the app, not using phone settings.

To pair the fitness the fitness tracker:

1. Move the tracker close to your phone.
2. From the phone homepage of the Vive Fit app, press the Pairing button. The device set up screen will appear.

3. Press the tracker image. The device name will appear.
4. Press the button and pairing will complete.

The main screen will have the latest measurements displayed. If you want to know the name of your device go to settings on your tracker and choose about, the bottom line is the device ID, the last 4 characters are the device name the app uses.



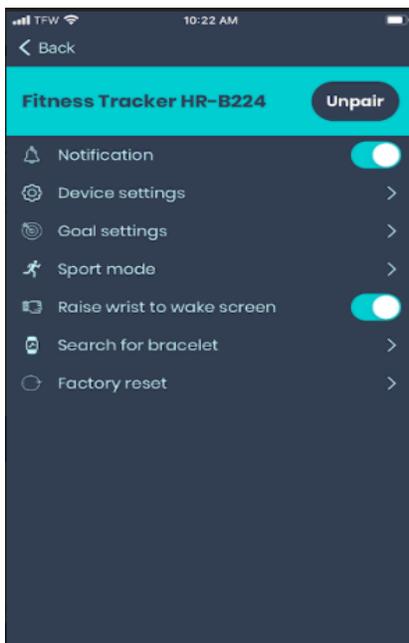
Main Questions

NOTE: The fitness tracker needs to be paired using the app in order for it to function properly. If you bound the device using the phone bluetooth screen, please unbind it and then bind again using the app.

1. Why can't I find the tracker? First check to see if the battery is fully charged, this can be found on the top left of the main tracker screen. If you are still having issues please make sure that the tracker is close to the phone and that no other tracker is bound.
2. Does my tracker record Heart Rate, Pulse, Blood Oxygen, Steps, Calories and Distance. Yes the tracker home screen has the latest measurements for Heart Rate, Blood Pressure, Blood Oxygen, Step Count, Calories and distance. These values are updated every time you sync with the phone. If you click the History button your saved data for Calories, Distance and Step Count is saved. You can press the Sleep button to see a detailed breakdown of your sleep and in the future we will have an update to capture your Heart Rate, Blood Pressure and Blood Oxygen data.
3. How long will my tracker stay charged? On a full charge, the tracker using normal usage will last up to 7 days.

Unbind with Phone

If you want to unbind the fitness tracker or pair with another phone, unbind it in the app first and then go to phone bluetooth settings and choose forget this device.



Instructions



- You can set the brightness and screen time in the watch. Using high brightness will impact battery life.
- To access Health including Heart rate and BPM, alarm clock, message notifications and sports modes, slide left and click on the icon and the menu choices will appear.
- To access sleep, stopwatch, dial which is for updating the tracker screen and settings, swipe right.
- Swiping down will provide steps and distance data. Swiping up will provide messages.
- You can set the brightness and screen time in the watch. Using high brightness will impact battery life.

Heart Rate / BPM



This data is your real-time heart rate (beats per minute). Check the Vive Fit app for the latest Heart Rate measurement.

WARNING: Results may vary based on the type of exercise and environment. Do not use for medical diagnosis, always consult a physician prior to starting a workout regimen.

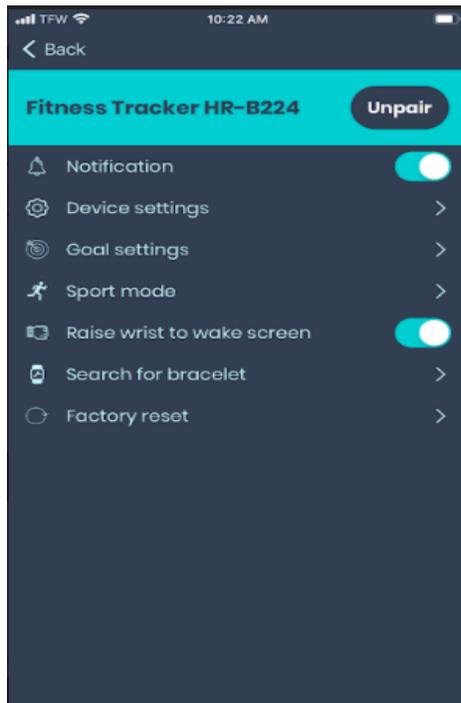
Reboot and Reset

- If you need to reset your fitness tracker go to settings, select factory reset and accept.

Caution!

- IP68 certification provides protection when in the rain, shower or shallow pool.
- Do not use for swimming in a pool 2m or deeper, the ocean, or diving.
- Do not use in hot places such as saunas, steam rooms, or hot springs.

Notification



Settings

You can allow for notifications from your phone and set the watch face to turn on when you raise your wrist. You can update your goal settings, and sports mode along with changing the Units, Temp and Time settings. For each of these features click on the arrow next to the item, for changing units go to device settings. You can also search for the tracker.

FAQ

1. Why did the tracker not charge?

When attaching the tracker to the charging base, the magnets on the base will keep the tracker in place. If you align it incorrectly, the tracker will be loose. Make sure that the charger is plugged into the USB port correctly.

2. How do I set the time?

Connect the tracker to the app, the tracker will automatically synchronize the time with the phone.

3. Why does the tracker not vibrate even though call notification is turned on?

Please make sure that the Bluetooth function is turned on and that your tracker is bound to the app. Try unbinding and binding again if issues persist.

4. Why is the message reminder function turned on, but the tracker does not vibrate?

The App must meet the following conditions:

- 1) The phone has a lock screen, but the app is still working.
- 2) The PC client and Mobile client cannot be online at the same time.
- 3) The tracker is always connected to the phone, bluetooth is turned on.
- 4) Agree to "notification permission" on your phone.

5. Why does the fitness tracker stop tracking Heart Rate?

When measuring the heart rate, the person must remain still, making sure to have the tracker bottom snug against the arm. Make sure to reduce any movements while tracker is measuring.

6. Is the step count data accurate?

The three axis accelerometer is used in the tracker, each acceleration of the human body is converted into steps, and the error is about 2%, this is a normal deviation.

Tip: Please check for app updates and install when they become available for best performance.