

Useful Links

- Full help site—help.fitbit.com
- User manuals—help.fitbit.com/manuals
- Wear and care tips—fitbit.com/global/us/product-care
- Broken band claims—myhelp.fitbit.com/s/warranty

Fitbit App

Download and install the Fitbit app:

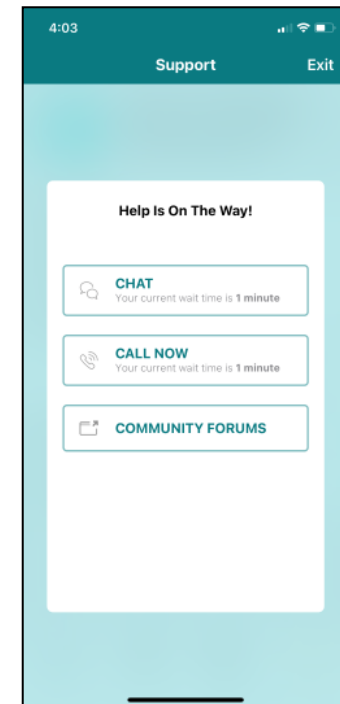
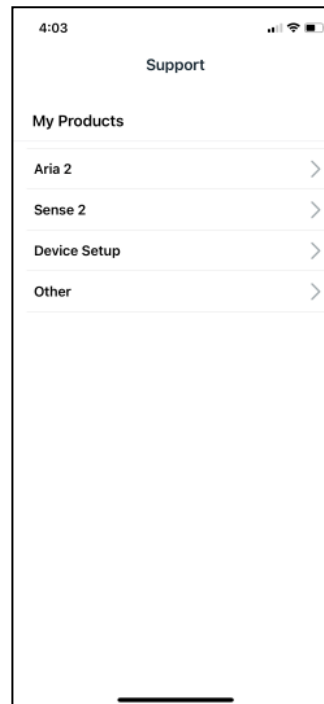
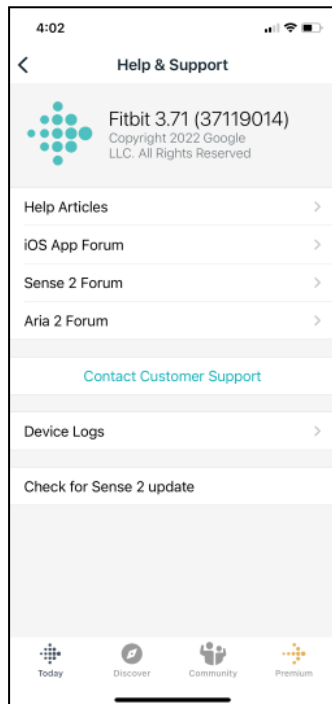
- [Apple App Store](https://apps.apple.com)
- [Google Play Store](https://play.google.com)

To make sure your phone or tablet is compatible, see fitbit.com/devices.

In-App Support

From the Today tab in the Fitbit app, tap the icon in the top-right corner > **Help** or **Help & Support**.

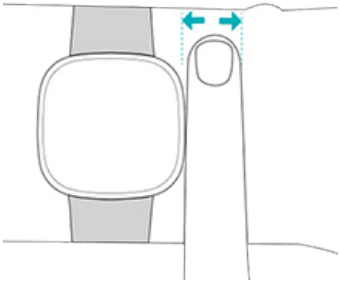
- Tap **Help Articles** to access to the Fitbit help site.
- Tap one of the forum options for the Fitbit Community.
- Tap **Contact Customer Support** to connect with Customer Support.



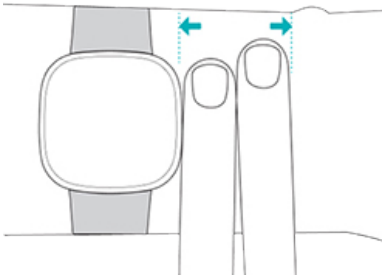
Heart Rate

For a more accurate heart-rate reading:

- Wear your Fitbit device on top of your wrist, and make sure the back of the device is in contact with your skin.
- When you're not exercising, wear your device a finger's width above your wrist bone.



- During exercise, wear your device a bit tighter and higher for an improved fit.



Steps

If you feel that your step count and distance are inaccurate, confirm the following are correct in the Fitbit app:

- Your wrist settings
- Your height

Floors

Your device is designed to detect pressure changes based on elevation gain, but other types of pressure changes—such as a gust of wind, a weather change, or opening a door—can occasionally cause your device to register extra floors. Your device registers 1 floor when you climb about 10 feet.

GPS

- Try loosening the band 1 notch.
- Note that if you're using GPS for the first time in an area, connecting to GPS satellites might take several minutes. Heavily wooded areas and tall buildings can increase the time it takes to connect to GPS satellites.
- If GPS didn't connect the first time, wait 5 minutes before you start the exercise again.
- (Charge 4, Charge 5, and Charge 6) If your tracker doesn't connect to GPS satellites, end the exercise, change the GPS mode to Phone GPS, and start the exercise again.
- To reduce the time it takes for your device to connect to GPS satellites, hold your arm parallel to your body near your head and at least 2 inches away from you when you connect to GPS and start an exercise.



Syncing and Notifications

Syncing

Requirements

- To see if your device is compatible, see [fitbit.com/devices](https://www.fitbit.com/devices).
- Check if your phone, Fitbit device, and Fitbit app are up-to-date.
- Your phone must be connected to cellular data or Wi-Fi, and the Bluetooth setting must be turned on.
- If you use more than one phone or tablet to sync, make sure the other device isn't nearby.

Troubleshooting syncing

1. Force quit the Fitbit app on your phone.
2. On your phone, go to **Settings** > **Bluetooth** and turn Bluetooth off and back on.
3. Open the Fitbit app and try to sync your device.
4. If your device doesn't sync, restart it.

Notifications

Check your phone

- Your phone must be within 30 feet of your Fitbit device.
- You won't see text notifications if you have the conversation open on your phone.
- You won't see notifications if you turned on settings such as focus, do not disturb, quiet hours, or driving mode on your phone.

Check your Fitbit device

- You won't see notifications on your Fitbit device if you turned on the **do not disturb** or **sleep mode** setting.
- If device lock is active on your Fitbit device, tap your Fitbit device's screen to unlock your device.

Restart Instructions

Ace 2 & Inspire series

1. Connect your device to the charging cable.
2. Press and hold the button or buttons on your tracker for 5 seconds.

Charge 3 & Charge 4

1. Clip the charging cable to the port on the back of the tracker.
2. Press and hold the button on your tracker for 8 seconds.

Charge 5, Charge 6, & Luxe

1. Swipe down from the clock screen to find the Settings app.
2. Open the Settings app > **Restart Device** > **Restart**.

Sense & Versa series

Press and hold the button for 10 seconds.

Troubleshooting tips for iPhones

Share system notifications

1. Tap **Settings** > **Bluetooth** > ⓘ next to the name of your Fitbit device.
2. Turn **Share System notifications** **OFF** and then back **ON**.

Show previews

Tap **Settings** > **Notifications**. Make sure **Show Previews** is set to **Always** or **When Unlocked**.

App notification settings

For each app that sends notifications, tap **Settings** > **Notifications** > the name of the app and verify these settings:

- **Allow Notifications**—On
- **Alerts** > **Notification Center**—On
- **Show Previews**—**Always** or **When Unlocked**

Troubleshooting tips for Android

- Turn off background restrictions or limitations:
 1. Go to **Apps & Notifications** > **Fitbit app**.
 2. Tap **Background restrictions** or **Background limits** to turn off the setting.
- Turn off battery limitations:
 1. Go to **Apps** > **Fitbit app** > **Advanced** > **Battery** > **Battery optimization**.
 2. Change the view to **All apps**.
 3. Search for the Fitbit app and choose **Not optimized**.
- Turn on location services and allow the Fitbit app to access your location.

Expected Battery Life

Fitbit Sense* Fitbit Sense 2* Fitbit Versa 2* Fitbit Versa 3* Fitbit Versa 4*	6+ days
Fitbit Versa Fitbit Versa Lite Edition	4+ days
Fitbit Ace 3	Up to 8 days
Fitbit Inspire 2 Fitbit Inspire 3*	Up to 10 days
Fitbit Ace and Fitbit Ace 2 Fitbit Alta Fitbit Blaze Fitbit Charge 2 Fitbit Flex 2 Fitbit Ionic* Fitbit Inspire Fitbit Inspire HR Fitbit Luxe	Up to 5 days
Fitbit Alta HR Fitbit Charge 3 Fitbit Charge 4* Fitbit Charge 5* Fitbit Charge 6*	Up to 7 days
Fitbit One	Up to 2 weeks
Fitbit Zip	Up to 6 months
Fitbit Flyer	6-hour playtime

*Using features such as always-on display and GPS require more frequent charging.

Blank Display

1. Clean and dry the device.
2. Try a different charger.
3. Leave the device on the charger for 30 minutes.
4. Restart the device.

Incorrect Display

Some third-party clock faces might show a confusing message or broken stats. If restarting the device doesn't fix the issue, change the clock face.

Short Battery Life Tips

If a customer is experiencing short battery life, try the following:

Display settings

- Consider changing your clock face, as animated clock faces may require more frequent charging.
- Dim the screen or turn on auto brightness.
- Prevent the screen from turning on each time you turn your wrist.
- On certain Fitbit devices, you can change your **Screen Timeout** setting to adjust the amount of time your screen stays on.
- Turn off the always-on display setting on Charge 5, Charge 6, Inspire 3, Luxe, Sense, Sense 2, Versa 2, Versa 3, and Versa 4.

Reduce notifications

- Turn off notifications you don't need.

Change which features you use

- Reduce your use of music control, music apps, on-wrist calls, contactless payments, and connected or built-in GPS.
- Tracking SpO2 data may require more frequent charging.
- Use phone GPS on Charge 4, Charge 5, and Charge 6 to allow the tracker to connect to your nearby phone's GPS sensors.
- Turn off the Button Lock setting on Inspire 2 and Inspire 3.