



Top Fitbit FAQs

Table of Contents

Introduction	4
Features	5
How do I track my calories, make a food plan, and set a weight goal?.....	5
What is a food plan?.....	5
How do I start a food plan?.....	5
How do I edit my food plan or weight goal?	5
How do I use my food plan?.....	6
How do I log food?.....	6
How do I change the language for my food database?	6
How do I share foods with other users?	6
What is BMR, and how does it affect my calorie count?	7
What is a calorie deficit?	7
How does my Fitbit know how many calories I've burned?	8
I just woke up, why does my tracker already show that I've burned calories?.....	8
How do I track my sleep?	8
Fitbit Flex.....	8
Fitbit One or Ultra	9
About sleep tracking.....	9
What is the difference between the normal and sensitive sleep setting?	9
What do the different sleep states mean?	9
How is sleep efficiency calculated?.....	10
I wore my tracker to bed, but forgot to activate Sleep Mode.....	10
Why should I place the Fitbit One or Ultra on my wrist instead of my torso during sleep?	10
I don't think I was awake when my sleep graph says I was.....	10
Can I log a nap?.....	11

How do I log or record an activity?	11
Manually Logging an Activity	11
Creating an Activity Record.....	11
Editing or Deleting an Activity	12
Saving an Activity as a Favorite	12
How do I get data from my tracker to the website?	12
When will my tracker sync with my account?	13
Do I need to sync my tracker every day?	13
Can I sync my device through multiple computers?	13
Can I sync multiple Fitbit devices through one computer?.....	13
How do I force my tracker to sync?	13
Can I sync my tracker using both a computer and a mobile device?.....	14
How do Fitbit trackers sync with iOS devices?	14
Device Compatibility	14
Force Sync	14
Background Sync.....	14
Real-time Sync.....	15
General Troubleshooting	16
How do I restart my tracker?	16
One tracker	16
Zip tracker	16
Flex tracker	16
Force tracker	17
I'm having trouble syncing my tracker to the dashboard	17
1. Verify that your tracker is paired with your Fitbit account.	17
2. Confirm that the Fitbit Connect application recognizes your wireless sync dongle.	17
3. Force (manually) sync your tracker.	18

4. Reinstall Fitbit Connect.....	18
My tracker is not syncing with the Fitbit app for iOS	18
Requirements	18
Troubleshooting.....	19
My tracker's battery isn't charging	19
Clean your tracker charging contacts.....	19
General charging tips.....	20
Try a different USB port.....	20
Avoid using USB hubs	20
Restart your tracker.....	20
I lost my tracker	20
Fitbit Flex	22
How do I charge my Flex?	22
How do I wear the Flex?	23
Choosing your wristband	23
Removing the clasp	23
Putting the clasp in securely	23
Inserting the tracker	24
Securing your wristband.....	25
Understanding your Flex tracker's display	26
Goal Tracking	26
Sleep Mode.....	26
Charging.....	27
Updating	27
Alarm	27
Flex Accuracy FAQs.....	27
Is Flex accurate?	27
Why is my Flex step count different than my count on other Fitbit products?	27

Why do I get extra steps sometimes?.....	28
Will Flex count steps when I'm pushing a stroller or a shopping cart?	28
Will my Flex pick up steps when I'm in the car or riding a vehicle somewhere? ..	28
Will Flex count steps when I'm working at a desk?	28
How can I make my Flex tracking more accurate?	28
Fitbit One.....	29
How do I charge my One?.....	29
How do I wear my One?.....	29
How do I set up my Fitbit One on my iOS device?	30
First time setup	30
Replacement setup	30
Linking to your iOS device.....	30
Fitbit Zip	31
How do I wear my Zip?	31
Understanding your Zip's display.....	31
Managing your Zip tracker's battery.....	32

Introduction

This document lists the top FAQs for the following categories:

- Features (all trackers)
- General Troubleshooting (all trackers)
- Flex
- One
- Zip

Note that FAQs change regularly and can all be found at <https://help.fitbit.com/>.

Features

How do I track my calories, make a food plan, and set a weight goal?

You can use the Fitbit.com Dashboard to track not only your steps and activity but also the food that you eat. This article explains food plans and answers common questions about food logging, calorie counts, and weight goals.

What is a food plan?

A food plan is a dashboard tool that can help you achieve and maintain your weight goal.

By creating a food plan and logging your meals each day, you can track your progress towards an estimated date for your weight goal. This may be to decrease, increase, or maintain your current weight.

The food plan allows you to set a target date for achieving your weight goal and monitors your progress toward that goal based on caloric intake and burn.

How do I start a food plan?

1. Log into your dashboard.
2. Hover your mouse over either the Food Plan or Calories In vs. Out tile, and click the arrow icon in the lower right corner. This will take you to the food log.
3. From this page, you can begin a food plan by clicking the **Get Started** button in the Food Plan section.
4. You will be asked to enter your starting weight, your target weight, and your plan intensity. The varying intensities of plans will also display an estimated date for the completion of that goal.

How do I edit my food plan or weight goal?

1. Log into your dashboard.
2. Hover your mouse over either the Food Plan or Calories In vs. Out tile and click the gear icon in the lower left corner.
3. Click the pencil icon next to Plan Intensity.
4. Select your plan intensity from the pop-up window and click the arrows in the lower right corner until your Food Plan has been adjusted to your preferred amount. Your food plan will now be set accordingly.

How do I use my food plan?

Your food plan provides the following:

- An estimate of your daily calorie consumption.
- A readout of the number of calories you have burned and eaten so far in the day.
- A real-time comparison of the calories you've consumed in your diet versus those you've burned through activity.
- Dynamic feedback regarding whether you are under, within, or above your plan's recommendation.

In order to achieve an accurate calorie estimate, you will need to log all of the food you eat. As you log your food, your daily calorie estimate will constantly update to show how much you can still eat for the rest of the day while staying within your goal zone. As long as you are within 50 calories of your daily estimate when you log your last meal, you will have met your plan's recommendation for the day.

While your logged foods account for your caloric intake, the steps recorded by your Fitbit tracker and manually-logged activities on your Dashboard will account for your caloric burn. As you walk and exercise through the day, your caloric allowance will adjust to let you know how much more you can eat while staying within your goal zone.

As with any fitness program, we recommend speaking with a doctor before starting your new plan.

How do I log food?

1. Log into your dashboard.
2. Hover your mouse over either the Food Plan or Calories In vs. Out tile, and click the arrow icon in the lower right corner. This will take you to the food log.
3. From this page, you can log your meals by entering food descriptions and quantities along with the time they were consumed.

How do I change the language for my food database?

You can choose from which country you would like to populate your food database. This will affect the listings you see when logging food.

1. Go to your account's Personal Info section and scroll down to your Preferences.
2. You will see an option labeled Food Database. From the drop-down menu select the country you'd like to use for your food database.
3. After selecting your preferred country, scroll to the bottom of the page and click Update Profile. Your food database will now reflect your preferred country.

How do I share foods with other users?

As a Fitbit user you can share food entries with any of your Fitbit friends, or with the whole Fitbit community if you'd like.

1. To share food with your friends, you'll need to make your food log visible to "friends" or "anyone" within your privacy settings. You can find your privacy settings by going to www.fitbit.com/user/profile/privacy.
2. From this screen, you can also choose to keep food entries private by choosing that they only be visible to you.

Any Fitbit user can view and log foods that another user has already logged, provided the permissions are set as described above. This is particularly useful if you shared a meal with a Fitbit friend, so that you don't have to both log the food independently of one another.

To log the foods that another user has shared with you:

1. Click your friend's profile picture from your Fitbit friends list.
2. Select the **Food** tab, then click on whichever food item you'd like to log. This will pull up nutritional information about that food item, along with a link labeled Log This Food to the right.
3. Click this button to add the food item to your own food log.
4. From here, you will see an option to edit the quantity and time, which can be used if one person ate more than the other or took some home for a snack.
5. Click **Log**. The item will be added to your Food Log.

What is BMR, and how does it affect my calorie count?

The calorie burn you are seeing is not just activity specific--it is a combination of calories burned related to the tracker's recorded data, any activities you log, and your estimated Basal Metabolic Rate (BMR).

Your BMR is the rate at which you burn calories at rest just to maintain vital body functions like breathing, heartbeat and brain activity. Your BMR usually accounts for at least half of the calories you burn in a day and is estimated based on the physical data you entered when you set up your account: gender, age, height and weight. Your profile and tracker use that data to configure your daily BMR.

Your tracker's calorie count will reset each night at midnight and begin counting up immediately thereafter. This is the reason that your tracker starts the day with calories already burned--even if you've not been active yet, you have still burned calories just by being alive. The purpose of this function is to provide a more comprehensive look at your daily activity and caloric intake.

What is a calorie deficit?

A calorie deficit exists when you've burned more calories than you've consumed in a given day. To achieve a weight loss goal, you should aim to have more calories burned than eaten each day.

If you have set a weight-loss goal you can choose the intensity of your food plan, which will in turn adjust your calorie deficit target.

How does my Fitbit know how many calories I've burned?

Your tracker and Dashboard show an estimated number of calories burned based on your BMR (Basal Metabolic Rate), which we calculate using the height, weight, age, and gender information you provided us with when you set up your Fitbit account.

When you sync your tracker, Fitbit replaces your estimated calorie burn with your tracker's data. If you manually log activities, the calories burned by doing those will be taken into account as well.

When you haven't synced your device or logged any activities, Fitbit tries to guess how many calories you have burned if you got out of bed, got dressed, went to your day job, came home, and did nothing much more than walk to your car.

Once you start logging activities, Fitbit stops estimating and uses the data you've provided instead. The more you wear your tracker, the more accurate your calorie burn data will be.

If that you find that your calorie burn is just as high or higher on days when you are less active, it may be because you have calorie estimation enabled. Calorie estimation uses historical data to estimate your calorie burn when no activities are logged or data synced.

To disable calorie estimation:

1. Log into your dashboard.
2. Click the gear symbol in the upper right.
3. Select **Settings**.
4. Scroll down the page to Preferences.
5. Change the Calorie Estimation setting to **Disable**.

I just woke up, why does my tracker already show that I've burned calories?

The value that you see on your tracker when you wake up in the morning is your estimated calorie burn for the day so far. You still burn calories even if you are sedentary or sleeping. We estimate your calorie burn based on your age, gender, height, and weight.

How do I track my sleep?

You can use your Fitbit tracker to see how many hours you sleep and better understand the quality of your sleep. See [About sleep tracking](#) for more information.

Fitbit Flex

1. To enter sleep mode, tap your Flex rapidly for one to two seconds.
2. Your Flex will vibrate and display two slowly dimming lights to indicate that you have entered sleep mode.

When your Flex is in sleep mode, goal progress will not be displayed if you double-tap. Instead, your Flex will alternate two blinking lights back-and-forth to indicate that you are currently in sleep mode.

3. When you wake up, tap your Flex rapidly for one to two seconds to exit sleep mode.
4. Once you exit sleep mode, your Flex will vibrate and flash all five LED indicator lights three times and then display a spinning light pattern.
5. Once your Flex syncs with your account, you will be able to view your sleep stats on the dashboard.

Fitbit One or Ultra

1. Place your tracker into the sleep wristband, and affix the band around your non-dominant wrist.
2. Once you are in bed and ready to fall asleep, press and hold the tracker's button for several seconds. You will see a stopwatch begin to count, and the other tracker icons will blink, indicating that you are in sleep mode.
3. When you wake up, hold the button down for several seconds to stop the sleep recording. Your tracker's icons will stop blinking, indicating that you've exited sleep mode.
4. Once you exit sleep mode, your tracker will resume displaying daily totals.
5. Once your tracker syncs with your account you will be able to view your sleep stats on the dashboard.

About sleep tracking

You can use your Fitbit tracker to see how many hours you sleep and better understand the quality of your sleep. This article answers common questions about sleep tracking.

What is the difference between the normal and sensitive sleep setting?

Your Fitbit tracker's settings can record your sleep in either "sensitive" mode for extremely detailed sleep reporting or "normal" mode for a more basic idea of your sleep patterns. Adjust your sleep mode in your device settings.

- The normal setting counts significant movements such as rolling over as being awake, and is appropriate for most users.
- The sensitive setting will cause your tracker to record nearly all movements as time spent awake. This setting may be helpful for users with sleep disorders, or those who wear their tracker somewhere other than the wrist while asleep

If your Fitbit tracker is worn consistently each night with the same setting, the data that it produces should be useful.

What do the different sleep states mean?

- During sleep mode, when your body is completely at rest and unmoving, your Fitbit tracker records that you are asleep.

- A restless state of sleep indicates that your body transitioned from a very restful position with little movement to movement, such as turning over in bed. This doesn't necessarily mean that you were fully awake or cognizant of your movements, but it may indicate that you were not getting the most restful sleep possible at that time.
- When your tracker indicates that you are moving so much that restful sleep would not be possible, your sleep graph will indicate that you were awake.

How is sleep efficiency calculated?

We use the following equation to calculate your sleep efficiency: $\text{time asleep} / (\text{total time in bed} - \text{time to fall asleep})$

Once you start sleep tracking, the time it takes for you to actually fall asleep will not be incorporated into this calculation. The resulting data accounts for the entire time you fall asleep divided by your total time in bed. If you don't move all night it is possible to get 100% sleep efficiency even if it takes you 10 minutes to fall asleep.

I wore my tracker to bed, but forgot to activate Sleep Mode

As long as you were wearing your tracker while sleeping, your sleep data is not lost. You can manually log your sleep using the following steps:

1. Sign into your Fitbit Dashboard.
2. Click **Log Activity**, then select the **Sleep** tab.
3. Enter the date and time you went to bed. Use the **previous day** drop-down option if you went to bed before midnight and the **same day** option if you went to bed after midnight.
4. You also have the option to choose **12 hr** if you want to enter your time in AM/PM format, or **24 hr** if you prefer Military Time.
5. Click **Log Sleep** to create the sleep log.

Once you sync your tracker, your sleep information will be visible on your dashboard just as though you had activated Sleep Mode.

Why should I place the Fitbit One or Ultra on my wrist instead of my torso during sleep?

Wearing your Fitbit One or Ultra on the wrist of your non-dominant hand captures your fullest range of motion and gives a more complete portrait of your sleep movement. While your torso may move during sleep, it is usually to a lesser degree and is more difficult to track than the movements of your hand.

If you find that the tracker falls out of your wristband during sleep, we recommend inserting it all the way into the Sleep Wristband pocket and then turn it sideways to secure it.

I don't think I was awake when my sleep graph says I was

Tossing and turning during sleep can occur during an unconscious state; however, it does not indicate total rest. If you feel that the reported number of times awakened

is excessively high, please go to your device settings to see if your sleep tracking mode is set to sensitive. A normal setting may be more appropriate if you are looking for a more general overview of your sleep patterns.

Can I log a nap?

Yes, simply put your tracker into sleep mode as you normally would. Later when you sync your tracker, your nap will appear on your sleep log.

How do I log or record an activity?

There are two ways to account for an activity in your Fitbit account:

- Manually log the activity using the Activities page on your dashboard.
- Create an activity record by holding down the button on your tracker.

Manually Logging an Activity

Manually logging an activity works well for those activities where step count isn't the best indicator of the calories burned. If you are doing an activity that does not require steps (like cycling, swimming, or an elliptical machine), or an activity that requires more than just steps (like tennis or yoga), you can use an activity log to improve the accuracy of this activity's contribution to your caloric burn.

All steps and calories recorded by your tracker are overridden for the duration of a manually logged activity by the activity's entered values. This ensures that your steps are not counted twice as long as the manually logged activity has the correct start time and duration.

You can also use manual logging to add a walk or run if you leave your tracker at home.

To create a manual activity record:

1. Go to the Activities page by clicking **Log** at the top of your dashboard, then **Activities**.
2. Under **Log Activities**, click a common activity or search for your activity in the search box.
3. Select your activity from the search results. If the activity is not in our system, you have the option to create your own activity by clicking the **Create custom activity** text that will appear below the search field.
4. Enter the duration, distance (if applicable), and start time of your activity. You have the option to manually enter the number of calories burned here if you'd like to.
5. Click **Log Activity**. Your activity will now be visible and editable in the Logged Activities area.

Creating an Activity Record

An activity record uses the timer on your Fitbit Force, One, or Ultra and allows you to track a specific activity in greater detail. For example, if you put your tracker in

activity mode and go for a run or bike ride, once you sync your data afterwards you'll see an entry on your activity log. The entry provides a summary of the activity's stats as well as a minute-by-minute graph.

To create an activity record from your tracker:

1. Start the activity record by holding the button down until you see the timer start.

While your tracker is recording an activity, its icons will blink continuously, and you will see a stopwatch counting the duration of the record.

2. Stop the activity record by holding down the button until you see the timer stop.
3. After syncing your Fitbit, go to the Activities page and you'll see an entry under Activity Records.
4. Name the activity by editing the record. You can also delete and mark activities that you frequently perform as favorites.

Editing or Deleting an Activity

To edit or delete an activity:

1. Go to the Activities page.
2. Hover your mouse over the activity you'd like to edit or delete. You will see three icons appear on the right side of the activity.
3. To edit the activity: click the pencil icon and edit the duration, distance, and/or start time, then click **Update**.
4. To delete the activity click the trash can icon.

Saving an Activity as a Favorite

Save an activity record as a favorite, allowing you to quickly add it in the future:

1. Go to the Activities page.
2. Hover your mouse over the activity you'd like to mark as a favorite. You will see three icons appear on the right side of the activity.
3. To add the activity to your favorites, click the star icon. You will see it appear under Favorites on the bottom-right of the page.
4. To remove the activity from your favorites, hover your mouse over the entry and click the trash can icon.

How do I get data from my tracker to the website?

Once it is paired to your Fitbit.com account, your tracker should automatically sync when it is range of a wireless USB sync dongle inserted into a computer running the Fitbit Connect software, or when it is in range of a compatible mobile device that has been paired to the tracker.

If your device is not syncing properly, I'm having trouble syncing my tracker to the dashboard for troubleshooting assistance.

This article covers some of the more common questions surrounding tracker syncing.

When will my tracker sync with my account?

- Fitbit trackers will sync to your Fitbit account every 15 minutes, as long as they are within 15 to 20 feet of a computer with a plugged in base station (for Classic and Ultra trackers) or a wireless sync dongle (for Force, Flex, Zip, and One trackers).
- Your tracker will only sync if it contains new data since its prior sync. If you are sitting still or not wearing your tracker, a sync will not occur.
- You can view the time of your most recent sync by clicking on the gear icon at the top-right of the Dashboard. This will show a menu that includes an icon representing your tracker type and an indication of its most recent sync.

Do I need to sync my tracker every day?

- A daily sync is recommended, but not required.
- All Fitbit trackers can record detailed minute-by-minute steps, calorie burn data, and sleep records for at least 7 days between sync opportunities. Beyond that, daily totals for step data, calorie counts, and sleep records will be stored for 30 days. This data will all upload to your account as soon as you are able to sync and will then be reflected on your Dashboard.
- So long as you are able to sync weekly, your complete minute-by-minute data will be kept. If you are able to sync at least once a month, your daily totals will be intact.

Can I sync my device through multiple computers?

- You can sync your tracker through any computer, as long as it has the Fitbit Connect software installed and a wireless sync dongle inserted (for Force, Flex, Zip, and One) or a base station plugged into the computer (for Ultra).
- Trackers are not associated directly with a single computer or wireless sync dongle and can sync to the owner's account through any computer that meets these requirements. Additional wireless sync dongles can be purchased at www.fitbit.com/store.

Can I sync multiple Fitbit devices through one computer?

- Any number of Fitbit trackers can sync through a single computer, as long as it has the Fitbit Connect software installed and a wireless sync dongle inserted (for Force, Flex, Zip, and One) or a base station plugged into the computer (for Ultra).
- Each tracker must be paired to its own unique account.

How do I force my tracker to sync?

Your tracker should sync to your dashboard automatically whenever it is in range of a computer running Fitbit Connect with a wireless sync dongle plugged in. However, you can force your tracker to sync by using the following steps:

- Bring your tracker near to the plugged-in dongle, and make sure that it has power by pressing its button (Force, One, or Ultra) or tapping its display (Flex or Zip).
- Open the Main Menu of Fitbit Connect and click **Sync Now**. You may be asked to sign in, after which your tracker should sync with your account.

Can I sync my tracker using both a computer and a mobile device?

- You may sync your tracker using only a computer, only a mobile device, or both.
- Your tracker will only sync through a mobile device if you are currently logged into your account in the Fitbit App on that device.

How do Fitbit trackers sync with iOS devices?

The Fitbit app uses Bluetooth 4.0 technology to sync with Fitbit trackers, utilizing the Bluetooth Low Energy feature. Data stored in your tracker is then loaded from the Fitbit app to your Fitbit.com Dashboard via your device's internet connection. Your tracker initiates a sync when you open the Fitbit app on your iOS device.

You must have Bluetooth enabled on your device in order to sync your tracker with the Fitbit app. If your device is in airplane mode, it will not be able to sync with your tracker until airplane mode has been disabled, or until you manually turn Bluetooth on in the iOS Settings app.

Device Compatibility

The Fitbit app supports syncing with select iOS devices. To see the latest list of supported devices, please go to <http://www.fitbit.com/devices>. If your device isn't listed, you can check back at a later date to see if device support has been added.

Force Sync

If you want to get the latest tracking information from your Fitbit tracker synced to your device, you can choose to manually sync (or "force sync") your device. To do so tap the **Account** tab in the app and then tap **Sync Now**.

Background Sync

Background sync makes sure your tracker will sync automatically with your iOS device, even when the Fitbit app is in the background. Background sync is on by default and can be toggled on or off. Just click the tracker name at the top of your dashboard.

Note: Background Sync may have an impact on battery life on both your iOS device and your tracker. If you notice your battery draining quickly on either device, you may want to disable Background Sync.

Real-time Sync

You can track your steps, calories, and distance in real time with this feature. Open the Fitbit app and keep it open. The app will notify you that it's connected to your tracker at the top of the screen. Once you see this notification, verify that real-time tracking is enabled by taking a few steps and noting the step counter.

Real-time sync is currently supported on Fitbit Force, Flex, and One. Version updates may include support for this feature for other Fitbit trackers at a later date.

Note: Real-time sync requires that you keep your iOS device's screen on, and the Fitbit app in focus at all times. If you close the Fitbit app or put your device to sleep, you'll need to open the app again to track real-time stats.

General Troubleshooting

How do I restart my tracker?

If you experience one of the following problems, it may be fixed by restarting your tracker:

- Your tracker is not responding to movement
- Your tracker does not respond even when in a charger
- Your tracker has a battery charge but is not lighting up
- Your tracker isn't tracking your steps

Restarting your tracker will turn it off and then on. Restarting your tracker does not clear its data.

Follow the instructions below to restart Fitbit trackers.

One tracker

1. Plug your charging cable into your computer.
2. Plug your One tracker into the charging cable, making sure that the gold contacts on your tracker align with the gold contacts in the inside of the charger.
3. Hold down your tracker's button for 10-12 seconds until its screen turns off.
4. Remove your tracker from the charging cable and press its button until the screen turns on.
5. Your tracker will now be reset. When you press your tracker's button you should be able to navigate through the screens as you normally would.

Zip tracker

1. Open the battery door using the battery door tool and remove the battery.
2. Wait 10 seconds.
3. Place the battery back into the tracker with the "+" side facing up, and close the door.
4. Your Zip will now be reset. You will see your tracker's version number, followed by a series of Fitbit Smilies. When you tap your tracker, you should be able to navigate through the screens as you normally would

Flex tracker

1. Plug your charging cable into the USB port and insert your tracker into the charging cable.
2. Insert a paperclip into the small pinhole on the back of the charger.
3. Press on the pinhole for 3-4 seconds.

Your Flex will now be reset. Take your tracker out of the charger and insert it back into the wristband.

Force tracker

1. Plug your charging cable into the USB port and insert the other end into the port on the back of your Force. Your Force will begin charging.
2. Press and hold the button for 10 to 12 seconds until you see the Fitbit icon and a version number (e.g. "V31").
3. Unplug your tracker from the charging cable.

Your Force will now be reset. When you press your tracker's button you should be able to navigate through the screens as you normally would.

I'm having trouble syncing my tracker to the dashboard

Your Fitbit tracker will automatically sync through your computer every 20 minutes or so if the following requirements are met:

- You have the Fitbit Connect software installed
- Your wireless sync dongle is inserted into a USB port and recognized by the computer
- Your computer is powered on and connected to the internet
- Your tracker is within 15 feet of the computer

If you aren't seeing your tracker's data on your dashboard, please try the following steps.

1. Verify that your tracker is paired with your Fitbit account.

Log into your Fitbit.com account and click the gear icon in the top right corner. You should see an icon representing your tracker in the drop-down menu.

If you don't see an icon in this menu, then there is no tracker paired with the account. See <http://www.fitbit.com/setup> to set up your tracker.

2. Confirm that the Fitbit Connect application recognizes your wireless sync dongle.

Make sure that your wireless sync dongle (pictured below) is plugged into the computer's USB port.



1. On a PC: Right click the Fitbit Connect icon in the system tray. You should see "USB Dongle Connected" displayed in the pop-up menu. This message will be in gray text.
2. On a Mac: Click the Fitbit Connect icon in the menu toolbar. You should see "USB Dongle Connected" in the drop-down menu.
3. You can also open the Main Menu of Fitbit Connect and look to the top of this window. If you see the message "USB Dongle Disconnected" in this window or in your menu, it indicates that your dongle is improperly inserted or is not being recognized. In this case, please insert your dongle into a different USB port on your computer, ensuring that it is placed directly into the computer and not into an accessory or USB hub.

3. Force (manually) sync your tracker.

1. Bring your tracker near to the plugged-in dongle, and make sure that it has power by pressing its button (Force, One, or Ultra) or tapping its display (Flex or Zip).
2. Open the Main Menu of Fitbit Connect and click **Sync Now**.
3. You may be asked to sign in, after which your tracker should sync with your account.

4. Reinstall Fitbit Connect.

If you are still having trouble syncing your tracker, or if you receive an error message during this process, you may need to reinstall the Fitbit Connect software. See <http://www.fitbit.com/setup>.

If you're still unable to sync your device after troubleshooting, please contact Fitbit Customer Support for further assistance.

My tracker is not syncing with the Fitbit app for iOS

If your tracker is not syncing with the Fitbit app for iOS, verify the following requirements and try the troubleshooting steps.

Requirements

First, verify the following:

1. You're attempting to sync with a supported device. To see the latest list of supported devices, please go to <http://www.fitbit.com/devices>.
2. Your iOS software is updated to the latest version. Verify by going to Settings > General > Software Update to check for updates.
3. Bluetooth is enabled in iOS settings.
4. An existing sync is not already in progress. Open the Fitbit app and view the dashboard. The screen will tell you the last time your tracker synced and whether a sync is in progress.

Troubleshooting

If your tracker is still not syncing to a supported iOS device, complete the following steps:

1. Disable background sync by tapping your tracker name at the top of the app dashboard and switching the Background Sync toggle to OFF.
2. After disabling background sync, reboot your iOS device.
3. When it restarts, open the Fitbit app to initiate a sync automatically.

When attempting to sync, pay attention to the Bluetooth icon at the very top of the screen:

- Does the icon go through multiple loops of blinking, turning solid, and then disappearing? This indicates that Bluetooth needs to be reset. You can do this by going to Settings > Bluetooth, turning your Bluetooth off, waiting 15 seconds, then turning it back on again.
- Does the icon not blink at all? This indicates that the tracker needs to be reset.

You know the sync is working if you see either of the following:

- App dashboard shows "syncing" followed by "Connected" and a green live data icon. In this case the Bluetooth icon will blink and then stay solid while you are in the app.
- App dashboard shows "syncing" followed by "last sync time XXYY." In this case the Bluetooth icon will blink, stay solid, then disappear once a sync has occurred.

If you're still having trouble, please force quit the app and then attempt to set up your tracker as a new device. Note that if you have not synced in over 24 hours and attempt the setup process without syncing first, the data for previous days will be lost; today's data will remain.

My tracker's battery isn't charging

Many factors can contribute to your tracker's battery not charging, including:

- Dirty charging contacts.
- Faulty charging sources (e.g. USB port or plug).
- A defective Fitbit charging cable or base station.
- The Fitbit tracker is not accepting a charge.

Try the steps below to help determine the source of the charging issue.

Clean your tracker charging contacts

Zip Users - *Cleaning your Zip's battery contacts is not recommended.*

Your tracker's charging contacts may be obstructed by microscopic dirt or debris that prevents them from making a good connection to the charger. Use hand sanitizer and a tissue or dampen a cotton swab with rubbing alcohol and carefully

clean the charging contacts on your tracker. Do not submerge your tracker in water or use abrasive cleaners. Thoroughly dry your tracker before attempting to charge.

General charging tips

- **Flex** - Be sure to fully seat your tracker into the charger, with the charging contacts fully inserted into the charging cable enclosure.
- **Ultra** - Your Ultra base station has sets of charging contacts on either side. Try charging your Ultra by placing the tracker so the display is facing towards you and away from you.
- **Zip** - Your Zip uses a 3v Coin Battery, CR2025. This battery is not rechargeable. To get the most out of your Zip's battery, make sure your tracker has the latest version.

Try a different USB port

Your charger may not be getting enough power from the USB port it is plugged into or the USB port may be defective..

Avoid using USB hubs

Power or unpowered USB hubs do not always provide a consistent output to charge your tracker. If you're using a USB hub, try connecting your charger or base station directly to your computer's USB port. If your tracker starts charging while directly plugged in, the USB hub is not providing enough power and should not be used.

Restart your tracker

Your tracker may be in a frozen or unresponsive state. Restart your tracker by following the instructions in the [How do I restart my tracker?](#) article.

If you've tried these steps and your tracker is still not charging, contact Fitbit Customer Support.

I lost my tracker

Many users have been able to locate their misplaced trackers by doing the following:

- Check your Dashboard to see the last time your tracker synced. If it synced recently, that means it is within 15-20 feet of a computer with the Fitbit Connect software installed and a dongle or base station plugged in.
- Look near your laundry. Many users find that their trackers wind up in the dirty clothes pile if they clip their trackers onto their clothing.
- If your device supports silent alarms, set an alarm to see if you can hear your tracker vibrate.
- If you have paired your Fitbit tracker with a mobile device, take that device to the area where your tracker may have been lost and watch for a sync. This may help you to pinpoint its location.

If you still can't find your tracker, contact Fitbit customer support.

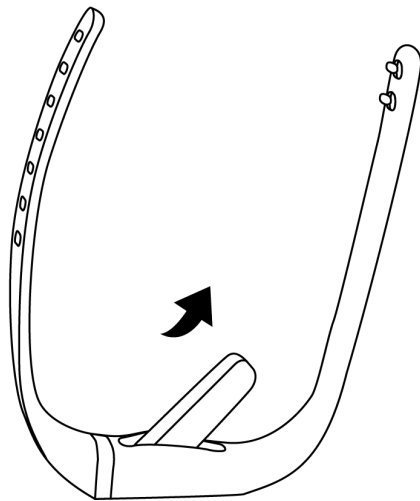
Fitbit Flex

How do I charge my Flex?

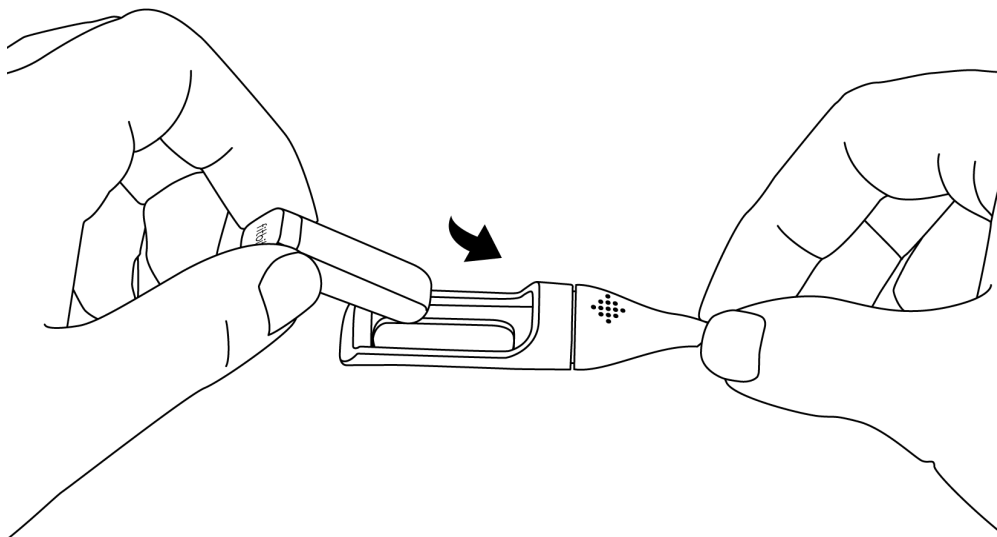
Fitbit Flex has a rechargeable battery that generally lasts for 5 days.

To charge your Flex, do the following:

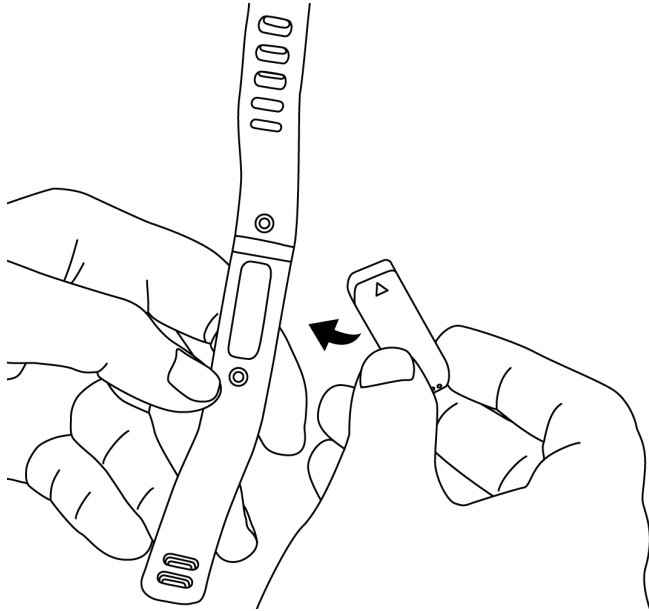
1. Remove your tracker from the wristband:



2. Insert your tracker into the charging cable. Line up the tracker with the charging cable, putting the rounded end of the tracker into the charging cable at a slight angle. Use your thumb to push the tracker in and down into the charging cable until you hear a click.



3. Insert the charging cable into a USB port.
4. Your Flex's LED indicator lights will pulse to show the battery level every few seconds.
Each solid indicator light represents progress towards the total charge. It may take up to 3 hours to fully charge your Flex. When it's charged, all 5 indicator lights will blink.
5. You can then take your tracker out of the charging cable and insert it into your wristband.



How do I wear the Flex?

Choosing your wristband

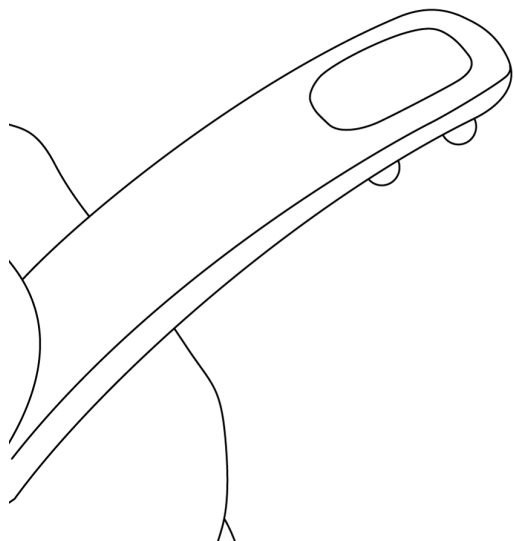
Your Flex comes with a large and a small wristband. If you choose the small wristband, you'll need to remove the clasp from the large wristband and put it into the small wristband.

Removing the clasp

Push the clasp out with one thumb from the inside of the wristband, then pull out the clasp.

Putting the clasp in securely

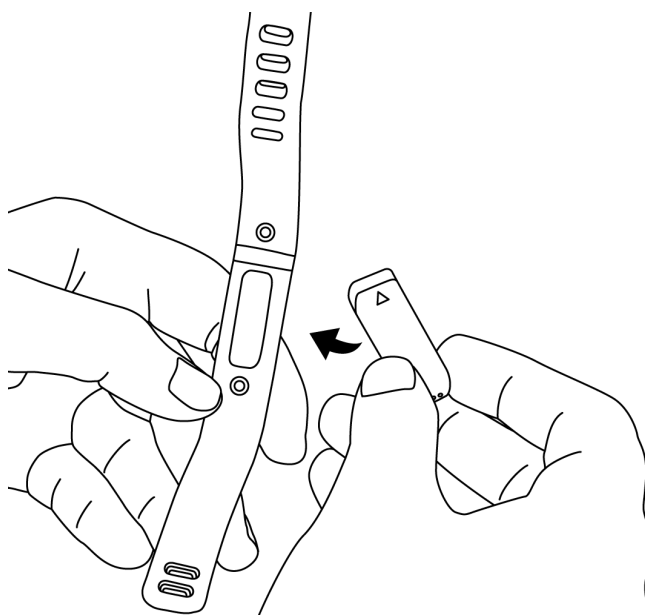
Insert the clasp into the wristband and press a few times with both thumbs to ensure that the clasp is flat and in line with the wristband.



If there is a bulge on the inside of the band between the two inside prongs of the clasp, find a small object like a credit card to push it flat.

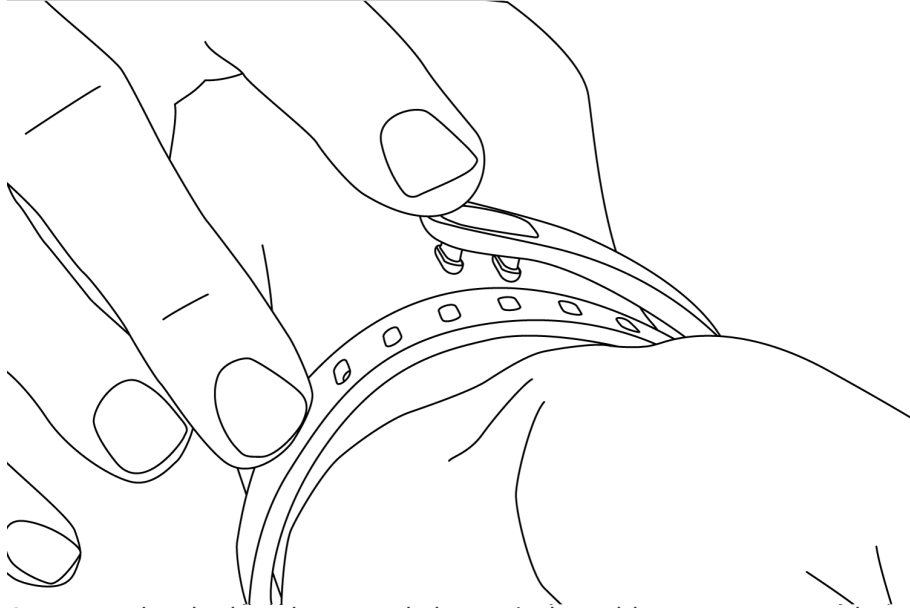
Inserting the tracker

Hold the tracker in your hand with the grey arrow facing up. Insert this end into the wristband, with the arrow pointing toward the holes in the wristband.

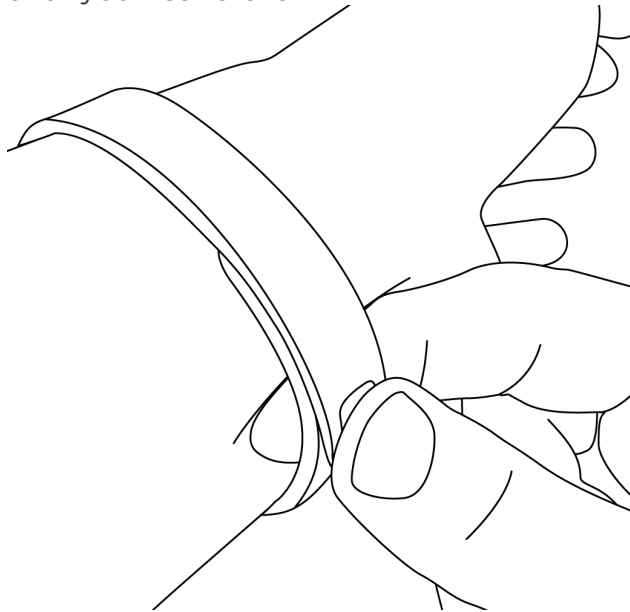


Securing your wristband

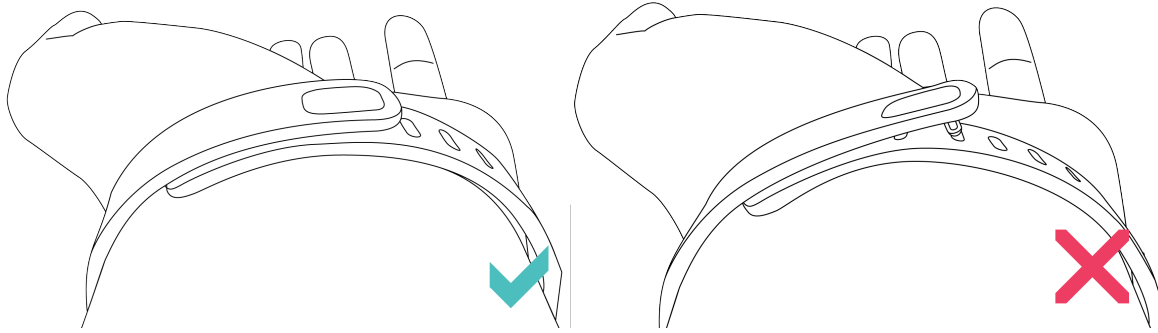
1. Put on the wristband so the window of lights are closest to the outside of your wrist and facing you.
2. Align both ends of the wristband so they are directly overlapping each other with the clasp over the two holes that best fit your wrist.



3. Squeeze both the clasp and the wristband between your thumb and forefinger until you hear a click.



You'll know your Flex wristband is securely fastened if both ends of the wristband are fully inserted.



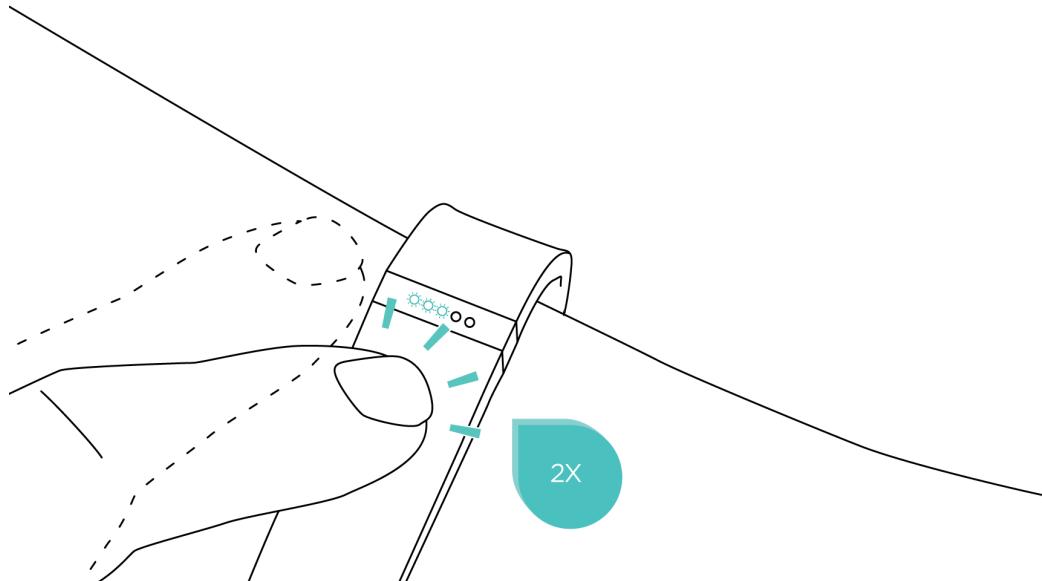
If you're having trouble, try securing the wristband off your wrist to get a feel for how it securely clasps and then try again on your wrist.

Understanding your Flex tracker's display

Fitbit Flex features five LED indicator lights. The lights behave differently depending on what the tracker is doing.

Goal Tracking

The indicator lights illuminate as you hit 20% increments towards your goal. Tap your Flex to see your progress. When you reach your goal, Flex will celebrate by buzzing and flashing its lights.



Sleep Mode

When you tap your Flex twice to enter sleep mode, it will vibrate and display two slowly dimming lights. During sleep mode, two blinking lights alternate. After you tap your Flex twice to exit sleep mode, it will vibrate and flash all five lights three times and then display a spinning light pattern.

Charging

While your Flex is charging, an indicator light will pulse to show the battery level every few seconds.

Each indicator light represents progress towards the total charge. When the Flex has charged completely, all 5 indicator lights will blink.

Updating

If an update fails to complete, your Flex's LED indicator lights may cycle back and forth repeatedly, from left to right, and your Flex may no longer respond to taps, charging, or resets.

Alarm

When a silent alarm goes off, the Flex vibrates and the center light flashes.

Flex Accuracy FAQs

Is Flex accurate?

Fitbit is dedicated to developing the most accurate wrist-based activity trackers on the market. Our team has spent more than a year and performed multiple internal studies to rigorously test the accuracy of Flex. Through our testing, we have confirmed that Flex is one of the most accurate wireless tracking devices designed specifically for your wrist.

While accuracy counts, we believe tracking your health & fitness trends are what lead to big results. We want to make people more aware of their everyday activities and to motivate them to do more. To that end, we feel you should not worry if you miss or get a few extra steps here or there. What matters most is seeing your progress over time so you can achieve your health and fitness goals.

Why is my Flex step count different than my count on other Fitbit products?

Flex has been tested extensively against our clip-based devices like the Fitbit One and Fitbit Zip. That said, because Flex is specifically designed for your wrist, if you move your body a lot and not your arms (or vice versa), you may get a slight difference in activity than you would see on your clip-based trackers. Additionally, since you're more likely to wear Flex 24/7, you may count a few more steps.

This is no different than any wrist-based tracker on the market. For most people, there may be no difference at all between clip and wrist based trackers or it may be within a few percentage points difference. That said, if you have a lifestyle where you move your hands a lot such as playing the drums everyday, you may see a few extra steps on your Flex as we do want to give you credit for this activity.

Why do I get extra steps sometimes?

Flex is a motion sensor on your wrist. There are many instances where your hands may be moving, but your body may not be, such as playing the drums, cooking, or even burping a baby. Flex may count some extra steps here and there to give you credit when it thinks you are active.

Don't forget, it's the trends that matter the most in achieving your health and fitness goals.

Will Flex count steps when I'm pushing a stroller or a shopping cart?

Flex will count your steps when you are pushing a stroller or a shopping cart as we do want to give you credit for this activity. That said, because your hands are not moving, your step count may be a bit lower during this activity.

Will my Flex pick up steps when I'm in the car or riding a vehicle somewhere?

Flex is a smart device that has been designed to not pick up your steps in these activities. It has been tested against driving, buses, trains, and other public transportation and should not give you extra steps when you're traveling. That said, sometimes you'll hit a bumpy road and may get a step or two. These should not make a big difference in your overall stats.

Will Flex count steps when I'm working at a desk?

Flex has been tested against activities like typing, writing, and using your computer. Generally, Flex will not pick up steps when you're working at your desk. If it does pick up a few, these should not make a big difference in your overall stats. If you wear Flex on your dominant hand (e.g., the hand you write with), we recommend that you double check your device settings (see below).

How can I make my Flex tracking more accurate?

You can improve the accuracy of your Flex by changing the Dominant Hand setting on your Device Settings page (<http://www.fitbit.com/settings/device>), which can be found under the gear icon in the upper right corner of your Dashboard. Changing this setting to "Dominant" will decrease sensitivity of step counting and should reduce over counting of steps when your body is not moving. Using the "Non Dominant" setting will increase the sensitivity of step counting, and can be used if your Flex is not counting enough steps. You can also add other personal settings such as stride length on your settings page to make Flex more personalized for you.

Fitbit One

How do I charge my One?

The Fitbit One tracker is powered by a rechargeable built-in battery. To charge your Fitbit One, align the gold contacts on your tracker with the gold contacts on the inside of the charging cable, then plug it into your computer's USB port or any other USB charging device. Charging typically takes about an hour and a full charge lasts about two weeks.

A battery indicator will appear when the Fitbit One is first plugged into the charging cable. You can hold down the tracker's button while it is charging to see its current battery level.

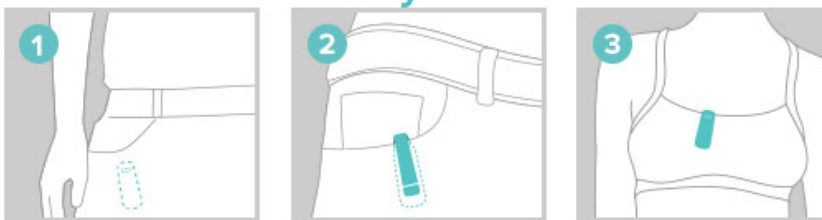
You can also see your One tracker's battery level at the time of your last sync by clicking on the gear icon in the upper right corner of your Dashboard.

How do I wear my One?

You can wear the Fitbit One comfortably in or on your pocket or on a bra. The silicone clip will keep it secure.

If you wear your tracker on your waist, we recommend clipping it on your pocket facing inward for maximum security.

How to wear your Fitbit One



To prevent losing your tracker, wear it:

- 1 in your pocket
- 2 clipped on your pocket facing inward
- 3 clipped on your bra

Use the sleep wristband to track your sleep when you go to bed.

You should keep your Fitbit One dry whenever possible. The Fitbit One is not waterproof, but it is rain, splash, and sweat proof. It should not be worn while swimming.

How do I set up my Fitbit One on my iOS device?

You can set up your Fitbit One to connect and sync to your account via your compatible iOS device. Follow a set up flow below depending on whether you're setting up for the first time, replacing an existing tracker with a One, or linking a One that you already set up using a computer.

First time setup

Follow these instructions if you're new to Fitbit.

1. Open the Fitbit app.
2. Tap **Set Up** and choose One.
3. Tap **New to Fitbit**.
4. Enter your Email address a password and tap **Next**.
5. Enter your basic profile information and tap **Save**.
6. Ensure that your Fitbit One has at least a 60% charge and tap **Start**. Your iOS device will search for your One. Once your One has been found, your iOS device will display the words "We Found a Fitbit One!" Tap **Next**.
7. Enter the four-digit number on your One into the app and tap **Next**.
8. Enter your tracker greeting and tap **Next**. Your screen will display the text "You're all set!" Tap **Done** to view your stats.

Replacement setup

Follow these instructions if you already have a Fitbit account and want to replace your existing tracker with a One.

1. Open the Fitbit app and log in.
2. Tap the **Account** tab.
3. Tap **Set up a new Fitbit device**.
4. Choose One and tap **Replace**.
5. Ensure that your Fitbit One has at least a 60% charge and tap **Start**. Your iOS device will search for your One. Once your One has been found, your iOS device will display the words "We Found a Fitbit One!" Tap **Next**.
6. Enter the four-digit number on your One into the app and tap **Next**.
7. Enter your tracker greeting and tap **Next**. Your screen will display the text "You're all set!" Tap **Done** to view your stats.

Linking to your iOS device

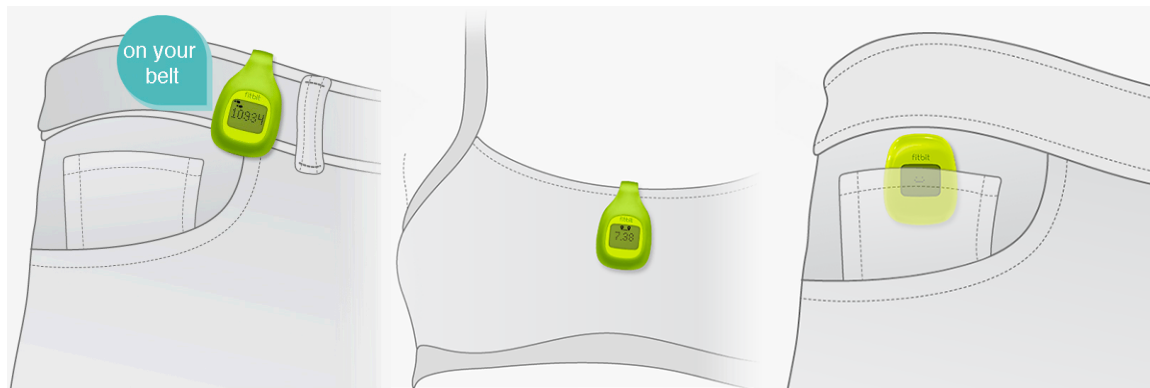
If you've already set up your One using a computer, you must link it to your iOS device.

1. Open the Fitbit app and log in. You'll see a pop-up screen with the message "Sync-on-the-go."
2. Tap **Yes** to confirm that you want to turn syncing on. The app will search for your tracker. You'll see the message "Linking to Fitbit," followed by "Linking successful!"
3. Tap **Done**. You can now view your stats.

Fitbit Zip

How do I wear my Zip?

Your Zip is most accurate when worn on or very close to the body. A shirt pocket, bra, pants pocket, belt, or waistband are all ideal places to wear your Zip. Try out a few different locations to see what is most comfortable and secure for you.



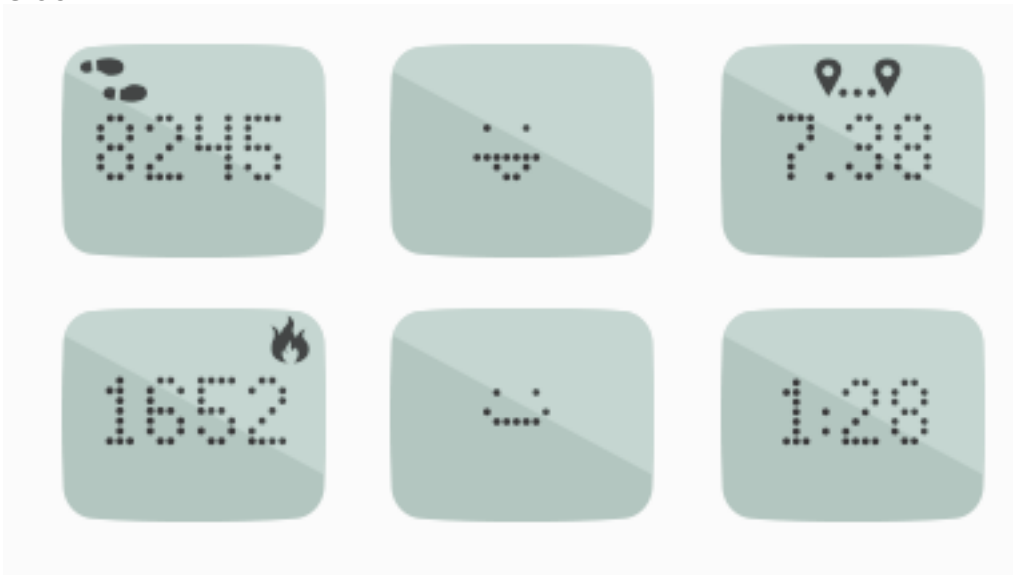
The Fitbit Zip is not waterproof, but it is rain, splash, and sweat proof. It should not be worn while swimming.

Understanding your Zip's display

Tap your Zip to move through each of the five displays:

- Steps
- Distance
- Calories burned
- Fitbit Smiley (highlights your recent activity level)

- Clock



Your Zip's display is powered by a 3V coin battery, CR 2025. If your Zip won't turn on, it may be due to a drained or misaligned battery.

To reinstall the battery in your Zip:

1. Insert the battery door tool into the rear door slot of your Zip and turn it counter-clockwise to unlock the battery door.
2. Remove the door and battery.
3. Reinsert your battery with the positive (+) end facing up, and replace the battery door.
4. Insert the battery tool and turn clockwise to lock the battery door. The door should be flush with the rear of the tracker.

Managing your Zip tracker's battery

The Fitbit Zip runs on a replaceable 3V coin battery, CR2025 (pictured below). It can be found wherever batteries are sold.



Your Zip's battery should last 6 months with regular use. When the battery drops below 25%, a low battery indicator will show on the display of your Zip, as well as on your Fitbit.com profile. A flashing battery icon indicates that your Zip is very close to being completely out of battery life, and that it should be replaced very soon. Data could be lost if your Zip is not synced before replacing the battery.

If your Zip's battery drains, purchase a new 3V coin battery, CR2025. Use the battery door tool (pictured below) to open and close the battery door compartment, which is located on the back of the Zip. Your old battery can be recycled.





