



Ready? Setup!

A QUICK SETUP GUIDE TO SYNC YOUR FITBIT

SETUP A NEW FITBIT DEVICE

1. Ensure that you have the latest version of the Fitbit app installed on your compatible phone/tablet.
2. Open the **Fitbit app**.
3. If you're new, tap **Join Fitbit** and when prompted, add personal information.
4. Tap the **account icon**.
5. Tap **Setup New Device**, choose your device, and follow the on-screen instructions.
 - Versa/ Ionic – For best results use your home Wi-Fi network to complete setup.
 - All others – Complete setup with the Bluetooth connection with your phone.

CUSTOMISE YOUR DEVICE

1. Open the **Fitbit app**.
2. Tap on the **account icon** at the top of your screen.
3. Tap the image of your device to customise:
 - **Clock face**.
 - **Notifications**, including 'app notifications' from your phone, like Gmail, Whatsapp, Facebook and more.
 - **All-day sync** (Keep this option turned on).
 - **Exercise shortcuts**.*
 - **Apps**.*
 - **Media** – Music Services.

Fitbit Pay* (for compatible banks) visit:
www.fitbit.com/fitbit-pay/banks

To find out more about the features available on your device, visit
www.fitbit.com

*Only available on select devices.

Fitbit Customer Service

0800 069 8505 (UK) +3531 691 7502 (IRE)
www.fitbit.com/help

FAQs

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Battery Life	<p>Features to customise to improve battery life:</p> <ul style="list-style-type: none">• Screen Wake – Press and hold the back button and tap Screen Wake to turn off this option.• Notifications – Press and hold the back button and tap Notifications to turn off this option. You can also turn off notifications in the Fitbit app.• Alarms – Turn off or delete alarms. Each alarm reduces battery life. <p>Charge your smartwatch/device more often if using:</p> <ul style="list-style-type: none">• Music• GPS• Exercise modes• Always-on apps• Animated clock face
Why won't my Fitbit device sync?	<p>Syncing is the process that transfers the data your device collects to your Fitbit dashboard. Fitbit trackers and watches use Bluetooth Low Energy (BLE) technology to sync with phones, tablets, and certain computers.</p> <p>Checklist:</p> <ul style="list-style-type: none">• Is your phone/ tablet compatible? – www.fitbit.com/devices.• Fitbit app and Fitbit is on latest software.• Your Bluetooth settings are on.• Your Fitbit battery isn't low. <p>Then try these steps:</p> <ul style="list-style-type: none">• Force quit the Fitbit app (don't delete it, just make sure it's not open or running in the background).• Turn Bluetooth on your phone off and on again.• Open the Fitbit app.• If your device didn't sync restart your Fitbit device (see next step to learn how!).
How do I restart my Fitbit device?	<p>If you experience any of the following issues, restart your device:</p> <ul style="list-style-type: none">• Won't sync.• Won't respond to button presses, taps, or swipes.• Charged but doesn't turn on.• Won't track your steps or other stats. <p>Restarting your device turns it off and on without deleting any activity data.</p> <ul style="list-style-type: none">• Ace 2/Inspire/Inspire HR – Press and hold the button on your tracker for 5 seconds.• Charge 3 – Press and hold the button on your tracker for 8 seconds.• Versa Lite - Press and hold the button for 10 seconds.• Versa/Ionic - Press and hold the button on the left and the button on the bottom right for 10 seconds.