

Troubleshooting

- [How do I restart my tracker?](#)
 - Troubleshoot a problematic tracker by turning it off and then back on.
- [Why won't my tracker sync?](#)
 - Try these troubleshooting steps if your tracker is not syncing.
- [My tracker isn't receiving notifications from my Android mobile device](#)
 - Try these troubleshooting steps if you're not receiving notifications.
- [Why isn't my battery charging?](#)
 - If you're having difficulty charging your tracker, review these troubleshooting options.
- [How do I factory reset my Charge or Charge HR?](#)
 - If Customer Support directs you to perform a factory reset on your Charge or Charge HR, follow these instructions.
- [Why can't I update my tracker?](#)
 - If you're having difficulty updating your tracker to the latest version, read our troubleshooting steps.
- [What should I know about using the Fitbit app on my Android device?](#)
 - See which Android devices have bugs or other limitations that prevent them from supporting one or more features of the Fitbit app.
- [Why can't I set up my tracker?](#)
 - Make sure your mobile device or computer meets all the requirements for getting started with your Fitbit tracker.
- [Why won't my tracker sync to another device or computer?](#)
 - If you receive notifications on your tracker, temporarily disable the Bluetooth bond with your mobile device.
- [My tracker isn't receiving notifications from my iOS mobile device](#)
 - Try these troubleshooting steps if you're not receiving notifications.
- [How do I change the time on my tracker?](#)

Adjust the time zone and sync your tracker.
- [Why isn't GPS working?](#)

Try these troubleshooting steps if you're having trouble with GPS.
- [How do I reinstall Fitbit Connect?](#)

Troubleshoot syncing issues by reinstalling Fitbit Connect.
- [Why don't I see my heart rate on my tracker?](#)

Learn tips for troubleshooting the heart rate display on your Atla HR, Blaze, Charge 2, Charge HR, or Surge.
- [How do I troubleshoot my Ultra?](#)

If you're having difficulty using your Ultra, try this list of troubleshooting steps.

- [My scale is not syncing consistently](#)
Get troubleshooting tips for syncing your Aria successfully.
- [I'm having trouble controlling music with my tracker](#)
Try these troubleshooting steps if you're having trouble controlling music with your Fitbit Blaze or Fitbit Surge.
- [Why is my scale recognizing me as a guest?](#)
Ensure your scale is set up properly and reassign weights if necessary.
- [I can't get my Aria set up from my computer](#)
Get help setting up your Aria.
- [My scale displays WIFI ERR during setup](#)
Troubleshoot a WIFI ERR message.
- [How do I resolve a Background Sync error message?](#)
Uninstall and reinstall Fitbit Connect to resolve the error message.
- [What should I do if my tracker was washed or submerged in water?](#)
Get tips on salvaging your wet tracker.
- [Why can't I log into my account when setting up my Aria through my iOS device?](#)
Get help using the Fitbit app for iOS to set up your Aria.
- [My tracker is damaged](#)
Contact Customer Support if your tracker is broken or damaged.
- [How do I resolve a server busy error message?](#)
Restart your computer if you receive a server-busy error message.
- [Why didn't I receive my weekly progress report?](#)
Ensure you've opted in to these emails and check your spam filter settings. You can also view your weekly progress report on your dashboard.
- [My scale's display is not working](#)
Troubleshoot a problematic Aria display.
- [My scale displays a NO SYNC error during setup](#)
Troubleshoot a NO SYNC error.
- [Why didn't my alarm go off?](#)
Get help if your tracker's silent alarm is not working.
- [My Zip's display isn't turning on or responding to taps](#)
Get troubleshooting tips for a problematic Zip.
- [I receive a SENSING error when I weigh myself](#)
Troubleshoot a "SENSING...THINKING...ERR" or "SENSING...STEP ON..STEP OFF" error.