Syncing:

- **Why won't my Fitbit device sync?**
  Try these troubleshooting steps if your device is not syncing.
- **How do Fitbit devices sync their data?**
  Learn how your device communicates with your Fitbit account.
- **Why won't my Fitbit device sync to another device or computer?**
  If you receive notifications on your Fitbit device, temporarily disable the Bluetooth bond with your phone.
- **Which phones and tablets can I use with my Fitbit watch or tracker?**
  Learn which phones and tablets are compatible with Fitbit watches and trackers.
- **Why won't Blaze sync with my iOS device?**
  Your Blaze may have difficulty syncing if you've updated to iOS 10.2 or 10.2.1.

Battery and charging:

- **Why isn't my battery charging?**
  If you're having difficulty charging your tracker, review these troubleshooting options.
- **How do I charge my Fitbit device?**
  Learn how to charge your device.
- **How do I turn off my Fitbit device?**
  Learn how to turn off your device.
- **Can I improve my Fitbit device's battery life?**
  Get information about battery life and settings.

Accuracy:

- **How accurate are Fitbit devices?**
  Get information about the accuracy of your Fitbit data.
- **How accurate is GPS?**
  Get information on GPS reliability.
- **Will my Fitbit device count stairs for treadmills and other exercise equipment?**

  Your device uses changes in barometric pressure to detect elevation change, and therefore requires that you physically change elevation in order to properly record floors.

Notifications:

- **How do I get notifications from my phone on my Fitbit device?**
  Receive call, text message, calendar, and other notifications on your Fitbit watch or tracker if you have a compatible phone.
- **My Fitbit device isn't receiving notifications from my phone**
  Try these troubleshooting steps if you're not receiving notifications.

Troubleshooting:

- How do I use the Fitbit app to track my period?
  Track your menstrual cycle to uncover patterns and gain insights.
- Why won't my Fitbit device sync?
  Try these troubleshooting steps if your device is not syncing.
- How do I restart my Fitbit device?
  Troubleshoot a problematic device by turning it off and then back on.
- My Fitbit device isn't receiving notifications from my phone
  Try these troubleshooting steps if you're not receiving notifications.
- 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 isn't my battery charging?
  If you're having difficulty charging your tracker, review these troubleshooting options.
- Why can't I update my Fitbit device?
  If you're having difficulty updating your Fitbit device to the latest version, read our troubleshooting steps.
- How do I change the time on my Fitbit device?
  Adjust the time zone and sync your tracker.
- Why can't I set up my Fitbit device?
  Make sure your phone, tablet, or computer meets all the requirements for getting started with your Fitbit device.
- Why won't my Fitbit device sync to another device or computer?
  If you receive notifications on your Fitbit device, temporarily disable the Bluetooth bond with your phone.
- Which phones and tablets can I use with my Fitbit watch or tracker?
  Learn which phones and tablets are compatible with Fitbit watches and trackers.
- 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 don't I see my heart rate on my Fitbit device?
  Learn tips for troubleshooting the heart rate display on your Fitbit device.
- Why won't my Fitbit watch connect to Wi-Fi?
  Try these troubleshooting steps if you can't connect your Fitbit watch to your Wi-Fi network.
- How do I erase my Fitbit device?
  Learn how to wipe information from your device and restore it to factory settings.
- Why isn't GPS working on my Fitbit device?
  Try these troubleshooting steps if you're having trouble with GPS.

- [What does the error message on my scale mean?](#)
  Learn how to troubleshoot an error message on your scale.
- [Why can't I download music and podcasts to my Fitbit watch?](#)
  Try these troubleshooting steps if you can't download playlists to your Fitbit watch.
- [What should I do if my tracker was washed or submerged in water?](#)
  Get tips on salvaging your wet tracker.
- [Why is my scale recognizing me as a guest?](#)
  Make sure your scale is set up properly and learn how to reassign weigh-ins if necessary.
- [Why can't I control music on my phone with my Fitbit device?](#)
  Try these troubleshooting steps if you're having trouble controlling music with your Fitbit device.
- [Why didn't I receive my weekly progress report?](#)
  Make sure you've opted in to these emails and check your spam filter settings. You can also view your weekly progress report on your fitbit.com dashboard.
- [Why didn't my Fitbit device alert me?](#)
  Get help if your Fitbit device didn't vibrate or buzz to notify you.
- [I can't get my Aria set up from my computer](#)
  Get help setting up your Aria.
- [Why isn't my scale turning on?](#)
  Troubleshoot a problematic scale display.
- [Why isn't the Fitbit Coach app working?](#)
  Try these troubleshooting steps if you're having issues with the Fitbit Coach app.
- [Why isn't Flyer connecting to my device?](#)
  Try these troubleshooting steps if Flyer isn't connecting to a device.
- [How do I get support for my Pebble device?](#)
  Find information about Fitbit's acquisition of Pebble.