

# FAQ

## How do I restart my Fitbit device?

If you experience any of the following issues, restart your device:

- 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

Restarting your device turns it off and on without deleting any activity data.

**Fitbit devices that count floors have a small hole (altimeter sensor) on the back of the device. Don't attempt to restart your device by inserting any items, such as paper clips, into this hole as you can damage your Fitbit device.**

## Why won't my Fitbit device sync?

If you created a Fitbit account and followed the setup instructions, the data your Fitbit device collects should sync with your Fitbit dashboard.

### Trackers and Watches

• Fitbit trackers and watches should sync when you open the Fitbit app or when you manually sync your device. If your device doesn't sync, choose your platform below for troubleshooting steps.

- [iPhone or iPad](#)
- [Android Phone](#)
- [Windows 10 Phone or Tablet](#)
- [Windows 10 Computer](#)
- [Mac or Windows 8.1 Computer](#)

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### iPhone or iPad

Syncing difficulty is usually caused by a missing requirement. Verify each requirement before moving on to the troubleshooting steps.

- The Fitbit app is installed on a supported iPhone or iPad. To check, see <http://www.fitbit.com/devices>.

- The latest version of the Fitbit app is installed on your iPhone or iPad.
- Your iPhone or iPad has a cellular data or Wi-Fi connection.
- The software on your iPhone or iPad is up to date. To check, tap **Settings > General > Software Update**.
- The Bluetooth setting on your iPhone or iPad is on. To check, tap **Settings > Bluetooth**.
- Your iPhone or iPad isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- If you use more than one device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your Fitbit device's battery isn't critically low.
- The firmware on your Fitbit device is up to date as described in [How do I update my Fitbit device?](#)

If your device still won't sync, try these steps:

1. Force quit the Fitbit app. For instructions see the [Apple help article](#).
2. Go to **Settings > Bluetooth** and turn Bluetooth off and back on.
3. Open the Fitbit app.
4. If your Fitbit device didn't sync, restart your iPhone or iPad. For instructions see the [Apple help article](#).
5. Open the Fitbit app.
6. If your Fitbit device didn't sync, restart it. For more information, see [How do I restart my Fitbit device?](#)
7. If your Fitbit device won't sync after the restart, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.
8. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your iPhone or iPad and try to sync.

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## Android Phone

Syncing difficulty is usually caused by a missing requirement. Verify each requirement before moving on to the troubleshooting steps.

- The Fitbit app is installed on a supported phone or tablet. To check, see <http://www.fitbit.com/devices>.
- The latest version of the Fitbit app is installed on your phone or tablet.
- Your phone has a cellular data or Wi-Fi connection.
- The Fitbit app is allowed to run in the background on your phone. For more information, see [What should I know about using the Fitbit app on my Android phone?](#)
- The Bluetooth setting on your phone is on. To check, tap **Settings > Bluetooth**.
- Your software on your phone is up to date. To check, tap **Settings > About Phone** or **About Device > Android Version**.
- You have location services turned on and the Fitbit app has permission to access your location. For more information see, [Why is the Fitbit app prompting me to turn on location services?](#)

- If you use more than one device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your phone isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your phone doesn't have a syncing issue listed in [What should I know about using the Fitbit app on my Android phone?](#)
- Your Fitbit device's battery isn't critically low.
- The firmware on your Fitbit device is up to date as described in [How do I update my Fitbit device?](#)

Depending your phone, these tips might make syncing easier:

- Turn on the Always Connected option in the Fitbit app. This setting improves the Bluetooth connection between your phone and Fitbit device. Note that turning on this feature may cause the battery on your Fitbit device to drain more quickly than normal.
- Turn on All-Day Sync in the Fitbit app. This setting prompts your Fitbit device to periodically sync with the Fitbit app but may shorten battery life on your phone or Fitbit device.

If your Fitbit device still won't sync, try these steps:

1. Force quit and then reopen the Fitbit app.
2. Go to **Settings > Bluetooth** and turn Bluetooth off and back on.
3. Open the Fitbit app.
4. If your Fitbit device didn't sync, restart it. For instructions see [How do I restart my Fitbit device?](#)
5. Uninstall and reinstall the Fitbit app.
6. If your Fitbit device won't sync after you reinstall the app, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.
7. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your phone and try to sync.

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Windows 10 phone or tablet

Make sure these requirements are met:

- The Fitbit app is installed on a supported phone or tablet. To check, see <http://www.fitbit.com/devices>.
- The latest version of the Fitbit app is installed on your phone or tablet.
- Your phone or tablet has a cellular data or Wi-Fi connection.
- The Bluetooth setting on your phone or tablet is on. To check, go to **Settings > Devices > Bluetooth**.
- The software on your phone or tablet is up to date. To check, go to **Settings > System > Phone update**.
- If you use more than one device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.

- Your phone or tablet isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your Fitbit device's battery isn't critically low.
- The firmware on your Fitbit device is up to date as described in [How do I update my Fitbit device?](#)

If syncing difficulty persists, remove all other Fitbit devices from your account and try to sync. If your device still doesn't sync, contact [Customer Support](#).

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## Windows 10 Computer

Syncing difficulty is usually caused by a missing requirement. Verify each requirement before moving on to the troubleshooting steps.

- The most recent version of the Fitbit app for Windows 10 is installed.
- Fitbit Connect software isn't installed.

This software helps computers that can't run the Fitbit app for Windows 10 communicate with a device, so if you've had a Fitbit device for a while or someone else who uses the computer had one you may have Fitbit Connect installed. Look for an icon with the Fitbit logo (  ) near the date and time on your computer screen. If you see this icon, uninstall Fitbit Connect using the same process for uninstalling any program.

- Bluetooth is turned on. Bluetooth allows your computer to communicate with your Fitbit device. To verify, go to **Start > Settings > Bluetooth**. If you can't find this setting and don't know whether your computer supports Bluetooth, [this blog](#) explains how to check for Bluetooth compatibility.
- If your computer doesn't support Bluetooth, it can still communicate with your device if you purchase a wireless sync dongle from the [Fitbit Store](#).

If your device still won't sync, try these steps:

1. From the Start menu go to **Settings > Bluetooth**. Make sure you see your device on the list with the word "Connected" below.
2. If your device isn't connected:
  1. Tap or click the device name and choose **Remove Device**.
  2. Make sure your device is nearby and wait for it to reappear in the devices list.
  3. When it does, tap or click the device again and choose **Pair**. The pairing process can take several minutes but when it's done the Bluetooth status should change to "Connected."
3. If your device is connected but won't sync, it's possible your computer's Bluetooth signal is weak or temporarily compromised. Try using the wireless sync dongle, available from the [Fitbit Store](#).
4. If your Fitbit device won't sync after you reinstall the app, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.

5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your computer and try to sync.

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## Mac or Windows 8.1 Computer

Syncing difficulty is usually caused by a missing requirement. Verify each requirement before moving on to the troubleshooting steps.

- Fitbit Connect is installed. To check, look for an icon with the Fitbit logo (  ) near the date and time on your computer screen. If you can't find it, try the set up instructions again in [How do I set up my Fitbit device?](#)
- During set up your device connected ("paired") to your Fitbit account successfully. To check, log into your fitbit.com account and click the gear icon (  ) in the top right corner. You should see your Fitbit device's name at the top of the menu. If you don't, click the Fitbit Connect icon (  ). Choose **Open Main Menu > Set Up a New Device** and follow the instructions to pair your device.
- If you're using a Mac and want to sync over Bluetooth, make sure Bluetooth is turned on. To check, go to **System Preferences > Bluetooth > Turn Bluetooth On**.
- If your computer doesn't support Bluetooth, it can still communicate with your device if you purchase a wireless sync dongle from the [Fitbit Store](#).
- If you use more than one device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.

If your device still won't sync, try the steps below. Note that your fitbit.com dashboard always shows the time of your last successful sync. Just click the gear icon in the top right.

1. Prompt Fitbit Connect to sync with your device:
  1. Click the Fitbit Connect icon and click **Open Main Menu**.
  2. With your charged Fitbit device nearby, click **Sync Now**.
  3. You may be asked to sign in to your Fitbit account, after which your device should sync. If you see a message saying your device can't be found, wake it up by pressing its button (most devices) or tapping it (Flex and Zip).
2. (Mac only) If your computer has Bluetooth:
  1. Turn Bluetooth off and back on under **System Preferences > Bluetooth**. If syncing still doesn't work, your Bluetooth signal may be weak or temporarily compromised.
  2. Try using the wireless sync dongle, available from the [Fitbit Store](#).
3. Restart your device using the instructions in [How do I restart my Fitbit device?](#)
4. If your device won't sync after the restart, next try uninstalling and reinstalling Fitbit Connect. For instructions see [About the Fitbit app](#).
5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and try to sync.

## Scales

After weighing in on Fitbit Aria or Fitbit Aria 2, the scale should display a progress bar, followed by a check mark, which indicates the new measurement synced successfully.

If the scale doesn't sync, you may see one of the following error messages on the scale's screen:

- NO SYNC
- WIFI Symbol with an "X"
- WRONG PASSWORD
- CONNECTION ERROR
- CAN'T CONNECT
- NO WIFI
- WEAK SIGNAL
- No error message, but the measurement doesn't sync to your Fitbit account

If any of these conditions occur, try weighing yourself again. If the scale successfully syncs, it may have been a temporary issue that doesn't require further troubleshooting. If the problem persists, try the following tips:

- Check that your router is on and working. If other devices are also unable to connect to your Wi-Fi network, restart your router.
- Remove the batteries from your scale for 10 seconds, then reinsert them to restart your scale.
- If you've made any changes to your network, such as a new router, network name, or password, see [How do I reconnect my scale to my wireless network?](#)
- Your scale may be too far away from your router. Several walls, floors, or objects between the scale and router can cause interference. Try moving the scale closer to your router.
- The network may have too much traffic or there are too many other Wi-Fi networks nearby. Don't use public Wi-Fi to sync your scale.