

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. To learn more about how syncing works on phones, tablets, and computers, see [How do Fitbit devices sync their data?](#) and [Which phones and tablets can I use with my Fitbit watch or tracker?](#) If your device isn't syncing, try the following troubleshooting steps.

Which phones and tablets can I use with my Fitbit watch or tracker?

To set up, sync, receive notifications, and take advantage of other features of your Fitbit device, you must install the Fitbit app on a compatible phone or tablet. The Fitbit app is compatible with most popular phones and tablets. We're continually adding more devices and improving our compatibility, so if you don't see your device on the list check back soon.

Alternatively, you can use the Fitbit app for Windows 10 on your computer, or use Fitbit Connect to sync with a Mac or Windows 8.1 computer to access your data and take advantage of the many features of your Fitbit device. For more information, see [How do I set up my Fitbit device?](#)

To set up and sync Fitbit Versa 2, make sure you have the following:

- * iPhone or iPad (iOS 11+) or Android phone (OS 7+)
- * Latest version of the Fitbit app.

Is My Phone Operating System Compatible With the Fitbit app?

To use the Fitbit app you must have one of the following operating systems installed on your phone or tablet:

- Apple iOS 11 or higher
- Android OS 7.0 or higher
- Windows 10 version 1607.0 or higher

Which Devices Are Compatible With the Fitbit app?

The following phones and tablets are fully compatible with Fitbit devices. We're continually adding more devices, so if you don't see your device here, check back soon.

- Apple devices

iPhone 11	iPhone 7 Plus	iPad Pro 9.7"
iPhone 11 Pro	iPhone 7	iPad Mini 4th gen
iPhone 11 Pro Max	iPhone SE	iPad Mini 3rd gen
iPhone XS Max	iPhone 6S Plus	iPad Mini 2nd gen
iPhone XS	iPhone 6S	iPad Air
iPhone XR	iPhone 6 Plus	iPad Air 2
iPhone X	iPhone 6	iPod Touch 6th gen
iPhone 8 Plus	iPhone 5S	
iPhone 8	iPad Pro 12.9"	

- Android devices

Coolpad		
1S		
Google		
Nexus 5x	Pixel	Pixel 3
Nexus 6	Pixel XL	Pixel 3 XL
Nexus 6p	Pixel 2	
Nexus 9	Pixel 2 XL	
HTC		
One M9		
Huawei		

Honor 6X	P20 Lite*	Mate 9
Honor 8	P20 Pro	
P30 Pro	P10	
<p>*For more information about using the Fitbit app on your Huawei P20 Lite phone, see How do I use the Fitbit app on my Huawei P20 Lite phone?</p>		
Lenovo		
Vibe X2	Vibe Z2 Pro	
LG		
V10	G6	
Motorola		
Droid Turbo 2	Moto Z	X4
G5S		
OnePlus		
OnePlus 6		
Oppo		
R17 Pro	Reno	Reno Z
Samsung		
Galaxy S10	Galaxy S8	Galaxy Note 5
Galaxy S10+	Galaxy A8	Galaxy J3
Galaxy S10e	Galaxy S7 Edge	Galaxy A6
Galaxy S9+	Galaxy S7	Galaxy Note 9
Galaxy S9	Galaxy S6 Edge	
Galaxy S8+	Galaxy S6	

Sony		
Xperia XA	Xperia XZ	Xperia XZ2

- Windows 10 devices

Microsoft		
Lumia 1520	Lumia 1320	Lumia Icon
Lumia 1020	Lumia 950 XL	Lumia 950
Lumia 930	Lumia 928	Lumia 925
Lumia 920	Lumia 830	Lumia 822
Lumia 820	Lumia 735	Lumia 730
Lumia 720	Lumia 650	Lumia 640 XL
Lumia 640	Lumia 635	Lumia 630
Lumia 625	Lumia 620	Lumia 550
Lumia 535	Lumia 532	Lumia 530
Lumia 525	Lumia 521	Lumia 520
Lumia 435		
Blu		
Win HD	Win JR	
HTC		
8X	8S	8XT
Samsung		
Ativ SE	Ativ S	

Which devices are incompatible with the Fitbit app?

Due to Bluetooth issues that prevent certain devices, like Fitbit devices, from syncing, our products aren't compatible with the following phones:

- Huawei P8 Lite
- Huawei P9 Lite
- Xiaomi Mi 6

How do Fitbit devices sync their data?

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- [How do I sync my device with the Fitbit app?](#)
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- [Can I sync more than one Fitbit device to the same account?](#)

What is syncing?

Syncing is the process that transfers the data your device collects to your Fitbit dashboard. The dashboard is where you can track your progress, see how you slept, set goals, log food and water, challenge friends, and much more. Fitbit trackers and watches use Bluetooth Low Energy (BLE) technology to sync with phones, tablets, and certain computers. Fitbit scales use Wi-Fi to connect directly to your router. The instructions in [How do I set up my Fitbit device?](#) explain how to make sure your device can sync to your Fitbit dashboard.

How do I sync my device with the Fitbit app?

Data automatically syncs to the Fitbit app throughout the day. For best results, keep all-day sync turned on.

If you turn off all-day sync, we recommend syncing at least once a day. Each time you open the Fitbit app, your device syncs automatically when it's nearby. You can also use the Sync Now option in the app at any time.

For more information on how to sync Fitbit Ace or Fitbit Ace 2 with your phone or tablet, see [How do I set up Fitbit kids devices?](#)

How do I manually sync my device with the Fitbit app?

1. With your device nearby, open the Fitbit app to the Today tab .
2. Press and hold on the screen and pull down (on Windows 10 devices, find the picture of your device at the bottom and pull up).

For more information about the Fitbit app see [What's the new Fitbit app experience?](#).

Choose your device to see syncing instructions.

- iPhones & iPads

1. In the Fitbit app, tap the Today tab  > your profile picture > your device image.
2. Tap **Sync Now**.

- Android phones

1. In the Fitbit app, tap the Today tab  > your profile picture > your device image.
2. Tap the arrows next to **Sync Now**.

- Windows 10 devices

1. From the Fitbit app dashboard, tap the Account icon  > your device image.
2. Tap the sync icon.

On Windows 10 computers with a USB port, you can automatically sync the devices in your house or other immediate space (about 20 feet):

3. Plug in the dongle that came in the box with your device.
4. In the Fitbit app, tap the Today tab  > your profile picture.
5. Tap **Advanced Settings**.
6. Turn on the **Fitbit Connect Classic Mode** option.

All of the nearby Fitbit devices that are not connected by Bluetooth to another computer, phone, or tablet will sync automatically every 15-30 minutes. When you check your stats in the Fitbit app, you'll see your synced data.

- Macs or Windows 8.1 computers

1. Click the icon with a Fitbit logo located near the date and time on your computer.
2. Click **Open Main Menu > Sync Now**. You may be asked to sign in.

When does my Fitbit scale sync?

After your Fitbit Aria or Fitbit Aria 2 is set up on your wireless network, it automatically syncs your stats to the Fitbit app after every weigh-in.



After you see your measurements, you should see a checkmark, indicating that syncing is complete. You can then view your data on in the Fitbit app.

Where can I see when my Fitbit device last synced?

Find information about your Fitbit device, such as firmware version, battery level, and when your device last synced:

- Fitbit app

Tap the Today tab  > your profile picture > your device image.

- fitbit.com dashboard

On the fitbit.com dashboard, click the gear icon . The last time you synced is listed below the name of your Fitbit device.

Why can't I sync my Fitbit device?

If your device stopped syncing, the likely problem is a connection issue. For detailed information on how to diagnose and solve the problem, see [Why won't my Fitbit device sync?](#)

Will syncing work on my phone, tablet, or computer?

Sync Fitbit trackers and watches using the Fitbit app on iPhones, iPads, Android phones, and Windows 10 devices.

- iPhones & iPads

The Fitbit app is compatible with most iPhones and iPads. To make sure your version is supported, check <https://www.fitbit.com/devices>. To learn more about using your Fitbit device with your iPhone or iPad, watch the following video. (English only.)

- Android phones

Android phones must have both a BLE radio and software support. Because BLE is an optional component of Bluetooth 4.0, not all devices with Bluetooth 4.0 have it. A device can have the radio but not the software, or have software bugs that hamper BLE. If you're buying an Android device to use with the Fitbit app, make sure it appears on our supported devices list at <http://www.fitbit.com/devices> and review known issues at [What should I know about using the Fitbit app on my Android device?](#)

To learn more about using your device with your Android phone, watch the following video. (English only.)

- Windows 10 devices

The Fitbit app is available for Windows 10 phones, tablets, and computers. To see if your device is compatible, see <http://www.fitbit.com/devices>.

To learn more about using your device with Windows 10, watch the following video. (English only.)

How often should I sync my Fitbit device?

We recommend that you sync your tracker or watch daily. Most Fitbit devices record detailed minute-by-minute data for 7 days. (Fitbit Alta records minute-by-minute data for five days). Fitbit devices can store daily totals for up to 30 days.

If you have a Fitbit Surge, your device can store 35 hours of GPS data before deleting some data to make room for more.

Can I sync my Fitbit device with more than one phone?

You can sync your device with any compatible phone, tablet, or computer that meets syncing requirements. If you receive notifications from your phone on your Fitbit device, you'll need to

disable the Bluetooth bond between your phone and Fitbit device before using a different phone.
For instructions see [Why won't my Fitbit device sync to another phone or computer?](#)