

## Why isn't my Fitbit device's battery charging?

If your battery stopped charging, try the solutions below.

Problem	Solution
The pins on the device or charging cable are dirty.	Dust and debris can accumulate over time. Clean the charging contacts on the back of your device and the pins on your charging cable.
The USB port or outlet is faulty.	Try a different USB port or a UL-certified wall charger.
The device isn't connected securely to the charging cable.	Check the alignment and try reconnecting your device to the charging cable.
The device isn't working as expected.	Restart your device.
The device is wet.	Thoroughly dry your device before charging it.
The error "insufficient power source" appears on your device's screen.	Remove other devices plugged in to your power source, or plug your device in to another source.
Your device's battery was depleted to 0%, and it doesn't appear to be charging	Leave your device plugged in to the charging cable for at least 30 minutes.
You haven't used the device for several months, and it won't turn on.	Leave your device plugged in to the charging cable for at least 30 minutes.

## How do I charge my Fitbit device?

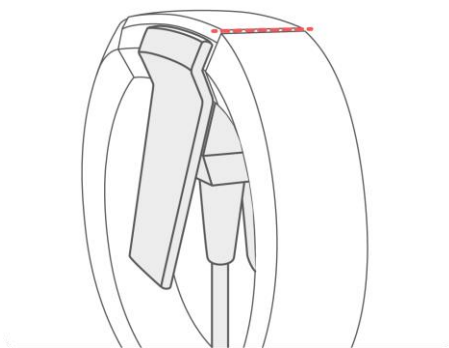
Plug the charging cable into a USB port on your computer, a UL-certified USB wall charger, or another low-energy device. Attach the other end of the cable to your Fitbit device. Charging your device to 100% may take 1-2 hours.

### *How do I attach the charging cable to my Fitbit device?*

Fitbit devices come equipped with a rechargeable lithium-ion battery.

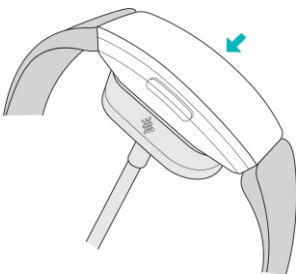
- **Ace & Alta series**

Clip the end of the charging cable to the port on the back of the tracker. The pins on the charging cable must lock securely with the port. The connection is secure when the tracker vibrates and a battery icon appears on the screen.



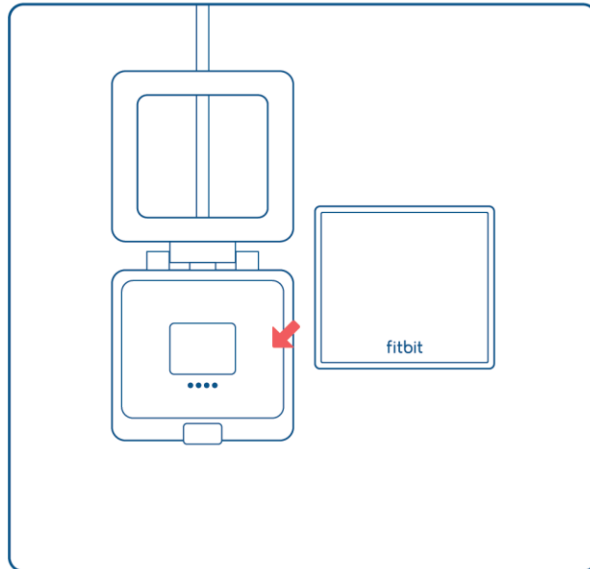
- **Ace 2 & Inspire series**

Hold the end of the charging cable near the port on the back of the tracker until it attaches magnetically. Make sure the pins on the charging cable align with the port. The connection is secure when the tracker vibrates and a battery icon appears on the screen.

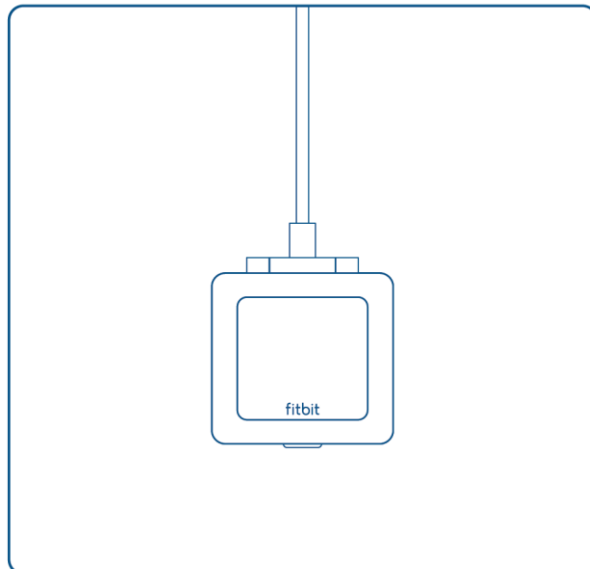


- **Blaze**

1. Remove the device from the wristband by gently pushing the screen until it detaches from the frame.
2. Put the device inside the charging cradle with the screen facing you and the 4 gold prongs aligned.



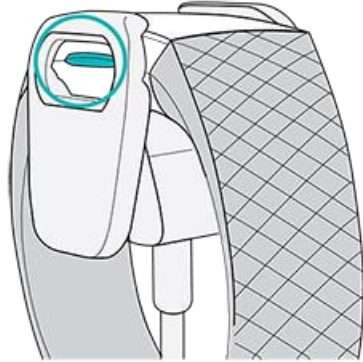
3. Close the cradle cover. A battery icon appears for a few seconds.



While your device charges, a battery icon in the top left of the screen shows the progress.

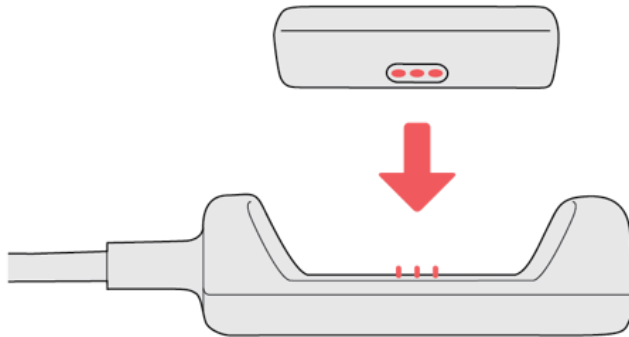
- **Charge 2 & Charge 3**

1. Clip the end of the charging cable to the port on the back of the tracker. The pins on the charging cable must lock securely with the port.
2. Make sure the button on your tracker is aligned with the button opening on the charging cable. The connection is secure when the tracker vibrates and a battery icon appears on the screen.



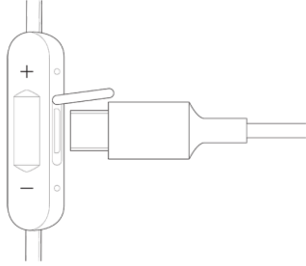
- **Flex 2**

Press the tracker into the compartment on the charging cable. The pins on the charging cable must lock securely with the corresponding pins on the back of the device. The connection is secure when the tracker vibrates and the indicator lights blink.



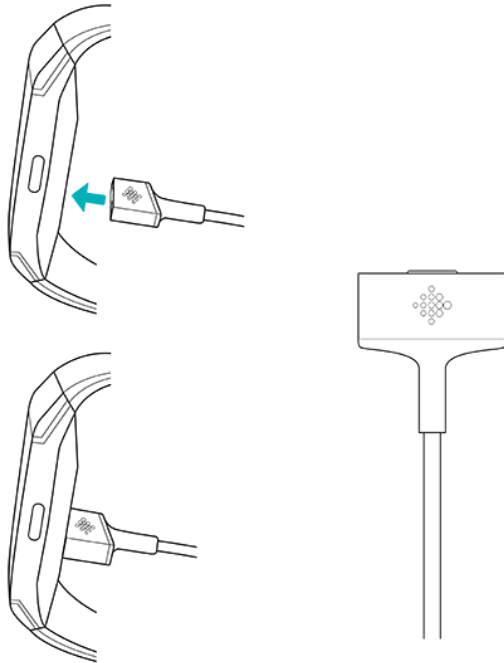
- **Flyer**

Plug the micro-USB 2.0 charging cable into Flyer's charging port, located underneath the cover. Note: Flyer can't be used while charging.



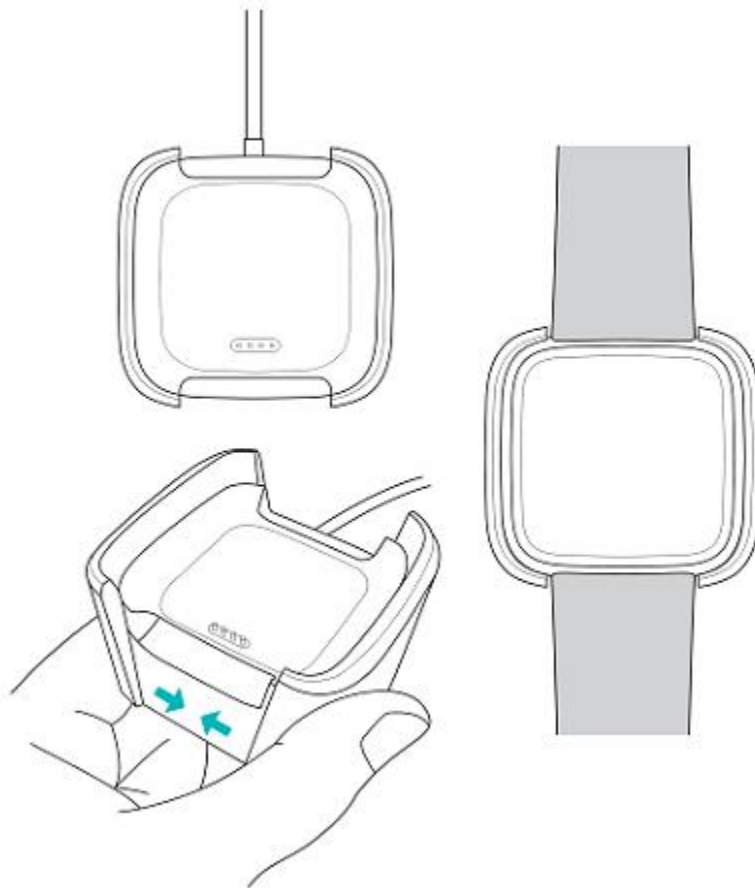
- **Ionic**

1. Hold the end of the charging cable near the port on the back of the watch until it attaches magnetically.
2. Make sure the pins on the charging cable lock securely with the port. The percent charged appears on the screen.



- **Versa**

Pinch the clip and place Versa in the charging cradle. The pins on the charging cradle must align with the gold contacts on the back of the watch. The percent charged appears on the screen.



***How do I know when my device is charged to 100%?***

While your watch or tracker charges, press the button or tap to see the battery level.

- **Ace & Alta series**

A solid battery icon appears when your device is charged to 100%.

- **Ace 2 & Inspire series**

A solid battery icon with a smile appears when your device is charged to 100%.



- **Blaze**

A green battery icon appears when your device is charged to 100%.

- **Charge 2**

A solid battery icon appears when your device is charged to 100%

- **Charge 3**

A solid battery icon with a smile appears when your device is charged to 100%.



- **Flex 2**

While Flex 2 charges, each white light represents 25% of the maximum charge. When the tracker is charged to 100%, a green light appears, and then all 5 lights shine for a few seconds before turning off.

- **Flyer**


While Flyer charges, the LED changes color depending on the current charge level. Use the following table to determine the current battery level when Flyer is plugged into the charger:

LED color	Battery status
White light	Fully charged
Yellow light	Medium
Red light	Low

- **Ionic & Versa**

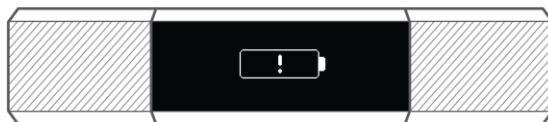
Tap the screen, and “100%” briefly appears. Tap twice to use your watch while it’s charging.

***How do I check the battery level on my Fitbit device?***

Swipe down on the Today tab  of the Fitbit app to see your battery level in the top left corner, or see your battery level on most devices.

- **Ace & Alta series**

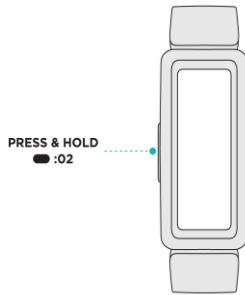
- When 1 day or less of battery life remains, a battery icon appears on your device as you tap through your stats.
- When a critically-low battery warning appears, charge your device as soon as possible.





- **Ace 2 & Inspire series**

Press and hold the button on your device to see the battery level on the quick settings screen.



- **Blaze**

The battery icon in the top left of your device's screen shows the remaining battery life as of the last sync.

- **Charge 2**

See your battery level on the battery screen on your tracker. To see this screen, turn on the battery menu item in the Fitbit app.



- **Charge 3**

Swipe up on your clock face. The battery icon is in the top left of the screen.

- **Flex 2**

- If your device's battery is low, a flashing red light appears after you check your goal progress.
- When your device's battery is critically low, a flashing red light appears instead of your goal progress.

- **Flyer**

- When turning Flyer on or off, check the battery-level indicator light to view the current battery level.
- When turning Flyer on or off, listen for the audio notification telling you the current battery level.
- While Flyer is on, briefly press the Power button to see the battery indicator LED and hear an audio notification.
- Check Flyer's battery level on any device it's connected to, if your device supports this feature.
- When Flyer's battery level falls to Low or Very Low, the LED changes to red and an audio notification plays.

Use the following table to determine the current battery level when Flyer is unplugged:

<b>LED color</b>	<b>Battery status</b>
White light	Medium to fully charged
Red light	Low
Flashing red light	Very low

- **Ionic & Versa**

Swipe up to open Fitbit Today. The battery level icon is in the top left of the screen. Hold the end of the charging cable near the port on the back of the watch until it attaches magnetically.

***Can I extend my Fitbit device's battery life?***

Battery life is the amount of time your Fitbit device runs after it's charged to 100%. To maximize battery life, turn off or reduce your use of certain features.

***What is the estimated battery life for my Fitbit device?***

Because battery life is affected by use and other settings, actual results may vary.

<b>Device Name</b>	<b>Battery Life</b>
Fitbit Versa series	4+ days
Fitbit Ace series Fitbit Alta Fitbit Blaze Fitbit Charge 2 Fitbit Flex 2 Fitbit Ionic* Fitbit Inspire series	Up to 5 days
Fitbit Alta HR Fitbit Charge 3	Up to 7 days
Fitbit One	Up to 2 weeks
Fitbit Zip	Up to 6 months
Fitbit Flyer	6-hour playtime

Note that after several hundred charge cycles, your device may need to be charged more often.