

Troubleshooting

If your watch is not working properly, review our troubleshooting guidance below. Visit help.fitbit.com for more information.

Heart-rate signal missing

Versa continuously tracks your heart rate while you're exercising and throughout the day. Occasionally, the heart-rate sensor on your watch may have difficulty finding a good signal. When this happens, you'll see dashed lines where your current heart rate usually appears.



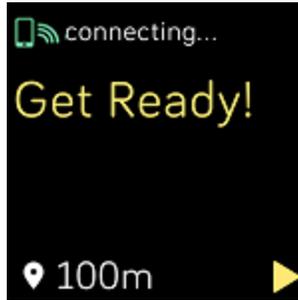
If you're not getting a heart-rate signal, first make sure you're wearing your watch correctly, either by moving it higher or lower on your wrist or by tightening or loosening the band. Versa should be in contact with your skin. After holding your arm still and straight for a short time, you should see your heart rate again.

If the heart rate signal is still missing, open the Settings app (⚙️) on your watch and make sure Heart Rate is set to On.

GPS signal missing

Environmental factors including tall buildings, dense forest, steep hills, and even thick cloud cover can interfere with your phone's ability to connect to

GPS satellites. If your phone is searching for a GPS signal during an exercise, you'll see "connecting" appear at the top of the screen.



For best results, wait for your phone to find the signal before you start your workout.

Can't connect to Wi-Fi

If Versa can't connect to Wi-Fi, first make sure that you're attempting to connect your watch to a compatible network. For best results, use your home or work Wi-Fi network. Versa can't connect to 5GHz Wi-Fi, WPA enterprise, or public networks that require logins, subscriptions, or profiles. For a list of compatible network types, see ["Connect to Wi-Fi" on page 12](#).

After verifying the network is compatible, restart your watch and try connecting to Wi-Fi again. If you see other networks appear in the list of available networks, but not your preferred network, move your watch closer to your router.

If you're trying to download personal music or podcasts, make sure Versa and your computer are connected to the same Wi-Fi network. To do so, review the steps in ["Music and Podcasts" on page 53](#). For a stronger Wi-Fi connection, keep your watch close to your router.

If you're trying to download Pandora stations or Deezer playlists, first make sure your Wi-Fi network is working correctly. Connect another device to your network; if it connects successfully, try again to download your station or playlist. Note that stations and playlists download automatically when the watch is charging and in range of your Wi-Fi network, or tap **Force Sync Now** in the Fitbit app to add the stations to your watch.

For more information about how to troubleshoot Wi-Fi, see help.fitbit.com.

Unexpected behavior

If you experience one of the following problems, it may be fixed by restarting your watch:

- Not syncing despite successful setup
- Not responding to taps despite being charged
- Not tracking your steps or other data

For instructions on how to restart your watch, see "[Restart Versa](#)" on page 68.

For additional troubleshooting or to contact Customer Support, see help.fitbit.com.