

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

If your battery stopped charging, try the solutions below.

Issue	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. The device is wet.	Restart your device. 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.

- **Charge 3 & Charge 4**

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.



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.

- **Charge 3**

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

- **Charge 4**

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



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.

- **Charge 3**

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

- **Charge 4**

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

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.