

Troubleshooting Steps

For battery issues/enquiries :

If experiencing **short battery life**, try the following:

Change the clock face

Some clock faces can use more battery than others.

1. Open
2. **Fitbit app**
3. Tap customer's
4. **profile picture**,
5. then tap on the device image
6. Tap
7. **Gallery**,
8. then
9. **Clocks**
10. Tap
11. Browse the available clock faces. Tap the clock face you want then Install

Adjust the brightness

On Charge 3, Charge 4, Charge 5, Versa Family, Luxe, and Sense, you can adjust the brightness on the device.

1. Go to the
2. **Settings App**
3. on the device
4. Find the
5. **Brightness**
6. tile and tap to change it to **Normal or Dim**

In the **Settings App**, you can also adjust other settings like **Screen Wake, Screen Timeout, Sleep Mode, Notifications** and **Heart Rate**

Reduce Notifications

1. With the Fitbit nearby, tap the
2. **Today**
3. tab then tap the profile picture
4. Tap your
5. **device image**
6. and then **Notifications**
7. Choose the types of notifications the customer wants to receive. Tap
8. **App Notifications**
9. and choose the apps the customer wants notifications from.
10. Sync the device

For syncing issues/enquiries (would also fix incorrect time):

Fitbit trackers and watches use Bluetooth Low Energy (BLE) technology to sync with phones, tablets, and certain computers.

Checklist:

- Ensure the phone is compatible with the Fitbit app -
- www.fitbit.com/devices
- Check that
- **Fitbit app**
- and **Fitbit device**

- are running on the **latest software update**
- **Bluetooth**
- settings are on and connected
- **That the Fitbit has at least 20% charge**

Then try these steps:

1. **Force quit**
2. the Fitbit app (don't delete it)
3. **Turn Bluetooth on the phone off and on**
4. again – check that the device is in the connected list below
5. **Open the Fitbit app**
6. If the device didn't sync
7. **restart the Fitbit device**

See [additional tips](#) for Android phones and tablets.

For Screen disruption :

1. **Change the clock face**

Some 3rd party clock faces can use more battery than others, as well as disrupt stats showing on your wrist. Review 'Short Battery Life' for steps

1. **Restart the device**

- **Ace 2/Ace 3/Inspire Series –**
- Plug in to charge the device, then press and hold the button on the tracker for 5 seconds
- **Charge 3/Charge 4 –**
- Plug in to charge the device, then press and hold the button on the tracker for 8 seconds
- **Charge 5/Luxe –**
- Plug in to charge the device, then press 3 times cable's button pausing 1 sec between presses. Wait until logo appear
- **Sense / Versa Series–**
- Press and hold the left button for 10 seconds (back and bottom buttons for Versa)