

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

To maximize your Fitbit device's battery life, see the tips in [Can I extend my Fitbit device's battery life?](#)

To confirm your device is charging, see [How do I charge my Fitbit device?](#)

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 using the instructions in How do I clean my Fitbit device? |
| The USB port or outlet is faulty. | Try a different USB port or a UL-certified wall charger. Make sure you use the charging cable that came with your device, as most cables aren't compatible with other devices. |
| The device isn't connected securely to the charging cable, or you're using a charging cable that came with a different device or from another retailer. | Check the alignment and try reconnecting your device to the charging cable. For more information, see How do I charge my Fitbit device? |
| The device isn't working as expected. | Restart your device. For more information, see How do I restart my Fitbit 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. |
| Your device's battery won't charge after you remove it from the box. | Confirm that you removed the plastic protective cover from the back of the device. |
| 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. |

Why won't my Fitbit device sync?

[Trackers and watches](#)

Having trouble syncing with your iPhone or iPad? Try removing the Bluetooth connection between your phone and your Fitbit device:

*On your phone, tap Settings  > Bluetooth  > the information icon  next to the name of your Fitbit device > Forget This Device.

*Open the Fitbit app and set up the connection again. You should receive a message asking you to allow your Fitbit device to pair with your phone. Tap Pair to approve the request.

Sync your Fitbit device automatically when you open the Fitbit app or manually by tapping your profile picture > your device tile > **Sync Now**.

[iPhone or iPad](#)

Requirements

- Your iPhone or iPad is running the latest version of iOS. To check, tap **Settings**  > **General** > **Software Update**.
- Your Fitbit device is up-to-date. For more information, see [How do I update my Fitbit device?](#)
- The Fitbit app is up-to-date. For more information, see [How do I use the Fitbit app?](#)
- Your iPhone or iPad is connected to cellular data or Wi-Fi.
- The Bluetooth setting on your iPhone or iPad is turned on. To check, tap **Settings**  > **Bluetooth** .
- Your iPhone or iPad isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- If you use more than one phone or tablet to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your Fitbit device is charged.

Troubleshooting steps

1. Force quit the Fitbit app. For instructions see the [Apple help article](#).
2. On your phone, go to **Settings**  > **Bluetooth**  and turn Bluetooth off and back on.
3. Open the Fitbit app.
4. If your Fitbit device doesn't sync, restart it. For more information, see [How do I restart my Fitbit device?](#)

5. Open the Fitbit app.
6. If your Fitbit device doesn't sync, restart your iPhone or iPad. For instructions see the [Apple help article](#).
7. Open the Fitbit app.
8. If your Fitbit device doesn't sync, log in to your Fitbit account on a different phone or tablet and try to sync.
9. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your iPhone or iPad and try to sync.

[Android phone](#)

Requirements

- Your phone is running the latest version of Android OS. To check, tap **Settings > About Phone** or **About Device > Android Version**.
- Your Fitbit device is up-to-date. For more information, see [How do I update my Fitbit device?](#)
- The Fitbit app is up-to-date. For more information, see [How do I use the Fitbit app?](#)
- Your phone is connected to cellular data or Wi-Fi.
- The Fitbit app is allowed to run in the background on your phone. For more information, see [What should I know about using the Fitbit app on my Android phone?](#)
- The Bluetooth setting on your phone is turned on. To check, tap **Settings > Bluetooth**.
- You have location services turned on, and the Fitbit app has permission to access your location. For more information, see [Why is the Fitbit app prompting me to turn on location services?](#)
- If you use more than one phone or tablet device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your phone isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your phone doesn't have a syncing issue listed in [What should I know about using the Fitbit app on my Android phone?](#)
- Your Fitbit device is charged.

Troubleshooting steps

1. Force quit the Fitbit app, then reopen it.
2. On your phone, go to **Settings > Bluetooth** and turn Bluetooth off and back on.
3. If your Fitbit device doesn't sync, restart it. For instructions, see [How do I restart my Fitbit device?](#)
4. Open the Fitbit app.

5. If your Fitbit device doesn't sync, restart your Android phone.
6. Open the Fitbit app.
7. If your Fitbit device doesn't sync, uninstall and reinstall the Fitbit app.
8. Open the Fitbit app.
9. If your device doesn't sync, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.
10. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your phone and try to sync.

[Windows 10 phone or tablet](#)

Requirements

- Your phone is running the latest version of Windows 10. To check, go to **Settings > System > Phone update**.
- Your Fitbit device is up-to-date. For more information, see [How do I update my Fitbit device?](#)
- The Fitbit app is up-to-date. For more information, see [How do I use the Fitbit app?](#)
- Your phone is connected to cellular data or Wi-Fi.
- The Bluetooth setting on your phone is turned on. To check, go to **Settings > Devices > Bluetooth**.
- If you use more than one phone or tablet to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your phone or tablet isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your Fitbit device is charged.

Troubleshooting steps

Remove all other Fitbit devices from your account and try to sync. If your device still doesn't sync, contact [Customer Support](#).

[Windows 10 computer](#)

Requirements

- Your computer is running the latest version of Windows 10.

- Your Fitbit device is up-to-date. For more information, see [How do I update my Fitbit device?](#)
- The Fitbit app is up-to-date. For more information, see [How do I use the Fitbit app?](#)
- Fitbit Connect isn't installed. To check, look for an icon with the Fitbit logo  near the date and time on your screen. If you see this icon, uninstall Fitbit Connect using the same process you use to uninstall other programs.
- The Bluetooth setting on your computer is turned on. To check, go to **Start > Settings > Bluetooth**. If you can't find this setting and don't know whether your computer supports Bluetooth, [this blog](#) explains how to check for Bluetooth compatibility. **Note:** If your computer doesn't support Bluetooth, purchase a wireless sync dongle from the [Fitbit Store](#).

Troubleshooting steps

1. From the Start menu, go to **Settings > Bluetooth**. Make sure you see your device on the list with the word "Connected" below.
2. If your device isn't connected:
 1. Tap or click the device name and choose **Remove Device**.
 2. Make sure your device is nearby and wait for it to reappear in the devices list.
 3. When it does, tap or click the device again and choose **Pair**. The pairing process can take several minutes but when it's done the Bluetooth status should change to "Connected."
3. If your device is connected but won't sync, it's possible your computer's Bluetooth signal is weak or temporarily compromised. Try using the wireless sync dongle, available from the [Fitbit Store](#).
4. If your Fitbit device won't sync after you reinstall the app, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.
5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your computer and try to sync.

[Mac or Windows 8.1 Computer](#)

Requirements

- Fitbit Connect is installed. To check, look for an icon with the Fitbit logo  near the date and time on your screen. If you can't find it, try the set up instructions again in [How do I set up my Fitbit device?](#)
- Your device is connected to your Fitbit account. To check, log into your account on fitbit.com and click the gear icon  image in the top right. You should see the name of your Fitbit device at the top. If you don't see your device listed, set up your device again. Click the Fitbit Connect icon  > **Open Main Menu > Set Up a New Device** and follow the on-screen instructions.

- If you're using a Mac and want to sync over Bluetooth, make sure Bluetooth is turned on. To check, go to **System Preferences > Bluetooth > Turn Bluetooth On**. If your computer doesn't support Bluetooth, you can purchase a wireless sync dongle from the [Fitbit Store](#).
- If you use more than one phone, tablet, or computer to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.

Troubleshooting steps

Note that your fitbit.com dashboard shows the time of your last successful sync—click the gear icon in the top right.

1. Prompt Fitbit Connect to sync with your device:
 1. Click the Fitbit Connect icon and click **Open Main Menu**.
 2. With your charged Fitbit device nearby, click **Sync Now**.
 3. You may be asked to sign in to your Fitbit account, after which your device should sync. If you see a message saying your device can't be found, wake it up by pressing its button (most devices) or tapping it (Flex and Zip).
2. (Mac only) If your computer has Bluetooth:
 1. Turn Bluetooth off and back on under **System Preferences > Bluetooth**. If syncing still doesn't work, your Bluetooth signal may be weak or temporarily compromised.
 2. Try using the wireless sync dongle, available from the [Fitbit Store](#).
3. Restart your device using the instructions in [How do I restart my Fitbit device?](#)
4. If your device won't sync after the restart, next try uninstalling and reinstalling Fitbit Connect.
5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and try to sync.

If you can't sync to a compatible phone or tablet instead or your Fitbit device didn't come with a wireless sync dongle, contact [Customer Support](#).