**Manuale utente - Prodotto 1:**

Fitbit Sense 2 Smartwatch Unisex-Adulto, Bianco Lunare, ■4.03 X 4.03 X 1.12 Cm, Single

# fitbit sense




BC

User Manual
Version 1.13

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# Get started

Fitbit Sense is the advanced smartwatch that helps you tune in to your body with tools for heart health, stress management, skin temperature trends, and more.

Take a moment to review our complete safety information at fitbit.com/safety. Sense is not intended to provide medical or scientific data.

## What's in the box

Your Sense box includes:



Watch with small band (color and material varies)



Charging cable



Additional large band

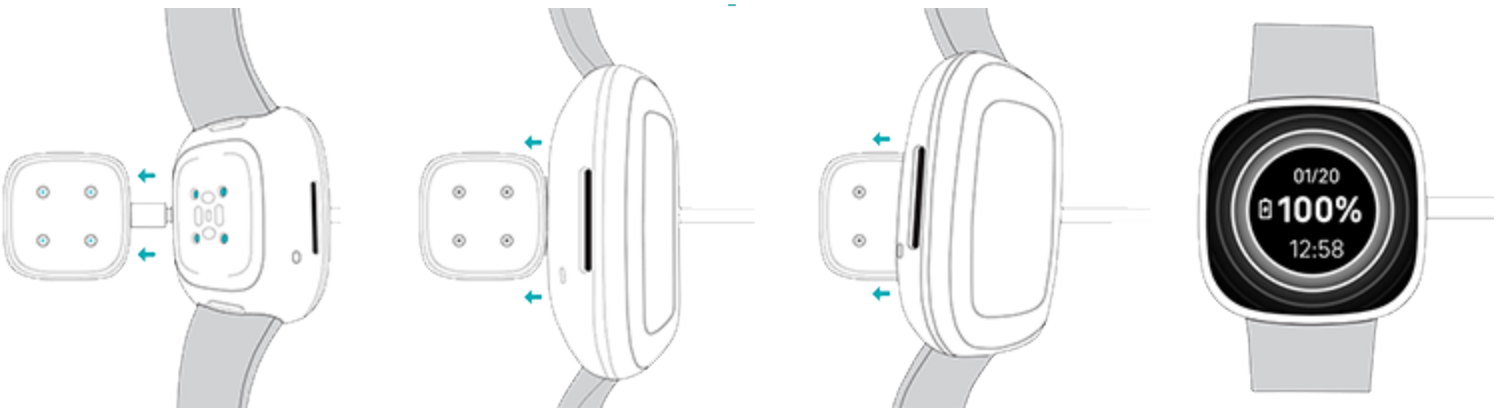
The detachable bands on Sense come in a variety of colors and materials, sold separately.

# Charge your watch

A fully-charged Sense has a battery life of 6+ days. Battery life and charge cycles vary with use and other factors; actual results will vary.

To charge Sense:

1. Plug the charging cable into the USB port on your computer, a UL-certified USB wall charger, or another low-energy charging device.
2. Hold the other end of the charging cable near the port on the back of the watch until it attaches magnetically. Make sure the pins on the charging cable align with the port on the back of your watch.




Charge Sense for 12 minutes for 24 hours of battery life. While the watch charges, tap the screen twice or press the button to turn the screen on. The battery level appears for several seconds, then disappears so you can use your watch while it charges. Charging fully takes about 1-2 hours.



# Set up  Sense

Set up Sense with the Fitbit app for iPhones and iPads or Android phones. The Fitbit app is compatible with most popular phones. See fitbit.com/devices to check if your phone is compatible.



To get started:

1. Download the Fitbit app:
    - Apple App Store for iPhones
    - Google Play Store for Android phones
2. Install the app, and open it.
    - If you already have a Fitbit account, log in to your account > tap the Today tab > your profile picture > **Set Up a Device**.
    - If you don't have a Fitbit account, tap **Join Fitbit** to be guided through a series of questions to create a Fitbit account.
3. Continue to follow the on-screen instructions to connect Sense to your account.

When you're done with setup, read through the guide to learn more about your new watch and then explore the Fitbit app.

For more information, see the related help article.

## Connect to Wi-Fi

During setup, you're prompted to connect Sense to your Wi-Fi network. Sense uses Wi-Fi to more quickly transfer music from Pandora or Deezer, download apps from the Fitbit Gallery, and for faster, more reliable OS updates.

Sense can connect to open, WEP, WPA personal, and WPA2 personal Wi-Fi networks. Your watch won't connect to 5GHz, WPA enterprise, or public Wi-Fi networks that require more than a password to connect—for example, logins, subscriptions, or profiles. If you see fields for a username or domain when connecting to the Wi-Fi network on a computer, the network isn't supported.

For best results, connect Sense to your home Wi-Fi network. Make sure you know the network password before connecting.

For more information, see the related help article.

# See your data in the Fitbit app

Open the Fitbit app on your phone to view your activity, health metrics, and sleep data; log food and water; participate in challenges; and more.

# Unlock Fitbit Premium

Fitbit Premium is your personalized resource in the Fitbit app that helps you stay active, sleep well, and manage stress. A Premium subscription includes programs tailored to your health and fitness goals, personalized insights, hundreds of workouts from fitness brands, guided meditations, and more.

Sense includes a 6-month Fitbit Premium membership for eligible customers in certain countries.

For more information, see the related help article.

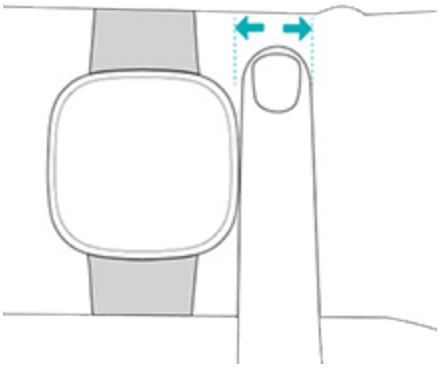
# Wear Sense

Wear Sense around your wrist. If you need to attach a different size band, or if you purchased another band, see the instructions in "Change the band" on page 15.

## Placement for all-day wear vs. exercise

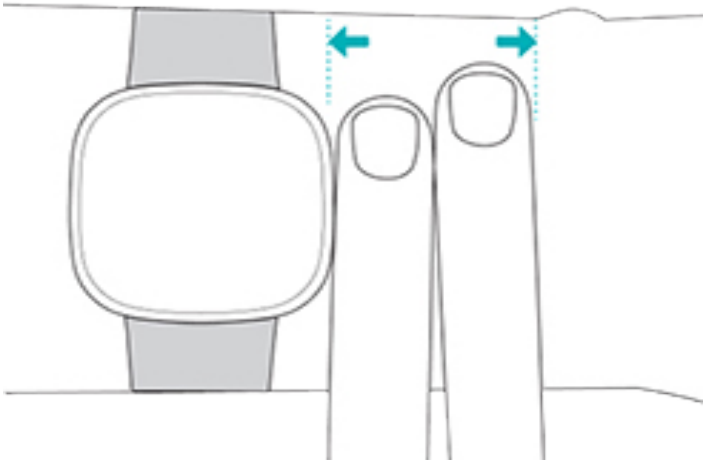
When you're not exercising, wear Sense a finger's width above your wrist bone.

In general, it's always important to give your wrist a break on a regular basis by removing your watch for around an hour after extended wear. We recommend removing your watch while you shower. Although you can shower while wearing your watch, not doing so reduces the potential for exposure to soaps, shampoos, and conditioners, which can cause long-term damage to your watch and may cause skin irritation.



For optimized heart-rate tracking while exercising:

- During workouts, try moving the band higher on your wrist to get a better fit. If you experience any discomfort, loosen the band, and if it persists give your wrist a break by taking it off.



- Wear your watch on top of your wrist, and make sure the back of the device is in contact with your skin.

## Fasten the band

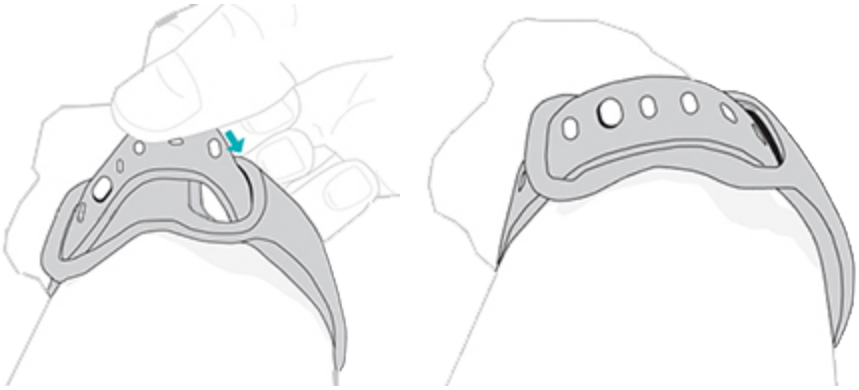
1. Place Sense around your wrist.
2. Slide the bottom band through the first loop in the top band.



3. Tighten the band until it fits comfortably, and press the peg through one of the holes in the band.



4. Slide the loose end of the band through the second loop until it lies flat on your wrist. Make sure the band isn't too tight. Wear the band loosely enough that it can move back and forth on your wrist.



## Handedness

For greater accuracy, you must specify whether you wear Sense on your dominant or non-dominant hand. Your dominant hand is the one you use for writing and eating. To start, the Wrist setting is set to non-dominant. If you wear Sense on your dominant hand, change the Wrist setting in the Fitbit app:

From the Today tab in the Fitbit app, tap your profile picture > Sense tile > **Wrist** > **Dominant**.

# Wear and care tips

- Clean your band and wrist regularly with a soap-free cleanser.
- If your watch gets wet, remove and dry it completely after your activity.
- Take your watch off from time to time.
- If you notice skin irritation, remove your watch and contact customer support. For more information, see fitbit.com/productcare.

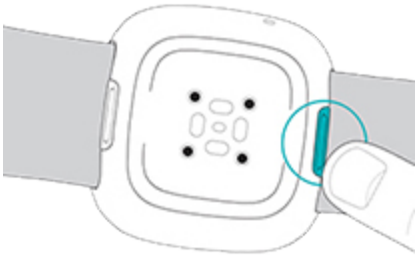
# Change the band

Sense comes with a small band attached and an additional large, bottom band in the box. Both the top and bottom bands can be swapped with accessory bands, sold separately on fitbit.com. For band measurements, see "Band size" on page 76.

Fitbit Versa 3 bands are compatible with Sense.

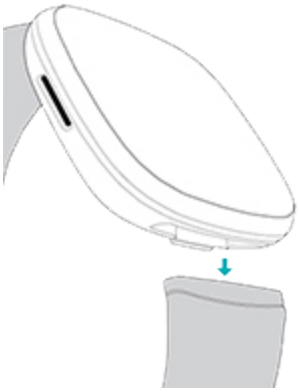
## Remove a band

1. Turn over Sense and find the band latches.



2. To release the latch, slide the flat button toward the band.

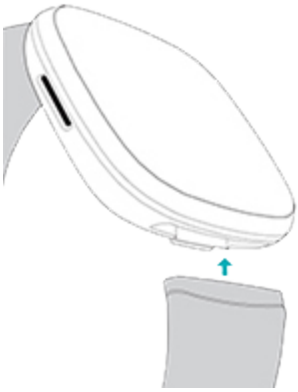
3. Gently pull the band away from the watch to release it.



4. Repeat on the other side.

## Attach a band

To attach a band, press it into the end of the watch until you hear a click and it snaps into place. The band with the loops and peg attaches to the top of the watch.



# Basics

Learn how to manage settings, set a personal PIN code, navigate the screen, and check the battery level.

## Navigate Sense

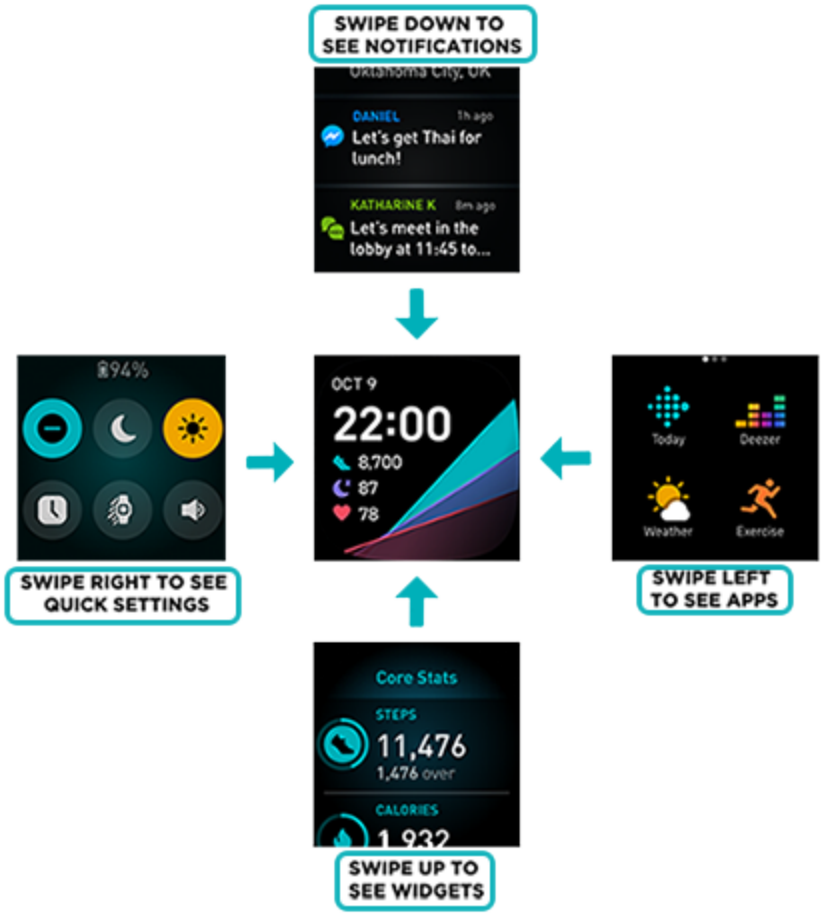
Sense has a color AMOLED touchscreen display and 1 button.

Navigate Sense by tapping the screen, swiping side to side and up and down, or pressing the button. To preserve battery, the watch's screen turns off when not in use, unless you turn on the always-on display setting. For more information, see "Adjust always-on display" on page 27.

### Basic navigation

The home screen is the clock.

- Swipe down to see notifications.
- Swipe up to see widgets, such as your daily stats, the weather, and shortcuts to start the Relax app and EDA Scan app.
- Swipe left to see the apps on your watch.
- Swipe right to open quick settings or return to the previous screen in an app.
- Press the button to return to the clock face.
- Press and hold your finger on the clock face to open the Clocks app , where you can swap between saved clock faces.




## Button shortcuts

Use the button to quickly access Fitbit Pay, voice assistant, quick settings, or your favorite apps.

### Press and hold the button

Hold the button for 2 seconds to activate a feature of your choice. The first time you use the button shortcut, select which feature it activates. To change which feature activates when you hold the button, open the Settings app on your watch and tap **Shortcuts**. Tap **Press & hold**, and select the app you want.

### Double-press the button

Double-press the button to open shortcuts to 4 apps or features. To start, the 4 shortcuts are music controls , quick settings , your voice assistant, and Fitbit Pay . To change these shortcuts, open the Settings app  on your watch and tap **Shortcuts**. Under **Double Press**, tap the shortcut you want to change.

### Quick settings

Swipe right from the clock face on your watch to access quick settings.

| | |
|---|---|
| Do Not Disturb | When the do not disturb setting is on:<br>• Notifications, goal celebrations, and reminders are muted.<br>• The do not disturb icon illuminates in quick settings.<br>You can't turn on the do not disturb setting and sleep mode at the same time. |
| Sleep Mode | When the sleep mode setting is on:<br>• Notifications, goal celebrations, and reminders are muted.<br>• The screen's brightness is set to dim.<br>• The Always-On Display clock face is turned off.<br>• The screen stays dark when you turn your wrist.<br>• The sleep mode icon illuminates in quick settings.<br>Sleep mode turns off automatically when you set a sleep schedule. For more information, see "Adjust settings" on page 23.<br>You can't turn on the do not disturb setting and sleep mode at the same time. |
| Screen Wake | When you set screen wake to automatic , the screen turns on each time you turn your wrist.<br>When you set screen wake to manual, press the button or tap the screen to turn on the display. |
| Brightness | Adjust the screen brightness. |
| Always-On Display | Turn always-on display on or off. For more information, see "Adjust always-on display" on page 27. |

| | |
|---|---|
| Music Volume  | Adjust the volume of music playing through headphones or speakers paired to your watch. For more information, see "Connect Bluetooth headphones or speakers" on page 63. |

## Understand status indicators

When you turn on your device's screen, you might see icons at the top of the clock face:




| | |
|---|---|
|  | Your Fitbit device's do not disturb setting is turned on. For more information, see "Navigate Sense" on page 17. |
|  | Your Fitbit device's sleep mode setting is turned on. For more information, see "Navigate Sense" on page 17. |
|  | Your Fitbit device's battery is critically low. For more information, see the related help article. |
|  | Your Fitbit device isn't connected to your phone. For troubleshooting tips, see the related help article. |

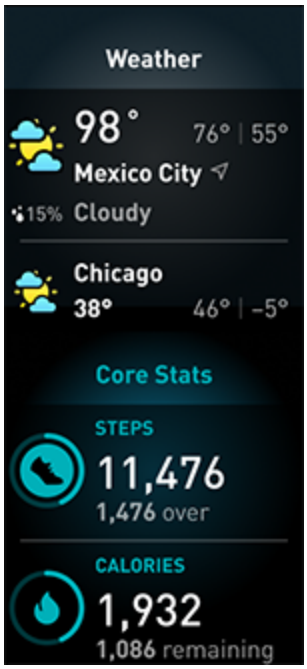
The icons disappear after 3 seconds. To see them again, swipe right to see the icons at the top of quick settings.

To turn status indicators on or off:

1. On your Fitbit device, open the Settings app > **Display**.
2. Tap the switch next to **Status indicators**.

## Widgets

Add widgets to your watch to see your daily stats, log your water intake or weight, check the weather forecast, and start a session in the Relax app or EDA Scan app, and more. To see your widgets, swipe up from the clock face.




To add a new widget:

1. From the clock face, swipe up to the bottom of the widgets, and tap **Manage**.
2. Under **More Widgets**, tap the + icon next to the widget you want to add.
3. Swipe up to the bottom of the page, and tap **Done**.

To turn off a widget:

1. From the clock face, swipe up to the bottom of the widgets, and tap **Manage**.
2. Tap the > icon next to the widget you want to adjust.

3. Tap the switch icon next to **Show Widget** to turn it off.
4. Swipe up to the bottom of the page, and tap **Done**.

To adjust the information you see on a widget:

1. From the clock face, swipe up to the bottom of the widgets, and tap **Manage**.
2. Tap the > icon next to the widget you want to adjust.
3. Adjust any settings you want to change.
4. Swipe up to the bottom of the page, and tap **Done**.

To change the order of widgets:

1. From the clock face, swipe up to the bottom of the widgets, and tap **Manage**.
2. Press and hold the widget you want to move, and drag it up or down in the list of widgets. When it's in the correct new location, lift your finger.
3. Swipe up to the bottom of the page, and tap **Done**.

# Adjust settings

Manage basic settings in the Settings app :

## Display

| | |
|---|---|
| Brightness | Change the screen's brightness. |
| Screen wake | Change whether the screen turns on when you turn your wrist. |
| Screen timeout | Adjust the amount of time before the screen turns off or switches to the always-on display clock face. |
| Always-on display | Turn always-on display on or off, and change the type of clock face shown. For more information, see "Adjust always-on display" on page 27. |
| Status indicators | Turn status indicators on or off. For more information, see "Navigate Sense" on page 17.. |

## Vibration & audio

| | |
|---|---|
| Vibration | Adjust your watch's vibration strength. |
| Microphone | Choose whether your watch can access the microphone. |
| Bluetooth | Manage connected Bluetooth devices. |

## Goal reminders

| | |
|---|---|
| Active Zone Minutes goal | Turn Active Zone Minutes weekly goal notifications on or off. |

## Quiet modes

| | |
|---|---|
| Focus mode | Turn off notifications while using the Exercise app . |
| Do not disturb | Turn off all notifications. |
| Sleep mode | Adjust sleep mode settings, including setting a schedule for the mode to automatically turn on and off.<br><br>To set a schedule:<br><br>1. Open the Settings app and tap **Quiet modes** > **Sleep Mode** > **Schedule** > **Interval.**<br>2. Tap the start or end time to adjust when the mode turns on and off. Swipe up or down to change the time, and tap the time to select it. Sleep mode automatically turns off at the time you schedule, even if you manually turned it on. |
| Alexa notifications | Turn Amazon Alexa notifications off. |

### Shortcuts

| | |
|---|---|
| Press & hold | Choose the app or feature you want to open when you press and hold the button. |
| Double Press | Choose 4 apps or features to appear as shortcuts when you double-press the button. |

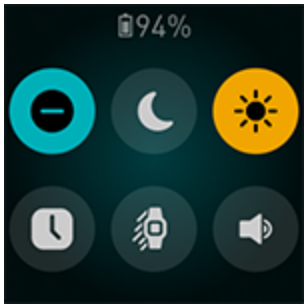
### Device info

| | |
|---|---|
| About Sense | View your watch's regulatory information and activation date, which is the day your watch's warranty begins. The activation date is the day you set up your device.<br><br>Tap **About Sense** > **System Info** to see the activation date.<br><br>For more information, see the related help article. |

Tap a setting to adjust it. Swipe up to see the full list of settings.

## Check battery level

From the clock face, swipe right. The battery level icon is at the top of the screen.




Wi-Fi won't work on Sense when the battery is 25% or less, and you'll be unable to update your device.

When your device's battery is critically low (8% or lower), a low battery icon appears for 3 seconds at the top of your clock face when you turn on the screen.

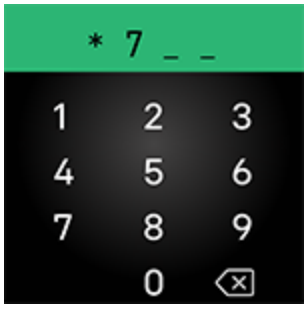
When the battery is low:

- The screen brightness is set to dim
- The vibration strength is set to light
- If you're tracking an exercise with GPS, GPS tracking turns off
- Always-on display is turned off
- You can't use the voice assistant feature
- You can't use quick replies
- You can't use music controls
- You won't receive notifications from your phone

Charge Sense to use or adjust these features.

## Set up device lock

To help keep your watch secure, turn on device lock in the Fitbit app, which prompts you to enter a personal 4-digit PIN code to unlock your watch. If you set up Fitbit Pay to make contactless payments from your watch, device lock is turned on automatically and you're required to set a code. If you don't use Fitbit Pay, device lock is optional.




Turn on device lock or reset your PIN code in the Fitbit app:

From the Today tab in the Fitbit app, tap your profile picture > Sense tile > **Device Lock**.

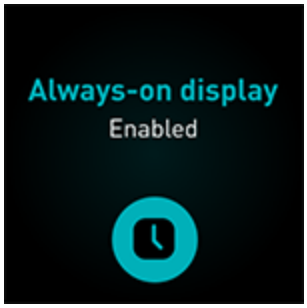
For more information, see the related help article.

## Adjust always-on display

Turn on always-on display to show the time on your watch, even when you're not interacting with the screen. Many clock faces and certain apps have an always-on display mode.




To turn always-on display on or off, swipe right from the clock face to open quick settings. Tap the always-on display icon .




Note that turning on this feature impacts your watch's battery life. When always-on display is turned on, Sense requires more frequent charging.

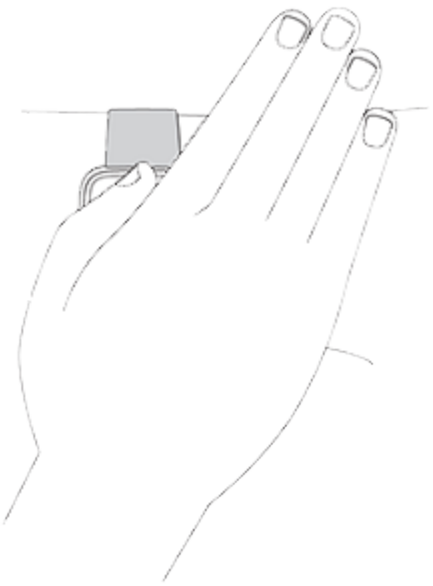
Clock faces without an always-on display mode use a default always-on display clock face. Choose between an analog or digital clock face. Open the Settings app > **Display**. In the **Always-on display** section, tap **Analog** or **Digital**.

Always-on display automatically turns off when your watch's battery is critically low.

For more information, see the related help article.

## Turn off the screen

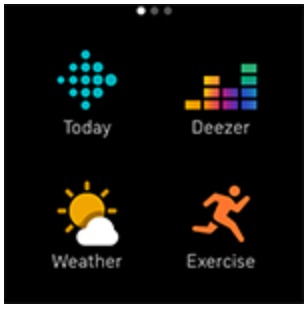
To turn off your watch's screen when not in use, briefly cover the watch face with your opposite hand, press the button, or turn your wrist away from your body.



Note that if you turn on the always-on display setting, the screen won't turn off.

# Apps and Clock Faces

The Fitbit Gallery offers apps and clock faces to personalize your watch and meet a variety of health, fitness, timekeeping, and everyday needs.




## Change the clock face

The Fitbit Gallery offers a variety of clock faces to personalize your watch.

1. From the Today tab in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Gallery** > **Clocks** tab.
3. Browse the available clock faces. Tap a clock face to see a detailed view.
4. Tap **Install** to add the clock face to Sense.

Save up to 5 clock faces to switch between them:

- When you select a new clock face, it's automatically saved unless you already have 5 saved clock faces.
- To see your saved clock faces from your watch, open the Clocks app and swipe to find the clock face you want to use. Tap to select it.
    - You can also press and hold your finger on your current clock face to open the Clocks app .

- To see your saved clock faces in the Fitbit app, tap the Today tab  > your profile picture > your device image > **Gallery**. See your saved clock faces in My Clock Faces.
  - To remove a clock face, tap the clock face > **Remove clock face**.
  - To switch to a saved clock face, tap the clock face > **Select**.

## Open apps

From the clock face, swipe left to see the apps installed on your watch. To open an app, tap it.

## Organize apps

To change the placement of an app on Sense, press and hold an app until it's selected, and drag it to a new location. The app is selected when the icon increases slightly in size and the watch vibrates.

## Download additional apps

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Gallery** > **Apps** tab.
3. Browse the available apps. When you find one you want to install, tap it.
4. Tap **Install** to add the app to Sense.

For more information, see the related help article.

## Remove apps

You can remove most apps installed on Sense:

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.

2. Tap **Gallery**.
3. Tap the app you want to remove. You might need to swipe up to find it.
4. Tap **Uninstall**.

## Update apps

Apps update over Wi-Fi as needed. Sense searches for updates when plugged into the charger and in range of your Wi-Fi network.

You can also manually update apps:

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Gallery**. Find the app you want to update. You might need to swipe up to find it.
3. Tap the **Update** button next to the app.

## Adjust app settings and permissions

Many apps include options to adjust the notifications, allow certain permissions, and customize what it displays. Note that turning off any app permissions might cause the app to stop functioning.

To access these settings:

1. With your watch nearby, in the Fitbit app, tap the Today tab  > your profile picture > your device image.
2. Tap **Gallery**.
3. Tap the app or clock face whose settings you want to change. You might need to swipe up to see some apps.
4. Tap **Settings** or **Permissions**.
5. Tap the back arrow when you're done making changes.

# Voice Assistant

Check the weather, set timers and alarms, control your smart home devices, and more by speaking to your watch.

Note that you can only have one active voice assistant at a time. To switch to a different voice assistant, first disconnect your active voice assistant. For more information, see the related help article.

## Set up Amazon Alexa Built-in

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Voice Assistant** > **Amazon Alexa** > **Sign in with Amazon**.
3. Tap **Get Started**.
4. Log in to your Amazon account or create one if necessary.
5. Follow the on-screen instructions and read about what Alexa can do, and tap **Close** to return to your device settings in the Fitbit app.

To change the language Alexa recognizes:

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Voice Assistant** > **Amazon Alexa.**
3. Tap the current language to change it, or tap **Logout** to stop using Alexa on your watch.

## Set up Google Assistant

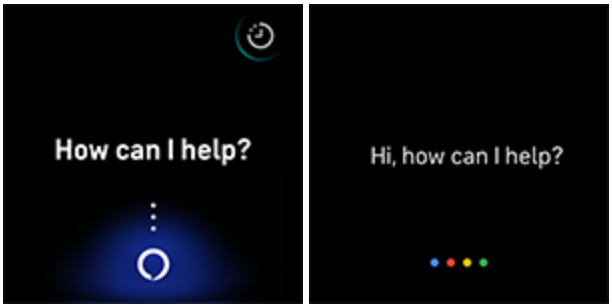
1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.

2. Tap **Voice Assistant** > **Google Assistant** > **Activate Google Assistant**. If you don't have the Google Assistant app on your phone, you'll be prompted to install it.
3. Follow the instructions in the Google Assistant app to log in to your Google account or create one if necessary, and then connect your Google account with Fitbit.
4. When you return to the Fitbit app, tap **Close** to return to the Voice Assistant tile.

Note that Google Assistant is currently only available in English.

## Interact with your voice assistant

1. Open the Alexa app or Assistant app on your watch. Note that the Fitbit app must be running in the background on your phone.
2. Say your request.




You don't need to say "Alexa" or "Hey Google"/"OK Google" before speaking your request. For example:

- Set a timer for 10 minutes.
- Set an alarm for 8:00 a.m.
- What's the temperature outside?
- Remind me to make dinner at 6:00 p.m.
- How much protein is in an egg?
- Ask Fitbit to start a run.*
- Start a bike ride with Fitbit.*

*To ask Alexa to open the Exercise app on your watch, you must first set up the Fitbit skill for Alexa. For more information, see the related help article. These commands are currently available in English, German, French, Italian, Spanish, and Japanese.

Amazon Alexa isn't available in all countries. For more information, see fitbit.com/voice.

Note that saying “Alexa” or "Hey Google"/"OK Google" doesn’t activate the voice assistant on your watch—you must open the voice assistant app on your watch before the microphone turns on. The microphone turns off when you close your voice assistant, or when your watch’s screen turns off.

For added functionality, install the Amazon Alexa app on your phone. With the app, your watch can access additional Alexa skills.

For more information, see the related help article.

## Check Alexa alarms, reminders, and timers

1. Open the Alexa app on your watch.
2. Tap the alerts icon and swipe up to view your alarms, reminders, and timers.
3. Tap an alarm to turn it on or off. To adjust or cancel a reminder or timer, tap the Alexa icon and say your request.

Note that Alexa's alarms and timers are separate from those you set in the Alarms app or Timer app .

# Lifestyle

Use apps to stay connected to what you care about most. See "Apps and Clock Faces" on page 29 for instructions on how to add and delete apps.

For more information, see the related help article.

## Starbucks

Add your Starbucks card or Starbucks Rewards program number in the Fitbit Gallery in the Fitbit app, and then use the Starbucks app to pay from your wrist.

For more information, see the related help article.

## Agenda

Connect your phone's calendar in the Fitbit app to see upcoming calendar events for today and tomorrow in the Agenda app on your watch.

For more information, see the related help article.

## Weather

See the weather in your current location, as well as 2 additional locations you choose, in the Weather app on your watch.

To check the weather, open the Weather app to see conditions in your current location. Swipe up to view the weather in other locations you added. Tap a location to see a more detailed report.

You can also add a weather widget to your watch. For more information, see "Widgets" on page 22.

If the weather for your current location doesn't appear, check that you turned on location services for the Fitbit app. If you change locations or don't see updated data for your current location, sync your watch to see your new location and latest data in the Weather app or widget.

Choose your unit of temperature in the Fitbit app. For more information, see the related help article.

To add or remove a city:

1. From the Today tab in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Gallery**.
3. Tap the **Weather** app. You might need to swipe up to find it.
4. Tap **Settings** > **Add city** to add up to 2 additional locations or tap **Edit** > the **X** icon to delete a location. Note that you can't delete your current location.

## Find Phone

Use the Find Phone app to locate your phone.

Requirements:

- Your watch must be connected ("paired") to the phone you want to locate.
- Your phone must have Bluetooth turned on and be within 30 feet (10m) of your Fitbit device.
- The Fitbit app must be running in the background on your phone.
- Your phone must be turned on.

To find your phone:

- Open the Find Phone app on your watch.
- Tap **Find Phone**. Your phone rings loudly.
- When you locate your phone, tap **Cancel** to end the ringtone.

# Notifications from your phone

Sense can show call, text, calendar, and app notifications from your phone to keep you informed. Keep your watch within 30 feet of your phone to receive notifications.

## Set up notifications

Check that Bluetooth on your phone is on and that your phone can receive notifications (often under Settings › Notifications). Then set up notifications:

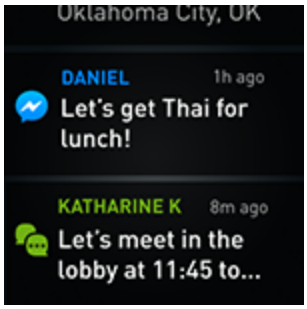
1. From the Today tab  in the Fitbit app, tap your profile picture › Sense tile.
2. Tap **Notifications**.
3. Follow the on-screen instructions to pair your watch if you haven't already. Call, text, and calendar notifications are turned on automatically.
4. To turn on notifications from apps installed on your phone, including Fitbit and WhatsApp, tap **App Notifications** and turn on the notifications you want to see.

Note that if you have an iPhone, Sense shows notifications from all calendars synced to the Calendar app. If you have an Android phone, Sense shows calendar notifications from the calendar app you chose during setup.

For more information, see the related help article.

## See incoming notifications

A notification causes your watch to vibrate. If you don't read the notification when it arrives, you can check it later by swiping down from the top of the screen.




If your watch's battery is critically low, notifications won't cause Sense to vibrate or the screen to turn on.

## Manage notifications

Sense stores up to 30 notifications, after which the oldest are replaced as you receive new ones.

To manage notifications:

- Swipe down from the top of the screen to see your notifications and tap any notification to expand it.
- To delete a notification, tap to expand it, then swipe to the bottom and tap **Clear**.
- To delete all notifications at once, swipe to the top of your notifications and tap **Clear All**.

## Turn off notifications

Turn off certain notifications in the Fitbit app, or turn off all notifications in quick settings on Sense. When you turn off all notifications, your watch won't vibrate and the screen won't turn on when your phone receives a notification.

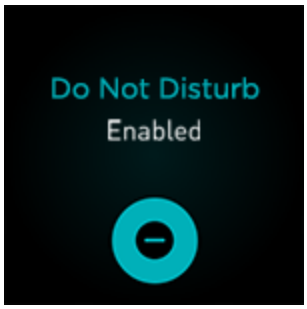
To turn off certain notifications:

1. From the Today tab in the Fitbit app on your phone, tap your profile picture > Sense tile > **Notifications.**

2. Turn off the notifications you no longer want to receive on your watch.

To turn off all notifications:

1. From the clock face, swipe right to access quick settings.
2. Tap the do not disturb icon . All notifications, including goal celebrations and reminders, are turned off.




Note that if you use the do not disturb setting on your phone, you don't receive notifications on your watch until you turn off this setting.

## Answer or reject phone calls

If paired to an iPhone or Android phone, Sense lets you accept or reject incoming phone calls.

To accept a call, tap the green phone icon on your watch's screen. If you set up on-wrist calls, you'll hear the caller through the speaker on your watch and can speak back using your watch's microphone. To reject a call, tap the red phone icon to send the caller to voicemail.

The caller's name appears if that person is in your contacts list; otherwise you see a phone number.




## Take on-wrist phone calls

To set up on-wrist calls, from the Today tab in the Fitbit app on your phone, tap your profile picture > your device image > **On-Wrist Calls**. Follow the instructions below to set up on-wrist calls.

### Android phone

Tap each setup requirement, and follow the on-screen instructions to accept and turn on the necessary pairing permissions and requests.

- Note that if you see a **See Instructions** button, you might be using an older version of the Fitbit app. Tap **See Instructions**, and use the "iPhone" on the facing page instructions to set up on-wrist calls.
- If you don't see a pop-up message to turn on Sense Controls when you tap **Bluetooth Pairing**:

  1. Open the Settings app on your watch > **Vibration & Audio**. In the On-wrist calls section, tap **Sense Controls/Calls** or **Sense Controls/Calls**.
  2. On your phone, tap **Settings** > **Bluetooth**. Your phone scans for available devices.
  3. When you see **Sense Controls/Calls** as an available device, tap it. A number appears on your phone screen.
  4. When the same number appears on your watch, tap **Pair**.
  5. Return to the Fitbit app on your phone. The Bluetooth pairing step is complete.

iPhone

1. Tap **Start Setup**.
    - If you're unable to start the on-wrist call setup, open the Settings app on your watch > **Vibration & Audio**. In the On-wrist calls section, tap **Sense Controls/Calls**, and then proceed to the next step.
2. On your phone, tap **Settings** > **Bluetooth**. Your phone scans for available devices.
3. When you see **Sense Controls/Calls** as an available device, tap it. A number appears on your phone screen.
4. When the same number appears on your watch, tap **Pair**.
5. Return to the Fitbit app on your phone. Tap **Done** to complete setup.

To answer a call using on-wrist mode:

1. When you receive a phone call, tap the green phone icon on your watch. Note that your phone must be nearby with the Fitbit app running in the background.
2. Speak into your watch to talk to the other person. Their voice will come from the speaker on your watch.
    - To adjust the volume of the speaker, tap the speaker icon > minus icon or plus icon . Swipe right to return to the previous screen.
    - To mute yourself, tap the microphone icon . Tap the same icon to unmute yourself.
    - To switch to a keypad, tap the three dots icon > **Keypad**. Swipe right to return to the previous screen.
    - To switch the call to your phone, tap the three dots icon > **Phone**. Tap the watch icon to move the call back to your watch.
3. To end the call, tap the red phone icon .

For more information, see the related help article.

# Respond to messages (Android phones)

Respond directly to text messages and notifications from certain apps on your watch with preset quick replies. Keep your phone nearby with the Fitbit app running in the background to respond to messages from your watch.

To respond to a message:

1. Open the notification you want to respond to.
2. Choose how to reply to the message:
    - Tap the microphone icon  to respond to the message using voice-to-text. To change the language recognized by the microphone, tap **Language**. After you speak your reply, tap **Send**, or tap **Retry** to try again. If you notice a mistake after you send the message, tap **Undo** within 3 seconds to cancel the message.
    - Tap the text icon  to respond to a message from a list of quick replies.
    - Tap the emoji icon  to respond to the message with an emoji.

For more information, including how to customize quick replies, see the related help article.

# Timekeeping

Alarms vibrate to wake or alert you at a time you set. Set up to 8 alarms to occur once or on multiple days of the week. You can also time events with the stopwatch or set a countdown timer.

Note that alarms and timers you set with a voice assistant are separate from the ones you set in the Alarms app and Timer app. For more information, see "Voice Assistant" on page 32.

## Use the Alarms app

Set one-time or recurring alarms with the Alarms app . When an alarm goes off, your watch vibrates.

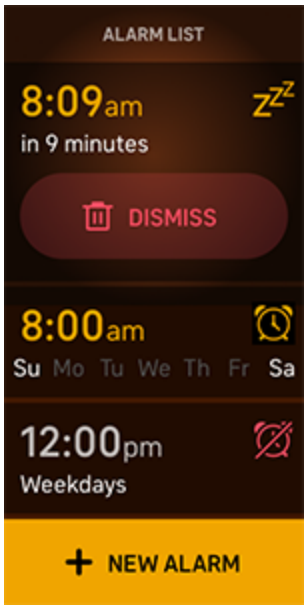
When setting an alarm, turn on Smart Wake to allow your watch to find the best time to wake you starting 30 minutes before the alarm time you set. It avoids waking you during deep sleep so you're more likely to wake up feeling refreshed. If Smart Wake can't find the best time to wake you, your alarm alerts you at the set time.

For more information, see the related help article.

### Dismiss or snooze an alarm

When an alarm goes off, your watch vibrates. To dismiss the alarm, tap the alarm icon . To snooze the alarm for 9 minutes, tap the snooze icon .

Snooze the alarm as many times as you want. Sense automatically goes into snooze mode if you ignore the alarm for more than 1 minute.




## Use the Timer app

Time events with the stopwatch or set a countdown timer with the Timer app on your watch. You can run the stopwatch and countdown timer at the same time.

When the screen turns off, your watch continues to display the stopwatch or countdown timer until it ends or you exit the app.

For more information, see the related help article.

# Activity and Wellness

Sense continuously tracks a variety of stats whenever you wear it. Data automatically syncs with the Fitbit app throughout the day.

## See your stats

Open the Today app  or swipe up from the clock face to see your daily stats, including:

| | |
|---|---|
| Steps | Steps taken today and progress toward your daily goal |
| Heart rate | Current heart rate and either your heart-rate zone or resting heart rate (if not in a zone) |
| Calories burned | Calories burned today and progress toward your daily goal |
| Floors | Floors climbed today and progress toward your daily goal |
| Distance | Distance covered today and progress toward your daily goal |
| Active Zone Minutes | Active Zone Minutes earned today and the number of Active Zone Minutes you're currently earning per minute |
| Exercise | Number of days you met your exercise goal this week |
| Sleep | Sleep duration and sleep score |
| Hourly activity | The number of hours today you met your hourly activity goal |
| Food | Calories eaten and calories remaining today |
| Menstrual health | Information on the current stage of your menstrual cycle, if applicable |
| Water | Water intake logged today and progress toward your daily goal |
| Weight | Current weight and your progress toward your weight goal |
| Core temp (Today app only) | Your most recent logged temperature |
| Oxygen Saturation (Today app only) | Your most recent resting SpO2 average and range |

Tap a tile to view more details or log an entry (for water, weight, and core temperature).

Find your complete history and other information detected by your watch in the Fitbit app.

# Track a daily activity goal

Sense tracks your progress toward a daily activity goal of your choice. When you reach your goal, your watch vibrates and shows a celebration.

## Choose a goal

Set a goal to help you get started on your health and fitness journey. To begin, your goal is to take 10,000 steps per day. Choose to change the number of steps, or pick a different activity goal depending on your device.

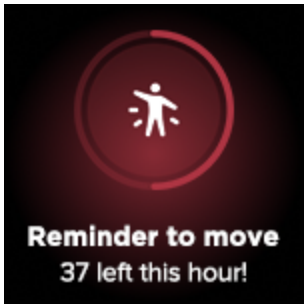
For more information, see the related help article.

Track progress toward your goal on Sense. For more information, see "See your stats" on page 45.

# Track your hourly activity

Sense helps you stay active throughout the day by keeping track of when you're stationary and reminding you to move.

Reminders nudge you to walk at least 250 steps each hour. You feel a vibration and see a reminder on your screen at 10 minutes before the hour if you haven't walked 250 steps. When you meet the 250-step goal after receiving the reminder, you feel a second vibration and see a congratulatory message.




For more information, see the related help article.

# Track your sleep

Wear Sense to bed to automatically track basic stats about your sleep, including your time asleep, sleep stages (time spent in REM, light sleep, and deep sleep), and sleep score (the quality of your sleep).

Sense also tracks your estimated oxygen variation throughout the night to help you uncover potential breathing disturbances, as well as your skin temperature to see how it varies from your personal baseline.

To see your sleep stats, sync your watch when you wake up and check the Fitbit app, or swipe up from the clock face on your watch.

For more information, see the related help article.

## Set a sleep goal

To start, you have a sleep goal of 8 hours of sleep per night. Customize this goal to meet your needs.

For more information, see the related help article.

## Detect snoring and noise levels during sleep

With a Premium subscription, turn on the snore and noise detection feature to allow the microphone on your Fitbit Sense to track noise, including snoring from you or someone next to you. By analyzing noise information every few seconds, your device can track the overall noise level of your surroundings and check for snoring throughout the night.

For more information, see the related help article.

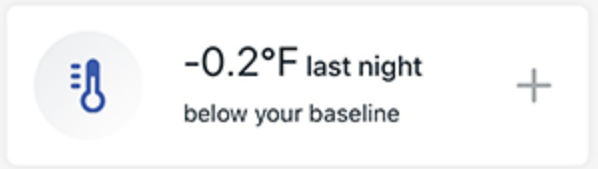
## Learn about your sleep habits

With a Fitbit Premium subscription, see more details about your sleep score and how you compare to your peers, which can help you build a better sleep routine and wake up feeling refreshed.

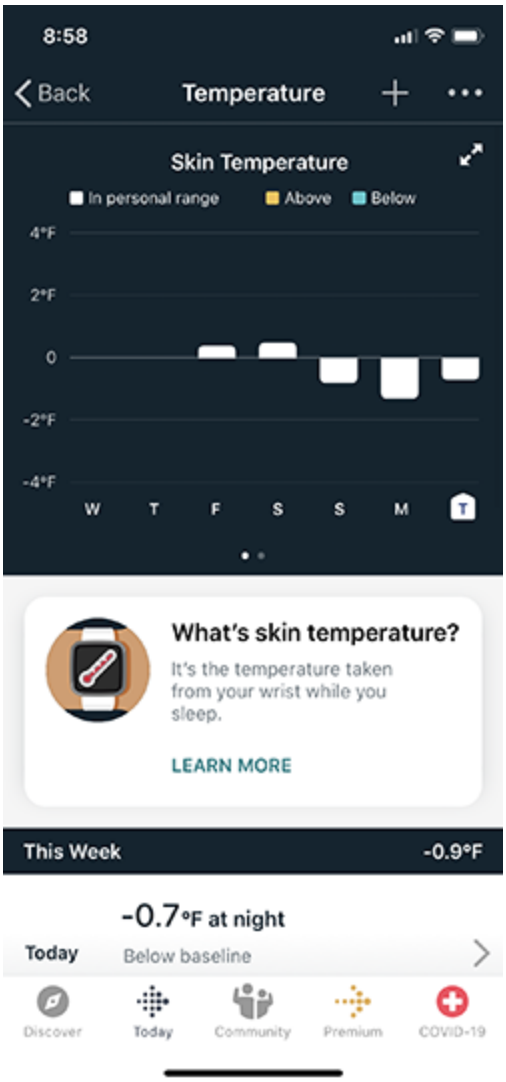
For more information, see the related help article.

# Track your skin temperature changes

Sense logs your skin temperature each night to show how it varies from your personal baseline to help identify any changes from your baseline. Insight into your night-time skin temperature variation can help you understand changes in your body and spot trends. To view changes in your nightly sleeping skin temperature, open the Fitbit app on your phone. From the Today tab , tap the Temperature tile.




You see a graph of your skin temperature variations, along with any core temperature readings you manually logged.




With a Fitbit Premium subscription, see your skin temperature changes throughout the night.




Note that you must wear Sense to sleep for 3 nights before you see your personal skin temperature baseline.

For more information, see the related help article. Please note that this feature is not available in all markets.

## Manage stress

Track and manage your stress with mindfulness features.

## Use the EDA Scan app

The EDA Scan app on Sense detects electrodermal activity which may indicate your body's response to stress. Because your sweat level is controlled by the sympathetic nervous system, these changes can show meaningful trends about how your body responds to stress. Choose between a 2-minute quick scan or a guided session.

1. On Sense, tap to open the EDA Scan app.
2. Choose **Quick Reset** for a 2-minute scan or **Guided Session** for a scan lasting up to 60 minutes.
3. If you chose Guided Session, a notification appears to open the Fitbit app. Choose a mindfulness session, and tap **Play Audio**. Note: Premium subscribers can access additional guided meditations in the Fitbit app.
4. Place your hand on top of the screen. Note that your palm must touch all 4 sides of the metal frame.
5. Remain still during the scan. Keep your hand on Sense for at least 2 minutes.
6. If you remove your hand, the scan pauses. To resume, place your hand back on the screen. To end the session, tap **End**.
7. Sense buzzes after the scan is complete. Tap **Log It** to reflect on how you feel, or tap **Skip**.
8. Swipe down to see the summary of your scan, including your number of EDA responses, heart rate at the start and end of the session, and reflection if you logged a reflection.
9. To see more details about your session, open the Fitbit app on your phone.

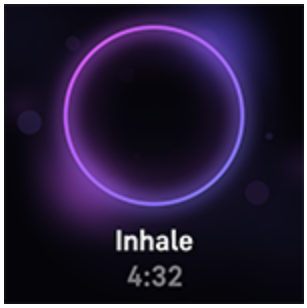
   From the Today tab, tap the Mindfulness tile > **Your Journey**.

For more information, see the related help article.

## Practice guided breathing

The Relax app on Sense provides personalized guided breathing sessions to help you find moments of calm throughout the day. All notifications are automatically disabled during the session.

1. On Sense, open the Relax app .
2. Tap **Edit** to change the duration of the session or turn off the optional vibration.
3. Tap **Start** to begin the session. Follow the on-screen instructions.




4. When the session ends, tap **Log It** to reflect on how you feel, or tap **Skip** to skip this step.
5. View your summary, and tap **Done** to close the app.

For more information, see the related help article.

## Check your stress management score

Based on your heart rate, exercise, and sleep data, your stress management score helps you see if your body is showing signs of stress on a daily basis. The score ranges from 1 to 100, where a higher number means your body is showing fewer signs of physical stress. To see your daily stress management score, wear your watch to sleep, and open the Fitbit app on your phone the next morning. From the Today tab , tap the Stress Management tile.

Log how you feel throughout the day to get a clearer picture of how your mind and body respond to stress. With a Fitbit Premium subscription, see details about your score breakdown.

For more information, see the related help article.

# Advanced health metrics

Know your body better with health metrics in the Fitbit app. This feature helps you view key metrics tracked by your Fitbit device over time so that you can see trends and assess what's changed.

Metrics include:

- Oxygen saturation (SpO2)
- Skin temperature variation
- Heart-rate variability
- Resting heart rate
- Breathing rate

Note: This feature is not intended to diagnose or treat any medical condition and should not be relied on for any medical purposes. It is intended to provide information that can help you manage your well-being. If you have any concerns about your health, please talk to a healthcare provider. If you believe you are experiencing a medical emergency, call emergency services.

For more information, see the related help article.

# Exercise and Heart Health

Automatically track exercise or track activity with the Exercise app to see real-time stats and a post-workout summary.

Check the Fitbit app to share your activity with friends and family, see how your overall fitness level compares to your peers, and more.

During a workout, you can play music through the Pandora app or Deezer app on your watch, control music playing in Spotify using the Spotify - Connect & Control app, or control music playing on your phone.

1. Start music playing in an app or on your phone.
2. Open the Exercise app and start a workout. To control music playing while you exercise, double-press the button. Your shortcuts appear.
3. Tap the music controls icon .
4. To return to your workout, press the button.

Note that you need to pair a Bluetooth audio device, such as headphones or a speaker, to Sense to hear music stored on your watch.

For more information, see "Music" on page 63.

## Track your exercise automatically

Sense automatically recognizes and records many high-movement activities which are at least 15 minutes long. See basic stats about your activity in the Fitbit app on your phone. From the Today tab , tap the Exercise tile .

For more information, see the related help article.

# Track and analyze exercise with the Exercise app

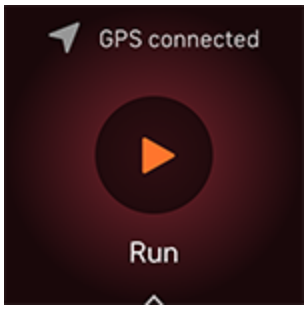
Track specific exercises with the Exercise app on Sense to see real-time stats, including heart-rate data, calories burned, elapsed time, and a post-workout summary on your wrist. For complete workout stats, and a workout intensity map if you used GPS, tap the Exercise tile in the Fitbit app.

To track an exercise:

1. On Sense, open the Exercise app and swipe to find an exercise. You can also ask Alexa or Google Assistant to open the Exercise app or start tracking a workout. For more information, see "Interact with your voice assistant" on page 33.
2. Tap the exercise to choose it. If the exercise uses GPS, you can wait for the signal to connect, or start the exercise and GPS will connect when a signal is available. Note that GPS can take a few minutes to connect.
3. Tap the play icon to begin the exercise, or swipe up to choose an exercise goal or adjust the settings. For more information on the settings, see "Customize your exercise settings" on the facing page.
4. Tap the large stat to scroll through your real-time stats. To pause your workout, swipe up and tap the pause icon .
5. When you're done with your workout, swipe up and tap the end icon > **End**. Your workout summary appears.
6. Tap **Done** to close the summary screen.

Notes:

- If you set an exercise goal, your watch alerts you when you’re halfway to your goal and when you reach the goal.
- If the exercise uses GPS, "GPS connecting..." appears at the top of the screen. When the screen says "GPS connected" and Sense vibrates, GPS is connected.




Using built-in GPS impacts your watch's battery life. When GPS tracking is turned on, Sense can track up to 12 hours of continuous exercise.

## Customize your exercise settings

Customize settings for each exercise type on your watch. Settings include:

| | |
|---|---|
| Heart Zone Notifications | Receive notifications when you hit target heart-rate zones during your workout. For more information, see the related help article |
| Laps | Receive notifications when you reach certain milestones during your workout |
| Show Stats | Choose what stats you want to see when tracking an exercise |
| GPS | Track your route using GPS |
| Auto-Pause | Automatically pause a run or bike ride when you stop moving |
| Run Detect | Track runs automatically without opening the Exercise app |
| Always-on Display | Keep the screen on during exercise |
| Pool Length | Set the length of your pool |
| Interval | Adjust the move and rest intervals used during interval training |

1. On Sense, open the Exercise app .
2. Swipe to find an exercise.

3. Swipe up from the bottom of the screen, then swipe up through the list of settings.
4. Tap a setting to adjust it.
5. When you're done, swipe down until you see the play icon .

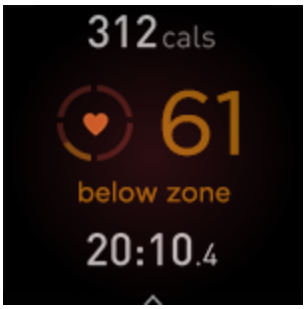
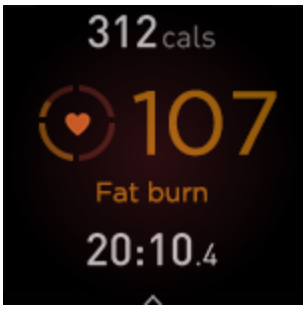
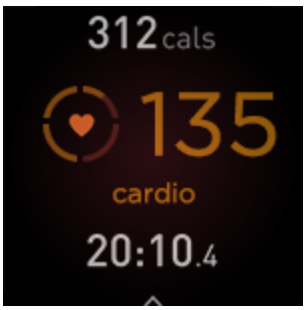
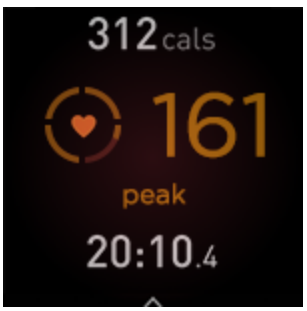
### Check your workout summary

After you complete a workout, Sense shows a summary of your stats.

Check the Exercise tile in the Fitbit app to see additional stats and a workout intensity map if you used GPS.

## Check your heart rate

Sense personalizes your heart-rate zones using your heart rate reserve, which is the difference between your maximum heart rate and your resting heart rate. To help you target the training intensity of your choice, check your heart rate and heart-rate zone on your watch during exercise. Sense notifies you when you enter a heart-rate zone.

| Icon | Zone | Calculation | Description |
|---|---|---|---|
|  | Below Zone | Below 40% of your heart rate reserve | Below the fat burn zone, your heart beats at a slower pace. |
|  | Fat Burn Zone | Between 40% and 59% of your heart rate reserve | In the fat burn zone, you're likely in a moderate activity such as a brisk walk. Your heart rate and breathing might be elevated, but you can still carry on a conversation. |
|  | Cardio Zone | Between 60% and 84% of your heart rate reserve | In the cardio zone, you're likely doing a vigorous activity such as running or spinning. |
|  | Peak Zone | Greater than 85% of your heart rate reserve | In the peak zone, you're likely doing a short, intense activity that improves performance and speed, such as sprinting or high-intensity interval training. |

## Custom heart-rate zones

Instead of using these heart-rate zones, you can create a custom zone in the Fitbit app to target a specific heart-rate range.

For more information, see the related help article.

## Earn Active Zone Minutes

Earn Active Zone Minutes for time spent in the fat burn, cardio, or peak heart-rate zones. To help you maximize your time, you earn 2 Active Zone Minutes for each minute you're in the cardio or peak zones.

1 minute in the fat burn zone = 1 Active Zone Minute
1 minute in the cardio or peak zones = 2 Active Zone Minutes

A few moments after you enter a different heart-rate zone during your exercise, your watch buzzes so that you know how hard you're working. The number of times your watch vibrates indicates which zone you're in:

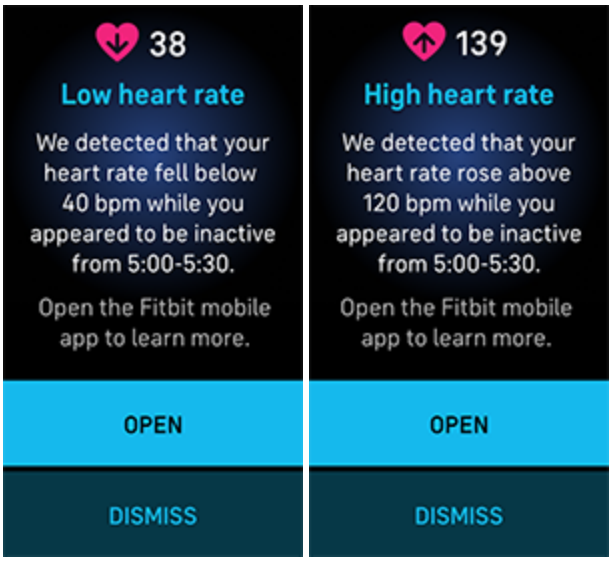
1 buzz = below zone
2 buzzes = fat burn zone
3 buzzes = cardio zone
4 buzzes = peak zone

To start, your weekly goal is set to 150 Active Zone Minutes. You'll receive notifications as you reach your goal.

For more information, see the related help article.

## Receive heart-rate notifications

Stay informed when Sense detects that your heart rate is outside of your high or low thresholds when you appear to be inactive for at least 10 minutes.




To turn this feature off or adjust the thresholds:

1. From the Today tab in the Fitbit app on your phone, tap your profile picture > Sense tile.
2. In the Activity & Wellness section, tap **Heart Settings** > **High & low heart rate**.
3. Turn **High heart rate notification** or **Low heart rate notification** on or off, or tap **Custom** to adjust the threshold.

View past heart-rate notifications, log possible symptoms and causes, or delete notifications in the Fitbit app. For more information, see the related help article.

## Check your daily readiness score

Understand what's best for your body with the daily readiness score, available with a Fitbit Premium subscription. Check the Fitbit app each morning to see your score, ranging from 1 to 100, based on your activity, sleep, and heart rate variability. A high score means you're ready to exercise, while a low score suggests you should focus on recovery.

When you check your score, you also see a breakdown of what impacted your score, a personalized activity goal for the day, and recommended workouts or recovery sessions.

To see your daily readiness score, wear your tracker to sleep, and open the Fitbit app on your phone the next morning. From the Today tab , tap the Readiness tile .

For more information, see the related help article.

## View your cardio fitness score

View your overall cardiovascular fitness in the Fitbit app. See your cardio fitness score and cardio fitness level, which shows how you compare to your peers.

In the Fitbit app, tap the Heart-rate tile and swipe left on your heart-rate graph to see your detailed cardio fitness stats.

For more information, see the related help article.

## Share your activity

After you complete a workout, open the Fitbit app to share your stats with friends and family.

For more information, see the related help article.

# Music

Use apps on your watch to listen to music with Bluetooth headphones or speakers.

## Connect Bluetooth headphones or speakers

Connect up to 8 Bluetooth audio devices to listen to music from your watch.

To pair a new Bluetooth audio device:

1. Activate pairing mode on your Bluetooth headphones or speaker.
2. On Sense, open the Settings app > **Vibration & audio**.
3. In the Bluetooth section, tap **Manage devices**.
4. Swipe up to see the Other devices section. Sense searches for nearby devices.
5. When Sense finds nearby Bluetooth audio devices, it shows a list on the screen. Tap the name of the device you want to pair.

When pairing is complete, a check mark appears on the screen.

To listen to music with a different Bluetooth device:

1. On Sense, open the Settings app > **Vibration & audio**.
2. In the Bluetooth section, tap the device you want to use, or pair a new device. Then wait for a moment for the device to connect.

For more information, see the related help article.

## Control music with Sense

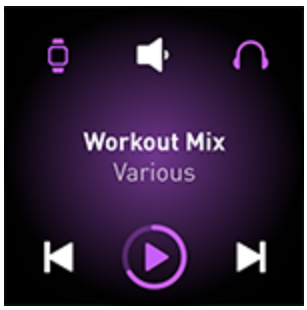
Control music playing in an app on Sense or on your phone.

To choose the music source:

1. Double-press the button on Sense. Your shortcuts appear.
2. Tap the music controls icon .
3. The icon in the top-left corner shows whether the music source is currently set to your phone or your watch. Tap it to change the music source, then press the button to return to your music controls.

To control music:

1. While music is playing, double-press the button. Your shortcuts appear.
2. Tap the music controls icon .
3. Play, pause, or tap the arrow icons to skip to the next track or previous track. Tap the volume icon to adjust the volume.




## Control music with the Spotify - Connect & Control app

Use the Spotify - Connect & Control app on Sense to control Spotify on your phone, computer, or other Spotify Connect device. Navigate between playlists, like songs, and switch between devices from your watch. Note that at this time, the Spotify - Connect & Control app only controls music playing on your paired device, so your device must remain nearby and connected to the internet. You need a Spotify Premium subscription to use this app. For more information about Spotify Premium, see spotify.com.

For instructions, see the related help article.

## Listen to music with the Pandora app (United States only)

With the Pandora app  on Sense, download up to 3 of your most-played Pandora stations or popular curated Workout stations directly to your watch. Note that you need a paid subscription to Pandora and a Wi-Fi connection to download stations. For more information about Pandora subscriptions, see help.pandora.com.

For instructions, see the related help article.

## Listen to music with the Deezer app

With the Deezer app  on Sense, download your Deezer playlists and Flow directly to your watch. Note that you need a paid subscription to Deezer and a Wi-Fi connection to download music. For more information about Deezer subscriptions, see support.deezer.com.

For instructions, see the related help article.

# Fitbit Pay

Sense includes a built-in NFC chip, which lets you use your credit and debit cards on your watch.

## Use credit and debit cards

Set up Fitbit Pay in the Wallet section of the Fitbit app, and use your watch to make purchases in stores that accept contactless payments.

We're always adding new locations and card issuers to our list of partners. To see if your payment card works with Fitbit Pay, see fitbit.com/fitbit-pay/banks.

### Set up Fitbit Pay

To use Fitbit Pay, add at least 1 credit or debit card from a participating bank to the Wallet section of the Fitbit app. The Wallet is where you add and remove payment cards, set a default card for your watch, edit a payment method, and review recent purchases.

1. From the Today tab  in the Fitbit app, tap your profile picture > Sense tile.
2. Tap the **Wallet** tile.
3. Follow the on-screen instructions to add a payment card. In some cases, your bank might require additional verification. If you're adding a card for the first time, you might be prompted to set a 4-digit PIN code for your watch. Note that you also need passcode protection enabled for your phone.
4. After you add a card, follow the on-screen instructions to turn on notifications for your phone (if you haven't already done so) to complete the setup.

## Make purchases

Make purchases using Fitbit Pay at any store that accepts contactless payments. To determine if the store accepts Fitbit Pay, look for the symbol below on the payment terminal:



*All customers except those in Australia:*

1. Open the Wallet app on your watch.
2. If prompted, enter your 4-digit watch PIN code. Your default card appears on the screen.




3. To pay with your default card, hold your wrist near the payment terminal. To pay with a different card, to find the card you want to use, and hold your wrist near the payment terminal.



*Customers in Australia:*

1. If you have a credit or debit card from an Australian bank, hold your watch near the payment terminal to pay. If your card is from a bank outside of Australia, or if you wish to pay with a card that is not your default card, complete steps 1-3 in the section above.
2. If prompted, enter your 4-digit watch PIN code.
3. If the purchase amount exceeds $100 AU, follow the instructions on the payment terminal. If prompted for a PIN code, enter the PIN code for your card (not your watch).

When the payment succeeds, your watch vibrates and you see a confirmation on the screen.

If the payment terminal doesn't recognize Fitbit Pay, make sure the watch face is near the reader and that the cashier knows you're using a contactless payment.

---

For added security, you must wear Sense on your wrist to use Fitbit Pay.

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For more information, see the related help article.

## Change your default card

1. From the Today tab in the Fitbit app, tap your profile picture > Sense tile.
2. Tap the **Wallet** tile.

3. Find the card you want to set as the default option.
4. Tap **Set as Default on Sense**.

## Pay for transit

Use Fitbit Pay to tap on and off at transit readers that accept contactless credit or debit card payments. To pay with your watch, follow the steps listed in "Use credit and debit cards" on page 66.

Pay with the same card on your Fitbit watch when you tap the transit reader at the start and end of your trip. Make sure your device is charged before beginning your trip.

# Update, Restart, and Erase

Some troubleshooting steps may require you to restart your watch, while erasing it is useful if you want to give Sense to another person. Update your watch to receive new Fitbit OS updates.

## Update Sense

Update your watch to get the latest feature enhancements and product updates.

When an update is available, a notification appears in the Fitbit app. After you start the update, follow the progress bars on Sense and in the Fitbit app until the update is complete. Keep your watch and phone close to each other during the update.

Updating Sense takes several minutes and may be demanding on the battery. We recommend plugging your watch into the charger before starting the update.

For more information, see the related help article.

## Restart Sense

If you can't sync Sense or you have trouble with tracking your stats or receiving notifications, restart your watch from your wrist:

To restart your watch, press and hold the button for 10 seconds until you see the Fitbit logo on the screen, and then release the button.

Restarting your watch doesn't delete any data.

Sense has small holes on the device for the altimeter, speaker, and microphone. Don't attempt to restart your device by inserting any items, such as paper clips, into these holes as you can damage Sense.

## Shutdown Sense

To turn off your watch, open the Settings app  > **Shut down**.

To turn on your watch, press the button.

For information about how to store Sense long term, see the related help article.

## Erase Sense

If you want to give Sense to another person or wish to return it, first clear your personal data:

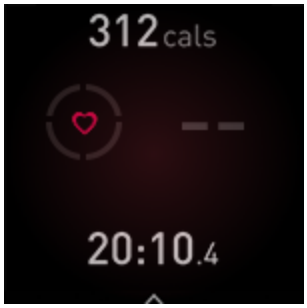
On Sense, open the Settings app  > **About Sense** > **Factory reset**.

# Troubleshooting

If Sense isn't working properly, see our troubleshooting steps below.

## Heart-rate signal missing

Sense continuously tracks your heart rate while you're exercising and throughout the day. If the heart-rate sensor on your watch has difficulty detecting a signal, dashed lines appear.

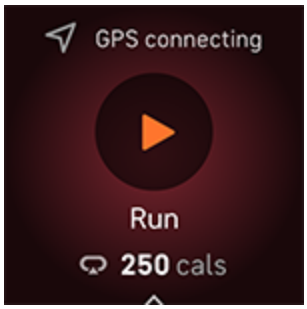



If your watch doesn't detect a heart-rate signal, make sure you're wearing your watch correctly, either by moving it higher or lower on your wrist or by tightening or loosening the band. Sense should be in contact with your skin. After holding your arm still and straight for a short time, you should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

For more information, see the related help article.

## GPS signal missing

Environmental factors including tall buildings, dense forest, steep hills, and thick cloud cover can interfere with your watch's ability to connect to GPS satellites. If your watch is searching for a GPS signal during an exercise, you'll see " **connecting** " appear at the top of the screen. If Sense can't connect to a GPS satellite, the watch stops trying to connect until the next time you start a GPS exercise.




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

If Sense loses the GPS signal during your workout, "GPS lost signal" appears at the top of the screen. Your watch will attempt to reconnect.




For more information, see the related help article.

## Can't connect to Wi-Fi

If Sense can't connect to Wi-Fi, you might have entered an incorrect password, or the password might have changed:

1. From the Today tab in the Fitbit app, tap your profile picture > Sense tile.
2. Tap **Wi-Fi Settings** > **Next**.
3. Tap the network you want to use > **Remove**.
4. Tap **Add Network** and follow the on-screen instructions to reconnect the Wi-Fi network.

To check if your Wi-Fi network is working correctly, connect another device to your network; if it connects successfully, try again to connect your watch.

If Sense still won't connect to Wi-Fi, make sure that you're attempting to connect your watch to a compatible network. For best results, use your home Wi-Fi network. Sense 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 10.

After you verify 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.

For more information, see the related help article.

## Phone disconnected

When your Fitbit device isn't connected to your phone, the phone disconnected icon  appears for 3 seconds at the top of your clock face when you turn on the screen. You might have trouble syncing and receiving notifications from your phone. If your phone is nearby, follow the troubleshooting steps in the related help article.

## Other issues

If you experience any of the following issues, restart your watch:

- Won't sync
- Won't respond to taps, swipes, or button press
- Won't track steps or other data
- Won't show notifications

For instructions, see "Restart Sense" on page 70.

# General Info and Specifications

## Sensors and Components

Fitbit Sense contains the following sensors and motors:

- 3-axis accelerometer, which tracks motion patterns
- Gyroscope
- Altimeter, which tracks altitude changes
- Built-in GPS receiver + GLONASS, which tracks your location during a workout
- Multi-path optical heart rate tracker
- Multipurpose electrical sensors compatible with the ECG app and EDA Scan app
- On-wrist skin temperature sensor
- Ambient light sensor
- Microphone
- Speaker
- Vibration motor

## Materials

The band that comes with Sense is made of a flexible, durable elastomer material similar to that used in many sports watches.

The housing and buckle on Sense are made of anodized aluminum. While anodized aluminum can contain traces of nickel, which can cause an allergic reaction in someone with nickel sensitivity, the amount of nickel in all Fitbit products meets the European Union's stringent Nickel Directive.

Our products may contain trace amounts of acrylates and methacrylates from adhesives used in those products but we work to ensure our products adhere to rigorous design specifications and meet extensive test requirements so as to minimum the potential for reaction to these adhesives.

## Wireless technology

Sense contains a Bluetooth 5.0 radio transceiver, Wi-Fi chip, and NFC chip.

## Haptic feedback

Sense contains a vibration motor for alarms, goals, notifications, reminders, and apps.

## Battery

Sense contains a rechargeable lithium-polymer battery.

## Memory

Sense stores your data, including daily stats, sleep information, and exercise history, for 7 days. See your historical data in the Fitbit app.

## Display

Sense has a color AMOLED display.

## Band size

Band sizes are shown below. Note that accessory bands sold separately may vary slightly.

| | |
|---|---|
| Small band | Fits a wrist between 5.5 - 7.1 inches (140 mm - 180 mm) in circumference |
| Large band | Fits a wrist between 7.1 - 8.7 inches (180 mm - 220 mm) in circumference |

## Environmental conditions

| | |
|---|---|
| Operating temperature | 14° to 113° F<br>(-10° to 45° C) |
| Non-operating temperature | -4° to 14° F<br>(-20° to -10° C)<br><br>113° to 140°F<br>(45° to 60° C) |
| Charging temperature | 32° to 95° F<br>(0° to 35° C) |
| Water resistance | Water resistant up to 50 meters |
| Humidity range | While Fitbit Sense can operate in humidity conditions between 0% and 100%, we recommend not operating in conditions over 60% for prolonged periods of time. |
| Maximum operating altitude | 28,000 feet<br>(8,534 m) |

## Learn more

To learn more about your watch, how to track your progress in the Fitbit app, and how to build healthy habits with Fitbit Premium, visit help.fitbit.com.

## Return policy and warranty

Find warranty information and the fitbit.com return policy on our website.

# Regulatory and Safety Notices

Notice to the User: Regulatory content for certain regions can also be viewed on your device. To view the content:

**Settings › About Sense › Regulatory info**

## USA: Federal Communications Commission (FCC) statement

Model FB512

FCC ID: XRAFB512

**Notice to the User: The FCC ID can also be viewed on your device. To view the content:**

**Settings › About Sense › Regulatory info**

**Supplier's Declaration of Conformity**

**Unique Identifier:** FB512

**Responsible Party – U.S. Contact Information**

199 Fremont Street, 14th Floor
San Francisco, CA
94105
United States
877-623-4997

**FCC Compliance Statement (for products subject to Part 15)**

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.

## Canada: Industry Canada (IC) statement

Model/Modèle FB512

IC: 8542A-FB512

**Notice to the User: The IC ID can also be viewed on your device. To view the content:**

**Settings > About Sense > Regulatory info**

**Avis à l'utilisateur: L'ID de l'IC peut également être consulté sur votre appareil. Pour voir le contenu:**

**Paramètres › À propos de Sense › Mentions légales**

This device meets the IC requirements for RF exposure in public or uncontrolled environments.

Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée

IC Notice to Users English/French in accordance with current issue of RSS GEN:

This device complies with Industry Canada license exempt RSS standard(s).

Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et
2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif

# European Union (EU)

### Frequency Bands and Power

Data given here is the maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates.

WiFi 2400-2483.5 MHz < 20 dBm EIRP
Bluetooth 2400-2483.5 MHz < 13 dBm EIRP
NFC 13.56 MHz < 42 dBuA/m at 10m

### Simplified EU Declaration of Conformity

Hereby, Fitbit LLC declares that the radio equipment type Model FB512 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.fitbit.com/safety

### Vereinfachte EU-Konformitätserklärung

Fitbit LLC erklärt hiermit, dass die Funkgerättypen Modell FB512 die Richtlinie 2014/53/EU erfüllen. Der vollständige Wortlaut der EU-Konformitätserklärungen kann unter folgender Internetadresse abgerufen werden: www.fitbit.com/safety

### Declaración UE de Conformidad simplificada

Por la presente, Fitbit LLC declara que el tipo de dispositivo de radio Modelo FB512 cumple con la Directiva 2014/53/UE. El texto completo de la declaración de conformidad de la UE está disponible en la siguiente dirección de Internet: www.fitbit.com/safety

### Déclaration UE de conformité simplifiée

Fitbit LLC déclare par la présente que les modèles d'appareils radio FB512 sont conformes à la Directive 2014/53/UE. Les déclarations UE de conformité sont disponibles dans leur intégralité sur le site suivant : www.fitbit.com/safety

### Dichiarazione di conformità UE semplificata

Fitbit LLC dichiara che il tipo di apparecchiatura radio Modello FB512 è conforme alla Direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: www.fitbit.com/safety

CE

## IP Rating

Model FB512 has a water resistance rating of IPX8 under IEC standard 60529, up to a depth of 50 meters.

Model FB512 has a dust ingress rating of IP6X under IEC standard 60529 which indicates the device is dust-tight.

Please refer to the beginning of this section for instructions on how to access your product's IP rating.

## Argentina

RAMATEL

C-24969

## Australia and New Zealand

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info

## Belarus

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info




## China

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory Info

China RoHS

| 部件名称<br>Part Name | 有毒和危险品<br>Toxic and Hazardous Substances or Elements | | | | | |
|---|---|---|---|---|---|---|
| Model FB512 | 铅<br>(Pb) | 水银<br>(Hg) | 镉<br>(Cd) | 六价铬<br>(Cr(VI)) | 多溴化苯<br>(PBB) | 多溴化二苯醚<br>(PBDE) |
| 表带和表扣<br>(Strap and Buckle) | O | O | O | O | O | O |
| 电子<br>(Electronics) | -- | O | O | O | O | O |
| 电池<br>(Battery) | O | O | O | O | O | O |
| 充电线<br>(Charging Cable) | O | O | O | O | O | O |

本表格依据 SJ/T 11364 的规定编制

O = 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572规定的限量要求以下 (indicates that the content of the toxic and hazardous substance in all the Homogeneous Materials of the part is below the concentration limit requirement as described in GB/T 26572).

X = 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572规定的限量要求 (indicates that the content of the toxic and hazardous substance in at least one Homogeneous Material of the part exceeds the concentration limit requirement as described in GB/T 26572).




CMIIT ID 2020DJ10177

Frequency band: 2400-2483.5 MHz NFC: 13.56MHz
Transmitted power: Max EIRP, 12.9dBm
Occupied bandwidth: BLE: 2MHz, BT: 1MHz, NFC: 2.3 kHz, WiFi: 20MHz
Modulation system: BLE: GFSK, BT: GFSK (BDR), n/4-DQPSK (EDR), 8PSK (EDR), NFC: ASK, WiFi: DSSS, OFDM

## Customs Union

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info

EAC

## Indonesia

69638/SDPPI/2020
3788

## Israel

מספר אישור אלחוטי של משרד התקשורת הוא 51-75181.
אסור להחליף את האנטנה המקורית של המכשיר ולא לעשות בו כל שינוי טכני אחר

## Japan

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info

R 201-200608

## Kingdom of Saudi Arabia

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info

## Mexico

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > About Sense > Regulatory info

NOM NYCE

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada

## Moldova

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

## Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

## Oman

TRA/TA-R/9917/20
D090258

## Paraguay

CONATEL

NR: 2022-01-I-0056

## Philippines

NTC

Type Accepted
No: ESD-RCE-2023770

## Serbia




## Singapore

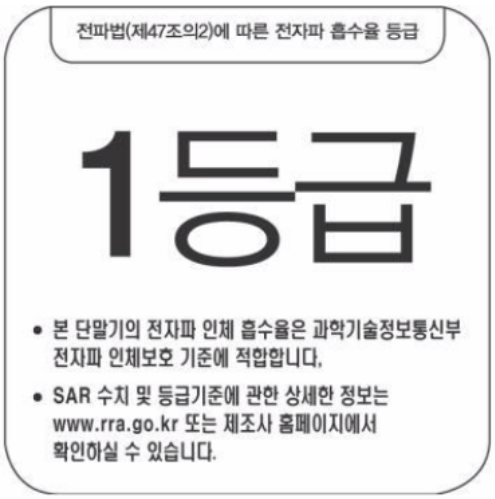
Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

**Settings** › **About Sense** › **Regulatory info**

## South Korea

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

**Settings** › **About Sense** › **Regulatory info**




본 제품의 전자파흡수율은 과학기술정보통신부의「전자파 인체보호기준」을 만족합니다.

본 제품은 국립전파연구원의「전자파흡수율 측정기준」에 따라 최대출력 조건에서 머리에 근접하여 시험되었으며, 최대 전자파흡수율 측정값은 다음과같습니다.

| 모델명 (Model) | 머리 전자파흡수율 (Head SAR) |
|---|---|
| FB512 | 0.142 W/kg |

클래스 B 장치 (가정 사용을위한 방송 통신 기기) : EMC 등록 주로 가정용 (B 급)으로하고, 모든 지역에서 사용할 수 있습니다 얻을이 장치.

" 해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다. "

Translation:
Class B devices (broadcast communications equipment for home use): EMC registration is mainly for household use (B class) and can be used in all areas get this device.

## Taiwan

用戶注意:某些地區的法規內容也可以在您的設備上查看。要查看內容:

設定 › 關於 Sense › 法規資訊

Translation:

Notice to the User: Regulatory content can also be viewed on your device. Instructions to view content from your menu:

Settings › About Sense › Regulatory info

低功率警語:

- 取得審驗證明之低功率射頻器材,非經核准,公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
- 低功率射頻器材之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。前述合法通信,指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Translation:

Warning Statement for Low Power Radios:

- Without permission granted by the NCC, no company, enterprise, or user is allowed to change the frequency of an approved low power radio-frequency device, enhance its transmitting power or alter original characteristics or performance.
- The use of low power RF devices must not affect flight safety or interfere with legal communications: when interference is found, it should be immediately stopped and ameliorated not to interfere before continuing to use it. The legal communications mentioned here refer to radio communications operating in accordance with the provisions of the Telecommunication Law. Low power RF devices need to bear with interference from legal communications or industrial, scientific and medical radio wave radiating equipment

電池警語:

此裝置使用鋰電池。

若未遵照下列準則,則裝置內的鋰離子電池壽命可能會縮短或有損壞裝置、發生火災、化學品灼傷、電解液洩漏及 / 或受傷的風險。

- 請勿拆解、鑿孔或損壞裝置或電池。
- 請勿取出或嘗試取出使用者不可自行更換的電池。
- 請勿將電池曝露於火焰、爆炸或其他危險中。
- 請勿使用尖銳物品取出電池。

Translation:

Battery warning:

This device uses a lithium-ion battery.

If the following guidelines are not followed, the life of the lithium-ion battery in the device may be shortened or there is a risk of damage to the device, fire, chemical burn, electrolyte leakage and / or injury.

- Do not disassemble, puncture or damage the device or battery.
- Do not remove or try to remove the battery that the user cannot replace.
- Do not expose the battery to flames, explosions or other hazards.
- Do not use sharp objects to remove the battery.

Vision Warning

使用過度恐傷害視力

警語

- 使用過度恐傷害視力

注意事項

- 使用30分鐘請休息10分鐘。未滿2歲幼兒不看螢幕，2歲以上每天看螢幕不要超過1小時

Translation:

Excessive use may damage vision

Warning:

- Excessive use may damage vision

Attention:

- Rest for 10 minutes after every 30 minutes.
- Children under 2 years old should stay away from this product. Children 2 years old or more should not see the screen for more than 1 hour a day.

## Taiwan RoHS

| 設備名稱: 智慧型手錶<br>Part Name:<br>Smartwatch | 限用物質及其化學符號<br>Restricted Substances and its chemical symbols | | | | | |
|---|---|---|---|---|---|---|
| Model FB512 | 鉛<br>(Pb) | 汞<br>(Hg) | 鎘<br>(Cd) | 六價鉻<br>($Cr^{+6}$) | 多溴聯苯<br>(PBB) | 多溴二苯醚<br>(PBDE) |
| 錶帶和錶扣<br>(Strap and Buckle) | O | O | O | O | O | O |
| 電子<br>(Electronics) | -- | O | O | O | O | O |
| 外殼<br>(Housing) | O | O | O | O | O | O |
| 充電線<br>(Charging Cable) | O | O | O | O | O | O |

備考1. 〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值。
備考2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。
備考3. 〝－〞係指該項限用物質為排除項目。

| 設備名稱：無線活動追踪器<br>Part Name: Wireless Activity Tracker | 限用物質及其化學符號<br>Restricted Substances and its chemical symbols | | | | | |
|---|---|---|---|---|---|---|
| Model FB421 | 鉛 (Pb) | 汞 (Hg) | 鎘 (Cd) | 六價鉻 ($Cr^{+6}$) | 多溴聯苯 (PBB) | 多溴二苯醚 (PBDE) |
| 錶帶和錶扣 (Strap and Buckle) | ○ | ○ | ○ | ○ | ○ | ○ |
| 電子 (Electronics) | -- | ○ | ○ | ○ | ○ | ○ |
| 外殼 (Housing) | ○ | ○ | ○ | ○ | ○ | ○ |
| 充電線 (Charging Cable) | ○ | ○ | ○ | ○ | ○ | ○ |
| 備考1. 〝超出0.1 wt %〞及〝超出0.01 wt %〞係指限用物質之百分比含量超出百分比含量基準值<br>備考2. 〝○〞係指該項限用物質之百分比含量未超出百分比含量基準值。<br>備考3. 〝—〞係指該項限用物質為排除項目。 | | | | | | |

## United Arab Emirates

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

**Settings › About Sense › Regulatory info**

TRA – United Arab Emirates

Dealer ID: DA35294/14
TA RTTE: ER89495/20
Model: FB512
Type: Smartwatch

# United Kingdom

### Simplified UK Declaration of Conformity

Hereby, Fitbit LLC declares that the radio equipment type Model FB512 is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at the following internet address: www.fitbit.com/legal/safety-instructions




# Safety Statement

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013 & EN62368-1:2014 + A11:2017.

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