



JAWBONE SUPPORT > FITNESS TRACKERS > UP2 > **SOFT RESET**

Soft Reset

A soft reset can help you resolve a number of issues, including difficulties syncing, low battery life, vibration motor issues, and more.

To perform a soft reset:

1. Attach your band to the included USB charging cable, ensuring that the pins on the charger fully align with the charging ports on the band.
2. Plug the USB charging cable into a powered USB port.
3. Wait until the three lights on your band begin to cycle.
4. Remove the charging cable from the USB port, then quickly plug it back in within 5 seconds.
5. After plugging it back into the USB port, all three lights flash in unison, slowly at first, then accelerating rapidly, until all three status lights remain on for 1 second. This light behavior takes about 4-5 seconds to complete. The band status lights then return to cycling as they do during charging.

Still not working?

If the issue persists after completing the steps in this article, please [contact us](#). For immediate assistance, contact our phone support if available in your area. If submitting a request through our website, include a link to this article so our team knows what information you've already reviewed.

CONTACT SUPPORT

1-800-JAWBONE / 1-800-529-2663

[Contact us](#)

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