

Jawbone Care > UP3 > Getting Started

🔍 Search

Articles in this section



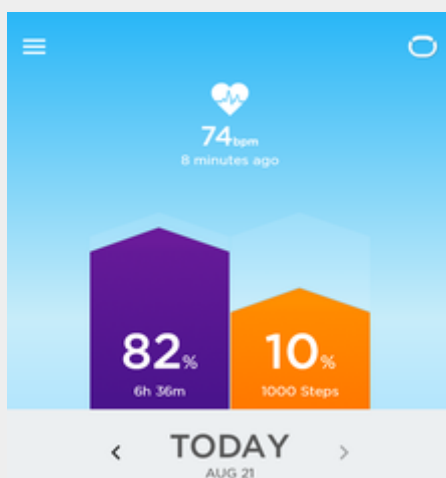
Syncing Your Band

UP is a system. The band records your movements and sleep, then syncs your data wirelessly with the UP App via Bluetooth LE on your WiFi enabled device (phone or tablet). Your data will automatically sync with the app once the band has connected. When syncing, a progress bar displays at the top of the app.

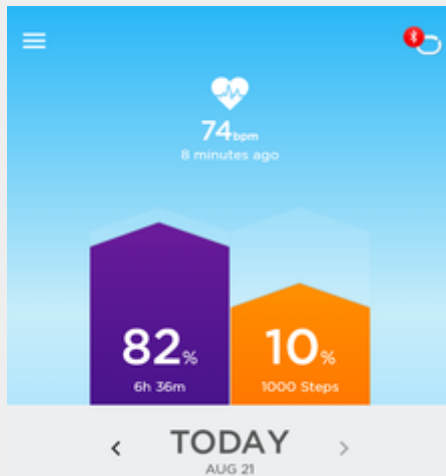
Your data syncs every minute the app is open, when your connected band is within 33 feet of your phone or tablet. When the UP App is running in the background, your band data syncs every 20 minutes. Once synced, your data is viewable on the UP App home screen.

Check Connection

To check if your band is connected, open the UP App and locate the status badge in the upper right corner. If a band icon appears, your band is connected and should sync as described above.



Troubleshooting



If your band is disconnected, you'll see a red Bluetooth symbol in the upper right corner of your home screen. To reconnect, try the following steps:


- Close the app, then relaunch.
- Turn off your device's Bluetooth, wait 1 minute, turn it on again, then relaunch the app.
- Check your internet connection as the UP App needs a connection to sync.
- Restart your phone or tablet.
- Perform a soft reset on your band.



Was this article helpful?

1 out of 11 found this helpful

Have more questions? [Submit a request](#)

Return to top 

Recently viewed articles

[Pairing Your Tracker With the UP App](#)

[Connecting UP with Apple Health](#)

[Finding Friends](#)

[Wearing and Caring](#)

[Understanding Your Data](#)

Related articles

[Pairing Your Tracker With the UP App](#)

[Syncing Issues](#)

[Charging Your Band](#)

[Pairing and Connectivity Issues](#)

[Band Notifications](#)