

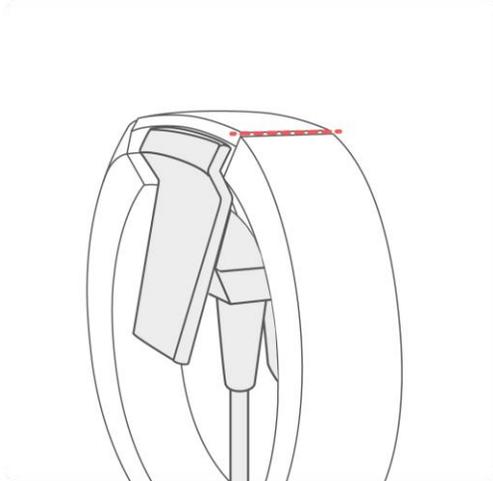
# How do I restart my tracker?

If your tracker has one of the following problems, it may be fixed by a restart:

- Your tracker isn't syncing
- Your tracker isn't responding to button presses, taps, or swipes
- Your tracker is charged but doesn't turn on
- Your tracker isn't tracking your steps or other stats

Restarting your tracker turns it off and on without deleting any activity data. If your tracker saves notifications, a restart deletes them.

1. Plug your charging cable into a USB port on your computer or any UL-certified USB wall charger.
2. Clip the other end of the charging cable to the port on the back of the tracker. The pins on the charging cable must lock securely with the port. You'll know the connection is secure when the tracker vibrates and you see a battery icon on your tracker's display. Your Alta HR will begin charging.



3. Press the button on your charging cable three times within four seconds, briefly pausing between presses. The button is on the end of the charging cable that is plugged into your computer. When you see the Fitbit logo and the tracker vibrates, this means the tracker has restarted.
4. Unplug your tracker from the charging cable.

# My tracker isn't receiving notifications from my Android mobile device

If you're trying to get call, text, or calendar notifications working for the first time, start by following the set up instructions carefully in [How do I get notifications from my mobile device?](#) That's where you'll find all the requirements.

If you want more information about encryption, see [Are notifications sent from my Android device encrypted?](#)

## Why are notifications delayed or missing?

Notifications skip or stop occasionally for several reasons that don't suggest a problem with your tracker or the Fitbit app.

- Your mobile device was too far away. It must be within 20 feet of your tracker to transmit the notification.
- You changed a related setting on your mobile device, such as turning on Do Not Disturb. To double check all requirements, see [How do I get notifications from my mobile device?](#)
- You're using another Bluetooth product. If you have Bluetooth products like speakers, headsets, or car stereos paired to your mobile device along with your tracker, you may have trouble using more than one at the same time. For example, turning on your speaker might stop your mobile device from sending a notification or syncing. For more information, see [Is the Fitbit app for Android interfering with other Bluetooth devices?](#)
- The connection between your mobile device and tracker is unstable. Bluetooth signals are susceptible to disconnecting or dropping occasionally, and reliability varies by Android device and operating system. For the best chances of success:
  - Make sure Enable Notification Widget is on. You can find this with the other notification settings in the Fitbit app.
  - Make sure Always Connected is on. This improves your Bluetooth connection but also drains your tracker's battery more quickly. Turn it off and on as you prefer.
- Your tracker was syncing. Syncing can sometimes prevent or delay a notification.
- You just updated the Fitbit app. Reboot your mobile device and try setting up notifications again.

# How do I troubleshoot notifications?

If you've reviewed the list above and can't get notifications to work, try the tasks below.

## Reset Bluetooth

1. Turn off Bluetooth.
2. Force quit the Fitbit app.
3. Turn on Bluetooth.
4. Open the Fitbit app, which will initiate a sync with your tracker.

Notifications should work as expected after your tracker syncs. If they don't, continue with the next task.

## Restart your tracker and reset notifications

If notifications are still missing:

1. Restart your tracker. For more information, see [How do I restart my tracker?](#)
2. Turn off notifications:
  1. From the Fitbit app dashboard, tap the Account icon (  ).
  2. Tap your tracker.
  3. Tap **Notifications**.
  4. Tap the three dots in the top right and choose **Disable Notifications**.
3. Reboot your mobile device.
4. Open the Fitbit app and turn notifications back on.

Notifications should work as expected after your tracker syncs. If they don't, continue with the next task.

## Refresh Notifications

As a last resort you can fully refresh notifications, which means setting them up again in the Fitbit app from the beginning. Unlike turning notifications off and on (resetting), this task also temporarily removes the connection between your mobile device and the tracker.

1. Tell your mobile device to "forget" your tracker. The instructions differ by device, but in most cases:
  1. Tap **Settings > Bluetooth** and find your tracker on the list.
  2. Tap **Forget** or **Forget Device**.
2. Reboot your mobile device.
3. In the Fitbit app under device settings, tap **Notifications** and make your choice.

# Why won't my tracker sync?

If you created a Fitbit account and followed the set up instructions, the data your tracker collects should sync when you open the Fitbit app or when you initiate the Sync Now command. To learn more about how syncing works on mobile devices and computers, see [How do Fitbit trackers sync their data?](#)

If your tracker doesn't sync when prompted, choose your platform below for guidance. One exception is Blaze. If you use an iOS device and updated your software version recently, see [Why won't Blaze sync with my iOS device?](#)

Syncing difficulty is usually caused by a missing requirement. Verify each one before moving on to the troubleshooting steps.

## Requirements

- The Fitbit app is installed on a supported device. To check, visit <http://www.fitbit.com/devices>.
- The software on your mobile device is updated. To check, tap **Settings** > **General** > **Software Update**.
- The Bluetooth setting on your mobile device is on. To check, tap **Settings** > **Bluetooth**.
- Your mobile device isn't managing other Bluetooth connections. For more information, see [Is the Fitbit app for iOS interfering with other Bluetooth devices?](#)
- If you use more than one Bluetooth phone, tablet, or computer to sync, the other one isn't nearby (or has Bluetooth disabled). For more information, see [Why won't my tracker sync to another device or computer?](#)
- Your tracker's battery isn't critically low.

## Troubleshooting

If your tracker still won't sync, try these steps:

1. Force quit the Fitbit app. For instructions see the [Apple help article](#).
2. Go to **Settings** > **Bluetooth** and turn Bluetooth off and back on.
3. Open the Fitbit app.
4. If your tracker didn't sync, reboot your mobile device. For instructions see the [Apple help article](#).

5. Open the Fitbit app.
6. If your tracker didn't sync, restart it using the instructions in [How do I restart my tracker?](#)

If your tracker won't sync after the restart, try logging in to your Fitbit account on a different mobile device or computer to help determine whether the original device is the culprit.

Syncing difficulty is usually caused by a missing requirement. Verify each one before moving on to the troubleshooting steps.

## Requirements

- The Fitbit app is installed on a supported device. To check, visit <http://www.fitbit.com/devices>.
- The Bluetooth setting on your mobile device is on. To check, tap **Settings > Connections > Bluetooth**.
- Your software on your mobile device is up to date. To check, tap **Settings > About Phone** or **About Device > Android Version**.
- 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 Bluetooth phone, tablet, or computer to sync, the other one isn't nearby (or has Bluetooth disabled). For more information, see [Why won't my tracker sync to another device or computer?](#)
- Your mobile device isn't managing other Bluetooth connections. For more information, see [Is the Fitbit app for Android interfering with other Bluetooth devices?](#)
- Your mobile device doesn't have a syncing issue listed in [Which Android devices have known issues with the Fitbit app?](#)
- Your tracker's battery isn't critically low.

## Tips

Depending your Android device, these tips might make syncing easier:

- The Always Connected option in the Fitbit app is on. This improves the Bluetooth connection between your phone and tracker. Note that turning on this feature may cause the battery on your tracker to drain more quickly than normal.

- You've tried turning on All-Day Sync in the Fitbit app. This setting prompts your tracker to periodically sync with the Fitbit app but may shorten battery life on your mobile device or tracker.

## Troubleshooting

If your tracker still won't sync, try these steps:

1. Force quit and then reopen the Fitbit app.
2. If the tracker doesn't sync, quit the app again and try turning Bluetooth off and on.
3. Reopen the app once more. If the tracker doesn't sync, try again after rebooting your mobile device.
4. If your tracker doesn't sync, try again after restarting your tracker. For instructions see [How do I restart my tracker?](#)
5. Lastly, try uninstalling and reinstalling the Fitbit app.

If your tracker won't sync after you reinstall the app, we recommend logging in to your Fitbit account on a different mobile device or computer to help determine whether the original device is the culprit.

### • Windows 10 mobile devices

Make sure these requirements are met:

- The Fitbit app is installed on a supported mobile device. To verify that your device is supported, visit <http://www.fitbit.com/devices>.
- The Bluetooth setting on your mobile device on. To check, go to **Settings > Devices > Bluetooth**.
- The software on your mobile device is up to date. To check, go to **Settings > System > Phone update**.
- If you use more than one Bluetooth phone, tablet, or computer to sync, the other one isn't nearby or its Bluetooth setting is turned off.
- Your tracker's battery isn't critically low.
- The firmware on your tracker is up to date as described in [How do I update my tracker?](#)

If syncing difficulty persists, please contact [Customer Support](#).

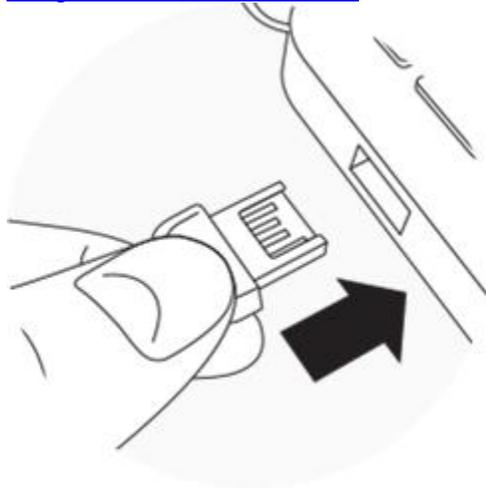
Syncing difficulty is usually caused by a missing requirement. Verify each one before moving on to the troubleshooting steps.

# Requirements

- The Fitbit app for Windows 10 is installed.
- Fitbit Connect software is not installed.

This software helps computers that can't run the Fitbit app for Windows 10 communicate with a tracker, so if you've had a Fitbit tracker for a while or someone else who uses the computer had one you may have Fitbit Connect installed. The quickest way to find out is to look for an icon with the Fitbit logo ( ) near the date and time on your computer screen. If you see this icon, uninstall Fitbit Connect using the same process for uninstalling any program.

- The Bluetooth setting is on that lets your computer communicate with your tracker. To verify, 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.
- If your computer doesn't support Bluetooth, it can still communicate with your tracker if you plug in the wireless sync dongle that came in the box with your tracker. For more information, particularly if your box didn't have a dongle, see [What is the wireless sync dongle and how do I use it?](#)



# Troubleshooting

If your tracker still won't sync, try these steps:

1. From the Start menu go to **Settings > Bluetooth**. Make sure you see your tracker on the list of devices with the word "Connected" below.
2. If your tracker isn't connected:
  1. Tap or click the tracker name and choose **Remove Device**.
  2. Make sure your tracker is nearby and wait for it to reappear in the devices list.

3. When it does, tap or click the tracker again and choose **Pair**. The pairing process can take several minutes but when its done the Bluetooth status should change to “Connected.”
3. If your tracker is connected but won't sync, its possible your computer's Bluetooth signal is weak or temporarily compromised. Try plugging in the wireless sync dongle (most trackers) or charging cable (Blaze) to sync your tracker with the app.
4. If you're still unable to sync or your tracker model didn't come with a wireless sync dongle, contact [Customer Support](#) so we can investigate the issue and get you back on track.

## My tracker isn't receiving notifications from my iOS mobile device

If you're trying to get notifications working for the first time, start by following the set up instructions carefully in [How do I get notifications from my mobile device?](#)

## Why are notifications delayed or missing?

Notifications skip or stop occasionally for several reasons that don't suggest a problem with your tracker or the Fitbit app.

- Your mobile device was too far away. It must be within 20 feet of your tracker to transmit the notification.
- For texts, you have the conversation open on your mobile device. Your tracker displays new texts you haven't already read.
- You changed a related setting on your mobile device, such as turning on Do Not Disturb. To double check all requirements, see [How do I get notifications from my mobile device?](#)
- You're using another Bluetooth product. If you have Bluetooth products like speakers, headsets, or car stereos paired to your mobile device along with your tracker, you may have trouble using more than one at the same time. For example, turning on your speaker might stop your mobile device from sending a notification or syncing. For more information, see [Is the Fitbit app for iOS interfering with other Bluetooth devices?](#)
- The connection between your mobile device and tracker is unstable. Bluetooth signals are susceptible to disconnecting or dropping occasionally.
- The app that should send the notification can't do so. Check all the mobile device and Fitbit app requirements in [How do I get notifications from my mobile device?](#)
- Your tracker was syncing. Syncing can sometimes prevent or delay a notification.
- You just updated the Fitbit app. Reboot your mobile device and try setting up notifications again.

# How do I troubleshoot notifications?

If you've reviewed the list above and can't get notifications to work:

1. Restart your tracker. For more information, see [How do I restart my tracker?](#)
2. On your mobile device, go to **Settings > Bluetooth**.
3. Turn off Bluetooth, wait 10 seconds, and then turn it back on.
4. Reboot your mobile device.

If notifications aren't working after the restart and reboot, try the setup process again:

1. Tell your mobile device to "forget" your tracker:
  1. On your mobile device, go to **Settings > Bluetooth**.
  2. Tap your tracker and then tap **Forget Device**.
  3. Log out of the Fitbit app.
2. Reboot your mobile device.
3. Restart your tracker. For more information, see [How do I restart my tracker?](#)
4. Turn on notifications in the Fitbit app:
  1. From the Fitbit app dashboard, tap the Account icon (  ).
  2. Tap your tracker.
  3. Find an option to turn on your notifications.

If you're still having difficulty, contact [Customer Support](#).

# Why isn't my battery charging?

If your battery is draining too quickly after a charge, see [Can I improve my tracker's battery life?](#) For tips on how to monitor battery life and ensure your tracker is charging, see [How do I charge my tracker?](#)

If your battery stopped charging, test the solutions below.

Problem	Solution
The contacts on the tracker or charging cable are dirty.	Dust and debris can accumulate over time and prevent a charge. Clean the charging contacts using the instructions in <a href="#">How do I clean my tracker?</a>
The USB port or outlet is faulty.	If you haven't done so, try a different port. A UL-certified wall charger will also work. Don't use a USB hub.

The tracker isn't connected securely to the charging cable.	Check the alignment and try reconnecting your tracker to the charging cable. For illustrations and tips on how to know if the connection is secure, see <a href="#">How do I charge my tracker?</a>
The tracker is malfunctioning.	When in doubt, it doesn't hurt to turn your tracker off and back on. For instructions see <a href="#">How do I restart my tracker?</a>
The tracker is wet.	Thoroughly dry your tracker before charging it.

If you've tried all four solutions but your tracker won't charge, contact [Customer Support](#).