

What's included in my Fitbit One?

Your Fitbit One package includes:

1. Fitbit One Wireless Activity + Sleep Tracker
2. Clip
3. Wireless sync dongle
4. Sleep wristband
5. Charging cable



What is Fitbit Connect?

The free Fitbit Connect software allows you to sync stored data from your tracker to your Fitbit.com Dashboard.

How do I install Fitbit Connect on my Mac?

1. Go to <http://www.fitbit.com/start/one>.
 2. Click the **Download** button.
 3. Go to your downloads folder and double-click the **.dmg file**. Note: If the file does not appear on your desktop, search for "Fitbit Connect" using the Spotlight search feature.
 4. Run the Fitbit Connect installer by double-clicking **Install Fitbit Connect**.
 5. Follow the onscreen instructions to complete setup.
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How do I Install Fitbit Connect on my PC?

1. Go to <http://www.fitbit.com/setup>.
 2. Click the **Download** button.
 3. Go to your downloads folder and double-click the **Fitbit Connect .exe file**.
 4. Choose your language and follow the onscreen instructions.
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How do I pair my One to my computer?

Once Fitbit Connect is installed, you can pair your One to your computer.

Pairing to a Mac

1. From the Menu Bar of your Mac, click the **Fitbit Connect icon** and choose **Open Main Menu**.
2. From the main menu, select **Set Up a New Fitbit Device**.
3. Account Setup:
 - a. Select **New to Fitbit** if you don't already have a Fitbit.com account.
 - b. Select **Existing User** to log into your existing Fitbit.com account.

Note: You can only have one Fitbit tracker paired to an account at any given time. If you currently have another Fitbit tracker linked to your account and plan to continue using it, choose **Don't Replace** to continue setup using a different email address. If you'd like to use your One on your existing account, choosing **Replace Tracker** remove your other tracker, and replace it with your One.

4. Enter or confirm your personal details and click **Next**. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. You can adjust your privacy settings on the Fitbit website to control what information is shared with others.
5. Make sure that your wireless sync dongle is plugged into your computer and that your Fitbit One is nearby.
6. Click the Fitbit One tile. Fitbit Connect will now begin searching for your One.
7. A pairing number will appear on your tracker's display once the Fitbit Connect has located it. It may take up to 30 seconds for this number to appear. Note: If the number does not display, click "I don't see a number starting with "0". Make sure that your tracker's battery is charged and the display is on. Fitbit Connect will resume looking for your tracker.
8. Enter the number displayed on your tracker's screen into your computer, and then click **Next**.
9. Your tracker will connect to Fitbit.com. This can take up to a minute.
10. Once your tracker has connected to Fitbit.com, enter a greeting, then click **Next**. The greeting is what you will see each time you pick up your Fitbit One and can be your name or any 8 character long combination of letters or numbers.
11. Your personalized greeting will now be sent to your tracker. This can take up to 30 seconds.
12. When your tracker has been linked with your Fitbit account, you will see a "You're all set" screen. Take some steps with your tracker and sync it to your account to see your stats on your Dashboard.

Pairing to a PC

1. In the Windows System Tray, right-click the Fitbit Connect icon and choose **Open Main Menu**.
2. From the main menu, select **Set Up a New Fitbit Device**.
3. Account Setup:
 - a. Select **New to Fitbit** if you don't already have a Fitbit.com account.
 - b. Select **Existing User** to log into your existing Fitbit.com account. Note: You can only have one Fitbit tracker paired to an account at any given time. If you currently have another Fitbit tracker linked to your account and plan to continue using it, choose **Don't Replace** to continue setup using a different email address. If you'd like to use your One on your existing account, choosing **Replace Tracker** remove your other tracker, and replace it with your One.
4. Enter or confirm your personal details and click **Next**. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. You can adjust your privacy settings on the Fitbit website to control what information is shared with others.
5. Make sure that your Wireless sync dongle is plugged into your computer and that your Fitbit One is near it.
6. Click the Fitbit One tile. Fitbit Connect will now begin searching for your One.
7. A 4-digit pairing number will appear on your tracker's display once the Fitbit Connect has located it. It may take up to 30 seconds for this number to appear. Note: If the number does not display, click "I don't see a number starting with "0". At this time, make sure that your tracker's battery is charged

and the display is on. Fitbit Connect will resume looking for your tracker

8. Enter the number displayed on your tracker's screen into your computer, and then click **Next**.
9. Your tracker will connect to Fitbit.com. This can take up to a minute.
10. Once your tracker has connected to Fitbit.com, enter a greeting and click **Next**. The greeting is what you will see each time you pick up your Fitbit One and can be your name or any 8 character long combination of letters or numbers.
11. Your personalized greeting will now be sent to your tracker. This can take up to 30 seconds.
12. When your tracker has been linked with your Fitbit account, you will see a "You're all set" screen.

Take some steps with your tracker and sync it to your account to see your stats on your Dashboard.

How do I Wirelessly sync to my computer?

Fitbit Connect must be installed and your Wireless sync dongle plugged into your computer for your tracker to sync to Fitbit.com. Syncing occurs every 15 minutes when your tracker has new data and is within 15 feet of a plugged-in Wireless sync dongle. You can force sync your tracker by clicking the **Fitbit Connect icon**, which is located by the time and date on your computer, then selecting **Sync Now**.

Note: If you experience any trouble syncing your tracker with your computer, you can visit <http://help.fitbit.com> for help.

How do I set up Fitbit One on my mobile device?

The Fitbit One is capable of setting up and syncing with mobile devices that support Bluetooth 4.0 technology. To see if your mobile device is compatible with your tracker, visit <http://www.fitbit.com/devices>.

Note: If your device is not compatible, you can still use the Fitbit app to view your data and track your progress. Additional Requirements:

- Charging cable and USB port for charging your device before pairing
- Internet Connection on your mobile device

Before you can setup your One on a mobile device, do the following:

1. Download and install the Fitbit app from the App Store (iOS) or Google Play Store (Android). If you already have the Fitbit app installed, make sure that you have the latest version.
 2. Plug your charging cable into a USB port.
 3. Insert your One into the charging cable.
 4. Enable Bluetooth on your mobile device and within the app.
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How do I pair my Fitbit One to my iOS device?

Your tracker must be paired directly through the Fitbit app, and not through your iOS device's Bluetooth preferences. To pair your tracker to you mobile device, do the following:

1. Open the Fitbit app.

2. Create an account:
 - a. Select **Join Fitbit** if you don't have a Fitbit.com account yet. Note: Click **Log In** if you're an existing Fitbit app user. Only one Fitbit tracker can be paired to an account. If you're replacing an existing tracker, tap **Account** > **Set up a New Fitbit device**.
 - b. Choose **One** as the device you're setting up.
 - c. On the next few screens enter your personal details. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. You can adjust your privacy settings on the Fitbit website to control what is shared with others.
 - d. Enter your name and the email address and password you want to use for your Fitbit.com account.
 3. Tap **Start** to begin searching for your One.
 4. Once your tracker has been found, you will see a screen that says, "We found a Fitbit One!" Tap **Next**.
 5. Your One will show four numbers beginning with a zero. Enter them when prompted and tap **Next**.
 6. When the Fitbit app shows the message "You're all set!" tap **Next** to continue.
 7. Tap **Done** to complete setup. You can now use the Fitbit app to start tracking. Note: If you experience trouble pairing your One, you can get support by going to <http://help.fitbit.com>.
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How do I synch my One to an iOS device?

Your One can sync directly to supported iOS devices via Bluetooth 4.0. To see if your iOS device is compatible with your Fitbit One, go to <http://www.fitbit.com/devices>. Syncing occurs automatically when you open the Fitbit app on your iOS device.

What should I do if my One doesn't sync?

You can also force (manually) sync your tracker:

1. Open the Fitbit app.
2. At the top of the dashboard, tap **One** and tap **Synch Now**.

The Fitbit app also supports all-day sync. This setting allows your One to sync with your iOS device while the Fitbit app is in the background, or minimized. **Note:** All-day sync will only operate when your iOS device's screen is turned on. If your iOS device's screen is off, your One will not sync in the background.

How do I pair my Fitbit One to my Android device?

Your One must be paired directly through the Fitbit app, and not through your Android device's Bluetooth preferences.

1. Open the Fitbit app.
2. Account setup:
 - a. Select **Get started** if you don't already have a Fitbit.com account.
 - b. Select **Log in** to log into your existing Fitbit.com account. **NOTE:** You can only have one Fitbit tracker paired to an account at a time. If you currently have another Fitbit tracker linked to your

account and plan to continue using it, choose **Don't Replace** to continue setup using a different email address. If you'd like to use your One on your existing account, choose **Replace Tracker** to remove your other tracker and replace it with your One.

3. Choose the type of tracker you're setting up (One)
 4. If you're prompted to, enter your personal details and select Save. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. You can adjust your privacy settings on the Fitbit website to control what information is shared with others.
 5. Enter the email address for Fitbit.com and your password.
 6. Tap **Device Settings**.
 7. Tap **Set up New Device** to begin.
 8. Choose **One**.
 9. Tap **Start** to begin searching for your One.
 10. Once your tracker has been found, a pairing number will appear on the display of your One. Enter that number into your mobile device and tap Next.
 11. Once the Fitbit app shows the message "You're all set!", you can tap Next to continue.
 12. Tap Done to complete setup. You can now use the Fitbit app to start tracking.
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How do I synch my Fitbit one to my Android device?

Your One can sync directly to supported Android devices via Bluetooth 4.0. To see if your Android device is able to wirelessly sync to your tracker, visit <http://www.fitbit.com/devices>. Note: Bluetooth must be enabled both in the Android device Settings, as well as within the Fitbit app. You can turn Bluetooth on in the Fitbit app by tapping the **menu** button, then **Devices**, and checking the **Use Bluetooth** box. Syncing occurs automatically when you open the Fitbit app on your Android device.

Does my Fitbit One support background sync?

The Fitbit app also supports Background Sync. This setting allows your One to sync with your Android device while the Fitbit app is in the background, or minimized. NOTE: Background Sync will only operate when your Android device's screen is turned on. If your Android device's screen is off, your One will not sync in the background until you wake your Android device from sleep.

What should I do if my Fitbit One won't sync?

You can also Force Sync your One through the Devices menu if you want to get the latest data synced.

To Force Sync your One:

1. Open the Fitbit app.
 2. Tap the **menu** button.
 3. Tap **Devices**. Note: Make sure **Use Bluetooth** is checked.
 4. Tap **One**.
 5. Tap the **Force Sync** icon.
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Where should I wear my Fitbit One?

The Fitbit One is most accurate when worn on or very close to your torso. A clip designed to keep the

tracker secured to your clothing is included in your package. A sleep wristband for your Fitbit One is also included in your package. The wristband should be worn while you sleep. It should not be worn for tracking during the day. To prevent losing your tracker, wear it:

1. In your pocket.
 2. Clipped on your pocket, facing inwards.
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Is my Fitbit One waterproof?

The Fitbit One is sweat-proof and rainproof. It is not waterproof and should not be taken swimming.

What about the battery life of the Fitbit One?

Your One contains a rechargeable Lithium-ion polymer battery. With normal use, your One's battery should last approximately two weeks before requiring a charge. You can check your tracker's battery level by logging into your Dashboard and clicking on the gear icon in the upper right corner of the screen. The battery level at the time of its most recent sync will be listed to the right of the picture of your One.

How do I Charge your Fitbit One?

Charge your One tracker by plugging your charging cable into a USB port and then inserting the tracker into the charger, making sure the gold contacts on your tracker align with the gold dots in the charging cable. A battery indicator will appear when your tracker is first plugged into the charging cable. Press your tracker's button while it's charging to view its current battery level. A drained tracker should be charged for 1-2 hours for maximum performance and battery life.

What about memory and storage?

The One tracker stores minute-by-minute data for one week. After 7 days, that data is converted to a daily total, which is stored for an additional 23 days. When you sync your tracker, its data is uploaded to your Fitbit.com dashboard, and securely stored on Fitbit's servers. As long as you sync your tracker within thirty days of activity, you'll be able to transmit that data to your Fitbit.com dashboard.

Note: Every night at midnight, your tracker will reset itself. This means your goal progress and daily data will begin at zero again. This does not delete the data stored on your tracker. That data will be uploaded to your dashboard the next time you sync your tracker. The time this reset occurs is based on the time zone set on your Fitbit.com profile.

Where should I wear my Fitbit One?

