What's included with my Fitbit Zip?

Your Fitbit Zip Wireless Activity Tracker package includes:

1. Fitbit Zip Wireless Activity Tracker
2. Clip
3. Battery Door Tool
4. Wireless Synch Dongle
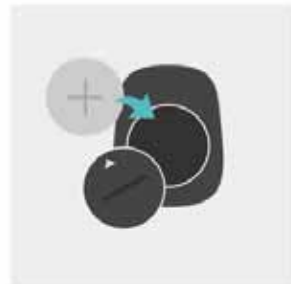5. 3V coin battery, CR2025

Setting up Fitbit Zip

Set up your Fitbit Zip™

Your tracker will wirelessly send your activity information to Fitbit.com where you can see your progress over time.

Step 1
Insert the battery and tap the display to make sure your tracker is on.

Step 2
Plug the Wireless Sync Dongle into your computer's USB port.

Step 3
Download and install Fitbit Connect to sync your tracker with Fitbit.com

DOWNLOAD

Mac
PC

What's included in your Zip™ box

ZIP   WIRELESS SYNC DONGLE   BATTERY   BATTERY TOOL   CLIP

1. Remove your Zip from its packaging. Use the battery door tool to unlock the battery door. Insert the tool into the slot on the back of the unit, and turn the door counterclockwise to remove the battery door.
2. Once the door has been removed, insert the provided battery into the back of the unit, with the "+" sign facing up. The battery should rest in the center of the compartment.

3. Once the battery is in place, align the arrow on the battery door with the 'unlock' icon on your Zip to put the battery door in place. Use the battery door tool to secure the battery door by turning it clockwise until the arrow on the door lines up with the 'lock' icon.
4. Once the display turns on, you will be ready to proceed with setup. The device version of your Zip will appear on the display, followed by a series of smiley faces, which are used to represent your activity level.
5. Take the Wireless Sync Dongle from the box and plug it into a USB port on your computer.
6. You are now ready to install Fitbit Connect.

How do I set up my Fitbit Zip Connect software on my computer?

1. Go to www.fitbit.com/start/zip and download the Zip software.

2. If you are on a PC, open the .zip file, then open the .exe file that is unzipped. If Fitbit Connect doesn't appear on your desktop, search for "Fitbit Connect" in the Start menu.

3. If you are on a Mac, open the .dmg file. If Fitbit Connect does not appear on your desktop, search for "Fitbit Connect" in Spotlight.

4. Run the installation file by double-clicking on it. Follow the onscreen instructions once it opens.

5. Once Fitbit Connect has been installed, you will be taken to a screen where you can sign up or sign into your Fitbit account. After signing up or in and providing some information that will help personalize your Fitbit experience, the software will begin the process of linking your tracker to Fitbit.com.

6. At this time, make sure that your Zip is within a few inches of the wireless USB dongle plugged into your computer. If another Zip is nearby, move it further away.

7. When Fitbit Connect has found your Zip, a 4 digit code will appear on its display, and you will be prompted to enter that number.

8. After entering the number, your Zip's information will be connected to Fitbit.com. Connecting to Zip will take up to 30 seconds.

9. Once your Zip is linked to Fitbit.com, you can log into Fitbit.com and go to your Dashboard to see all of your synced data.

How do I set up my Fitbit Zip on a mobile device?

The Fitbit Zip is capable of being set up and syncing with mobile devices that support Bluetooth 4.0 technology. To see if your mobile device is compatible with your Zip, visit http://www.fitbit.com/devices. NOTE: If your device is not compatible to sync via Bluetooth, you can still use the Fitbit App to view your data and track your progress.

Before you set up your Zip on a mobile device, you must:

- 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 you have the latest version.
- Enable Bluetooth on your mobile device.

How do I pair the Zip to an iOS device?

Your Zip can be paired directly through the Fitbit App.

1. Open the Fitbit app
2. Account Setup:

   a. Select Log in to sign into your existing Fitbit.com account, and then skip to step 5.

   b. Select Get started if you don't already have a 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 set up your Zip using a different email address.

   If you'd like to use your Zip with your existing account, choose Replace Tracker, remove your other tracker, and replace it with your Zip.

3. Enter your personal details and then select 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.
4. Enter the email address and password for your Fitbit.com account.
5. Tap Set up Now.
6. Choose Zip.
7. Make sure that the battery has been inserted into your tracker, and make sure that your Zip is awake by giving it a tap.
8. Move your tracker close to your mobile device, and then tap Start to begin searching for your Zip.
9. Once the Fitbit App shows the message "You're all set!" you can tap Next to continue.
10. Tap Done to complete setup. You can now sync and see your tracker's data from the Fitbit application.

How do I sync my Zip to an iOS device?

Your Zip can sync directly to supported iOS devices via Bluetooth. To see if your iOS device is compatible with Zip, visit www.fitbit.com/devices.

NOTE: Bluetooth must be enabled in your iOS device's Settings app. Syncing occurs automatically every time you open the Fitbit App on your iOS device.

Will my Zip sync in the background (iOS)?

The Fitbit App also supports Background Sync. This setting allows your Zip to sync with your iOS device even when you don't have the Fitbit app open. NOTE: Background Sync will only operate when your iOS device's screen is turned on. If your iOS device's screen is off, your Zip will not sync in the background until you wake your iOS device from sleep.

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

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

To Force Sync your Zip:

1. Open the Fitbit App.
2. Tap More.
3. Tap Devices.
    NOTE: Make sure Bluetooth is set to on in the Settings app.
4. Tap Zip.
5. Tap the Force Sync icon.

How do I pair my Fitbit to an Android device?

Your Zip 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 Zip on your existing account, choose Replace Tracker to remove your other tracker, and replace it with your Zip.

3. Enter your personal details, then select Next. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. This personal information is, by default, only visible to your friends, but you can adjust your privacy settings on the Fitbit website to control what information is shared with others. Enter the email address for your Fitbit.com and your password.
4. Tap the menu button on your Android device.
5. Tap Devices Settings.

NOTE: Make sure Bluetooth is set to On both on your device and within the Fitbit app.

6. Tap Set up New Device to begin.

7. Choose Zip.
8. Tap Start to begin searching for your Zip.
9. Once your tracker has been found, a 4 digit pairing number will appear on your tracker. Enter those numbers into your mobile device and tap Next.
10. Once the Fitbit App lets you know that your Zip is set up, tap Next to continue. NOTE: If you experience trouble pairing your Zip, you can get support by going to http://help.fitbit.com.
11. Tap Done to complete setup. You can now sync and see your tracker's data from the Fitbit App.

How do I synch my Zip to an Android device?

Your Zip can sync directly to supported Android devices via Bluetooth 4.0. To see if your Android device is compatible with your Zip, 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 and have your Zip nearby.

Can I force my Zip to synch? (Android)

You can also Force Sync your Zip through the Device Settings to get your tracker's latest data synced to your Android device. To Force Sync your Zip:

1. Open the Fitbit App.
2. Make sure Bluetooth is set to on both on your device and within the Fitbit app.
3. Tap Device Settings.
4. Tap Zip.
5. Tap the Force Sync icon.

Can my Zip sync in the background (Android)

The Fitbit App also supports Background Sync. This setting allows your Zip 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 Zip will not sync in the background until you wake your Android device from sleep.