fitbit flex 2™

Product Manual
MODEL FB403

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Getting Started

Welcome to Fitbit Flex 2™, the versatile activity and sleep tracker that makes fitness fashionable.

What's in the box

Your Fitbit Flex 2 box includes:

[FPO charging cable photo]   [FPO wristbands photo]

Tracker   Charging cable   Small & large Wristbands

Visit the fitbit.com store to find Flex 2 accessories in other styles and colors sold separately.

What's in this document

We get you started quickly by creating a Fitbit® account and making sure your tracker can synchronize the data it collects with your Fitbit dashboard. The dashboard is where you can analyze your data, see historical trends, set goals, log food and water, keep up with friends, and much more. As soon as you're done setting up your tracker, you're ready to start moving.

Next, we explain how to find and use the features that interest you and adjust your preferences. To find more information, tips, and troubleshooting, please browse our comprehensive articles at http://help.fitbit.com.

Putting on your Fitbit Flex 2

Your Flex 2 comes with a large and a small wristband. If you want to use the large wristband you'll need to move the clasp from the small wristband.

If you need help inserting the tracker into an accessory such as a necklace, bracelet, or clip, see help.fitbit.com.

Moving the clasp from the small to large wristband

If you choose to wear the large wristband, you'll need to remove the clasp from the small wristband and put it into the large wristband:

1. Push the clasp out from the inside of the wristband. You may find it helpful to first remove the square peg, followed by the round peg.
2. Pull out the clasp.
3. Insert the clasp into another wristband by lining up the square peg with the square hole and the round peg with the round hole and pressing firmly until both pegs are completely through the holes and snap into place.

[FPO tracker with clasp correctly inserted]

NOTE: You may need to wiggle the pegs back and forth to get them to snap into place

Inserting the tracker into the wristband

Hold the tracker in your hand with the back of the tracker facing up. Find the dot on the back of the tracker. Insert this end into the wristband

1. Put on the wristband so the colored LED light is closest to the outside of your wrist.
2. Align both ends of the wristband so they are directly overlapping each other with the clasp over the two holes that best fit your wrist.

[FPO tracker on wrist with clasp lined up to snap in band]

3. Squeeze both the clasp and the wristband between your thumb and forefinger until you hear a click.

[FPO tracker on wrist; thumb snapping clasp into place]

You'll know your Flex 2 wristband is securely fastened if both ends of the wristband are fully inserted.

[FPO clasp properly secured]   [FPO clasp incorrectly secured]

NOTE: If you're having trouble, try securing the wristband off your wrist to get a feel for how it securely clasps and then try again on your wrist.

Setting up your Fitbit Flex 2

We recommend using the Fitbit apps for iOS, Android, or Windows 10 to set up your tracker and make the most of the Fitbit experience. If you don't have a mobile device you can also use a Bluetooth-enabled Windows 10 PC or Mac.

While creating a Fitbit account you'll be asked for personal information such as height, weight, and gender. We use your answers for various calculations, such as stride lengths to estimate distance and basal metabolic rate to estimate calorie burn. You have the option to share your age, height, or weight with Fitbit friends but the information you provide is always private by default.

Setting up your tracker on your mobile device

The free Fitbit app is compatible with more than 200 mobile devices that support iOS, Android, and Windows 10 operating systems.

To get started:

1. Make sure the Fitbit app is compatible with your mobile device by checking http://www.fitbit.com/app.
2. Find the Fitbit app in one of these locations, depending on your device:
    - The Apple® App Store® for iOS devices such as an iPhone® or iPad®.
    - The Google Play™ Store for Android devices such as the Samsung® Galaxy® S5 and Motorola Droid Turbo.
    - The Microsoft® Windows Store for Windows 10 mobile devices such as the Lumia™ phone or Surface™ tablet.
3. Install the app. Note that if you don't have an account with the store you'll be required to create one before you can download the app.
4. When the app is installed, open it and tap Join Fitbit to be guided through a series of questions that help you create your Fitbit account, or login to your existing account.
5. Continue following the onscreen instructions to connect, or *pair*, your Flex 2 to your mobile device. Pairing makes sure the tracker and mobile device can communicate with one another (sync data back and forth).

When you're done pairing, read through the guide about your new tracker and then explore the Fitbit dashboard.

Setting up your tracker on your Windows 10 PC

If you don't have a mobile device, you can set up and sync your tracker using a Bluetooth®-enabled Windows 10 PC. The same Fitbit app that is available for Windows 10 mobile devices is available for your computer.

To get the Fitbit app for your computer:

Click the Start button on your PC and open the Windows Store (called Store).

1. Search for "Fitbit app" and when you find it click Free to download the app to your computer.
2. If you've never downloaded an app to your computer you'll be prompted to create an account with the Windows Store.
3. Click Microsoft account to sign in with your existing Microsoft account. If you don't already have an account with Microsoft, follow the onscreen instructions to create a new account.
4. Open the app after it's done downloading.
5. Click Join Fitbit to be guided through a series of questions that help you create a Fitbit account, or login to your existing account.
6. Continue following the onscreen instructions to connect, or *pair*, your Flex 2 with the Windows 10 app. Pairing makes sure the tracker and app can communicate with one another (sync data back and forth).

When you're done pairing, read through the guide about your new tracker and then explore the Fitbit dashboard.

Setting up your tracker on your Mac

If you don't have a compatible mobile device, you can set up your tracker with a Bluetooth-enabled Mac and use the fitbit.com dashboard to see your stats. To use this method you'll first install a free software application called Fitbit Connect that lets Flex 2 sync its data with your fitbit.com dashboard.

To install Fitbit Connect and set up your tracker:

1. Go to http://www.fitbit.com/setup.
2. Scroll down and click the option to download. If the button does not correctly show your type of computer (for example, if it says "Download for Mac"), choose the correct type, then click the button.
3. You'll see an option to open or save a file; choose open. After several seconds you'll see an option to install Fitbit Connect.
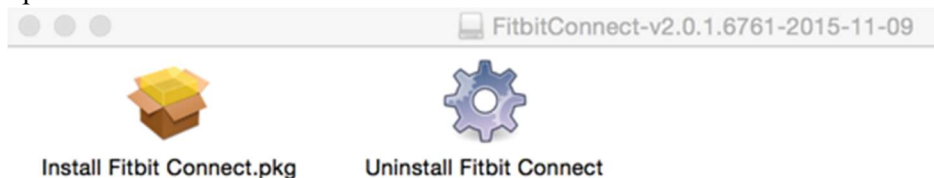
4. Double-click Install Fitbit Connect.pkg. The Fitbit Connect installer opens.
5. Click Continue to move through the installer.
6. When prompted, choose Set up a New Fitbit Device.
7. Follow the onscreen instructions to create a Fitbit account, or login to your existing account, and connect your tracker with Fitbit Connect.

When you're done with the setup steps, Fitbit guides you through an introduction to your new Flex 2 and then takes you to the fitbit.com dashboard.

Syncing your tracker data to your Fitbit account

When you start using your Flex 2 you'll need to make sure it regularly syncs with your Fitbit dashboard. The dashboard is where you'll track progress, see your exercise history, track your sleep patterns, participate in challenges, and much more. We recommend syncing at least once a day.

The Fitbit apps and Fitbit Connect use Bluetooth Low Energy (BLE) technology to sync with your Fitbit tracker.

Each time you open the Fitbit app it syncs automatically if the paired tracker is nearby. You can also use the Sync Now option in the app at any time.

Fitbit Connect syncs every 15 minutes if the tracker is within 20 feet of the computer. To force a sync, click the Fitbit Connect icon located near the date and time on your computer and choose Sync Now.

Getting to know your Fitbit Flex 2

This section tells you how best to wear, navigate, and recharge your tracker.

Wearing on your dominant vs non-dominant wrist

For greater accuracy, your tracker needs to know which wrist you wear it on. Your non-dominant wrist is the default setting for the tracker. If you wear your tracker on your dominant wrist instead (meaning, the hand you write with), change the default by going to the Account section of the Fitbit app or the Personal Info section in your fitbit.com settings.

Understanding the indicator lights

Your Flex 2 has five indicator lights that flash various patterns depending on what the tracker is doing. One light changes color while the other four are always white.

First-time setup

If you put your tracker in the charger before you set it up (pair), the tracker vibrates and all five lights flash. The top light changes color several times before flashing blue continuously.

When you put the tracker in the wristband and begin the pairing process, all five lights flash in a looping pattern until you're prompted to double tap the tracker. When pairing is done, all five lights blink twice and you'll feel two short vibrations.

Charging

While Flex 2 is charging, each pulsing indicator light represents progress towards the total charge in increments of 25%. When Flex 2 is completely charged, a green light flashes and then all five lights blink for three seconds before turning off.

Updating

We occasionally make free feature enhancements and product improvements available through firmware updates. During an update, all five lights on Flex 2 flash in a circular pattern. If an update can't finish, a blue light blinks and you'll receive an alert in the Fitbit app.

Low battery

When your Flex 2 battery is low you'll see a red light.

Activity goal tracking

Tap your Flex 2 to see your progress towards your daily activity goal. Each solid white light represents 25% of your goal, meaning for example that if your goal is 10,000 steps and you see three white lights, you've gone at least 7500 steps. When you reach your goal Flex 2 vibrates and the lights flash in celebration.

Alarms

Flex 2 vibrates to wake you when a silent alarm goes off. You'll see a yellow light and three white lights for 30 seconds or until you dismiss the alarm.

Call notifications

When you receive a phone call, Flex 2 vibrates until you answer the call or double tap Flex 2 to dismiss the notification. While the phone is ringing you'll see a purple light and four white lights

Text notifications

When you receive a text message Flex 2 vibrates once and you'll see a blue light and two white lights.

Reminders to move

When you receive a reminder to move Flex 2 vibrates once and you'll see an orange light and one white light.

Battery life and charging

Your fully charged Flex 2 has a battery life of up to five days. Battery life and charge cycles vary with use and other factors; actual results will vary.

Determining your current battery level

You can check your battery level on your Fitbit dashboard. When your battery is low Flex 2 shows a red light and TBD white lights.

FPO [low battery indicator color pattern]

Charging your tracker

To charge your tracker:

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger.
2. Press the tracker into the compartment on the charging cable The pins on the charging cable must align with the corresponding pins on the back of the tracker and lock securely in place. You'll know the connection is secure when you see a light pattern on the tracker.
   FPO [tracker pins aligned with charging cable pins]
   FPO [tracker going correctly into charging cable]

Charging fully takes about one to two hours. While the tracker charges, each white light that turns on represents 25% of the maximum charge. When Flex 2 has charged completely, you'll see a green light and then all five lights will blink for three seconds before turning off.

Care

It's important to clean and dry your Flex 2 regularly. For instructions and more information see http://www.fitbit.com/productcare. Always remember to keep it clean; keep it dry; don't wear it too tight; and give your wrist a rest.

Automatic Tracking with Fitbit Flex 2

Flex 2 continuously tracks your steps, distance, calories burned, and active minutes whenever you wear it. Sync your tracker and check your dashboard to see those stats and all the stats described below.

Note: Flex 2 resets at midnight to begin a new day.

Tracking sleep

Wear your Flex 2 to bed to automatically track both your time spent asleep and your sleep quality. To see your sleep information, sync your tracker when you wake up and check your dashboard.

The dashboard can recommend ideal bedtimes and wake times to help you improve your sleep cycle. You can even opt to be reminded nightly when it's time to start winding down for bed.

Note that Flex 2 can track your sleep only when you're wearing it on your wrist.

Tracking a daily activity goal

Your Flex 2 tracks your progress towards a daily activity goal of your choice. When you reach your goal, the tracker vibrates and flashes in celebration.

Choosing a goal

By default your goal is 10,000 steps per day. You can change the goal to distance traveled, calories burned, or active minutes and select the corresponding value you prefer. For example, you may want to keep steps as your goal but change the target from 10,000 to 20,000 steps.

Seeing goal progress

Tap Flex 2 twice to see your progress towards your goal.

FPO [tracker on wrist with motion of double tapping the tracker]

Each white light represents 25% of your total goal. A blinking light shows the current segment of the goal you're working on.

Tracking exercise

The SmartTrack™ feature on Flex 2 automatically detects and records exercise details such as the number of laps you swim, the distance you run, and much more. When you sync Flex 2 after a workout you'll find your results in the exercise history section of your Fitbit dashboard.

By default, SmartTrack detects continuous movement at least 15 minutes in length. You can increase or decrease the minimum duration or disable SmartTrack for one or more exercise types. For more information about customizing and using SmartTrack, see help.fitbit.com.

Note: SmartTrack requires that you wear Flex 2 on your wrist. When swimming, only use the wristband that came with Flex 2 or another elastomer band in a different color. Metal and other accessory materials are not designed for swimming.

Tracking stationary time

Flex 2 helps keep you active throughout the day by keeping track of when you're stationary and reminding you to move.

If you haven't walked at least 250 steps in a given hour, at ten minutes before the hour you'll feel a vibration and see a light pattern reminding you to walk. When you meet the 250-step goal after receiving a reminder, you'll feel a second vibration.

[FPO]
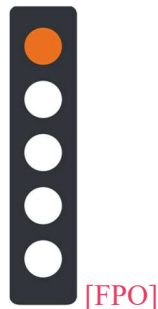
Reminder to move light pattern

Note that Flex 2 can track stationary time and remind you to move when only you're wearing it on your wrist.

Using Silent Alarms

Flex 2 can gently vibrate to wake or alert you with a silent alarm.

On your Fitbit dashboard you can set up to eight alarms to recur every day or on particular days of the week. When the alarm goes off, simply double tap to dismiss.

For more information, see help.fitbit.com.

Receiving Call and Text Notifications

Flex 2 can notify you about incoming phone calls and text messages for over 200 compatible iOS and Android mobile devices. To determine whether your device supports this feature, go to http://www.fitbit.com/devices. Note that notifications aren't available with the Fitbit app for Windows.

Enabling notifications

Before you turn on notifications in the Fitbit app, make sure that Bluetooth is on and that your mobile device is capable of sending notifications (often under Settings > Notifications).

For more information about making sure your mobile device permits notifications, see help.fitbit.com.

Fitbit app for iOS

To turn on call or text notifications:

1. With your tracker nearby, tap Account on the Fitbit dashboard.
2. Tap the Flex 2 tile.
3. Tap Notifications and turn on or off any combination of call or text notifications.
4. Follow the onscreen instructions to connect (bond) your mobile device with your tracker.

After notifications are enabled, "Flex 2" appears in the list of Bluetooth devices paired to your mobile device.

Fitbit app for Android

To turn on call or text notifications:

1. With your tracker nearby, tap the Flex 2 tile at the top of the Fitbit app dashboard.
2. Tap the Flex 2 tile again.
3. Tap Notifications and turn on or off any combination of text, call, or calendar notifications.
4. Follow the onscreen instructions to connect (bond) your mobile device with your tracker.

After notifications are enabled, "Flex 2" appears in the list of Bluetooth devices paired to your mobile device.

Recognizing incoming notifications

If your tracker and mobile device are within 30 feet of each other, a call or text message causes the tracker to show a light pattern and vibrate.

For phone calls, Flex 2 vibrates continuously until you answer the call or double tap your tracker.

[FPO]

Call notification light pattern

For text messages Flex 2 vibrates once and repeats a light pattern three times. To dismiss the notification double-tap your tracker.

[FPO]

Text notification light pattern

Updating your Fitbit Flex 2

We occasionally make free feature enhancements and product improvements available through firmware updates. We recommend keeping your Flex 2 up to date.

When a firmware update is available you'll see a notification in the Fitbit app prompting you to update. When the update starts, the lights on Flex 2 flash and a progress bar appears in the app. You'll see a confirmation message in the app when the update is done.

Note: Updating your Flex 2 takes several minutes and may be demanding on the battery. For this reason we recommend doing the update while your tracker is fully charged or plugged into the charging cable.

Troubleshooting your Fitbit Flex 2

If you experience one of the following problems, it may be fixed by restarting your tracker:

- Not syncing despite successful setup
- Not responding to taps despite being charged
- Not tracking your steps or other data

Note: Restarting your tracker reboots the device but does not delete any data.

To restart your tracker:

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger.
2. Remove the tracker from the wristband and press the tracker into the compartment on the charging cable. The pins on the charging cable must align with the corresponding pins on the back of the tracker and lock securely in place. You'll know the connection is secure when you see a light pattern on the tracker. Your Flex 2 will being charging.
FPO [tracker pins aligned with charging cable pins]
FPO [tracker going correctly into charging cable]
3. Find the button on the charging cable and press it three times within five seconds. The button is near the tracker compartment.

   The tracker vibrates each time you press the button. When all the lights flash at once it means the tracker restarted and you can put it back in the wristband.

For more troubleshooting information or to contact Customer Support, see http://help.fitbit.com.

Fitbit Flex 2 General Info & Specifications

Sensors

Your Fitbit Flex 2 contains the following a MEMS 3-axis accelerometer, which tracks your motion patterns.

Materials

The wristband that comes with Flex 2 is made of a flexible, durable elastomer material similar to that used in many sports watches. It does not contain latex.

The clasp that comes with Flex 2 is made of surgical-grade stainless steel. While all stainless steel contains traces of nickel and can cause an allergic reaction in someone with nickel sensitivity, the amount of nickel in all Fitbit products meets the European Union's stringent Nickel Directive.

Accessory necklaces, bracelets, and clips sold separately are available in durable elastomer and stainless steel.

Wireless technology

Flex 2 contains a Bluetooth 4.0 radio transceiver.

Haptic feedback

Flex 2 contains a vibration motor, which allows the tracker to vibrate with alarms, goals, and notifications.

Battery

Flex 2 contains a rechargeable lithium-polymer battery.

Memory

Flex 2 stores most minute-by-minute stats and SmartTrack data for seven days. It stores summary totals for 30 days. Stored data consists of steps, distance, calories burned, active minutes, exercise, sleep, and stationary vs. active hours. We recommend syncing your tracker at least once a day.

Display

The Flex 2 has an LED tap display.

Size

The small wristband sold with Flex 2 fits a wrist between 5.5 and 6.7 inches in circumference.

The large wristband sold with Flex 2 fits a wrist between 6.7 and 8.1 inches in circumference.

Accessories sold separately may vary in size.

Environmental conditions

Operating Temperature	14° to 113° F (-10° to 45° C)
Non-operating Temperature	-4° to 95° F (-20° to 35° C)
Water Resistant	Swim proof.
Maximum Operating Altitude	30,000 feet (10,000 m)

Learn More

To learn more about your tracker and dashboard visit http://help.fitbit.com.

Return policy and warranty

Warranty information and the fitbit.com return policy can be found at http://www.fitbit.com/returns.

Regulatory & Safety Notices

Model Name: FB403

USA: Federal Communications Commission (FCC) statement

This device complies with FCC part 15 FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.

FCC ID: XRAFB403

Canada: Industry Canada (IC) statement

This device meets the IC requirements for RF exposure in public or uncontrolled environments.

Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée

IC Notice to Users English/French in accordance with current issue of RSS GEN:

This device complies with Industry Canada license exempt RSS standard(s).
Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et
2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositive

IC: 8542A-FB403

European Union (EU)

Simplified Declaration of Conformity with regard to R&TTE Directive 1999/5/EC:

Fitbit Inc. hereby declares that the Fitbit Flex 2 (Model FB403) complies with the fundamental requirements and the other relevant provisions of Directive 1999/5/EC. The CE Declaration of Conformity for this product can be found at www.fitbit.com/safety.

$C\epsilon$

Safety statement

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A11:2009 + A1:2010 + A12: 2011 + A2:2013.

Australia and New Zealand

R-NZ