My Readings Are Missing or Not Updating

Inas B. - 2026-11-14 - Troubleshooting

If you cannot see a recent reading in the Vitalist Health app, or a reading appears older than expected, it may not have synced yet.

Try the following checks.

1. Check when the app last synced

Open **My Device** from the app menu and look at the last sync information.

If the last sync was some time ago, bring your band close to your phone and open the app.

2. Try a manual sync

1. Open the app menu.
2. Select **My Device**.
3. Select **Sync**.
4. Allow the app time to connect and update.

3. Check your phone's connections

Make sure Bluetooth is turned on and your phone has an internet connection through Wi-Fi or mobile data.

4. Check that the band is being worn correctly

The sensors on the underside of the band need to sit against your skin. Wear the band snugly but comfortably, with enough room to fit one finger underneath.

5. Allow time for certain readings

Some readings are collected automatically and may not be available immediately.

For example, oxygen saturation (SpO_2) readings are generally collected when you are very still for at least five minutes. Movement, talking, or other activity can delay a reading.

6. Refresh the Home screen

On the app's Home screen, pull down to refresh the displayed information.

If readings are still missing or appear outdated after syncing, contact your care team if you have questions about your health information. For technical assistance, contact Vitalist Support at **support@vitalist.ca**.

Important: Vitalist Support cannot interpret readings or determine whether a reading is medically concerning. If you have questions about what a reading means, speak with your care team. If you are experiencing a medical emergency, call 911.