My Band Is Not Syncing with the App

Inas B. - 2026-11-15 - Troubleshooting

Your band sends a Bluetooth signal to a nearby phone running the Vitalist Health app. The app then uses the phone's internet connection to send information to Vitalist.

If your information is not syncing, try these steps.

1. Bring your band close to your phone

Keep the band within Bluetooth range of your phone.

2. Check Bluetooth

Make sure Bluetooth is turned on in your phone's settings.

3. Check your internet connection

Your phone needs Wi-Fi or mobile data to send information from the app to Vitalist. If your phone is offline, the band may still collect and store information, but the app cannot send it to Vitalist until the internet connection is restored.

4. Open the Vitalist Health app

Open the app and allow it time to connect to your band.

5. Try a manual sync

1. Open the Vitalist Health app.
2. Open the menu.
3. Select **My Device**.
4. Select **Sync**.

6. Check the last sync time

In **My Device**, look for the last sync information. On the Home screen, you can also check how recently each reading was updated.

If the app still cannot sync, check that Bluetooth, location access, and background syncing permissions are enabled.

If you need more help, contact Vitalist Support at **support@vitalist.ca**.

Good to know: Your band can store at least 30 days of information when it is away from your phone. However, it cannot continue collecting information when its battery is empty.