Understanding Your Band's Status in the App

Inas B. - 2026-11-15 - Using the Vitalist Health App

The Vitalist Health app displays a status indicator to help you check your band's battery and connection status.

You can find this indicator on the Home screen. Tap it to open **My Device** for more information.

What does the status indicator mean?

The status indicator may show:

- **Battery level:** Shows the band's reported battery level.
- **Syncing:** The app is currently exchanging information with your band or updating its information.
- **Low:** The band's battery is below 20% and should be charged soon.
- **Attention:** A caregiver alert is currently open.

The information shown in the app is based on the latest information received from your band. If your band has not synced recently, its displayed battery level or status may be out of date.

Check your device information

To see more details:

1. Open the Vitalist Health app.
2. Open the app menu.
3. Tap **My Device**.
4. Review the information displayed.

You can find details such as:

- Your band's battery level.
- When the band last synced.
- Your band's firmware version.
- Your band's serial number.

The **firmware version** is the version of the software installed inside your band. It helps identify which software the device is using.

Your **serial number** is a unique identification number for your band. It may be needed when contacting Vitalist

Support.

What if the status does not look right?

If the app shows an old battery level, an outdated sync time, or a connection issue, the band may not have communicated with your phone recently.

Check that:

- Your band has battery power.
- Bluetooth is turned on.
- Your phone is close to the band.
- The Vitalist Health app is open.

For more help, see How to Sync Your Vitalist Health Band with the App or Troubleshooting Band Connection Problems.