Why Your Phone Needs to Stay Connected to the Internet

Inas B. - 2026-11-15 - Syncing & Connectivity

Your Vitalist Health Band collects health and activity information while you wear it. This information is sent to Vitalist so it can be made available through the Vitalist Health app to you and, where applicable, the caregivers or care team members you have chosen to share it with.

Keeping your information up to date helps the people involved in your care review your readings and follow changes over time.

Your band does not connect directly to the internet. It uses your phone to send information to Vitalist. Your phone therefore needs an internet connection for the app to send your band's information.

How does my information get to Vitalist?

There are two separate connections involved:

- **Bluetooth:** Connects your band to your nearby phone so the app can receive information from the band.
- **Wi-Fi or mobile data:** Connects your phone to the internet so the app can send that information to Vitalist.

Wi-Fi is a wireless internet connection, usually provided by a home or public network. Mobile data is internet access provided by your mobile phone service.

What if my phone has no internet connection?

Your band can continue collecting and storing information while you wear it, even if your phone temporarily has no internet connection.

However, the app cannot send information to Vitalist until your phone reconnects to the internet.

When your internet connection is restored, open the Vitalist Health app and allow it to sync.

What if my phone is not near my band?

Your band can store at least 30 days of information. When it comes back within Bluetooth range of a phone running the Vitalist Health app, it can send the stored information to that phone.

For the best connection, keep your phone nearby and connected to the internet whenever possible.

Important: If your band battery runs out, it stops collecting and sending information until it is charged and turned on again.