I Cannot Pair My Band with My Phone

Inas B. - 2026-11-14 - Troubleshooting

If the Vitalist Health app cannot find your band or pairing does not complete, check the following:

1. Check your phone's compatibility

The Vitalist Health app requires:

- iOS 15.6 or later on an iPhone.
- Android 9 or later on an Android phone.

2. Make sure the band is ready

- Charge your band before pairing.
- Keep the band close to your phone.
- Make sure Bluetooth is turned on.

3. Check the app permissions

The Vitalist Health app needs Bluetooth and location access to find and communicate with your band.

Allow the requested permissions when prompted. Location access should be set to **Allow all the time** so the app can hear the band's signals when the app is closed.

4. Keep the app open during pairing

Open the Vitalist Health app and follow the pairing instructions. When the app displays **We found a device!**, select **Yes** to continue.

5. Keep your phone and band close during setup

If a firmware update begins, keep the band connected to its charger, keep your phone nearby, and leave the app open until the update finishes. The update may take up to 15 minutes.

If pairing still does not work, contact Vitalist Support at **support@vitalist.ca**. Include your phone model and operating system version if possible.

Important: Do not remove or reset an already paired band as a troubleshooting step unless Support instructs you to. Removing or resetting the band can erase information that has not yet synced.