Is My Phone Compatible with the Vitalist Health App?

Inas B. - 2026-11-14 - Getting Started

The Vitalist Health app is designed to work with supported iPhone and Android devices running their official operating systems.

Even if your phone meets the minimum software requirements, the app may not work as expected on older, modified, or unsupported devices.

Minimum requirements

Your phone must meet these minimum requirements:

- **iPhone:** iOS 15.6 or later.
- **Android:** Android 9 or later.

Meeting these requirements does not guarantee compatibility with every phone model.

Use an official, supported device

For the best chance of reliable operation, use an iPhone or Android phone running its manufacturer's official software.

The app is not guaranteed to work correctly on:

- **Older phones:** Devices that are no longer supported by their manufacturer or cannot run a supported version of iOS or Android.
- **Jailbroken iPhones:** iPhones whose software restrictions have been removed or modified.
- **Rooted Android phones:** Android devices where the usual system restrictions have been removed.
- **Custom or modified operating systems:** Phones running unofficial software, modified firmware, or custom Android versions.
- **Emulators or virtual devices:** Software that imitates a phone rather than running on a supported physical device.
- **Beta operating systems:** Early versions of iOS or Android that have not yet been officially released.

These devices may have problems with Bluetooth connections, background syncing, notifications, or other app features.

What if the app is not working on my phone?

If you are having trouble pairing or syncing your band:

1. Check that your phone meets the minimum operating-system requirements.

2. Install the latest official software update available for your phone.

3. Make sure you have installed the Vitalist Health app from the Apple App Store or Google Play.

4. Check that Bluetooth, location, and notification permissions are enabled as required.

5. If your phone has been modified or uses unofficial software, try using a supported, unmodified iPhone or Android device.

Still having trouble?

Contact Vitalist Support if you are using a supported device and the app is still not working as expected.

Please include your phone model, operating-system version, and a description of the problem so we can help investigate.