Why Are My Readings Not Updating in the App?

Inas B. - 2026-11-14 - Syncing & Connectivity

The Vitalist Health app displays information that your band has collected and successfully sent to your phone.

If your readings appear old or have not changed, the app may not have received new information from your band yet.

Check when your band last synced

1. Open the Vitalist Health app.
2. Open the app menu.
3. Tap **My Device**.
4. Look for the last sync information.

The last sync time tells you when the app most recently received information from your band.

If the time is old, your band may not have connected to your phone recently.

Check your connection

Make sure:

- Your band has battery power.
- Bluetooth is turned on.
- Your phone is close to your band.
- Your phone is connected to Wi-Fi or mobile data.
- The Vitalist Health app has the permissions it needs to sync in the background.

Try syncing manually

1. Open **My Device** in the app.
2. Tap **Sync**.
3. Keep your phone close to your band.
4. Wait for the app to finish syncing.

Why might some readings still be missing?

Not every reading is collected under every condition.

For example, blood oxygen (SpO_2) measurements are taken automatically when you are very still for at least five minutes. Movement, talking, or moving your arm can delay a measurement.

You may also see gaps if you were not wearing the band, its battery ran out, or it was unable to send information to your phone.

Still not seeing updated information?

If your band is charged, your phone is nearby, and syncing still does not work, contact Vitalist Support.

If you contact Support, it helps to have your phone model, phone operating system version, app version, band serial number, and last sync time available.

Important: A reading that has not updated does not necessarily mean your health has changed. If you have questions about your health or readings, contact your care team.