I Lost My Old Phone or Cannot Access It

Inas B. - 2026-11-14 - Troubleshooting

I Lost My Old Phone or Cannot Access It

If your old phone is lost, damaged, or no longer available, you may need help moving your Vitalist Health Band to a new phone.

Before trying to pair the band again, contact Vitalist Support at **support@vitalist.ca**.

Please include:

- The mobile number used to sign in to the Vitalist Health app.
- Your band serial number, if available.
- Your new phone's make and model.
- Whether the old phone is lost, damaged, or simply unavailable.

Why should I contact Support first?

Your band may still contain information that has not yet synced to Vitalist. Removing or resetting the band can erase this information.

A factory reset can also affect the band's pairing and alert functions. Support can help you determine the safest next step.

Important: Do not attempt a factory reset yourself.

Holding the band button for approximately 14 seconds restores factory settings. If the band is paired and switched on, holding the button for about three seconds sends a caregiver alert instead.

Wait for instructions from Vitalist Support before attempting to reset or re-pair the band.