I Need to Use My Band with a New Phone

Inas B. - 2026-11-14 - Troubleshooting

If you are replacing your phone, you can move your Vitalist Health Band to the new phone.

If you still have access to your old phone, follow these steps.

Before you begin: Make sure your old phone has an internet connection and your band is nearby.

1. Sync your band using your old phone

1. Open the Vitalist Health app on your old phone.
2. Bring your band close to the phone.
3. Open **My Device** from the app menu.
4. Select **Sync** and allow the sync to finish.

This helps ensure that information stored on your band is sent to Vitalist before you move to your new phone.

2. Sign out on your old phone

Use the app's sign-out option. Signing out unpairs and resets the band, so make sure the sync has finished first.

3. Set up your new phone

1. Install the Vitalist Health app on your new phone.
2. Sign in using the same mobile number as before.
3. Follow the pairing instructions to connect your band.
4. Allow the requested Bluetooth, location, and notification permissions.

Once pairing is complete, your band can sync with your new phone.

If you no longer have your old phone

If your old phone is lost, broken, or unavailable, contact Vitalist Support at **support@vitalist.ca** before attempting to reset or remove your band.

Important: Information that has not synced from the band may be lost when the band is unpaired or reset. Do not perform a factory reset unless Support specifically instructs you to do so.