The App Is Not Syncing When It Is Closed

Inas B. - 2026-11-14 - Troubleshooting

The Vitalist Health app needs certain phone permissions to communicate with your band while the app is running in the background.

If information only syncs when you open the app, check the following settings.

1. Allow location access all the time

The app needs location access to hear signals from your band when the app is closed. This does not mean the band continuously tracks your location.

When prompted, select **Allow all the time** for location access.

2. Check Bluetooth

Make sure Bluetooth is turned on. The band uses Bluetooth to communicate with a nearby phone.

3. Check background activity settings

Your phone may limit apps that are not currently open.

On Android:

- Open your phone's settings.
- Find the Vitalist Health app.
- Check its battery or app power settings.
- Allow background activity and remove restrictions that prevent the app from running in the background.
- If prompted, enable **Keep syncing while your phone is idle** by selecting **Allow**.

The exact names and locations of these settings vary between phone models.

4. Keep your phone connected to the internet

Your phone needs Wi-Fi or mobile data to send information from the app to Vitalist.

5. Reopen the app

After changing permissions, open the Vitalist Health app and check whether your band syncs.

If background syncing still does not work, contact Vitalist Support at **support@vitalist.ca** and include your phone model and operating system version.