What Happens When Your Phone Is Away from Your Band?

Inas B. - 2026-11-12 - Syncing & Connectivity

Your Vitalist Health Band uses Bluetooth to send information to your phone. Bluetooth works over a short distance, so your phone needs to be close enough to receive the band's signal.

If you leave your phone in another room, go out without it, or move out of Bluetooth range, the app may temporarily stop receiving information from your band.

Will my band lose the information it collected?

No. Your band can store at least 30 days of collected information.

When your band comes back within Bluetooth range of a phone running the Vitalist Health app, it can send the information it has stored.

Keep in mind that your phone also needs an internet connection to send that information to Vitalist.

What should I do when I return?

1. Keep your phone close to your band.
2. Make sure Bluetooth is turned on.
3. Make sure your phone has an internet connection.
4. Open the Vitalist Health app.
5. Go to **My Device** and tap **Sync**.

Wait for the app to finish syncing.

What if I still cannot connect?

If your phone is close to your band but the app does not receive information, check your Bluetooth and app permissions.

You can also restart your phone and reopen the Vitalist Health app.

For additional help, see My Band Is Not Syncing with the App.