How to Pair Your Vitalist Health Band with Your Phone

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

Pairing means connecting your Vitalist Health Band to the Vitalist Health app on your phone. Once they are paired, your band can send its readings to the app.

You only need to pair your band during setup, unless you remove it, change phones, or need to reconnect it.

Before you begin

Make sure:

- Your band has enough battery. If needed, charge it first.
- Bluetooth is turned on in your phone's settings.
- Your phone has an internet connection.
- Your band is close to your phone.

If the band is already paired with another phone, you may need help removing that connection before pairing it with a new one.

Pair your band

1. Open the Vitalist Health app and sign in.
2. When the app asks **Do you have your health band ready?**, tap **Yes, pair now**.
3. If you are not ready, you can tap **No, skip for now**. You can pair your band later by tapping **Add wearable** on the Home screen.
4. Follow the instructions on your phone and allow Bluetooth and location access when asked.
5. Keep the band close to your phone while the app looks for it.
6. Look for a flashing blue light on the band. This means it is trying to connect to your phone.
7. When the app says **We found a device!**, tap **Yes**.
8. Follow the remaining instructions on your phone.

Allow location access

The app may ask you to allow location access **all the time**.

Location access is a permission on your phone. It allows the app to use location-related functions. The Vitalist Health app needs this permission to receive signals from your band, including caregiver alert signals, when the app is closed.

Without this permission, the app may only sync with your band while you are using the app.

Your phone may also use approximate location information when it helps relay a caregiver alert. For more information, see [Why Your Band Needs Bluetooth and Location Access].

Allow background syncing on Android

If you use an Android phone, the app may ask whether it can keep syncing while your phone is idle.

This is called **background syncing**. It means the app can continue working and receiving information when you are not actively using it.

Tap **Allow** so your phone does not unnecessarily pause syncing in the background.

Your band may need a software update

During pairing, the app may install a firmware update on your band. Firmware is the software built into the band that controls how it works.

An update can take up to 15 minutes.

While the update is running:

- Keep the band close to your phone.
- Keep the band on its charger.
- Leave the Vitalist Health app open.
- Do not interrupt the update.

If the app asks you to charge the band first, charge it until the battery light is yellow rather than red, then follow the instructions on the screen.

When pairing is complete, the app displays **Your Vitalist Health Band is paired**.

Allow notifications

Your phone may ask whether Vitalist Health can send notifications. Notifications are messages that appear on your phone even when you are not using the app.

Allow notifications so you can receive battery warnings and caregiver alert messages.

If pairing doesn't work

Try the following:

1. Make sure Bluetooth is turned on.
2. Keep the band very close to your phone.
3. Close and reopen the Vitalist Health app.
4. Check that the band is not paired to another phone.
5. Restart your phone and try again.

For more help, see [I Can't Pair My Band with My Phone].