My Vitalist Health Band Will Not Turn On

Inas B. - 2026-11-13 - Troubleshooting

If your band does not appear to turn on, try charging it first.

1. Connect the band to its charger

Attach the magnetic charging cable to the contacts on the underside of the band. Connect the cable to a suitable USB-C power adapter.

Allow the band to charge. A full charge takes approximately two hours.

2. Check the indicator light

Look for a flashing red, yellow, or green light while the band is charging. A solid green light means the band is fully charged.

3. Try turning the band on

If the band is not already on, press and hold its button for about three seconds.

Important: If your band is already paired and switched on, holding the button for about three seconds sends a caregiver alert. Do not hold the button repeatedly to test whether the band is working.

If the band still does not respond after charging, contact Vitalist Support at **support@vitalist.ca** for help.

Do not attempt a factory reset unless Vitalist Support specifically instructs you to do so.