

## Getting Started with Fitbit Charge

Getting started with your Fitbit Charge requires charging it, putting it on, and connecting it to your computer or compatible mobile device so you can view your steps, calories burned, and more. This document provides brief instructions for using a computer or iOS device to get started. For instructions on setting up your Charge using an Android device or Windows Phone, or to view the comprehensive Charge Product Manual, visit our help site at <https://help.fitbit.com>. A list of compatible mobile devices can be found at <https://www.fitbit.com/devices>.

First, let's look at what's in the box. Your Fitbit Charge box includes:

- 1 Charge wristband
- 1 charging cable
- 1 wireless sync dongle



Charge wristband



Charging cable



Wireless sync dongle

### Setting up your Charge with a Computer

The setup process installs Fitbit Connect on your computer. Fitbit Connect is the software application that connects your Charge to your Fitbit.com dashboard where you can view your data, log food, and more.

1. Plug the wireless sync dongle into a USB port on your computer.
2. Go to <http://www.fitbit.com/setup> and click the pink **Download Here** button below the image of a Charge tracker.
3. Choose to save the file.
4. Go to the folder that contains the file you just downloaded and look for the installation program:
  - For Mac computers, the file is named *Install Fitbit Connect.pkg*.
  - For Windows computers, the file is named *FitbitConnect\_Win.exe*.



5. Double-click the file name to start the installation process.
6. Follow the onscreen instructions to charge your Charge put it on, and complete setup. You're ready to start stepping!

Now that Fitbit Connect is installed, your Charge will automatically and wirelessly synchronize its data to your dashboard every 20 minutes or so under these conditions:

- Your Charge is within 15-20 feet of your computer and has new data to upload.
- Your computer is powered on, awake, and connected to the Internet.
- Your wireless sync dongle is inserted into a USB port and is recognized by the computer.

To manually synchronize your Charge with your dashboard, click the Fitbit Connect icon on your computer (located near the date and time) and click **Sync Now**.

### Setting up your Charge with an iOS Device

1. Make sure you're using a compatible iOS device. A list of compatible devices can be found at <https://www.fitbit.com/devices>.
2. On your iOS device, go into Settings and make sure Bluetooth is set to On.
3. Now open the App Store and find and download the Fitbit app for iOS.
4. Once the app installs, open it and tap **Join Fitbit**.
5. Choose the Charge and then tap **Set Up Your Charge**.
6. On the next few screens, enter your personal details. This information is used to calculate your basal metabolic rate (BMR), which determines your calorie count for activities.
7. Next, add your name and the email address and password you want to use.
8. Follow the onscreen instructions to charge your Charge, put it on, and complete setup. You're ready to start stepping!

Your Charge will synchronize with the Fitbit app for iOS each time you open the app, letting you view your stats on the app dashboard. You can also view your stats on the Fitbit.com dashboard; data is uploaded from the app to your computer using the Internet connection on your iOS device. To synchronize your Charge while the app is open, tap the **Account** tab and then **Sync Now**.

If you run into any difficulty setting up your Charge or have any questions, please visit our help site at <https://help.fitbit.com> or call (877) 623-4997. Phone support is available on weekdays between the hours of 4:00 AM and 8:00 PM, Pacific Standard Time (PST) and on weekends between the hours of 6:00 AM and 5:00 PM PST.