



Wireless Activity + Sleep Wristband



*Product Manual*

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# Getting Started

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## What's included

Your Fitbit Flex™ Wireless Activity + Sleep Wristband box includes:

- Flex tracker
- Charging cable
- Wireless sync dongle
- 1 small and 1 large wristband



Flex tracker



Charging cable



Wireless sync  
dongle



Wristbands

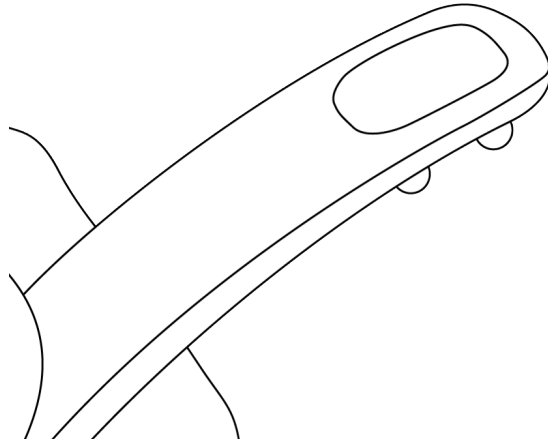
## Putting on your Flex

Your Flex comes with a large and a small wristband. If you want to use the small wristband, complete the next task before continuing. If you want to use the large wristband, skip the next task and go directly to “Inserting the tracker into the wristband” on page 2.

### Moving the clasp from the large to small wristband

If you choose the small wristband, you'll need to remove the clasp from the large wristband and put it into the small wristband. To do so:

1. Push the clasp out with one thumb from the inside of the wristband.
2. Pull out the clasp.
3. Insert the clasp into the small wristband by pressing a few times with both thumbs to ensure that the clasp is flat and in line with the wristband.



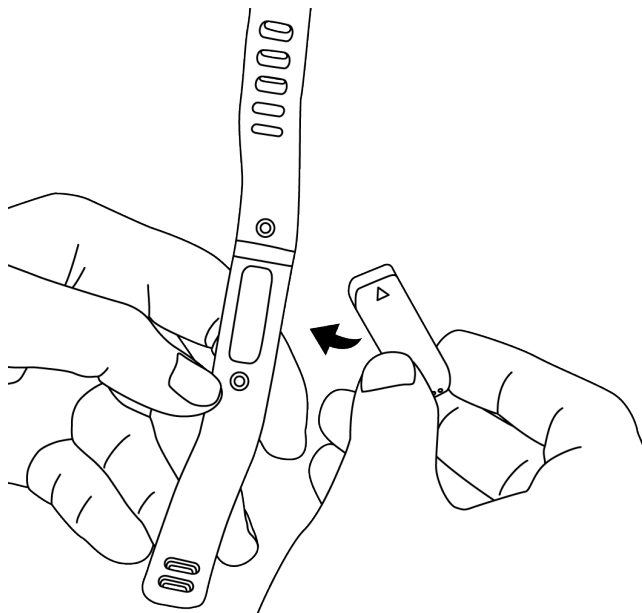
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**NOTE:** If there is a bulge on the inside of the band between the two inside prongs of the clasp, find a small object like a credit card to push it flat.

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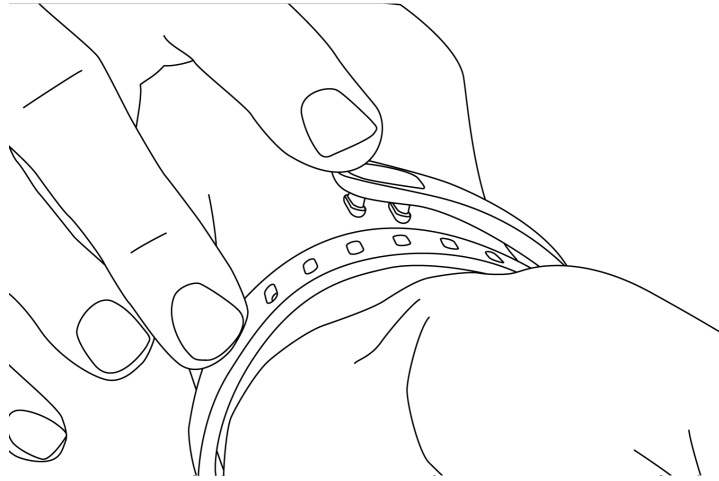
### Inserting the tracker into the wristband

Hold the tracker in your hand with the grey arrow facing up. Insert this end into the wristband, with the arrow pointing toward the holes in the wristband.

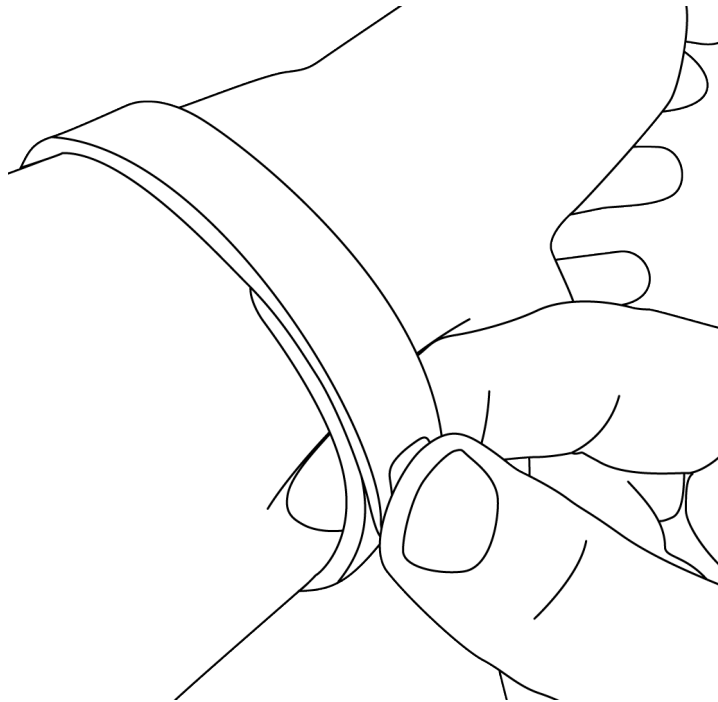


## Securing your wristband

1. Put on the wristband so the window of lights are closest to the outside of your wrist and facing you.
2. Align both ends of the wristband so they are directly overlapping each other with the clasp over the two holes that best fit your wrist.



3. Squeeze both the clasp and the wristband between your thumb and forefinger until you hear a click.



You'll know your Flex wristband is securely fastened if both ends of the wristband are fully inserted.



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**NOTE:** If you're having trouble, try securing the wristband off your wrist to get a feel for how it securely clasps and then try again on your wrist.

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## Care and wearing tips

Keep the following tips in mind when caring for your Flex:

- Clean and dry the Flex regularly, particularly under the band.
- Wear your Flex band loosely enough to allow air circulation.
- Use skin care products sparingly on the areas of the wrist covered by the Flex.
- If you notice any signs of skin irritation or experience any discomfort, please discontinue use.



# Setting up your Flex

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You can set up your Flex using a computer or the Fitbit apps for iOS, Android, or Windows.

## Setting up your tracker with the Fitbit app

Over 120 mobile devices and Windows 10 PCs and tablets that support Bluetooth 4.0 technology allow you to set up and wirelessly synchronize your Fitbit Flex. To see if your mobile device is compatible for syncing with your Fitbit Flex, visit [www.fitbit.com/devices](http://www.fitbit.com/devices). If your device is listed, you can then download our app and follow the installation process in the app. If your device is not listed, check back frequently because we're continually adding new devices.

Even if your mobile device is not compatible for syncing via Bluetooth 4.0, you can still use the Fitbit app to view your data and track your progress; you'll just need to set up and sync your data using a Mac or PC.

## Setting up your tracker with a Mac or PC and Fitbit Connect

To set up your Flex using your computer, you'll first install Fitbit Connect. Fitbit Connect is the software application that connects ("pairs") your Flex to your fitbit.com dashboard, where you can view your data, log food, and more.

### Mac and PC requirements



**Software**  
Mac OS 10.6 or later  
Internet Connection

**Hardware**  
USB port



**Software**  
Windows Vista or later  
Internet Connection

**Hardware**  
USB port

### Downloading Fitbit Connect

1. Plug in your dongle and have your charged tracker nearby.
2. Go to <http://www.fitbit.com/setup>.
3. Scroll down and click the pink **Download** button. If the button does not correctly show your type of computer (for example, if it says "Download for Mac" when you're on a PC), choose the correct type before clicking the button.

## Installing and pairing your Flex

1. Go to the folder containing the file you downloaded and look for the installation program:
  - For Mac: [Install Fitbit Connect.pkg](#)
  - For Windows: [FitbitConnect\\_Win.exe](#)
2. Double-click the file name to begin the installation process.
3. Follow the onscreen instructions to complete setup and pair your Flex with your fitbit.com dashboard. You're ready to start stepping.

## Syncing wirelessly using your computer

Now that Fitbit Connect is installed, your Flex will automatically and wirelessly sync with your computer every 20 minutes or so if the following requirements are met:

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

When Flex syncs, your data is uploaded to your fitbit.com dashboard. Flex holds detailed minute-by-minute information for the most recent 7 days and daily activity summaries for 30 days. For the most accurate dashboard possible, sync your Flex regularly.

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

# Using your Flex

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Your Flex is designed to be most accurate when worn on your wrist.

## Wearing on your dominant vs. non-dominant wrist

To get the most accurate reading from your Flex, make sure your account knows if you're wearing the wristband on your dominant or non-dominant wrist. Your dominant wrist refers to handedness, that is, the hand that you use for activities such as writing and throwing a ball.

To configure this setting:

1. Log in to fitbit.com and click the gear icon in the top-right corner.
2. Click **Settings** > **Devices**.
3. Under Dominant Hand choose the correct setting.
4. Sync your tracker to save the change:
  - a. Click the Fitbit Connect icon near the date and time on your computer.
  - b. Click **Sync Now**.

## Using your Flex in wet conditions

Your Flex is water-resistant, which means it is rain-proof and splash-proof and can stand up to even the sweatiest workout.

Do not swim with your Flex. We also don't recommend showering with your Flex; though the water won't hurt the device, wearing it 24/7 does not give your skin a chance to breathe. Whenever you get your Flex wet, dry it thoroughly before putting it back on.

## Understanding the LED indicator lights

Your Flex features a display that consists of 5 LED indicator lights. The lights behave differently depending on what the tracker is doing.

### Goal tracking

The indicator lights illuminate as you hit 20% increments towards your goal. Tap your Flex to see your progress. When you reach your goal, Flex will celebrate by buzzing and flashing its lights.

## Sleep mode

When you tap your Flex rapidly for one or two seconds to manually enter sleep mode, it will vibrate and display two slowly dimming lights. During manual sleep mode, two blinking lights alternate. After you tap your Flex rapidly to exit manual sleep mode, it will vibrate and flash all five lights three times and then display a spinning light pattern.

These light patterns apply to manual sleep mode only; autosleep does not cause your Flex to light up or show patterns.

## Charging

While your Flex is charging, an indicator light will pulse to show the battery level every few seconds. Each indicator light represents progress towards the total charge. When the Flex has charged completely, all 5 indicator lights will blink.

## Updating

If an update fails to complete, your Flex's LED indicator lights may cycle back and forth repeatedly, from left to right, and your Flex no may longer respond to taps, charging, or resets.

## Alarms

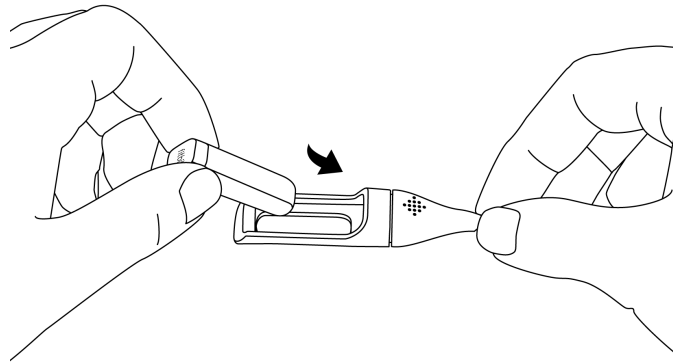
When a silent alarm goes off, the Flex vibrates and the center light flashes.

## Charging your Flex

Your Flex comes equipped with a rechargeable lithium-polymer battery.

With normal use, your Flex should last up to five days before needing a charge. You can check the level of your battery by logging in to [fitbit.com](http://fitbit.com) and clicking on the gear icon on the top-right corner of the page.

To charge your Flex, plug the charging cable into the USB port on your computer. Remove the tracker from the wristband, and insert it into the charging cable, with the LED indicator lights facing up.



The LED indicator lights will progressively illuminate on your Flex as it charges. Each light represents 20% of the maximum charge. Once all five lights pulse in unison, your Flex will be fully charged. Charging completely can take up to three hours.

# Tracking your Fitness with Flex

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Your Flex tracks:

- Steps taken
- Calories burned
- Distance traveled
- Active minutes
- Time asleep
- Quality of sleep
- Number of times awoken

## Setting goals with Flex

Your Flex is designed to track your progress towards the fitness goal you choose. Goals can be set for steps taken, calories burned, or distance traveled.

To choose the specific goal you want to track:

1. Log in to your fitbit.com dashboard and click the gear icon in the top right corner.
2. Click **Settings > Devices**.
3. Under Daily Goal Progress, choose the goal you would like to track.
4. Sync your Flex to send the new goal to your tracker.

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**Note:** Your Flex starts tracking your goal for the next day at midnight, according to the time zone you've selected for your account. The reset that occurs at midnight does not delete the previous day's data; all your data will appear on your dashboard when you sync your tracker.

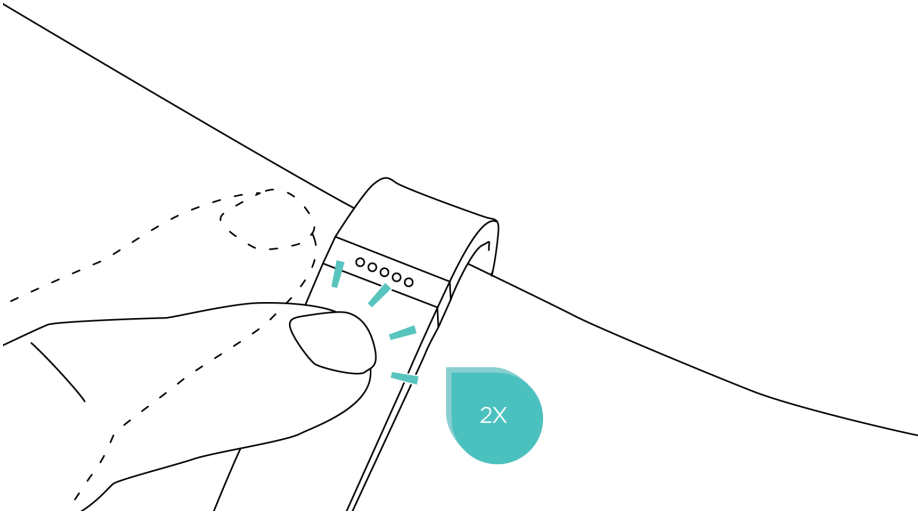
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Once you've chosen which goal you want to track, you can set a specific value for that goal on the fitbit.com dashboard page or using the Fitbit app. For example, instead of the default 10,000 steps per day, you may want your goal to be 15,000 per day. To change your goal value using your fitbit.com dashboard:

1. Find the tile that corresponds to your goal.
2. Click the gear icon in the lower left corner of the tile.
3. Change your **Daily Goal** value.

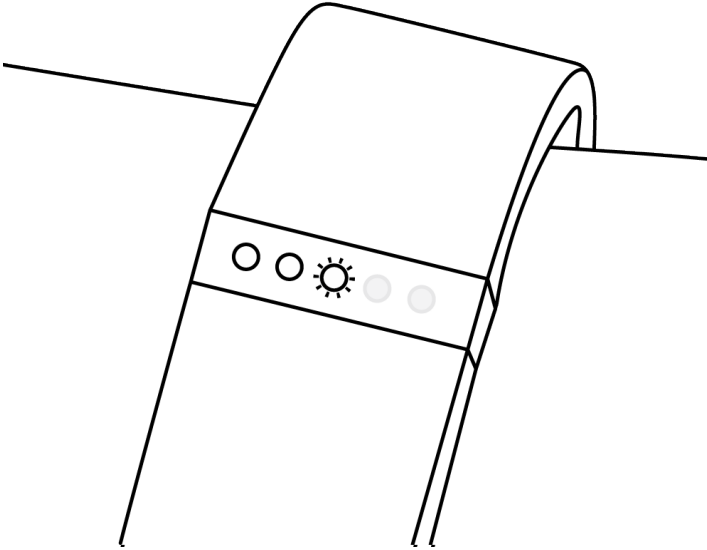
# Checking your goal progress

Tap your Flex twice to see the LED indicator lights indicate your progress towards your goal.



Each fully lit indicator represents 20% of your total goal. A blinking light shows the current segment of the goal you're working on.

In the example below, two lights are solid and the third is blinking. This means you've achieved between 40% and 60% of your overall goal.



When you reach your goal, your Flex will vibrate and flash the LED indicator lights to celebrate.

## Tracking sleep with Flex

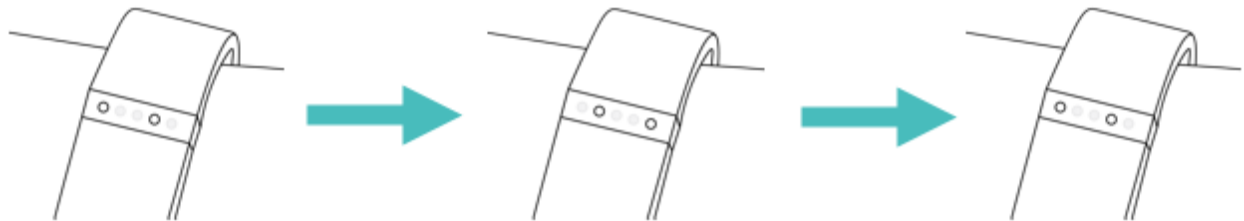
Your Flex can track the length and quality of your sleep to help you improve your sleeping habits.

To enter sleep mode automatically, simply wear your Flex to bed. When your tracker syncs with your account in the morning, you will be able to view your sleep stats on your fitbit.com dashboard or through the Fitbit app.

To enter sleep mode manually, tap your Flex rapidly for one to two seconds. It will vibrate and display two slowly dimming lights to indicate that sleep mode has begun.

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**NOTE:** During sleep mode, your Flex will not display goal progress if you double tap. Instead, it will alternate two blinking lights, back-and-forth, to indicate that you are in sleep mode.



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When you wake up, tap your Flex rapidly for one to two seconds to exit sleep mode. Upon exiting sleep mode, your Flex will vibrate and flash all five LED indicator lights.

If you forget to put your Flex into sleep mode, you can always enter your sleep time at <http://www.fitbit.com/sleep>. After creating a record, you will be able to view your sleep efficiency. You can view your sleep data on the fitbit.com dashboard or in the Fitbit app. If you choose, you can also set a goal for number of hours slept.

## Using silent alarms

Your Flex can gently vibrate to wake or alert you with its silent alarm feature. Silent alarms can be configured to recur every day or on particular days of the week. You can create up to 8 silent alarms.

### Setting silent alarms

You can add, edit, and delete silent alarms from the Fitbit app or in the fitbit.com dashboard.

To set silent alarms using your fitbit.com dashboard:

1. Log in to your fitbit.com dashboard.
2. Click the gear icon in the top right corner of the page.
3. Click **Settings**.
4. Find **Silent Alarms** and click the **Add Alarm** button.
5. Enter the time you want the alarm to alert you.



6. Choose how often you want the alarm to occur:
  - a. Once - Your alarm will alert you at the specified time, and not repeat.
  - b. Repeats - Choose which days you want this alarm to repeat every week.
7. Click **Save**.
8. Sync your Flex to update your tracker with the new alarms.

## Dismissing silent alarms





Your Flex will vibrate and the LEDs will illuminate when your silent alarm goes off. This notification will repeat three times or until dismissed. You can dismiss the alarm by tapping a few times after the vibration has stopped.

You'll know your alarm has been dismissed when one light appears in the middle of your Flex's display, then slowly fades. If you do not dismiss the alarm, your Flex alarm will repeat in nine minutes.

# Using your fitbit.com Dashboard

Fitbit provides a free online tool – the fitbit.com dashboard – to help you track, manage, and evaluate your fitness progress. Use the dashboard to see your progress towards goals, analyze details about specific activities or exercises, view historical graphs, and log food.

## Browser requirements

Browser	Mac Version	Windows Version
 Apple Safari	5.0.5 and higher	Not Supported
 Google Chrome	12 and higher	12 and higher
 Microsoft Internet Explorer	Not Supported	8 and higher
 Mozilla Firefox	3.6.18 and higher	3.6.18 and higher

## Adding and removing tiles

Information on the dashboard is organized by tile. Add or remove tiles to customize the dashboard. If you remove a tile, you can add it back at any time.

To add a tile:

1. Click the grid icon on the upper left side of the dashboard.
2. Check the tile(s) you want to add, then click **Done**.

To delete a tile:

1. Hover over a tile until you see the gear icon at the lower left.
2. Click the gear icon, then click **Remove Tile**.
3. When prompted, confirm that you want to remove the tile.

## Managing your Flex from fitbit.com

To manage various settings for your account, click the gear icon in the top right corner of your fitbit.com dashboard and select **Settings**. From here you can edit your

personal information, your notification preferences, your privacy settings, and much more.

Click **Devices** to change the following settings for your Flex:

- **Daily Goal Progress:** Choose which goal you want your Flex to display when checking your progress. You can edit the value of this goal from the fitbit.com dashboard.
- **Dominant Hand:** Choose which wrist you wear your Flex on to get the most accurate data readings.
- **Sleep Tracking:** Set the sensitivity of your sleep. The Normal setting is sufficient for most people. If you are a sound sleeper, you can choose Sensitive to capture the smallest movements of your body.

Your changes will take effect after you sync your tracker.

# Updating Fitbit Flex

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Free feature enhancements and product improvements may be made available for your Flex through firmware updates.

Updating the firmware on your Flex takes several minutes and is demanding on the battery. We recommend that you charge your device before updating or while the update is in progress.

You can update your Flex by using the Fitbit app or by using Fitbit Connect on your computer.

To update your Flex using Fitbit Connect:

1. Plug in your dongle and have your tracker nearby, turned on, and charged.
2. Open Fitbit Connect.
3. Click **Open Main Menu**, and then click **Check for device update**.
4. Log in to your account using your fitbit.com credentials. Fitbit Connect will now look for your Flex. You can make Flex easier to find by tapping it twice to wake it up.
5. If an update is found for your Flex, Fitbit Connect displays a progress bar indicating that the update is in progress. Keep your Flex close to your computer during the update.

You'll see a notification when the update completes.

# Restarting your Flex

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Restarting your Flex turns it off and then back on, which may fix any of the following problems if they happen to occur:

- Your Flex is not syncing
- Your Flex is not responding to movement
- Your Flex isn't tracking your steps
- Your Flex isn't responding to taps

To restart your Flex:

1. Remove the tracker from the wristband.
2. Plug your charging cable into the USB port and insert your tracker into the charging cable.
3. Insert a paperclip into the small pinhole on the back of the charger.
4. Press on the pinhole for 3-4 seconds. Your Flex will restart and you can put it back in the wristband.

If restarting your Flex doesn't resolve your issue, go to <https://help.fitbit.com/> and click the Flex image. From here you can browse or search for troubleshooting information or contact Customer Support if you don't find what you're looking for.

# Fitbit Flex General Info & Specifications

## Sensors and motors

Your Flex uses a MEMS 3-axis accelerometer that measures your motion patterns to determine your calories burned, distance traveled, steps taken, and sleep quality. Flex also contains a vibration motor, which allows it to vibrate when alarms go off.

## Size and weight

	Length	Width	Weight
Small wristband (incl. tracker)	5.5 - 6.9 in 140 - 176 mm	0.6 in 13.99 mm	13.4 grams
Large wristband (incl. tracker)	6.3 - 8.2 in 161 - 209 mm	0.6 in 13.99 mm	14.6 grams

## Environmental conditions

Operating Temperature	-4° to 113° F (-20° to 45° C)
Non-operating Temperature	-22° to 140° F (-30° to 60° C)
Water Resistant	Device is water resistant and can be submerged up to 10 meters.
Maximum Operating Altitude	30,000 feet (9,144 m)

## Help

Troubleshooting and assistance for your Flex can be found at <http://help.fitbit.com>.

## Return policy and warranty

Warranty information and the fitbit.com Store Return Policy can be found online at <http://www.fitbit.com/returns>.

# Regulatory & Safety Notices

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Model Name: FB401

## USA: Federal Communications Commission (FCC) statement

This device complies with FCC part 15 FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

### FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.

## Canada: Industry Canada (IC) statement

IC Notice to Users English/French in accordance with RSS GEN Issue 3:

This device complies with Industry Canada license exempt RSS standard(s).  
Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.



Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et
2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC ID XRAFB401

IC ID 8542A-FB401

## European Union (EU)

Declaration of Conformity with Regard to the EU Directive 1999/5/EC

Fitbit Inc. is authorized to apply the CE Mark on Flex, Model FB401, thereby declaring conformity to the essential requirements and other relevant provisions of Directive 1999/5/EC.



Compliant with the standard R&TTE 99/CE/05

Conforme à la norme R&TTE 99/CE/05

## Serbia



H005 15

Taiwan

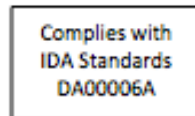
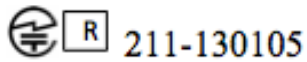
Flex



Wireless sync dongle



Other



אישור התאמה 51-37156

אין לבצע כל שינוי טכני בחלק המודולארי של המוצר.

**“ 해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다. ”**

- 사용 주파수 (Used frequency): 2402 MHz-2480 MHz
- 채널수 (The number of channels): 40
- 공중선전계강도 (Antenna power): 0.4 dBi
- 변조방식 (Type of the modulation): Digital
- 안테나타입 (Antenna type): Horizontal
- 출력 (Output power): 2.19 mW/MHz E.I.R.P.
- 안테나 종류 (Type of Antenna): PCB



**KCC approval information**

1) Equipment name (model name) :	무선데이터통신시스템용 특정소출력무선기기 FB401
2) Certificate number :	MSIP-CRM-XRA-FB401
3) Applicant :	Fitbit, Inc.
4) Manufacture:	Fitbit, Inc.
5) Manufacture / Country of origin:	P.R.C.

## Safety statement

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A12: 2011.

## Important safety instructions

- Read these instructions.
- Keep these instructions.
- Heed all warnings
- Follow all instructions
- Do not attempt to open the tracker. Substances contained in this product and/or its battery may damage the environment and/or human health if handled and disposed of improperly.
- Do not tamper with your Flex.
- Do not use abrasive cleaners to clean your Flex.
- Do not place your Flex in a dishwasher, washing machine or dryer.
- Do not expose your Flex to extremely high or low temperatures.
- Do not use your Flex in a sauna or steam room.
- Do not leave your Flex in direct sunlight for an extended period of time.
- Do not leave your Flex near open flames.
- Do not dispose of your Flex in a fire. The battery could explode.
- Do not attempt to disassemble your Flex. It does not contain serviceable components.
- Never allow children to play with the Flex; the small components may be a choking hazard!

## Built-in battery precautions

- Do not attempt to replace your Flex' battery. It is built-in and not changeable.
- Charge the battery in accordance with the instructions supplied with this guide.

- Use only the charger that shipped with your product to charge the battery.
- Charge your Flex using a certified computer, powered hub or power supply
- Do not attempt to force open the built-in battery.
- Your product uses a California Energy Commission battery charger.

## Disposal and recycling information



The symbol on the product or its packaging signifies that this product has to be disposed separately from ordinary household wastes at its end of life. Please kindly be aware that this is your responsibility to dispose electronic equipment at recycling centers so as to help conserve natural resources. Each country in the European Union should have its collection centers for electrical and electronic equipment recycling. For information about your recycling drop off point, please contact your local electrical and electronic equipment waste management authority or the retailer where you bought the product.

- Do not dispose of the Flex with household waste.
- Batteries are not to be disposed of in municipal waste stream and require separate collection.
- Disposal of the packaging and your Flex should be done in accordance with local regulations.



