



# fitbit ace



User Manual  
Version 1.1

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# Get Started

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Welcome to Fitbit Ace, the showerproof wristband designed for kids ages 8 and up that tracks steps, active minutes, and sleep and rewards kids for hitting goals. Take a moment to review our complete safety information at [fitbit.com/legal/safety-instructions](https://fitbit.com/legal/safety-instructions).

## What's in the box

Your Fitbit Ace box includes:



Tracker



Charging cable

## What's in this manual

We'll explain how to set up Ace and make sure it can transfer the data it collects to your child's Fitbit dashboard. The dashboard is where you and your child will track their progress, participate in challenges, and more. As soon as you're done setting up Ace, your child is ready to start moving.

Next, we'll explain how to find and use the features that interest you and your child. For more information, tips, and troubleshooting for Ace, see [help.fitbit.com](https://help.fitbit.com).

## Set up Ace

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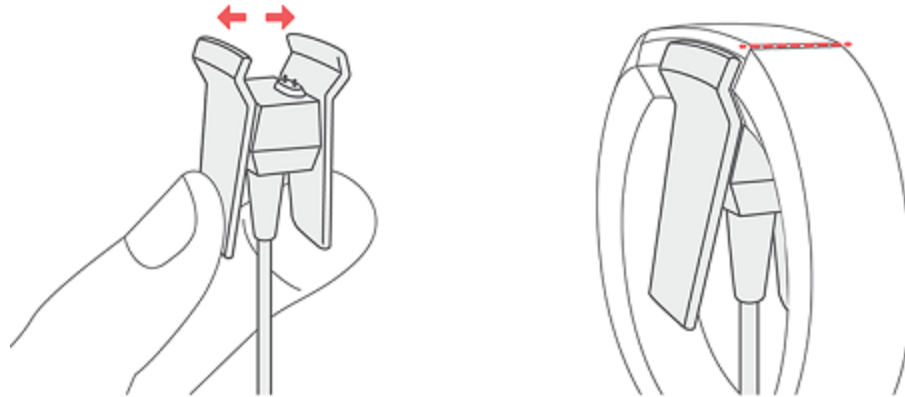
To use Fitbit Ace, create a Fitbit family account and an account for your child, and then connect the tracker to your child's account using an Apple, Android, or Windows 10 device. Connecting Ace allows it to transfer (or sync) data to your child's dashboard in the Fitbit app. For detailed instructions on how to set up Ace, see [help.fitbit.com](https://help.fitbit.com).

When setting up your child's account, Fitbit asks for information such as their height and weight to calibrate the algorithm used to track their activity. Only other members in your family account can send your child messages or invite them to participate in challenges. For more information on managing your Fitbit family account, see [help.fitbit.com](https://help.fitbit.com).

## Charge Ace

To charge Ace:

1. Plug the included charging cable into the USB port on your computer or a UL-certified USB wall charger. Our chargers are designed to meet safety standards across the world. Third-party chargers may not be designed properly and could result in safety issues.
2. Clip the other end of the charger into the port on the back of the Ace. The pins of the charging cable must be lined up with the charging port on Ace and securely locked into place. You'll know the connection is secure when the tracker vibrates and you see a battery icon on the screen.




Charging fully takes up to 2 hours. While the tracker charges, tap it to check the battery level. A fully charged tracker shows a solid battery icon. If you haven't set up Ace yet, you'll see a message instructing you to set up your tracker.

## Sync data to the Fitbit dashboard

Your child should regularly sync Ace with the Fitbit app to transfer data to their dashboard. The dashboard is where you and your child can check their daily stats, track their sleep patterns, participate in challenges, and much more. We recommend syncing at least once a day.

The Fitbit app uses Bluetooth Low Energy technology to sync data with Ace.

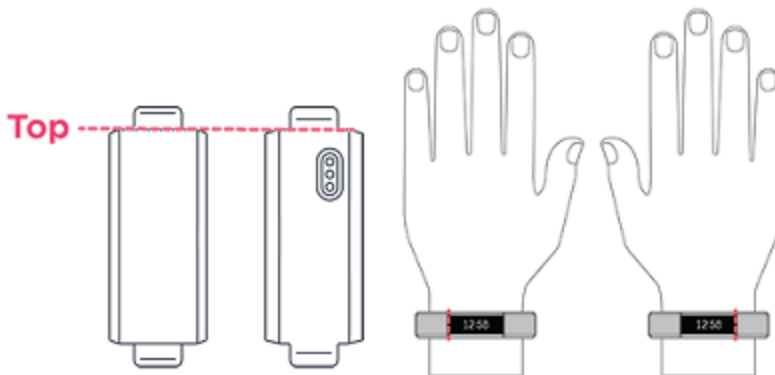
Each time your child opens the Fitbit app, Ace syncs automatically when it's nearby. Ace also syncs with the app periodically if All-Day Sync is on. To turn on this feature:

From your child's Fitbit app dashboard, tap or click the Account icon (  ) > Ace tile > **All-Day Sync**.

Your child can also use the **Sync Now** option in the app at any time.

## Wear Ace

Have your child place Ace around their wrist. The top of the tracker is the side with the charging port. The top of the tracker should be on the outside or top of their wrist.



## Wrist choice and dominant hand

For greater accuracy and ease of use, Ace needs to know which wrist your child wears it on (right or left) and which hand they consider dominant (right or left). Their dominant hand is the one they usually write or throw with.

During setup your child is asked to choose the wrist where they're going to wear Ace. Should they later decide to move Ace to the other wrist, they can change the Wrist setting. They can also change their dominant hand at any time with the Handedness setting. Both settings are found in the Account section of the Fitbit app.

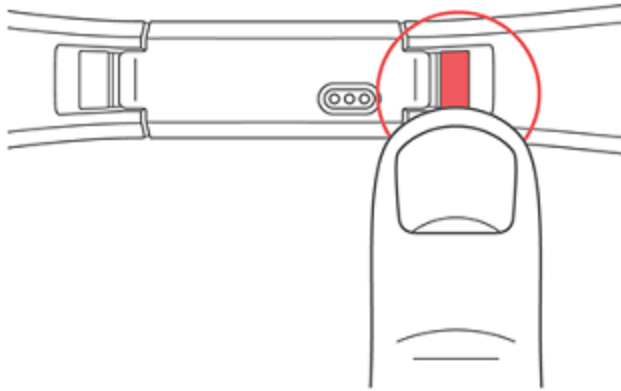
## Change the wristband

The wristband has two separate bands (top and bottom) that your child can swap to change to a different color wristband (sold separately).

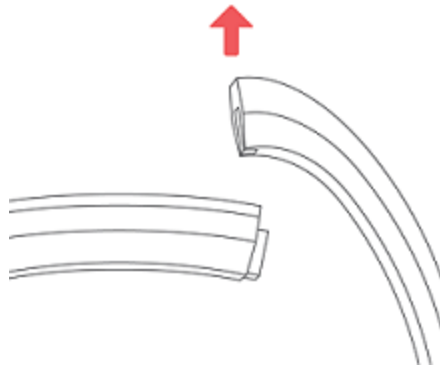
## Removing a wristband

To remove the wristband:

1. Turn Ace over and find the band latches—there's one on each end where the band meets the frame.
2. To release the latch, press down on the flat metal button on the strap.



3. Slide the band up to release it from the tracker.



4. Repeat on the other side.

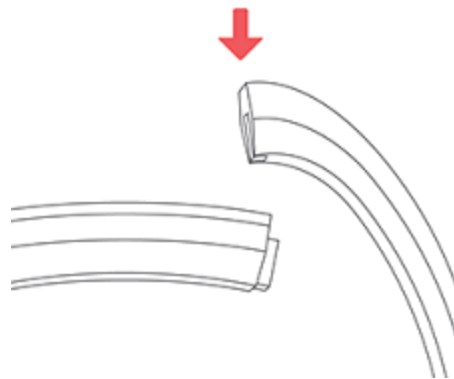


If you're having trouble removing the band or if it feels stuck, gently move the band back and forth to release it.

### Attaching a new wristband

Before you attach a new wristband, first identify the top and bottom bands. The top band has a buckle on it and should be attached on the side closest to the charging port. The bottom band has notches in it..

To attach a band, slide it down on the end of the tracker until it snaps into place.



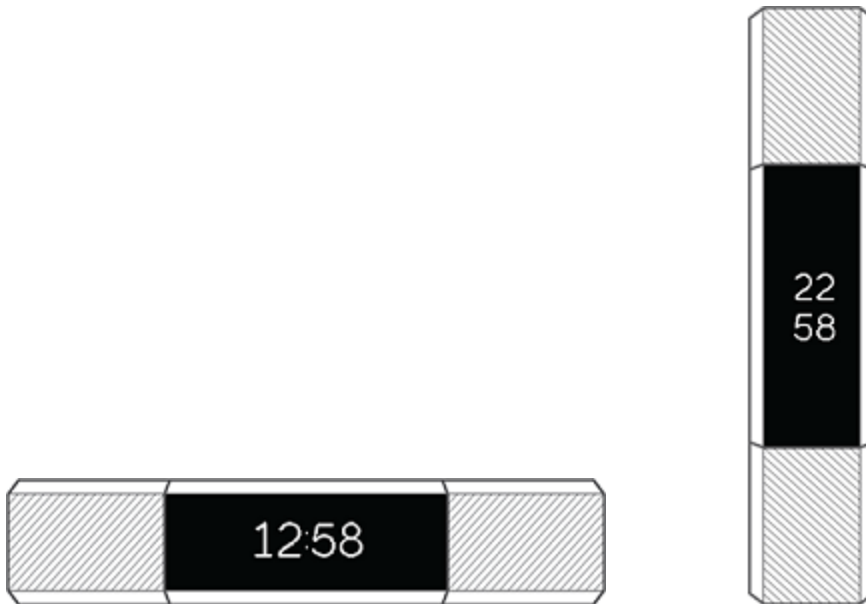
# Basics

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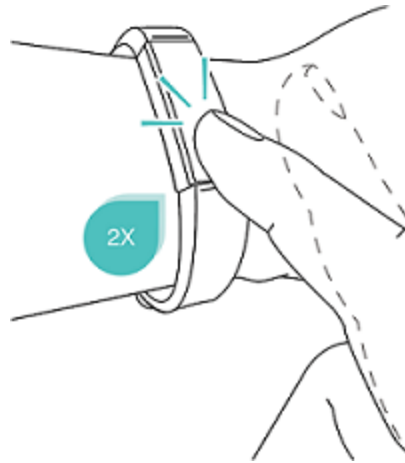
Learn how best to navigate, check the battery level, and care for your child's tracker.

## Navigate Ace

Ace has an OLED tap display that can be oriented horizontally or vertically. Your child can choose from several clock faces, each with a unique design. For more information on changing the clock face, see ["Change the clock face and orientation" on page 19](#). Your child can single-tap the display to flip through their stats.



The screen on Ace is dimmed when not in use. It wakes up automatically when your child turns their wrist, or they can double-tap Ace where the screen meets the band.



## Check battery level

When fully charged, Ace has a battery life of up to 5 days. Note that battery life and charge cycles vary with use, settings, and many other factors. Actual results will vary.

If the battery is critical, a low battery icon appears on the screen and no stats are shown. Ace continues to track your child's activity until the battery runs out.



Your child can check the battery level at any time on the battery screen on the tracker or in the Fitbit app. They must turn on the battery screen in the Fitbit app; it's not on Ace by default.

## Care for your device

Regularly clean the band with only water, and dry well. Keep your child's wrist free of dirt and oils.

Do not use soaps, hand sanitizers, cleaning wipes or household cleaners which could get trapped beneath the band and irritate their skin.

If your child's tracker gets wet, remove and dry it completely.

Have your child take Ace off from time to time.

If you see redness or skin irritation on your child's wrist, remove the tracker. Children with eczema or a skin condition should talk to a doctor before wearing Ace.

Learn more at [fitbit.com/productcare](https://www.fitbit.com/productcare).

# Activity and Sleep

Ace continuously tracks a variety of stats whenever your child wears it, including hourly activity and sleep. The information is transferred to your child's dashboard every time they sync their tracker.

## View all-day stats

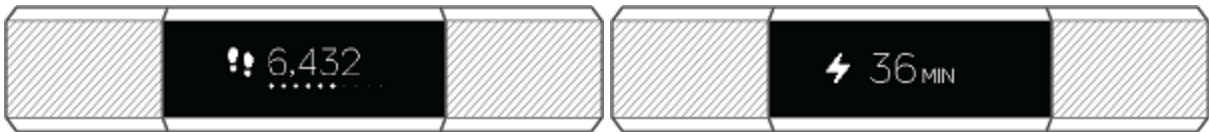
Ace tracks your child's daily steps taken, active minutes, and sleep. Tap Ace to see steps and active minutes throughout the day.

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Note: Stats reset at midnight to begin a new day.

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Double-tap Ace to wake it up. When your child sees the clock, they can tap to see each of their stats in turn. If they have an alarm set, they'll also see the next alarm time.



Steps

Active minutes

## Track sleep

Ace automatically tracks the time your child spends asleep and their movement during the night to help you and your child understand their sleep patterns. To track sleep, have your child wear Ace to bed. When your child syncs their tracker, you and your child can see their sleep data on their Fitbit dashboard.

## Set a sleep goal

By default, your child has a customizable sleep goal of 9 hours of sleep per night. For more information about your child's sleep goal, including how to change it, see [help.fitbit.com](https://help.fitbit.com).

## Set a bedtime reminder

The Fitbit dashboard can recommend consistent bedtimes and wake times to help your child improve the consistency of their sleep cycle. They can even choose to be reminded nightly when it's time to start winding down for bed. For more information about setting up bedtime reminders, see [help.fitbit.com](https://help.fitbit.com).

## Track a daily activity goal

Ace tracks your child's progress towards a daily activity goal of their choice. When they reach their goal, the tracker vibrates and flashes in celebration.

## Choose a goal

By default, your child's primary goal is 10,000 steps per day. Your child can increase or decrease this goal or change their primary goal to Active Minutes in the Fitbit app.

## See goal progress

A goal progress bar helps keep your child motivated. The dots in the bar shown below indicate that they're more than halfway to their goal.



## Track hourly activity

Ace can help your child stay active throughout the day by keeping track of when they're stationary and reminding them to move. Your child can turn on Reminders to Move in the Fitbit app.

When turned on, if your child hasn't walked at least 250 steps in a given hour, at 10 minutes before the hour they'll feel a vibration reminding them to walk. When they meet the 250-step goal after receiving the reminder, your child will feel a second vibration and see a congratulatory message.



For more information on hourly activity, including how to customize the hours your child receives reminders, see [help.fitbit.com](https://help.fitbit.com).

## Set a silent alarm

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Ace can gently vibrate to wake or alert your child with a silent alarm. Your child can set up to 8 alarms to recur every day or on particular days of the week only. When the alarm goes off, they double-tap the tracker to dismiss it.

For more information about customizing and using silent alarms, see [help.fitbit.com](https://help.fitbit.com).




# Notifications

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Over 200 different iOS, Android, and Windows 10 phones can send call notifications to your child's tracker. Keep in mind your child's phone and tracker must be within 30 feet of each other to receive notifications. To check whether your child's phone is compatible with this feature, see [fitbit.com/devices](https://www.fitbit.com/devices).

## Set up notifications

Check that Bluetooth on your child's phone is on and that the phone can receive notifications (often under Settings > Notifications). Then have your child follow the steps below to set up notifications:

1. With Ace nearby, from the Fitbit app dashboard, tap the Account icon (  ) > Ace tile.
2. Tap **Notifications**. When prompted to pair Ace, follow the on-screen instructions. After they pair their tracker, "Ace" appears in the list of Bluetooth devices connected to their phone. Call notifications are turned on automatically.
3. Tap **Notifications** > **Ace** in the top left corner to return to device settings. Your child's tracker syncs to complete the setup.

For detailed instructions on how to set up notifications, see [help.fitbit.com](https://help.fitbit.com).

## See incoming notifications

If your child's tracker and phone are within 30 feet of each other, a call causes the tracker to vibrate and a notification to appear on Ace's screen. If the screen is off, your child can turn their wrist towards them or double-tap Ace to wake it up. The notification is visible for one minute.

The notification scrolls three times with the name or number of the caller.



Note that notifications are shown horizontally, even if the clock orientation is normally vertical.

## Change the clock face and orientation

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Ace has several clock faces available in horizontal and vertical styles.

Change the clock face using the Fitbit app. For more information, see [help.fitbit.com](https://help.fitbit.com).

# Updates

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We occasionally make free feature enhancements and product improvements available through firmware updates. We recommend keeping Ace up to date.

When a firmware update is available your child sees a notification in the Fitbit app prompting them to update. When the update starts, a progress bar appears on the tracker and in the Fitbit app until the update is complete.

Keep the tracker and phone close to each other during the update process.

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Note that updating Ace takes several minutes and may be demanding on the battery. Plug the tracker into the charging cable before updating.

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# Troubleshooting

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If your child experiences one of the following problems, it may be fixed by restarting the tracker:

- Not syncing despite successful setup
- Not responding to taps
- Unresponsive despite being charged
- Not tracking steps or other data

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**Note:** Restarting Ace reboots the device but does not delete any data.

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To restart Ace:

1. Plug the charging cable into the USB port on a computer or a UL-certified USB wall charger.
2. Clip the other end of the charging cable to the port on the back of the tracker. The pins on the charging cable must lock securely with the port. You'll know the connection is secure when the tracker vibrates and you see a battery icon on your tracker's screen.
3. Press the button on the charging cable 3 times within 8 seconds, briefly pausing between presses. The button is on the end of the charging cable that is plugged into the computer. 8 seconds after the first button press, the Fitbit logo appears on the tracker's display. This indicates that Ace restarted.
4. After the logo appears, unplug Ace from the charging cable.

For additional troubleshooting or to contact Customer Support, see [help.fitbit.com](https://help.fitbit.com).

# General Info and Specifications

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## Sensors

Fitbit Ace contains the following sensors and motors:

- A MEMS 3-axis accelerometer, which tracks motion patterns

## Materials

The wristband that comes with Ace is made of a flexible, durable elastomer material similar to that used in many sports watches. It does not contain latex.

The clasp and housing on Ace are made of surgical-grade stainless steel. While all stainless steel contains traces of nickel and can cause an allergic reaction in someone with nickel sensitivity, the amount of nickel in all Fitbit products meets the European Union's stringent Nickel Directive.

## Wireless technology

Ace contains a Bluetooth 4.0 radio transceiver.

## Haptic feedback

Ace contains a vibration motor for alarms, goals, notifications, and reminders.

## Battery

Ace contains a rechargeable lithium-polymer battery.

## Memory

Refer to the following table for information on how long Ace stores stats and data in between the times when it syncs. Stored data consists of steps, active minutes, sleep, and stationary vs. active hours.

We recommend syncing Ace at least once a day.

Type of data	Days stored
Minute-by-minute stats	5
Sleep data	7
Summary totals	30

## Display

Ace has an OLED tap display.

## Wristband size

Wristbands fit a wrist between 5.0 and 6.34 inches (125 mm - 161 mm) in circumference.

## Environmental conditions

Operating Temperature	14° to 113° F (-10° to 45° C)
Non-operating Temperature	-4° to 14° F (-20° to -10° C)  113° to 140°F (45° to 60° C)
Water Resistance	Showerproof. Do not swim with the device or submerge it in water. The device has an IPX7 rating and is water-resistant up to 1 meter.
Maximum	30,000 feet

Operating Altitude	(9,144 m)
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## Learn more

To learn more about your tracker and dashboard, visit [help.fitbit.com](https://help.fitbit.com).

## Return policy and warranty

Warranty information and the fitbit.com return policy can be found at [fitbit.com/legal/returns-and-warranty](https://fitbit.com/legal/returns-and-warranty).



# Regulatory & Safety Notices

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Model Name: FB406

## USA: Federal Communications Commission (FCC) statement

This device complies with Part 15 of the 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.

FCC ID: XRAFB406

## Canada: Industry Canada (IC) statement

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

Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée

IC Notice to Users English/French in accordance with current issue of RSS GEN:

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

IC ID: 8542A-FB406

## European Union (EU)

### **Simplified EU Declaration of Conformity**

Hereby, Fitbit, Inc. declares that the radio equipment type Model FB406 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: [www.fitbit.com/safety](http://www.fitbit.com/safety)

### **Vereinfachte EU-Konformitätserklärung**

Fitbit, Inc. erklärt hiermit, dass die Funkgerätypen Modell FB406 die Richtlinie 2014/53/EU erfüllen. Der vollständige Wortlaut der EU-Konformitätserklärungen kann unter folgender Internetadresse abgerufen werden: [www.fitbit.com/safety](http://www.fitbit.com/safety)

### **Declaración UE de Conformidad simplificada**

Por la presente, Fitbit, Inc. declara que el tipo de dispositivo de radio Modelo FB406 cumple con la Directiva 2014/53/UE. El texto completo de la declaración de conformidad de la UE está disponible en la siguiente dirección de Internet: [www.fitbit.com/safety](http://www.fitbit.com/safety)

### **Déclaration UE de conformité simplifiée**

Fitbit, Inc. déclare par la présente que les modèles d'appareils radio FB406 sont conformes à la Directive 2014/53/UE. Les déclarations UE de conformité sont disponibles dans leur intégralité sur le site suivant : [www.fitbit.com/safety](http://www.fitbit.com/safety)

### **Dichiarazione di conformità UE semplificata**

Fitbit, Inc. dichiara che il tipo di apparecchiatura radio Modello FB406 è conforme alla Direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: [www.fitbit.com/safety](http://www.fitbit.com/safety)



### **Safety Statement**

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013.

## Australia and New Zealand



# R-NZ

## China



部件名称	有毒和危险品					
	铅 (Pb)	水银 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴化苯 (PBB)	多溴化二苯 醚 (PBDE)
Ace Model FB406						
表带和表扣	○	○	○	○	○	○
电子	X	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制

○ = 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572规定的限量要求以下

X = 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572规定的限量要求

## Mexico

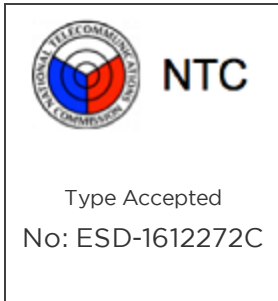


IFETEL: RCPFIFB15-2258

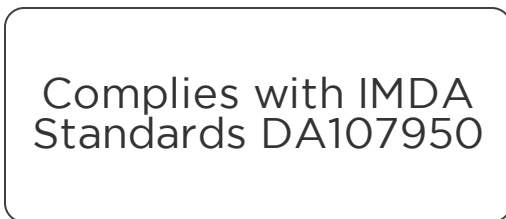
Japan



Philippines



Singapore



South Africa



## South Korea

클래스 B 장치 (가정 사용을 위한 방송 통신 기기): EMC 등록 주로 가정용 (B 급)으로하고, 모든 지역에서 사용할 수 있습니다 얻을이 장치.

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



- 사용 주파수 (Used frequency): 2402 MHz-2480 MHz
- 채널 수 (The number of channels): 40
- 공중선전계강도 (Antenna power): -7.4dBi
- 변조방식 (Type of the modulation): GFSK
- RF 출력(RF Output): 3.6dBm
- 안테나 유형(Antenna Type): Monopole Antenna (Stamped metal)
- 작동 온도 범위(Operating Temperature Range): -10C ~ 50C
- 동작 전압 (Operating voltage): DC 3.7V

### KC 인증서 정보 KC Certificate Information

- |                                |  |
|--------------------------------|--|
| 1) 장비 이름 Equipment name:       | 저전력 무선 장치 (무선 데이터 통신의 무선 장치)<br>Low power radio equipment (wireless devices of wireless data communications) |
| 2) 모델 이름 Model name:           | FB406  |
| 3) 인증서 번호 Certificate number : | MSIP-CMM-XRA-FB406   |
| 4) 회사 이름 Company Name :        | Fitbit, Inc.   |
| 제조업 자 Manufacturer:            | Fitbit, Inc. / 중국(China)   |
| 6) 제조 일자 Manufactured Date:    | 201_   |

Taiwan



CCAJ15LP6230T1

注意！

依據 低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Article 12

Without permission, any company, firm or user shall not alter the frequency, increase the power, or change the characteristics and functions of the original design of the certified lower power frequency electric machinery.

Article 14

The application of low power frequency electric machineries shall not affect the navigation safety nor interfere a legal communication, if an interference is found, the service will be suspended until improvement is made and the interference no longer exists. The foregoing legal communication refers to the wireless telecommunication operated according to the telecommunications laws and regulations. The low power frequency electric machinery should be able to tolerate the interference of the electric wave radiation electric machineries and equipment for legal communications or industrial and scientific applications.

# United Arab Emirates

TRA  
Registered  
NO:  
ER442211/16  
  
DEALER NO:  
DA35294/14



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