



# fitbit ionic



User Manual  
Version 1.2

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# Getting Started

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Welcome to Fitbit Ionic, the watch designed for your life. Find the guidance to reach your goals with dynamic workouts, built-in GPS, and continuous heart rate tracking. Take a moment to review our complete safety information at <http://www.fitbit.com/safety>.

## What's in the box

Your Ionic box includes:



Watch with large wristband



Charging cable



Additional small wristband

Ionic's detachable wristbands come in a variety of colors and materials, sold separately.

## What's in this manual

We'll explain how to create a Fitbit® account and make sure your watch can transfer the data it collects to your dashboard. The dashboard is where you'll set goals, analyze historical data, identify trends, log food and water, keep up with friends, and much more. As soon as you're done setting up Ionic, you're ready to start moving.

Next, we'll explain how to find and use the features that interest you and how to adjust your preferences. For more information, tips, and troubleshooting, please browse our comprehensive help content at [help.fitbit.com](http://help.fitbit.com).



# Set up Fitbit Ionic

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For the best experience, use the Fitbit app for iOS, Android, or Windows 10. If you don't have a smartphone or tablet, you can also use a Bluetooth-enabled Windows 10 PC.

Your Fitbit account asks for information such as height, weight, and gender in order to calculate your stride length and to estimate distance, basal metabolic rate, and calorie burn. Your name and average daily step count are visible to other Fitbit users. You have the option to share your age, height, weight, or location with Fitbit friends, but the information you provide is private by default.

## Set up with your phone or tablet

The free Fitbit app is compatible with more than 200 devices that support iOS, Android, and Windows 10 operating systems.

To get started:

1. Find the Fitbit app in one of the locations below, depending on your device. If you're unsure if the Fitbit app is compatible with your phone or tablet, see <http://www.fitbit.com/devices>.
  - Apple App Store for iOS devices such as an iPhone or iPad.
  - Google Play Store for Android devices such as the Samsung Galaxy S6 and Motorola Droid Turbo 2.
  - Microsoft Windows Store for Windows 10 devices such as the Lumia phone or Surface tablet.
2. Install the app. If you don't have an account with the store, must create one before you can download the app.
3. When the app is installed, open it and tap **Join Fitbit** to be guided through a series of questions that help you create your Fitbit account, or log in to your existing account.
4. Continue following the on-screen instructions to connect, or "pair", Ionic to your phone or tablet. Pairing makes sure the watch and phone or tablet can communicate with one another (sync data back and forth).

When you're done pairing, read through the guide to learn more about your new watch and then explore the Fitbit dashboard.

## Set up with your Windows 10 PC

If you don't have a smartphone, you can set up and sync Ionic using a Bluetooth-enabled Windows 10 PC and the Fitbit app.

To get the Fitbit app for your computer:

1. Click the Start button on your PC and open the Windows Store (called Store).
2. Search for “Fitbit app”. After you find it, click **Free** to download the app to your computer.
3. If you’ve never downloaded an app to your computer, you’ll be prompted to create an account with the Windows Store.
4. Click **Microsoft account** to sign in with your existing Microsoft account. If you don’t already have an account with Microsoft, follow the on-screen instructions to create a new account.
5. When the app is installed, open it and tap **Join Fitbit** to be guided through a series of questions that help you create your Fitbit account, or log in to your existing account.
6. Continue following the on-screen instructions to connect, or “pair”, Ionic to your phone or tablet. Pairing makes sure the watch and phone or tablet can communicate with one another (sync data back and forth).

When you’re done pairing, read through the guide to learn more about your new watch and then explore the Fitbit dashboard.

## Connect to Wi-Fi

During setup, you’re prompted to connect Ionic to your Wi-Fi network. Ionic uses Wi-Fi to download playlists and apps from the Fitbit App Gallery, and for faster firmware updates.

Ionic can connect to open, WEP, WPA personal, and WPA2 personal Wi-Fi networks. Your watch won’t connect to 5GHz, WPA enterprise, or public Wi-Fi networks that require logins, subscriptions, or profiles. If you see fields for a username or domain when connecting to the Wi-Fi network on a computer, the network isn’t supported.

For best results, connect Ionic to your home or work Wi-Fi network. Make sure you know the network password before connecting.

For more information about how to connect Ionic to Wi-Fi, see [help.fitbit.com](https://help.fitbit.com).

## Sync data to your Fitbit account

Regularly sync Ionic with the Fitbit app to transfer data to your dashboard. The dashboard is where you’ll track your progress, see your exercise history, track your 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 Ionic and to update apps installed on your watch.

Each time you open the Fitbit app, Ionic syncs automatically when it's nearby. Ionic also syncs with the app every 15 minutes if All-Day Sync is on. To turn on this feature:

From the Fitbit app dashboard, tap or click the Account icon (☰) > Ionic tile > **All-Day Sync**.

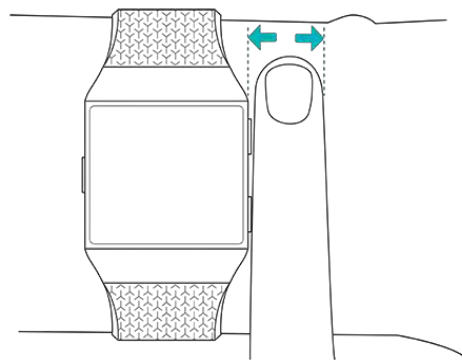
You can also use the **Sync Now** option in the app at any time.

## Wear Ionic

Place Ionic around your wrist. The side of the watch marked with “fitbit” should be on the bottom of your wrist. If you need to attach the small wristband instead of the large one, or if you purchased an accessory wristband, you'll find instructions on how to change the wristband in [Change the wristband](#).

### Placement for all-day wear vs exercise

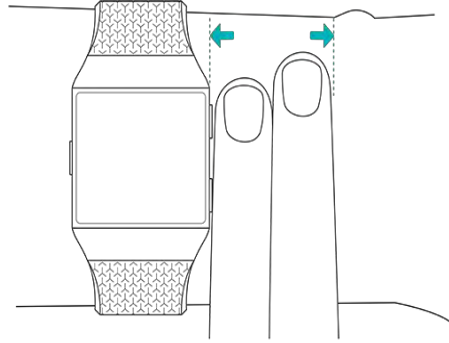
For all-day wear when you're not exercising, Ionic should usually rest a finger's width below your wrist bone and lay flat, as you would normally wear a watch.



For optimized heart-rate tracking while exercising, keep these tips in mind:

- Try wearing Ionic higher on your wrist during exercise for an improved fit and more accurate heart-rate reading. Many exercises such as bike riding or weight lifting cause you to bend your wrist frequently, which could interfere with the heart-rate signal if the watch is lower on your wrist.

- Make sure the watch is in contact with your skin.



- Don't wear your watch too tight; a tight band restricts blood flow, potentially affecting the heart-rate signal. However, the watch should be slightly tighter (snug but not constricting) during exercise than during all-day wear.
- With high-intensity interval training or other activities where your wrist is moving vigorously and non-rhythmically, the movement may limit the sensor's ability to provide a heart-rate reading. If your watch doesn't show a heart-rate reading, try relaxing your wrist and staying still briefly (about 10 seconds). Then you should see a heart-rate reading.

## Wrist

For greater accuracy and ease of use, Ionic needs to know if you wear it on your dominant or non-dominant hand. Your dominant hand is the one you use for writing and eating. If you decide to move Ionic to the other wrist, change the Wrist setting in the Fitbit app.


# Basics

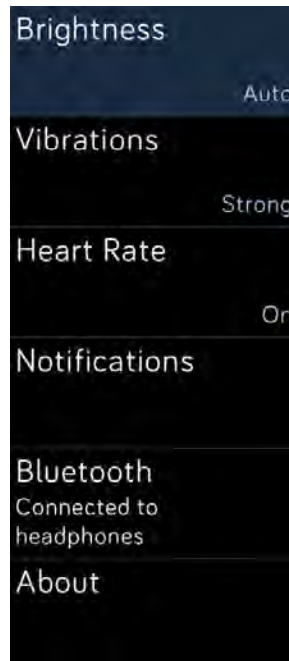
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Learn how to manage Ionic's settings, set a personal PIN code, change the wristband, navigate the screen, charge your watch, and more.

## Adjust settings

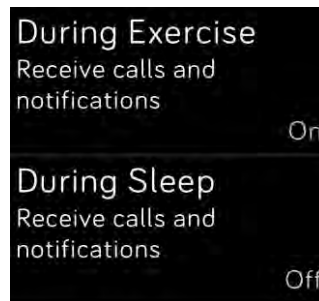
Manage basic settings including brightness, heart rate, and paired Bluetooth devices

directly on your watch. Open the Settings app (  ) and then tap a setting to adjust it. Swipe up to see the full list of settings.



Settings

To turn notifications off so that you don't receive them during exercise and sleep, tap **Notifications** and then tap **During Exercise** or **During Sleep** to adjust the setting.

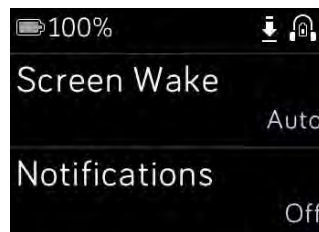


Notifications

## Access Shortcuts

From the clock, swipe right to the shortcuts screen to adjust the display and notifications settings or check your watch's battery level.

If Fitbit Flyer is connected to Ionic, the headphones' battery level appears in the top right corner. If another Bluetooth audio device is connected, the battery level may appear depending on the device.



Shortcuts

## Wake on wrist turn

To preserve battery, Ionic's screen turns off when not in use. To wake it up, turn your wrist towards you, or you can double-tap the screen or press any button.

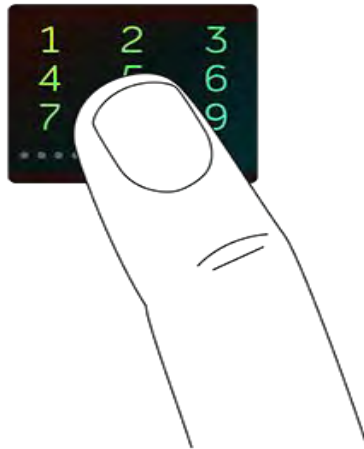
## Turn notifications on or off

Ionic can receive several types of notifications from your phone. To turn notifications on or off, tap **Notifications** to adjust the setting.

For more information about how to manage notifications, see [Notifications](#).

## Turn on device lock

To help keep your Fitbit watch secure, turn on device lock in the Fitbit app, which prompts you to enter a personal 4-digit PIN code to unlock your watch. If you set up Fitbit Pay to make contactless payments from your watch, device lock is turned on automatically and you're required to set a code. If you don't use Fitbit Pay, device lock is optional.



Turn on device lock or reset your PIN code in the Fitbit app:

From the Fitbit app dashboard, tap or click the Account icon (☰) > Ionic tile > **Device Lock**.

For more information on how to use device lock, see [help.fitbit.com](https://help.fitbit.com).

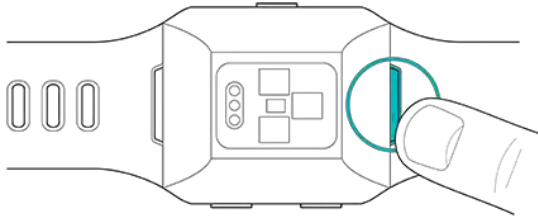
## Change the wristband

Ionic comes with a large wristband attached and an additional small wristband in the box. The wristband has two separate bands (top and bottom) that you can swap with accessory bands sold separately. For wristband measurements, see [Wristband size](#).

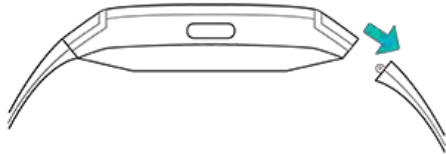
### Remove a wristband

To change the wristband, first remove the band attached to the watch. Then follow the steps below to attach a new wristband.

1. Turn Ionic 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. Gently pull the band away from the watch to release it.

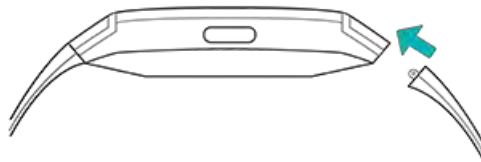


4. Repeat on the other side.

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

### Attach a wristband

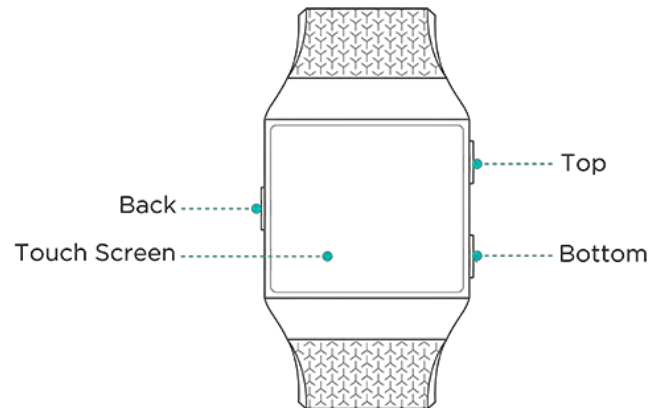
To attach a wristband, press it into the end of the watch until you feel it snap into place. The band with the clasp attaches to the top of the watch.





# Navigate Ionic

Ionic has a touch screen with a colored LCD and three buttons: back, top, and bottom.



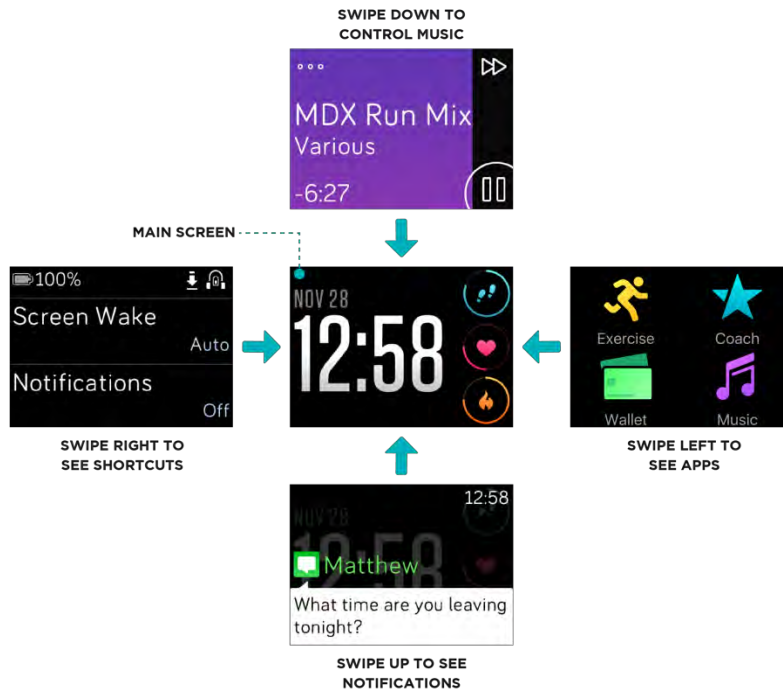
Navigate Ionic by swiping side to side and up and down or by pressing the buttons.

## Basic navigation

The home screen is the clock. On the clock:

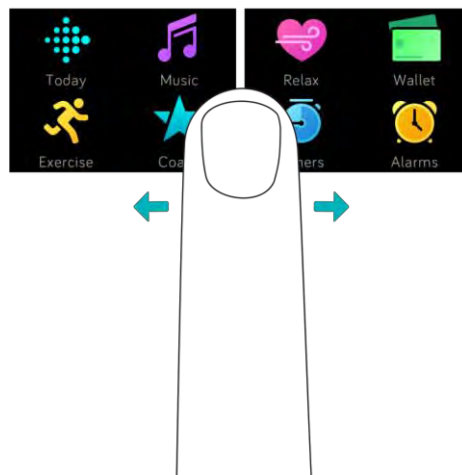
- Swipe up to see notifications.
- Swipe down to control music.
- Swipe right to see the shortcuts screen.

- Swipe left to scroll through the apps installed on your watch.



Depending on the clock face you choose, you can also tap the clock screen to scroll through your daily stats which are explained in [Automatic Tracking](#).

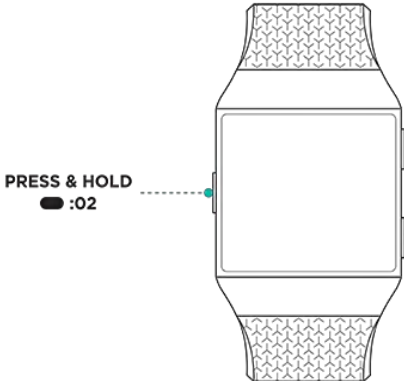
To open an app, swipe to find the app and then tap it. For more information on how to manage apps, see [help.fitbit.com](http://help.fitbit.com).



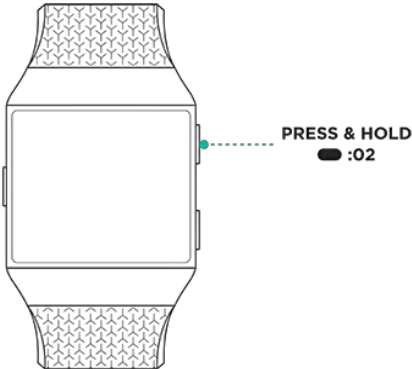
# Shortcuts to Fitbit Pay, music control, and notifications

Press and hold the buttons on Ionic for a faster way to use Fitbit Pay, control music, and see notifications. Ionic displays notifications as they come in and also saves them so you can check later.

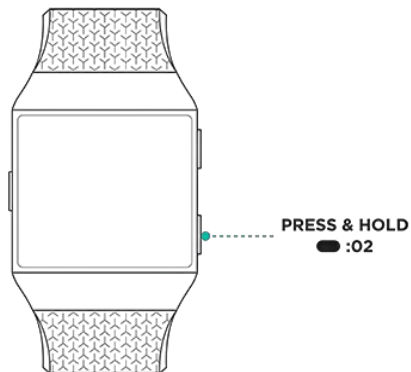
To use Fitbit Pay, press and hold the back button:



To control music, press and hold the top button:





To scroll through notifications, press and hold the bottom button:



## Shortcuts to your favorite apps

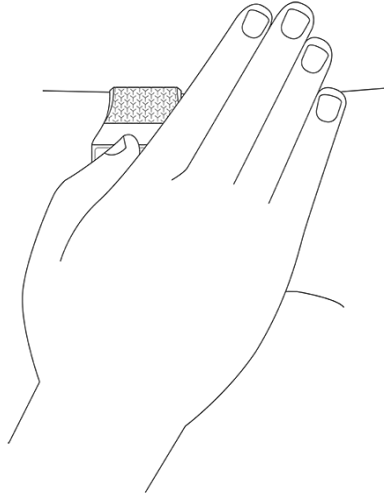
Press the buttons on Ionic for quick access to your favorite apps. To access these shortcuts, Ionic must be on the clock screen. The buttons are mapped as follows:

- Top button—opens the app located in the top left of the first app screen. If you haven't reordered your apps, the Today app (  ) opens.
- Bottom button—opens the app located in the bottom left of the first app screen. If you haven't reordered your apps, the Exercise app (  ) opens.

Customize Ionic by organizing your apps. For more details, see [Reorder apps](#).

## Turn off the screen

To turn off Ionic's screen when not in use, briefly cover the watch face with your opposite hand.



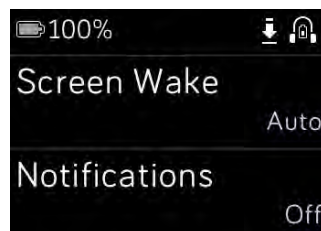
## Battery life and charging

A fully charged Ionic has a battery life of 4+ days. Battery life and charge cycles vary with use and other factors; actual results will vary. When fully charged, Ionic can:

- Track up to 10 hours of activities that use GPS
- Play up to 12 hours of continuous music

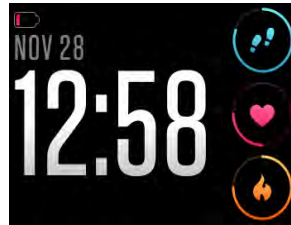
## See your battery level

See your battery level at any time: from the clock, swipe right to the shortcuts screen or open your Fitbit dashboard.



Full battery

If your battery is low (less than 24 hours remaining), Ionic alerts you with the red battery indicator. If your battery is critically low (less than 4 hours remaining), the red battery indicator flashes.



Low battery

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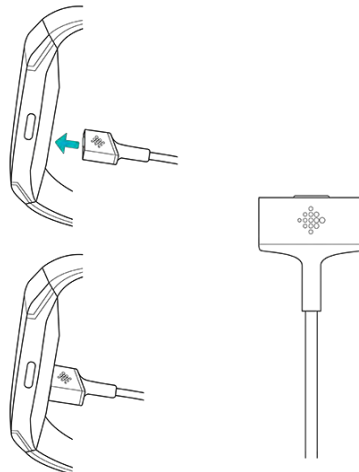
Wi-Fi won't work on Ionic when the battery is below approximately 25%.

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## Charge Ionic

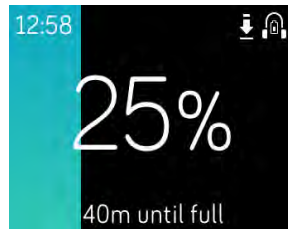
To charge your watch:

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger.
2. Hold the other end of the charging cable near the port on the back of the watch until it attaches magnetically.



3. Make sure the pins on the charging cable lock securely with the port. The connection is secure when the watch vibrates and the battery icon or percent charged appears on the screen.

Charging fully takes up to 2 hours. While the watch charges, you can tap the screen or press any button to check the battery level.



Battery is charging

## Care for your watch

It's important to clean and dry Ionic regularly. For instructions and more information, see <http://www.fitbit.com/productcare>.

## Use Ionic without your phone

Key functions of the watch are designed to be used without needing your phone nearby:

- [Set a silent alarm](#)
- [See your daily stats](#)
- [Track your hourly activity](#)
- [See your heart rate](#)
- [Track and analyze your activity](#)
- [Work out with Fitbit Coach](#)
- [Practice guided breathing sessions](#)
- [Personal music and podcasts](#)
- [Make purchases](#)

After completing an activity, remember to sync Ionic with the Fitbit app to transfer your stats to the dashboard.

# Clock Faces

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Ionic comes with a variety of clock faces so you can customize the look of your watch and track the stats that matter most. Change your clock face in the Fitbit app.

For more information on clock faces, see [help.fitbit.com](https://help.fitbit.com).



# Timekeeping

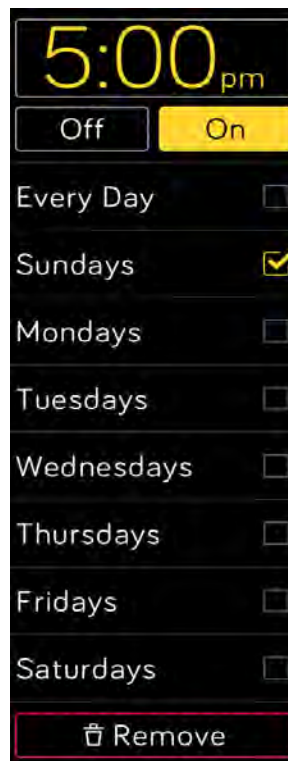
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To wake you up in the morning or alert you at a certain time of day, you can set up to 8 silent alarms that gently vibrate at the time chosen. Set an alarm to go off every day or on particular days. You can also time events with the stopwatch or set a countdown timer.

## Set a silent alarm

Set, manage, and delete silent alarms directly on your watch's screen in the Alarms app (🕒). You can also manage alarms in the Fitbit app or [fitbit.com](https://fitbit.com) dashboard.

For instructions on how to set an alarm, see [help.fitbit.com](https://help.fitbit.com).

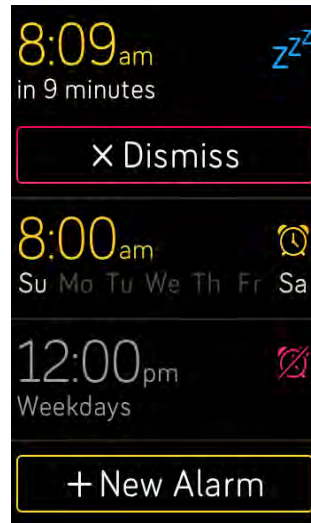


Alarms

## Dismiss or snooze a silent alarm


When your silent alarm goes off, the watch flashes and vibrates. To dismiss the alarm, tap the check mark or press the bottom button. To snooze the alarm for 9 minutes,

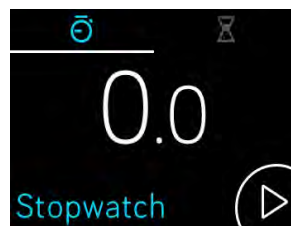
tap the ZZZ icon or press the top button. Tap snooze as many times as you like. Ionic goes into snooze mode automatically if you ignore the alarm for more than 1 minute.



## Time events with the stopwatch


To use the stopwatch:

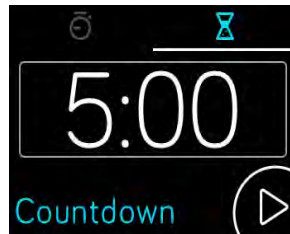
1. On Ionic, open the Timer app (  ).
2. If you used the countdown timer previously, tap the stopwatch icon at the top.
3. Tap the play button to start the stopwatch.
4. Tap the pause button to stop.
5. Tap the reset icon or press the top button to reset the stopwatch.



## Keep track of elapsed time with the countdown timer

To use the countdown timer:

1. On Ionic, open the Timer app (  ).
2. If you used the stopwatch previously, tap the hourglass icon at the top.
3. Tap the screen and then scroll to set the timer.
4. Press the back button to return to the countdown screen.
5. Tap the play button to start. Ionic flashes and vibrates when the time allotted is done.
6. Tap the check mark icon or press the bottom button to stop the alert.



Note that the stopwatch and countdown timer can run at the same time.


For more information on how to use the timer, see [help.fitbit.com](https://help.fitbit.com).

# Automatic Tracking

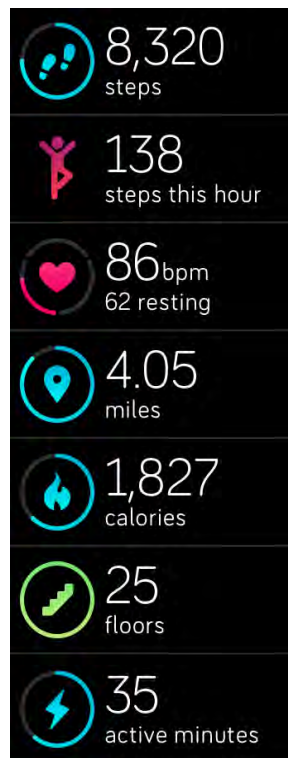
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Ionic continuously tracks a variety of stats whenever you wear it, including hourly activity and heart rate. Ionic also tracks your exercise and sleep automatically. The information is transferred to your dashboard every time you sync your watch.

## See your daily stats

The Today app (  ) on Ionic tracks these all-day stats:

- Steps taken
- Steps this hour
- Heart rate and resting heart rate
- Distance covered
- Calories burned
- Floors climbed
- Active minutes



Today app

To change the order of the daily stats tiles in the Today app, press and hold a tile until it's selected and then drag it to a new location.

Find other information Ionic captures on your Fitbit dashboard such as:

- Your sleep history, including hours slept and sleep stages
- The hours of your day that you were stationary vs. active (walked at least 250 steps)
- Your exercise history and progress towards a weekly exercise goal

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All Ionic stats except sleep reset at midnight to begin a new day.

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## Track a daily activity goal

Ionic tracks your progress towards a daily activity goal of your choice. When you reach your goal, the watch vibrates and shows a celebration.

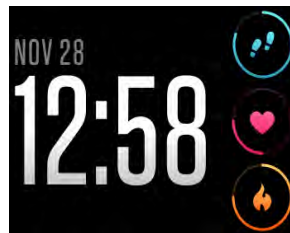
### Choose a goal

By default, your goal is 10,000 steps per day, but you may have changed this goal during setup. You can change the goal to distance traveled, calories burned, or active minutes and select a corresponding value. For example, you may want to keep steps as your goal but change the target from 10,000 to 20,000 steps.

For instructions on how to change your goal, see [help.fitbit.com](https://help.fitbit.com).

### See goal progress

Some clock faces show a goal progress ring or bar to help keep you motivated. For example, on the Gauges clock face, the solid portion of the circle around the step count icon in the top right shows that you're close to hitting your goal.



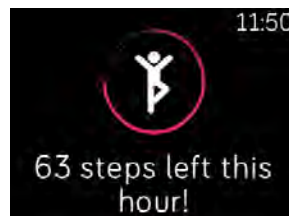
Gauges clock face

## Track your hourly activity

Ionic helps you stay active throughout the day by keeping track of when you're stationary and reminding you to move.

If you haven't walked at least 250 steps in a given hour, at 10 minutes before the hour you'll feel a vibration reminding you to walk. When you meet the 250-step goal after receiving a reminder, you'll feel a second vibration and see a congratulatory message.


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



Reminder to move

## Track your exercise automatically

Ionic automatically detects several exercises and records them in your exercise history using the SmartTrack feature. For greater precision or to see real-time stats and a workout summary on your watch, manually start and stop an exercise using the

Exercise app (  ).

For more information on how to use the Exercise app, see [Track and analyze your activity](#)

SmartTrack ensures you get credit for your most active moments of the day. When you sync your watch after a SmartTrack-detected exercise, you'll find several stats in your exercise history including duration, calories burned, impact on your day, and more.

By default, SmartTrack detects continuous movement of at least 15 minutes in length. You can increase or decrease the minimum duration or disable SmartTrack for 1 or more exercise types.

For more information about how to customize and use SmartTrack, see [help.fitbit.com](https://help.fitbit.com).

## Track your sleep

Wear Ionic to bed to automatically track your time asleep and sleep stages. To see your sleep stats, sync your watch when you wake up and check your dashboard.

For more details about sleep tracking, see [help.fitbit.com](https://help.fitbit.com).

### Set a sleep goal

By default, you have a sleep goal of 8 hours of sleep per night. Customize this goal to meet your needs.

For more information about your 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 you improve the consistency of your sleep cycle. You can choose to be reminded nightly when it's time to start getting ready for bed.

For more information about how to set bedtime reminders, see [help.fitbit.com](https://help.fitbit.com).


### Learn about your sleep habits

Ionic tracks several sleep metrics including when you go to bed, how long you're asleep, and your time spent in each sleep stage. When you use Ionic with the Fitbit dashboard, your watch can help you understand how your sleep patterns compare to others who share your age range and gender.

For more details about sleep stages, see [help.fitbit.com](https://help.fitbit.com).

## See your heart rate

Ionic uses PurePulse technology to track your heart rate automatically and continuously. Ionic allows you to view your real-time heart rate and your resting

heart rate on your watch in the Today app (  ). Certain clock faces show your real-time heart rate on the clock screen.

During a workout, Ionic shows your heart-rate zone to help you target the training intensity of your choice.

For more information about heart-rate zones on Ionic, see [Check your heart rate](#).

## Adjust the Heart Rate setting

The Heart Rate setting on Ionic has two options:

- Off—Heart Rate tracking is off.
- On—Heart Rate tracking is on when the watch is on your wrist.

To adjust the Heart Rate setting, open the Settings app (  ) on Ionic > **Heart Rate**.

Note that the green LED on the back of Ionic continues to flash even if you turn off Heart Rate tracking.



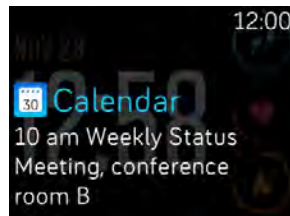
# Notifications

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Over 200 different iOS, Android, and Windows phones can send call, text, calendar, and other types of notifications to your watch. Keep in mind the phone and watch must be within 30 feet of each other to receive notifications. If you're not sure whether your phone is compatible with this feature, go to <http://www.fitbit.com/devices>.

## Calendar requirements

For calendar events, Ionic shows the title, location, and time of the event in addition to any details you've entered. To receive calendar alerts on your watch, make sure you allow the calendar app on your phone to send notifications.



Calendar notification


For iPhones and Windows 10 phones, Ionic shows notifications from all calendars synced to the default Calendar app.

For Android phones, Ionic shows calendar notifications from the calendar app you chose during setup. Choose from the default Calendar app on your phone or several third-party calendar apps.

You can also turn on notifications from third-party calendar apps under **App Notifications**.

## Set up notifications

Before you turn on notifications in the Fitbit app, make sure that Bluetooth on your phone is on and that your phone is allowed to send notifications (often under Settings > Notifications). Then follow the steps below to set up notifications:

1. With your watch nearby, on the Fitbit app dashboard, tap the Account icon (  ) > Ionic tile.
2. Tap **Notifications**. When you're prompted to pair Ionic, follow the on-screen instructions. After you've paired your watch, "Ionic" will appear in the list of

Bluetooth devices connected to your phone. Call, text, and calendar notifications are turned on automatically.

3. To turn on notifications from apps installed on your phone, including Fitbit and WhatsApp, tap **App Notifications** and then turn on the specific notifications you want to see.
4. Tap **Notifications** > **Ionic** in the top left corner to return to device settings, which syncs your watch to complete the setup.

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

## See incoming notifications

When your phone and Ionic are within range, a notification causes the watch to vibrate. If you don't read the notification when it arrives, you can check it later (swipe up on the clock screen or press and hold the bottom button).



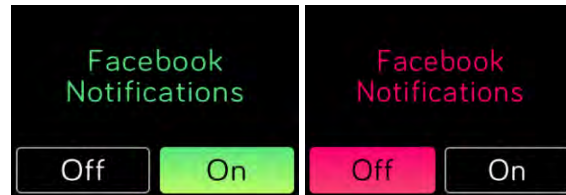
Notifications on Ionic

## Manage notifications

Ionic stores up to 25 notifications, after which the oldest are replaced as you receive new ones. Notifications delete automatically after 24 hours.

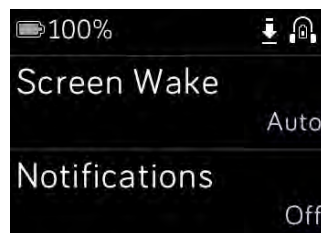
To manage notifications:

- On the clock, swipe up to see your notifications and tap any notification to expand it.
- To delete a notification, open it and swipe right.
- To delete all notifications at once, swipe down to the bottom of your notifications and tap **Clear All**.
- To turn off all notifications from a third-party app, press and hold a notification from that app and tap **Off**. To turn notifications on, press and hold a notification and tap **On** or open the Fitbit app and find the specific app under Notifications.



## Turn off all notifications

You can turn off all notifications on Ionic or in the Fitbit app. To do so on your watch, swipe right from the clock to the shortcuts screen. Tap **Notifications** to change the setting to **Off**.



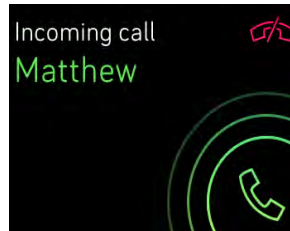
Note that if you use the Do Not Disturb setting on your phone, notifications are disabled until you turn off this setting.

## Answer or reject phone calls

If paired to an iPhone, Ionic lets you accept or reject incoming phone calls. To accept a call, tap the green phone icon on your watch's screen. Note that you can't speak

into the watch — accepting a phone call answers the call on your nearby phone. To reject a call, tap the red phone icon to send the caller to voicemail.

The caller's name appears if that person is in your contacts list; otherwise you'll see a phone number.



# Fitness and Health

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With Ionic, you can track activity through the Exercise app (🏃) and complete guided workouts with the Fitbit Coach app (★) right on your wrist. Start a personalized deep breathing session in the Relax app (💖) when you want to find moments of calm throughout the day. When you use Ionic with the Fitbit app, you can also share your activity with friends and family to help you stay on track, see how your overall fitness level compares to your peers, and much more.

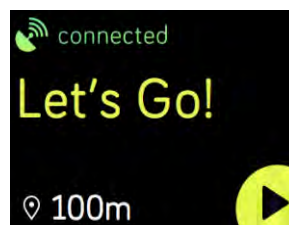
## Track and analyze your activity

The Exercise app (🏃) on Ionic tracks specific activities to capture more precise heart-rate data and stats. Choose from over a dozen exercise types to customize the app with your favorites. For example, if you attend a spin class, make sure to choose the spinning activity on Ionic. Some exercises, like running, biking, and hiking, automatically use GPS to capture additional stats such as a map of your route and elevation gained.

### Track exercise

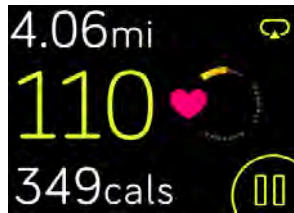
To track an exercise:

1. On your watch, open the Exercise app (🏃).
2. Swipe to find the exercise of your choice.
3. Tap the exercise to select it. You'll see the Let's Go! screen. If you chose an exercise with GPS, you'll see a satellite icon in the top left as your watch tries to connect to a GPS signal. When your watch says "connected" and the watch vibrates, GPS is connected.



4. Tap the play icon or press the bottom button to begin tracking your exercise. Ionic shows 3 real-time stats of your choice. Swipe the middle stat to scroll

through your real-time stats. You can adjust the stats you see in the settings for each exercise. For more details, see [Customize your exercise settings](#).



5. When you're done with your workout or want to pause, press the bottom button.
6. When prompted, confirm you want to end the workout.
7. Press the top button to see your workout summary.
8. Tap **Done** to close the summary screen.

Sync your watch to store the workout in your exercise history. There you can find additional stats and see your route if you used GPS.

For instructions on how to customize the exercise types on your watch, see [help.fitbit.com](http://help.fitbit.com).

## Check your stats during exercise

During exercise, Ionic shows 3 stats about your activity. Customize which stats you see on the screen to help you meet your goals. The top and bottom stats show 1 stat of your choice; swipe the middle stat to scroll through other stats or see the time of day. Refer to the chart below for the stats shown by default on Ionic for different exercise types.

For more information about how to customize exercise stats on Ionic, see [help.fitbit.com](http://help.fitbit.com).



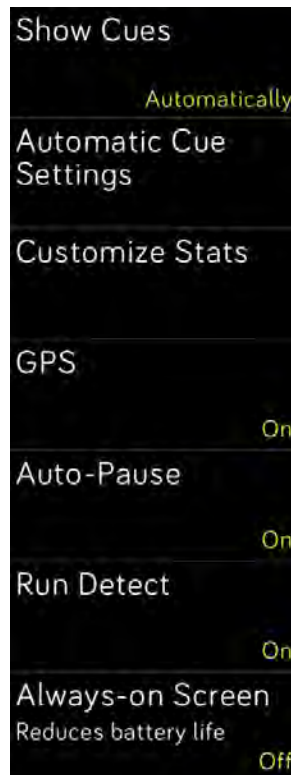
Exercise stats

Exercise	Available stats (during exercise)
Run Hike Walk	<ul style="list-style-type: none"> <li>• Distance (top stat)</li> <li>• Pace (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>
Bike (outdoor)	<ul style="list-style-type: none"> <li>• Distance (top stat)</li> <li>• Speed (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>
Interval Timer	<ul style="list-style-type: none"> <li>• Interval name [Move or Rest] (top stat)</li> <li>• Current/total intervals (middle stat)</li> <li>• Total time remaining (bottom stat)</li> </ul>
Golf	<ul style="list-style-type: none"> <li>• Calories burned (top stat)</li> <li>• Distance (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>
Elliptical Treadmill Stair climber Tennis	<ul style="list-style-type: none"> <li>• Calories burned (top stat)</li> <li>• Heart rate (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>
Weights Spinning Yoga Bootcamp Circuit Training Kickboxing	<ul style="list-style-type: none"> <li>• Calories burned (top stat)</li> <li>• Heart rate (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>

Martial Arts	
Pilates	
Workout	
Swim	<ul style="list-style-type: none"> <li>• Lengths (top stat)</li> <li>• Distance (middle stat)</li> <li>• Elapsed time (bottom stat)</li> </ul>

## Customize your exercise settings

Customize various settings for each exercise type right on your watch. For example, you can choose to turn GPS on or off, automatically pause an activity when you stop moving (known as Auto-Pause), receive alerts when you reach certain milestones during your workout (known as cues), and track runs with GPS automatically without opening the Exercise app (known as Run Detect). You can also choose to keep the screen on during exercise (known as Always-On Screen).



Exercise settings on Ionic

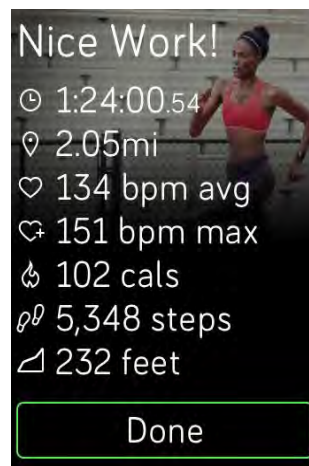
To customize an exercise setting:



1. On Ionic, tap the Exercise app (🏃).
2. Swipe through the list of exercises until you find the one you want to customize.
3. Tap the gear icon (⚙️) in the top left and scroll through the list of settings.
4. Tap a setting to adjust it.
5. When you're done, press the back button to return to the exercise screen and then press the play icon to start the workout.

## Check your workout summary

After you complete a workout, Ionic shows a summary of your stats.



Run summary

Sync your tracker to save the workout in your exercise history. There you can find additional stats and see your route and elevation climbed if you used GPS. The chart below shows the stats you see on your screen after you complete a specific exercise.

Exercise	Summary of stats (end of exercise)
Run	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Distance</li> </ul>
Hike	<ul style="list-style-type: none"> <li>• Pace (average)</li> <li>• Heart rate (average)</li> </ul>
Walk	<ul style="list-style-type: none"> <li>• Heart rate (max)</li> <li>• Calories burned</li> <li>• Steps</li> </ul>

	<ul style="list-style-type: none"> <li>• Elevation gain</li> </ul>
Bike (outdoor)	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Distance</li> <li>• Speed (average)</li> <li>• Speed (max)</li> <li>• Heart rate (average)</li> <li>• Heart rate (max)</li> <li>• Calories burned</li> <li>• Elevation gain</li> </ul>
Interval Timer	<ul style="list-style-type: none"> <li>• Calories burned</li> <li>• Heart rate (average)</li> <li>• Heart rate (max)</li> <li>• Distance (if greater than zero)</li> <li>• Elapsed time</li> </ul>
Golf	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Distance</li> <li>• Speed (average)</li> <li>• Speed (max)</li> <li>• Heart rate (average)</li> <li>• Heart rate (max)</li> <li>• Calories burned</li> <li>• Steps</li> </ul>
Elliptical Treadmill Stair climber Tennis	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Steps</li> <li>• Heart rate (average)</li> <li>• Heart rate (max)</li> <li>• Calories burned</li> <li>• Distance</li> </ul>

Weights	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Heart rate (average)</li> <li>• Heart rate (max)</li> <li>• Calories burned</li> </ul>
Spinning	
Yoga	
Bootcamp	
Circuit Training	
Kickboxing	
Martial Arts	
Pilates	
Workout	
Swim	<ul style="list-style-type: none"> <li>• Elapsed time</li> <li>• Distance</li> <li>• Lengths</li> <li>• Pace (average)</li> <li>• Calories burned</li> </ul>

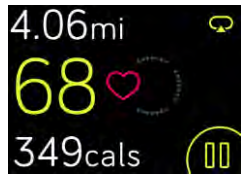
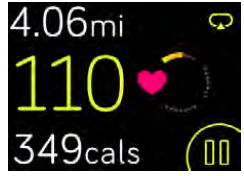
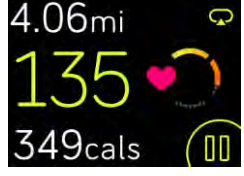
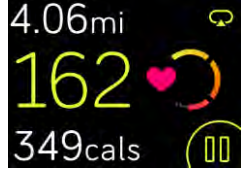
## Check your heart rate

Heart-rate zones help you target the training intensity of your choice. Ionic shows your current zone and progress toward your maximum heart rate next to your heart-rate reading. On your Fitbit dashboard, you can see your time spent in zones during a particular day or exercise. Three zones based on American Heart Association recommendations are available by default, or you can create a custom zone if you have a specific heart rate you're targeting.

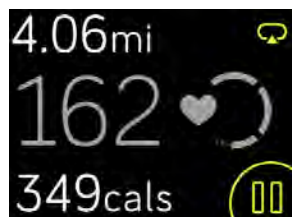
### Default heart-rate zones

Default heart-rate zones are calculated using your estimated maximum heart rate. Fitbit calculates your maximum heart rate with the common formula of 220 minus your age.

Icon	Zone	Calculation	Description
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	Out of Zone	Below 50% of your maximum heart rate.	Your heart rate may be elevated but not enough to be considered exercise.
	Fat Burn	Between 50% and 69% of your maximum heart rate.	Low-to-medium intensity exercise zone. This zone may be a good place to start for those new to exercise. It's called the Fat Burn zone because a higher percentage of calories are burned from fat, but the total calorie burn rate is lower.
	Cardio	Between 70% and 84% of maximum heart rate.	Medium-to-high intensity exercise zone. In this zone you're pushing yourself but not straining. For most people this is the exercise zone to target.
	Peak	Greater than 85% of your maximum heart rate.	High-intensity exercise zone. This zone is for short intense sessions that improve performance and speed.

Note that the heart-rate value appears gray if your watch is searching for a stronger reading.




## Custom heart-rate zones


Instead of using the default heart-rate zones, you can set a custom zone or a custom max heart rate if you have a specific target in mind. For example, elite athletes might have a target that differs from the American Heart Association's recommendations for the average person. When you're in your custom zone, you'll see a solid heart on your watch. When you're not in the zone you'll see an outline of a heart.

For more details about heart rate tracking, including links to relevant American Heart Rate Association information, see [help.fitbit.com](https://help.fitbit.com).



## Work out with Fitbit Coach

The Fitbit Coach app (  ) provides guided bodyweight workouts on your wrist to help you stay fit anywhere.

To start a workout:

1. On Ionic, tap the Fitbit Coach app (  ).
2. Scroll through the list of workouts.
3. Tap a workout and then press the play button to start. To preview the workout first, tap the menu icon in the top right.

For more information on the Fitbit Coach app, see [help.fitbit.com](https://help.fitbit.com).

During a workout, you can play music through the Music app (  ) or Pandora app (  ) on your watch or control music playing on your phone. To do so, first open the Music or Pandora app and choose a playlist. Then go back to the Fitbit Coach app and start a workout. Note that you need to pair a Bluetooth audio device such as headphones or a speaker to Ionic to hear music stored on your watch.

For details on how to play music with Ionic, see [Music and Podcasts](#).

## Share your activity

After you complete a workout, sync your watch with the Fitbit app to share your stats with friends and family.


For more information on how to share your activity, see [help.fitbit.com](https://help.fitbit.com).

## Track your cardio fitness score


When used with the Fitbit app, Ionic helps you track your overall cardiovascular fitness. From the Fitbit app dashboard, tap the heart rate tile and then swipe to see your cardio fitness score (also known as VO2 Max) and cardio fitness level which shows how you compare to your peers.

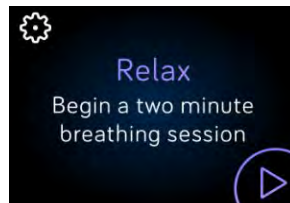
For more information about cardio fitness, including tips for improving your score, see [help.fitbit.com](https://help.fitbit.com).

## Practice guided breathing sessions

The Relax app (  ) on Ionic provides personalized guided breathing sessions to help you find moments of calm throughout the day. You can choose between 2-minute and 5-minute long sessions.

To begin a session:

1. On Ionic, tap the **Relax** app.
2. The 2-minute session is the first option. Tap the gear icon (  ) to choose the 5-minute session or turn off the optional vibration. Then press the back button to return to the Relax screen.



3. Tap the play symbol to start the session and follow the on-screen instructions.



Breathing prompt on Ionic

After the exercise, you'll see a summary that shows your alignment (how closely you followed the breathing prompt), your heart rate at the start and end of the session, and how many days you completed a guided breathing session this week.


For more information about guided breathing sessions, including the benefits of practicing deep breathing and safety information, see [help.fitbit.com](https://help.fitbit.com).

## Music and Podcasts


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Store your favorite playlists on Ionic and then listen to music and podcasts with Bluetooth headphones or another audio device without needing your phone. For instructions on how to pair a Bluetooth audio device to Ionic, see [Pair Bluetooth Audio Devices](#).

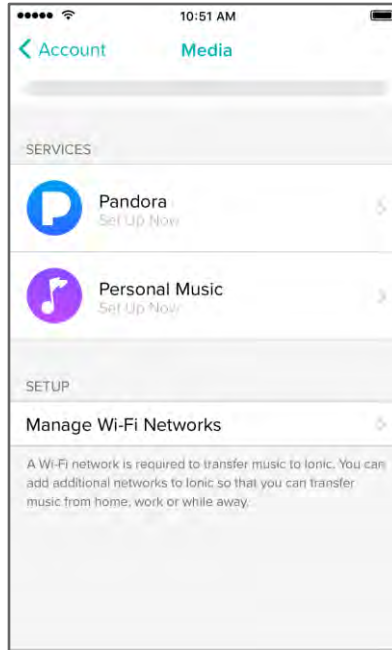
### Pandora on Ionic (United States only)

With the Pandora app (  ) for Ionic, you can download up to 3 of your most-played Pandora stations or popular curated Workout stations directly to your watch. Note that you need a paid subscription to Pandora and a Wi-Fi connection to download stations. For more information about Pandora subscriptions, see [help.pandora.com](http://help.pandora.com).


To download Pandora stations:

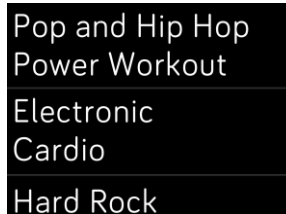
1. If you haven't already done so, make sure Ionic can connect to your Wi-Fi network:
  - a. From the Fitbit app dashboard, tap or click the Account icon (  ) > Ionic tile.
  - b. Tap or click **Wi-Fi Settings**.
  - c. Tap or click **Add Network** and follow the on-screen instructions to connect to your Wi-Fi network. For best results, use your home or work Wi-Fi network.
2. Go back to the dashboard and then tap or click **Media**.





3. Tap or click **Pandora**.
4. Follow the on-screen instructions to log into your Pandora account. If you don't have a paid Pandora subscription, upgrade your existing account or create a new account and then return to the Fitbit app to complete the setup.
5. In the Fitbit app, choose to auto-sync up to 3 of your most-played Pandora stations or manually select up to 3 Workout stations. If you have Thumbprint Radio on your Pandora account, it also downloads to your watch regardless of which option you choose.
6. Plug your watch into the charger. Stations download automatically when the watch is charging and in range of your Wi-Fi network, or tap **Force Sync Now** in the Fitbit app to add the stations to your watch.

After the stations download, connect Bluetooth headphones or another Bluetooth audio device to Ionic and open the Pandora app (  ) on your watch to listen to music. Note that you don't need to be connected to Wi-Fi or have your phone or computer nearby.



Pandora stations on Ionic


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Ionic automatically downloads new Pandora stations when the watch is plugged into the charger and in range of your Wi-Fi network.

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For more information about how to manage your Pandora stations, including instructions for removing stations, see [help.fitbit.com](http://help.fitbit.com).

## Personal music and podcasts

With the Music app () on Ionic, you can store and play several hours worth of your favorite songs and podcasts right on your wrist. To download playlists to your watch, you need a computer with a Wi-Fi connection and the free Fitbit desktop app. Keep in mind you can only transfer files that you own or don't require a license.

See below for instructions on how to download playlists with a Windows 10 PC or Mac. For Windows 7/8 instructions, see [help.fitbit.com](http://help.fitbit.com).

### Download music and podcasts with your Windows 10 PC

Download playlists of your personal music and podcasts from your iTunes Library or Windows Media Player to Ionic.

#### Create a playlist

Create at least 1 playlist of songs or podcasts in iTunes or Windows Media Player to download to your watch.

If you use iTunes, make sure you approve the app to share playlists with your watch:

Open iTunes on your computer > **Edit** > **Preferences** > **Advanced** > **Share iTunes Library XML with other applications** > **OK**.

#### Install the Fitbit app


If you haven't already done so, install the Fitbit app on your computer:

1. Click the Start button on your PC and open the Windows Store (called Store).
2. Search for "Fitbit app" and when you find it click **Free** to download the app. If you've never downloaded an app to your computer, you'll be prompted to create an account with the Windows Store.
3. Click **Microsoft account** to sign in with your existing Microsoft account. If you don't already have an account with Microsoft, follow the on-screen instructions to create a new account.
4. When the app is installed, open it and log in to your Fitbit account.



#### Connect to Wi-Fi

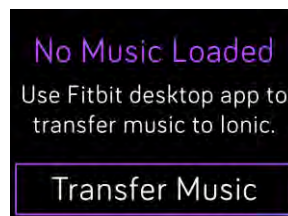
Make sure Ionic and your PC are connected to the same Wi-Fi network:

1. From the Fitbit app dashboard, tap or click the Account icon () > Ionic tile.

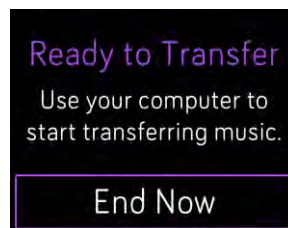
2. Tap or click **Wi-Fi Settings**.
3. Make sure your watch and computer are connected to the same network. To see which network your computer is connected to, click the Wi-Fi symbol () on your screen.
4. If you haven't connected your watch to Wi-Fi yet or need to add a network, tap or click **Add Network** and follow the on-screen instructions. For best results, use your home or work Wi-Fi network.
5. If your watch and computer are connected to different networks, manually connect your watch to the same network as your computer. Return to the Wi-Fi settings screen in the Fitbit app, tap the network name, and tap **Connect**.


## Download your playlists

1. Plug your watch into the charger.
2. On your PC, open the Fitbit app and click the Account icon () > Ionic tile.
3. Click **Media > Personal Music**.
4. On Ionic, open the Music app () and then tap **Transfer Music**. Note that you may need to scroll down to see the transfer button.



5. Wait a few moments for Ionic to connect.



6. When prompted, follow the on-screen instructions on your computer to choose the playlists you want to download to your watch. After you choose a playlist, the download starts automatically.
7. After the download is complete, pair Bluetooth headphones or another Bluetooth audio device to Ionic and open the Music app () to listen to your playlists.

For more information about how to manage your playlists on Ionic, see [help.fitbit.com](https://help.fitbit.com).

## Download music and podcasts with your Mac

Download playlists of your personal music and podcasts from your iTunes Library to Ionic.

### Create a playlist

Create at least 1 playlist of songs or podcasts in iTunes to download to your watch.

Make sure you approve iTunes to share playlists with your watch:

Open iTunes on your computer > **Preferences** > **Advanced** > **Share iTunes Library XML with other applications** > **OK**.

### Connect to Wi-Fi

Make sure Ionic and your Mac are connected to the same Wi-Fi network:

1. From the Fitbit app dashboard, tap the Account icon (👤) > Ionic tile.
2. Tap **Wi-Fi Settings**.
3. Make sure your watch and computer are connected to the same network. To see which network your computer is connected to, click the Wi-Fi symbol (📶) on your screen.
4. If you haven't connected your watch to Wi-Fi yet or need to add a network, tap or click **Add Network** and follow the on-screen instructions. For best results, use your home or work Wi-Fi network.
5. If your watch and computer are connected to different networks, manually connect your watch to the same network as your computer. Return to the Wi-Fi settings screen in the Fitbit app, tap the network name, and tap **Connect**.

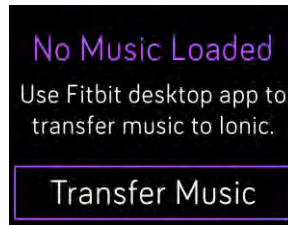
### Install Fitbit Connect

Install a free software application called Fitbit Connect that lets you download music from your iTunes Library to Ionic.

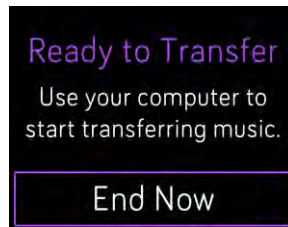
1. On your Mac, go to <http://www.fitbit.com/setup>.
2. Scroll down and click the option to **Download for Mac**.
3. Double-click **Install Fitbit Connect.pkg**. The Fitbit Connect installer opens.
4. Click **Continue** to move through the installer.

### Download your playlists

1. Plug your watch into the charger.
2. In the Fitbit Connect window on your computer, click **Manage My Music**.
3. Log in to your Fitbit account.
4. On Ionic, open the Music app (🎵) and then tap **Transfer Music**. Note that you may need to scroll down to see the transfer button.



5. Wait a few moments for Ionic to connect.



6. When prompted, follow the on-screen instructions to choose the playlists you want to download to Ionic. After you choose a playlist, the download starts automatically.
7. After the download is complete, pair Bluetooth headphones (or another Bluetooth audio device) to Ionic and open the Music app (🎵) to listen to your playlists.

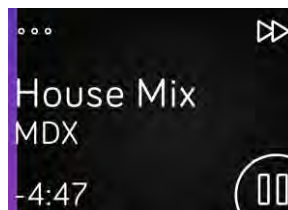
For more information about how to manage your playlists on Ionic, see [help.fitbit.com](https://help.fitbit.com).

## Control music

Control music and podcasts playing on Ionic or on your phone, or change the Bluetooth audio output device.

### Control music on Ionic or change the output device

1. Press and hold the top button or tap the screen while music is playing.
2. Play or pause the track or tap the arrow in the top right to skip to the next track.

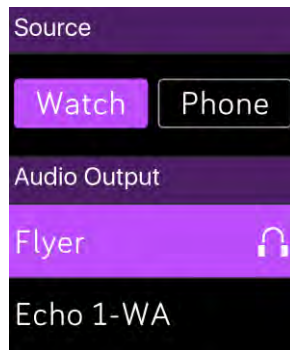


3. To open additional controls, tap the 3 dots (...) in the top left corner.
4. With the additional controls, adjust the volume and change the audio device. Depending on the audio source, you can also rewind to a previous track and shuffle songs.



Audio controls


5. To switch the Bluetooth audio output device, tap the device icon in the lower left and choose a device.

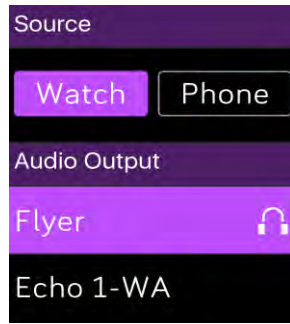


Music controls

6. Press the back button to return to the track listing or an app.

## Control music and audio playing on your phone

1. If you have an Android or Windows 10 phone, turn on Bluetooth Classic to control music on your phone. To do so, open the Settings app (  ) on Ionic > **Bluetooth** > **Bluetooth Classic** > **Pair**.
2. From any screen, press and hold the top button or swipe down from the top of the screen. You may see the current track playing or the most recently played track.
3. To open additional controls, tap the 3 dots (...) in the top left corner.
4. Tap **Phone** to change the audio source from Ionic to your phone. Then use your watch to control the audio playing on your phone.




Music controls

# Connect Bluetooth Audio Devices

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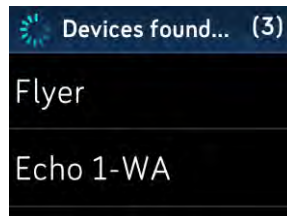
Connect up to 8 Bluetooth audio devices with Ionic, including Fitbit Flyer headphones, to listen to playlists on your watch. When you add a new Bluetooth audio device for the first time, make sure both the device and Ionic are in pairing mode.

To pair a new Bluetooth audio device:

1. Start by activating pairing mode on your Bluetooth headphones, speaker, or other audio device.
2. On Ionic, open the **Settings** app (  ) and then scroll down and tap **Bluetooth**.
3. Tap **+ New Device**. Ionic searches for nearby devices.




4. When Ionic finds nearby Bluetooth audio devices, it shows a list on the screen. Tap the name of the device you want to pair.



When pairing is complete, a check mark appears on the screen.

To listen to music with a different Bluetooth audio device:

1. On Ionic, open the **Settings** app (  ).
2. Tap **Bluetooth**.
3. Tap the audio device you want to use or pair a new device. Then wait a moment for the device to connect.

For more information on how to manage Bluetooth audio devices, including instructions for removing a device, see [help.fitbit.com](https://help.fitbit.com).



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When Fitbit Flyer is connected to Ionic, you can check the battery levels for both devices on your watch's shortcuts screen (swipe right from the clock).

If you connected a different Bluetooth audio device to Ionic, you may be able to see the battery level on the shortcuts screen depending on the device.

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# Fitbit Pay

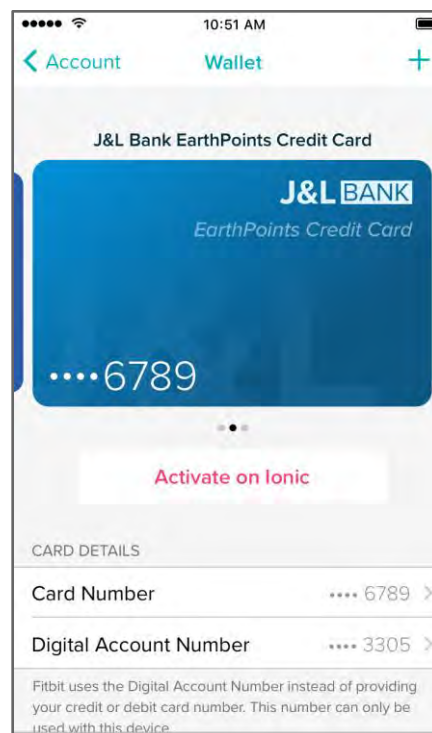
Ionic includes a built-in NFC chip, which lets you use your credit and debit cards on your watch. Start by setting up Fitbit Pay in the Wallet section of the Fitbit app. Then make purchases in stores that accept contactless payments from your watch—even when you're traveling internationally.

Note that Fitbit Pay is coming soon to the Fitbit app for Windows 10.

We're constantly adding new locations and card issuers to our list of partners. To see if your payment card works with Fitbit Pay, see [help.fitbit.com](https://help.fitbit.com).

## Add payment cards

To use Fitbit Pay, add at least 1 credit or debit card from a participating bank to the Wallet section of the Fitbit app. The Wallet is where you add and remove payment cards for Fitbit Pay, edit a payment method, and review recent purchases.



To set up Fitbit Pay:

1. With your watch nearby, on the Fitbit app dashboard, tap or click the Account icon (☰) > Ionic tile.
2. Tap or click the **Wallet** tile.

3. Follow the on-screen instructions to add a payment card. In some cases, your bank may require additional verification. If you're adding a card for the first time, you'll be prompted to set a 4-digit PIN code for your watch (if you haven't already done so). Note that you also need to have Touch ID or a PIN code turned on for your phone.
4. After you add a card, follow the on-screen instructions to turn on notifications for your phone (if you haven't already done so) to complete the setup.

You can add up to 6 payment cards to the Wallet and choose 1 card to use on Ionic.

## Make purchases

Make purchases with Fitbit Pay at any store that accepts contactless payments. To determine if the store accepts Fitbit Pay, look for the symbol below on the payment terminal:



To pay with Ionic:

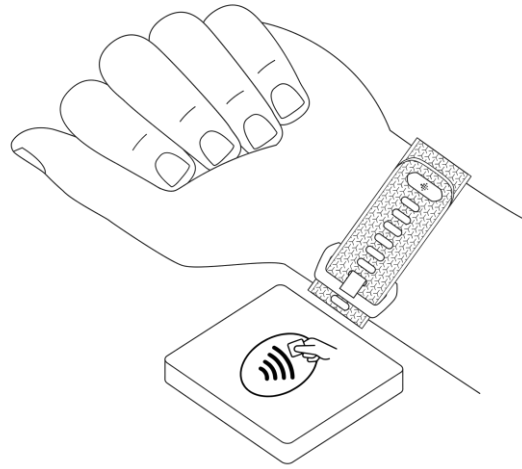
*All customers except those in Australia:*

1. When you're ready to pay, press and hold the left button on your watch for 2 seconds.
2. If prompted, enter your 4-digit watch PIN code.



Payment card on Ionic

3. After your card appears on the screen, hold your wrist near the payment terminal.



When the payment succeeds, your watch vibrates and you'll see a confirmation on the screen.

If the payment terminal doesn't recognize Fitbit Pay, make sure the watch face is near the reader and that the cashier knows you're using a contactless payment.

*Customers in Australia:*

1. If you have a credit or debit card from an Australian bank, hold your watch near the payment terminal to pay. If your card is from a bank outside of Australia, complete steps 1 and 2 in the section above.
2. If prompted, enter your 4-digit watch PIN code.
3. If the purchase amount exceeds \$100 AU, follow the instructions on the payment terminal. If prompted for a PIN code, enter the PIN code for your card (not your watch).

If the payment terminal doesn't recognize Fitbit Pay, make sure the watch face is near the reader and that the cashier knows you're using a contactless payment.

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For added security, you must wear Ionic on your wrist to use Fitbit Pay.

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For more information about Fitbit Pay, including how to see transactions made with your watch, see [help.fitbit.com](https://help.fitbit.com).

# Manage Apps

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The Fitbit App Gallery offers apps for Ionic to meet a variety of health, fitness, timekeeping, and everyday needs. All of your apps are organized in groups of 4 per screen.

Some apps on Ionic require your paired phone, while other apps for key functions are designed to be used without needing your phone nearby. For more details, [see Use Ionic without your phone](#).

## Fitbit App Gallery

Accessed through the Fitbit app, the Fitbit App Gallery is where you find and install apps for Ionic.

## Add apps

Add new apps to Ionic from the Fitbit App Gallery.

To add an app:

1. With your watch nearby, on the Fitbit app dashboard, tap or click the Account icon (👤) > Ionic tile.
2. Tap or click **Apps** > **All Apps**.
3. Browse the available apps. When you find the one you want to install, tap or click it.
4. Tap or click **Install** to add the app to Ionic.

## Reorder apps

To change the placement of an app, press and hold an app on Ionic until it's selected and then drag it to a new location. You know the app is selected when it increases slightly in size.

## Remove apps

You can choose to delete most apps installed on Ionic.

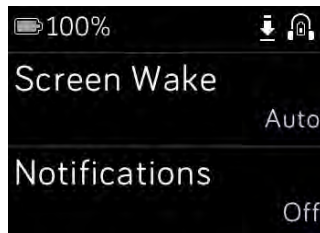
To remove an app:

1. With your watch nearby, on the Fitbit app dashboard, tap or click the Account icon (☰) > Ionic tile.
2. Tap or click **Apps**.
3. Under My Apps, find the app you want to remove. You may have to scroll down to see some of the apps.
4. Tap or click the app > **Remove**.

## Update Apps

Apps on Ionic update automatically over Bluetooth or Wi-Fi as needed. Ionic searches for updates when plugged into the charger and in range of your Wi-Fi

network. When an update is in progress over Wi-Fi, the download icon (⬇️) appears on the shortcuts screen.



For more information about how to set up and use the apps on your watch, see [help.fitbit.com](https://help.fitbit.com).

# Firmware Updates

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

Updating Ionic can take an hour or longer and may be demanding on the battery. For this reason, we recommend plugging your watch into the charger before starting the update.

When a firmware update is available you'll see a notification in the Fitbit app prompting you to update. When the update starts, a progress bar appears on Ionic and in the Fitbit app until the update is complete. For best results, make sure your watch is charged and can connect to your Wi-Fi network.

Keep your watch and phone or computer close to each other during the update process.

If you have trouble updating your watch, see [help.fitbit.com](https://help.fitbit.com).

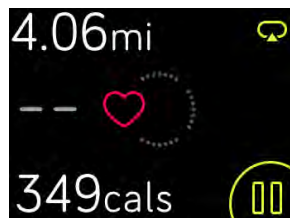
# Troubleshooting

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If your watch is not working properly, review our troubleshooting guidance below. Visit [help.fitbit.com](https://help.fitbit.com) for more information.

## Heart-rate signal missing

Ionic continuously tracks your heart rate while you're exercising and throughout the day. Occasionally, the heart rate on your watch may have difficulty finding a good signal. When this happens, you'll see dashed lines where your current heart rate usually appears.



If you're not getting a heart-rate signal, first make sure you're wearing your watch correctly, either moving it higher or lower on your wrist or tightening or loosening the band. Ionic should be in contact with your skin. After holding your arm still and straight for a short time, you should see your heart rate again. If the heart rate signal

is still missing, open the Settings app (  ) on your watch and make sure Heart Rate is set to On.

## GPS signal missing

Environmental factors including tall buildings, dense forest, steep hills, and even thick cloud cover can interfere with Ionic's ability to connect to GPS satellites. If your watch is searching for a GPS signal during an exercise, you'll see "connecting" appear at the top of the screen.



For best results, wait for Ionic to find the signal before you start your workout.



## Can't connect to Wi-Fi

If Ionic can't connect to Wi-Fi, first make sure that you're attempting to connect your watch to a compatible network. For best results, use your home or work Wi-Fi network. Ionic can't connect to 5GHz Wi-Fi, WPA enterprise, or public networks that require logins, subscriptions, or profiles. For a list of compatible network types, see [Connect to Wi-Fi](#).

After verifying the network is compatible, restart your watch and then try connecting to Wi-Fi again. If you see other networks appear in the list of available networks but not your preferred network, move your watch closer to your router.

If you're trying to download personal music or podcasts, make sure Ionic and your computer are connected to the same Wi-Fi network. To do so, review the steps in [Music and Podcasts](#). For a stronger Wi-Fi connection, move your watch closer to your router.

If you're trying to download Pandora stations, first make sure your Wi-Fi network is working correctly. Try connecting another device to your network. If it connects successfully, try again to download your station. Note that stations download automatically when the watch is charging and in range of your Wi-Fi network, or tap **Force Sync Now** in the Fitbit app to add the stations to your watch.

For more information about how to troubleshoot Wi-Fi, see [help.fitbit.com](https://help.fitbit.com).

## Unexpected behavior

If you experience one of the following problems, it may be fixed by restarting your watch:

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

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Restarting your watch reboots the device but does not delete any data.

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To restart your watch, press and hold the back and bottom buttons for a few seconds until you see the Fitbit logo on the screen.

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

# Factory Reset

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Factory reset Ionic to erase apps and all personal data from the device, including credit and debit cards you added for Fitbit Pay. If you want to give Ionic to another person or wish to return it for a refund, first complete a factory reset:

On Ionic, open the Settings app () > **About** > **Factory Reset**.

# General Info & Specifications

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## Sensors

Fitbit Ionic contains the following sensors and motors:

- A MEMS 3-axis accelerometer, which tracks your motion patterns
- An altimeter, which tracks altitude changes
- A GPS receiver with GLONASS, which tracks your location during a workout
- An optical heart-rate tracker
- Ambient light sensor
- Temperature sensor

## Materials

The wristband that comes with Ionic is made of a flexible, durable elastomer material similar to that used in many sports watches. It doesn't contain latex. Accessory wristbands are available in genuine leather.

The frame on Ionic is made of aerograde 6,000 series aluminum.

## Wireless technology

Ionic contains a Bluetooth 4.0 radio transceiver and NFC chip.

## Haptic feedback

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

## Battery

Ionic contains a rechargeable lithium-polymer battery.

## Memory

Ionic stores your stats and data for 7 days in between the times you sync your watch. Stored data consists of All-Day stats (including steps, distance, calories burned,

active minutes, heart rate, and stationary vs. active hours) as well as sleep stages, SmartTrack activity, and exercise data.

We recommend syncing your watch at least once a day.

## Display

Ionic has a color LCD display.

## Wristband size

Wristband sizes are shown below. Note that accessory wristbands sold separately may vary slightly.

Small wristband	Fits a wrist between 5.5 and 6.7 inches in circumference
Large wristband	Fits a wrist between 6.7 and 8.1 inches 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 Resistant	Water resistant up to 50 meters
Maximum Operating Altitude	30,000 feet (9,144 m)

## Learn more

To learn more about your watch and dashboard, visit <http://help.fitbit.com>.

## Return policy and warranty

Warranty information and the fitbit.com return policy can be found at <http://www.fitbit.com/returns>.

# Regulatory & Safety Notices

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Model Name: FB503

## USA: Federal Communications Commission (FCC) statement

**Notice to the User:** The FCC and Industry Canada IDs can also be viewed on your device. To view content:

- Tap Settings > About > Regulatory Info.

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 received, including interference that may cause undesired operation

### FCC Warning

Changes or modifications not approved by Fitbit, Inc. 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 requirements for RF exposure in public or uncontrolled environments.

FCC ID: XRAFB503

## Canada: Industry Canada (IC) statement

**Notice to the User: The FCC and Industry Canada IDs can also be viewed on your device. To view content:**

- **Tap Settings > About > Regulatory Info.**

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 in accordance with the current 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: 8542A-FB503

## European Union (EU)

Simplified EU Declaration of Conformity

Hereby, Fitbit, Inc. declares that the radio equipment type Model FB503 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

<http://www.fitbit.com/safety>.

#### Déclaration UE de conformité simplifiée

Fitbit, Inc. déclare par la présente que les modèles d'appareils radio FB503 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 FB503 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).

#### Vereinfachte EU-Konformitätserklärung

Fitbit, Inc. erklärt hiermit, dass die Funkgerätypen Modell FB503 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 FB503 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).

#### 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.

#### Frequency Information

Frequency range (MHz): 2400-2483.5

Highest EIRP power in the range (dBm): 16.88



## Australia and New Zealand

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.



## China

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.

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)
<b>Ionic Model FB503</b>						
表带和表扣	○	○	○	○	○	○
电子	X	○	○	○	○	○
电池	○	○	○	○	○	○
充电线	○	○	○	○	○	○

本表格依据 SJ/T 11364 的规定编制

○: 表示该项目中涉及的所有物料, 其包含的有害物质的含量低于 GB/T 26572. 标准的限制要求.

X: 表示该项目中涉及的所有物料中至少有一种, 其包含的有害物质的含量高于 GB/T 26572. 标准的限制要求.



## Israel

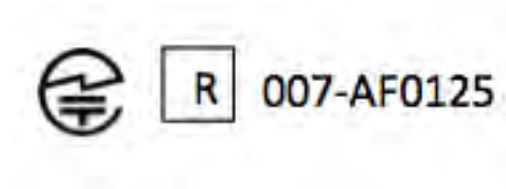
התאמה אישור 51-61887

המוצר של המודולארי בחלק טכני שינוי כל לבצע אי.

## Japan

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.



## Oman

OMAN-TRA/TA-R/4605/17  
D090258

## Philippines

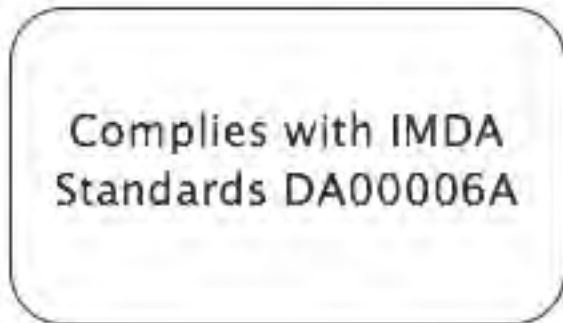


Serbia



И 005 17

Singapore



South Africa

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.



TA-2017/1221  
APPROVED

## South Korea

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.

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

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

## Taiwan

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

- Tap Settings > About > Regulatory Info.

Fitbit Model FB503



CCAJ17LP4710T8

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.

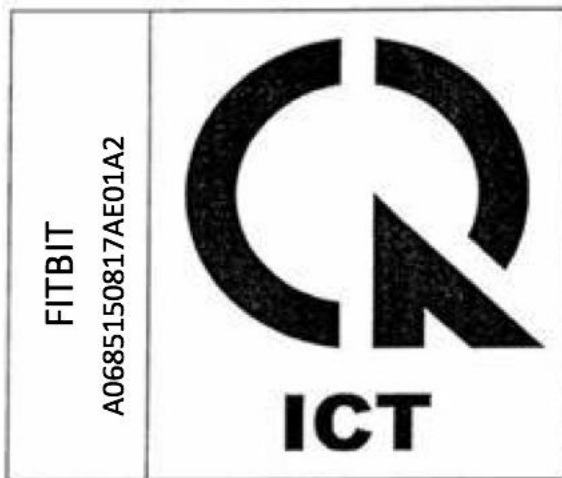
#### Article 14

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.: ER56752/17  
Dealer No.: 35294/14

## Vietnam



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