

Burlington Public Library | Fitbit Charge 5 User Guide

For the best experience, use the **Fitbit app** for iPhones and iPads or Android phones. You can also set up Charge 5 on Windows 10 devices. If you don't have a compatible phone or tablet, use a **Bluetooth-enabled Windows 10 PC**. Keep in mind that a phone is required for call, text, calendar, and smartphone app notifications. When creating your Fitbit account you will be prompted to enter your height, weight, and sex to calculate your stride length and to estimate distance, basal metabolic rate, and calorie burn. After you set up your account, your first name, last initial, and photos are visible to all other Fitbit users. You have the option to share other information, but most of the information you provide to create an account is private by default. Google account will be required.

Set up with your phone or tablet

The free Fitbit app is compatible with most iPhones and iPads, Android phones, and Windows 10 devices. If you're unsure if the Fitbit app is compatible with your device, see fitbit.com/devices.

To get started:

1. Find the Fitbit app  in one of the locations below, depending on your device.
 - Apple App Store for iPhones and iPads
 - Google Play Store for Android phones
 - Microsoft Store for Windows 10 devices
2. Install the app, and open it.

If you already have a Fitbit account, log in to your account, and tap the account icon  > **Set Up a Device**.

If you don't have a Fitbit account, tap **Join Fitbit** to be guided through series of questions to create a Fitbit account.

3. Continue to follow the on-screen instructions to connect Charge 5 to your account. When you are done with setup, read through the guide to learn more about your new tracker and then explore the Fitbit app.

Set up with your Windows 10 PC

If you don't have a compatible phone, you can set up and sync Charge 5 with 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 Microsoft Store.
2. Search for "Fitbit app" . After you find it, click Free to download the app to your computer.
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. Open the app.

- If you already have a Fitbit account, log in to your account, and tap the account icon  > **Set Up a Device**.

- If you don't have a Fitbit account, tap **Join Fitbit** to be guided through a series of questions to create a Fitbit account.

5. Continue to follow the on-screen instructions to connect Charge 5 to your account. When you are done with setup, read through the guide to learn more about your new tracker and then explore the Fitbit app

Before returning, the device please unpair your account with the device and wipe the data either by:

A) On the Fitbit Charge 5 device.

1. Swipe down from the clock screen to find the Settings app. 
2. Open the Settings app Device Info Clear User Data.
3. Swipe up, then press Hold 3 Sec for 3 seconds and release.
4. When you see the Fitbit logo and Charge 5 vibrates, your data is erased, swipe right until you see the *Settings* app > *About* > *Factory Reset* or *Clear User Data*.

B) To remove a Fitbit device from your account:

- IPHONES & IPADS

1. Tap the Today tab , and tap your profile picture.
2. Tap the image of the device you want to remove, then scroll to the bottom and tap the option to remove the device.
3. Follow the on-screen instructions to remove the device from your account.

- ANDROID PHONES

1. Tap the Today tab , and tap your profile picture.
2. Tap the image of the device you want to remove.
3. Tap the trash icon.
4. Follow the on-screen instructions to remove the device from your account.

- WINDOWS 10 DEVICES

1. From the Fitbit app dashboard, tap the Account icon  .
2. Tap the image of the device you want to remove, then scroll to the bottom and tap the option to remove the device.
3. Follow the on-screen instructions to remove the device from your account.

To factory reset your device:

On your device, open the **Settings** app > **About** > **Factory Reset** or **Clear User Data**.