

# Walk Across Campus

## Frequently Asked Questions about the Fitbit

We have received a wonderful participant response to our Walk Across Campus program! Thank you! Below is some information that we hope will answer questions you may have. If the below does not answer your inquiry, please feel free to contact us at: Caitriona Taylor at [caitriona.taylor@bc.edu](mailto:caitriona.taylor@bc.edu) or Anne Goroshko at [anne\\_goroshko@hphc.org](mailto:anne_goroshko@hphc.org)

### **Q I am a team member but not a Team Leader, when can I receive my Fitbit pedometer?**

**A** All participants will be able to register and receive their Fitbit devices at one of the times below:

#### Thursday September 27

7:00 am – 2:00 pm and 4:00 pm - 6:00 pm at the Flynn Complex

1:00 pm – 3:00 pm at 129 Lake Street, room 136 (next to Benefits Office)

#### Friday September 28

7:00 am – 2:00 pm and 4:00 - 6:00 pm at the Flynn Complex

12:00 noon – 2:00 pm at the Law Library conference room, Newton Campus

Please bring your BC ID with you and allow 5-10 minutes to complete the online registration.

### **Q How does information sync from the tracker to the website?**

**A** The tracker syncs via the base station, which must be connected to a computer that has the software installed and an internet connection. To wirelessly sync, you must be within 15 feet of the base station. Wireless syncing may take up to 15 minutes. To force a sync, mount the tracker on the base station and press the display button. Please keep in mind that you do not need to launch the Fitbit desktop software in order to sync. You can track your synced data by logging on to your Dashboard from your web browser. Simply go to [www.fitbit.com/login](http://www.fitbit.com/login)

### **Q Can multiple trackers sync using the same base station?**

**A** Multiple devices can coexist in the same household or office and can sync using the same base station. Each Tracker has a unique ID, so any base station will be able to sync your Tracker's data to the Fitbit account it is associated with. Each Fitbit user does need his/her own account and associated email address, as an account can only have one Tracker linked to it at a time.

### **Q How long can a user go without syncing their Fitbit?**

**A** The tracker will store the minute by minute data for up to 7 days and the daily totals for up to 30 days. When traveling without a computer, the tracker can be charged using the base station with a USB wall adapter. Please keep in mind that once you have synced, your leader board ranking may not reflect all of your data until the following day.

### **Q Is the Fitbit Ultra tracker waterproof?**

**A** The Fitbit Tracker is water resistant and should hold up through normal use throughout the day. However, it is not waterproof and should not be worn in water or

during activities where it might get wet. Direct exposure to moisture or sweat is likely to affect tracker performance.

**Q How do we contact Fitbit for troubleshooting or replacements? What if an employee loses or breaks the Fitbit tracker?**

**A** Any employee who needs a replacement (e.g., for a lost or broken device) should contact support via the webform at [contact.fitbit.com](http://contact.fitbit.com). A Fitbit customer support agent will respond via email to the inquiry. In certain cases troubleshooting steps will be given and, when requested, the agent will proceed with providing a replacement at a fee of \$75 to the BC participant.

## Troubleshooting

For basic inquiries regarding use and functions of the tracker please see the Product Manual: <http://www.fitbit.com/manual>

**Reset:** Many common issues can be resolved by a simple reset of the tracker.  
To reset the tracker:

Connect the base station to a USB port. Lift the base station and on the bottom you will see a gold button. Use a pen, toothpick or paper clip to press the button for two seconds. Performing the reset will restore the original settings of the tracker. As long as the tracker is already linked to your account the reset will not delete data. After the reset, the tracker will go back to Beginner Mode and as you cycle through your data you will see the words Steps, Distance, etc. in addition to the numbers. Cycling through the data five times will put the tracker back in normal mode.

**Fitbit Service Manager :** If you are experiencing difficulty setting up or syncing your tracker, you may be directed to the Fitbit Service Manager (only available on Windows operating systems). The tray application provides a visual indication that your base station is plugged in and the Fitbit Data Uploader service is running. It also launches the “Account Setup” screen used to link a Tracker to a new or current account and to upgrade the firmware. The Service Manager can be found in the icon tray, next to the volume and battery icon on your desktop.



The Fitbit Data Uploader service is running and the base station is plugged in.



The Fitbit Data Uploader service is not running. The easiest way to restart the service is to reboot your computer.



The base station is unplugged. Check the wiring and try unplugging and replugging the base station's USB cord.

Note: Launching the Fitbit application by going to **Start -> All Programs -> Fitbit -> Fitbit** starts the system tray application. All functions of the installed software are accessed through the system tray icon. If your tracker is set up and syncing successfully you do not need to launch the Service Manager. Instead, log on to your Fitbit account at: [www.fitbit.com/login](http://www.fitbit.com/login)

**Error during setup (Your Tracker Has Not Responded to Requests):** This error message indicates that the tracker is not communicating with the software on the computer. If you receive this error, please try the following:

1. Reset the tracker
2. Unplug the base station and plug it into a different USB port
3. Restart your computer
4. If you have access to another computer or a different base station (such as from another employee participating in the program) please try setting up the tracker that way

If the above steps do not resolve the issue, please contact Support at [contact.fitbit.com](http://contact.fitbit.com)

-The tracker will not turn on or the battery is not charging:

1. Reset the tracker
2. Check the Service Manager to ensure that the base station is connected and communicating with the computer. Try another USB port or base station if possible.
3. Leave the Fitbit to charge for one hour then press display button.

If the tracker will not turn on after trying the above steps, contact Support at [contact.fitbit.com](http://contact.fitbit.com)

-The Fitbit tracker was washed or submerged in water

1. Place the tracker in bowl of dry rice for 24 hrs
2. Perform a reset of the tracker

If the above steps do not revive device contact Support at [contact.fitbit.com](http://contact.fitbit.com)

## **Contacting Support**

Many great support resources can be found online at [help.fitbit.com](http://help.fitbit.com) including:

- The Product Manual which provides information on using the Fitbit tracker and online functionality
- Fitbit 101, a tutorial on how to use the Fitbit tracker
- FAQs and community forums

Users can also contact support directly by using the webform at [contact.fitbit.com](http://contact.fitbit.com) to create a support ticket. A customer support agent will respond to the inquiry via email. We do not currently provide live phone support, but we do hope to have live chat support very soon.