

# fitbit zip

Wireless Activity Tracker

## Product Manual



# Fitbit Zip Product Manual

---

## Contents

### Getting Started

- 1 What's included
- 2 Setting Up Your Fitbit Zip (on a computer)
- 3 Installing the Software
- 6 Setting Up Your Fitbit Zip (on your iPhone4S)

### Using your Fitbit Zip

- 9 Battery
- 9 Wearing your Zip
- 9 Display
- 12 When Your Zip Goes to Sleep
- 12 Using the Fitbit Software Menu
- 13 Uploading/Syncing Your Data
- 13 Updating Your Zip Firmware

### Using the Fitbit Connect Application

- 15 Sync Now
- 16 Preferences (Mac) / Options (PC)
- 16 Open Main Menu
- 16 Fitbit.com Dashboard
- 16 Online Help

### General Zip Information

- 17 Environmental Conditions
- 17 PC/Mac requirements
- 17 Browsers supported

### Troubleshooting

- 18 Troubleshooting your Device
- 18 What if my Zip stops syncing?
- 18 What if my Zip display freezes?

# Getting Started

---

## Your Fitbit Zip Wireless Activity Tracker will contain:

- Fitbit Zip Wireless Activity Tracker



- USB Dongle



- Fitbit Zip Quick Start Guide
- Battery Door Tool



- 3V coin battery, CR2025

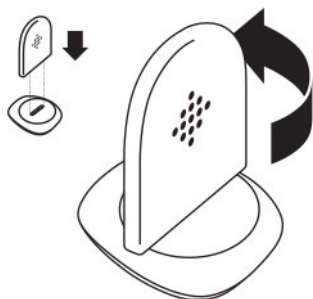


- Belt clip

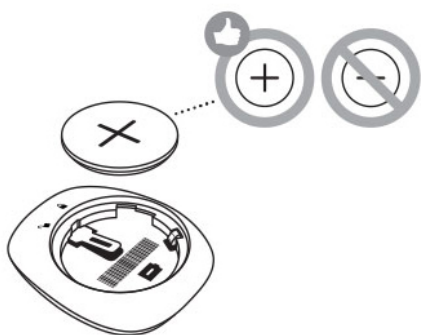


## Setting Up Your Fitbit Zip (on a computer)

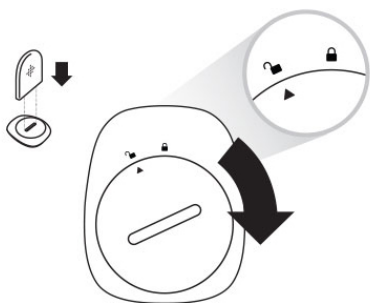
- Remove your Zip from its packaging.
- Use the provided battery door tool to unlock the battery door. Insert the tool into the slot on the back of the unit, and turn the door counterclockwise.



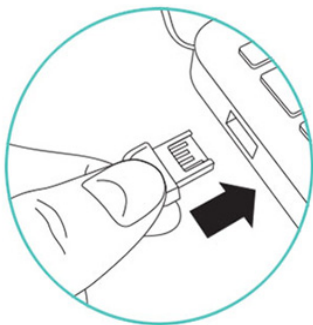
- Once the door has been removed, insert the provided battery into the back of the unit, with the “+” sign facing up. The battery will rest in the center of the compartment.



- Once the battery is in place, align the arrow on the battery door with the ‘unlock’ icon on your Zip to put the battery door in place. Use the battery door tool to ‘lock’ the battery door by turning it clockwise until the arrow on the door lines up with the ‘lock’ icon.



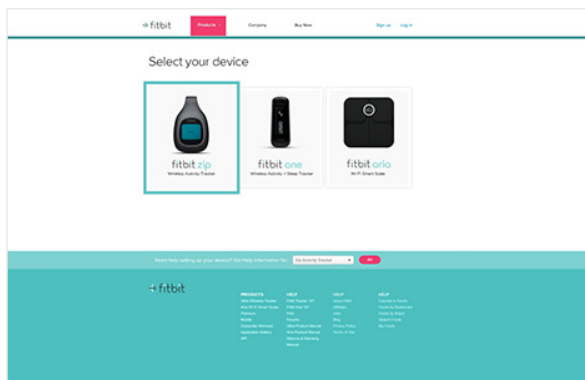
- Once the display comes on, you will be ready to proceed with setup. The firmware version of your Zip will appear on the display, followed by the Fitbit Smiley. The series of smiley faces are used to represent your activity level. The display will remain on for 30 minutes after inserting the battery.
- Take the USB dongle from the box and plug it into a USB port on your computer.



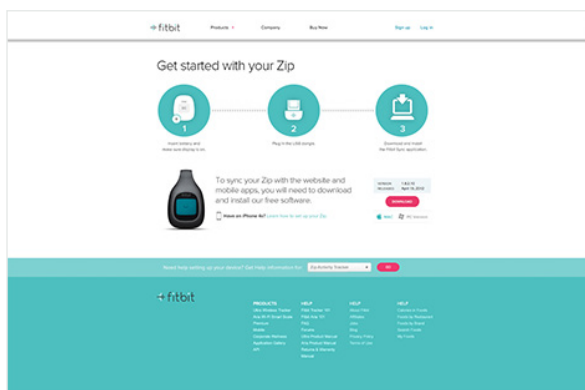
- You are now ready to install the software.

## Installing the Software

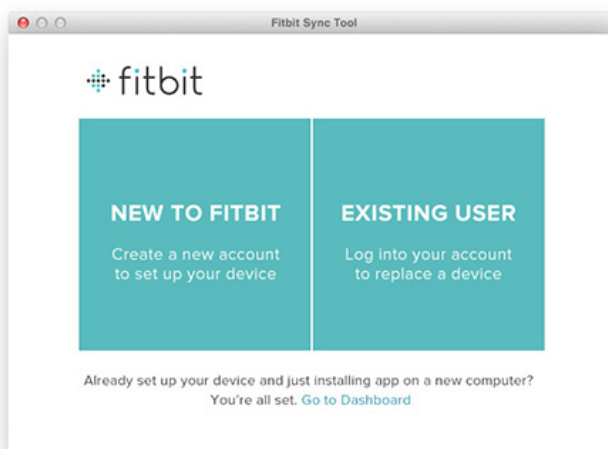
- Go to [www.fitbit.com/start](http://www.fitbit.com/start) and click the “Zip” tile. You will be directed to the Fitbit Connect Application download page.



- Select the pink “Download” link to download the Fitbit Connect software. Open the Fitbit Connect file and follow onscreen instructions.



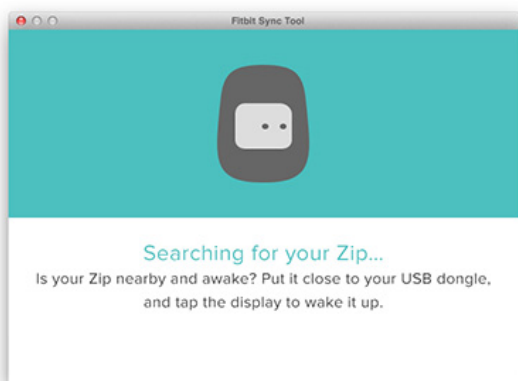
- The first time you open the Fitbit Connect Application, you will have the option to create a new account if you are new to Fitbit or login to your account if you are an existing user.
  - On the account “Sign up” screen, you will then be given the option to sign up or log in to an existing account



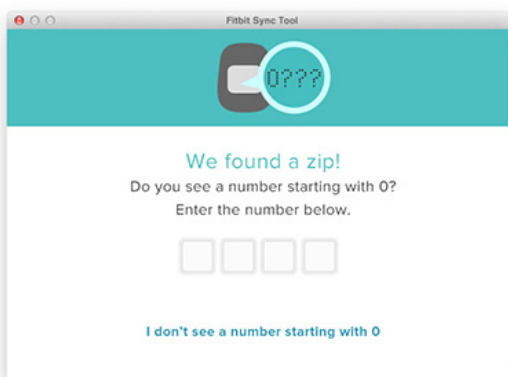
- If you already have a Fitbit.com account, and you want to use the Zip with your existing account, proceed with Zip setup using that email address.
- **There can only be one Tracker per Fitbit.com account.** If you already have an Ultra or Zip associated with Fitbit.com, linking a new device to it will unlink the previous device. To monitor your Zip and your Ultra simultaneously, create a new Fitbit.com account with a new email address.
- You will be prompted to tell us a few details about yourself: your name, gender, age, height, weight, and time zone. This information helps personalize your experience with your Zip and makes your calorie burn and distance data more accurate. We will not share your personal information with any third party.

- Before selecting “Next,” ensure that your Zip is within 5 inches of the USB dongle plugged into your computer. If another Zip is nearby, move it further away.

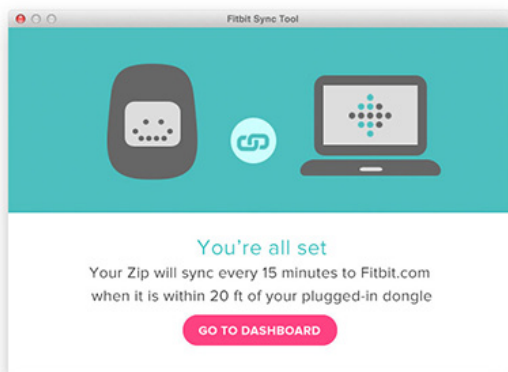
- After clicking “Next” the Fitbit software will search for nearby Zip Trackers.



- When your Zip has been discovered, you will be prompted to enter the number displayed on your Zip screen.



- The number will display with the radio icon and begin with a 0. It may take up to 30 seconds for this number to appear.
- If the number does not display, click “I don’t see a number.” You will then be prompted to:
  - Make sure the battery is inserted and your Zip screen is on.
  - Move nearby Trackers away from the dongle.
  - Make sure that your Zip is removed from the clip case.
- After you enter the number displayed on the screen of your Zip, it will be linked to your Fitbit account.

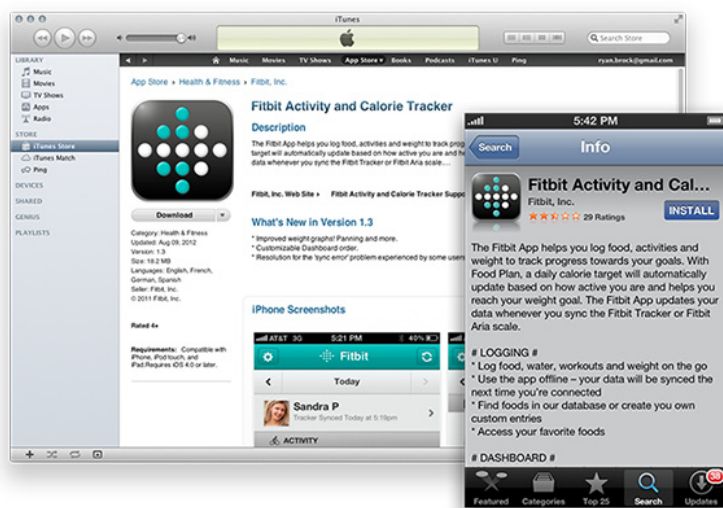


- Once your Zip has been linked with your Fitbit.com account, you will see an “All Set” screen, which will allow you to click through to Fitbit.com, where you can access all of the information synced from your Zip to your account.

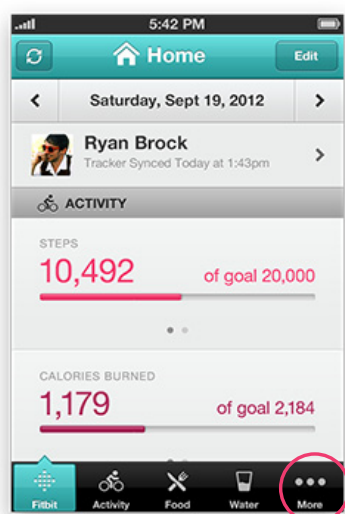
## Setting Up Your Fitbit Zip (on your iPhone 4S)

Only the iPhone 4S will sync with your Zip at this time. Syncing capabilities for additional mobile devices with Bluetooth® Smart technology are coming soon. The Fitbit iPhone and Android apps will work on other devices, but will not sync with your Zip.

- Download the iPhone app from the Apple store. (insert link to apple store)

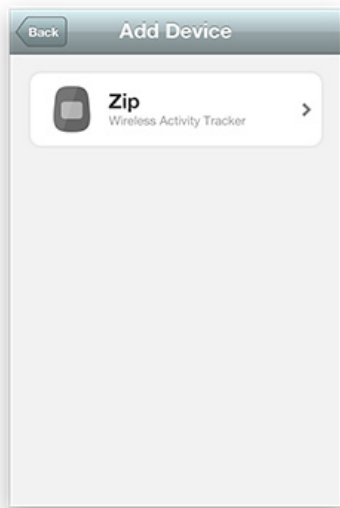


- Select the “More” icon on the main screen of the app. Then, select Devices > Add a new device > Zip Tracker > Start Zip Setup

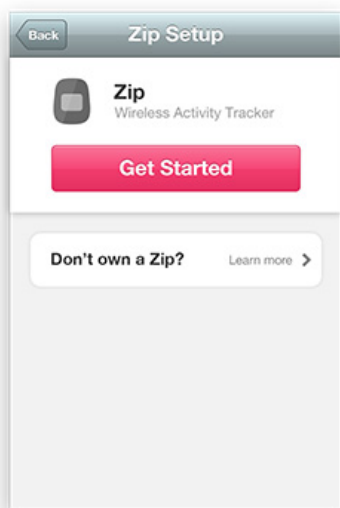




- On the “Set up” screen, select “Zip” option



- On the following screen, select “Next” after you have:
  1. Inserted the battery and closed the battery door.
  2. Make sure the display is active, and the screen is on.
  3. Moved your Zip within 5 inches of the iPhone 4S.



- When your Zip has been discovered, you will be prompted to enter the number displayed on your Zip screen.
  - The number will display with the radio icon and begin with a 0. It may take up to 30 seconds to appear on your Zip display.
  - If the number does not display, click “Try again.” You will then be prompted to:
    - Make sure the battery is inserted and your Zip screen is active
    - Plug the USB dongle into your computer.

Move nearby Zip Trackers further away.



2. Your Zip is will now be connected to your iPhone 4S.

# Using your Fitbit Zip

---

## Battery

- Your Zip runs on a replaceable 3V coin battery, CR2025.
- Your battery should last 4-6 months with regular use.
- A battery icon will appear on your Zip display when the battery has drained to 25%. A flashing battery icon indicates that your Zip is very close to being completely out of battery life, and that data could be lost if your Zip is not synced before replacing the battery.



- If your Zip battery dies, just purchase a new 3V coin battery, CR2025. Use the provided battery door tool to unlock the battery door compartment, located on the back of the Zip. Your old battery can be recycled.

---

## Wearing your Zip

- Your Zip is most accurate when worn on or very close to the body. A shirt pocket, bra, pants pocket, belt, or waistband are all ideal places to wear your Zip. Try out a few different locations to see what is most comfortable and secure for you.
- A belt clip is provided, designed to keep it clipped to your clothing.
- Your Zip is sweat, rain, and splash resistant, but not waterproof. It is not intended to be worn swimming.

---

## Display

The display shows your stats, as well as the time. Tap your Zip to progress from one screen to the next.

- Steps



- The steps displayed represent your daily total. Your Zip resets automatically each day at midnight.
- Walking and running steps are displayed as a combined total.
- Going to your Fitbit.com Dashboard and clicking “Settings” can remove the step display.

[fitbit.com/settings/device/tracker](http://fitbit.com/settings/device/tracker)

- Distance



- Zip calculates your distance based on your step count and stride length. Your stride length is estimated based on your height, weight, age, and gender. You also have the option of entering your own stride length for more accuracy. (Link here to Calculating Stride length)

- Distance can be viewed in either miles or kilometers by changing your settings.

[fitbit.com/user/profile/edit](http://fitbit.com/user/profile/edit)

- Going to your Fitbit.com Dashboard and clicking “Settings” can remove the distance display. [fitbit.com/settings/device/tracker](http://fitbit.com/settings/device/tracker)

- Calorie Burn



- Zip records how many calories you’ve burned based on your activities throughout the day and your Basal Metabolic Rate (BMR). (link to BMR definition/explanation of BMR)

- When you manually log an activity on Fitbit.com, the calorie burn associated with it will be added to your Zip the next time you sync.

- The total displayed is how many calories you have burned since midnight, including your BMR.

- Going to your Fitbit.com Dashboard and clicking “Settings” can remove the calorie display. [fitbit.com/settings/device/tracker](http://fitbit.com/settings/device/tracker)

- Clock



- The clock shows the current time. If the time is not correct, please sync your Zip and make sure that have selected the appropriate time zone in your [Fitbit.com profile](https://www.fitbit.com/user/profile/edit).  
[fitbit.com/user/profile/edit](https://www.fitbit.com/user/profile/edit)
- Going to your Fitbit.com Dashboard and clicking “**Settings**” can remove the clock.  
[fitbit.com/settings/device/tracker](https://www.fitbit.com/settings/device/tracker)

- Fitbit Smiley



- These faces will change, depending on your activity level.
- Going to your Fitbit.com Dashboard and clicking “**Settings**” can remove the Fitbit Smiley display. [fitbit.com/settings/device/tracker](https://www.fitbit.com/settings/device/tracker)

- Low Battery Indicator



- When your battery drops below 25% a low battery indicator will show on the display of your Zip, as well as on your Fitbit.com profile under “Devices.” A flashing battery indicates that you need to replace the battery as soon as possible.

## When Your Zip Goes to Sleep

To conserve battery life, your Zip sleeps during periods of inactivity.

- Zip will sleep after approximately 20 seconds if no steps are recorded, and 2 minutes after activity.
- Once your Zip is asleep, the display on your Zip will remain off until moved, unless your Zip has new data to sync to Fitbit.com.

---

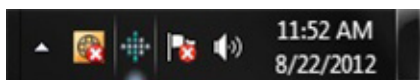
## Using the Fitbit Software Menu

When the Fitbit syncing software is running, a Fitbit icon will appear on your computer desktop.

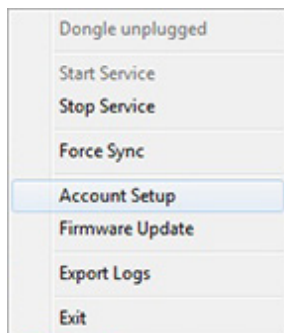
- If you're using a Mac, this icon will show up in your taskbar.



- If you're using Windows, this icon will show up in your tray menu.



You can use the software menu to interact with the Fitbit software, including:



- Account Setup:
  - This is where you'll go if you've already downloaded the Fitbit software, and need to set up a new device. To set up a new device, begin by following the instructions on pg. 3 (*Installing the Software*)
- Updating your Firmware:
  - You can update your device firmware if there is a new version available through this menu. To update your firmware, begin by following the instructions on pg. 13 (*Updating your Zip firmware*)

## Uploading/Syncing Your Data

### To a computer

Your Zip will upload any new data every 15 minutes provided you are within range of any plugged in dongle (about 20 feet), the computer is on and not in sleep or hibernate mode, the software is installed and running, you have an active internet connection and your Zip display is on.

### To a smartphone

Your Zip uses three modes of syncing to your iPhone 4S to prolong battery life. In order for your iPhone 4S to sync, you must have an active internet connection and Bluetooth® enabled.

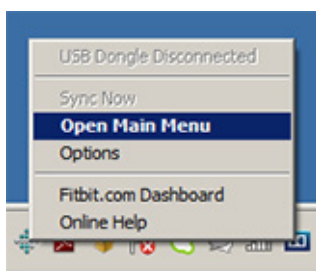
1. **Foreground Sync:** When you are viewing the Fitbit App, your iPhone 4S will be actively scanning for your Zip to sync new data if it is available. With new data, your Zip will sync approximately every 15 minutes if your Tracker is awake.
2. **Background Sync:** When the Fitbit App is open, but not currently being viewed, your iPhone will scan less frequently to sync new data. With new data, you Zip may take up to 40 minutes to sync.
3. **Force Sync:** This option instantaneously forces your Zip to sync any new data that may be logged. Depending on the amount of data, your Zip may take up to 1 minute to sync. This option is more taxing on the iPhone 4S battery life. When using this option, make sure that the display on your Zip is ON.

---

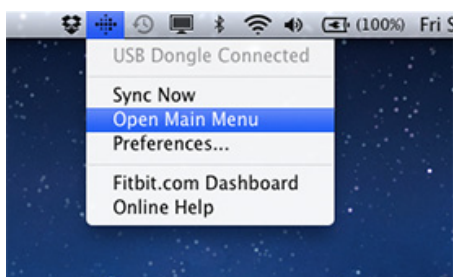
## Updating your Zip firmware

- Firmware updates provide better functionality and features for your Zip. Your Zip should always be updated to the latest release.

- **Windows:** Right click the Fitbit icon in the taskbar, then select “Open Main Menu.” The Fitbit icon may be in the sub-menu in the taskbar.



- **Mac:** Click the Fitbit icon in the menu bar, then select “Open Main Menu.”



- Select “Check for Device Update” from the main menu options.
- You will need to enter your Fitbit account email address and password that is associated with your Zip to proceed with the update. Make sure that your Zip is close to your USB dongle and that the display is on before clicking “Next.” The Fitbit software will begin searching for nearby Zip Trackers.

A radio icon and a fluctuating progress bar will display on your Zip to indicate the update status. The progress bar may take up to 30 seconds to display on the tracker once it is discovered.

- The firmware update can take up to 5 minutes to complete. When the update is halfway done, the tracker will reboot and display the current firmware version. When the update has completed successfully, your Zip will reboot and display the Fitbit smiley, followed by the firmware version.

Your Zip display will remain on for 30 minutes after a successful firmware update.

- If the update is unsuccessful, you will be prompted to make sure the USB dongle is plugged in, your Zip is close to your dongle, and the display is on.



## Using the Fitbit Connect Application

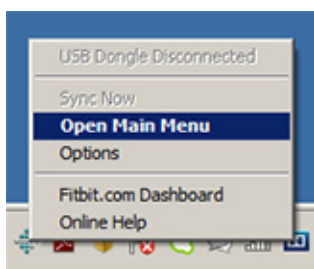
---

The Fitbit Connect Application allows you immediately sync your Zip, set up a device and provides access to troubleshooting resources.

To use the application, click the Fitbit icon in the taskbar and select “Open Main Menu” from the dropdown.



For Windows users only, right-click the Fitbit icon to access the menu items.

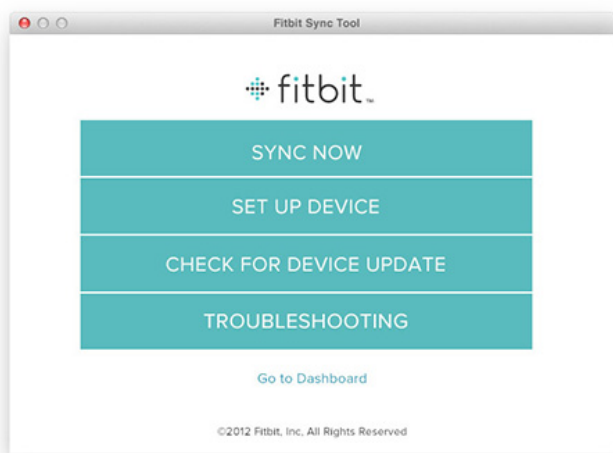


---

### Sync Now

This option allows you to view your current stats by immediately sending any new information gathered on your Zip to your Fitbit account. Although the Zip will sync every 15 minutes given the appropriate conditions, use this feature when you want to see the most recent data from your Zip.

## Open Main Menu



From the main menu, you have the following options:

- **Sync Now:** This option allows you to view your current stats by immediately sending any new information gathered on your Zip to your Fitbit account. Although the Zip will sync every 15 minutes given the appropriate conditions, use this feature when you want to see the most recent data from your Zip.
- **Set up Device:** Use this option here to set up your Zip if you have not already paired your Zip to a Fitbit account (or if you have a replacement).
- **Check for Device update:** Select this option to check for updates that may be available for your device.
- **Troubleshooting:** Online Help: Find online help via manuals, FAQs, community forums and direct access to customer support.
- **Export Logs:** If you are having trouble with your Zip, support may ask you to export logs to provide more technical support.

---

## Preferences (Mac) / Options (Windows):

Show menu bar icon: Gives you the option of hiding the Fitbit Connect App icon. from the menu bar (Mac) and system tray (Windows)

---

## Fitbit.com Dashboard

Takes you directly to your Dashboard.

---

## Online help

Links to [help.fitbit.com](http://help.fitbit.com) for online support via manuals, FAQ's, community forums and direct access to customer support.

# General Zip Information

---

## Environmental Conditions

- Zip is not waterproof. It should not be worn while swimming. Zip is splash, rain and sweat proof.
- Operating temperature: 32° to 104° F (0° to 40° C)
- Non-operating temperature: -0° to 130° F (-17.7° to 54.4° C)
- Relative Humidity: The device should not be submerged in more than 1 meter of water for any amount of time.
- Maximum operating altitude: 30,000 feet (9,144 m)
- Non-operating temperature: -0° to 130° F (-17.7° to 54.4° C)
- c. Size and Weight
- Height: 1.5 inches (35.6 mm)
- Width: 1.1 inches (28.9 mm)
- Depth: 0.38 inch (9.6 mm)
- Weight: 0.282 (0.018 lb., 8 grams)

---

## PC / Mac requirements

- Windows XP and up
- Mac OSX 10.5 and up
- USB Port
- Internet connection

---

## Browsers supported

- Chrome 12 and up
- Firefox 3.6.18 and up
- Internet Explorer 7 and up
- Safari 5.0.5 and up

# Troubleshooting

---

## Troubleshooting your Device

### *What if my Zip stops syncing?*

- If your Zip stops syncing to your computer, there's a few steps you can take to get it to sync again:
  - remove the USB dongle from your computer, and re-insert it into a USB port.
  - Check that the setup software has been installed, and is currently running. If it's running, you'll see a Fitbit icon .....
  - Restart the Fitbit software. You can do this by clicking on the Fitbit icon you've just located, selecting 'Exit,' and re-opening the Fitbit software from your Programs list (PC) or Applications folder (Mac).
  - If you are still unable to sync, update your Zip firmware by following these instructions. ([Link to firmware upgrade instructions](#))

### What if my Zip display freezes?

- If your display freezes, please remove and then reinsert your battery.
- If your tracker is still frozen after removing and reinserting your battery, please upgrade your firmware by following these instructions. ([Link to firmware upgrade instructions](#))