

# fitbit zip™

## Product Manual



# Fitbit Zip Product Manual

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## Contents

### Getting Started

- 1 What's Included
- 2 Setting up your Fitbit Zip
- 3 Installing the Fitbit Connect software
- 6 Pairing your Fitbit Zip to a mobile device

### Using your Fitbit Zip

- 7 Wearing your Fitbit Zip tracker
- 7 Battery
- 7 Display
- 9 When Your Zip Goes to Sleep

### Using the Fitbit Connect Application

- 10 Open Main Menu
- 10 Sync Now
- 10 Set Up Device
- 10 Device Update
- 10 Troubleshooting

### General Zip Information

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

### 12 Troubleshooting and Help

# Getting Started

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## What's Included

Your Fitbit Zip Wireless Activity Tracker will contain:

- Fitbit Zip Wireless Activity Tracker



- wireless USB dongle



- battery door tool



- 3V coin battery, CR2025



- belt clip

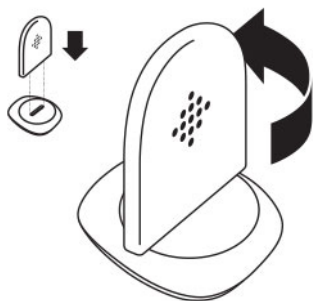


- Fitbit Zip Quick Start Guide

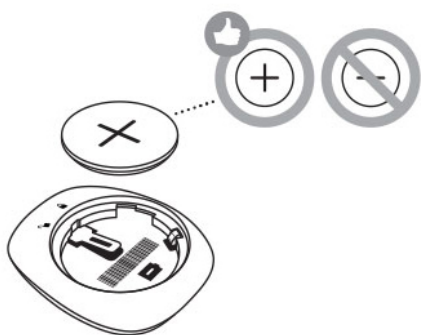
# Setting Up Your Fitbit Zip

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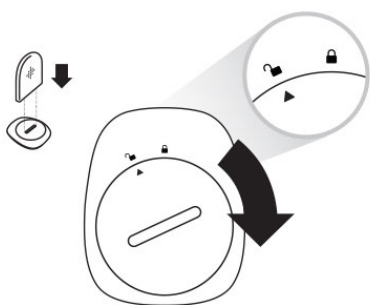
1. Remove your Zip from its packaging.
2. Use the provided battery door tool to unlock the battery door. Insert the tool into the slot on the back of the unit, and turn the door counterclockwise.



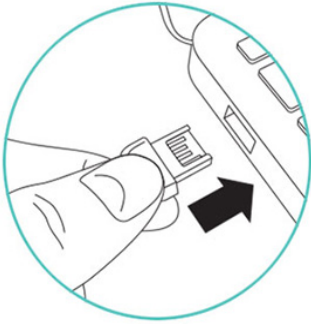
3. Once the door has been removed, insert the provided battery into the back of the unit, with the “+” sign facing up. The battery will rest in the center of the compartment.



4. 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.



5. 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.
6. Take the USB dongle from the box and plug it into a USB port on your computer.



7. You are now ready to install Fitbit Connect.

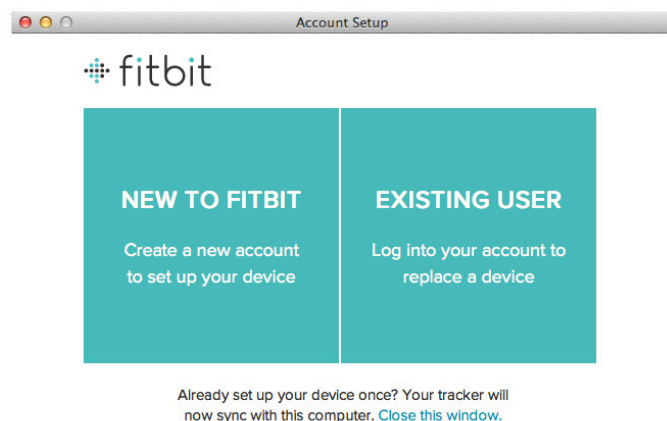
## Installing the Fitbit Connect software

1. Go to [www.fitbit.com/start/zip](http://www.fitbit.com/start/zip)
2. Select the pink "Download" link to download Fitbit Connect.
3. Open the Fitbit Connect file and follow onscreen instructions.
4. The first time you open Fitbit Connect, 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.

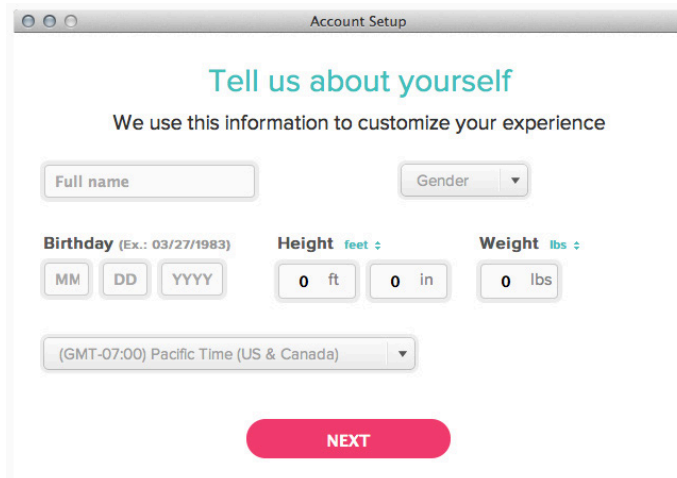
If you already have a Fitbit.com account and you want to use the Zip with your existing account, proceed with Zip setup using that email address.

\*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.

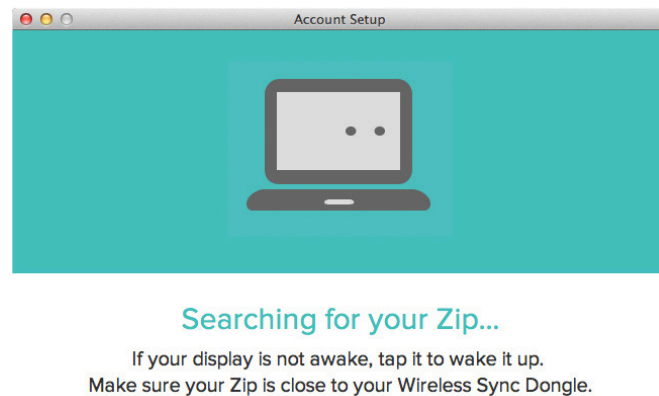


5. You will be prompted to tell us a few details about yourself. This information helps to personalize your experience with your Zip and makes your calorie burn and distance data more accurate. Before clicking “Next,” ensure that your Zip is within 5 inches of the USB dongle plugged into your computer. If another Zip is nearby, move it further away.

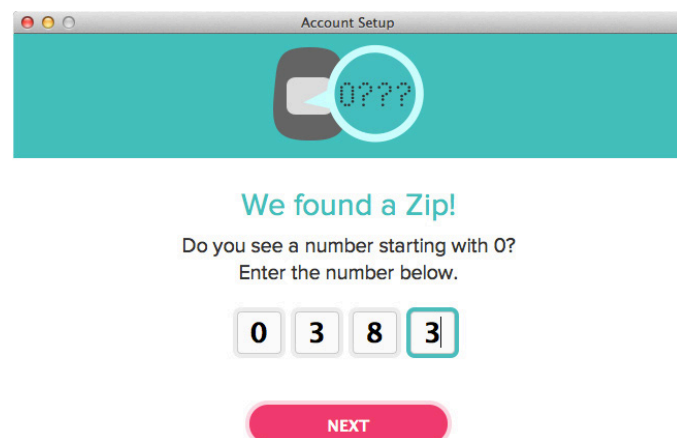


The screenshot shows a web browser window titled "Account Setup". The main heading is "Tell us about yourself" in teal, followed by the subtext "We use this information to customize your experience". The form includes a "Full name" text input, a "Gender" dropdown menu, a "Birthday" section with an example "03/27/1983" and MM/DD/YYYY input boxes, a "Height" section with "feet" and "in" input boxes, and a "Weight" section with "lbs" input boxes. A time zone dropdown is set to "(GMT-07:00) Pacific Time (US & Canada)". A pink "NEXT" button is at the bottom.

6. After you click “Next” the Fitbit software will search for your Zip.



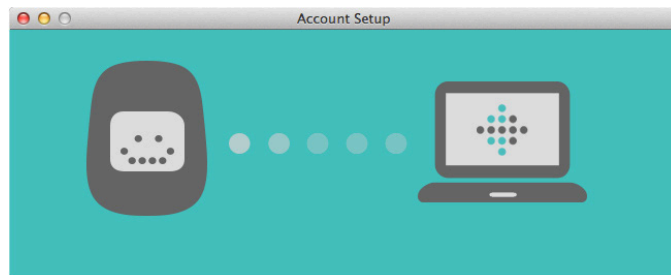
7. When your Zip has been discovered, you will be prompted to enter the 4 digit pairing number displayed on your Zip's screen.



The screenshot shows the "Account Setup" window with a teal background. At the top is a Zip icon with a speech bubble containing "0???", which is circled in white. Below this, the text reads "We found a Zip!" in teal, followed by "Do you see a number starting with 0? Enter the number below." There are four input boxes containing the digits "0", "3", "8", and "3", with the last box highlighted by a blue border. A pink "NEXT" button is at the bottom.

- The pairing 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.

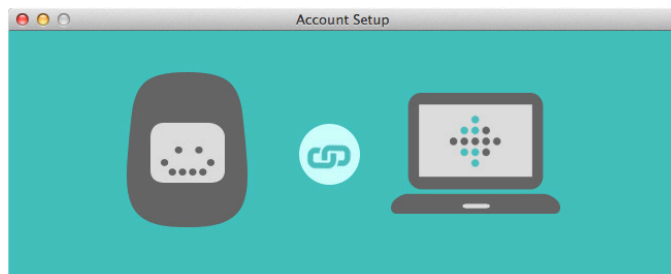
8. After you enter the number displayed on the screen of your Zip, it will be linked to your Fitbit account.



### Connecting to your Fitbit Zip

Hold tight... this can take up to a minute.

9. 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.



### You're all set!

Your Zip will automatically sync to Fitbit.com when it is within 20ft of your plugged-in Wireless Sync Dongle

[GO TO DASHBOARD](#)

[Close](#)

# Pairing your Fitbit Zip to a mobile device

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The Fitbit Zip will sync with compatible Bluetooth Smart devices. Currently, the iPhone 4S, iPhone 5, iPod Touch, iPad Mini and 3rd generation iPad will sync to the Fitbit One. Devices that do not have Bluetooth 4.0/Bluetooth Smart compatibility won't sync directly with Zip. To pair your Zip to your mobile device, please do the following:

1. Download the latest Fitbit app for your device. If you already have the Fitbit app, you may need to update it at this time. Check the App Store to see if there is a Fitbit app update available.



## Have an iPhone 4s?

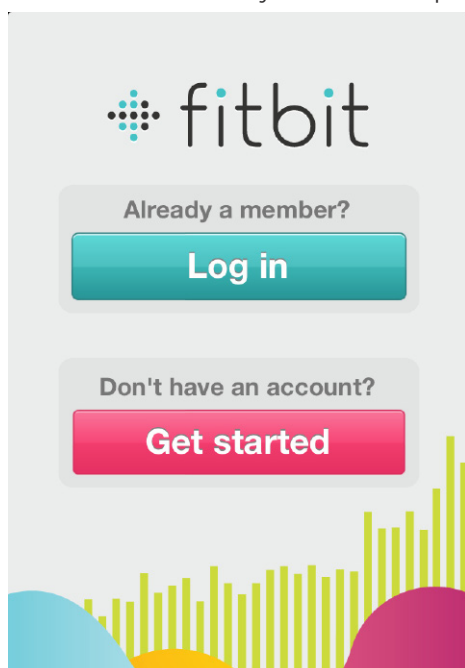
Make sure your Zip's battery is in and its display is awake

Download the latest version of the iPhone app to start setup.

[GO TO APP STORE](#)

Otherwise go to your Mac or PC and visit:  
[www.fitbit.com/start](http://www.fitbit.com/start)

2. Open the Fitbit app. If you already have a Fitbit account and would like to sync your Fitbit Zip with that account, tap the "Log in" button. Please note that only one tracker can be paired to your account at a time. If you have multiple trackers, you'll need to have multiple Fitbit accounts.

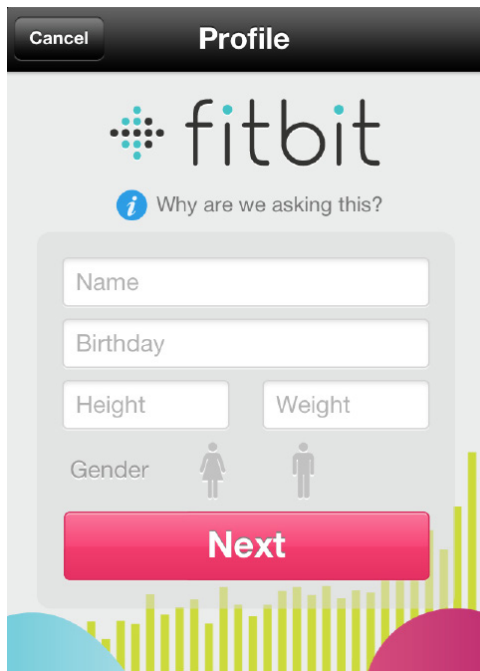




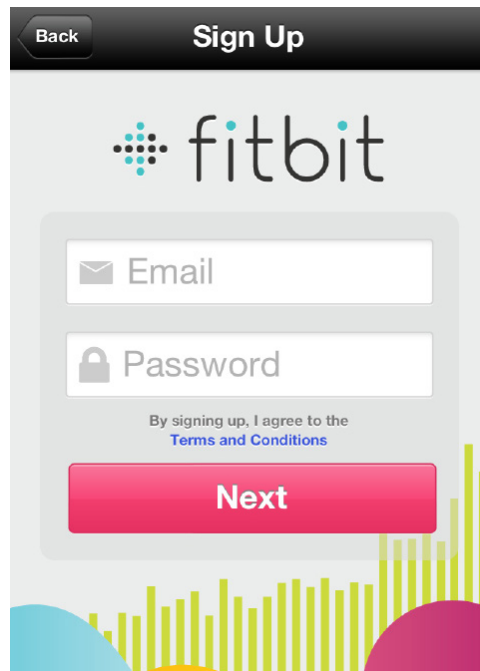
If you are new to Fitbit (or have an existing Fitbit device that you would like to continue to use with a different email address), you can sign up for a new account by tapping “Get started”.

3. If you are new to Fitbit, you will be asked for your personal information on the following screen.

4. If you don’t already have an account, on the next screen you’ll be asked for the email address and password you’d like to use with Fitbit.

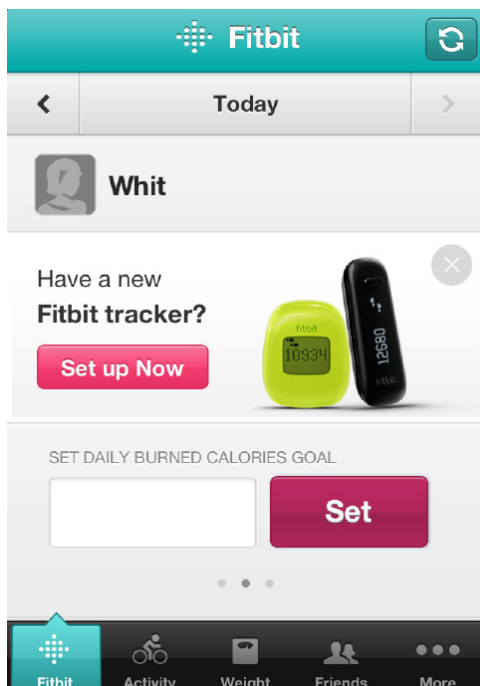


The 'Profile' screen features a 'Cancel' button in the top left. The Fitbit logo is at the top, followed by an information icon and the text 'Why are we asking this?'. Below this are input fields for 'Name', 'Birthday', 'Height', and 'Weight'. A 'Gender' section includes female and male icons. A large pink 'Next' button is at the bottom.

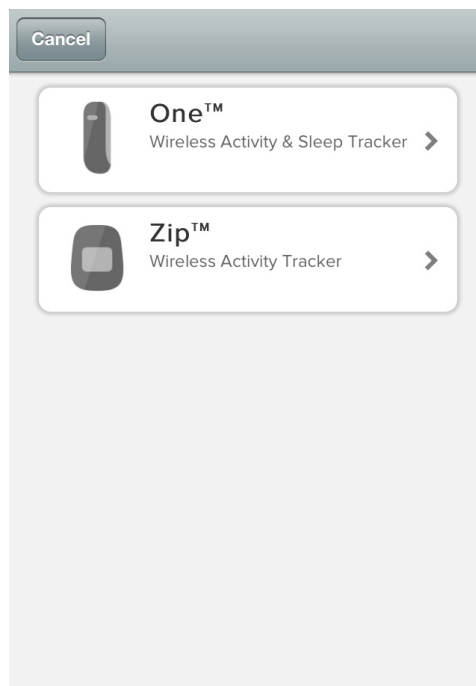


The 'Sign Up' screen has a 'Back' button in the top left. It displays the Fitbit logo and input fields for 'Email' and 'Password'. Below the password field is a line of text: 'By signing up, I agree to the [Terms and Conditions](#)'. A large pink 'Next' button is at the bottom.

5. Tap the pink "Set up Now" button, then select "Zip" on the next screen.

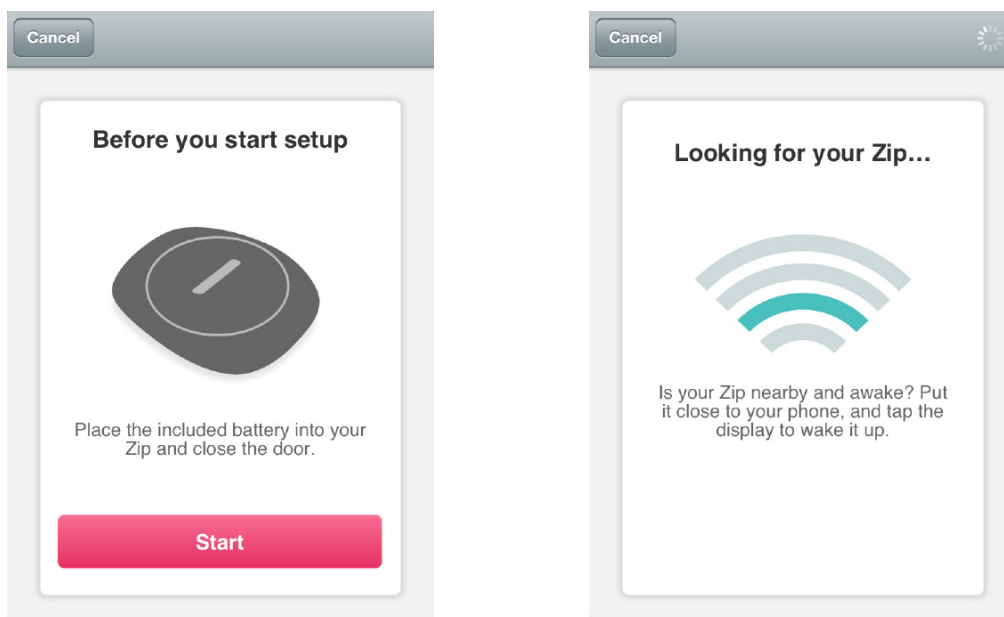


The home screen has a teal header with the Fitbit logo and a refresh icon. Below is a navigation bar with 'Today' in the center and arrows on either side. A user profile section shows a silhouette and the name 'Whit'. A promotional banner asks 'Have a new Fitbit tracker?' with a 'Set up Now' button and images of a yellow and black tracker. Below this is a 'SET DAILY BURNED CALORIES GOAL' section with an input field and a 'Set' button. At the bottom is a tab bar with icons for 'Fitbit', 'Activity', 'Weight', 'Friends', and 'More'.



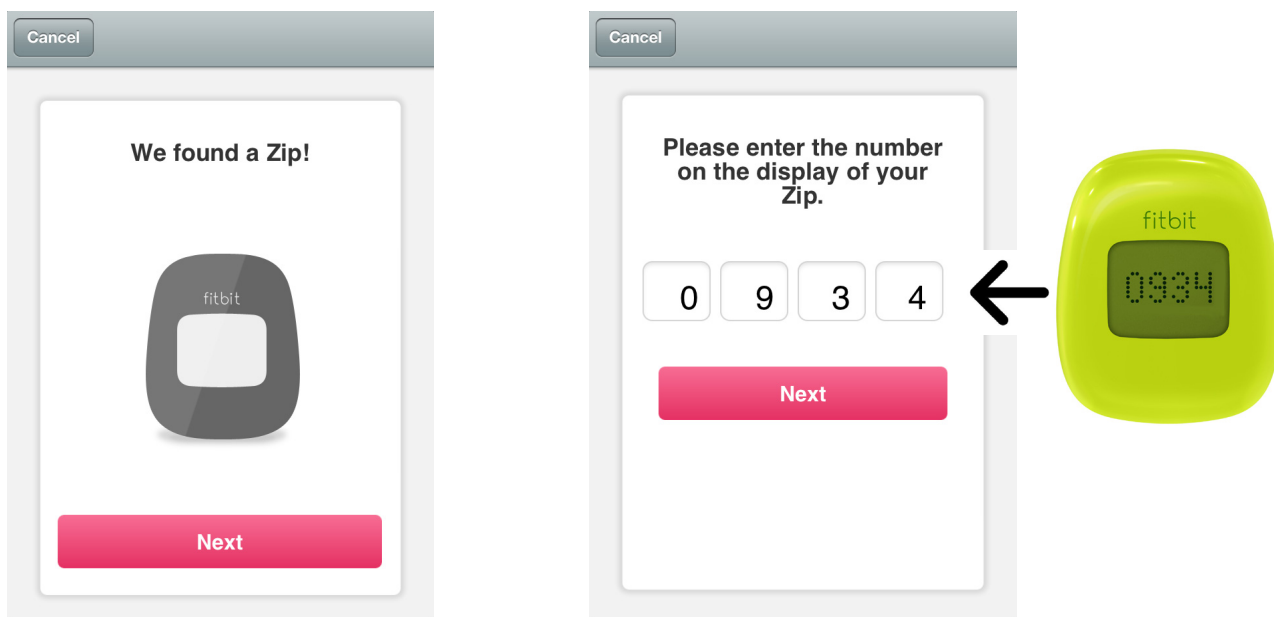
This screen has a 'Cancel' button in the top left. It lists two device options: 'One™ Wireless Activity & Sleep Tracker' and 'Zip™ Wireless Activity Tracker', each with a device icon and a right-pointing arrow.

6. Be sure that the battery has been inserted in your Zip. Make sure that your Zip is awake by giving it a tap. Move your tracker close to your mobile device, then tap “Start”.  
Your mobile device will begin to search for your tracker.



9. When the “We found a Fitbit Zip!” screen appears, tap “Next”.

10. When your Zip has been discovered, you will be asked to enter the number on your tracker’s display into your mobile device.



11. Your mobile device will now link your tracker to your Fitbit account.

Click “Done” in the upper right corner of the “You’re all set” screen to return to the Fitbit app and see any stats that have been synced. Tapping “Fitbit Zip 101” will bring up two screens with basic information about using your Zip.

# Using your Fitbit Zip

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## 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.

## 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 drains, 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.

## Display

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

You may remove any display screen by going to your [Device Settings](#).

## Steps



- The steps displayed represent your daily total. Your Zip resets each day at midnight.
- Walking and running steps are displayed as a combined total.

### 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](https://fitbit.com/user/profile/edit)

### 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.

### 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](#).

### Fitbit Smiley



- These faces will change, depending on your activity level.

### 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 Connect Application

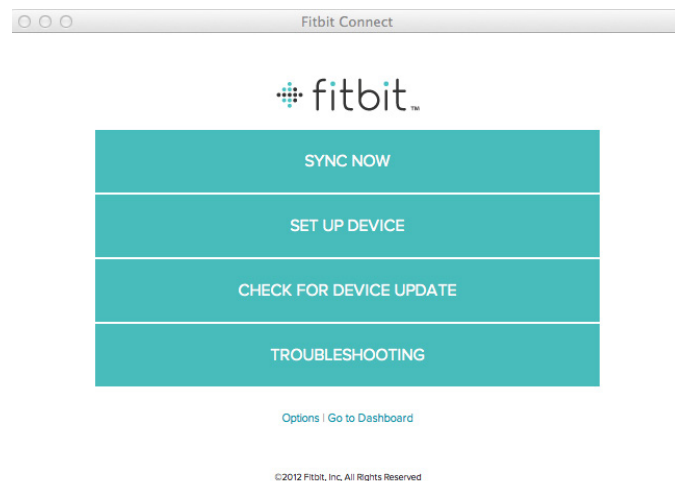
The Fitbit Connect Application allows you immediately sync your Zip, set up a device and provides access to troubleshooting resources.

To use the application, right-click on Fitbit Connect, which will be found in your System Tray if you're on a PC, or in your Toolbar if you are on a Mac.

Mac users can also locate Fitbit Connect by searching for the program in Spotlight.

Windows users can also search for Fitbit Connect by searching in the Start Menu.

Click on the Fitbit icon, then on "Open Main Menu". From the Main Menu, click "Set Up Device".



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.

# General Zip Information

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## 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 and Help

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Troubleshooting and assistance for your Fitbit One tracker can be found at [help.fitbit.com](http://help.fitbit.com).