FitNLife Frequently Asked Questions

What type of FitNLife device do I have?

If your FitNLife device has a status button on the side, it is a Band Classic; if there is no button, it is a Band.

How do I charge the FitNLife?

Band Classic:
To charge your Band Classic, place the device in the charging cradle with the power button facing down (it will align with the groove in the charger). Use the USB cable to connect the charger to your computer or an AC adapter. The Band Classic will begin charging automatically. The indicator light (on the front of the monitor) will be blue for a few seconds before turning red. When the monitor is fully charged, the monitor light will light up solid blue.

Band:
To charge your Band, connect the charging cable to the charging pins on the back of your device. Next, connect the USB cable to your computer or an AC adapter. The Band will begin charging automatically. The indicator light (on the front of the monitor) will begin blinking, fading in and out during the charging process. When the indicator light stops blinking, your device is ready to use.

How long will it take to charge the monitor?
The battery will go from flat to fully charged in approximately 90 minutes. When charging the monitor please make sure it is plugged into a computer, which has not gone into hibernation mode. If the computer enters hibernation mode the device will stop charging.

How often should I charge my FitNLife?
The battery will last approximately 7 to 14 days on a full charge. If the monitor runs out of battery, it will stop recording but will not lose your existing data.

If you are using the Android app, you'll see a battery icon in the upper-left hand corner of your screen. On the iOS app, the battery icon appears at the bottom of your screen after a successful sync.

You can check the battery status of a Band Classic by briefly pressing the status button. To check the battery status on a Band, double tap the top of the Band.
For both types of FitNLife device:
Blue = battery level good
Red = battery needs charging

Your device must be charged for the indicator light to turn on. Charge your device if the indicator light doesn't turn after trying to activate it.

How does the monitor measure my activity levels?

The FitNLife uses an accelerometer to detect the direction, speed and intensity of your movements. Applying clinically proven algorithms, FitNLife accurately determines your activity level and calorie burn every minute of every day. Extensive research has gone into ensuring FitNLife has a high level of accuracy when measuring your activity level and the calories you expend.

How do I know the monitor is collecting data?

If the monitor is switched on, it's collecting data. To check the monitor is on, you can press the status button on a Band Classic and double tap the top of your device if you have a Band. If you see a blue or red light the monitor is collecting data.

What mobile devices are compatible with the FitNLife?

The FitNLife is compatible with iPhones and iPads (running iOS 8 +), and Android phones and tablets (running Android 4.3 +).

How do I sync my FitNLife?

Android app:

Each time you open the app (after initial set-up), press the icon in the upper-right hand corner of your screen (two arrows in a circle) to sync your data.

iOS app:

As long as you have Bluetooth enabled on your phone, your FitNLife device will automatically sync with your iPhone or iPad every time you open the KiActiv® app.

How long does it take to sync my data?

The duration required to sync your FitNLife device is dependent on how much data you have collected since your last sync. Sync duration may vary from only a couple of seconds to about a minute, if you haven't synced your data in a few days.

Is the FitNLife waterproof?

No, the monitor is not waterproof, but it is water resistant. You should not submerge the monitor or perform water-based activities, such as swimming, showering or bathing, while wearing it.

FitNLife recommend that you clean your device and your wrist if you sweat for more than 2 hours while wearing the device to avoid skin irritation. The device can be cleaned with a dry tissue.