



fitbit ultra  
wireless activity  
+ sleep tracker

User Manual

# Table of Contents

- Getting Started .....1
  - What's included.....1
- Setting up Fitbit Ultra on a computer .....2
  - Mac & PC Requirements.....2
  - Installing Fitbit software on your computer .....2
    - Installing the Fitbit software on your Mac .....2
    - Installing Fitbit software on your PC ..... 3
  - Pairing your tracker to your Fitbit.com ..... 3
  - Wireless sync to a computer..... 4
- Using your Ultra..... 5
  - Wearing your Ultra..... 5
    - Using your Ultra in wet conditions ..... 5
  - Battery life and power ..... 5
    - Charging your Ultra ..... 5
    - Battery life ..... 6
  - Memory ..... 6
- What Fitbit Ultra tracks.....7
  - The Ultra's Display.....7
  - Beginner mode ..... 8
  - Lefty mode ..... 8
  - Tracking sleep with your Ultra ..... 9
  - Activity Recordings ..... 9
- Your Fitbit.com Dashboard ..... 11
  - Browser Requirements ..... 11

Using your Dashboard .....	11
Understanding the Dashboard .....	11
Logging Food, Activities, and Sleep .....	11
Device Info Preview .....	12
Managing your Ultra from Fitbit.com .....	12
Updating Fitbit Ultra.....	13
Updating Ultra on a PC.....	13
Using the Fitbit Service Manager .....	13
The Fitbit Service Manager - System Tray Application (Windows Only) .....	13
The Fitbit Data Uploader - Service .....	14
Help .....	15
Return policy and warranty .....	16
FCC Statement .....	17
FCC RF Radiation Exposure Statement.....	18
Industry Canada Statement.....	19
IC RF Radiation Exposure Statement .....	20

# Getting Started

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## What's included

Your Fitbit Ultra Wireless Activity + Sleep Wristband packaging includes:

- Ultra tracker
- Base station
- Belt clip
- Sleep wristband



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Ultra tracker

Base station

Belt clip

Wristband

# Setting up Fitbit Ultra on a computer

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## Mac & PC Requirements



### Software

Mac OS 10.5 or later  
Internet Connection

### Hardware

USB port

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### Software

Windows XP, Vista, 7, 8  
Internet Connection

### Hardware

USB port

## Installing Fitbit software on your computer

The free Fitbit Connect software allows your Ultra to sync stored data to your Fitbit.com Dashboard.

### Installing the Fitbit software on your Mac

1. Go to <http://www.fitbit.com/setup>.
2. Verify that Mac is highlighted and click the **Download** button.
3. Go to your downloads folder and open the .dmg file.

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**NOTE:** If the file does not appear on your desktop, search for “Fitbit” using the Spotlight search feature.

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4. Run the Fitbit installation package by double-clicking it.
5. Follow the on-screen instructions to complete setup.

## Installing Fitbit software on your PC

1. Go to <http://www.fitbit.com/setup>.
2. Verify that PC is highlighted and click the **Download** button.
3. Go to your downloads folder and double-click the .exe file.
4. Choose your language and follow the on-screen instructions.

## Pairing your tracker to your Fitbit.com

Once the Fitbit software is installed on your computer, you can begin the process to pair your Ultra.

1. Open the downloaded software and run the installation file.
2. Once the software is open,
  - a. Select **Setup a new device** if you don't already have a Fitbit.com account.
  - b. Select **Connect a replacement device** to log into your existing Fitbit.com account.

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**NOTE:** You can only have one Fitbit tracker paired to an account at a time.

If you currently have another Fitbit tracker linked to your account and plan to continue using it, choose **Don't Replace** to continue setup using a different email address.

If you'd like to use your Ultra on your existing account, choosing **Replace Tracker** remove your other tracker, and replace it with your Ultra.

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3. Enter or confirm your personal details and click **Next**. This information personalizes your Fitbit experience and improves the accuracy of your calorie burn and distance data. You can adjust your privacy settings on the Fitbit website to control what information is shared with others.
  4. Dock your Ultra on the base station and plug it into a USB port on your computer, press the tracker's button, and click **Next**.
  5. The Fitbit software will now search for your Ultra. Once it has been found, a pairing number will appear on your tracker. Enter this number into your computer.

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**NOTE:** If you continue to experience trouble setting up your Ultra, you can get support by visiting <http://help.fitbit.com>.

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6. You will be prompted to enter your name or the greeting you would like to see on your Ultra. This can be up to 8 digits long.
7. Go to [Fitbit.com](https://www.fitbit.com) and start tracking your progress, or configure your account settings by clicking [Go to Dashboard](#).

## Wireless sync to a computer

The Fitbit software must be installed and base station plugged into your computer for your tracker to sync to [Fitbit.com](https://www.fitbit.com).

Syncing occurs every 15 minutes when your Ultra has new data and is within 15 feet of a plugged-in base station.

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**NOTE:** If you experience any trouble syncing your tracker with your computer, you can visit <http://help.fitbit.com> for help.

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# Using your Ultra

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## Wearing your Ultra

You can wear the Fitbit Ultra comfortably in or on your pocket or on a bra. You can wear it directly clipped to your waistband, or you can use the belt clip to attach your Ultra to thicker waistbands. Use the sleep wristband to track your sleep when you go to bed.

## Using your Ultra in wet conditions

Your Fitbit Ultra 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.

Do not wear the tracker directly against your skin during vigorous workouts. Users who wear the Fitbit on their bra, waistband or any place that comes directly in contact with their skin during strenuous workouts see more display defects than those who put their tracker in their pocket during workouts.

Wearing the Fitbit Ultra tracker on a bra or waistband around your home is safe for your tracker.

## Battery life and power

### Charging your Ultra

Charge your Ultra by docking it on the base station and plugging the base station into an available USB port.

For charging purposes only, the base station can be plugged into any USB power source including (but not limited to):

- Any computer
- A Wall A/C to USB adapter
- A DC to USB adapter (vehicle power port)

When your tracker is on the base station, you can press your its button to see the battery indicator, which shows it's charging progress.

## Battery life

Your Ultra comes equipped with a rechargeable internal battery. With normal use, your Ultra's battery should last approximately five days before requiring a charge. You can check your battery's level by logging into your Dashboard and clicking on the gear icon in the upper right corner of your Dashboard. The battery level recorded during your most recent sync will be listed to the right of the picture of your Ultra.

It takes one to two hours for your Ultra's battery to go from empty to a full charge. You can charge more frequently for shorter time periods to keep your battery from draining. A full battery will last a minimum of 3 days, but will typically last 5-7 days.

When the Ultra's battery gets low, the tracker will enter a power saving mode. You will see an empty battery icon when you push your tracker's button. After several presses to the button, the display will stop turning on to save the battery. Please charge your tracker as soon as possible. The tracker will continue to collect data until it enters full shutdown mode.

## Memory

Your Ultra stores minute-by-minute data for one week. After 7 days, that data is converted to a daily total, which is stored for an additional 23 days.

When you sync your Ultra, its data is uploaded to your Fitbit.com Dashboard, and securely stored on Fitbit's servers. As long as you sync your Ultra within thirty days of activity, you will be able to transmit that data to your Fitbit.com Dashboard.

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**NOTE:** Every night at midnight, your Ultra will reset itself. This means your goal progress and daily data will begin at zero again. This does not delete the data stored on your tracker. That data will be uploaded to your Fitbit.com Dashboard the next time you sync your Ultra.

The time this reset occurs is based on the Time Zone set on your Fitbit.com profile.

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# What Fitbit Ultra tracks

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## The Ultra's Display

Pushing the tracker's button will cause it to cycle through the following displays to show you:

Steps taken



Distance traveled



Calories burned



Floors climbed



Recent activity levels (indicated by a growing flower)



A clock



A personalized greeting and sporadic "Chatter"



## Beginner mode

When you first set up your Fitbit tracker, it will be in beginner mode. The name corresponding to the display mode you're in will appear (for example, "STEPS" will be displayed before "7482" and the steps icon) in beginner mode.

After the display has cycled through each screen 5 times, beginner mode will end, and you will be in normal operating mode. In normal mode, the value and icon is displayed immediately for faster viewing.

Any time your tracker is reset, it will enter beginner mode. This will happen if you shut down and then restart your tracker, upgrade your device, or when the tracker's battery drains completely.

## Lefty mode

Your Ultra tracker can be displayed in **Lefty mode**, which orients the display to make it easier for left handed individuals to read their trackers when holding them with

their left hand. The Ultra comes oriented for right-handed users by default. To change your tracker to lefty mode, go to your Device Settings and select the “Left-handed” button.

## Tracking sleep with your Ultra

Your Ultra can track how many hours you sleep. It will also track your movement and restlessness to let you know the quality of your sleep.

Wear your Fitbit Ultra to bed to measure how long and well you sleep.

1. Put your tracker into the wristband that came with your Ultra and wrap it around your non-dominant wrist.
2. Once you are in bed and ready to fall asleep, press and hold the tracker’s button for 2+ seconds. You will see a blinking stopwatch and clock. The other icons will also blink, indicating that your tracker is in sleep mode.
3. When you wake up, press and hold the button for 2+ seconds to stop the sleep recording. The icons will stop blinking to indicate you’ve exited sleep mode. Once you exit sleep mode, your tracker will resume displaying your daily totals.
4. Once the data syncs, graphs on your Dashboard will reveal how long you slept and the number of times you woke up. Last night’s sleep will appear on today’s page.

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**NOTE:** If you forgot to press the button on your tracker, but were wearing it while you slept, you can enter the times manually on the Track My Sleep page and your data will still appear once you sync your tracker.

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## Activity Recordings

An activity recording is similar to the trip mode on the odometer in your car. You can use activity recording to do things like track a tennis game or an exercise class so that you may later examine data from the time you were performing that exercise more closely. Recordings do not affect how your data is tracked or analyzed; they instead serve to bring greater visibility to a specified time frame.

To start a recording, hold your tracker’s button down for 2-3 seconds until a flashing stopwatch and running numbers appear as they do in sleep mode. While in recording mode, the display icons will blink. When you press the tracker’s button to cycle between screens, the stats displayed will represent the activity that has occurred

since the recording started. To exit recording mode, hold your tracker's button down for 2-3 seconds until the icons and numbers on its display stop flashing.

The next time your tracker syncs to Fitbit, the information from your recording will display on your activities page along with additional stats such as pace, duration of the recording, a graph of your speed, and more.

To add an activity onto your Fitbit Dashboard, do the following:

1. From your Dashboard, click the "Log Activity" icon.
2. Start typing the activity you want to add in the box under "Find an Activity to Log"
3. If the activity is in our system, it will appear in the grey box
4. If the activity is not in our system, you have the option to create your own activity by clicking the yellow "Add Custom Activity" text that will appear in the dropdown menu.

# Your Fitbit.com Dashboard

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## Browser Requirements

Browser	Mac Version	Windows Version
 Apple Safari	5.0.5 and higher	Not Supported
 Google Chrome	12 and higher	12 and higher
 Microsoft Internet Explorer	Not Supported	8 and higher
 Mozilla Firefox	3.6.18 and higher	3.6.18 and higher

## Using your Dashboard

Fitbit provides you with a free online tool to help track, manage, and evaluate your fitness progress.

### Understanding the Dashboard

Your Dashboard is the where you will be taken when you log into your Fitbit account. It will show you an overview of your progress towards goals, allow you to edit your goals, and view your historical data.

### Logging Food, Activities, and Sleep

From your Dashboard, you can launch individual log pages to keep track of your Food, Activities, Sleep, and other custom trackers.

## Device Info Preview

When you click on the **gear icon** you will be shown information about the time of your tracker's last sync and battery level.

## Managing your Ultra from Fitbit.com

You can also manage your Ultra from Fitbit.com by clicking on your **gear icon** in the top right corner, selecting **Account Settings**, and then choosing **Device Settings** from the left sidebar.

The Device Settings screen allows you to change your **time zone**. This will impact when your tracker data resets, because your tracker will reset at midnight for the time zone your tracker is set to.

# Updating Fitbit Ultra

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Fitbit may release updates for your Ultra, which will be available for free from Fitbit.

New feature enhancements and product improvements are made through updates.

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**NOTE:** Updating your Ultra is demanding on the battery. It is recommended that you charge your Ultra before, during, or after performing an update.

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## Updating Ultra on a PC

You can update your Ultra if you have a PC. Ultra updates are not supported on Macs.

1. Right-click on the diamond Fitbit icon in the system tray at the bottom right corner of your screen (you may have to click the < to see hidden icons).
2. Select Fitbit > About...
3. On the bottom left corner of the About screen, click Upgrade Firmware.
4. Follow the onscreen instructions, taking care not to remove the tracker from the base station until the process completes.

## Using the Fitbit Service Manager

The Fitbit Service Manager - System Tray Application (Windows Only)

- 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 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 plugging the base station's USB cord back in again.

Note: Launch the Fitbit application by going to Start > All

Programs > Fitbit > Fitbit to start the system tray application. All functions of the installed software are accessed through the system tray icon.

## The Fitbit Data Uploader - Service

- This service syncs all your data with the website.
- By default, the service will start when you log in to your computer.
- Firewall settings (usually those found in a business environment) may prevent the software from communicating with the website, in which case no sync can take place.

# Help

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Troubleshooting and assistance for your Fitbit Ultra tracker can be found at <http://help.fitbit.com>.

# Return policy and warranty

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Warranty information and the Fitbit.com Store Return Policy can be found online at <http://www.fitbit.com/returns>.

# FCC Statement

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Model No: F001 FCC ID: XRAF001

Model No: F002 FCC ID: XRAF002

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: this device may not cause harmful interference and this device must accept any interference received, including interference that may cause undesired operation of the device.

# FCC RF Radiation Exposure Statement

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This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

# Industry Canada Statement

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Model No: F001 IC ID: 8542A-F001

Model No: F002 IC ID: 8542A-F002

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105 (b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the IC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: this device may not cause interference and this device must accept any interference, including interference that may cause undesired operation of the device.

# IC RF Radiation Exposure Statement

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This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter

# fitbit ultra

