

Unable to pair your HPB fitness tracker with the Healthy 365 app?

Try these troubleshooting steps!



Step 1

Check that the Healthy 365 app is updated to the latest version and ensure your mobile phone and HPB fitness tracker are in close proximity to each other.



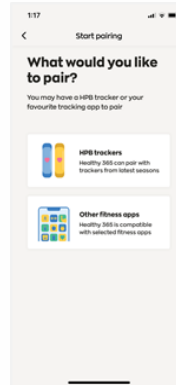
Step 2

Make sure that your HPB fitness tracker is not mistakenly paired directly to your phone's Bluetooth. If so, go to "Settings" > "Bluetooth" > Select the connected HPB fitness tracker > Proceed to "Forget Device/Unpair" to unpair from your mobile phone.



Step 3

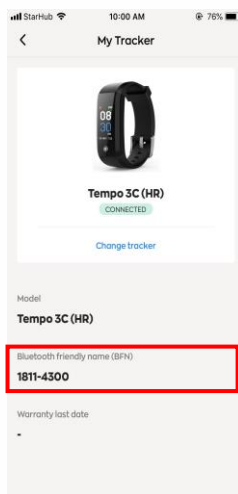
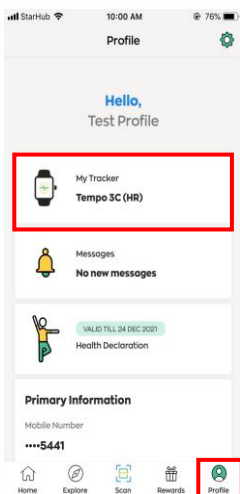
Turn your mobile phone's Bluetooth off and then turn it on again. Ensure that your mobile phone's Internet and location services are both turned on too.



Step 4

Try pairing your HPB fitness tracker to the Healthy 365 app again.

How do I identify which fitness tracker I am paired to.



Step 1

On the "Profile" page of the Healthy 365 app, tap on "My Tracker".

Step 2

Verify that the Bluetooth Friendly Name (BFN) of the paired HPB fitness tracker matches the BFN that appears on the Healthy 365 app. Toggle between screens on your HPB fitness tracker to find your BFN.