














# COMPATIBLE DEVICES & APPS

## BYOD (Bring Your Own Device)

Device and app compatibility continuously changes as new models are introduced by the leading manufacturers. As new options become available, the ones that meet our QA standards are added to our 3rd-party integration platforms. Our current list of compatible devices and apps includes:

DEVICE / APP	AVAILABLE VIA:	STEPS	CALORIES	TIME	DISTANCE
Apple Health App	 iOS	✓			✓
Apple Watch	 iOS	✓	✓	✓	✓
FitBit	 Android  iOS  Windows	✓	✓	✓	✓
Garmin	 Android  iOS  Windows	✓	✓	✓	✓
Google Fit	 Android	✓	✓		✓
Misfit	 Android  iOS	✓	✓	✓	✓
Strava	 Android  iOS			✓	✓

Apple devices (the Health App or Watch) must be connected through the Sonic Boom mobile app for us to receive your data.

- 1 Download the Sonic Boom Wellness app
- 2 Open the app, select your profile photo, tap the gear/settings icon, and click "Register a new device or app."
- 3 Follow the prompts to grant Sonic Boom access to your data.

\*Note: Our system cannot receive activity minutes data from users who only have the Apple Health app connected.

# COMPATIBLE DEVICES & APPS



The following list reflects the most commonly used devices and apps that members have successfully connected to their personal Sonic Boom accounts, although Sonic Boom is compatible with all devices made by the following brands...

## APPLE WATCH [apple.com/watch/](https://apple.com/watch/)

Series 1

Series 2

Series 3

Series 4

Series 5

Series 6

Nike+

Hermes

## FITBIT [fitbit.com/home/](https://fitbit.com/home/)

Ace

Alta

Blaze

Charge

Flex

Inspire

Ionic

MobileTrack

One

Surge

Versa

Zip

## GARMIN [buy.garmin.com/en-US](https://buy.garmin.com/en-US)

Vivoactive

Vivofit

Vivofit 2

Vivoki

Vivosmart

Vivosmart HR

## MISFIT [misfit.com/fitness-trackers](https://misfit.com/fitness-trackers)

Flare

Ray

Shine

Speedo

Shine

Swarovski Activity Crystal

# DEVICE / APP INTEGRATION — GENERAL TIPS & TRICKS

After a successful offload to your device's app, it can take ~15 minutes for that data to appear in your Sonic Boom account.

Offload/sync/transfer data from your activity tracker to its app at least twice a day. This ensures striding totals update accordingly. Here's how:

- Turn your phone's Bluetooth ON.
- Open up your device's app.
- When Bluetooth is ON, an offload/sync should automatically start.

Offloading/syncing requires a strong signal – either from a Wi-Fi connection or a cellular connection.

- If you have trouble syncing using Wi-Fi, turn Wi-Fi OFF and try to use a cellular connection instead (or vice versa).

From time to time, the Bluetooth connection between your activity tracker and its app may time-out. This is a common issue with Bluetooth and it's easy to fix. Here's how:

- Refresh the Bluetooth connection by:
  - Open up your device's app.
  - When Bluetooth is ON, an offload/sync should automatically start.

Not seeing data in your Sonic Boom account? Try this:

- First, be sure that you've offloaded data to your device's app (if that hasn't happened, we won't be able to receive your data on our app!)
- If you've offloaded to your device's app and you still have issues, you can contact [support@sbwell.com](mailto:support@sbwell.com) for help.