

Healthy County Device Troubleshooting

There are a lot of activity trackers out there, and they all have their unique features and quirks. Here are some best practices and troubleshooting steps to ensure your experience is smooth, seamless, and gets you up-and-Booming!

Activity Tracker Best practices:

- Ensure phone has a strong Wi-Fi and/or cellular signal
- Sync/offload/transfer data at least twice a day
- When you're done syncing/offloading/transferring data, force-close (iPhone) or force-stop (Android) device's app. Reopen app the next time you'd like to offload
- Ensure all privacy settings are OFF and/or settings are set to "public" so SBW can intake data

Common reasons for syncing trouble:

- Wi-Fi and/or cellular signal of phone isn't strong enough to send data to the device manufacturer's servers
- Device hasn't offloaded data in a long time
- Privacy settings are enabled within the device app, preventing SBW from receiving data

Having trouble syncing between the device and the device's app?

- Toggle Bluetooth OFF then ON
- Force-close (iPhone) or force-stop (Android) your device's app from running & reopen it
- Log out of your device's app & log back in
- Delete/reinstall device's app
- Reboot phone

Having trouble syncing between the device's app and Sonic Boom?

- Member needs to contact SBW (either via email or phone – see contact info below)
- Sonic Boom will disconnect the device account from their SBW account
- Member uses an "incognito/private browsing" internet window, to re-link device account to SBW account

Device Support Contact Information:

- Fitbit – 1 (877) 623-4997 & [Fitbit Support](https://support.fitbit.com/)
- Apple - <https://support.apple.com/> & <https://www.apple.com/contact/>
- Garmin – <https://support.garmin.com/en-US/>
- Misfit – 1 (855) 322-6469 & <https://misfit.com/contactform/>

Still need help?

Reach out to **Sonic Boom** at support@sbwell.com or call us at 1.877.766.4208!