



## Fitbit Customer Service



## Fitbit Customer Service

Panyathip Kaewlek

September 2021



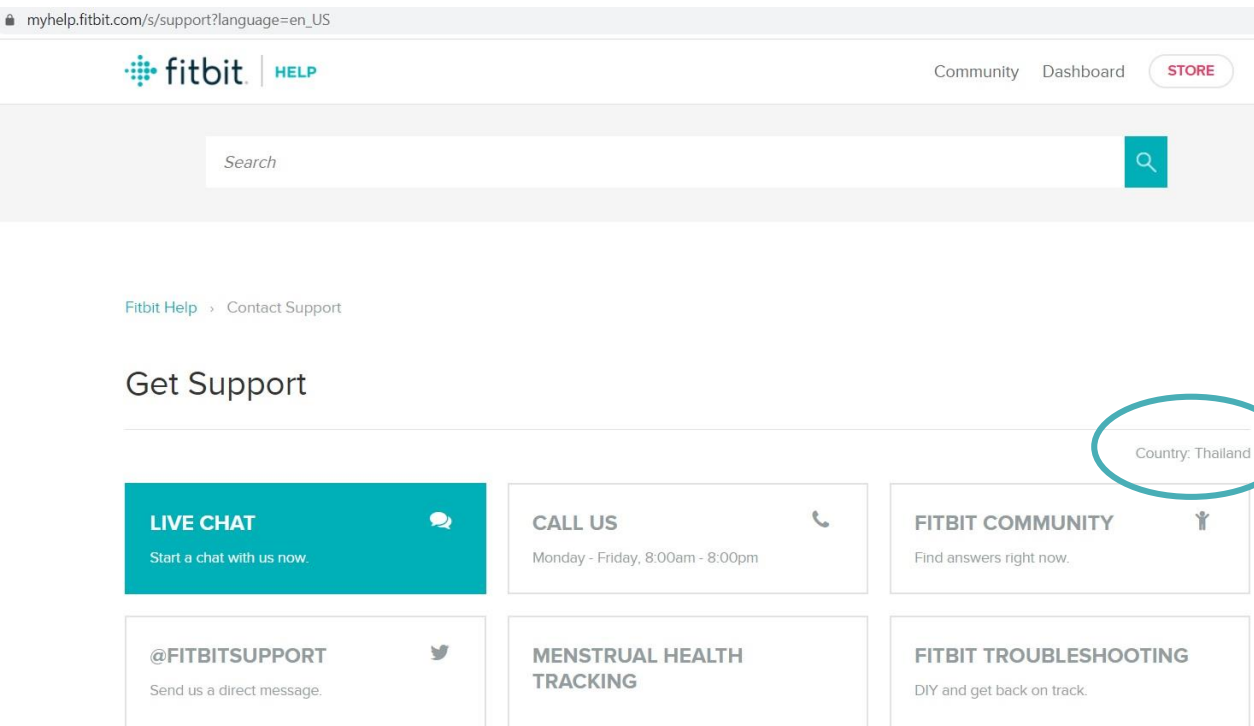
## Fitbit Customer Service

- How to contact?
- How to prepare information?
- Fitbit Troubleshooting



Laptop

How to contact Fitbit Customer Service?



Laptop

## How to contact Fitbit customer service?

1. [https://myhelp.fitbit.com/s/home?language=en\\_US&co=TH](https://myhelp.fitbit.com/s/home?language=en_US&co=TH)

Please double check that  
Country : Thailand  
Language : English

## Get Support

Country: Thailand

<b>LIVE CHAT</b> Start a chat with us now. Monday - Sunday, 07:00 AM - 07:00 PM	<b>+6625061693</b> Monday - Friday, 8:00am - 8:00pm	<b>FITBIT COMMUNITY</b> Find answers right now.
<b>@FITBITSUPPORT</b> Send us a direct message.	<b>MENSTRUAL HEALTH TRACKING</b>	<b>FITBIT TROUBLESHOOTING</b> DIY and get back on track.

# Laptop

## How to contact Fitbit customer service?

Option 1 : Click “LIVE CHAT”

Option 2: “CALL US”  
Call Center : 02-506-1693

Option 3: Twitter “@FITBITSUPPORT”  
to send a direct message





Mobile

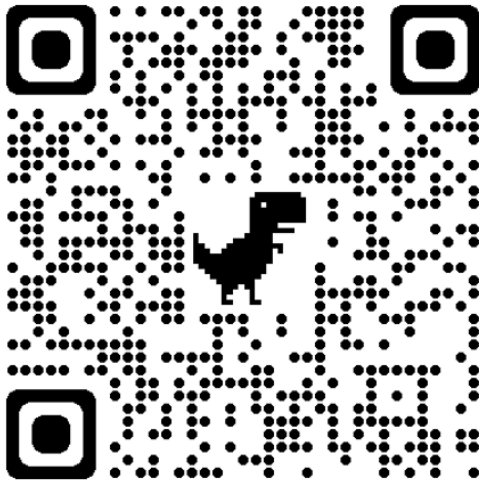
How to contact Fitbit customer service?



## Mobile

### How to contact Fitbit customer service?

1. Visit <https://myhelp.fitbit.com>
2. Click “GET SUPPORT”

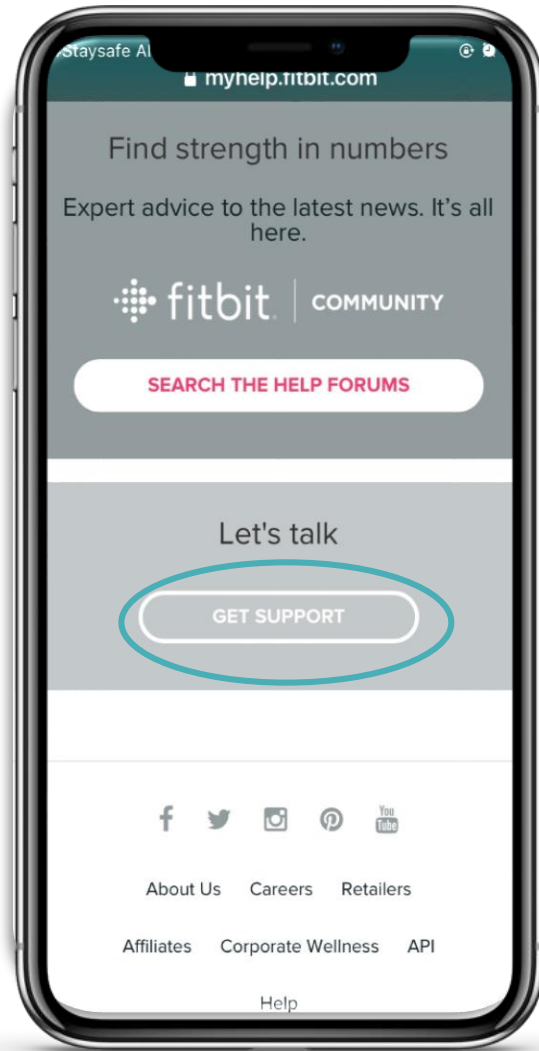


GET SUPPORT

1. Please scan this QR code or visit [https://myhelp.fitbit.com/s/home?language=en\\_US&co=TH](https://myhelp.fitbit.com/s/home?language=en_US&co=TH)

2. Click “Get Support”

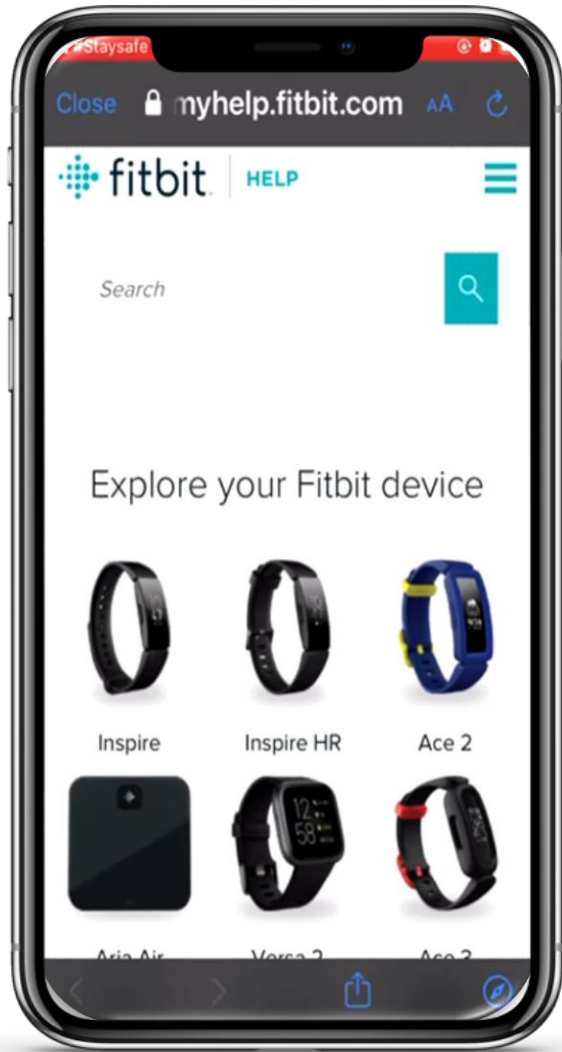




# Mobile

## How to contact Fitbit customer service?

1. Please scan this QR code or visit [https://myhelp.fitbit.com/s/home?language=en\\_US&co=TH](https://myhelp.fitbit.com/s/home?language=en_US&co=TH)
2. Click “Get Support”



# Mobile

## How to contact Fitbit customer service?

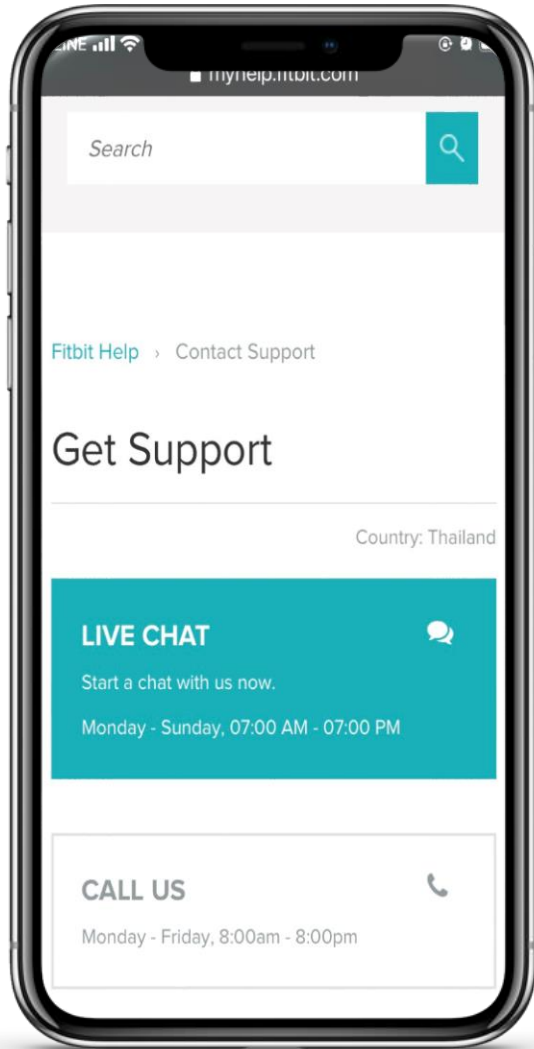
### 3. Options

Option 1 : Click “LIVE CHAT”

Option 2: “CALL US”

Call Center : 02-506-1693

Option 3: Twitter “@FITBITSUPPORT”  
to send a direct message

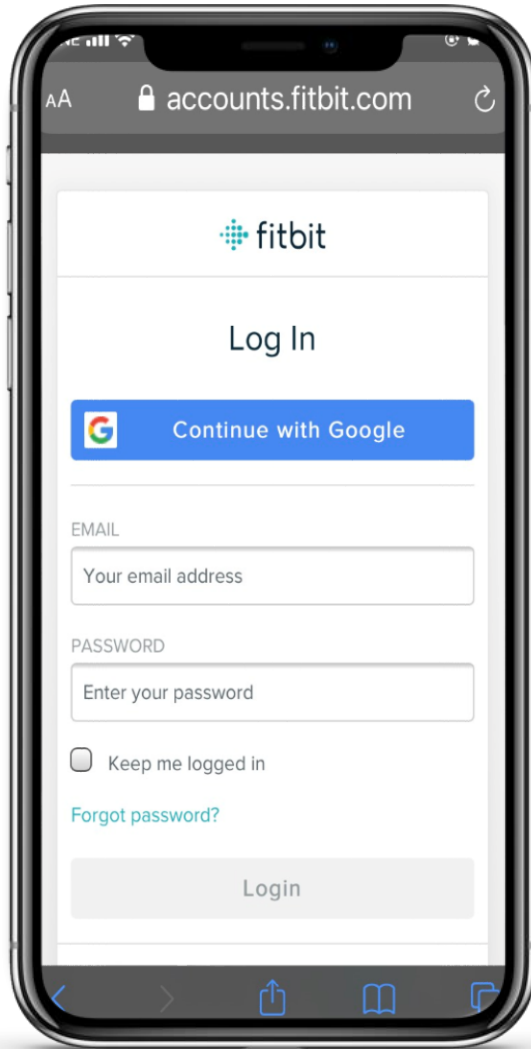


## Mobile

How to contact Fitbit customer service?

Option 1 :

Click “LIVE CHAT”



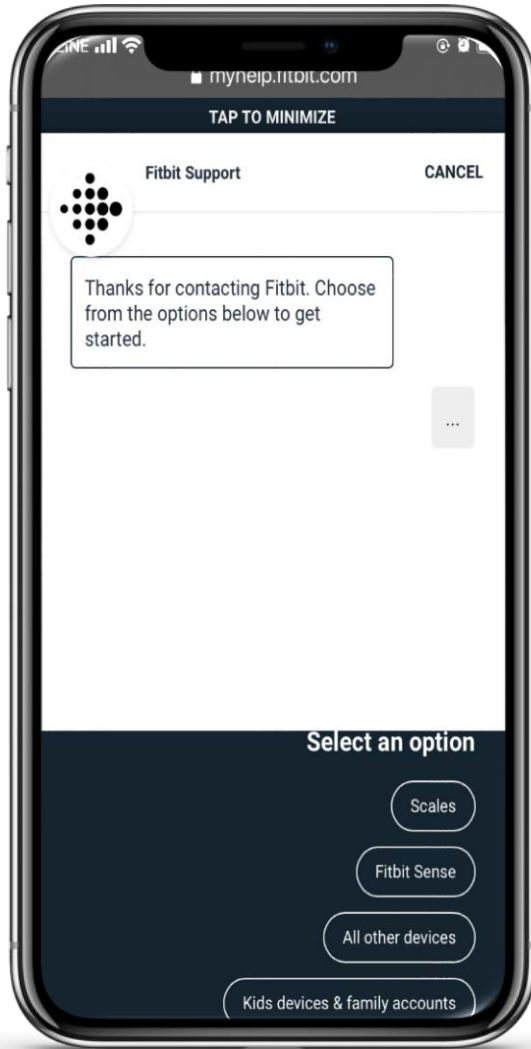
## Mobile

### How to contact Fitbit customer service?

Option 1 :

Click “LIVE CHAT”

Log in with your Fitbit Account



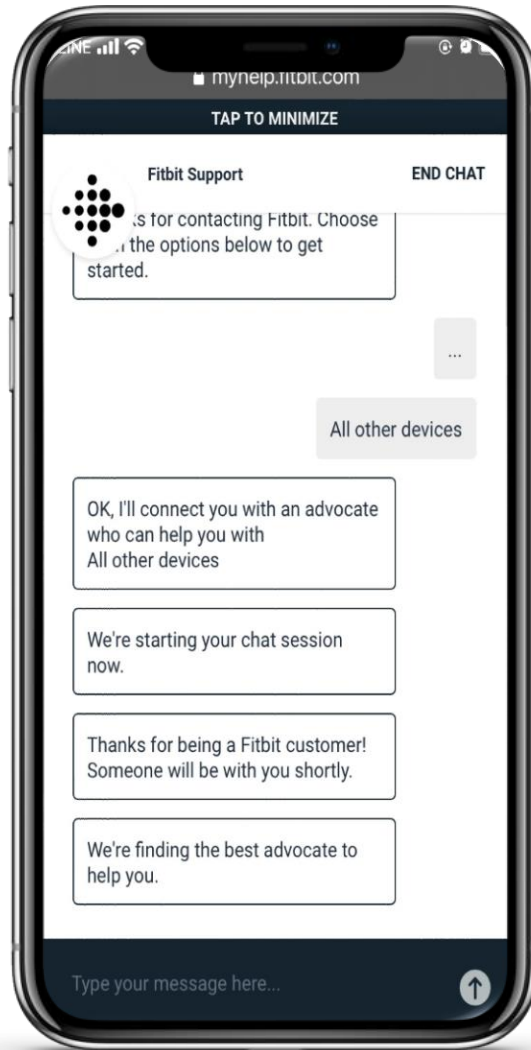
## Mobile

### How to contact Fitbit customer service?

Option 1 : Click “LIVE CHAT”

Log in with your Fitbit Account

Then select an option



## Mobile

### How to contact Fitbit customer service?

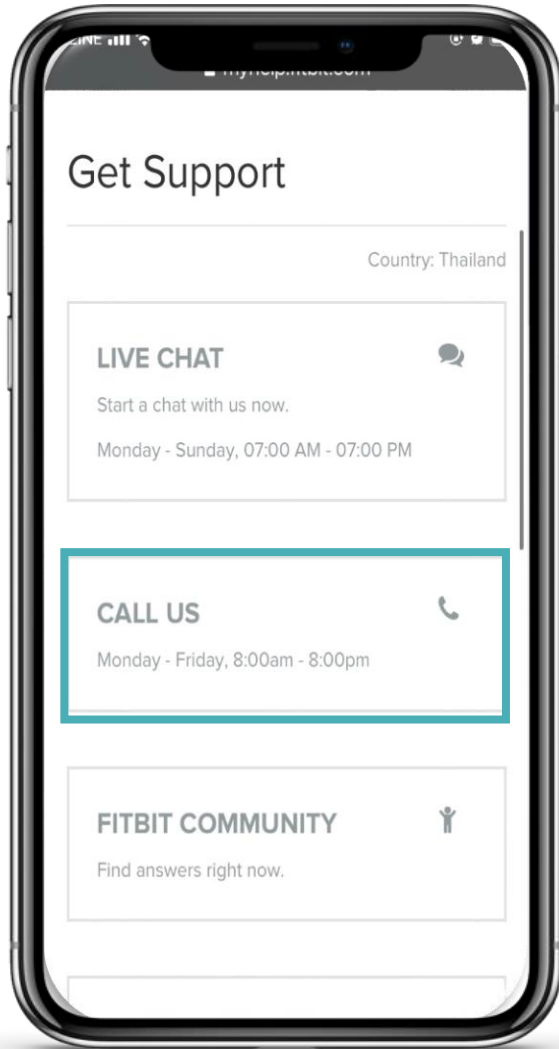
Option 1 : Click “LIVE CHAT”

Log in with your Fitbit Account

Then select an option

or click all other devices





## Mobile

### How to contact Fitbit customer service?

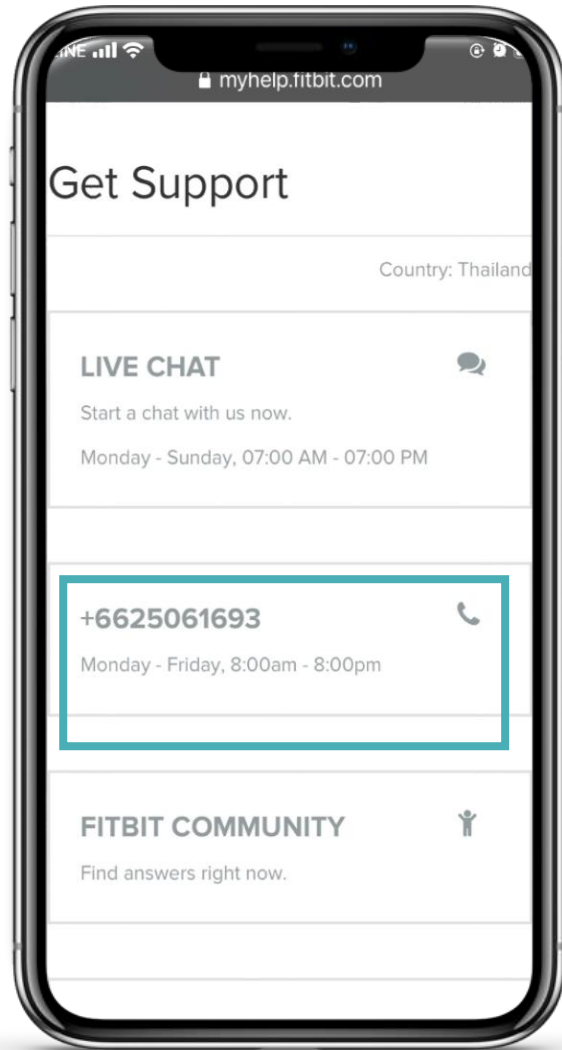
Option 2: “CALL US”

Call Center : 02-506-1693

Available Time :

Monday – Friday 8:00 am – 8:00 pm

English Language



## Mobile

### How to contact Fitbit customer service?

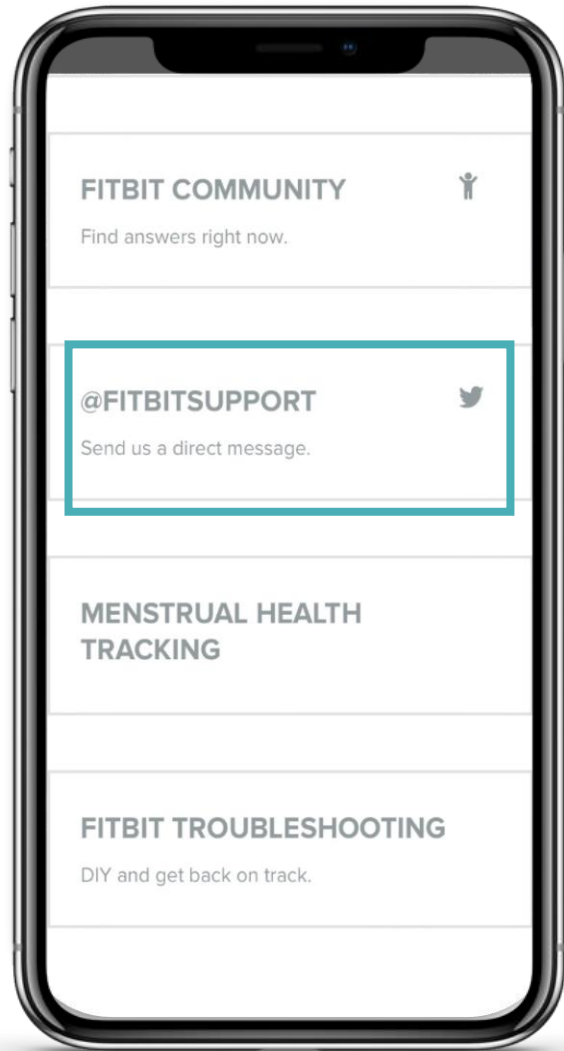
Option 2: “CALL US”

Call Center : 02-506-1693

Available Time :

Monday – Friday 8:00 am – 8:00 pm

English Language



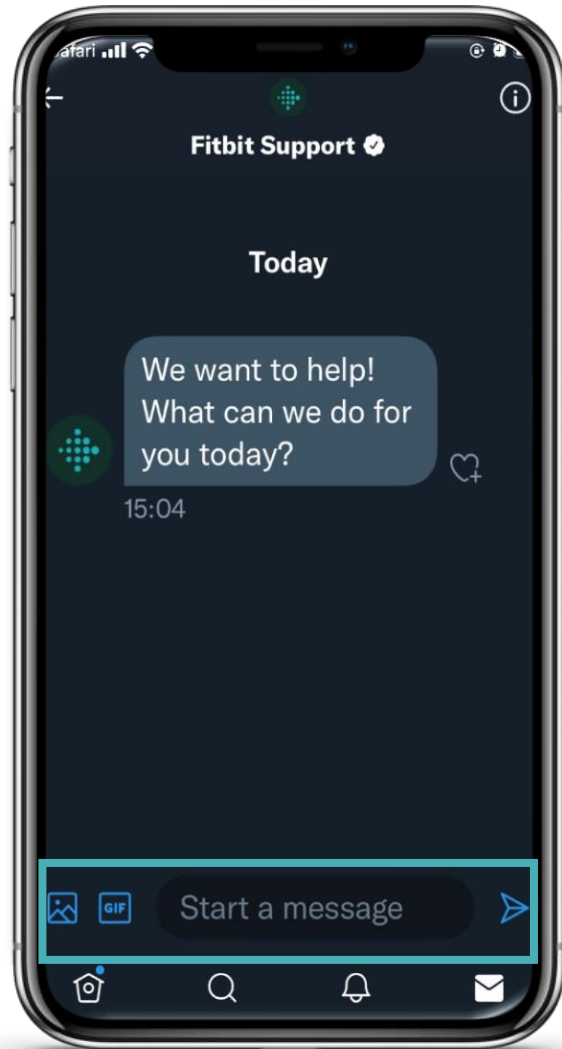
Mobile

How to contact Fitbit customer service?

Option 3 : Twitter

Log in twitter account

Then, send a direct message



Mobile

How to contact Fitbit customer service?

Option 3 : Twitter

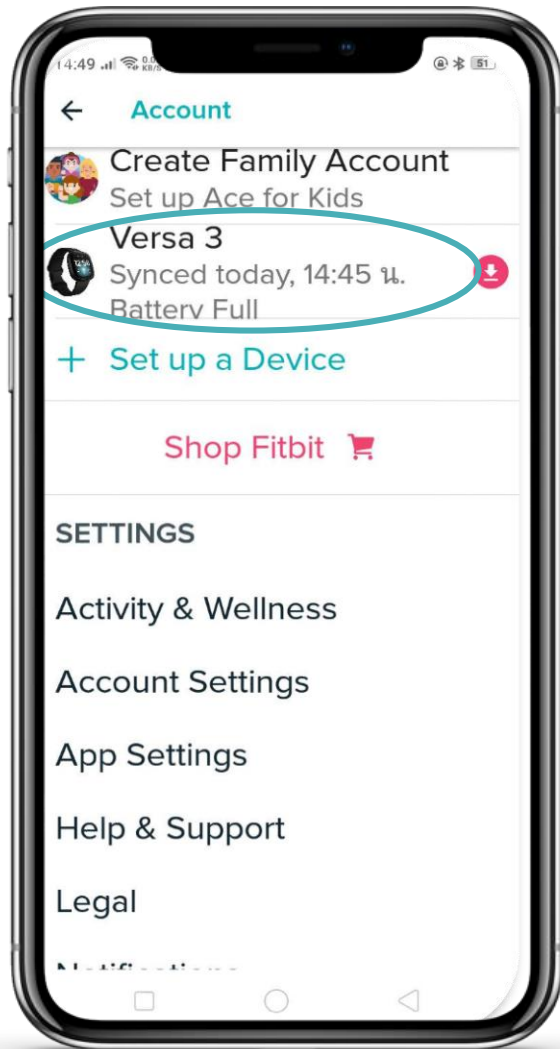
Log in twitter account

Then, send a direct message



## Preparation

1. Fitbit account ( eg. xxxx@gmail.com )
2. Contact Number
3. Mailing address
4. First name
5. Fitbit model
6. Fitbit mobile App version
7. Smartphone model – IOS 13 or Android
8. Estimated Fitbit setup date



## How to prepare information?

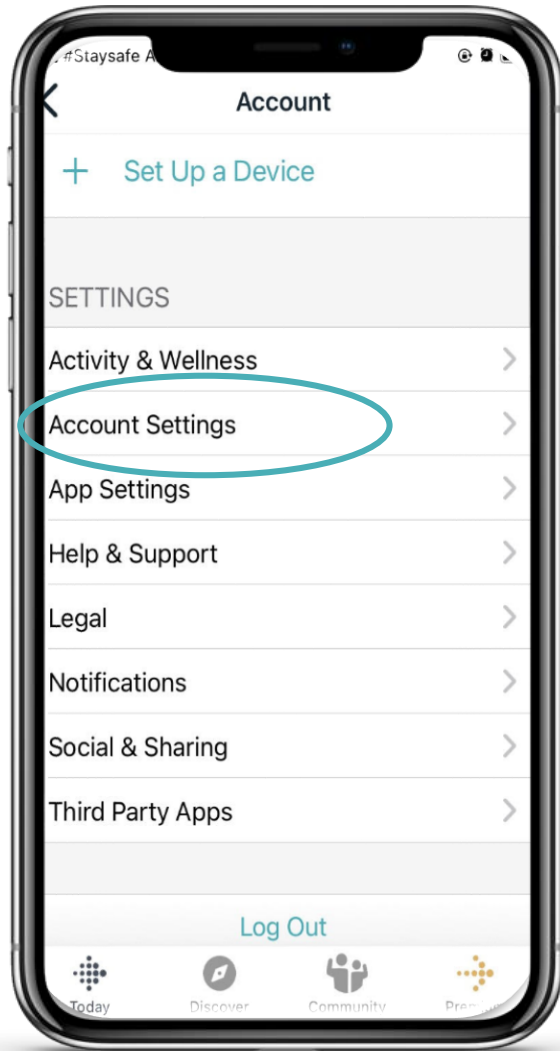
A user's Fitbit account  
( eg. xxxx@gmail.com )

To check Fitbit Email Account

Both iOS and Android

Fitbit App > Profile Picture > Account Setting  
> Change Email > Shows Email Account





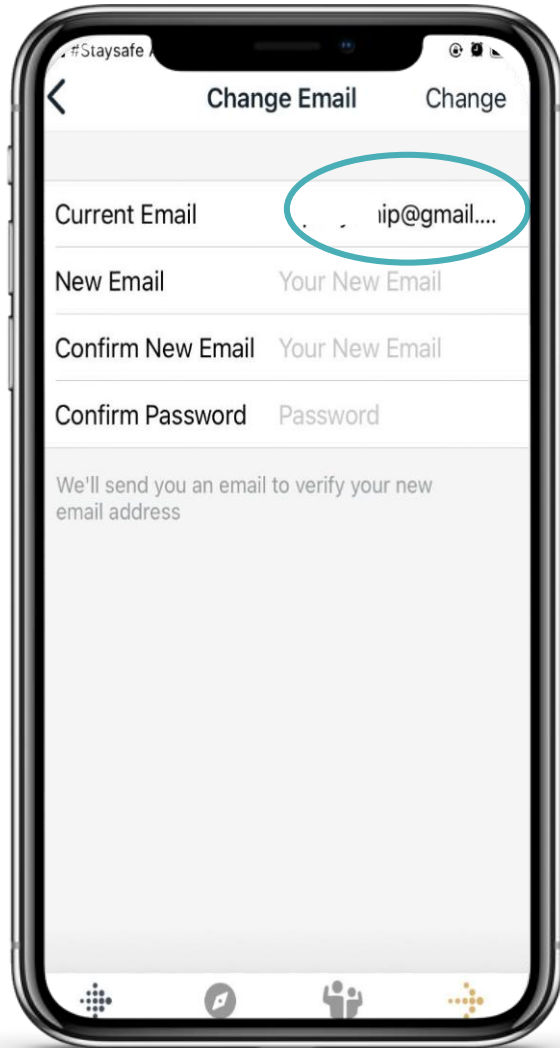
## How to prepare information?

A user's Fitbit account  
( eg. xxxx@gmail.com )

To check Fitbit Email Account

Both iOS and Android

Fitbit App > Profile Picture > Account Setting  
> Change Email > Shows the Email Account



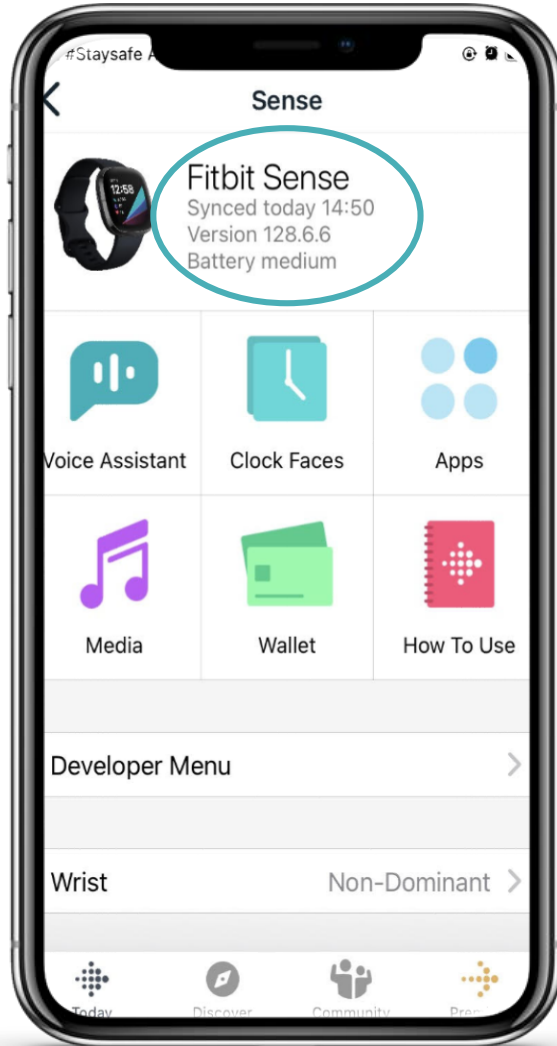
## How to prepare information?

A user's Fitbit account  
( eg. xxxx@gmail.com )

To check Fitbit Email Account

Both iOS and Android

Fitbit App > Profile Picture > Account Setting  
> Change Email > shows the Email Account



## How to prepare information?

### Fitbit Model and Firmware Version

To check Fitbit Model and Firmware Version

Both iOS and Android

To check Fitbit Model and Version

Both iOS and Android

Fitbit App -> Profile Picture > Fitbit Model Picture > Version

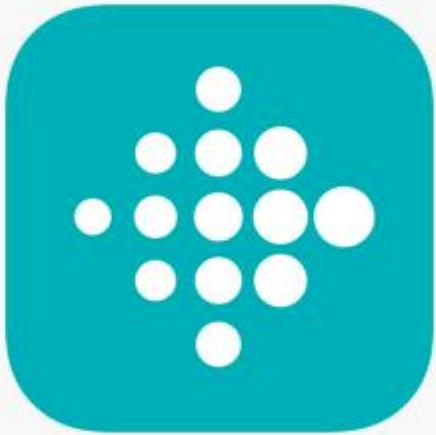


## How to prepare information?

### Fitbit Activation Date

To check Fitbit Activation Date on Trackers/Smartwatch

VDO : Setting> Device Info > System Info > Activation Date



## How to prepare information?

### Fitbit Application Version

To check Fitbit Application Version

iOS : App Store > Fitbit > Check for update

Android : Paly Store > Fitbit > Check for update

## Popular topics

---

How do I restart my Fitbit device?

---

Why won't my Fitbit device sync?

---

How do I track my heart rate with my Fitbit device?

---

What's Fitbit's return and warranty policy?

---

What should I know about Fitbit Premium?

---

How do I set up my Fitbit device?

## Fitbit Troubleshooting

For basic troubleshooting please visit

[https://myhelp.fitbit.com/s/home?language=en\\_US  
&co=TH](https://myhelp.fitbit.com/s/home?language=en_US&co=TH)



## How do I restart my Fitbit device?

If you experience any of the following issues and you've checked your settings, restart your device:

- Won't sync
- Won't respond to taps, swipes, or button press
- Won't track steps or other data
- Won't show notifications or reminders


Restarting your device turns it off and on without deleting any activity data.

Some Fitbit devices have small holes for sensors such as the microphone or altimeter. Don't attempt to restart your device by inserting any items, such as paper clips, into these holes as you can damage your Fitbit device.

✓  Ace and Alta series

✓  Ace 2, Ace 3, and Inspire series

✓  Charge series

✓  Ionic, Sense, and Versa series

## Fitbit Troubleshooting

[https://help.fitbit.com/articles/en\\_US/Help\\_article/1186.htm](https://help.fitbit.com/articles/en_US/Help_article/1186.htm)