fitbit ace 2™



BC

User Manual
Version 1.0

Table of Contents

Get started 5
What's in the box 5
Set up Ace 2 6
Charge your tracker 6
See your data in the Fitbit app 7
Wear Ace 2 8
Placement 8
Handedness 8
Change the wristband 9
Remove a wristband 9
Attach a new wristband 9
Basics 11
Navigate Ace 2 11
Basic navigation 11
Quick settings 12
Care for Ace 2 13
Change the clock face 14
Notifications 15
Set up notifications 15
See incoming notifications 15
Turn off notifications 16
Timekeeping 17
Set an alarm 17
Dismiss or snooze an alarm 18
Use the Timers app 19
Activity and Sleep 20
See your stats 20

Track a daily activity goal 20
Choose a goal 20
Track your hourly activity 21
Track your sleep 21
Set a sleep goal 21
Set a bedtime reminder 22
Learn about your sleep habits 22

Update, Restart, and Erase 23

Update Ace 2 23
Restart Ace 2 23
Erase Ace 2 23

Troubleshooting 25

Unresponsive device 25

General Info and Specifications 26

Sensors 26
Materials 26
Wireless technology 26
Haptic feedback 26
Battery 26
Memory 26
Display 27
Wristband size 27
Environmental conditions 27
Learn more 27
Return policy and warranty 27

Regulatory & Safety Notices 28

USA: Federal Communications Commission (FCC) statement 28
Canada: Industry Canada (IC) statement 29
European Union (EU) 30
Argentina 31
Australia and New Zealand 32
China 32

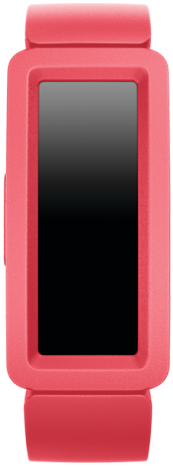
India 33
Israel 34
Japan 34
Mexico 34
Morocco 35
Nigeria 35
Oman 35
Pakistan 35
Philippines 36
Serbia 36
South Korea 37
Taiwan 37
United Arab Emirates 39
Zambia 39
Safety Statement 40

Get started

Build healthy habits as a family with Ace 2, the activity tracker designed for kids ages 6+. Take a moment to review our complete safety information at fitbit.com/safety. Ace 2 is not intended to provide medical or scientific data.

What's in the box

Your Ace 2 box includes:



Tracker



Charging cable

The detachable wristband on Ace 2 comes in a variety of colors, sold separately.

Set up Ace 2

Install the Fitbit app for Apple, Android, or Windows 10 on the primary phone, tablet, or computer your child will use Ace 2. Log in to or create your own Fitbit account. Next, create a family account and a child account. Connect Ace 2 to your child's account to transfer (or sync) data to your child's dashboard in the Fitbit app. Detailed setup instructions are available in our help article.

To set up an account, you're prompted to enter information such as your child's height to help calculate their activity. Only other members in your family account or Fitbit friends you approve can send your child direct messages or invite them to participate in challenges.

When you're done with setup, read through the guide to learn more about your new tracker and explore the Fitbit app.

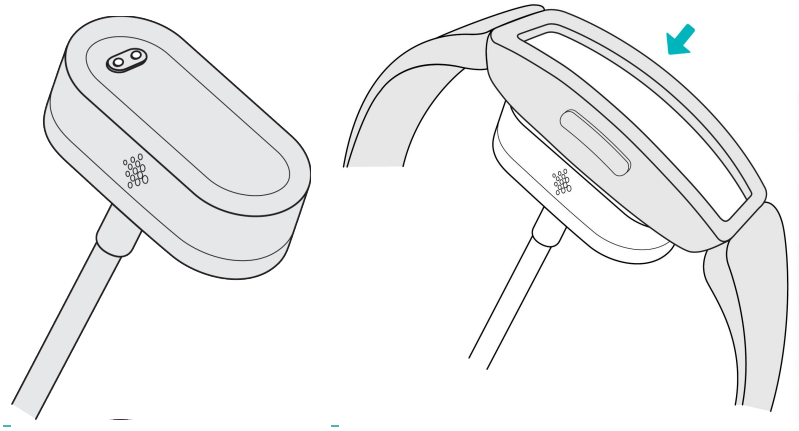
To use certain features and see all data collected by Ace 2, open kid view in the Fitbit app.

Charge your tracker

A fully-charged Ace 2 has a battery life of up to 5 days. Battery life varies with use and other factors; animated clock faces require more frequent charging.

To charge Ace 2:

1. Plug the charging cable into the USB port on your computer or a UL-certified USB wall charger.
2. Hold the other end of the charging cable near the port on the back of the tracker until it attaches magnetically. Make sure the pins on the charging cable align with the port on the back of your tracker.



Charging fully takes about 1-2 hours. While the tracker charges, you can press the button to check the battery level. A fully-charged tracker shows a solid battery icon with a smile.

See your data in the Fitbit app

Sync Ace 2 to transfer your data to the Fitbit app, where you can view your activity and sleep data, participate in challenges, and more. For best results, keep all-day sync turned on, so that Ace 2 syncs periodically with the app.

If you turn off all-day sync, we recommend syncing at least once a day. Each time you open the Fitbit app in kid view, Ace 2 syncs automatically when it's nearby. You can also use the Sync Now option in the app at any time.

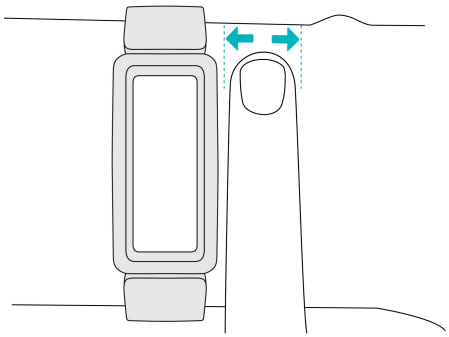
For more information, see help.fitbit.com.

Wear Ace 2

Place Ace 2 around your wrist. If you purchased an accessory wristband, see the instructions in "Change the wristband" on the facing page.

Placement

Wear Ace 2 a finger's width above your wrist bone.



Handedness

For greater accuracy, you must specify whether you wear Ace 2 on your dominant or non-dominant hand. Your dominant hand is the one you use for writing and eating. To start, the Wrist setting is set to non-dominant. If you wear Ace 2 on your dominant hand, change the Wrist setting in the Fitbit app.

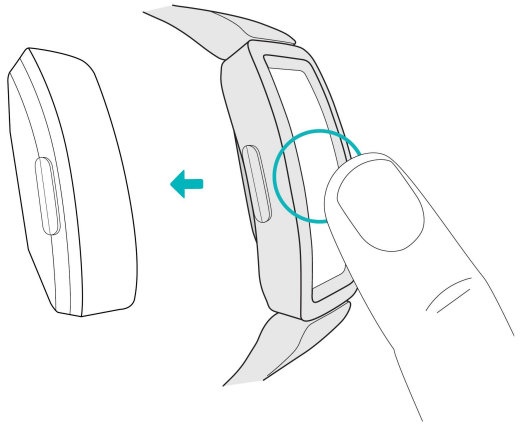
Change the wristband

Ace 2 comes with a wristband attached. The wristband can be swapped with accessory wristbands, sold separately. For wristband measurements, see "Wristband size" on page 27. Note that for larger sizes or different styles, Ace 2 is compatible with Inspire series classic accessory wristbands.

Remove a wristband

To remove the wristband:

1. Hold the tracker with the screen facing you and the button on the left.
2. Gently push the top of the tracker through the back opening in the wristband.

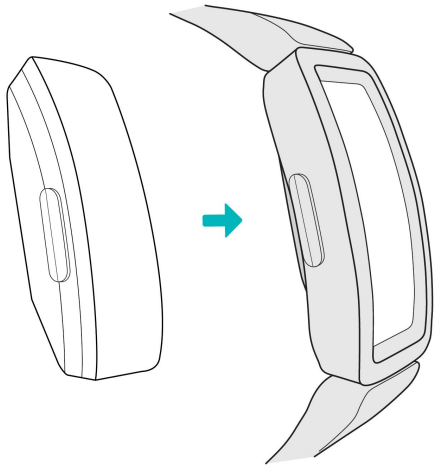


Attach a new wristband

To attach a wristband:

1. Hold the tracker with the back facing you and the button on the right.
2. Hold the wristband with the back opening facing you and the button insert on the right.

3. Place the top of the tracker into the flexible wristband opening and gently push the bottom of the tracker into place. Ace 2 is secure when all edges of the band lie flat against the tracker.



Basics

Learn how best to navigate, check the battery level, and care for your tracker.

Navigate Ace 2

Ace 2 has an OLED touchscreen display and 1 button.

Navigate Ace 2 by tapping the screen, swiping up and down, or pressing the button. To preserve battery, the tracker's screen turns off when not in use.

Basic navigation

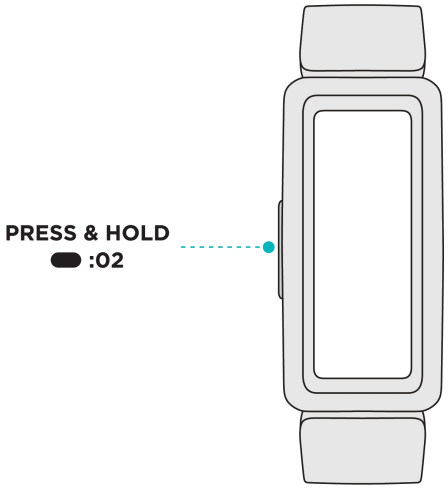
The home screen is the clock. On the clock:

- Swipe down to scroll through the apps on Ace 2. To open an app, swipe to find the app and then tap it.
- Swipe up to see your daily stats.



Quick settings

Press and hold the button on Ace 2 for a faster way to access certain settings. Tap a setting to turn it on or off. When you turn off the setting, the icon appears dim with a line through it.



On the quick settings screen:

- Check the battery level.
- Adjust your Screen Wake setting. When the Screen Wake setting is on, turn your wrist toward you to turn on the screen.
- Turn notifications on or off. When the Notifications setting is on, Ace 2 displays notifications from your phone when your phone is nearby. For more information, see "Notifications" on page 15.

Care for Ace 2

It's important to clean and dry Ace 2 regularly. For more information, see fitbit.com/productcare.

Change the clock face

A variety of clock faces are available in the Fitbit Clock Gallery.

Choose from several kid-friendly clock faces. Note that animated clock faces require more frequent charging.

To change your clock face:

1. With your tracker nearby, from the Fitbit app dashboard, tap the account icon > Ace 2 tile.
2. Tap Clock Faces > All Clocks.
3. Browse the available clock faces. Tap a clock face to see a detailed view.
4. Tap Select to add the clock face to Ace 2.

Notifications

Ace 2 can display call notifications from your phone to keep you informed. The phone and tracker must be within 30 feet of each other to receive notifications.

Set up notifications

Check that Bluetooth on your phone is on and that your phone can receive notifications (often under Settings > Notifications). Then set up notifications:

1. With your tracker nearby, from the Fitbit app dashboard, tap the account icon > Ace 2 tile.
2. Tap Notifications.
3. Follow the on-screen instructions to pair your tracker. Ace 2 appears in the list of Bluetooth devices connected to your phone. Call notifications are turned on automatically.

For more information, see help.fitbit.com.

See incoming notifications

When your phone and Ace 2 are within range, a call causes the tracker to vibrate. The name or number of the caller scrolls once. Press the button to dismiss the notification.



Turn off notifications

Turn off notifications in the quick settings on Ace 2:

1. Press and hold the button on your tracker to reach the quick settings screen.
2. Tap Notifications to turn them off.

Note that if you use the Do Not Disturb setting on your phone, you don't receive notifications until you turn off this setting.

Timekeeping

Alarms vibrate to awake or alert you at a time you set. Set up to 8 alarms to occur once or on multiple days of the week. You can also time events with the stopwatch or set a countdown timer.

Set an alarm

Set and delete alarms in the Fitbit app. Turn alarms on or off directly on Ace 2 in the Alarms app .

For more information, see help.fitbit.com.



Dismiss or snooze an alarm

When an alarm goes off, the tracker vibrates.

To dismiss the alarm, press the button. To snooze the alarm for 9 minutes, swipe down.

Snooze the alarm as many times as you want. Ace 2 automatically goes into snooze mode if you ignore the alarm for more than 1 minute.



Use the Timers app

Time events with the stopwatch or set a countdown timer with the Timers app on your tracker.

For more information, see help.fitbit.com.

Activity and Sleep

Ace 2 continuously tracks a variety of stats whenever you wear it. Data automatically syncs when in range of the Fitbit app throughout the day.

See your stats

From the clock face, swipe up to see your daily stats, including:

- Steps taken
- Active minutes
- Steps taken this hour and the number of hours you met your hourly activity goal
- Sleep duration

Find your complete history and other information detected by your tracker in the Fitbit app.

Track a daily activity goal

Ace 2 tracks your progress toward a daily activity goal of your choice. When you reach your goal, the tracker vibrates and shows a celebration.

Choose a goal

To begin, your goal is 10,000 steps per day. Choose to increase or decrease the number of steps, or to change your goal to active minutes.

For more information, see help.fitbit.com.

Track progress toward your goal on Ace 2. For more information, see "See your stats" above.

Track your hourly activity

Ace 2 helps you stay active throughout the day by keeping track of when you're stationary and reminding you to move.

Reminders nudge you to walk at least 250 steps each hour. You'll feel a vibration and see a reminder on your screen at 10 minutes before the hour if you haven't walked 250 steps. When you meet the 250-step goal after receiving the reminder, you'll feel a second vibration and see a congratulatory message.

Turn on reminders to move in the Fitbit app.



For more information, see help.fitbit.com.

Track your sleep

Wear Ace 2 to bed to automatically track your time asleep and movement during the night to help you understand your sleep patterns. To see your sleep stats, sync your tracker when you wake up and check the app.

For more information, see help.fitbit.com.

Set a sleep goal

By default, you have a sleep goal of 9 hours of sleep per night. Customize this goal to meet your needs.

For more information, see help.fitbit.com.

Set a bedtime reminder

The Fitbit app can recommend consistent bedtimes and wake times to help you improve the consistency of your sleep cycle. You can choose to be reminded nightly when it's time to start getting ready for bed.

For more information, see help.fitbit.com.

Learn about your sleep habits

Ace 2 tracks several sleep metrics including when you go to bed, how long you're asleep, and how long you spend awake or restless. Track your sleep with Ace 2 and check the Fitbit app to see your sleep patterns.

Update, Restart, and Erase

Learn how to update, restart, and erase Ace 2.

Update Ace 2

Update your tracker to get the latest feature enhancements and product updates.

When an update is available, a notification appears in the Fitbit app. After you start the update, a progress bar appears on Ace 2 and in the Fitbit app until the update is complete. Keep your tracker and phone close to each other during the update.

Note: Updating Ace 2 takes several minutes and may be demanding on the battery. We recommend plugging your tracker into the charger before starting the update.

For more information, see help.fitbit.com.

Restart Ace 2

If you can't sync Ace 2, don’t see your stats, or your tracker is unresponsive, restart your device:

1. Connect Ace 2 to the charging cable. For instructions, see "Charge your tracker " on page 6.
2. Press and hold the button on your tracker for 5 seconds. Release the button. When you see a smiley face and Ace 2 vibrates, the tracker restarted.

Restarting your tracker reboots the device but doesn't delete any data.

Erase Ace 2

If you want to give Ace 2 to another person or wish to return it, first clear your personal data:

1. Connect Ace 2 to the charging cable. For instructions, see "Charge your tracker " on page 6.
2. Open the Settings app > Clear User Data.
3. Press the screen for 3 seconds, then release. When Ace 2 vibrates and the clock screen appears, your data is erased.

Note: If you don't see the option to Clear User Data, close the Settings app and reopen it while Ace 2 is connected to the charger. The option should appear.

Troubleshooting

If Ace 2 isn't working properly, see our troubleshooting steps below. Visit help.fitbit.com for more information.

Unresponsive device

If you experience any of the following issues, restart your device:

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

See "Restart Ace 2" on page 23 for instructions on how to restart your tracker.

For more information or to contact Customer Support, see help.fitbit.com.

General Info and Specifications

Sensors

Fitbit Ace 2 contains a MEMS 3-axis accelerometer, which tracks motion patterns.

Materials

The housing on Ace 2 is plastic. The Ace 2 classic wristband is made of a flexible silicone similar to that used in many sport watches and includes a plastic buckle.

Wireless technology

Ace 2 contains a Bluetooth 4.0 radio transceiver.

Haptic feedback

Ace 2 contains a vibration motor for alarms, goals, notifications, and reminders.

Battery

Ace 2 contains a rechargeable lithium-polymer battery.

Memory

Ace 2stores your data, including daily stats, sleep information, and activity history, for 7 days. For best results, sync yourtracker daily.

Display

Ace 2 has an OLED display.

Wristband size

The wristband size is shown below. Note that accessory wristbands sold separately may vary slightly.

One-size wristband	Fits a wrist between 4.6 and 6.6 inches (116 mm - 168 mm) in circumference

Environmental conditions

Operating Temperature	14° to 113° F (-10° to 45° C)
Non-operating Temperature	-4° to 14° F (-20° to -10° C) 113° to 140°F (45° to 60° C)
Water Resistance	Water resistant up to 50 meters
Maximum Operating Altitude	28,000 feet (8,534 m)

Learn more

To learn more about your tracker and dashboard, visit help.fitbit.com.

Return policy and warranty

You can find warranty information and the fitbit.com return policy at fitbit.com/legal/returns-and-warranty.

Regulatory & Safety Notices

Notice to the User: Regulatory content for select regions for FB412 can also be viewed on your device. To view the content: Settings > Device Info

USA: Federal Communications Commission (FCC) statement

Model FB412

FCC ID: XRAFB412

Notice to the User: The FCC ID can also be viewed on your device. To view the content:

Settings > Device Info

Unique Identifier: FB412

Responsible Party – U.S. Contact Information

199 Fremont Street, 14th Floor
San Francisco, CA
94105
United States
877-623-4997

***.fitbit.com

FCC Compliance Statement (for products subject to Part 15)

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 meets the FCC and IC requirements for RF exposure in public or uncontrolled environments.

Canada: Industry Canada (IC) statement

Model/Modèle FB412:

IC: 8542A-FB412

Notice to the User: The IC ID can also be viewed on your device. To view the content:

Settings > Device Info

Avis à l'utilisateur: L'ID de l'IC peut également être consulté sur votre appareil. Pour voir le contenu:

Paramètres> Informations sur l'appareil

This device meets the IC requirements for RF exposure in public or uncontrolled environments.

Cet appareil est conforme aux conditions de la IC en matière de RF dans des environnements publics ou incontrôlée

IC Notice to Users English/French in accordance with current issue of RSS GEN:

This device complies with Industry Canada license exempt RSS standard(s).

Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS standard exempts de licence (s). Son utilisation est soumise à Les deux conditions suivantes:

1. cet appareil ne peut pas provoquer d'interférences et
2. cet appareil doit accepter Toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif

European Union (EU)

Model FB412

Simplified EU Declaration of Conformity

Hereby, Fitbit, Inc. declares that the radio equipment type Model FB412 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.fitbit.com/safety

Vereinfachte EU-Konformitätserklärung

Fitbit, Inc. erklärt hiermit, dass die Funkgerättypen Modell FB412 die Richtlinie 2014/53/EU erfüllen. Der vollständige Wortlaut der EU-Konformitätserklärungen kann unter folgender Internetadresse abgerufen werden: www.fitbit.com/safety

Declaración UE de Conformidad simplificada

Por la presente, Fitbit, Inc. declara que el tipo de dispositivo de radio Modelo FB412 cumple con la Directiva 2014/53/UE. El texto completo de la declaración de conformidad de la UE está disponible en la siguiente dirección de Internet: ***.fitbit.com/safety

Déclaration UE de conformité simplifiée

Fitbit, Inc. déclare par la présente que les modèles d'appareils radio FB412 sont conformes à la Directive 2014/53/UE. Les déclarations UE de conformité sont disponibles dans leur intégralité sur le site suivant : www.fitbit.com/safety

Dichiarazione di conformità UE semplificata

Fitbit, Inc. dichiara che il tipo di apparecchiatura radio Modello FB412 è conforme alla Direttiva 2014/53/UE. Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: www.fitbit.com/safety

CE

Argentina

Model FB412:

CNC COMISIÓN NACIONAL DE COMUNICACIONES C-22555

Australia and New Zealand



China

Regulatory content can also be viewed on your device. To view the content:

Settings > Device Info

Model FB412:

Frequency band: 2400-2483.5

Transmitted power: Max EIRP, 6.3dBM

Occupied bandwidth: 2MHz

Modulation system: GFSK

CMIIT ID displayed: On packaging

CMIT ID: 2018DJ9012

China RoHS

部件名称 Part Name	有毒和危险品 Toxic and Hazardous Substances or Elements					
Model FB412	铅 (Pb)	水银 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴化苯 (PBB)	多溴化二苯醚 (PBDE)
表带和表扣 (Strap and Buckle)	O	O	O	O	O	O
电子 (Electronics)	--	O	O	O	O	O
电池 (Battery)	O	O	O	O	O	O
充电线 (Charging Cable)	O	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制

O = 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572规定的限量要求以下 (indicates that the content of the toxic and hazardous substance in all the Homogeneous Materials of the part is below the concentration limit requirement as described in GB/T 26572).

X = 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572规定的限量要求 (indicates that the content of the toxic and hazardous substance in at least one Homogeneous Material of the part exceeds the concentration limit requirement as described in GB/T 26572).



India

Model FB412

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > Device Info

Israel

Model FB412

התאמה אישור 55-01198

המוצר של המודולארי בחלק טכני שינוי כל לבצע אין.

Japan

Model FB412

Notice to the User: Regulatory content for this region can also be viewed on your device. To view the content:

Settings > Device Info





201-180693

Mexico

Model FB412



La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada

Morocco

Model FB412

AGREE PAR L'ANRT MAROC

Numéro d'agrément: MR 18210 ANRT 2018
Date d'agrément: 11/12/2018

Nigeria

Model Name FB412

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

Oman

Model FB412

D090258

TRA/TA-R/6790/19

Pakistan

Model FB412

TAC No: 9.6044/2018

Approved by PTA 2019

PTA

Pakistan Telecom Authority

Model: FB412
Serial No: Refer to retail box
Year of Manufacture: 2018

Philippines

Model FB412

NATIONAL TELECOMMUNICATIONS COMMISSION

NTC

Type Accepted
No: ESD-1918518C

Serbia

Model FB412



South Korea

Model FB412

클래스 B 장치 (가정 사용을위한 방송 통신 기기) : EMC 등록 주로 가정용 (B 급)으로하고, 모든 지역에서 사용할 수 있습니다 얻을이 장치. " 해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다. "

Taiwan

Model FB412



低功率警語:

依據 低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

Translation:

Low power warning:

According to the management method of low power radio wave radiating motor.

Article 12

Low-power RF motors that have passed the type certification are not allowed to change the frequency, increase the power or change the characteristics and functions of the original design without permission.

Article 14

The use of low-power RF motors shall not affect flight safety and interfere with legal communications; if interference is found, it shall be immediately deactivated and improved until no interference is required.

Legal communication in the preceding paragraph refers to radio communications operating in accordance with the provisions of the Telecommunications Act. Low-power RF motors must withstand interference from legitimate communications or radiological electrical equipment for industrial, scientific, and medical use.

使用過度恐傷害視力」

使用30分鐘請休息10分鐘。 2歲以下幼兒不看螢幕，2歲以上每天看螢幕不要超過1小時。

Translation:

“Excessive use may cause damage to vision”

Rest for 10 minutes after every 30 minutes.

Children under 2 years old should stay away from this product. Children 2 years old or more should not see the screen for more than 1 hour.

電池警語：

此裝置使用鋰電池。

若未遵照下列準則，則裝置內的鋰離子電池壽命可能會縮短或有損壞裝置、發生火災、化學品灼傷、電解液洩漏及／或受傷的風險。

Translation:

Battery warning:

This device uses a lithium battery.

If the following guidelines are not followed, the life of the lithium-ion battery in the device may be shortened or there is a risk of damage to the device, fire, chemical burn, electrolyte leakage and / or injury.

United Arab Emirates

Model FB412

TRA Registered No.: ER68013/18
Dealer No: 35294/14

Zambia

Model FB412

ZICTA

ZMB / ZICTA / TA / 2019 / 1 / 3

Safety Statement

This equipment has been tested to comply with safety certification in accordance with the specifications of EN Standard: EN60950-1:2006 + A11:2009 + A1:2010 + A12: 2011 + A2:2013.

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