

When do I need the wireless sync dongle?

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Information

The wireless sync dongle is the small USB device that comes with most Fitbit trackers. The dongle allows your tracker and computer to communicate with one another.



WHEN DO I NEED TO USE THE DONGLE?

If you only sync your tracker with a mobile device, you don't need the dongle. Some computers that can communicate with the tracker over Bluetooth also don't need the dongle. However, because a computer's Bluetooth signal can occasionally be weak or problematic, it's a good idea to keep the dongle nearby even if you usually sync without it.

The Bluetooth-equipped computers that don't generally require a dongle are:
Macs with Fitbit Connect software installed
Windows 10 PCs with the Fitbit app for Windows 10 installed

WHICH TRACKERS DON'T COME WITH A DONGLE?

Because our newer trackers are optimized for use with mobile devices, they don't ship with dongles. This list includes:

Alta
Blaze
Charge 2
Flex 2

If you need a dongle, they're available for sale in the [Fitbit Store](#).

Note that Blaze customers who want to use a computer don't need a dongle if these conditions are met:

The computer is running Windows 10.
The Fitbit app for Windows 10 is installed.
Blaze is in the charging cradle.

The other end of the cradle is plugged into a USB port on the computer.
In this scenario syncing occurs while Blaze is in the charging cable. It only works in conjunction with the Fitbit app for Windows 10.