

Previous Next Options

THOMSON REUTERS®

780 POINTS

Reward Details

1 2 3 4  
1,000 Points 10,000 Points 20,000 Points 35,000 Points

COMMUNITY

- Events Calendar
- Groups
- My Friends

VIRGIN PULSE STORE

CHALLENGES TRACKING PROGRESS REWARDS COMMUNITY

DEVICES & APPS

1 2 3 4  
1,000 Points 10,000 Points 20,000 Points 35,000 Points

4

VIRGIN PULSE STORE

DEVICES & APPS

Browse Options Find by Activity My Devices & Apps

Fitbit logo

Here are the devices and apps you currently have connected with your Virgin Pulse account.

Fitbit logo

Here are the devices and apps you currently have connected with your Virgin Pulse account.

File Edit View History Bookmarks Tools Help

https://app.member.virginpulse.com/#/mystats

abouttabs Thomson Reuters WebEx ... ICR builds ASIC Processes and Proc... Lawlex Pub Ops helpful link page... Login (2)

Find: Fair Work Previous Next Options

780 POINTS Reward Details

THOMSON REUTERS

CHALLENGES TRACKING PROGRESS REWARDS COMMUNITY

# MY STATS

chat
support

**MY STEPS**

WEEK MONTH

AUG 14 - AUG 20

Category	Value
STEPS THIS WEEK	4,009
MOST ACTIVE DAY	2016-08-17
DAILY STEP GOAL	7,000 STEPS

Missing Steps?

**MY WORKOUTS**

WEEK MONTH

AUG 14 - AUG 20

5:05 PM 17/08/2016





















# < Thump, whack or tap your Zip to change the...

Pressing won't work since it's not your  
typical touchscreen :)



Steps



Distance



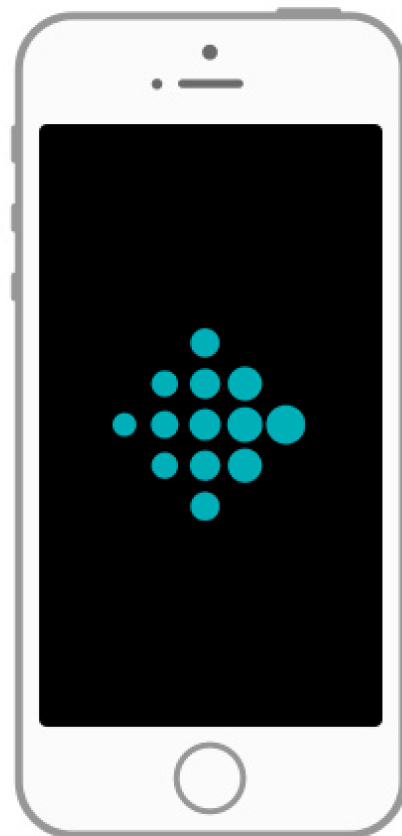
Calories

**Next**



# < See your stats on the go

Your Zip will now sync with your mobile device anytime you open this app.



Done



# fitbit

Edit

 Learn more about the new Dashboard

Today



4,009 steps



2.75  
km



1,087  
cals



15  
minutes



Dashboard



Challenges



Friends



Account







# fitbit

Edit

 Learn more about the new Dashboard

Today



12,351 steps



9.04 km



1,492 cals



98 minutes



Dashboard



Challenges



Friends



Account



Today

Notifications

Thursday,  
18<sup>th</sup> August



Calendar

No Events

Tomorrow

You have no events scheduled for tomorrow.

Edit

2 New Widgets Available

[Weather](#) information provided by The Weather Channel, LLC.



Today Notifications

Today ✕



**Fitbit** now

Overachiever! You're 4,228 steps over your daily goal.

We're aware that some badges have been rewarded incorrectly. Thanks for your patience while we work to fix this. [Read more](#)

9 Replies

### Zip resetting multiple times per day

 [waynez1122](#)  
First Steps

Aug 9

My Zip is resetting the step count multiple times per day. I usually have between 7000 and 13000 steps per day, depending on what work I'm doing that day. Some days, my Zip works just fine. On other days, it will randomly reset to 0 steps. As an example, this morning I was outside build a shed and was up to 5000+ steps by 11:30 a.m when I came in for a break. Went back outside and worked for another 1-1/2 hours. When I came in for lunch, I only had 516 steps. After lunch, I went outside and continued working on the shed. When I came in around 5 pm, I have a whopping 292 steps.

This happens at least 2x per week. After searching the forums, I have removed/replaced the battery at least a dozen times, replaced the battery 2x even without receiving a low battery notification, and tried cleaning the battery contacts. I'm down to maybe waving a fresh cut off chicken foot over it at midnight in the light of a new moon.

How do I get this thing to start working right again?

 Votes 4  Reply

 [Mystique](#)  
Ultramarathon Racer

Aug 11

Hi @waynez1122

Since the issue remains after removing.. the battery and no timezone issue as it would then restart a new day once a day if using a incorrect timezone..

Feel free to contact the Fitbit Support Team: [India](#) | [United Kingdom](#) | [United States](#)  
Optionally check out [Returns & Warranty](#) before contacting support.

Mention what you've already tried to speed things up.

 Community Council  
@~}~Mystique~{~@

 Vote 0  Reply



### Settings


 Aeroplane Mode

 Wi-Fi BigPond1A7C

 Bluetooth On

 Notifications

 Control Centre


 Do Not Disturb


 General

 Display & Brightness

 Wallpaper

 Sounds

 Passcode

 Battery


 Privacy

 iCloud  
rmetcalfe@rjmprogramming.com.au

 iTunes & App Store

 Mail, Contacts, Calendars

 Notes

 Reminders

### General

About >

Software Update >

Siri >

Spotlight Search >

Handoff & Suggested Apps >

Accessibility >

Gestures

Use four or five fingers to:

- Pinch to the Home Screen
- Swipe up to the App Switcher
- Swipe left or right between apps

USE SIDE SWITCH TO:

Lock Rotation

Mute

Mute is available in Control Centre.

Storage & iCloud Usage >

Background App Refresh >

Auto-Lock 2 Minutes >

Restrictions Off >

Lock / Unlock



# fitbit

Edit

Yesterday



79 minutes



Track exercise



59 kg



Dashboard



Challenges



Friends



Account



< Back



# Fitbit Zip

Synced today, 08:36

Version 86

Battery medium

Customize Display >

All-Day Sync



Tap your Zip to wake it



Remove This Zip



Dashboard



Challenges



Friends



Account



< Account **Activity Goals**

DAILY ACTIVITY

Steps 10,000 steps

Distance 8.05 km

Calories Burned 2,025 cals

Active Minutes 30 minutes



Dashboard



Challenges



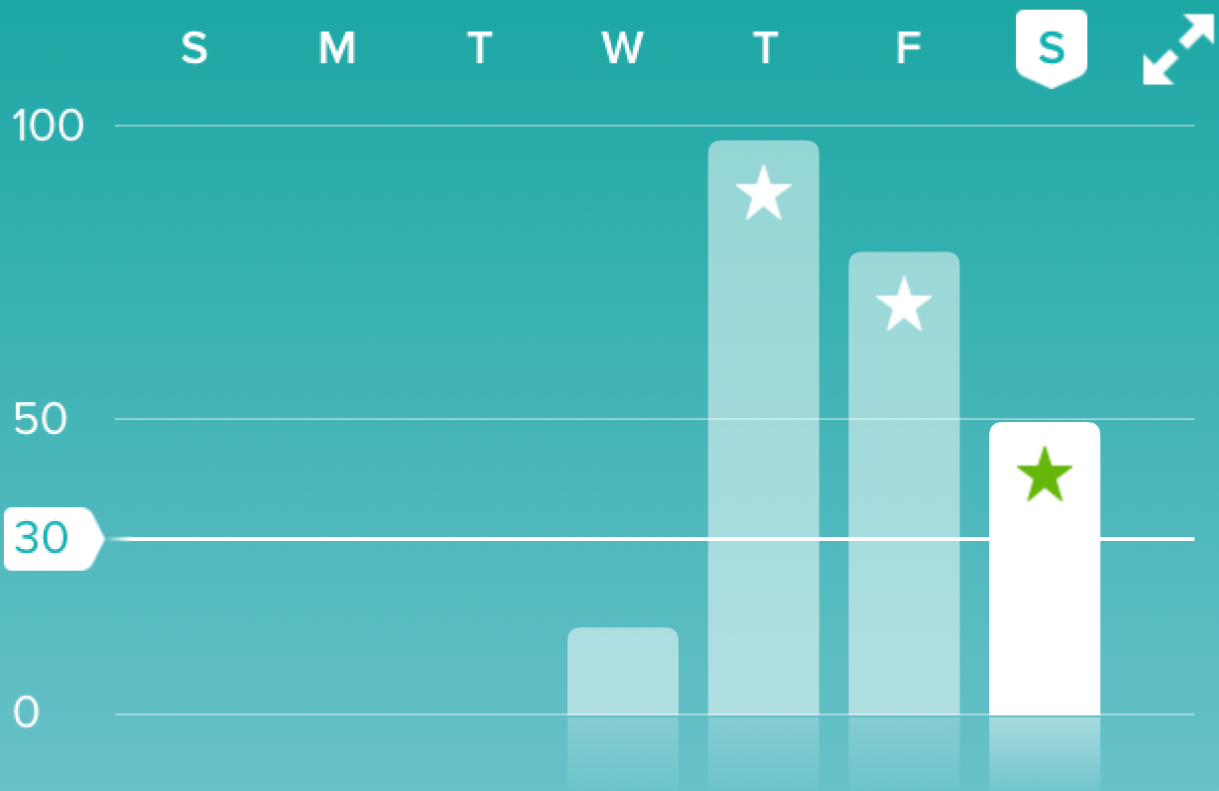
Friends



Account

< Back

# Active Minutes



## What are Active Minutes?

They're periods of moderate activity done for 10 minutes or more. [Learn More](#)

This Week

242 active minutes

Today

50 active minutes



Dashboard



Challenges



Friends



Account

# Active Minutes

Daily avg: **76**

18 – 22 Aug



105

84

63

42

21

0

⚡ Daily Goal 30

Thu

Fri

Sat

1d

1w

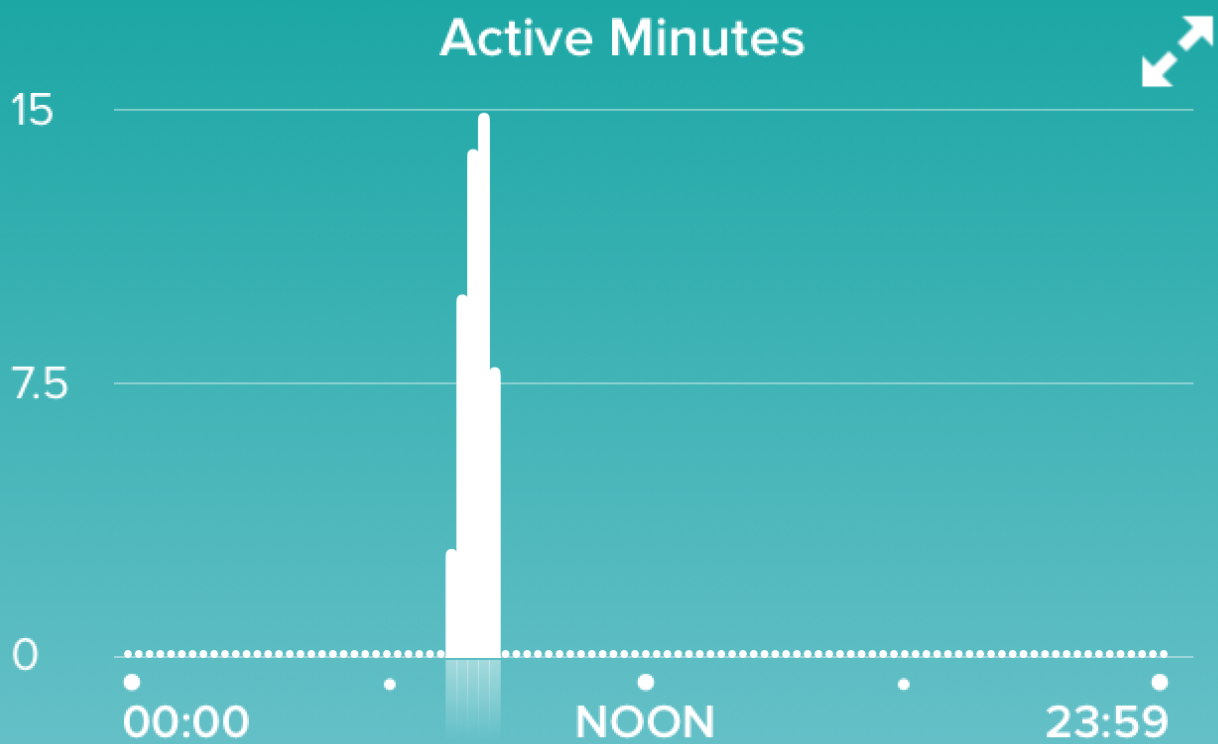
1m

3m

1y



# Active Minutes Today



## ⚡ ACTIVE MINUTES

50 active minutes



Dashboard



Challenges



Friends



Account

< Account

# Profile



## Maree Kuulma

maree.kuulma@thomsonreuters.com

11k steps per day

Edit Your Profile

### TOP BADGES



### Urban Boot

15,000 steps in a day

Earned 1 time



Badge Collection

### RECENT TROPHIES



Dashboard



Challenges



Friends



Account



Log Food



Log Water



Add Friend



Scan Barcode



Log Weight



Dashboard



Challenges



Friends



Account





Stay motivated with challenges.

[Learn More](#)



## Goal Day

Do everything you can to reach your daily step goal.

 1 - 10 |  1 day



## Weekend Warrior

Take more steps than friends from Saturday to Sunday.

 2 - 10 |  2 days



## Daily Showdown

See who can take the most steps



Dashboard



Challenges



Friends



Account