1. 

**Trouble syncing?**

* 1. First, is Bluetooth turned on? Go into your phone settings, select Bluetooth, and check that Bluetooth is switched on.
  2. Second, make sure your Steel watch is close enough (approximately 10 feet) to your mobile device.
  3. Third, turn your phone off. Wait five seconds. Turn your phone back on.

**If the above steps do not work:** Make sure that your Steel appears in Devices in the Withings Health Mate™ app:

* 1. Go into your Withings Health Mate™ app
  2. Tap on Devices (the watch icon) at the bottom of the screen and locate your Steel
  3. Tap **Alarm** to force the Withings Health Mate™ app to communicate with your Steel.
  4. You'll know that the connection with your  Steel has been established when **Connected** is indicated above **Alarm.** Your data should then start syncing.
  5. If necessary, turn off Bluetooth on your phone and turn it back on.

These troubleshooting tips, and more, can be found on the Withings website here: https://support.withings.com/hc/en-us/categories/200211007-Nokia-Steel

MOVE IT: Having trouble with your device? Read this first.

Troubleshooting Withings Devices