



















# COMPATIBLE DEVICES & APPS

## BYOD (Bring Your Own Device)

Device and app compatibility continuously changes as new models are introduced by the leading manufacturers. As new options become available, the ones that meet our QA standards are added to our 3rd-party integration platforms. Our current list of compatible devices and apps includes:

DEVICE / APP	AVAILABLE VIA:	STEPS	CALORIES	TIME	DISTANCE
Apple Health App*	 iOS	✓	✓		✓
Apple Watch*	 iOS	✓	✓		✓
FitBit	 Android  iOS  Windows	✓	✓	✓	✓
Garmin	 Android  iOS  Windows	✓	✓	✓	✓
Google Fit	 Android	✓	✓		✓
Microsoft Health / Band	 Android  iOS  Windows	✓	✓		✓
Misfit	 Android  iOS	✓	✓	✓	✓
Strava	 Android  iOS			✓	✓
Striiv	 Android  iOS	✓	✓	✓	✓

\*For SBW to receive data from either the Apple Health app or an Apple Watch, you must download the HumanAPI app and sync your data to it. Data will then appear in your personal SBW dashboard within 15 minutes of a confirmed sync. The member experience is a little clunky compared to other devices, and due to the multiple connection points, we sometimes experience data loss.

# COMPATIBLE DEVICES & APPS



The following list reflects the most commonly used devices and apps that members have successfully connected to their personal Sonic Boom accounts...

## APPLE WATCH [apple.com/watch/](https://apple.com/watch/)

Series 1

Series 2

Series 3

Series 4

Nike+

Hermes

## FITBIT [fitbit.com/home/](https://fitbit.com/home/)

Alta

Alta HR

Blaze

Charge

Charge 2

Flex

Flex 2

Mobile

Track

One

Surge

Zip

## GARMIN [buy.garmin.com/en-US](https://buy.garmin.com/en-US)

Vivoactive

Vivofit

Vivofit 2

Vivoki

Vivosmart

Vivosmart HR

## MISFIT [misfit.com/fitness-trackers](https://misfit.com/fitness-trackers)

Flare

Ray

Shine

Speedo

Shine

Swarovski Activity Crystal

## STRAVA [strava.com](https://strava.com)

## STRIIV [striiv.com/collections](https://striiv.com/collections)

Apex HR

Fusion

Fusion 2

Fusion Bio2

Fusion Lite

# DEVICE / APP INTEGRATION — GENERAL TIPS & TRICKS

After a successful offload to your device's app, it can take ~15 minutes for that data to appear in your Sonic Boom account.

Offload/sync/transfer data from your activity tracker to its app at least twice a day. This ensures striding totals update accordingly. Here's how:

- Turn your phone's Bluetooth ON.
- Open up your device's app.
- When Bluetooth is ON, an offload/sync should automatically start.

Offloading/syncing requires a strong signal – either from a Wi-Fi connection or a cellular connection.

- If you have trouble syncing using Wi-Fi, turn Wi-Fi OFF and try to use a cellular connection instead (or vice versa).

From time to time, the Bluetooth connection between your activity tracker and its app may time-out. This is a common issue with Bluetooth and it's easy to fix. Here's how:

- Refresh the Bluetooth connection by:
  - Open up your device's app.
  - When Bluetooth is ON, an offload/sync should automatically start.

Not seeing data in your Sonic Boom account? Try this:

- First, be sure that you've offloaded data to your device's app (if that hasn't happened, we won't be able to receive your data on our app!)
- If you've offloaded to your device's app and you still have issues, you can contact [support@sbwell.com](mailto:support@sbwell.com) for help.