How do I restore the connection after a lost signal?

Mari Opstad - 2026-02-12 - Comments (0) - Support and service

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In short:

If the watch appears as offline in the app, it means it has temporarily lost connection. This can happen due to poor network coverage or a low battery. In most cases, you can restore the connection in just a few steps.

Here's how:

1. **Check the battery.**
    1. Place the watch in the charger and let it charge for at least 10 minutes.
2. **Move the watch to an area with better coverage.**
    1. The watch needs both a GPS and a mobile network signal to send location data.
    2. Try going outside to an open area.
3. **Open the Care Tracker app** and wait a moment to see if the status changes from *offline* to *online*.
4. If the watch still shows as *offline*:
    1. Make sure the subscription is active in **Subscription Management** – here.

Tip:

- It may take a few minutes for the connection to be restored once the watch regains signal.
- You can confirm that the connection has been re-established when the watch's status appears as Online in the app.

Note:

If the watch still doesn’t reconnect after following these steps, contact Care Tracker Support for further assistance.

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