

FAQ's

Why is my heart rate blank or frozen on my Fitbit device?

Occasionally your device may have difficulty getting a strong signal, especially during exercises that cause your arm to move vigorously such as high-intensity interval training or boxing. Try to relax your wrist and stay still for up to 10 seconds. You might also notice a spike or dip in your reading as your device finds your heart rate. In both cases, normal tracking should resume shortly.

Why is my heart rate gray on my Fitbit device?

Your watch is searching for a stronger reading, and normal tracking should resume shortly.

How do I turn on heart-rate tracking on my Fitbit device?

Heart-rate tracking is turned on automatically. If you turned heart-rate tracking off, turn it back on:

On your device, open the Settings app. The settings app icon used on many Fitbit smartwatches, which looks like a gray gear then Heart Rate then tap to turn the setting On.

On Fitbit Alta HR and Fitbit Charge 2, you must turn on heart-rate tracking in the Fitbit app:

Tap the Today tab. The Fitbit logo in black, which looks like 13 circles in the shape of a diamond, where the circles are larger from left to right, and tap your profile picture.

Tap your device image.

Tap Heart Rate, and tap to turn the setting to Auto.

Note that you can't turn off heart-rate tracking on Fitbit Sense or Fitbit Versa 3.

What are some other tips to resolve heart-rate tracking issues?

- Tighten the band so that it doesn't slip on your wrist. Heart-rate tracking may not work with certain accessory bands, especially if they're loose fitting. For best results, use the band that came with your device.
- Use the Exercise app  to record GPS data for your workout. If you use MobileTrack in the Fitbit app, your heart rate might not appear on your device. If you tried the other steps and don't see your heart rate, restart your device.

How does my Fitbit device detect heart rate?

When your heart beats, your capillaries expand and contract based on blood volume changes. To determine your heart rate, the optical heart-rate sensor in your Fitbit device flashes its green LEDs many times per second and uses light-sensitive photodiodes to detect these volume changes in the capillaries above your wrist. Then your device calculates how many times your heart beats per minute (bpm). The optical heart-rate sensor detects a range of 30-220 bpm.*

We use green LEDs because they maximize the signal detected from the capillaries near the surface of the skin. The optical heart-rate sensor also uses infrared light to determine when the device is on your wrist to improve the accuracy of your heart-rate data.

*This range applies during sleep; while you're awake, the range is 40-220 bpm. On Fitbit Versa 2, the range is 30-250 bpm

How do I check heart rate on my Fitbit device?

Swipe up on your clock face to see your current heart rate and either your heart-rate zone or resting heart rate (if not in a zone). To see heart rate details, tap (Fitbit Sense and Fitbit Versa 3) or swipe (other devices).

If your device has an Exercise app, you can check your real-time heart rate and heart-rate zone during a workout. Note that your device doesn't track your heart rate during swims.

What's resting heart rate?

Resting heart rate is the number of times your heart beats per minute when you're still and well-rested. Typically, resting heart rate ranges from 60-100 bpm, but the rate can vary based on age and fitness level.

Why should I track resting heart rate in the Fitbit app?

Resting heart rate can be an important indicator of your fitness level and overall cardiovascular health. In general, active people often have a lower resting heart rate because their heart muscle is in better condition and doesn't need to work as hard to maintain a steady beat.

How do I see resting heart rate data?

To see your current resting heart rate, swipe up from the clock face on your device. To see resting heart rate data for the past 30 days, tap the Heart Rate tile in the Fitbit app.

This data is also available in the Health Metrics Icon used for the health metrics tile, which looks like a bar graph with a curved line cutting through the middle of each bar tile:

In the morning, tap the Today tab Fitbit logo in black, which looks like 13 circles in the shape of a diamond, where the circles are larger from left to right than Health Metrics Icon used for the health metrics tile, which looks like a bar graph with a curved line cutting through the middle of each bar.

See a graph of your resting heart rate.

For details, tap Learn More above the graph.

what factors can affect resting heart rate?

Several factors can affect resting heart rate: stress, alcohol or caffeine intake, or fever usually raise resting heart rate, while regular exercise or meditation can lower it. Air temperature and certain medications can also affect resting heart rate.

What are heart-rate zones?

Heart-rate zones, which are percentages of your maximum heart rate, can help you determine the intensity of your workout or activity.

How does my Fitbit device calculate my heart-rate zones?

The formula Fitbit uses to calculate your heart-rate zones is based on your device.

ClosedCharge 4, Charge 5, Inspire 2, Ionic, Sense, and Versa series

ClosedAll other devices

What are the heart-rate zones on my Fitbit device?

ClosedCharge 4, Charge 5, Inspire 2, Ionic, Sense, and Versa series

ClosedAll other devices

What's heart-rate variability in the Fitbit app?

Heart-rate variability (HRV) is the variation in time between heartbeats. If your heart rate is 60 bpm, your heart doesn't necessarily beat once per second — a healthy heart isn't like a metronome. Your autonomic nervous system determines the timing of each heartbeat.

HRV varies from person to person. Studies show that people with a higher HRV have better cardiovascular fitness and might be more resilient to stress. Mindfulness, meditation, sleep, and physical

activity can help improve your HRV. A significant drop in HRV may indicate that your body is experiencing illness, stress, or depression or anxiety.

How does my fitbit device track heart-rate variability?

Fitbit uses the common formula called RMSSD to determine HRV from your recent heart-rate data. In the graph, your latest HRV measurement is from the longest sleep period over the past 24 hours. Only sleep periods greater than 3 hours are considered.

How do I see heart-rate variability in the fitbit app?

Wear your device for at least a full day, including to sleep at night. Then check your stats:

In the morning, open the Fitbit app and tap the Today tab Fitbit logo in black, which looks like 13 circles in the shape of a diamond, where the circles are larger from left to right then Health Metrics icon used for the health metrics tile, which looks like a bar graph with a curved line cutting through the middle of each bar.

See a graph of your nightly average heart-rate variability in milliseconds.

For details, tap Learn More above the graph.

what factors can affect heart-rate variability?

Several factors can affect HRV, including age, sex, sleep quality, stress, and lifestyle choices, such as nutrition and exercise.

What is my cardio fitness score on my device?

Cardio fitness score, Fitbit's estimate of your VO2 Max, is an indicator of overall fitness that can help predict performance for endurance-based activities including running, biking, and swimming