

## What factors can affect my heart-rate reading on my Fitbit device?

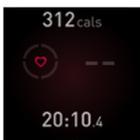
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Learn how to resolve common issues with your heart-rate reading on your Fitbit device.

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### ^ 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.



See more tips in [How do I track heart rate with my Fitbit device?](#)

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### ^ 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  > **Heart Rate** > 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:

- 1 Tap the Today tab , and tap your profile picture.
- 2 Tap your device image.
- 3 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.

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## How accurate are Fitbit devices?

Fitbit is dedicated to developing the most accurate fitness devices on the market.

### [Why does my step count differ depending on where I wear my Fitbit device?](#)

If you wear a wrist-based Fitbit device and move your body while keeping your arms still (or vice versa), you may see a slightly different step count than if you wear a device clipped to your clothing.

If you wear your device in a loose-fitting accessory such as a bangle or pendant, you may see a slightly different step count than if you wear a classic band. During workouts

and sleep, we recommend wearing the classic band. Make sure the band fits securely but isn't too tight.

### [Why does my Fitbit device count extra steps?](#)

Fitbit devices have a finely-tuned algorithm for step counting. The algorithm is designed to look for intensity and motion patterns that are most indicative of people walking and running. When working at a desk, cooking, or performing other activities with arm movements, a device on your wrist may add some steps. When you're doing activities that involve arm movement—such as working or cooking—you often walk a few steps in-between stationary periods as well, so the device tries to give you credit for those steps. For most customers, the number of extra steps added by arm-based movement isn't significant when compared to your overall stats.

### [Why does my Fitbit device count steps when I'm riding a bike?](#)

When you ride a bike on bumpy trails, your device may add some steps. For most customers, the number of extra steps added when riding a bike isn't significant when compared to your overall stats. If your device has an Exercise app, make sure you choose the Bike exercise before starting your workout. If you use automatic tracking to detect your bike ride, make sure the Outdoor Bike exercise is set to be automatically recognized.

### [Why does my Fitbit device count extra floors?](#)

Fitbit devices detect floors with an altimeter, which is a sensor that calculates altitude based on atmospheric pressure. Your device is designed to detect pressure changes based on elevation gain, but other types of pressure changes—such as a gust of wind, a weather change, or opening a door—can occasionally cause your device to register extra floors. Your device registers 1 floor when you climb about 10 feet, which is the average between residential and commercial floor heights. If you climb long staircases you may find that the floor count on your device doesn't match the number of floors you climbed when the staircase is taller than 10 feet.

### [Will my device count steps if my arms aren't moving?](#)

If you're doing something like pushing a stroller or shopping cart, your wrist-based device will count your steps but the total may be slightly lower than usual.

If you're walking or running outside, use GPS to capture your route, pace, and distance.

### [Will my device pick up steps when I'm in the car or riding in a vehicle?](#)

Your device has been tested against driving and riding in buses, trains, and other public transportation and shouldn't add steps when you're traveling under normal conditions. On bumpy roads or in a car with a stiff transmission your device may add some steps.

For most customers, the number of extra steps added when driving isn't significant when compared to your overall stats. If you want to remove the steps from your daily total, manually log the driving activity for the time you were in a vehicle.

### [Does the wrist I wear my device on affect accuracy?](#)

For wrist-based devices, it's important to specify whether you wear the device on your dominant or non-dominant wrist during setup:

- The dominant wrist setting decreases the sensitivity of step counting and should reduce any over counting of steps when your body is not moving. Your dominant hand is the one you use for writing and eating.
- The non-dominant wrist setting increases the sensitivity of step counting and should reduce any under counting of steps.

To start, the Wrist setting is set to non-dominant. Change your wrist setting in the Fitbit app.

### [What can I do if my step count seems inaccurate?](#)

If you feel that your step count and distance are inaccurate, confirm the following are correct in the Fitbit app:

- Your wrist settings
- Your height

Since we use height to estimate your walking and running stride lengths, you may want to measure and manually adjust these values if your legs are longer or shorter than average.

Sometimes, when you start walking, your steps may not update on your device right away. After about 10-15 continuous steps, you'll notice the steps catch up and start updating in real time with each step you take.

When you wear a Fitbit device in a clip, make sure you wear it properly. Confirm Inspire and Inspire 2 are set to **On Wrist**  when you wear your tracker on your wrist and **On Clip**  when you wear your tracker in the clip accessory.

### [How accurate is my heart-rate data on my Fitbit device?](#)

### [How accurate is my GPS data captured by my Fitbit device?](#)

All devices with GPS sensors require a direct path to GPS satellites to calculate location. A weak GPS signal might affect the accuracy of your route and other activity data. Your device uses your step count to calculate distance until it finds a signal, so the

total distance calculated for a workout may be slightly less accurate when GPS isn't available for the entire time.

### [How can I get the most accurate reading on my Fitbit scale?](#)

To improve the accuracy of your scale's readings:

- Use while barefoot.
- Make sure your feet are dry before weighing yourself.
- Place the scale on a hard, flat surface during use.
- Balance your weight evenly between both feet when you stand on the scale.
- Weigh yourself at the same time each day to see consistent trends. Your weight naturally varies over the course of the day.
- Fitbit scales need to recalibrate if you move it between measurements or store it sideways when not in use. Up to 2 weigh-ins might be required before your scale displays accurate measurements.
- For Fitbit Aria and Fitbit Aria 2, if you turn lean mode on or off, your body fat percentage reading can be affected.
- For the most accurate data, your height and sex must be correct in your Fitbit profile.

Fitbit Aria and Fitbit Aria 2 estimate your body fat percentage using body impedance. Because several different methods can determine body fat percentage and none are 100% accurate, the scale's body fat reading may not perfectly match other scales or manual methods, such as calipers.

### **Why won't my Fitbit device sync?**

After you create a Fitbit account and set up your device, the data your Fitbit device collects syncs with your Fitbit dashboard.

### [Trackers and watches](#)

Having trouble syncing with your iPhone or iPad? Try removing the Bluetooth connection between your phone and your Fitbit device:

\*On your phone, tap Settings  > Bluetooth  > the information icon  next to the name of your Fitbit device > Forget This Device.

\*Open the Fitbit app and set up the connection again. You should receive a message asking you to allow your Fitbit device to pair with your phone. Tap Pair to approve the request.

Sync your Fitbit device automatically when you open the Fitbit app or manually by tapping your profile picture > your device tile > **Sync Now**.

If your Fitbit device doesn't sync, follow the troubleshooting steps below depending on your device:

## [iPhone or iPad](#)

### Requirements

- Your iPhone or iPad is running the latest version of iOS. To check, tap **Settings**  > **General** > **Software Update**.
- Your Fitbit device is up-to-date.
- The Fitbit app is up-to-date.
- Your iPhone or iPad is connected to cellular data or Wi-Fi.
- The Bluetooth setting on your iPhone or iPad is turned on. To check, tap **Settings**  > **Bluetooth** .
- Your iPhone or iPad isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- If you use more than one phone or tablet to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your Fitbit device is charged.

### Troubleshooting steps

2. Force quit the Fitbit app.
3. On your phone, go to **Settings**  > **Bluetooth**  and turn Bluetooth off and back on.
3. Open the Fitbit app.
4. If your Fitbit device doesn't sync, restart it.
5. Open the Fitbit app.
6. If your Fitbit device doesn't sync, restart your iPhone or iPad.
7. Open the Fitbit app.
8. If your Fitbit device doesn't sync, log in to your Fitbit account on a different phone or tablet and try to sync.
9. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your iPhone or iPad and try to sync.

## [Android phone](#)

### Requirements

- Your phone is running the latest version of Android OS. To check, tap **Settings > About Phone** or **About Device > Android Version**.
- Your Fitbit device is up-to-date.
- The Fitbit app is up-to-date
- Your phone is connected to cellular data or Wi-Fi.
- The Fitbit app is allowed to run in the background on your phone.
- The Bluetooth setting on your phone is turned on. To check, tap **Settings > Bluetooth**.
- You have location services turned on, and the Fitbit app has permission to access your location.
- If you use more than one phone or tablet device to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your phone isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your Fitbit device is charged.

### Troubleshooting steps

1. Force quit the Fitbit app, then reopen it.
2. On your phone, go to **Settings > Bluetooth** and turn Bluetooth off and back on.
3. Restart your Fitbit device.
4. Restart your phone.
5. Uninstall and reinstall the Fitbit app. Note: Before you uninstall the app, verify that your phone is running a supported version of Android OS. If your phone is on an older version, you won't be able to reinstall the app.
6. Log in to your Fitbit account on a different phone and try to sync.
7. Remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your phone and try to sync.

## [Windows 10 phone or tablet](#)

## Requirements

- Your phone is running the latest version of Windows 10. To check, go to **Settings > System > Phone update**.
- Your Fitbit device is up-to-date.
- The Fitbit app is up-to-date.
- Your phone is connected to cellular data or Wi-Fi.
- The Bluetooth setting on your phone is turned on. To check, go to **Settings > Devices > Bluetooth**.
- If you use more than one phone or tablet to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.
- Your phone or tablet isn't managing other Bluetooth connections. If you have multiple Bluetooth products like speakers or headsets paired to your phone along with your Fitbit device, you may have trouble using more than one at the same time. Turn off other Bluetooth connections when not in use.
- Your Fitbit device is charged.

## Troubleshooting steps

Remove all other Fitbit devices from your account and try to sync.

### [Windows 10 computer](#)

## Requirements

- Your computer is running the latest version of Windows 10.
- Your Fitbit device is up-to-date.
- The Fitbit app is up-to-date.
- Fitbit Connect isn't installed. To check, look for an icon with the Fitbit logo  near the date and time on your screen. If you see this icon, uninstall Fitbit Connect using the same process you use to uninstall other programs.
- The Bluetooth setting on your computer is turned on. To check, go to **Start > Settings > Bluetooth**. **Note:** If your computer doesn't support Bluetooth, purchase a wireless sync dongle from the [Fitbit Store](#).

## Troubleshooting steps

1. From the Start menu, go to **Settings > Bluetooth**. Make sure you see your device on the list with the word "Connected" below.
2. If your device isn't connected:
  1. Tap or click the device name and choose **Remove Device**.
  2. Make sure your device is nearby and wait for it to reappear in the devices list.

3. When it does, tap or click the device again and choose **Pair**. The pairing process can take several minutes but when it's done the Bluetooth status should change to "Connected."
3. If your device is connected but won't sync, it's possible your computer's Bluetooth signal is weak or temporarily compromised. Try using the wireless sync dongle, available from the [Fitbit Store](#).
4. If your Fitbit device won't sync after you reinstall the app, log in to your Fitbit account on a different phone, tablet, or computer and try to sync.
5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and from the list of connected Bluetooth devices on your computer and try to sync.

### [Mac or Windows 8.1 Computer](#)

#### Requirements

- Fitbit Connect is installed. To check, look for an icon with the Fitbit logo  near the date and time on your screen.
- Your device is connected to your Fitbit account. To check, log into your account on fitbit.com and click the gear icon  image in the top right. You should see the name of your Fitbit device at the top. If you don't see your device listed, set up your device again. Click the Fitbit Connect icon  > **Open Main Menu** > **Set Up a New Device** and follow the on-screen instructions.
- If you're using a Mac and want to sync over Bluetooth, make sure Bluetooth is turned on. To check, go to **System Preferences** > **Bluetooth** > **Turn Bluetooth On**. If your computer doesn't support Bluetooth, you can purchase a wireless sync dongle from the [Fitbit Store](#).
- If you use more than one phone, tablet, or computer to sync, make sure the other device isn't nearby. If the device is nearby, turn off Bluetooth on it.

#### Troubleshooting steps

Note that your fitbit.com dashboard shows the time of your last successful sync—click the gear icon in the top right.

1. Prompt Fitbit Connect to sync with your device:
  1. Click the Fitbit Connect icon and click **Open Main Menu**.
  2. With your charged Fitbit device nearby, click **Sync Now**.
  3. You may be asked to sign in to your Fitbit account, after which your device should sync. If you see a message saying your device can't be found, wake it up by pressing its button (most devices) or tapping it (Flex and Zip).

2. (Mac only) If your computer has Bluetooth:
  1. Turn Bluetooth off and back on under **System Preferences > Bluetooth**. If syncing still doesn't work, your Bluetooth signal may be weak or temporarily compromised.
  2. Try using the wireless sync dongle, available from the [Fitbit Store](#).
3. Restart your device
4. If your device won't sync after the restart, next try uninstalling and reinstalling Fitbit Connect.
5. If your Fitbit device still doesn't sync, remove all other Fitbit devices from your account and try to sync.