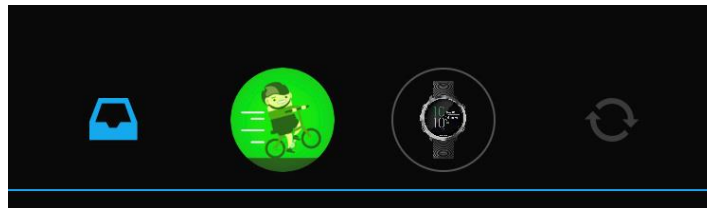


Garmin Connect App Bluetooth Troubleshooting

The following topics cover Bluetooth connection issues when using your Garmin device with the Garmin Connect App. Select a topic below that best describes your issue in order to review solutions that may solve your problem.

My Garmin Device Is Paired but Not Connecting to Sync Data to My Garmin Connect Account.

Garmin devices that will not connect and sync with the Garmin Connect App will display a device status view in the app like this:

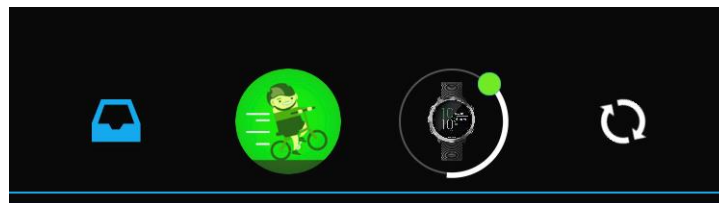


The device status ring and sync arrows will be grayed out

Common troubleshooting steps are listed towards the bottom of this FAQ in order to correct this problem.

How can I tell when the issue is fixed?

You will be able to tell when your Garmin device is connecting and syncing from the top of the My Day view of the Garmin Connect App:



The device status ring will display a green dot.

The sync arrows will spin during a sync with the status ring showing a white progress line.

Troubleshooting Steps:

Before proceeding ensure that your Garmin device is within Bluetooth range of your smartphone and that the Bluetooth setting on your device is not turned off. Either of these factors will result in your Garmin device not connecting to sync with the Garmin Connect App on your smartphone.

Please try each step followed by checking to see if the problem is resolved:

1. Turn the Bluetooth setting on your smartphone off then back on.
2. Close the Garmin Connect App. Then reopen it.
 - [Apple instructions](#)
 - [Android Instructions](#)
3. Power the Garmin device off and then power it back on
 - Rechargeable devices without a power button (vivosmart 3, vivosport, vivomove HR) will restart when you plug them into a USB power source using the charging cable.
4. Power down the smartphone then power it back on
5. Remove then add the Garmin device from the Garmin Connect App

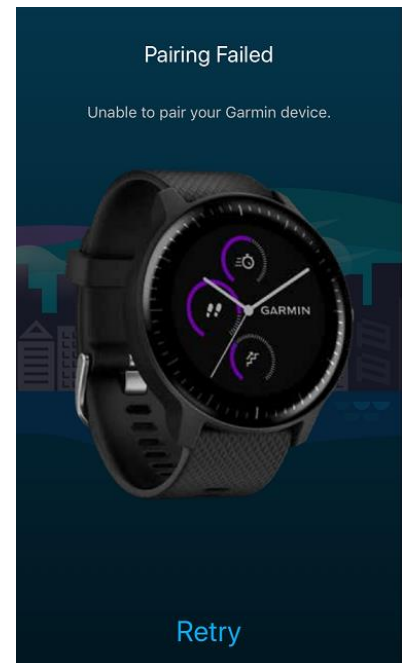
I am getting a "Pairing Failed" message when setting up my Garmin device through the Garmin Connect App

If you receive a "Pairing Failed" message when attempting to add your Garmin device to the Garmin Connect App, please review the following common solutions that may solve your problem.

NOTE: When prompted on the phone, make sure that you are entering the six-digit code from your Garmin device into your smartphone. Not entering the code or entering the wrong code will result in a "Pairing Failed" message

Example of error message -

- **Select the option to Retry the process. Sometimes attempting the process a 2nd time will finish the pairing process.**
- **If the issue persists, reboot the Garmin device by powering it off and then powering it back on. Attempt to complete the pairing process again.**
 - For devices without a button, plugging them into external power with the charging cable will reboot them.
- **Try rebooting the smartphone by powering it off and then powering back on. Attempt to complete the pairing process again.**



The Garmin Connect App is Not Finding my Garmin Device During the Pairing Process

If you are attempting to add your Garmin device to the Garmin Connect App and the app is not finding your device, please review the following common solutions that may solve your problem.

- **Ensure that pairing mode is enabled on your Garmin device.**
 - Turning on pairing mode will trigger a Bluetooth beacon signal that the Garmin Connect App will look for. Access Settings and then Bluetooth or Phone options to enable pairing mode on your device.
- **Turn the Bluetooth setting on your smartphone off and then back on.**
 - Cycling this setting on your smartphone can resolve some pairing issues.
- **Power off and then power on your Garmin device.**
 - If you have a Garmin device that does not feature a button, use the charging cable and plug it into external power. The device will reboot automatically when you connect it to an external power source.