

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

If data from your Garmin device has stopped syncing to your Garmin Connect account, There are some troubleshooting steps that you can take which should resolve your issue.

Troubleshooting Steps:

NOTE: Make sure 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.

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

1. **Close the Garmin Connect App. Then reopen it.**
 - [Apple instructions](#)
 - [Android Instructions](#)

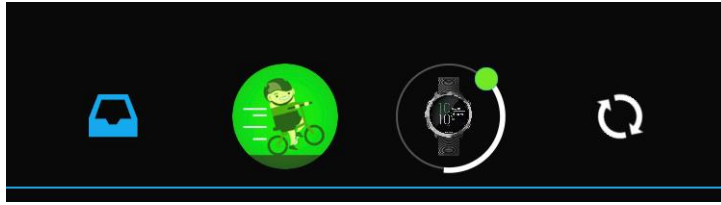
 2. **Power the Garmin device off and then power it back on**
 - **Rechargeable devices without a power button:** Plug your device into a USB power source using the charging cable. This is the equivalent of a restart.
 - **vivofit devices:** skip this step since you cannot power cycle your device

 3. **Power down the smartphone then power it back on**

 4. **Remove then add the Garmin device from the Garmin Connect App**
 - Instructions to do this can be found here: [Removing and Adding a Device in the Garmin Connect App](#)
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How can I tell when the issue is fixed?

You can tell when your Garmin device is connected and syncing from the top of the My Day view of the app:



The device status ring will display a green dot.
The sync arrows will spin during a sync

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, review the following common solutions that may solve your problem.

Example of error message



NOTE: When prompted from the phone, make sure that you are entering the six-digit code or entering the wrong code will result in a "Pairing Failed" message

- **Select the option to Retry the process. Sometimes attempting**
- **If the issue persists, reboot the Garmin device by powering it pairing process again.**
 - For devices without a button, plugging them into external power with t
- **Try rebooting the smartphone by powering it off and then po 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, review the following common solutions that may solve your problem.

- **Make sure 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. Location of this setting can vary, consult your [Owner's Manual](#) for specific instructions.
- **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.

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My Garmin Fitness Device Is Not Receiving Smart Notifications from My Phone

In order to receive smart notifications on your Garmin device, it must be paired to your phone through the Garmin Connect app. If your device is paired and you are not seeing notifications, check the following which will resolve most issues:

1. Review App Permissions settings:

Select your platform below to reveal instructions

[Android Instructions](#)[iOS Instructions](#)

2. Review App Notification settings:

Select your platform below to reveal instructions

[Android Instructions](#)[iOS Instructions](#)

3. Check the Smart Notifications setting on your Garmin Device.

- This setting is usually found under Settings > Bluetooth/Phone. This setting needs to be turned on. For specific steps, refer to your device's [Owner's Manual](#).

4. Android Users: Confirm that Notification Access has been granted to the Garmin Connect app.

- The location of this setting will vary by phone manufacturer. If you cannot find this setting [Contact your phone manufacturer](#) for specific instructions.

NOTE: The following are general steps and may not match your particular phone

1. Open the phone's **Settings** menu
2. Select the **magnifying glass** icon at the top of the screen
3. Input "Access" into the search box
4. Select **Notification Access** or **Access to Notifications**
 - On some phones you may need to select **Special Access** first
5. Enable access to notifications for Connect

None of the above topics cover my issue.

- **Confirm that you are running the latest version of the Garmin Connect app.**
 - Choose your app store below to check for and install any available updates:



- **Make sure the software on the Garmin device is up to date.**
 - Use [Garmin Express](#) from a computer which will automatically check for and install available software updates.
- **Check for and install any available updates for your phone.**
 - Consult your phone manufacturer for assistance in needed.
- **Review the following to confirm your phone meets our minimum system requirements: [Bluetooth® Minimum Device Requirements](#)**

Troubleshooting a Garmin Watch that will not Charge or Power On

It is recommended to charge the battery for an hour, even if the display does not show the device charging, before determining that the battery is no longer functioning as intended.

For devices that are having power issues, such as not powering on/off or not taking a charge, a soft reset can be performed to return the watch to a normal state. A soft reset does not remove any information from the watch. This reset is most effective when the device is connected to a computer.

Performing a Soft Reset

1. Connect the device to a computer via charging clip
2. Press and hold POWER/LIGHT button for 25 seconds or until device powers off
3. Press POWER/LIGHT to power unit back on
4. Charge battery to 100%
5. Update the device's software with [Garmin Express](#). *See related content for installation instructions.*

The device will now turn on and charge properly.

How to Improve the Garmin fenix 5 Plus and fenix 5s Plus Battery Life

If you are charging your Garmin fenix more frequent than expected, it could be due to the amount of usage or settings being used. Below is a list of functions that could cause the battery to drain faster than anticipated, for instructions on enabling or disabling these, visit the "[Customizing Your Device](#)" section in the owner's manual.

NOTE: It is important that before you address some of the functions that affected battery life, that you first make sure your watch is up to date: [How to Install Software Updates to My fenix 5 Plus Series Watch](#)

Functions that use additional battery:

- **Backlight:** Can be the biggest contributor to battery drain. How bright the backlight is set and how often it comes on can drain battery more quickly or less quickly. Having backlight set at 100% will drain a lot of battery while the backlight is on. The manual backlight setting uses the least energy, and some settings, like when the backlight comes on from a gesture, will drain more battery.
- **GPS:** Can potentially contribute to large battery drain, which is why GPS tracking is only activated during activities or navigation.
- **WiFi:** The watch will download updates and upload step and other activity data through WiFi. When it is always active, it is continually searching for, and maintaining connections. The WiFi on the watch will connect through any open WiFi source, including many restaurants.
- **Bluetooth:** The drain created by Bluetooth is dependent on how many notifications come to the watch from phone, and how often the watch syncs with the phone. Occasional text notifications and use of other connected features will drain far less battery than continually receiving texts, answering the phone, running a music player, or getting weather updates.
- **Vibration:** Alerts that cause vibration or make sound use additional battery. Turning them off can extend the battery life of the watch.
- **Widgets and Connect IQ downloads:** The difference between Apps and Widgets is that widgets are always on. Some widgets update data when you select them, like weather. Altimeter, Barometer, and Compass (ABC sensors) are always active. ConnectIQ downloaded watch faces, apps, widgets, and data fields may draw more power depending on how many things they do or whether they use GPS positioning or not.
- **Music Syncing:** Syncing music over WiFi will cause the watch to experience notable battery drain. It is recommended, when syncing music, to charge the watch.

Some of the functions are redundant, for example; steps and activities are uploaded both through WiFi and the Bluetooth connection to the Garmin Connect Mobile application. If using the Garmin Connect Mobile app continuously, it may be a good idea to turn off the Auto Upload setting to help conserve battery power. The Storm Alert function of the Barometer when a smart phone updates local weather is another redundant battery drain.

If battery drain still continues after making some settings changes, try returning the watch to factory defaults and seeing how long the battery lasts on a full charge without pairing it to smartphone again. If the battery lasts like it used to, then the battery drain would be the result of the choice of customized settings on the watch, or Bluetooth connected features.