

## Bluetooth Troubleshooting With Garmin Connect Mobile

If you are experiencing Bluetooth connection issues with Garmin Connect Mobile, you may encounter some of the following symptoms:

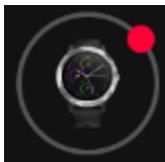
- Garmin device connects initially but then falls into a prolonged disconnected state
- Unable to sync data from the device to Garmin Connect
- Smart Notifications not displaying on the Garmin device
- Widgets on the device are not working (Weather, Calendar, etc.)

To troubleshoot, first check the Device Button at the top of the My Day view of Garmin Connect Mobile. The Device Button will display the status of your preferred activity tracker:

**Note:** The following is for Android and iOS users. Windows Users [click here](#).



A **green** dot indicates that your Garmin device is connected and ready to sync. You can tap the Device button to sync your data.



A **red** dot signifies a connectivity issue and should be accompanied by a red banner warning in the My Day view. Errors can include the following:

- Bluetooth is disabled on the phone
- There is no network connection (Cellular or Wi-Fi) on the phone
- Garmin Connect is experiencing an issue or is down for maintenance

Any of these issues can be solved by adjusting phone settings to obtain a signal or wait for the service to come back online.



No dot signifies that your Garmin device is paired with your phone but not connected. Follow the steps following to solve this issue:

1. Confirm your Garmin device is in Bluetooth range of the phone.
2. Restart the phone and the Garmin device\*\*. Rebooting each device can resolve many connection issues. Allow up to a minute for it to fully boot up and allow up to 30 seconds to connect. Proceed to step 3 if the issue persists.

3. Remove and then add the Garmin device back into Connect Mobile **clicking here.**

\*vivofit devices will display in Connect Mobile in this manner. You can sync them using the sync button on the device.

\*\*Rechargeable devices without a power button (E.g. vivosmart 3, vivosport) will reboot when you plug them into a USB power source using the



This icon indicates that there is no device paired to Connect Mobile. Press this icon, and follow the instructions to add it to Connect Mobile.

If you continue to experience Bluetooth Connectivity issues:

- Check for updates in the phone's app store to confirm you are running the latest version of the Connect Mobile app.
- Confirm that the Garmin device is running the latest version of software by connecting it to a computer and installing [Garmin Express](#).
  - Garmin Express will automatically check for and install any available updates.
- Confirm that your Mobile Device is running the latest version of iOS or Android. Consult your phone manufacturer for assistance if needed.
- Review our [Bluetooth Compatibility List](#) to ensure the mobile device meets our minimum system requirements

## Garmin Connect Mobile Bluetooth® Minimum Device Requirements

In order to use the Garmin Connect Mobile app, your mobile device must meet the following minimum requirements:

- Android Requirements\***
  - 4.4 OS or Later
  - Bluetooth 4.0 or Later
  
- Apple Requirements**
  - iOS 9.0 or Later
  - Compatible with iPhone, iPad, and iPod touch
  
- Windows Requirements**
  - Windows 10 Mobile
  - x64, x86, or ARM Architecture
  - Integrated Bluetooth

\*The Android mobile operating system is used by many different manufacturers across the world. Garmin makes a concerted effort to ensure full compatibility with the most popular mobile devices. If you are experiencing connection issues with your device please review the related content at the bottom of this page for troubleshooting. Please note that the following phone models did not pass our internal tests with some of our devices. The phone and device may work together, but will likely require regular Bluetooth troubleshooting.

- Lenovo S960 VIBEX
- Meizu mx4
- Samsung Galaxy A5\*\*
- Huawei Phones\*\*\*

\*\*Please note that Samsung Galaxy A5 phones running Android version 7.0 (build number NRD90M.A520FXXU2BQH4) may experience pairing issues with some Garmin devices. Garmin is working to address this issue and hope to have a fix for it soon.

\*\*\*Garmin is aware of an issue with Huawei model phones that will not pair with Connect Mobile. We are investigating this issue and hope to have a solution soon.