

# My HRM-Pro/Pro Plus is Paired but Not Connecting to the Garmin Connect App

If activity tracking data from your HRM-Pro or HRM-Pro Plus is not showing in My Day in the Garmin Connect app or on your watch, it may be because your HRM-Pro/Pro Plus is not connecting to the Garmin Connect app to sync data.

Note that you must be wearing the HRM-Pro/Pro Plus for it to be awake and able to connect. Then try each of the below steps followed by checking to see if the HRM connects with the App. You can check that the HRM is connected to the Garmin Connect app by:

1. Access the **Menu**.
  - o **Android:** Select  (top left)
  - o **iOS:** Select **More** (bottom right)
2. Select **Garmin Devices**.
3. Select **HRM-Pro** or **HRM-Pro Plus**.
4. Select **General**.

If you are currently connected, you will see your current software version and battery status.

Step 1: Close the Garmin Connect App. Then reopen it. Select your phone type below for instructions.

- [Apple instructions](#)

**NOTE:** The Garmin Connect app must remain open in the background. Closing and not reopening can result in data not syncing from your device to the app.

- [Android Instructions](#)

Step 2: Turn the Bluetooth setting on your phone off then back on.

Step 3: Remove and then re-add the Garmin device

**IMPORTANT:** Remove the device from your phone. You will need to do so from both the Garmin Connect app and the Bluetooth settings on your phone. For details on how to remove and add a device see the following FAQ: [Removing and Adding a Fitness Device in the Garmin Connect App](#)

If none of the above steps allows your HRM-Pro/Pro Plus to connect with the Garmin Connect app, [contact Garmin Product Support](#) for further assistance.