

Fixing a vivofit 4 That Won't Power On, Flashes Time, or Has a Low Battery

If a vivofit 4 is experiencing any of the following symptoms, you'll need to replace the batteries and update to software version 2.30 which has resolved a battery drain issue:




- Won't power on (display is dark)
- Flashing time
- Time is frozen

To replace the batteries:



- See the Owner's manual instructions for [Replacing the Batteries](#)

To update the software:

Please note: vivofit 4 must be kept near the paired smartphone during the transfer which will take up to 8 minutes. Failure to do so may cause the unit to drain the battery rapidly.

1. Bring the device near the smartphone
2. Open the Garmin Connect Mobile app
3. On the vivofit 4, press and hold the button until  is displayed on the screen then release the button
4.  will appear while the sync is in progress
5.  will appear while the software update is transferred

To confirm that the device has been updated to software version 2.30:

1. Press and hold the button until  is displayed on the screen then release the button
2. Press the button 6 times, you should see the  icon
3. Press and hold the button until the device information page is displayed

The device should now say "VER 2.30" at the top of the screen. If your device has an older version, please repeat the sync process until you receive the update.