

TROUBLESHOOTING

Connectivity - Bluetooth

Smartphone compatibility - iPhone, Android

The Garmin Connect App can be installed on an Android or iOS device. Devices that run this operating system must meet the following minimum requirements:

Android Requirements : 4.4 OS or later , Bluetooth 4.0 or later

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.

Apple iOS Requirements: iOS 10.0 or later , Compatible with iPhone, iPad, iPod touch

NOTE: If you are experiencing Bluetooth connection issues between your Garmin device and your mobile 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 may require regular Bluetooth troubleshooting.

Lenovo S960 VIBEX

Meizu mx4

Huawei Phones

Huawei customers, please visit the following FAQ providing you the latest information regarding an identified pairing issue between Huawei smartphones and Garmin applications: [Huawei Smartphone and Garmin Wearable Bluetooth Connectivity](#)

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.

Example of error message



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

- **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