FAQ

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

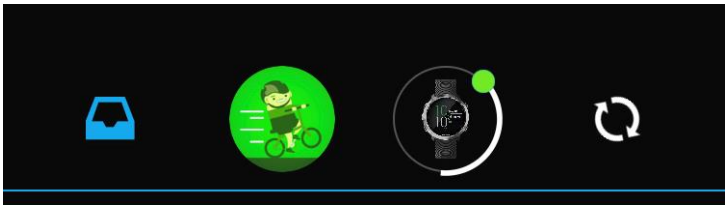
3. **Power down the smartphone then power it back on**

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

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.

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 went 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- entering this code or entering the wrong code will result in a "Pairing Failed" mes

- **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 w
- **Try rebooting the smartphone by powering it off and then po again.**

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 InstructionsiOS Instructions

2. Review App Notification settings:

Select your platform below to reveal instructions

Android InstructionsiOS 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

Controlling What Android Smart Notifications Display on a Garmin Device

Managing which notifications from an Android phone that come across to a Garmin device can be controlled from the settings within the Garmin Connect app.

To manage Smart Notifications:

1. From the Garmin Connect app select ☰ (upper left-hand corner)
2. Select **Settings**
3. Select **Smart Notifications**

From here, toggle to enable or disable all Smart Notifications or customize by selecting individual apps.

If these steps have been completed and you are not receiving any smart notifications, See Related content below to further troubleshoot your issue.

Controlling What Android Smart Notifications Display on a Garmin Device

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Improving the Accuracy of the Optical Heart Rate Sensor

The optical heart rate sensor on your Garmin watch uses light to penetrate your skin and estimate your heart rate. This allows you to get heart rate information without the need for an additional sensor such as a heart rate strap. To ensure best possible accuracy, follow the below guidelines.

- Make sure the watch is snug tight to the point it cannot move up and down your wrist. A little tighter when working out and a little looser when not.
- Wear the watch on outside of wrist, away from wrist bone
- Avoid wearing the watch over dark tattoos
- Check to see if the watch has locked on to your heart rate prior to starting your activity. You can confirm this by looking at your heart rate widget
    - Flashing heart symbol: Watch is looking for your heart rate
    - Solid heart symbol: Watch is locked onto your heart rate

- Ensure green lights (LED's) are functioning

Limitations and Accuracy of Garmin's Wrist Based HR (Elevate)

The optical wrist heart rate monitor for Garmin wearables is a valuable tool that can provide an accurate estimation of the user's heart rate at any given point in time. The optical heart rate monitor is designed to attempt to monitor a user's heart rate 24 hours a day, 7 days a week. The frequency at which heart rate is measured varies, and depends on the level of activity of the user.

When you start an activity with your Garmin Optical Heart Rate device, the optical heart rate monitor provides feedback more frequently as the optical sensor is on all of the time and is trying to measure heart rate on a continuous basis during a given activity period. The intent is to provide the user with a more frequent and accurate heart rate reading during a given activity.

However, while Garmin's wrist heart rate monitor technology is state of the art, there are inherent limitations with the technology that may cause some of the heart rate readings to be inaccurate under certain circumstances. These circumstances include the user's physical characteristics, the fit of the device, and the type and intensity of the activity as outlined above. The heart rate monitor data is not intended to be used for medical purposes, nor is it intended to diagnose, treat, cure or prevent any disease or condition.

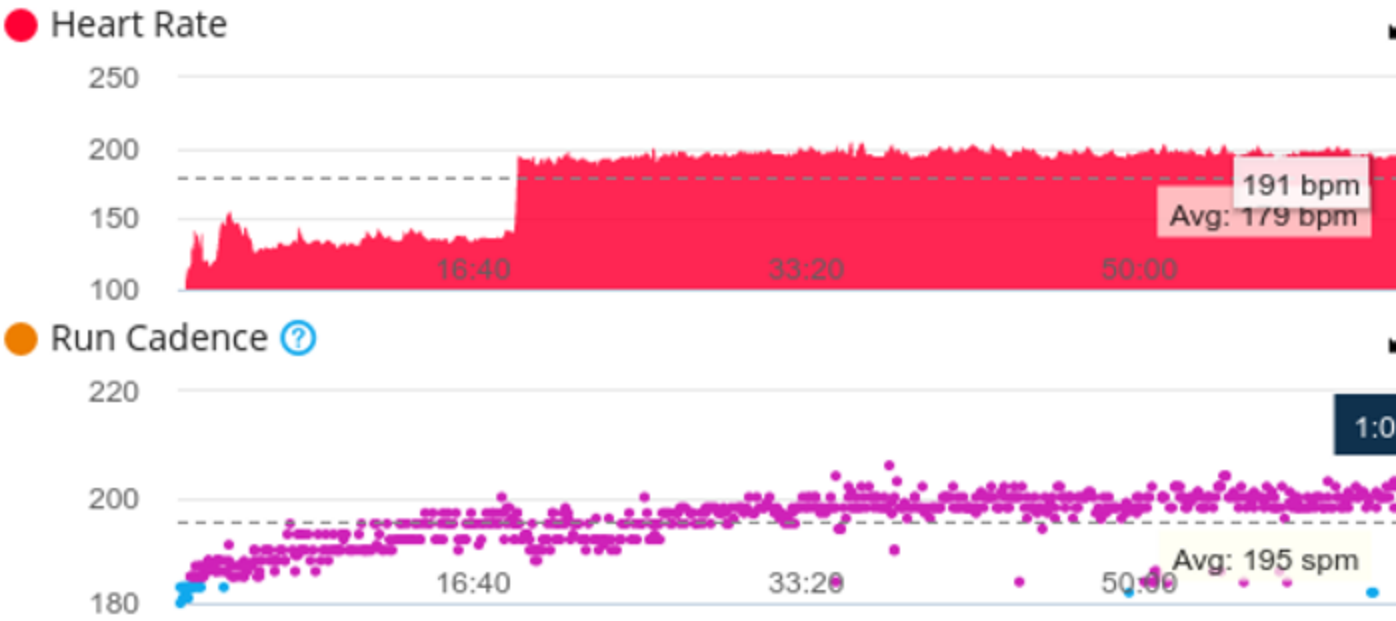
What Can Cause the Heart Rate Sensor from My Watch to Be Inaccurate?

Optical heart rate sensors* work by using lights that can measure small changes in blood volume in the capillary layer just below the epidermis as blood flows through the wrist area. While Garmin's wrist heart rate monitor technology is state of the art, there are inherent limitations with the technology that may cause some of the heart rate readings to be inaccurate under certain circumstances. The information below describes three main challenges we face when it comes to wrist heart rate monitor technology:

False Heart Rate Detection

Changes in blood volume aren't always caused by changes in heart rate. Your vascular system is like a balloon, so movement of your body or flexing of large muscle groups can affect the level of blood volume in the wrist area and make it more challenging to accurately detect heart rate among the presence of other signals that have a much larger magnitude and that change more dynamically.

In the following example the watch initially detected and locked onto the runner's pulse, but around 20 minutes in it locked to their running cadence:



Why does this happen?

In some cases there isn't much blood in the tissue on the back of the wrist. This issue is common when it is cold outside or early in a workout before your blood really starts pumping.

How can I prevent this from occurring?

When you plan to workout, warm up a bit before starting the activity. In addition to this, make sure you are properly wearing the watch. Tips on fit are described in the next section.

Not Wearing the Watch Properly

For the best heart rate performance from your watch, ensure the following.

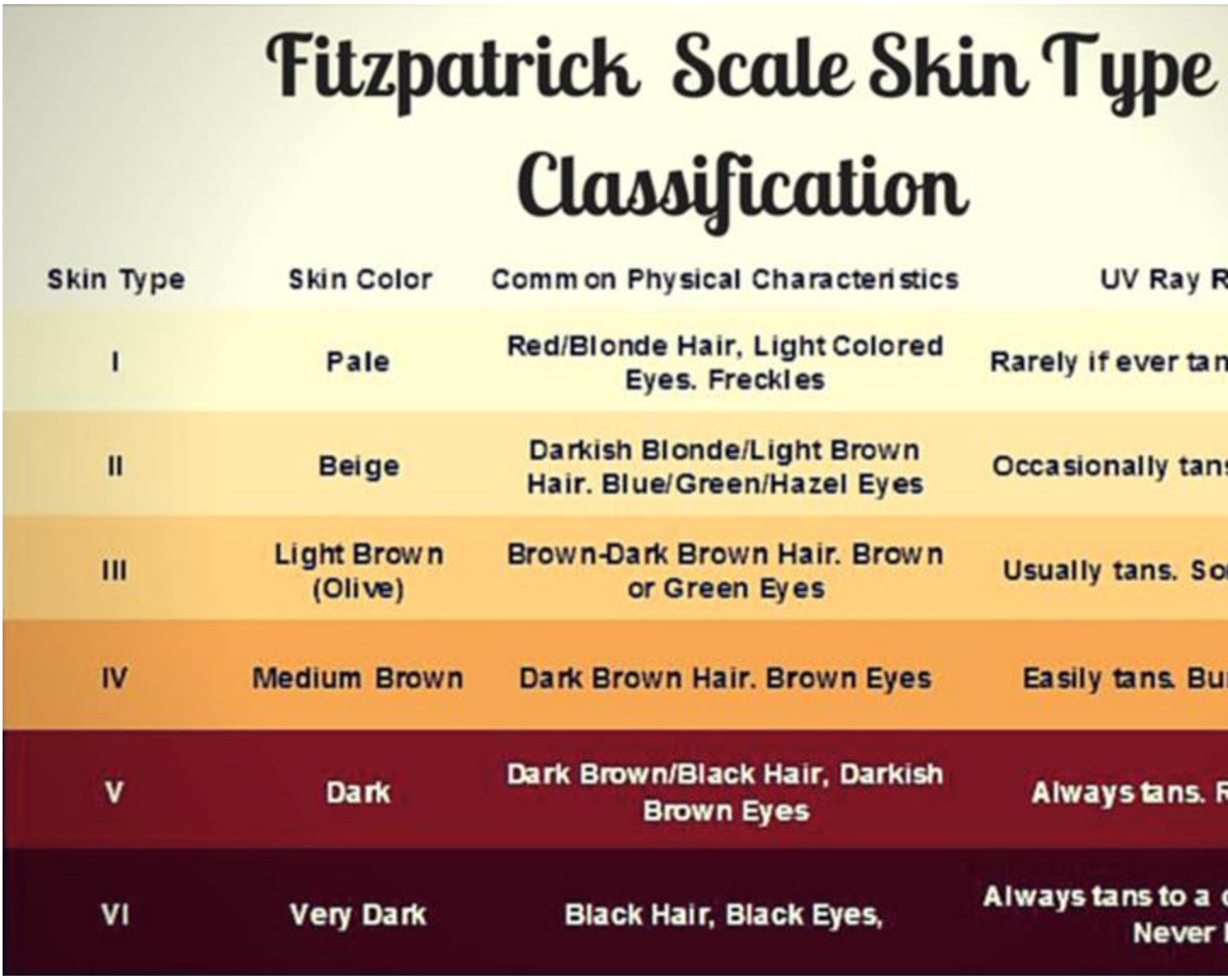
- The optical heart rate sensor must remain in contact with your skin at all times
- The watch must also be worn snug, but not too tight
    - If worn too loose the watch can slide around, creating a gap between the optical heart rate sensor and your skin.
    - If the watch is worn too tight it can actually restrict blood flow..
- The watch is properly tight when you can move the watch and the skin underneath moves with it.

Certain Types of Activities Can Affect Heart Rate Performance

Activities that cause flexing of the wrist (ex. rowing, weight lifting, or gripping a tennis racket) may create an effect similar to wearing the watch too tightly and restrict blood flow. When this occurs the watch may have a difficult time detecting an accurate heart rate.

Skin Tone and Tattoos Can Affect Heart Rate Accuracy

Skin tone has an effect as the melanin in the skin absorbs some of the light. Garmin designs our watches to work on all skin tones.



Fitzpatrick Scale Skin Type Classification

Skin Type	Skin Color	Common Physical Characteristics	UV Ray R
I	Pale	Red/Blonde Hair, Light Colored Eyes. Freckles	Rarely if ever tan
II	Beige	Darkish Blonde/Light Brown Hair. Blue/Green/Hazel Eyes	Occasionally tans
III	Light Brown (Olive)	Brown-Dark Brown Hair. Brown or Green Eyes	Usually tans. So
IV	Medium Brown	Dark Brown Hair. Brown Eyes	Easily tans. Bu
V	Dark	Dark Brown/Black Hair, Darkish Brown Eyes	Always tans. R
VI	Very Dark	Black Hair, Black Eyes,	Always tans to a Never

For higher Fitzpatrick classifications, more melanin is present in the skin. The sensor may have to work harder to find pulse which can require slightly more battery power

What about tattoos?

Tattoos absorb much of the light from the optical heart rate sensor which can cause major problems with accurately detecting heart rate. The sensor needs to be on an area free of tattoos.