

FAQ

My Fitness Device is not Accurately Counting Steps

Garmin fitness activity trackers are designed to track repetitive walking motions as steps. Arm movement while walking will be captured by the internal 3-axis accelerometer of the device, and will record each complete swing of the arm as two steps. Some activities may cause irregular arm movement resulting in the device recording too many steps.

Examples

- Driving a vehicle (usually due to rough terrain)
- Taking a shower
- A restless night of sleep
- Brushing your teeth

There are also instances where a lack of arm movement may result in a loss of steps while you are walking.

Examples

- Pushing a stroller or shopping cart
- Mowing the lawn
- Carrying a bag of groceries or child

The overall accuracy of daily step trends and goals should not be significantly affected by the above scenarios.

Setting a Garmin Device as a Preferred Activity Tracker in Garmin Connect

Many Garmin fitness devices can be used to track daily activity and steps. If you have more than one device with this capability, you must designate one as your Preferred Activity Tracker within Garmin Connect. Typically, the designated Preferred Activity Tracker will be the device worn most often.

When setting up a device through either the Garmin Connect App or Garmin Express, both applications will prompt you to either designate the new device as your Preferred Activity Tracker or keep the one you have previously designated. Data will automatically be consolidated when using multiple activity trackers.

You can change Preferred Activity Tracker settings by following steps below.

From Garmin Connect App:

1. Open the app from your Smartphone
2. Access the **Menu**
 - Android: Select  from the upper left
 - iOS: Select **More** from the bottom right
3. Select **Garmin Devices**
4. Select the device you would like to set as the Preferred Activity Tracker
5. Select **Device Settings** *If this option is not present, select **Activity Tracking**.*
6. Select **Set as Preferred Activity Tracker**

From Garmin Connect Web:

1. Go to [Garmin Connect](#) from a personal computer
2. Sign into your account
3. Select on  in the upper right corner
4. Select **Set as Preferred Activity Tracker**

Floors Climbed Increasing When Performing an Activity

Many outdoor watches can track the number of floors climbed, using a built-in barometer to measure elevation changes as you climb stairs. These watches allow for entering a daily goal for the amount of floors climb each day. Watches may display that you have climbed floors while recording walking or running outdoors activities, among other activities, when increasing elevation by 10 feet and walking/running up a grade of 10% or higher.

Garmin Connect App Bluetooth Troubleshooting

The following topics cover Bluetooth connection issues when using your Garmin device with the Garmin Connect App. Select a topic below that best describes your issue in order to review solutions that may solve your problem.

[My Garmin Device Is Paired to My Phone but Is Not Connecting to the Garmin Connect App to Sync Data](#)

[I'm getting a "Pairing Failed" message when setting up my device through the Garmin Connect App](#)

[The Garmin Connect App is Not Finding my Device During the Setup Process](#)

[My Garmin Device Is Not Receiving Smart Notifications from My Phone](#)

None of the above topics cover my issue.

Below are additional tips that may solve Bluetooth related problems:

- Confirm that you are running the latest version of the Garmin Connect App.
 - Garmin releases updates to the Garmin Connect App frequently. Choose your app store below to check for and install any available updates:



- Confirm the software on the Garmin device is up to date.
 - Use our Garmin Express program from a personal computer. Garmin Express automatically checks for and installs available software updates once you have added the device to the program.
- Confirm that your smartphone operating system is up to date.
 - Phones will have a setting to check for available updates. Consult your phone manufacturer for assistance in needed.
- Review [Bluetooth® Minimum Device Requirements](#) to confirm your phone meets our minimum system requirements

If issues still persist [contact Garmin Product Support](#) for further assistance

Troubleshooting a Garmin Watch that will not Charge or Power On

It is recommended to charge the battery for an hour, even if the display does not show the device charging, before determining that the battery is no longer functioning as intended.

For devices that are having power issues, such as not powering on/off or not taking a charge, a soft reset can be performed to return the watch to a normal state. A soft reset does not remove any information from the watch. This reset is most effective when the device is connected to a computer.

Performing a Soft Reset

1. Connect the device to a computer via charging clip
2. Press and hold POWER/LIGHT button for 25 seconds or until device powers off
3. Press POWER/LIGHT to power unit back on
4. Charge battery to 100%
5. Update the device's software with [Garmin Express](#). *See related content for installation instructions.*

The device will now turn on and charge properly.

How to Improve the Garmin fenix 5 and fenix 5s Battery Life

If you are charging your Garmin fenix more frequent than expected, it could be due to the amount of usage or settings being used. Below is a list of functions that could cause the battery to drain faster than anticipated, for instructions on enabling or disabling these, visit the "[Customizing Your Device](#)" section in the owner's manual.

NOTE: It is important that before you address some of the functions that affected battery life, that you first make sure your watch is up to date: [How to Install Software Updates to My fenix 5 Series Watch](#)

Some of the functions are redundant, for example; steps and activities are uploaded both through WiFi and the Bluetooth connection to the Garmin Connect Mobile application. If using the Garmin Connect Mobile app continuously, it may be a good idea to turn off the Auto Upload setting to help conserve battery power. The Storm Alert function of the Barometer when a smart phone updates local weather is another redundant battery drain.

If battery drain still continues after making some settings changes, try returning the watch to factory defaults and seeing how long the battery lasts on a full charge without pairing it to smartphone again. If the battery lasts like it used to, then the battery drain would be the result of the choice of customized settings on the watch, or Bluetooth connected features.

