Device Not Detected by Garmin Express on a Windows Computer

USB communication issues can prevent your Garmin device from being detected by Garmin Express.

Resolution

To get started, watch the video walk-through below. Watching a video takes less than two minutes and it is the easiest way to learn how to get your device added to Garmin Express.

Support: Troubleshooting the Connection from an Automotive Device to the Computer - YouTube

If you are still having trouble, try the following troubleshooting steps:

1. Verify that your device displays the connection icon
2. Ensure that Windows recognizes the USB connection
3. Device does not display the connection screen or display as a drive in Windows
4. Garmin device is recognized by the computer but not by Garmin Express

If these steps did not resolve the issue

Visit Related Content at the bottom of this page or the Garmin Express section of Support Center and you will find the available Product Support contact options in the Contact an Expert section.
Verify that your device displays the connection icon

Most devices will display an icon on the screen indicating that the device is communicating with your computer.

**These icons vary, but some examples include:**

![](image1.png) ![](image2.png)

**Note:** If the display on the automotive device is blank or only displays a battery icon when connected to the computer, first charge the device while driving using the vehicle power cable to ensure that the device has enough power to communicate with the computer.

Ensure that Windows recognizes the USB connection

When a device is properly connected to a Windows computer, it will be displayed as a removable disk or portable device.

**To verify that Windows detects the device:**
1. Connect the Garmin device to the computer
2. Press the Windows Key + E
3. Click This PC (Windows 10 only)

Garmin devices will be listed under Devices and drives in Windows 10. In older versions of Windows, Garmin devices will be listed under Devices with Removable Storage or Portable Devices.

**Windows 10**

![Windows 10 Devices and drives](image1)

**Windows 7/8**

![Windows 7/8 Hard Disk Drives](image2)

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Device does not display the connection screen or display as a drive in Windows

Try the steps below if your device does not display the connection screen, does not appear as a drive in Windows, or appears as an "unknown device" in the Windows Device Manager.

**Try a different USB cable**

- Try a Garmin branded cable if available
- If a new cable must be purchased, ensure that the cable is a USB Data Cable and not a USB Charging Cable.
- See Related Content for information about what size of USB cable your device requires

![Mini USB Cable](image1) ![Micro USB Cable](image2)

**Ensure that the USB port is working properly**

- Try a different USB port on your computer and/or test the USB port with a different USB device
- Avoid connecting through a USB hub, USB extension cable, keyboard, or monitor
- On desktop computers, use the USB ports on the back of your computer

![Laptop USB Connection](image3) ![Desktop USB Connection](image4)

**Connect the USB cable directly to your Garmin device and not the mount (if there are ports on the mount, they are for charging only)**

- For more information see: [Where to plug the USB cable into on automotive devices with a powered mount](#)
Restart the computer and try again.

**Note:** Shutting down, pressing the power button, or closing the lid on a notebook computer may not effectively restart the computer on some operating systems. Follow the instructions below to ensure that the computer is completely restarted.

<table>
<thead>
<tr>
<th>Windows 8.1 and higher</th>
<th>Windows 7</th>
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<tbody>
<tr>
<td>1. Right-click the <strong>Start</strong> button</td>
<td>1. Click the <strong>Start</strong> button</td>
</tr>
<tr>
<td>2. Click <strong>Shut down or sign out</strong></td>
<td>2. Click ➤ next to <strong>Shut Down</strong></td>
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<tr>
<td>3. Click <strong>Restart</strong></td>
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Garmin device is recognized by the computer but not by Garmin Express

**Ensure that Garmin Express is up to date:**

1. Click **Settings** in Garmin Express
2. Click About
3. Click Check for Updates to Express
4. If there is an update available, click Install Now and follow the prompts to complete the update.

If your device has already been added to Garmin Express, try removing the device and adding it back again:

1. Click Home
2. Right-click your device
3. Click Remove from Express
4. Click Remove
5. Click Add a Device
6. When the device is found, click Add Device
7. Follow the on-screen prompts to add your device back to Express

Uninstall and Reinstall Garmin Express

To uninstall Garmin Express from the computer, see the FAQ Full Uninstall of Garmin Express.

Once Express has been uninstalled, the latest version can be re-downloaded it at www.garmin.com/express.

Restart the computer

Note: Shutting down, pressing the power button, or closing the lid on a notebook computer may not effectively restart the computer on some operating systems. Follow the instructions below to ensure that the computer is completely restarted.

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<tr>
<td>1. Right-click the Start button</td>
<td>1. Click the Start button</td>
<td>1. Click the Apple icon in the menu bar</td>
</tr>
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</table>
Registering my New or Exchanged Device Using Garmin Express

Note: For instructions on installing Garmin Express, see How Do I Install Garmin Express?

To register your device:

1. Connect your Garmin device to the computer with the appropriate USB data cable.

2. Open Garmin Express

When a new device is connected, a message prompting you to add a device should appear.

3. If this message does not appear, click Add a Device
4. When Express recognizes your connected device, click **Add Device**

In the box on this screen, enter the email address which you would like your device to be registered under

- If you have an existing Garmin account, it is recommended to use the same email address you used to create that account so that your device appears in your list of registered products

5. Click **Next**

7. Enter a nickname for this device

8. Click **Next**

9. Click **Yes** or **No** to agree or disagree to anonymous data collection

The device will now be registered to the email address entered in step 5 above.

**Garmin BaseCamp Overview**

With Garmin BaseCamp users can plan and manage trips, organize user data, and transfer information between the computer and compatible devices.

**Additional features include:**

- Importing and viewing maps in 2-D or 3-D (preloaded device, memory card, or download required).
- Creating, editing and organizing routes, tracks, waypoints and more.
- Viewing BirdsEye Imagery and transferring the data to a device (subscriptions required).
• Creating and sharing Garmin Adventures to compatible devices.
• Creating and sharing geotagged photos.
• Viewing playback of routes, tracks and adventures.
• Support for geocache data from geocaching.com.

BaseCamp is available for download at www.garmin.com/basecamp.

Tutorial videos for BaseCamp are available in the Garmin Learning Center for both PC and Mac versions:

• BaseCamp for PC
• BaseCamp for Mac

Additional helpful information can be found in the FAQs linked below and within BaseCamp by clicking on Help in the Help drop-down menu.

Purchasing and Downloading a New Map Region for an Automotive Device

Garmin offers a wide variety of maps for our products. If you are planning to travel and require a new map, follow these instructions to help you purchase and install the new map to your device. Any maps that came preloaded on your device will still be able to be used after installing the new maps.

The purchase process is quick and easy, although the installation process may take several hours to complete, depending on the map you select and the speed of your internet connection. Once the installation is started, the device can be left unattended until it is complete.

Note: If the purchase has already been completed and assistance is needed to install the map, seeInstalling a Different Map Region to an Automotive Device.

What is needed:

• A compatible Garmin device

• A USB cable (see Types of USB cable used to connect automotive devices to the computer for assistance finding the correct cable)

• An SD card may be required if the map will not fit on the internal storage of the device
  o The storage space requirements can be found on the Requirements tab on the purchase page for the map.
- For instructions on checking the free space on the device, see [Checking the amount of free space on an automotive device](#).

- A Windows or Mac computer with the Garmin Express application installed.
  - For assistance with installing Garmin Express, see [Install Garmin Express](#).

- A high-speed internet connection
  - DSL, Cable, or other high speed Internet connections are recommended. Mobile broadband (such as MiFi, AirCard, or cell phone tethering), satellite, fixed wireless, and dial-up Internet connections are not supported.

- A credit card for purchasing the map

**To purchase the map:**

1. Select the desired map from our [City Navigator® NT maps](#) page.
2. Click the **Compatible Devices** tab to make sure that the map is compatible with the device. If the device is listed, it can be installed to the device.
3. Select **Download** in the **Version** drop down box and click **Add to Cart**.
4. Verify the order is correct and then click **Check Out**.
5. Sign in or create a Garmin account, if prompted.
6. Select the shipping address, or enter a new one, and click **Continue**.
7. Enter the billing address and click **Continue**.
8. Verify the order information is correct and click **Continue to Payment**.
9. Fill in the credit card information fields and click **Place Secure Order**.

A Confirmation screen will be displayed when the order is complete and the map is ready to install to the device.

**To install the map with Garmin Express:**

1. Connect the Garmin device to the computer with the appropriate USB cable.
2. From the order confirmation page, click **Launch Garmin Express**.
   - **Note:** If Google Chrome is used to make the purchase, click **Open URL:garminexpress** if prompted.
3. Select the device and click **Continue**
   - If the device was not already added to Express, a window will display stating that the device was added to Express. If this occurs, click **OK** and then choose whether or not to allow the collection of data.
4. Click the download icon
5. Read through the license agreement, then click **Accept**.
6. Read the important notes, then click **Continue**.
7. Click **Continue** next to the Memory Card or Device.
   - If the size of the map exceeds the internal storage of the device, an SD card will be required.

Once the download starts, Garmin Express will display the current progress. An **Installation complete!** message will be displayed when the download is finished and the device can be safely disconnected from the computer.

If any issues are encountered, visit the Garmin Express Support page for troubleshooting assistance and options for contacting Product Support.

**Missing or Corrupt Voice Files on an Automotive Device**

If any voice files are missing or corrupt on your automotive device, you can reload and update them using Garmin Express.

**To reload or update voices:**

1. Download and install Garmin Express by reviewing [Updating Maps And Software With Garmin Express](#)
2. Connect the device
3. Click on **Tools & Content**
4. Click on **Language Files** under **Optional Updates** and select the desired language(s)
5. Scroll down and click **Install Now**

Once installed, you can change the voice language on your device.

**To change the voice language:**

1. Touch **Settings**
2. Touch **Language & Keyboard**
3. Touch **Voice Language**
4. Touch the **desired voice language**
5. Touch **Save**

The device will now speak the selected voice language.