



Pairing the Garmin vívosmart band

Before using your Garmin vívosmart® band with IBM® Maximo® Worker Insights for the first time, you must pair it to your mobile device.

Prerequisites



- A Garmin vívosmart band that is running the latest firmware.
 - For Garmin vívosmart 4, the firmware must be at least 2.90.
 - For Garmin vívosmart 3, the firmware must be at least 5.00. To check the firmware version, wake the band, then go to  >  > **About**.
- A mobile device that has the Worker Insights app installed. For details, see [Installing the Worker Insights app](#).
- The Garmin vívosmart band must be defined as a device that is associated with your IBM Maximo Worker Insights user profile.

Before you begin

You do not need to install the Garmin Connect™ app on your mobile device to use your Garmin vívosmart with IBM Maximo Worker Insights.

Procedure

An uninitialized or factory reset Garmin vívosmart 3 displays **Hello!** on the touchscreen.

1. If your device is initialized, proceed to the next step. To initialize your device, follow these steps:
 - a. With **Hello!** on the touchscreen, swipe down.
 - b. Follow the prompts to set language.
 - c. When **Garmin Connect Mobile** is displayed, wait a few seconds until **Pair Now** is displayed.
 - d. When **Pair Now** is displayed, tap the up or down arrow until **Skip Pair** is displayed.
 - e. Tap **Skip Pair**.
 - f. Follow the prompts to set the time and date.
 - g. When **Tip: Pair in Menu** is displayed, tap the touchscreen.
 - h. When **Take a Tour** is displayed, tap the touchscreen and follow the prompts to tour the device.
2. Open the Worker Insights app and log in. Do not pair any sensors yet.
3. If your Garmin vívosmart is in sleep mode, double-tap the touchscreen to wake it.
4. Press and hold the touchscreen until **Menu** is displayed.
5. Swipe until  is displayed, then tap it.
6. Tap .
7. Tap **Pair Now**.
8. In the Worker Insights app, tap **Pair Sensors**.
9. After a few seconds, a 6-digit number is displayed on the Garmin vívosmart touchscreen. Type this number into the **Bluetooth Pairing Request** field of your mobile device and tap **Pair**.

After a few seconds, the Garmin vivosmart displays , followed by **Connected**.

Next steps

The next time that you run the Worker Insights app, the mobile device will automatically pair with the Garmin vivosmart when you log in and tap **Pair Sensors**.

Troubleshooting

The following pairing processes are separate from each other:




- **Bluetooth pairing:** Pairing the Garmin vivosmart with the mobile device. This pairing requires a 6-digit number and is typically done one time.
- **App pairing:** Pairing the Garmin vivosmart with the Worker Insights app. This pairing is done by tapping **Pair Sensors** each time the app is started.

If the Bluetooth pairing is successful but the app pairing fails, see [Pairing devices for the first time](#).

Pairing problems might occur in the following situations:

- Your Garmin vivosmart is already initialized before you attempt the Working Insights app pairing.
- Your Garmin vivosmart was paired with the Garmin Connect™ app before you attempted the Worker Insights app pairing.

If you cannot pair your device, follow these steps:

1. Alter your mobile device's Bluetooth settings by selecting the option to forget the connection for the Garmin vivosmart.
2. Restore your Garmin vivosmart to its default settings:
 - Hold the touchscreen to open the menu >  >  > **Restore defaults** > 
 - For more information about restoring Garmin vivosmart settings, see <https://support.garmin.com/>, search for your product, then search for "restoring default settings".
3. Repeat the entire pairing procedure.

If full pairing is initially successful, but you encounter pairing errors later, you have the following options:

- **Continue:** Pair other devices without pairing the Garmin vivosmart.
- **Retry:** Let the app attempt the connection for another 15 seconds.
- **Forget:** Forget the previously connected device and do the entire pairing process again.