



Syncing steps from your Samsung device to Asset Health is easy. Open the Asset Health Mobile app, go to the main menu and tap Settings. Flip on the Samsung Health switch, accept all permissions and your steps will automatically be uploaded and applied to goals and challenges. If things don't quite go as planned, see below for common problems and solutions.

Q: I don't have a watch, can I still track my steps with just a phone?

A: Yes, as long as you have the Samsung Health app installed, the phone's pedometer will allow you to track your steps.

Q: I turned on the Samsung Health switch and I got redirected to the Google Play Store.

A: The Samsung Health app is required to track steps. Please install this app and return to Asset Health Mobile and try again.

Q: I turned on the Samsung Health switch and an error message appeared.

A: The most likely cause is an out-of-date operating system or app. The Android version must be at a minimum 8 and the Samsung Health app must be at least version 6.

Q: I turned on the Samsung Health switch but it won't stay on.

A: After turning on the switch, make sure to turn on all requested permissions. If the permissions are not turned on, the switch will remain off.

Q: The switch is turned on, but my steps never began syncing.

A: The Samsung Health app requires you to log in with a Samsung account. If you have downloaded the app but have not logged in with a Samsung account, please log in with an existing account or create a new one.

Q: The switch is turned on, but my steps stopped syncing.

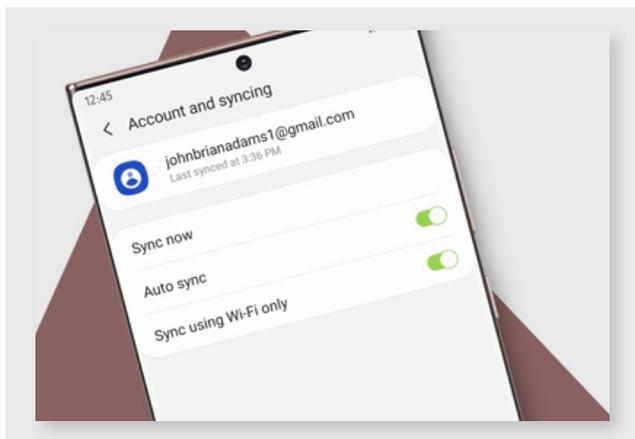
A: Go to the Samsung Health app, open the menu and tap the settings icon. Scroll down to the Data permissions and tap. You should see the Asset Health Mobile app listed. Tap that listing and confirm that all permissions are turned on. If you don't see the Asset Health Mobile app listed, go back to Asset Health Mobile, and turn the Samsung Health switch off and back on again and accept all permissions.

Q: I'm only syncing steps recorded from my phone and not any from my watch.

A: The watch may not be connected via Bluetooth to the phone, or syncing might be turned off. Please see the section *Samsung Health data does not sync* in this document.

Q: When I turn on the Samsung Health switch, I get an error message saying "You already have a different device connected. Please disconnect that device and try again."

A: You are only allowed to have one device connected at a time. Please log on to your employer's Asset Health site, go to Settings->Authorize Device, and disconnect any previously connected devices. Once you have done that, log out and back into the Asset Health Mobile app and try again.



Samsung Health data does not sync

If your Samsung Health data isn't syncing automatically between your watch and phone, you should check your network connection and make sure the app is updated. If your watch was set up without a phone, then your most recent activity is stored only on the watch and you will not be able to view it on your phone.

Note:

If it's necessary to reset your watch or the app, make sure you back up your data using the Galaxy Wearable app. Samsung is not responsible for any lost data.

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After performing each of the following steps, try syncing your Samsung Health data between your phone and watch.

- A. Open the Samsung Health app on your phone.
- B. Tap Menu (the three horizontal lines), and then tap the Settings icon.
- C. Tap Sync with Samsung account, and then tap the switch at the top to turn it on.
- D. Tap Sync now.

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Make sure your watch does not have any modes on that restrict syncing.

First, make sure your watch doesn't have Power saving, Airplane mode, or Watch only mode turned on. These modes restrict features that are required to sync data.

Here's how to turn off these different settings:

- A. **Power saving mode:** Swipe down from the top of the screen, and then tap the **Power saving** icon - it looks like a battery. Then, make sure the watch does not have a Power saving mode turned on.
- B. **Airplane mode:** Swipe down from the top of the screen, and then swipe to and tap the **Airplane** icon.
- C. **Watch only mode:** From **Settings**, swipe to and tap **Battery**, and then choose **Standard**.

Note:

When Airplane mode is turned on, Bluetooth will automatically turn off. You will need to manually turn on Bluetooth each time.

Note:

If it's necessary to reset your watch or the app, make sure you back up your data using the *Galaxy Wearable* app. Samsung is not responsible for any lost data.

**3****Make sure your phone and watch are connected over Bluetooth.**

Your phone and watch must be connected over Bluetooth through the *Galaxy Wearable* app to sync Samsung Health data. You can check this by opening the *Galaxy Wearable* app on your phone.

A. If the watch and phone have never been connected, the app will display "Get started." You will need to tap **Get started**, select the watch from the menu, and then follow the on-screen instructions to connect the watch to your phone.

B. If "Remotely connected to watch" or "Disconnected from watch" appears in the app, your Bluetooth settings might be turned off. Check the Bluetooth settings on your watch and phone:

- **Phone:** From the Home screen, swipe up or down to access the Apps screen, and then tap **Settings**. Tap **Connections**, tap **Bluetooth**, and then verify that the switch is on.
- **Watch:** From the watch screen, press the Home key (Power key), and then tap **Settings**. Swipe to and tap **Connections**, tap **Bluetooth**, and then verify the switch is on.
- **Galaxy Fit:** This model does not have a Bluetooth settings option; simply make sure the watch is charged and powered on.

4**Check for updates to your smart watch and the Samsung Health app.**

First, use the **Galaxy Wearable** app to check for available software updates for your watch and apps installed on the watch.

Next, from your phone, open the **Samsung Health** app. Tap **Menu** (the three horizontal lines), and then tap the **Settings** icon. Swipe to and tap **About Samsung Health** and verify the software version is 6.2.0.075, or later. If the app is not up-to-date, open the **Play Store**, and then tap **Menu** (the three horizontal lines). Tap **My apps & games**, and then tap **Updates**.

A. If Samsung Health appears in the "Updates" list, tap **Update** next to the app.

B. If no updates are available, the app will not appear. It may be necessary to uninstall Samsung Health, and then reinstall it.

Note:

You may be prompted to sign in to your Samsung account when you open Samsung Health again.

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Uninstall and reinstall the Samsung Health app.



From your phone, open **Settings**, and then swipe to and tap **Apps**. Search for and select **Samsung Health**. Then, tap **Uninstall** and follow the on-screen prompts to uninstall the app.

After you have uninstalled Samsung Health, reinstall it.

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Unpair your watch, and then reset it.

Navigate to and open **Settings** on your phone, tap **Connections**, and then tap **Bluetooth**. From the “Paired devices” list, tap the **Settings** (gear) icon next to your watch name, and then tap **Unpair** to disconnect it.

Next, you need to reset the watch. From the watch’s Home screen, press the Home key (the Power key). Tap **Settings**, and then tap **General**. Tap **Reset**, and then tap **Reset** again to confirm.

A. For a Gear Fit2 Pro, tap **Gear info**, and then tap **Reset Gear**.

B. Settings cannot be accessed on the Galaxy Fit. Open the **Galaxy Wearable** app on your phone instead. Swipe to and tap **About band**, tap **Reset band**, and then tap **Reset**.

After the reset, connect the watch to your phone again using the Galaxy Wearable app. Once the connection is complete, check for software updates again.

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Request service.

If your health data still isn’t syncing, service is required. Please visit the Support Center to request service.