Troubleshooting Bluetooth & Pairing Issues on Your Reebok Stride

Inas B. - 2026-11-04 - Troubleshooting & Performance

If your Reebok Stride is having trouble pairing or staying connected to your phone, follow these steps.

1. Check the Watch Battery

Make sure your Reebok Stride has sufficient battery charge before attempting to pair it.

Keep the watch close to your smartphone during the pairing process.

2. Toggle Bluetooth

Turn Bluetooth off on your smartphone, wait a few seconds, and then turn it back on.

After enabling Bluetooth again, open the Reebok Connect app and try pairing your watch.

3. Restart Both Devices

Restart both your Reebok Stride and your smartphone.

Restarting both devices can clear temporary connection issues and allow the pairing process to start fresh.

4. Verify the Device ID

If multiple devices appear during setup, verify that you have selected the correct watch.

1. On your watch, open the QR code screen.
2. Swipe up to view the watch's MAC address.
3. In the Reebok Connect app, check the device selected for pairing.
4. Confirm that the last four digits of the device ID match the last four digits of the watch's MAC address.

If the issue continues after these steps, contact support for further assistance.