



[Knowledgebase](#) > [Smartwatches](#) > [Reebok Icon Troubleshooting and Information](#) > [Troubleshooting & Performance](#) > [Notifications Not Arriving on Your Reebok Icon](#)

Notifications Not Arriving on Your Reebok Icon

Inas B. - 2025-08-20 - [Troubleshooting & Performance](#)

Your Reebok Icon keeps you connected, but sometimes notifications may not appear as expected. Follow these steps to quickly identify and fix the problem.

1. Check Bluetooth Connection

- Make sure your watch is **paired and connected** to your phone.
- On your phone, go to **Settings** → **Bluetooth** and confirm the Reebok Icon shows as **connected**.
- If disconnected, **toggle Bluetooth off and on** and reconnect.

2. Verify Notification Permissions

- Open the **Reebok Connect app** on your phone.
- Go to **Home** → **Reebok Icon** → **Phone Notification Settings**.
- Ensure **notification access** is turned on.
- Grant permissions when prompted by your phone.

Tip: Some phones require enabling notifications in **Settings** → **Apps** → **Reebok** → **Notifications**.

3. Enable Specific App Notifications

- Confirm that the apps you want notifications from (Calls, Messages, WhatsApp, Instagram, etc.) are **enabled** in the Reebok app.
- Some apps have separate notification settings inside their own app. Make sure they're allowed to send notifications.

4. Check Do Not Disturb / Battery Saver Modes

- On the watch: Swipe down → check if **Do Not Disturb** or **Theatre Mode** is enabled. Turn off if necessary.
- On your phone: Disable **Battery Saver / Power Saving Mode**, which can block background notifications.

5. Restart Devices

- Restart **both your watch and your phone**.
- Reopen the Reebok app and allow it to **sync with your watch**.

6. Clear App Cache & Re-Sync

- On your phone: **Settings** → **Apps** → **Reebok** → **Storage** → **Clear Cache**.
- Reopen the Reebok app and follow the setup steps to re-sync notifications.

7. Limit Background Restrictions

- Ensure your phone allows the Reebok app to **run in the background**.
- On Android: **Settings** → **Apps** → **Reebok** → **Battery** → **Allow background activity**
- On iOS: **Settings** → **Reebok** → **Background App Refresh** → **Enable**

8. Update Software

- Check for **watch firmware updates** in the Reebok app.
- Update your phone's **OS** and the Reebok app to the latest version.

9. Factory Reset (Last Resort)

- If notifications still do not arrive, **back up your data** and perform a **factory reset** on your Reebok Icon.
- After resetting, **re-pair the watch** and enable notifications again.

Quick Tips Recap:

1. Ensure Bluetooth is connected.
2. Check app permissions and notification access.
3. Disable Do Not Disturb / Battery Saver modes.
4. Keep watch and phone updated.
5. Restart and re-sync devices.