



[Knowledgebase](#) > [Smartwatches](#) > [Reebok Stride Troubleshooting and Information](#) > [Troubleshooting & Performance](#) > [Troubleshooting Music Control on Your Reebok Stride](#)

Troubleshooting Music Control on Your Reebok Stride

Inas B. - 2026-09-18 - [Troubleshooting & Performance](#)

If the music controls are not appearing or responding on your Reebok Stride, try the following steps.

1. Make Sure Audio Is Playing

Music or other audio must be actively playing on your smartphone for the music controls to appear on the watch.

Start playback on your phone and then check the music controls on your Reebok Stride.

2. Check the Bluetooth Connection

Make sure Bluetooth is enabled on your smartphone and that your Reebok Stride is actively connected.

If necessary, open the Reebok Connect app and confirm that the watch is connected.

3. Keep the Reebok Connect App Running

Make sure the Reebok Connect app is allowed to run in the background on your smartphone.

Check your phone's app permissions and battery settings to ensure the app can continue running in the background and access media playback controls.

If music controls still do not appear, restart both your smartphone and Reebok Stride and try again.