Why Isn't GPS Tracking My Route on My Reebok Kinetic?

Inas B. - 2026-11-26 - Resolução de problemas

The Reebok Kinetic can display a map page and record your route during supported outdoor activities. GPS reception is required for this information.

If your route isn't appearing:

1. **Check the activity:** Make sure you're using an outdoor activity that supports GPS tracking.
2. **Check GPS reception:** Before starting, move to an open area with a clear view of the sky and wait for a GPS signal.
3. **Allow positioning to finish:** Start your activity after the watch has acquired a GPS signal.
4. **Avoid signal obstructions:** Tall buildings, dense trees and other surroundings can affect GPS reception.
5. **Review your saved workout:** After finishing and saving the activity, check its summary and map information.

If the route still isn't recorded, contact our support team at **support.reebok@vitalist.ca**.

Please include your watch model, activity type, approximate location of the activity and whether the watch showed a GPS signal before you started.