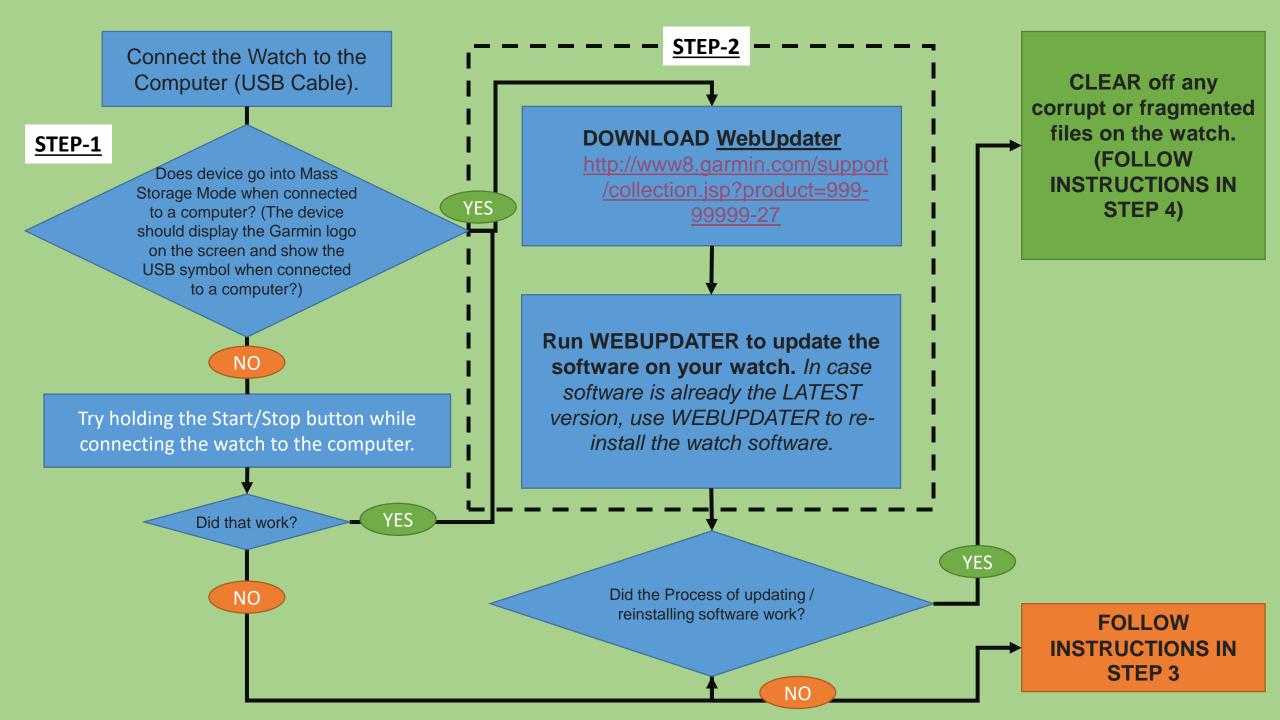# RESETTING A GARMIN FENIX-2

Please make sure you've downloaded the attached ZIP file (you'll need it during the process that follows)

All the Best!!!
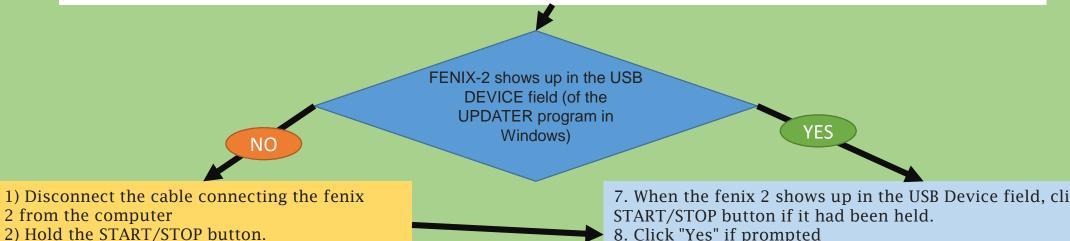
- Jonathan Benjamin.

STEP-1

Connect the Watch to the Computer (USB Cable).

Does device go into Mass Storage Mode when connected to a computer? (The device should display the Garmin logo on the screen and show the USB symbol when connected to a computer?)

NO

Try holding the Start/Stop button while connecting the watch to the computer.

Did that work?

YES

NO

STEP-2

YES

DOWNLOAD **WebUpdater**
http://www8.garmin.com/support/collection.jsp?product=999-99999-27

Run WEBUPDATER to update the software on your watch. *In case software is already the LATEST version, use WEBUPDATER to re-install the watch software.*

Did the Process of updating / reinstalling software work?

NO

YES

CLEAR off any corrupt or fragmented files on the watch. (FOLLOW INSTRUCTIONS IN STEP 4)

FOLLOW INSTRUCTIONS IN STEP 3

STEP-3

If the issue still exists, or you were unable to reload the latest software update, then please follow these next steps to reload the software to the watch. You will need to use a Windows computer to follow these instructions.

1. **Download and install the latest USB drivers, which can be found at: http://www8.garmin.com/support/download_details.jsp?id=591**
2. **Open the ZIP file (attached to this message), and move the files to your desktop.**
3. **Right click on the Updater.exex file, select Rename, then change Updater.exex to Updater.exe by removing the last x.**

1. Download and install the latest USB drivers, which can be found at: http://www8.garmin.com/support/download_details.jsp?id=591
2. Open the zip file (attached to this Mail), and move the files to your desktop
3. Right click on the Updater.exex file, select Rename, then change Updater.exex to Updater.exe by removing the last x.
4. Drag the B196700N.rgn file on to the Updater.exe file
5. With the fenix 2 turned off, plug it into the computer
6. Click the "USB Device" option

FENIX-2 shows up in the USB DEVICE field (of the UPDATER program in Windows)

NO

1) Disconnect the cable connecting the fenix 2 from the computer
2) Hold the START/STOP button.
3) Connect the fenix 2 to the computer.

YES

7. When the fenix 2 shows up in the USB Device field, click OK. Release the START/STOP button if it had been held.
8. Click "Yes" if prompted
9. Once this process is complete, disconnect the device from the computer and allow it to restart to load the software.

Unfortunately, corrupted files won't be listed in the folder when the folder is opened. To delete the corrupted file, the whole folder must be deleted.

· Backup all data saved on the device to Garmin Connect https://connect.garmin.com/en-US/ and to the BaseCamp program (http://www.garmin.com/en-US/shop/downloads/basecamp)

· Delete the GPX, Workouts, and Activities folders from the device.

· Perform a master reset on the device.

To delete the GPX, Workouts, and Activities folders:

1. Open the Garmin device on the computer
2. Browse to the Garmin folder
3. Delete the Activities folder
4. Delete the GPX folder
5. Delete the Workouts folder

To perform a master reset:

1. Press and hold Down button.
2. Disconnect the watch from the computer.
3. Release Down button once "Clear all user settings?" message appears
4. Select Yes

The reset is successful if the device finishes powering up and goes to the setup wizard (language selection, etc). Try the steps again if the setup wizard does not appear.