

Error trying to update or hard reset Suunto 5

Date: Aug, 08th 2021

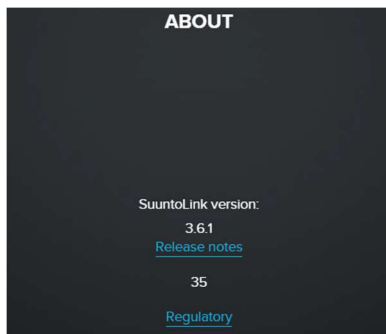
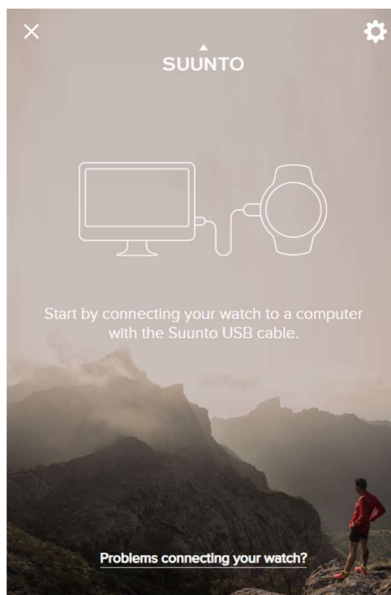
Location: Mexico City

Model: Suunto 5

Hardware: 0071B4

Serial: XXXXXXXX3808

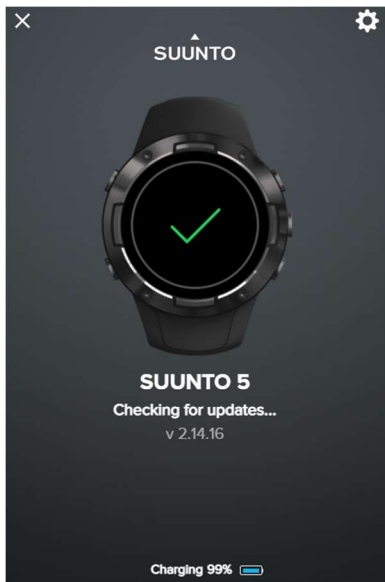
1. I started with a soft reset, with left and right upper buttons
2. Then I open the Suuntolink windows app with the following version



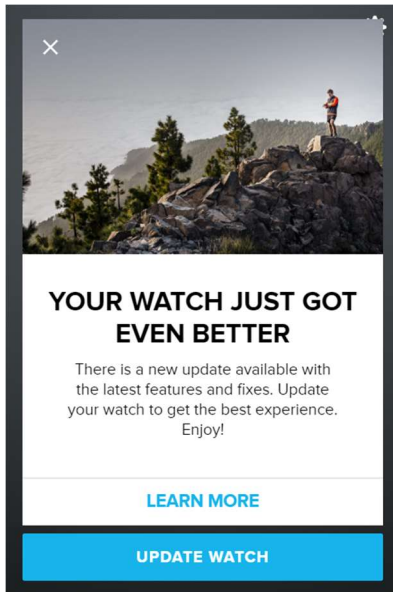
3. Then I connect the watch with the USB cable



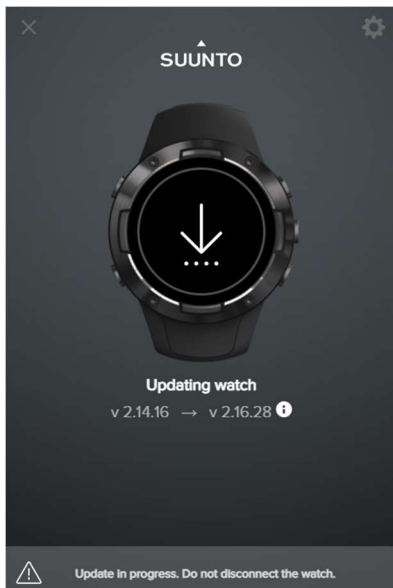
4. The app detects the watch



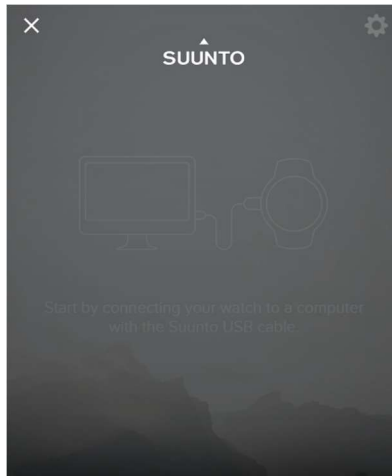
5. It shows that there's an update



6. It seems that it will work.



7. After a few seconds the process fail indicating disconnection.



 Watch update interrupted. Please re-connect your watch.

[Problems connecting your watch?](#)

Note. Watch screen never change to the “downloading” logo, it always shows the normal screen.

Things that I’ve tried

- a. Uninstall and reinstall Suuntolinkapp.
- b. Soft reset the watch
- c. Trying go to Settings and select “Hard reset”, it seems like the link app seems the watch for a few seconds after that it disappears.

My problem

I can’t find any technical service center in Mexico nor an online form to contact you.

<https://www.suunto.com/es-mx/Asistencia/Service-Centers/Centros-de-servicio/>