

STREAM | FAQs

How do I download music to my smartwatch?

Instructions for downloading music to your smartwatch are provided by your smartwatch brand or music provider. Please check their website or contact their customer service for specific questions. We have provided some links to instructions for popular smartwatch brands in the device compatibility chart on FINISswim.com

Can I wear my watch on my wrist so I can track my laps?

Your smartwatch must be within 5cm of the cord in order for the Bluetooth® connection to pass through the water. It's best if your smartwatch is worn under your cap, or attached to your goggles with the watch clip.

Does my music need to be downloaded to my watch?

Yes. Download your preferred music or podcast app onto your smartwatch. The app must offer "offline listening" or the ability to download files. This is the same process you'd go through to listen to music while in Airplane Mode.

Can I pause the music? Will it resume after?

Yes, to pause your music simply press the multi-use button once. When you are ready for your Stream to play again press the multi-use button again and it will resume.

How do I charge Stream?

Make sure your Stream is completely dry before charging. Insert the USB Charger, then remove the Goggle Clip from the Left Headphone (the one without the buttons) and slide it into the charger (logo side down). The light will be red when charging and green when fully charged.

How often do I need to charge?

Stream can last up to 5 hours of use, depending on volume level.

My battery isn't lasting 5 hours – what do I do?

Turn down the volume on your watch or your Stream to increase your battery life.

How do the watch clips work?

To use the watch clip simply take the straps off of your watch and slide the watch clip into place. After the watch clip is in place attach it to your Stream and goggle strap. This will create the most secure placement of your watch.

Which watches are compatible?

See the compatibility chart on the Stream product page at www.FINISswim.com/Stream.

Can I use watches other than Apple or Garmin?

Yes. Stream is compatible with any smartwatch with offline audio capabilities.

Do I need to have my cell phone nearby?

No, you just need a watch with offline audio capabilities.

Can you receive calls while swimming?

Yes, you will be able to receive calls if you have cellular capabilities on your smartwatch. However, the device does not have a microphone, so the caller may not be able to hear you.

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What if my device does not pair?

Make sure your smartwatch is within close proximity to your Stream or check your smartwatch's bluetooth settings.

How do I adjust the volume?

Check the volume on your smartwatch (put it at the max) and then you can adjust the volume on your Stream as you are swimming

My goggles are leaking – what do I do?

First check to see if they're leaking without use of your Stream. If the leaking is because of your Stream you may want to tighten your goggles to prevent leaks and add security for your Stream.

STREAM | DEVICE COMPATIBILITY



BRAND	DEVICE	SIZES (MM)	FINIS WATCH CLIP INCLUDED	SPOTIFY	PANDORA	APPLE MUSIC	DEEZER	iHEART RADIO	AUDIBLE	AMAZON MUSIC
Apple Watch	Series 3	38, 42	YES		X	X	X		X	
Apple Watch	Series 4	40, 44	YES		X	X	X		X	
Apple Watch	Series 5	40, 44	YES				X			
Garmin	Forerunner 645 Music		YES	X			X	X		X
Garmin	Forerunner 945			X			X			X
Garmin	Forerunner 245 Music			X			X			X
Garmin	Fenix 5 Plus	42, 47, 51	YES	X			X	X		X
Garmin	Fenix 5S Plus	42, 47, 51	YES	X			X	X		X
Garmin	Fenix 5X Plus	42, 47, 51	YES	X			X	X		X
Garmin	Fenix 6 Pro	42, 47, 51		X			X			X
Garmin	Fenix 6 Sapphire	42, 47, 51		X			X			X
Garmin	Fenix 6S Pro	42, 47, 51		X			X			X
Garmin	Fenix 6S Sapphire	42, 47, 51		X			X			X
Garmin	Fenix 6X Pro	42, 47, 51		X			X			X
Garmin	Fenix 6X Sapphire	42, 47, 51		X			X			X
Garmin	Vivoactive 3 Music		YES	X			X			X
Garmin	Vivoactive 4S			X			X			X
Garmin	Venu			X			X			X
FitBit	Versa			X	X		X			
Fitbit	Versa 2			X	X		X			
FitBit	Ionic			X	X		X			

If a watch clip is not included, simply remove the strap from your watch and slide it under your swim cap.
All app accounts must be "premium" accounts.