Troubleshooting Sensor Light Issues on Your Device

Inas B. - 2025-10-08 - Troubleshooting & Setup

Sensor light problems can affect your smartwatch performance. Follow these steps to fix them:

1. Clean and Restart

- Clean the back of your device with cotton and rubbing alcohol.
- Restart the watch:
    1. Long-press the top button for 3 seconds to open the Quick Power Menu.
    2. Tap the red **Power** icon to turn off.
    3. Tap the green **Restart** icon to reboot.

2. Update Software

- Make sure both your watch and the Moto Wear app are up to date.

3. Check Environmental and Skin Factors

- Skin type, tattoos, or environmental lighting can affect sensor readings. Use the device under optimal conditions.

4. Perform a Reset (if necessary)

- Press and hold the top button for ~20 seconds until the watch resets. You may need to repeat 3–6 times if needed.

Regular cleaning, updates, and proper use help maintain sensor accuracy and device performance.