Fixing Factory Mode (QR Code Error) on Your Moto Watch

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

If your Moto Watch shows a **QR code**, it means the watch entered **Factory Mode**. This mode doesn't harm your data but may lead to a factory reset. Don't worry—any data synced with your **Moto Watch app account** can be restored.

Steps to Exit Factory Mode:

1. **Return to the Watch Face:** Press the top button.
2. **Open Quick Settings:** Swipe down on the screen.
3. **Enter Factory Menu:** Swipe down again to access the Factory Menu.
4. **Select Factory Options:** Tap **Factory Options**.
5. **Choose Shutdown:** Scroll to the bottom and select **Shutdown** (bottom option, not the middle one).
6. **Restart the Watch:** Wait a few seconds, then press the top button to turn it back on.
7. **Remove Old Bluetooth Connection:** On your phone, forget the watch from Bluetooth settings.
8. **Re-Pair with App:** Open the Moto Watch app and pair your watch again to restore full functionality and synced data.

Following these steps will get your watch out of Factory Mode safely.