Fixing Play Store Retrieval Error on Moto 360

Inas B. - 2025-10-13 - Troubleshooting & Setup

Having trouble retrieving Play Store information on your Moto360? Follow these steps to get back on track:

Step 1: Reset Your Watch

1. On your **Moto360**: Go to **Settings → System → Disconnect & reset**.
2. On your **paired phone**: Go to **Settings → Connected devices → Bluetooth**, tap the gear icon next to your watch, and choose **Forget**.

Step 2: Clear Wear OS and Google App Data

1. On your phone, go to **Settings → Apps & notifications → See all apps**.
    - Clear data for:
        - **Wear OS by Google**
        - **Google**
2. Additional step: Go to **Google Play Services → Storage → Manage space → Clear all data**.

Step 3: Reboot Your Phone

- Restart your smartphone for a fresh start.

Step 4: Reconfigure Google Assistant

1. On your phone, open the **Google app** and complete the setup for **Google Assistant**.
2. Open the **Wear OS app** and reconnect your watch.

 Following these steps should resolve Play Store retrieval issues. If problems continue, contact our **support team**. We're here to ensure your Moto360 works seamlessly.