Moto360 Google Pay (GPay) Connection Troubleshooting

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

If your Moto360 has trouble connecting to Google Pay (GPay), follow these simple steps:

1. Watch Shows “Can’t Connect” or Freezes Adding a Card

- Make sure **Bluetooth is on** on your phone.
- Open the **Wear OS app** on your phone and confirm it shows **Connected**.
- If not, reconnect your watch.
- On the watch, open **Google Wallet** and try adding your card again.

2. Watch Shows “Can’t Check Accounts”

- Update the **Google Wallet app** on your watch:
  - Open **Play Store** on the watch → swipe from top → **My Apps** → find **Google Wallet** → **Update**.
- Reopen **Google Wallet** after updating.

3. App Asks to Restart Phone

- Restart your **phone** (not the watch).
- Wait **30–60 seconds** for updates to install.
- Open **Google Wallet** on your watch and tap **Retry**.

4. Loading Circle Keeps Spinning

- Close and reopen **Google Wallet** on the watch.
- If it continues, restart the watch by **holding the Power button**.

 If issues persist, contact our **support team**. Your Moto360 should connect to Google Pay smoothly after these steps.