Moto360 Wi-Fi Connection Troubleshooting

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

Having trouble connecting your Moto360 to Wi-Fi? Follow these steps to fix common issues.

Step 1: Update Wear OS App and OS

- Make sure the **Wear OS app** on your phone is up to date.
- Update your **Moto360** to the latest Wear OS version (released Feb 2) which addresses Wi-Fi issues.

Step 2: Check Wi-Fi Settings

- Open the **Wear OS app** on your phone.
- Go to **Settings → Privacy & Personal Data → Cloud Sync** and ensure it's on.
- On your Moto360, go to **Settings → Connectivity → Wi-Fi** and set it to **Automatic**.
- Review saved networks and add any new networks if needed.

Step 3: Verify Network Compatibility

- Ensure your Wi-Fi network uses the **2.4GHz frequency** (Moto360 does not support 5GHz).
- For dual-band routers, activate the 2.4GHz network.

Important Note

- **Public Wi-Fi** (hotels, cafes, etc.) may be blocked for security reasons. Always connect to safe, supported networks.

Following these steps should resolve most Wi-Fi issues. If problems continue, contact our **support team** for assistance.