Troubleshooting: Heart Rate Monitoring Not Working on Moto Watch 70

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

If your Moto Watch 70 isn't tracking your heart rate properly, follow these steps to troubleshoot and resolve the issue:

1. Check Watch Placement and Fit

- **Correct Position:** Place the watch just below your wrist bone for optimal sensor readings.
- **Fit It Right:** Ensure the watch is snug but not too tight. It should feel secure without cutting off circulation.

2. Clean the Sensors

- Use a soft, dry cloth to gently clean the sensors on the back of the watch. Dirt, oils, or moisture can block readings, so keeping the sensors clean is essential.

3. Confirm Software Updates

- **Watch Update:** Swipe down from the watch face → Settings → About → Version, and ensure your watch is running the latest software.
- **App Update:** Make sure the Moto Watch Lite app on your phone is up-to-date.

4. Enable Heart Rate Tracking

- Go to **Settings → Heart Rate** and ensure **continuous heart rate monitoring** is turned on for ongoing tracking throughout the day.

5. Recheck Watch Position

- Ensure the back of the watch maintains full contact with your skin. Adjust the watch slightly if there are any gaps between the sensors and your wrist.

6. Minimize Interference

- Tattoos or sensitive skin may reduce sensor accuracy. If readings are inconsistent, try wearing the watch on your opposite wrist.

7. Restart Your Watch

- Press and hold the button for **30 seconds** to restart the watch. This can resolve temporary software issues affecting heart rate tracking.

8. Sync Data with Moto Watch Lite

- Open the Moto Watch Lite app and verify that heart rate data is syncing correctly. If not, check the Bluetooth connection and resync your devices.

9. Reset Your Watch (Last Resort)

- Perform a **factory reset** to restore the device to default settings. **Warning:** This will erase all data, so back up important information first.

- To reset: **Settings → System → Reset**

10. Still Not Working? Contact Support

- If issues persist, reach out to support with your watch’s serial number and a description of the problem.