Troubleshooting: Sleep Tracking Not Working on Moto Watch 40

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

If your **Moto Watch 40** isn't tracking sleep properly, follow these steps to resolve the issue:

1. Check Sensor Placement and Fit

- **Correct Position:** Wear the watch at least one finger-width below your wrist bone.
- **Fit:** The strap should be snug but not tight, ensuring constant contact with your skin without cutting off circulation.

2. Confirm Software is Up-to-Date

- **Watch Software:** Swipe down from the watch face → **Settings > About > Software Update** to ensure the watch is running the latest version.
- **App Update:** Make sure the **Moto Watch Lite app** on your phone is updated to the latest version from the App Store or Google Play Store.

3. Reboot Your Watch

- Hold the **physical button for 10 seconds** to restart the watch. This can often fix minor sensor glitches.

4. Ensure Sleep Mode is Active

- Sleep tracking works automatically based on your sleep schedule in the **Moto Watch Lite app**.
- Make sure your sleep period is set correctly (default: 12:00 AM – 8:00 AM) and try sleeping within that window.

5. Clean the Sensors

- Dirt, oils, or moisture can interfere with sensor readings.
- Wipe the back of the watch gently with a **soft, dry cloth** to keep sensors clean.

6. Check for Interference

- Environmental factors such as **bright light, tattoos, or skin conditions** may affect readings.
- Ensure nothing is blocking proper sensor function.

7. Sync with the App

- After sleep, make sure your data is **synced with the Moto Watch Lite app**.
- If no data appears, open the app and manually sync the watch, ensuring the connection is stable.

8. Factory Reset (Last Resort)

- If the problem persists, perform a **factory reset** to restore default settings.
- **Note:** This will erase all data, so back up important information first.
- Go to **Settings > System > Reset** and follow the prompts.

9. Contact Support

- If sleep tracking still isn’t working, reach out to **Moto Watch Support** for assistance.