Troubleshooting: Sleep Tracking Not Working on Moto Watch 70

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

If your Moto Watch 70 isn't tracking your sleep or the sensors aren’t working properly, follow these steps:

1. Check Sensor Placement and Fit

- **Correct Wear:** Position the watch at least one finger-width below your wrist bone so the sensors maintain contact with your skin without gaps.
- **Fit:** Ensure the strap is snug but not tight, keeping sensors in contact without obstructing circulation.

2. Confirm Software is Up-to-Date

- **Watch Update:** Swipe down from the watch face → Settings → About → Software Update.
- **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

- **Restart:** Press and hold the physical button for 10 seconds until the watch restarts to resolve minor glitches.

4. Ensure Sleep Mode is Active

- Sleep tracking works automatically based on the sleep window set in the Moto Watch Lite App.
- Check your sleep period is correct (default: 12:00 AM to 8:00 AM).

5. Clean the Sensors

- Wipe the back of the watch with a soft, dry cloth to remove dirt or oils that may interfere with sensor readings.

6. Check for Interference

- External factors like bright light, tattoos, or certain skin conditions may impact sensor performance. Make sure nothing is obstructing the sensors.

7. Sync with the App

- After sleeping, confirm that the data has synced with the Moto Watch Lite App.

- If no data appears, manually sync the watch by opening the app and ensuring the connection is stable.

8. Factory Reset (Last Resort)

- If sleep tracking still doesn’t work, perform a factory reset to restore default settings:
    - Go to Settings → System → Reset, then follow the prompts.
    - **Note:** This will erase all data.

9. Contact Support

- If the problem persists, reach out to our support team for further assistance.