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# Troubleshooting: Heart Rate Monitoring Not Working on Moto Watch 70

Inas B. - 2025-10-08 - [Dépannage et configuration](#)

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.