Resolving Time Sync Issues on Your Smartwatch

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

Accurate time synchronization between your watch and phone is essential. Follow these steps if your watch shows the wrong time:

1. Pair Your Devices

- Ensure your watch is paired with your phone. If it hasn't been paired recently or was out of battery, reconnect the devices. You may need to manually adjust the time after long inactivity.

2. Check for Software Updates

- Open the Moto Watch app on your phone.
- Tap your profile picture → Select your connected watch → Scroll to **Check for firmware updates** → Tap **Check for updates**.
- Follow the instructions. Ensure both devices have at least 20% battery and stay close together.

3. Troubleshoot Persistent Issues

- Restart your watch and try different watch faces.
- Update both the Moto Wear app and your device software.
- Verify that your phone shows the correct time and daylight saving settings.
- Disconnect and reconnect Bluetooth pairing if necessary.

Following these steps ensures your smartwatch displays the correct time and maintains a smooth experience.