Troubleshooting Connectivity Issues with Your Watch

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

Pairing problems or random disconnections between your watch and phone can be frustrating. Follow these steps to resolve connectivity issues:

1. Restart Your Devices

- Press and hold the top power button on the watch until the reboot menu appears.
- Select "Settings → System → Restart."
- Restart your phone as well.

2. Update the Moto Watch App

- Open the Moto Watch app on your phone.
- Access the menu and check the app version (recommended: 01.01.35).

3. Check Firmware Updates

- Open the app → "My Devices" → "Check for Firmware Updates."
- Update your watch if a new version is available.

4. Ensure Bluetooth is Enabled

- **Android:** Settings → Connections → Bluetooth → Toggle On.
- **iPhone:** Settings → Bluetooth → Toggle On (or Control Center).

5. Maintain Proximity

- Keep your watch and phone within ~5 meters to ensure a stable Bluetooth connection.

6. Check Battery Level

- Ensure the watch battery is above 33% for reliable connectivity.

7. Provide Feedback if Needed

- Open the app → Profile → Feedback → Enter comment → Submit.

Following these steps should resolve most connectivity issues and ensure a smooth experience between your watch and phone.