Moto360 Update Issues: Troubleshooting Guide

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

If your Moto360 is having trouble updating, follow these simple steps:

1. Check Wi-Fi Connection

- Ensure your watch is connected to a **stable Wi-Fi network** before starting the update.

2. Temporarily Disable Bluetooth

- Wake up the watch if the screen is dim.
- Swipe down → **Settings → Connectivity → Bluetooth** → turn it off.
- Retry the update.

3. Reboot Watch and Phone

- Restart both your **watch** and paired **mobile device**.
- Go to **Settings → Reboot** on each device if needed.

4. Factory Reset (Last Resort)

If updates still fail, a **factory reset** may help:

1. Hold both buttons to turn on the watch (place it on the charger if necessary).
2. Hold the **crown button** until **Recovery Mode** appears.
3. Keep holding until the screen darkens and enters a reset mode.
4. Swipe up and select **“Wipe data/factory reset”**.
5. Press the crown to confirm.

 Note: A factory reset will erase all data. Pair your watch again after resetting.

If problems persist, contact our **support team**. We’re here to help keep your Moto360 updated and running smoothly.