Troubleshooting NFC Issues on Your Moto360

IT Team - 2025-10-13 - Troubleshooting & Setup

Having trouble with NFC on your Moto360, especially when making payments? Follow these simple steps to get it working smoothly.

Step 1: Check Watch Placement and Unlock

- Make sure your watch is securely on your wrist and unlocked.
- Tap the screen to see if Google Wallet asks you to unlock it. If prompted, unlock before paying.

Step 2: Open Google Wallet

- Open the Google Wallet app on your watch just before payment.
- Make sure the correct card is displayed.

Step 3: Hold the Watch Steady

- Position the NFC area of your watch over the reader for a few extra seconds.
- Wait for the reader to beep and the watch to vibrate.

Tip: Try different positions for the watch on the reader — it can improve NFC detection.

Step 4: Verify Contactless Acceptance

- Check with the cashier that the store accepts contactless payments.
- If not, use your physical card for the transaction.

Following these steps usually resolves NFC issues. If problems persist, contact support — we’re here to make your smartwatch experience smooth and hassle-free.