Troubleshooting Slow Data Sync on Your Moto Watch

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

Efficient data synchronization keeps your smartwatch and mobile device up to date, so you can access the latest information whenever you need it. If your data is syncing slowly, follow these steps:

1. Check Your Connection

- Make sure your watch is properly connected to your phone via the **Moto Wear app**. A stable connection is crucial for seamless syncing.

2. Restart Your Watch

- Sometimes a simple restart can resolve sync delays:
  - Press and hold the side key for **20 seconds** until the watch restarts.
  - Once powered on, reopen the app and attempt to sync your data again.

3. Manage the App

- Close the **Moto Wear app** completely and ensure it’s not running in the background on your phone.
- Reopen the app and try syncing your data again.

4. Activity Data Considerations

- Activity data can be larger and may take longer to sync. Depending on the length and type of activity, it’s recommended to wait **15 minutes** before checking if the sync completes successfully.

Following these steps ensures smooth and timely data synchronization, helping you get the most out of your Moto Watch.