Troubleshooting Step Tracking on Moto Watch 40

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

If your **Moto Watch 40** isn't accurately tracking steps, follow these tips to improve step counting:

1. Understand Pedometer Limitations

- The Moto Watch 40 uses a **pedometer**, not GPS, to count steps.
- Certain activities, like pushing a stroller, walking with hands in pockets, or moving without using your arms, may cause inaccurate counts.

2. Watch Position

- **Correct Wrist Placement:** The watch should sit comfortably with the sensors in contact with your skin.
- **Arm Movement:** Step tracking depends on arm motion. If the watch is too loose or poorly positioned, steps may not register. It should be snug but not restrictive.

3. Calibrate Your Step Goal

- Adjust your **daily step goal** in the Moto Watch Lite app to better reflect your activity.
- This can help you assess step counts relative to your expectations.

4. Avoid Non-Walking Arm Movements

- Activities like cooking, driving, or other repetitive arm motions may be miscounted as steps.
- Be aware of these situations to avoid inflated step counts.

5. Update Software

- Ensure your **watch and app** are up-to-date. Outdated software can affect step tracking accuracy.
- On your watch: **Settings > About > Version**.

6. Reset Your Watch (If Necessary)

- Perform a **reset** to clear any software glitches affecting step counting.
- Go to **Settings > System > Reset**.

7. Adjust Step Sensitivity

- While the Moto Watch 40 doesn't have a direct pedometer sensitivity setting, wearing it on your

dominant wrist can improve accuracy.

8. Sync Data with the Moto Watch Lite App

- Ensure your watch **syncs correctly** with the app.
- If syncing is delayed or interrupted, step counts may not update properly. Check for any sync errors in the app.

9. Understand Factors Affecting Accuracy

- **Environmental Factors:** Uneven terrain, slow walking, or minimal arm movement can affect step counting.
- **Activity Style:** Moderate-paced walks with regular arm movement yield the most accurate counts.

10. Still Not Working? Contact Support

- If step tracking remains inaccurate, reach out to **Moto Watch Support** for help.