Troubleshooting: Heart Rate Monitoring Not Working on Moto Watch 40

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

If your **Moto Watch 40** isn't tracking your heart rate accurately, follow these steps to resolve the issue:

1. Check Watch Placement and Fit

- **Correct Position:** Place the watch just below your wrist bone for optimal sensor readings.
- **Fit:** The watch should be snug but not too tight. It should feel secure without restricting circulation.

2. Clean the Sensors

- Use a **soft, dry cloth** to gently clean the sensors on the back of the watch.
- Dirt, oils, or moisture can block the sensors, so keeping them clean is essential for accurate readings.

3. Confirm Software Updates

- **Watch Software:** Ensure your watch has the latest software. Swipe down from the watch face, go to **Settings > About > Version**.
- **App Update:** Make sure the **Moto Watch Lite app** on your phone is up-to-date.

4. Enable Heart Rate Tracking

- Go to **Settings > Heart Rate** and ensure **continuous monitoring** is enabled. This allows the watch to track your heart rate throughout the day.

5. Recheck Watch Position

- Make sure the back of the watch is **flush against your wrist**. No gaps should exist between your skin and the sensors.
- Adjust placement if necessary for better sensor contact.

6. Minimize Interference

- **Tattoos or Skin Sensitivity:** Tattoos, skin conditions, or lotions may affect accuracy. Try wearing the watch on your opposite wrist if readings are inconsistent.

7. Restart Your Watch

- Hold the **side button for 30 seconds** to restart the watch. This can often resolve minor tracking issues.

8. Sync Data with Moto Watch Lite

- Ensure your heart rate data is **synced with the Moto Watch Lite app**.
- Open the app and check for any connection or syncing issues.

9. Reset Your Watch (Last Resort)

- If the problem persists, perform a **factory reset** to restore default settings.
- **Important:** This will erase all data, so back up any important information first.
- Navigate to **Settings > System > Reset**.

10. Still Not Working? Contact Support

- If none of these steps resolve the issue, contact **Moto Watch Support** for further assistance.