Why Does My Reebok Smartwatch Keep Restarting or Turning Off?

Inas B. - 2026-11-26 - Resolução de problemas

If your Reebok smartwatch restarts unexpectedly or turns off by itself, try the following steps.

1. Check the Battery

Make sure your watch has sufficient battery. If the battery is low, connect it to its charger and allow it to charge.

2. Restart Your Watch

Restart the watch and check whether the issue happens again.

3. Check for Software Updates

Make sure your watch software and the Reebok Connect app are up to date.

4. Check When the Issue Happens

Take note of whether the watch restarts:

- During a particular activity.
- While using a specific feature.
- When the battery reaches a particular percentage.
- After being disconnected from your phone.

This information can help us investigate the issue.

Still Restarting?

If your watch continues to restart or turn off unexpectedly, contact our support team at **support.reebok@vitalist.ca**.

Please include your watch model, serial number, phone model, operating system version and the date you first noticed the issue.

We may recommend additional troubleshooting steps after reviewing the details.