Why Is My Reebok Smartwatch Running Slowly or Freezing?

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

If your Reebok smartwatch is responding slowly, freezing or taking longer than usual to open features, try the following:

1. **Wait briefly:** Give the watch a moment to respond, particularly if it is processing an activity or synchronizing information.
2. **Check the battery:** Make sure the watch has sufficient charge.
3. **Close the current activity:** If the watch is recording a workout, finish or pause the activity using the available controls before trying other features.
4. **Restart the watch:** Restart it and check whether performance improves.
5. **Check for software updates:** Make sure your watch software and Reebok Connect app are up to date.

If your watch continues to freeze or respond slowly, contact our support team at **support.reebok@vitalist.ca**.

Please include your watch model, serial number, current software version and a description of when the issue occurs.