Why Is My Reebok Smartwatch's Software Update Taking So Long?

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

A software update may take some time to download and install on your Reebok smartwatch. The time required can vary depending on the update size, connection quality and installation process.

If an update appears to be taking longer than expected:

1. **Give the update time:** Avoid interrupting the installation simply because it is taking longer than anticipated.
2. **Check your phone's connection:** If the update is being downloaded through Reebok Connect, make sure your phone has a stable internet connection.
3. **Keep your devices close:** If the update requires communication between your phone and watch, keep them near each other with Bluetooth enabled.
4. **Check the watch's display:** Look for signs that the update is still progressing or that the watch is restarting.
5. **Avoid interrupting the process:** Do not power off the watch, restart your phone or disconnect the devices while installation is underway.

If the update appears frozen, remains on the same screen for an unusually long time or displays an error, avoid attempting a factory reset.

Contact our support team at **support.reebok@vitalist.ca**. Include your watch model, phone model, the screen or message displayed during the update and approximately how long the process has been running.