**🔝 Intro**

Troubleshooting Top Cases

**Ultrahuman Ring AIR**

Updated: @July 22, 2025​

short line

This document includes:

* Ring Battery – High Drain
* Ring not Connecting/Advertising
* Dead on Arrival
* Incorrect Movement Index
* Incorrect Sleep Data
* Ring Data not Uploading
* Ring Step 0 – No Steps Picked
* HR Sensor Failure: Constant Red Light on the Ring
* Ring only connects on the Charger
* Ring Charger Issue
* Ring Frequent Disconnection
* Ring State 10 – No contact detected
* Ring not Charging

**🪫 Ring Battery- High Drain**

Ring Battery- High Drain

# **Case Identifier**

When the ring's battery drains rapidly: The battery lasts less than 4 days and requires frequent charging - this means the battery drain is MORE THAN 25% per day. General macro - battery\_service\_sop

# **Resolution: Route the user to the** [**Battery Troubleshooting Wizard**](https://ultrahuman.onelink.me/QqSM/ren08swf) **FALLBACK STEPS**

**Step 1**

**Review ring data** Macro: [#BDR\_STEP1]

Thank you for reaching out! We’re here to solve this for you. To help you better, we’ll review your ring’s data and follow up shortly with the next steps. Please allow us some time to get back here.

Things to be reviewed: Firmware version, battery state graph (dissipation Rate), CDT (High/Low), reset history

**Step 2  
  
Upgrade Firmware (to the latest firmware)** Macro: [#Pushto\_Zephyr]

I have pushed the latest firmware to your ring. Please quit the app completely, and reopen the app in a while. If you don’t see the Firmware Update pop-up, it should appear within the next few hours (If it doesn’t, please head to ring battery view > scroll down > “check for firmware update”). Once it does, follow the prompts and update your firmware. Once your firmware has been updated, please observe for a while. You shouldn’t face these issues anymore :)

Let us know how this goes or if you need any help!

Once the user gets back, we move to the next step.

**Step 3**

**Factory reset** Macro: Zephyr\_New\_FR

\*\*\*\*Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger, and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone, which is expected behaviour, so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can [click here](https://youtu.be/2CzUj0l6kWo) and view the process to factory reset the ring.

After this reset, we need to enable Chill mode.

**Step 4**

**Enable “Chill mode” and keep it on for at least 48 hours.** Macro: chill\_mode\_enable.

To enable Chill Mode for your ring, please follow the steps below:

1. Click on the ring icon on the top right of the ring homepage
2. Click on Choose a Battery Usage Mode
3. Toggle - Chill mode

After this, the user needs to observe the battery drain from 100% to 10%, while keeping chill mode enabled - and let us know when down to 10%. Then we check the rate of drain and for how many days the battery lasted.

**Step 5**

In case of a high BDR post the above steps, we replace the ring. For externals - fill in the [form](https://docs.google.com/forms/d/e/1FAIpQLSe7JzmdG0LQdK_H7dck0oFVVhOaE35zVNBjS5Ymu1H-xO7P7w/viewform) and wait for approval on the [sheet](https://docs.google.com/spreadsheets/d/1Le4ucNOD0Eyn44uMzBvFw3mc1gwonsUEwMb-Ktr_ihA/edit?resourcekey=&gid=454289989#gid=454289989).

**Note for the team: We now also have a** [**dedicated dashboard**](https://ops.ultrahuman.com/admin/battery_troubleshooting) **for Battery troubleshooting. We filter out individual Ring details and share the resolution as suggested by the Dashboard**

## **Flowchart**

<https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2lvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcUhSZXNBYmQ0aXhReHoyM0pnMmZkUFdQcVk3TWwzcHlnRkJHVTF3OU1xbTRSU2xaOUZsY2UxNm5QZFZ2V21TVWJEWkRCbDZKV3VtRkhBS2NFMDFkcUNFSnM0d3FEN050ekl3PT0hdjE=?share_link_id=810409693746>

## **Template for the bot flow**

### **Entry Point:**

**Trigger:** User selects *“Battery Troubleshooting”* option in chat OR mentions battery-related issues.

* Bot Message:  
    
   *“Let’s help you with your battery issue. I’ll check if the Troubleshooting Wizard (TSW) has already been run on your app today.”* *“Can you please share your registered email ID?”* → Capture email input

### **Step 1: Check TSW Trigger Status**

* **Bot triggers backend check** using email ID on Troubleshooting Dashboard > Troubleshoot Wizard Sessions.
* **Check if a session was recorded today**

### **⚙️ Scenario A: Session Found (TSW was Triggered)**

**Sub-check: What is the session status?**

1. **In Progress**
   * Bot Response:  
       
      *“Looks like you started the Troubleshooting Wizard but haven’t completed it yet. You can resume it by tapping the link below and following the steps carefully.”* ➡️ **[Resume Wizard Link] -**<https://ultrahuman.onelink.me/QqSM/ren08swf>
   * **Bot Adds Note:** *“Once the new firmware update is installed, we recommend doing a factory reset and observing for a few charge cycles.”*
2. **Terminated**
   * Bot Response:  
       
      *“It seems the Troubleshooting Wizard was not completed. Please try again using the link below and follow all the steps.”* ➡️ **[Retry Wizard Link] -**<https://ultrahuman.onelink.me/QqSM/ren08swf>
   * **Bot Adds Note:** *“Once the new firmware update is installed, we recommend doing a factory reset and observing for a few charge cycles.”*
3. **Completed**
   * Bot Response:  
       
      *“Thanks! I see the Troubleshooting Wizard was completed. I’ll now run some backend checks.”* → **Trigger backend logic to proceed with Battery SOP flow** (to be detailed separately)

### **⚙️ Scenario B: No Session Found (TSW Not Triggered)**

* Bot Response:  
    
   *“It looks like the Troubleshooting Wizard hasn’t been started yet. Please tap the link below and follow the steps to begin.”* ➡️ **[Initiate Wizard Link] -**<https://ultrahuman.onelink.me/QqSM/ren08swf>
* Post link share: *“Once done, I’ll recheck your app’s status to help you further.”*
* Optional:  
    
   *Bot triggers ‘initiate battery troubleshooting’ function via TS dashboard to nudge user in-app.* *“We’ve also sent a reminder to your app. You’ll see a prompt to start the Troubleshooting Wizard shortly.”*

### **🧠 Bot Memory & Follow-up Logic:**

* Store email ID and session status temporarily for the session.
* If the user returns after completing Wizard → re-trigger dashboard check and resume from “Scenario A → Completed”.

### **📌 Important Notes for Yellow AI Team:**

* **TSW status check & Wizard session details need to be integrated with internal Troubleshooting Dashboard APIs**.
* **Dynamic Link Generation** (e.g., resume/retry) should be based on the user's app session ID or predefined static link, as appropriate.
* **Backend SOP (Post-Wizard Completed)** will be a separate integration point with internal support SOP logic.

**💡 Ring not Connecting/Advertising**

Ring not Connecting/Advertising

# **Case Identifier:**

The user is trying to pair their ring, but the ring is experiencing an issue with advertising and pairing with the app.

# **Resolution:**

**Step 1: Connection TS1**

Macro Name: [ConnectionTS1]

Let’s rule out the basics:

1. Turn Off Power Saver Mode on Your Phone : Low battery (below 20%) can degrade Bluetooth performance. Charge your phone to maintain a stable connection.

2. Disconnect Unused Bluetooth Devices : Having too many connected devices can block new connections. Disconnect unused devices from your phone’s Bluetooth settings.

Then, continue troubleshooting with these:

1. Switch Off Wi-Fi Temporarily : Wi-Fi can occasionally interfere with Bluetooth. Turn it off briefly to improve connectivity.

2. Toggle Bluetooth Off/On : Turn Bluetooth off, wait a few seconds, then turn it back on to refresh the connection.

3. Complete a Bluetooth Reset : Keep the Ring on the charger → Turn off Bluetooth → Force-close the app → Re-enable Bluetooth → Remove the Ring from paired devices → Re-pair it via the Ultrahuman app.

4. Try a Different Cable or Adapter : Faulty USB\-C cables or power adapters can disrupt charging and connectivity. Switch both the cable and the power source (preferably a wall socket\-based adapter\).

5. Reinstall the Ultrahuman App : Uninstall and reinstall the app from the App Store to fix persistent issues.

**Step 2: Battery Drain Reset**

Macro Name: [ConnectionTS2]

## As a last resort, we'll perform a Battery Drain Reset. This step ensures the ring undergoes a complete hardware reset, clearing its internal state and helping resolve issues related to Bluetooth connectivity or advertising.

## 1. We have triggered the battery drain reset for you. You should now see a banner with a timer on the Ring tab of your app. This timer estimates the time it will take for the battery to fully drain. Note: If you don’t see the banner, try killing and relaunching the app.

## Please do not place the Ring on the charger until the battery is completely drained, or it will interrupt the reset process.

## 2. Once the battery is fully drained, you’ll receive a push notification prompting you to reconnect. Please charge the ring for at least 30 minutes before you reattempt connecting the ring.

## If the ring still does not connect after completing this step, please let us know, and we will assist you further.

## 

## **Flowchart**

[https://miro.com/Sign up | Miro | Online Whiteboard for Visual Collaboration](https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2lvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcUhSZXNBYmQ0aXhReHoyM0pnMmZkUFdQcVk3TWwzcHlnRkJHVTF3OU1xbTRSU2xaOUZsY2UxNm5QZFZ2V21TVWJEWkRCbDZKV3VtRkhBS2NFMDFkcUNFSnM0d3FEN050ekl3PT0hdjE=?share_link_id=810409693746)​

## **Template bot flow**

* **Connection Issues Chatbot Workflow for Yellow AI**

**Entry Point:**

**Trigger:** User selects “Connection Issues” in chat OR mentions difficulty connecting the ring.

**Bot Message:**

“Let’s get your ring connected. I’ll walk you through a few steps to reset and reconnect the ring. If that doesn’t work, we’ll explore other options.”

→ Proceed to Step 1

### **🔁 Step 1: Connection TS1**

**Bot Message:**

“Please try the following steps and let me know if your ring connects successfully afterward.”

**Instructions (step-by-step message or carousel):**

1. Turn Off Power Saver Mode on Your Phone : Low battery (below 20%) can degrade Bluetooth performance. Charge your phone to maintain a stable connection.

2. Disconnect Unused Bluetooth Devices : Having too many connected devices can block new connections. Disconnect unused devices from your phone’s Bluetooth settings.

Then, continue troubleshooting with these:

1. Switch Off Wi-Fi Temporarily : Wi-Fi can occasionally interfere with Bluetooth. Turn it off briefly to improve connectivity.

2. Toggle Bluetooth Off/On : Turn Bluetooth off, wait a few seconds, then turn it back on to refresh the connection.

3. Complete a Bluetooth Reset : Keep the Ring on the charger → Turn off Bluetooth → Force-close the app → Re-enable Bluetooth → Remove the Ring from paired devices → Re-pair it via the Ultrahuman app.

4. Try a Different Cable or Adapter : Faulty USB-C cables or power adapters can disrupt charging and connectivity. Switch both the cable and the power source (preferably a wall socket-based adapter).

5. Reinstall the Ultrahuman App : Uninstall and reinstall the app from the App Store to fix persistent issues.

**Bot Prompt:**

“Were you able to connect the ring after the tap reset?”

* Yes → END FLOW
* No → Proceed to Step 2  
    
   No → Proceed to Step 2

### **🔁 Step 2: Connection TS2**

**Bot Message:**

**(Trigger backend to start the battery)**

**Then Prompt:**

“Now follow these steps:”

**Instructions:**

## As a last resort, we'll perform a Battery Drain Reset. This step ensures the ring undergoes a complete hardware reset, clearing its internal state and helping resolve issues related to Bluetooth connectivity or advertising.

## 1. We have triggered the battery drain reset for you. You should now see a banner with a timer on the Ring tab of your app. This timer estimates the time it will take for the battery to fully drain. Note: If you don’t see the banner, try killing and relaunching the app.

## Please do not place the Ring on the charger until the battery is completely drained, or it will interrupt the reset process.

## 2. Once the battery is fully drained, you’ll receive a push notification prompting you to reconnect. Please charge the ring for at least 30 minutes before you reattempt connecting the ring.

## If the ring still does not connect after completing this step, please let us know, and we will assist you further.

**Bot Message:**

“Still having trouble? Please share a screenshot of what appears when you tap *‘Connect Ring. ’*”

→ Capture screenshot (optional)

**Bot Prompt:**

“Did the ring connect successfully?”

* Yes → END FLOW
* No → Proceed to Step 3

### **📦 Step 3: Escalate to Replacement**

**Bot Message:**

“Since the connection issue is still unresolved after all steps, we’ll initiate a ring replacement as per our support SOP.”

→ Assign to an internal agent who can check this with a screenshot

**🪦 Dead on Arrival**

Dead on Arrival

# **Case Identifier:**

The user is trying to pair their new ring. The ring is experiencing an issue with starting up and pairing.

# **Resolution:**

# **STEP 1: Charger Test**

**Macro [Ring\_Charger\_Test]**

A couple of quick checks to proceed ahead with the troubleshooting here:

1. Could you please confirm the type of adapter that you are using with the charging dock (**Brand name and whether it is a normal or fast charger**)? The adapter should be within 20 watts and less than 2 AMPS. Please attach images of the adapter for reference.
2. Have you tested the charging cable with other devices to confirm its functionality? If possible, try using a different cable to rule out cable issues.
3. When you switch on the charging dock without placing the ring on it, does the LED light turn purple?
4. When you place the ring on the charging dock, does the LED light on the dock change to a breathing white light? If not, please flip the ring and observe the LED colour.

This information will help us narrow down the potential causes of the charging issue and provide more targeted solutions.

If the charger is not changed to white breathing light after the ring is placed on it, we will replace the charger.

# **STEP 2: Tap Flow**

**Macro - [Tap\_flow\_with\_LED]**

Please follow the steps below and let us know if they resolve the issue:

Step 1: Place the ring on the charger and ensure it starts charging. Wait for at least 30 seconds. The LED lights on the charger will turn white and start blinking.

Step 2: Begin tapping the ring gently on a table while it is on the charger. Look for the red LED on the ring to turn on. (The red LED should appear on tapping 20-30 times.)

Step 3: Keep tapping until the red LED turns off, then wait for a few seconds with the ring on the doc.

Step 4: Once the green LED on the ring is on, the reset is successful.

Step 5: Open the app and attempt to connect the ring.

If the connection is unsuccessful, please share a screenshot of the screen that appears when you click on "Connect ring."

[Here’s](https://www.youtube.com/watch?si=-NEImHpAFvDriqVj&v=kv5xJQ0mGI8&feature=youtu.be) a video guide explaining the steps.

# **STEP 3:**

If the above steps have not worked, we try the “New Ring set up” flow

Macro [\*\*New\_Set\_up\_new\_ring\*\*]

Can you please close your app, reopen it in **10 seconds,** and let me know once done? (This step will allow our tech team to access your logs.) Once this is done, please follow these steps to resolve the issue:

**Step 1: Unpair the Ring:** Open your phone’s Bluetooth settings and forget the device (listed as UH\_\_\_\_).

**Step 2: Toggle Bluetooth:** Turn Bluetooth off and then back on.

**Step 3: Reconnect the Ring:**

Restart your phone and reopen the app.

Navigate to the 'Home' tab.

Click on 'Connect Ring' and attempt to reconnect the ring.

If you’re still unable to connect, proceed to step 4.

**Step 4: Test Charging Accessories** (to confirm your charger is functioning properly)

Use a different cable and adapter to charge the ring.

Charge the ring for about 15 minutes on each side using the new accessories.

If the issue continues, please share a screenshot of what you see when you click 'Connect Ring,' so we can help you further.



STEP 4:

If all of the above does not work, we go ahead and replace the ring

## **Flowchart**

<https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2lvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcUhSZXNBYmQ0aXhReHoyM0pnMmZkUFdQcVk3TWwzcHlnRkJHVTF3OU1xbTRSU2xaOUZsY2UxNm5QZFZ2V21TVWJEWkRCbDZKV3VtRkhBS2NFMDFkcUNFSnM0d3FEN050ekl3PT0hdjE=?share_link_id=810409693746>

## **Bot flow template**

**Entry Point:**

**Trigger:** User selects “DOA Issue” or mentions their new ring is not pairing immediately out of the box.

**Bot Message:**

“Let’s troubleshoot your new ring. We'll start with a few quick checks to confirm the issue and guide you toward a resolution.”

→ Proceed to Step 1

### **🔌 Step 1: Charger Test**

**Bot Message:**

“To begin, I’ll need to check your charging setup. Please answer the following questions:”

**Bot Prompts (Carousel or Sequential):**

1. What is the brand of your adapter, and is it a fast or regular charger? (Adapter should be ≤20W and <2A.)  
     
    → Upload a photo of your adapter.
2. Have you tested your charging cable with another device?  
     
    → Optional: Prompt for cable replacement if not yet tried.
3. When the charging dock is powered on *without the ring*, does the LED light turn purple?
4. When the ring is placed on the charger, does the LED change to a *breathing white*?  
     
    → If not, ask the user to flip the ring and recheck.

**Conditional Logic:**

If the charger does **not** show breathing white after placing the ring. →

**Bot Message:**

“It looks like your charger may be faulty. We’ll proceed to replace the charger.”

→ Trigger internal logic for charger replacement

→ End flow

If charger appears functional → Proceed to Step 2

### **🔁 Step 2: Tap Reset Flow**

**Bot Message:**

“Let’s try resetting the ring. Please follow the steps below:”

**Instructions (step-by-step or carousel):**

1. Place the ring on the charger for 30 seconds. The charger LEDs should turn white and blink.
2. Tap the ring gently on a table (20–30 times). The red LED on the ring should turn on.
3. Continue tapping until the red LED turns off.
4. Wait a few seconds with the ring still on the dock.
5. Once the green LED appears, the reset is complete.
6. Open the app and try to connect the ring.

📹 [Video Guide Link]

**Bot Message:**

“If it still doesn’t connect, please upload a screenshot of what you see when you tap *‘Connect Ring’* in the app.”

→ Capture screenshot (optional)

→ (Possible to train the AI to look at the connection issue images and determine this correctly?)

→ Bot Prompt: “Did the ring connect successfully?”

* Yes → END FLOW
* No → Proceed to Step 3

### **🔁 Step 3: Set Up New Ring**

**Bot Message:**

“Let’s set up the ring from scratch. First, please close your app, wait 10 seconds, and reopen it. Let me know once it's done.”

→ Wait for user confirmation

**(Optional: trigger backend log capture for tech team)**

**Then share next steps:**

**Instructions:**

1. Open Bluetooth settings and forget the ring (UH\_\_\_\_).
2. Toggle Bluetooth off and then on again.
3. Restart your phone, reopen the app, and tap *‘Connect Ring’* from the Home tab.

If still unsuccessful:

1. Test charging accessories:
   * Use a different cable and adapter.
   * Charge the ring for 15 minutes on each side.

**Bot Prompt:**

“Please upload a screenshot of what appears when you tap *‘Connect Ring'. ’*”

→ Capture screenshot (optional)

→ Bot Prompt: “Did this help you connect the ring?”

* Yes → END FLOW
* No → Proceed to Step 4

### **📦 Step 4: Escalate to Ring Replacement**

**Bot Message:**

“Thanks for trying the steps. Since the ring is still not connecting, we’ll go ahead with a replacement as per our support SOP.”

→ Assign to an internal agent who can check this with a screenshot

**🏃🏽‍♀️ Incorrect Movement Index**

Incorrect Movement Index

# **Case Identifier:**

Discrepancy in the step count: The ring is either underreporting or overreporting the step count, or there is a discrepancy when comparing the step counts across different wearables.

# **Resolution:**

**Step 1:** **Ring fit check**

Check the fit of the ring and the firmware version > upgrade to the latest version + push a soft reset

Macro [#HR9\_Incorrect\_Sleep\_TS1]

Could you please confirm the below details:

1. Can you confirm how the ring fits you? The ring can be worn on the index, middle, or ring finger and should fit snugly (not too tight or too loose). To remove the ring, push from the bottom and slide it off. For accurate readings, ensure the sensors, marked by a small bulge on the inner side of the ring emitting green lights, are facing the inner side of your palm. Please refer to the attached image for clarification.
2. Could you share a close-up image of the sensors on the ring? This would be the area with the small bump on the inner side of the ring.

**Step 2: Ring Firmware Check**

We check the firmware version and upgrade to the relevant version.

Macro [#Pushto\_Zephyr\*\*]\*\*

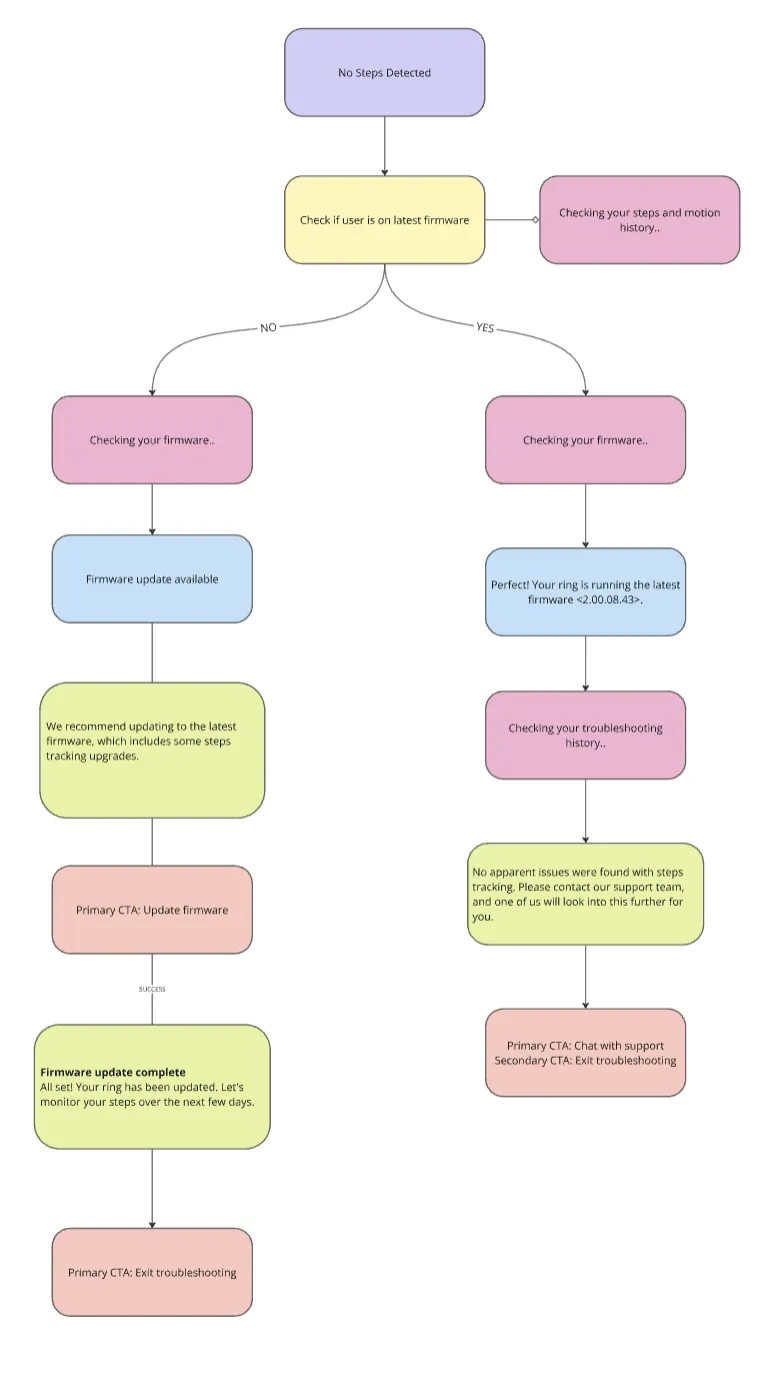
I have pushed the latest firmware to your ring. Please quit the app completely, and reopen the app in a while. If you don’t see the Firmware Update pop-up, it should appear within the next few hours (If it doesn’t, please head to ring battery view > scroll down > “check for firmware update”). Once it does, follow the prompts and update your firmware. Once your firmware has been updated, please observe for a while. You shouldn’t face these issues anymore :)

Let us know how this goes or if you need any help!

STEP 3: If the user is on the latest firmware, check the scale of discrepancy by asking for the relevant data points (in case of comparison against any other wearable) and communicate with the users.

## **OMS Actions**

* Ring steps 0  
    
   This is solved by the wizard flow here:



Step data incorrect:

* Check with the user if they are comparing this with another wearable
* If the wearable vs the ring’s step count is under 10%, we can inform the user that each wearable tracks step data according to its algorithm, and hence, a 10% difference is within the margin of error
* In case the step count is way off, check for fit and update firmware + soft reset on backend
* In case the step count does not improve, tell the user that this will be improved in the upcoming firmware updates.

## **Flowchart**

<https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2lvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcUhSZXNBYmQ0aXhReHoyM0pnMmZkUFdQcVk3TWwzcHlnRkJHVTF3OU1xbTRSU2xaOUZsY2UxNm5QZFZ2V21TVWJEWkRCbDZKV3VtRkhBS2NFMDFkcUNFSnM0d3FEN050ekl3PT0hdjE=?share_link_id=810409693746>

**💤 Incorrect Sleep Data**

Incorrect Sleep Data

# **Case Identifier:**

The user may face one of the following issues:

1. The sleep index is missing for the day.
2. The sleep has been incorrectly detected by the ring.

# **Resolution:** Check if the sleep data was captured on Ring Data → [Sleep Indices](https://ops.ultrahuman.com/admin/sleep_indices)

**STEP 1: Ring fit Check**

We check the Fit of the ring to ensure that the sensors are oriented properly.

Macro [HR9\_Incorrect\_Sleep\_TS1]

Could you please confirm the below details:

1. Can you confirm how the ring fits you? The ring can be worn on the index, middle, or ring finger and should fit snugly (not too tight or too loose). To remove the ring, push it from the bottom and slide it off. For accurate readings, ensure the sensors, marked by a small bulge on the inner side of the ring emitting green lights, are facing the inner side of your palm. Please refer to the attached image for clarification.
2. Could you share a close-up image of the sensors on the ring? This would be the area with the small bump on the inner side of the ring.

**STEP 2: Ring Firmware Check**

We check the firmware version and upgrade to the relevant latest version and ask the user to observe for another sleep cycle.

**STEP 3:**   
- If the issue is not resolved, Check sleep diagnosis for HR and motion data  
  
SCENARIO A : If there is no data on the ring dashboard, follow “ring not uploading data” flow  
  
SCENARIO B : If **Ring dashboard** shows expected HR graph but **Sleep diagnosis dashboard** shows high motion or missing HR data, Push a **Soft rese**t to the user, also: Ask them to swap finger and observe for 24 hours  
  
SCENARIO C : If **Ring Dashboard:** Ring State 10, missing HR data and/or missing temp data, **Sleep diagnosis dashboard** shows missing data > Try a **Factory Reset** and also: Ask them to swap finger and observe for 24 hours Macro: [Zephyr\_New\_FR]  
  
**STEP 4:** If none of these steps work, please flag to tech

**SLEEP DATA NOT CAPTURED DUE TO BATTERY**

NOTE 1: A. If the sleep data was not captured, check this on the ring dashboard. If you see that the ring’s battery is close to zero, we can inform the user here that the ring can only capture data as long as it has charge.   
Sample response:  
 ”Hey there! It looks like your ring did not have charge to capture your sleep data. In case the ring’s battery hits 0, any data that was captured previously will be lost. Could you please charge the ring to 100% and observe this for a few more nights?”

**NOTE :** The ring will detect that the user has started to sleep if low motion is detected for more than 20 minutes. This could happen if the user is resting, lying down, watching TV etc. In case the user mentions that their sleep start time is incorrect, we will have to ask the user this.

**SLEEP CAPTURED BUT INCORRECT OR PARTIALLY MISSING**

-Ask the user what their sleep and wake-up times are.

-Compare this with the data on our end at ring data → Sleep Diagnosis

-In case there is a high level of mismatch, push a firmware update if not on the latest, otherwise push a soft reset and ask the user to observe this for another day

-In case the data does not improve, flag to tech

Fallback OMS Actions:

1. Ring did not capture data: > We do this by going to: Ring data -> Sleep indices and pulling the data for the same day. We are looking for a non (-1 reading, as that indicates no sleep data captured. > If the sleep data was not captured, check the ring’s battery. If you see that the ring’s battery is close to zero, we can inform the user here that the ring can only capture data as long as it has charge. Since the ring died before the data got synced with the phone, the sleep data was lost. We can then inform the user to ensure the ring has sufficient charge regularly. > In case the user’s battery did not have any issues, check the ring state data to see for any abnormalities. Normally, the ring should show -50, which indicates that the data is getting collected. >If the ring state is also looking normal, check if the record index count went to 0. This indicates a firmware crash which can also wipe the data. > If yes, for any of the above conditions, we can ask the user to update the firmware and perform a soft reset as well.
2. Ring data captured is incorrect:

Ring data > Sleep diagnosis > Enter the user’s detail for the day and check the sleep start and end times. Look for a high amount of motion. Check with the user if they had a disturbed night of sleep or if the ring fits the user well. If not, ask the user to update the firmware and perform a soft reset as well. In case the sleep data does not improve, flag this to tech.

## **Flowchart**

<https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2lvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcUhSZXNBYmQ0aXhReHoyM0pnMmZkUFdQcVk3TWwzcHlnRkJHVTF3OU1xbTRSU2xaOUZsY2UxNm5QZFZ2V21TVWJEWkRCbDZKV3VtRkhBS2NFMDFkcUNFSnM0d3FEN050ekl3PT0hdjE=?share_link_id=810409693746>

**⬆️ Ring Data not Uploading**

Ring Data Not Uploading

# **Case Identifier:**

The user's heart rate and skin temperature data do not appear on their homepage

* **Data & Accuracy:**
  + Data not uploading / Missing Data Issues  
    **Scenario:** Users reach out saying that they cannot see any data on the app even though the ring is connected. The keywords that they use might be the following:  
      
    1) Not showing any data even though I have charged the ring multiple times  
    2) The ring status says connected but when I try to refresh the data I cannot see anything  
    3) There’s no red light at all and the ring is still not displaying data

# **Resolution:**

🛠️ Troubleshooting  
 **Step 1: Initial Checks & Firmware Update**• Ask the user to send a screenshot from the home screen. Verify that the ring is connected and check whether the user can see HR and skin temperature in the ring tab.  
• Update the user’s firmware to the latest back end and run the [#Pushto\_Zephyr] macro.  
•If HR/temp was previously missing, ask the user to observe for 15 minutes after DFU and check whether this data shows up.

* If yes, all good. Ask users to observe going forwards. Please note previous lost or missing data will not populate here. If it does not show up, move to Step 2.   
    
  **Step 2: Ask the user to enable breathwork or workout mode on the app for 30 seconds to a minute**   
  – Ask the user to enable workout mode for a couple of minutes using the [#Zephyr\_breathwork\_workout] macro.  
  - If a green light is observed on the ring and HR shows up on the ring tab - all good. Ask user to observe going forwards. Please note previous lost or missing data will not populate here. If it does not show up, move to Step 3  
    
  **Step 3: Recommend Factory Reset if Needed**– Send the [#Zephyr\_New\_FR] macro to the user.  
   - If after a successful factory reset, the HR still does not start loading on the ring tab after 15 minutes, this warrants replacement.   
    
    
  **Step 4: Replacement**- No HR in app, and **Ring State 10/ HR9 PRESENT** on Ring Dashboard, tag as “HR sensor issue replacement”  
  - No HR in app and **NO State 10/ HR9** on Ring dashboard, tag as “Data not uploading replacement”

**0️⃣ Ring Step 0 - No Steps Picked**

Ring Step 0 - No Steps Picked

# **Case Identifier:**

The user's step count does not update: No step data is reflected on the Movement Index.



# **Resolution:**

**Step 1: Check Firmware**

Verify if the Ring is on the latest firmware. If not, push the latest firmware update.

Macro Name [Pushto\_Zephyr]

I have pushed the latest firmware to your Ring. Please quit the app completely and reopen it after a while. If you don’t see the firmware update pop-up immediately, it should appear within the next few hours. If not, go to *Ring Battery View* > Scroll down > Tap *Check for Firmware Update*. Follow the prompts to complete the update. Once your firmware is updated, please observe the device for a while. You shouldn’t face these issues anymore. Let us know how it goes or if you need any help!"

Once updated, charge the Ring for 15 minutes. Observe its behavior for a couple of days.

***Note: In case the user is already on the latest firmware, we directly move to step 2***

**Step 2: If the Issue Persists**

Please let us know. We will trigger a soft reset command from the backend.

Macro Name [Soft\_Rest]

We have triggered a soft reset for you from the backend. Kindly close and reopen the app in a minute and observe the Ring’s behavior."

\*\*Step 3: If the Soft Reset Doesn't Work. Please perform a factory reset

Macro Name [Zephyr\_New\_FR]\*\*

Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger, and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone, which is expected behavior, so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can [click here](https://youtu.be/2CzUj0l6kWo) and view the process to factory reset the ring.

After this, your ring should get connected and you shouldn't face these issues :) Let us know if you need any help!

**Step 4:** **Post this, replace the ring if the issue persists.**

**❤️‍🩹 HR Sensor Failure: Constant Red Light on the Ring**

HR Sensor Failure: Constant Red Light on the Ring

# **Case Identifier:**

The ring has a constant red light flashing from the sensor.



# **Resolution:**

STEP 1: Factory Reset The Ring

Macro Name [Zephyr\_New\_FR]

Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger, and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone, which is expected behavior, so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can [click here](https://youtu.be/2CzUj0l6kWo) and view the process to factory reset the ring.

After this, your ring should get connected and you shouldn't face these issues :) Let us know if you need any help!

STEP 2:

If the red light is still visible after step 1, we replace the ring.

**⚡ Ring Only Connects on the Charger**

Ring Only Connects on the Charger

# **Case Identifier:**

The ring connects to the app only when it is on the charger. Once removed from the charger, it disconnects.

# **Resolution**

**Ask for ring images and check for battery bulges or damage near the sensor. If there is damage, replace it directly.**

If there is no damage: **Step 1: Check Firmware**

Verify if the Ring is on the latest firmware. If not updated, then push to the latest firmware while keeping the ring on the charger:

Macro [Pushto\_Zephyr]

I have pushed the latest firmware to your ring. Please quit the app completely, and reopen the app in a while. If you don’t see the Firmware Update pop-up, it should appear within the next few hours (If it doesn’t, please head to ring battery view > scroll down > “check for firmware update”). Once it does, follow the prompts and update your firmware. Once your firmware has been updated, please observe for a while. You shouldn’t face these issues anymore :)

Let us know how this goes or if you need any help!

**Step 2: Factory Reset**

Macro [Zephyr\_New\_FR]

Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger, and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone, which is expected behaviour, so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can [click here](https://youtu.be/2CzUj0l6kWo) and view the process to factory reset the ring.

After this, your ring should get connected and you shouldn't face these issues :) Let us know if you need any help!

Keep the Ring on the charger for 15 minutes after the reset. After 15 minutes, observe the ring until the end of the day.

**Step 3:**

Issue persists, then replace

**🔌 Ring Charger Issue**

Ring Charger Issue

# **Case Identifier:**

The user's ring is not charging: The charging station does not show any lights when plugged in, or the charger does not blink the white charging light when the ring is placed on it.

# **Resolution:**

**STEP 1: Charger Test**

Macro [Ring\_Charger\_Test]

A couple of quick checks to proceed ahead with the troubleshooting here:

1. Please confirm the type of adapter that you are using with the charging dock (**Brand name and whether it is a normal or** **fast charger**). The adapter should be within 20 watts and less than 2 AMPS. Please attach images of the adapter for reference.
2. Have you tested the charging cable with other devices to confirm its functionality? If possible, try using a different cable to rule out cable issues.
3. When you switch on the charging dock without placing the ring on it, does the LED light turn purple?
4. When you place the ring on the charging dock, does the LED light on the dock change to a breathing white light? If not, please flip the ring and observe the LED colour.

This information will help us narrow down the potential causes of the charging issue and provide more targeted solutions.

**STEP 2:** If the charger is not changed to white breathing light after the ring is placed on it, we replace the charger

**⚠️ Ring Frequent Disconnection**

Ring Frequent Disconnection

# **Case Identifier:**

The ring frequently disconnects from the app: There are episodes of the ring disconnecting and reconnecting intermittently at rapid intervals

# **Resolution:**

**STEP 1: Check Firmware**

Verify if the Ring is on the latest firmware.

If the user is not on the latest firmware, push the user to the latest firmware

Macro [Pushto\_Zephyr]

I have pushed the latest firmware to your ring. Please quit the app completely and reopen the app in a while. If you don’t see the Firmware Update pop-up, it should appear within the next few hours (If it doesn’t, please head to ring battery view > scroll down > “check for firmware update”). Once it does, follow the prompts and update your firmware. Once your firmware has been updated, please observe for a while. You shouldn’t face these issues anymore :)

Let us know how this goes or if you need any help!

***If the user is already on the latest firmware, we directly proceed to Step 2.***

**STEP 2:**

Macro Name: [Frequent\_RingDisconnection]

Can you toggle your Bluetooth off and on, then restart your phone, and then check whether the ring is connecting? Then let's keep it under observation for a few hours. You can get back to me. I will be here to help you and keep this chat open.

Feel free to get back to me anytime—I’ll be here to assist you. Keeping this chat open for your convenience.

**STEP 3:**

If even after all these steps, the issue still persists, we replace the ring.

**🔟 Ring State 10 - No Contact Detected**

Ring State 10 - No Contact Detected

# **Case Identifier:**

The ring is not detecting any contact with the finger: The user's heart rate and skin temperature data do not appear on their homepage.

Backend identifier: Ring state 10.

# **Resolution:**

**Ring Fit Check**

We check the Fit of the ring to ensure that the sensors are oriented properly.

Macro: [#HR9\_Incorrect\_Sleep\_TS1]

Could you please confirm the below details:

1. Can you confirm how the ring fits you? The ring can be worn on the index, middle, or ring finger and should fit snugly (not too tight or too loose). To remove the ring, push from the bottom and slide it off. For accurate readings, ensure the sensors, marked by a small bulge on the inner side of the ring emitting green lights, are facing the inner side of your palm. Please refer to the attached image for clarification.
2. Could you share a close-up image of the sensors on the ring? This would be the area with the small bump on the inner side of the ring.

**Ring Firmware Check**

Macro: [#Pushto\_Zephyr]

We check the firmware version and upgrade to the relevant version + push a soft reset.

We run all checks, and then based on the findings, we move to Step 3. In case the issue persists.

**Recommend a factory reset.**

Macro: [Zephyr\_New\_FR]

Please go ahead and factory reset your ring here (Ring battery view > scroll down > factory reset > follow the prompts). Once this is done, keep the ring on the charger, and you will notice a green LED light when the ring is placed on the charger. At this point, the ring will disconnect from the phone, which is expected behavior, so don't worry! Once you see the green light, remove the ring from the charger and connect the ring.

You can [click here](https://youtu.be/2CzUj0l6kWo) and view the process to factory reset the ring.

After this, your ring should get connected and you shouldn't face these issues :) Let us know if you need any help!

**Recommend workout mode**

Macro: [#Zephyr\_breathwork\_workout]

Can you please try enabling the workout mode on the app for a few minutes and wait till your data populates? This should fix the issue. You can then observe going forward - the data should sync fine :)

Do let us know if your data doesn't populate here!

**Step 5:**

If nothing works, replace the ring.

**🚫 Ring Not Charging**

Ring Not Charging

# **Case Identifier:**

The charger is working fine for the user, but the ring is not detecting the charge and picking up battery

# **Resolution:**

**Step 1: Ring charger test**

We check the Fit of the ring to ensure that the sensors are oriented properly.

Macro: [#Ring\_charger\_test]

A couple of quick checks to proceed ahead with the troubleshooting here:

1. Could you please confirm the type of adapter that you are using with the charging dock (**Brand name and whether it is a normal or fast charger**)? The adapter should be within 20 watts and less than 2 AMPS. Please attach images of the adapter for reference.
2. Have you tested the charging cable with other devices to confirm its functionality? If possible, try using a different cable to rule out cable issues.
3. When you switch on the charging dock without placing the ring on it, does the LED light turn purple?
4. When you place the ring on the charging dock, does the LED light on the dock change to a breathing white light? If not, please flip the ring and observe the LED colour.

This information will help us narrow down the potential causes of the charging issue and provide more targeted solutions.

Step 2: ***If the charger is deemed to be faulty, we replace the charger***

*If the charger is working fine, we move ahead with the next steps*

**Step 3: Check for Damage on the Ring’s Hardware**

If the charger is confirmed to be working fine, we ask the user to check for any visible damage on the ring around its sensors and request relevant images for further assessment.

**Step 4:**

A: In case of observed hardware damage, replace the ring under hardware damage reasoning.

B: In case there are no observed damages, replace the ring under battery failure reasoning.

**📋 Current Categorization based on Keywords**

Current Categorization based on Keywords

## **L1**

**Device Connection (tag: device\_connection):**

* Ring connectivity issues (not connecting, not discovered, not showing in app, or advertising problems)

**Frequent disconnection Issues (tag: frequent\_disconnection):**

* Ring frequently disconnecting

**Battery Issues (tag: battery\_issues):**

* Ring battery drains quickly/doesn't last long

**Charger Issues (tag: charger\_issues):**

* Ring charging issues (not charging, dead and not charging)
* Charger functionality issues (not working, LED not showing up or not turning white)

**ETA/Shipping (tag: shipping\_critical):**

* Shipping status, delays, and delivery inquiries for shipped orders

**Order Changes (tag: order\_changes):**

* Changes (size/color/address) for unshipped orders ONLY

**Order Modifications (tag: order\_standard):** - Non-time-critical modifications - Need additional charger

**Ring sizing kit issues (tag: sizing\_kit\_issues):** - Final ring and sizing kit sample ring mismatch - Ring too small/large compared to sizing kit

**Lead callback requests (tag: lead\_callback):** - Interest in purchasing our products Others (no tag): - Other order modifications not time-critical

## **L2**

**App Support (tag: app\_usage\_q):** - App usage questions - Basic app troubleshooting

**General Inquiries (tag: ring\_faq):** - General product inquiries (Ring/CGM/M1/Sizing kit FAQs, feature requests, product info) - Non-urgent feedback and requests (customer feedback, cyborg army inquiries)

**Others (no tag):** - Basic troubleshooting - Billing questions - Account settings help - Documentation help

**Preselected Ring Size Issues (tag: preselected\_size\_issue):** - Ring preselected size issue - Ring sized without a sizing kit and facing trouble

**Data Upload Issues (tag: data\_upload\_issues):** - Data not uploading cases

**Data Accuracy Issues (tag: data\_accuracy\_issues):** - Data inaccuracy issues - Data not matching with other wearables

## **L3**

**Refund Requests (tag: refund\_critical):**

* Want a cancellation or refund
* Did not like the ring and want to return it

**Missing/Wrong Item (tag: delivery\_issues):**

* Not received ring, but tracking shows delivered
* Received wrong color or size

**Technical Critical (tag: technical\_critical):**

* Onboarding help blockers
* Sensor/M1/CGM/Glucometer not working or calibration issues

**Costco order-related issues (tag: costco)**

* Costco Order Related Issues

**QVC order-related issues (tag: qvc)**

* QVC Order Related Issues

**Others (no tag):**

* Safety and hardware concerns (electrical/shock issues, physical discomfort, other safety issues)
* Technical blockers (firmware updates, troubleshooting difficulties from the user)
* High-impact business escalations (revenue impact, urgent business cases)

# **Categorization based on Urgency**

## **Urgent**

**Missing/Wrong Item (tag: delivery\_issues):**

* Not received ring, but tracking shows delivered
* Received wrong color or size

**Others (no tag):**

* Safety and hardware concerns (electrical/shock issues, physical discomfort, other safety issues)
* Technical blockers (firmware updates, troubleshooting difficulties from the user)
* High-impact business escalations (revenue impact, urgent business cases)

## **High**

**Technical Critical (tag: technical\_critical):**

* Onboarding help blockers
* Sensor/M1/CGM/Glucometer not working or calibration issues

**Costco order-related issues (tag: costco)**

* Costco Order Related Issues

**QVC order-related issues (tag: qvc)**

* QVC Order Related Issues

**Order Changes (tag: order\_changes):**

* Changes (size/color/address) for unshipped orders ONLY

**Device Connection (tag: device\_connection):**

* Ring connectivity issues (not connecting, not discovered, not showing in app, or advertising problems)

**Frequent disconnection Issues (tag: frequent\_disconnection):**

* Ring frequently disconnecting

**Battery Issues (tag: battery\_issues):**

* Ring battery drains quickly/doesn't last long

**Charger Issues (tag: charger\_issues):**

* Ring charging issues (not charging, dead and not charging)
* Charger functionality issues (not working, LED not showing up or not turning white)

**ETA/Shipping (tag: shipping\_critical):**

* Shipping status, delays, and delivery inquiries for shipped orders

## **Medium**

**Data Upload Issues (tag: data\_upload\_issues):**

* Data not uploading cases

**Data Accuracy Issues (tag: data\_accuracy\_issues):**

* Data inaccuracy issues
* Data not matching with other wearables

**Preselected Ring Size Issues (tag: preselected\_size\_issue):**

* Ring preselected size issue
* Ring sized without a sizing kit and facing trouble

**App Support (tag: app\_usage\_q):**

* App usage questions
* Basic app troubleshooting

**Refund Requests (tag: refund\_critical):**

* Want a cancellation or refund
* Did not like the ring and want to return it

**Lead callback requests (tag: lead\_callback):**

* Interest in purchasing our products (no tag).
* Other order modifications not time-critical

**Ring sizing kit issues (tag: sizing\_kit\_issues):**

* Final ring and sizing kit sample ring mismatch
* Ring too small/large compared to sizing kit

## **Low**

**General Inquiries (tag: ring\_faq):**

* General product inquiries (Ring/CGM/M1/Sizing kit FAQs, feature requests, product info)
* Non-urgent feedback and requests (customer feedback, cyborg army inquiries)

**Others (no tag):**

* Basic troubleshooting
* Billing questions
* Account settings help
* Documentation help

**App Support (tag: app\_usage\_q):**

* App usage questions
* Basic app troubleshooting

**Order Modifications (tag: order\_standard):**

* Non-time-critical modifications
* Need additional charger