

Ring not Connecting/Advertising

Case Identifier:

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

Resolution:

Step 1:

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:

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.

Step 3:

Replace if the above steps don't work, we replace

Connection is replacement: The ring is advertising but not connecting to the app



Not advertising replacement: The ring is not advertising on the Bluetooth settings



If a customer is already frustrated with troubleshooting steps and is *not* on the latest firmware, please **do not** ask them to update it. If the customer has already

tried the TSW and is clearly irritated:

- **If within policy:** Proceed with a **replacement**.
- **If outside policy:** Suggest a **trade-in** or **Wabi ring**, whichever the customer is more comfortable with.

Please avoid suggesting any new firmware updates or additional TSW steps for already frustrated customers

Yellow/Flowchart

Bot Flow