

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:

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.

Note: Once the user confirms this, the agent conducts the checks backend to check if all the sleep metrics are working fine.

STEP 2: Ring Firmware Check

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

We run all checks and then basis the findings we move to Step 3, in case the the issue persists

OMS Actions:

1. Ring did not capture data:
 - > We do this, by going to :
Ring data → Sleep indices and pull 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 ring state is also looking normal, check if the record indice 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 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, push the 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

STEP 2: Flag to tech team on slack

Flowchart

https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjbIFCbVJHazzZnU2lvSnI0UFVVeTIXSTNWa1FxNXhrWUpIRHpTcUshare_link_id=810409693746