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, if the issue still persists we replace the ring.