

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](#) 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.