

Ring Data not uploading

Case Identifier:

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

Resolution:

Recommend breath work mode- Very crucial step- can be tried first

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!

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](#) 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!

Ring Firmware Check- can be checked last

Macro: [#Pushto_Zephyr]

We check the firmware version and upgrade to the relevant version

We run all checks and then, basis the finding,s we move to Step 2, in case the issue persists

Step 4:

If nothing works, replace the ring.

Training notes