

Ring State 10- No contact detected

Case Identifier:

The ring is not detecting any contact with the finger: The user's heart rate and skin temperature data do not appear on their homepage.

Backend identifier: Ring state 10.

Resolution:

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 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.

Ring Firmware Check

Macro: [#Pushto_Zephyr]

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 issue persists

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!

Recommend workout mode

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!

Step 5:

If nothing works, replace the ring.