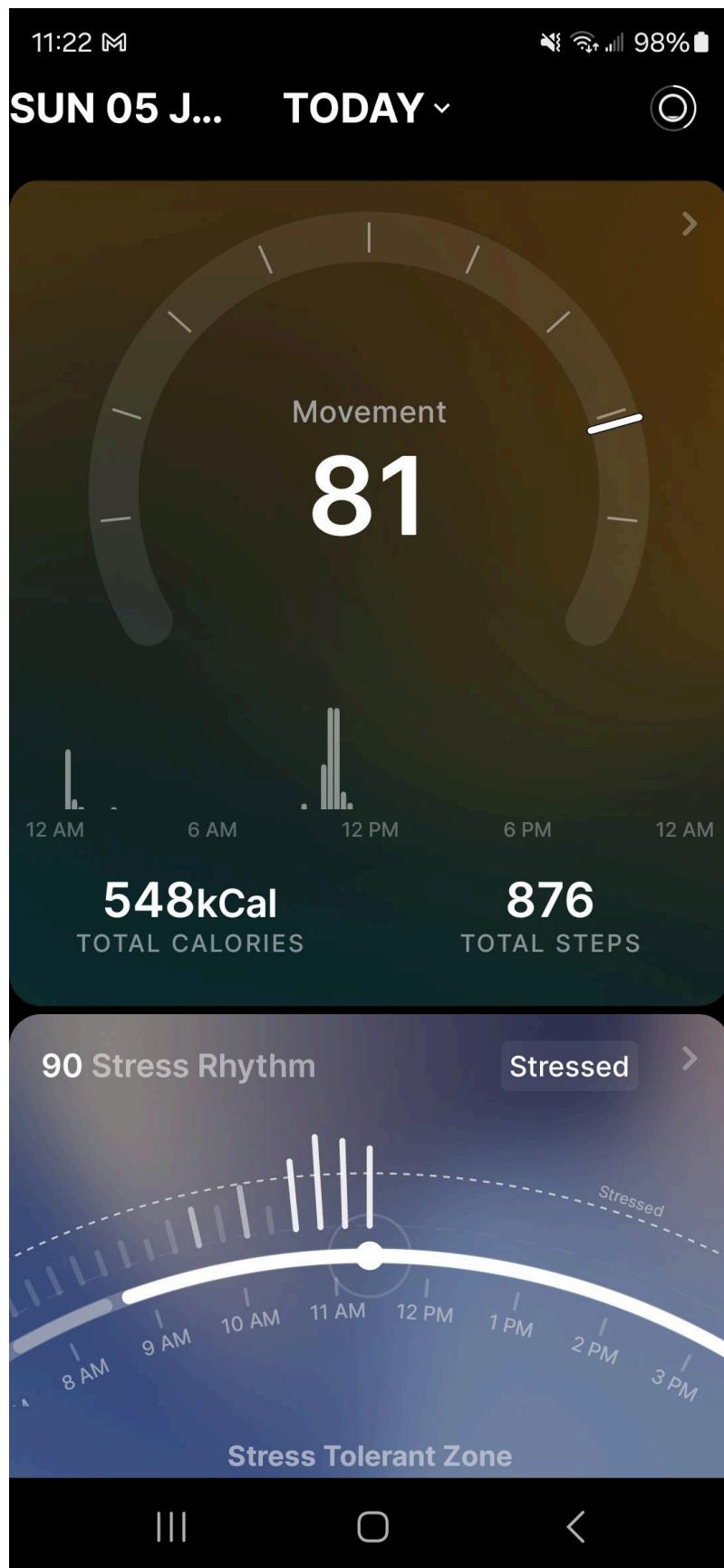


Ring Step 0- No steps picked

Case Identifier:

The user's step count does not update: No step data is reflected on the Movement Index.



Resolution:

Step 1: Check Firmware

Verify if the Ring is on the latest firmware. If not, push the latest firmware update.

Macro Name [Pushto_Zephyr]

I have pushed the latest firmware to your Ring. Please quit the app completely and reopen it after a while. If you don't see the firmware update pop-up immediately, it should appear within the next few hours. If not, go to *Ring Battery View > Scroll down > Tap Check for Firmware Update*. Follow the prompts to complete the update.

Once your firmware is updated, please observe the device for a while. You shouldn't face these issues anymore.

Let us know how it goes or if you need any help!"

Once updated, charge the Ring for 15 minutes. Observe its behavior for a couple of days.

Note: In case the user is already on the latest firmware, We directly move to step 2

Step 2: If the Issue Persists

Please let us know. We will trigger a soft reset command from the backend.

Macro Name [Soft_Rest]

We have triggered a soft reset for you from the backend. Kindly close and reopen the app in a minute and observe the Ring's behavior."

Step 3: If the Soft Reset Doesn't Work. Please perform a factory reset

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 4: Post this if the issue persists, please replace the ring.