

Ring only connects on the charger

Case Identifier:

The ring connects to the app only when it is on the charger. Once removed from the charger, it disconnects.

Resolution

Ask for ring images and check for battery bulges or damage near the sensor, if there is damage replace it directly.

If there is no damage:

Step 1: Check Firmware

Verify if the Ring is on the latest firmware. If not updated, then push 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!

Step 2: 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 behaviour 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!

Keep the Ring on the charger for 15 minutes after the reset. After 15 minutes, observe the ring until the end of the day.

Step 3:

Issue persists, then replace

A: In case of observed hardware damage, replace the ring under hardware damage reasoning.

B: In case there are no observed damages, replace the ring under battery failure reasoning.