Incorrect Movement Index

Case Identifier:

Discrepancy in the step count: The ring is either underreporting or overreporting the step count, or there is a discrepancy when comparing the step counts across different wearables.

Resolution:

Step 1: Ring fit check

Check the fit of the ring and the firmware version→ upgrade to the latest version + push a soft reset

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.

Step 2: Ring Firmware Check

We check the firmware version and upgrade to the relevant version

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 :)
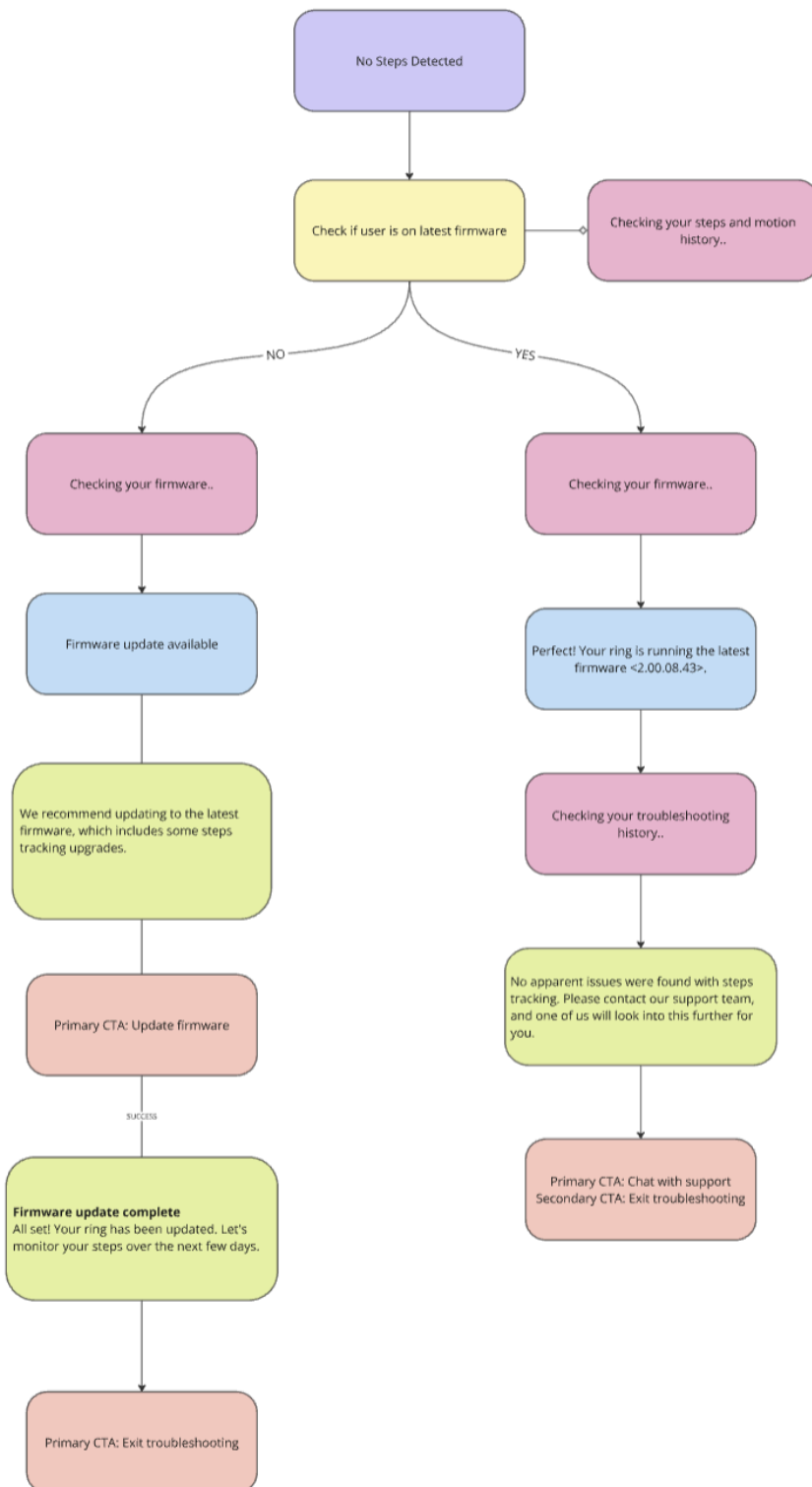
Let us know how this goes or if you need any help!

STEP 3: If the user is on the latest firmware, check the scale of discrepancy by asking for the relevant data points (in case of comparison against any other wearable) and communicate the users the

OMS Actions

▼ Ring steps 0

   This is solved by the wizard flow here:

```mermaid
flowchart TD
    A[No Steps Detected]
    B[Check if user is on latest firmware]
    C[Checking your steps and motion history..]
    A --> B
    B --o C
```

No Steps Detected

Check if user is on latest firmware → Checking your steps and motion history..

NO / YES

NO branch:

Checking your firmware..

Firmware update available

We recommend updating to the latest firmware, which includes some steps tracking upgrades.

Primary CTA: Update firmware

SUCCESS

Firmware update complete
All set! Your ring has been updated. Let's monitor your steps over the next few days.

Primary CTA: Exit troubleshooting

YES branch:

Checking your firmware..

Perfect! Your ring is running the latest firmware <2.00.08.43>.

Checking your troubleshooting history..

No apparent issues were found with steps tracking. Please contact our support team, and one of us will look into this further for you.

Primary CTA: Chat with support
Secondary CTA: Exit troubleshooting

▼ Step data incorrect

- Check with the user if they are comparing this with another wearable

- If the wearable vs the ring's step count is under 10%, we can inform the user that each wearable tracks steps data according to their own algorithm and hence, 10% diffrence is within the margin of error

- In case the step count is way off, check for fit and update firmware + soft reset on backend

- In case the step count does not improve, flag this to tech

Flowchart

https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjblFCbVJHazZnU2IvSnl0UFVVeTlXSTNWa1FxNXhrWUpIRHpTcU share_link_id=810409693746