

Dead on Arrival

Case Identifier:

The user is trying to pair their new ring: The ring is experiencing an issue with starting up and pairing.

Resolution:

CX Steps to send to user:

STEP 1: Charger Test

Macro [Ring_Charger_Test]

A couple of quick checks to proceed ahead with the troubleshooting here:

- 1) Could you please confirm the type of adapter that you are using with the charging dock (**Brand name and whether it is a normal or fast charger**)? The adapter should be within 20 watts and less than 2 AMPS. Please attach images of the adapter for reference.
- 2) Have you tested the charging cable with other devices to confirm its functionality? If possible, try using a different cable to rule out cable issues.
- 3) When you switch on the charging dock without placing the ring on it, does the LED light turn purple?
- 4) When you place the ring on the charging dock, does the LED light on the dock change to a breathing white light? If not, please flip the ring and observe the LED colour.

This information will help us narrow down the potential causes of the charging issue and provide more targeted solutions.

If the charger is not changed to white breathing light after the ring is placed on it, we replace the charger

STEP 2: Tap Flow

Macro - [Tap_flow_with_LED]

Please follow the steps below and let us know if they resolve the issue:

Step 1: Place the ring on the charger and ensure it starts charging. Wait for at least 30 seconds. The LED lights on the charger will turn white and start blinking.

Step 2: Begin tapping the ring gently on a table while it is on the charger. Look for the red LED on the ring to turn on. (The red LED should appear on tapping 20-30 times)

Step 3: Keep tapping until the red LED turns off, then wait for a few seconds with the ring on the doc.

Step 4: Once the green LED on the ring is on, the reset is successful.

Step 5: Open the app and attempt to connect the ring.

If the connection is unsuccessful, please share a screenshot of the screen that appears when you click on "Connect ring"
[Here's a video guide explaining the steps.](#)

STEP 3:

If the above steps have not worked, we try the "New Ring set up" flow

Macro [New_Set_up_new_ring]

Can you please close your app, reopen it in **10 seconds**, and let me know once done? (This step will allow our tech team to access your logs.) Once this is done, Please follow these steps to resolve the issue:

Step 1: Unpair the Ring: Open your phone's Bluetooth settings and forget the device (listed as UH____).

Step 2: Toggle Bluetooth: Turn Bluetooth off and then back on.

Step 3: Reconnect the Ring:

Restart your phone and reopen the app.

Navigate to the 'Home' tab.

Click on 'Connect Ring' and attempt to reconnect the ring.

If you're still unable to connect, proceed to step 4.

Step 4: Test Charging Accessories (to confirm your charger is functioning properly)

Use a different cable and adapter to charge the ring.

Charge the ring for about 15 minutes on each side using the new accessories.

If the issue continues, please share a screenshot of what you see when you click 'Connect Ring,' so we can help you further.



STEP 4:

If all of the above does not work, we go ahead and replace the ring

Flowchart

<https://miro.com/welcomeonboard/OE1takpKM3hsOGptSVNjbIFCbVJHazZnU2lvSnl0UFVVeTIXSTNWa1FxNXhrWUpIRHpTcU>
share_link_id=810409693746

Bot flow template

Entry Point:

Trigger: User selects "DOA Issue" or mentions their new ring is not pairing immediately out of the box.

Bot Message:

"Let's troubleshoot your new ring. We'll start with a few quick checks to confirm the issue and guide you toward a resolution."

→ Proceed to Step 1

Step 1: Charger Test

Bot Message:

"To begin, I'll need to check your charging setup. Please answer the following questions:"

Bot Prompts (Carousel or Sequential):

1. What is the brand of your adapter, and is it a fast or regular charger? (Adapter should be ≤20W and <2A.)
→ Upload a photo of your adapter.
2. Have you tested your charging cable with another device?
→ Optional: Prompt for cable replacement if not yet tried.
3. When the charging dock is powered on *without the ring*, does the LED light turn purple?
4. When the ring is placed on the charger, does the LED change to a *breathing white*?
→ If not, ask user to flip the ring and recheck.

Conditional Logic:

If charger does **not** show breathing white after placing the ring →

Bot Message:

"It looks like your charger may be faulty. We'll proceed to replace the charger."

→ Trigger internal logic for charger replacement

→ End flow

If charger appears functional → Proceed to Step 2

Step 2: Tap Reset Flow

Bot Message:

"Let's try resetting the ring. Please follow the steps below:"

Instructions (step-by-step or carousel):

1. Place the ring on the charger for 30 seconds. The charger LEDs should turn white and blink.
2. Tap the ring gently on a table (20–30 times). The red LED on the ring should turn on.
3. Continue tapping until the red LED turns off.
4. Wait a few seconds with the ring still on the dock.

5. Once the green LED appears, the reset is complete.
6. Open the app and try to connect the ring.

 [Video Guide Link]

Bot Message:

"If it still doesn't connect, please upload a screenshot of what you see when you tap 'Connect Ring' in the app."

→ Capture screenshot (optional)

→ (Possible to train the AI to look at the connection issue images and determine this correctly?)

→ Bot Prompt: "Did the ring connect successfully?"

- Yes → END FLOW
- No → Proceed to Step 3

Step 3: Set Up New Ring

Bot Message:

"Let's set up the ring from scratch. First, please close your app, wait 10 seconds, and reopen it. Let me know once done."

→ Wait for user confirmation

(Optional: trigger backend log capture for tech team)

Then share next steps:

Instructions:

1. Open Bluetooth settings and forget the ring (UH____).
2. Toggle Bluetooth off and then on again.
3. Restart your phone, reopen the app, and tap 'Connect Ring' from the Home tab.

If still unsuccessful:

1. Test charging accessories:
 - Use a different cable and adapter.
 - Charge the ring for 15 minutes on each side.

Bot Prompt:

"Please upload a screenshot of what appears when you tap 'Connect Ring'."

→ Capture screenshot (optional)

→ Bot Prompt: "Did this help you connect the ring?"

- Yes → END FLOW
- No → Proceed to Step 4

Step 4: Escalate to Ring Replacement

Bot Message:

"Thanks for trying the steps. Since the ring is still not connecting, we'll go ahead with a replacement as per our support SOP."

→ Assign to an internal agent who can check this with a screenshot