

Smart Ring FAQ

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I. YOR RING APP FAQ

1. How do I download YOR RING APP?

Method one:

If you're use android OS, Harmony OS mobile phones and you can search and download "YOR RING" APP on the play store or other application platforms;

If you're use Apple mobile phone and you can search and download "YOR RING" on Apple Store.

Method Two:

Please use "Browser" to scan the QR code on giftbox or user manual to download.

2. How to connect the Ring using mobile APP?

Open APP, click the "+" or "Go to Add" button at the top of the page on the "Status" page, or click the "+" button on the top of the page on the "Life" page to enter the guidance page for adding devices. Please connect the ring to the charger to activate the ring and make sure the Bluetooth function is enabled on the phone, then select the "Add Device" button. Select the searched device and enter the device connection page. During the process of waiting for the device to automatically complete the connection, the ring will be steady green for 5 seconds. After the connection is completed, the APP will enter the page of "Fill in Personal information. Please set personal information according to the actual situation and click "Confirm"

3. How to unbind the Ring in the APP?

Method 1:

When the RING is connected to the APP, go to the "Life" page of the APP and select "My Ring ->Unbind the Ring" to unbind the currently connected ring.

Method 2,

When the RING is connected to the APP, please select "My Ring -> Factory Recovery" on the "Life"page of the APP to unbind the currently connected ring.

4. Why is the Ring still not connected to the APP after opening the APP?

Please wear the RING correctly on the appropriate finger, after opening the APP, the ring will be automatically connected to the mobile APP. If the RING is still not connected to the APP, please turn the Bluetooth switch off and on in the system Settings of the mobile phone, and then enter the APP, The APP will automatically connect the ring. If the RING is still not connected to the APP, please connect the ring to the charger, make sure that the ring can be charged normally, open the APP again and the APP will automatically connect the ring.

5. What does Body Recovery mean in APP?

Firstly, the body recovery function can reflect the user's current state;

Secondly, the body recovery score is based on the user's sleep, exercise and fitness conditions; and health data the previous day, and is synthesized through scientific algorithm analysis;

Finally, the body score is used to remind users to develop a good rest time and exercise habits.

6. Why is the Body Recovery data not updated?

Body recovery is based on the user's sleep status, exercise and fitness status, and health data of the previous day, and is obtained through scientific algorithm analysis and synthesis. It can be updated once a day, not in real time;

You should ensure the ring has power and the user wears the ring on the most suitable finger for daily activities and sleep;

The body recovery data will be automatically when the ring is connected to the YOR RING APP.

7. How to review detailed body recovery data?

Please open the YOR RING APP on your mobile phone, enter the "Status" page, click on the "Body Recovery" item to view the latest body recovery report, and click the calendar icon in the upper right corner of the page to view the historical body recovery report.

8. How to review detailed Heart Rate data?

Please open the YOR RING APP on your mobile phone, enter the "Status" page, click on the "Heart Rate" item to view the detail heart rate data.

9. Why is the Heart Rate data not updated?

First, make sure the ring has power and the user is wearing the ring correctly on the right finger;

Secondly, the ring heart rate is measured every 20 minutes by default, so please wear the ring for more than 20 minutes;

Finally, when the RING is connected with APP, the mobile APP will automatically update the heart rate data.

10. How to review detailed Blood Oxygen data?

Please open the YOR RING APP on your mobile phone, enter the "Status" page, click on the "Blood Oxygen" item to view the detail blood oxygen data.

11. Why is the Blood Oxygen data not updated?

Firstly, please ensure the user wears the ring on the most suitable finger and the ring with power;

Secondly the ring default to measure blood oxygen per 2 hours, and please keep to wears the ring should be over 2 hours;

Finally the blood oxygen data will be automatically when the ring is connected to the AIZO RING APP.

12. How to review detailed Body Temperature data?

Please open the YOR RING APP on your mobile phone, enter the "Status" page, click on the "Heart Rate" item to view the detail heart rate data.

13. Why is the Body Temperature data not updated?

Firstly, please ensure the user wears the ring on the most suitable finger and the ring with power;

Secondly the ring default to measure body temperature per 20mins, and please wears the ring should be over 20mins;

Finally the body temperature data will be automatically when the ring is connected to the YOR RING APP.

14. How to review the Resting Heart Rate?

The resting heart rate can be measured accurately only when you are still and inactive.

Please wear the RING correctly at night and sleep. Open the APP on your phone the next day, and enter the "Sleep" page of the APP when the ring is connected to the APP.

15. How to review Sleep data?

Please open the YOR RING APP on your mobile phone enter the "Sleep" page to view the latest details sleep data, and click the calendar icon in the upper right corner of the page to view the historical sleep data.

16. Why is Sleep data not updated?

First make sure the ring has power;

Secondly, make sure you have worn the ring correctly on the right finger to sleep the night before;

And finally, when the RING is connected to the APP, the phone APP will automatically update the previous night's sleep data.

17. How to review Daily Activity data?

Please open the APP on your mobile phone, enter the "Fitness" page to view currently data for steps, distance, calories, and click the calendar icon in the upper right corner of the page to view the historical record data.

18. Why is Daily Activity data not updated?

Make sure that the ring has power and the user wears the ring on the most suitable finger and performs related exercises;

To review the daily activity data on the "Fitness" page when the ring is connected to the APP;

On the "Fitness" page, slide down to actively update the daily activity data.

19. How to choose the sport type?

Open the APP on your mobile phone, to choose the correspond exercise type on the

"Fitness" page, and click "GO" to start the exercise. After finishing the exercise, you can view the record of the current exercise. On the "Fitness" page, click "Exercise Records" to view historical exercise records.

20. How to switch the language of APP?

Open the APP of the mobile phone, click the menu button in the upper right corner of the "Me" page, select "APP Language", and select the corresponding language.

21. How to switch the unit of Temperature in APP?

Open the APP of the mobile phone, click the menu button in the upper right corner of the "Me" page, select "Unit Setting", and select the corresponding temperature unit.

22. How to switch the unit of Length in the APP?

Open the APP of the mobile phone, click the menu button in the upper right corner of the "Me" page, select "Unit Setting", and select the corresponding unit of length.

23. How to check version Number of the APP?

Open the APP of the mobile phone, click the menu button in the upper right corner of the "Me" page, select "More->App version" to view the version information of the APP.

24. How to update YOR RING APP?

If you're use Android OS mobile phone, to searching "YOR RING" APP on the application platforms, download and update it or you can update by OTA.

If you're use iOS mobile phone, to searching "YOR RING" on APP Store, download and update it or you can update by OTA.

II. General use FAQ

1.How do I choose the right ring size?

Measure your finger circumference as follows (it is recommended that the ring be worn on the index finger);

For the first step, please select a thin line with no elasticity around the finger;

The second step, straighten the thin line and measure its length with a ruler, and select the appropriate size against the following specifications.

Ring model and comparison table	
Ring model	Inner perimeter of the ring
Size 6	52mm
Size 7	55mm
Size 8	57mm
Size 9	60mm
Size 10	63mm
Size 11	65mm
Size 12	68mm
Size 13	70mm

2.How to properly wear the ring?

When wearing, the ring sensor area should be on the palm side of your finger.

3.How to view the ring information?

Open the APP of the mobile phone, click the menu button in the upper right corner of the "Me" page, select "My Ring" to check the ring information.

4.How do I check the charge level of my ring?

Wear the ring on your finger and open the YOR RING APP. With the ring connected to the APP, you can check the current battery level of the ring on the "Status" or "Me" page.

5.How do I charge my ring?

First, please align the ring charging point with the charging thimble on the charging stand and insert it into the charging stand;

The second step, observe the ring, if the ring flashing red light every second, that is, the ring charging successfully; If the ring does not flash red, you need to gently flick the ring until the ring starts to flash red.

Finally, once the ring is fully charged, the ring will flash green every second.

6.How do I use the ring to measure heart rate?

Method 1:

Wear the ring correctly on the appropriate finger. The ring will automatically measure heart rate every 20 minutes by default. Open the APP, and when the ring is connected to the app the heart rate data measured by the ring will automatically be synchronized to the APP. Users can then view the details in the heart rate section of the APP.

Method 2:

Wear the ring on the appropriate finger, then open the APP and with the ring connected to the app, on the "Status" page of the app, tap "Measure" on the heart rate card, then click "Start Measurement". The ring will light up green and start actively measuring heart rate.

During the measurement process keep the user stationary. After the measurement is complete, the data will be displayed on the APP.

7.How do I change the frequency of the automatic heart rate monitor?

Open the YOR Ring APP, with the ring connected to the app, enter the "Status" page of the app, click on the heart rate card, enter the heart rate details page, click on the icon in the upper right corner of the page, and set the interval for heart rate monitoring.

8.How do I use the ring to measure blood oxygen?

Method 1:

Wear the ring correctly on the index finger. By default, the ring will automatically measure blood oxygen levels every 2 hours. Open the YOR RING APP, and while the ring is connected to the app, the measured data will automatically be sent to the app. Users

can view the details in the blood oxygen card of the app.

Method 2:

Wear the ring correctly on the index finger. Then, open the YOR RING APP and, with the ring connected to the app, on the "Status" page of the app tap "Measure" on the blood oxygen card and the tap "Start Measurement". The ring will light up red and start actively measuring blood oxygen levels. During the measurement process, please keep the user stationary. After the measurement is complete, the app will display the measured data.

9.How do I use the ring to measure body temperature?

Method 1:

Wear the ring correctly on the index finger. By default, the ring will automatically measure body temperature every 20 minutes. Open the APP, and while the ring is connected to the APP, the measured data will automatically be sent to the APP. Users can view the details in the temperature card of the APP.

Method 2:

Wear the ring correctly on the index finger for at least 20 minutes. Then open the APP with the ring connected to the APP, on the "Status" page of the app tap "Measure" on the body temperature card and the tap "Start Measurement". The ring will light up red and start actively measuring body temperature. During the measurement process, please keep the user stationary. After the measurement is completed, the APP will display the measured data.

10.How do I use the ring to monitor sleep?

On the premise of ensuring sufficient power in the ring, it is sufficient simply wear the ring correctly on a suitable finger before going to bed at night.

11.How do I check if the ring has a new firmware version?

Open YOR RING APP, when the connection between the ring and the APP is normal, go to the "Me" page of the APP, click the ring icon at the top of the page, and check the item "Firmware update". If the ring has a new version, there will be a prompt of "new version", if there is no prompt of new version, you can manually click "Firmware Update". Click "Check new version" to check whether there is a new version.

12.How do I upgrade my ring to the latest version?

Open the APP with the ring connected and go to the "Me" page. Click on the ring icon at the top of the page and click "Firmware Update". If a new version exists click "Upgrade" to proceed.

13.How do I restore the ring to Factory Setting?

Open the YOR RING APP with the ring connected and go to the "Me" page. Click on the ring icon at the top of the page and click "Restore Factory Settings" to factory reset the ring.