

The Motiv Ring

User's Manual



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The Motiv Ring: Care, Use, Functionality

1. Phone and Device Compatibility

The Motiv App is required to view your Motiv Ring data, receive Motiv notifications, and to use other features. The Motiv App is available for most newer smartphones and devices running on Apple iOS or Google Android Operating System. If your phone or device is not listed below the Motiv Ring may not be able to pair and/or sync, and may also experience rendering, layout, and stability issues.

The following is a list of supported devices for Motiv on Android:

HTC Google Pixel, HTC Google Pixel XL, HTC Google Pixel 2, LG Google Pixel 2XL, Google Pixel 3, Google Pixel 3XL, Samsung Galaxy 7, Samsung Galaxy 7 Edge, Samsung Galaxy 8, Samsung Galaxy 8+, Samsung Galaxy Note 5, Samsung Galaxy Note 8, Samsung Galaxy S9, Samsung Galaxy S9+.

The following is a list of supported devices for Motiv on iOS:

Motiv requires iOS 9.0 or later and is compatible with iPhone 5s and onwards. Also, iPad Air, iPad Air Wi-Fi + Cellular, iPad mini 2, iPad mini 2 Wi-Fi + Cellular, iPad Air 2, iPad Air 2 Wi-Fi + Cellular, iPad mini 3, iPad mini 3 Wi-Fi + Cellular, iPad mini 4, iPad mini 4 Wi-Fi + Cellular, 12.9-inch iPad Pro, 12.9-inch iPad Pro Wi-Fi + Cellular, 9.7-inch iPad Pro, 9.7-inch iPad Pro Wi-Fi + Cellular, iPad (5th generation), iPad Wi-Fi + Cellular (5th generation), 12.9-inch iPad Pro (2nd generation), 12.9-inch iPad Pro Wi-Fi + Cellular (2nd generation), 10.5-inch iPad Pro, 10.5-inch iPad Pro Wi-Fi + Cellular, and iPod touch (6th generation).

2. Active Minutes

Motiv measures the work you put in towards your cardiovascular fitness. We track Active Minutes through a combination of elevated heart rate and movement. Any time you are moderately active for greater than 10 minutes, you start to accumulate active minutes. Taking a brisk walk, cruising around on a bike, and dancing can qualify as moderately active.

When you are at 40% or above of your [heart rate reserve](#) (the difference between your resting heart rate and your maximum heart rate), or taking 100 steps or more per minute – it counts as moderate activity. Monitoring your heart rate day and night helps us customize your Active Minute threshold to your fitness level. To personalize your active minutes threshold to you, Motiv Ring measures your resting heart rate each night. For example, a 40-year-old with a resting heart rate of 65 bpm will have to get their heart rate above 111 bpm for 10 minutes or more to start earning Active Minutes.

National health and fitness groups and government departments all recommend 150 minutes of moderate-intensity activity per week to maintain good health and be at lower risk of chronic disease and cardiovascular events. Want to learn more about Active Minutes?

Motiv Blog Post: [Why 10,000 daily steps doesn't cut it](#)

[CDC](#)

[Health.gov](#)

[American Heart Association](#)

[NIH](#)

3. Accuracy

Motiv tests accuracy against foot pods which are the best source of “truth” for steps, and compares performance to popular wrist-based trackers. Additionally, Motiv counts fairly sustained steps and not every random step —

that's our intention in depending on the Active Minutes metric as opposed to a 10k benchmark. Making sure you're being properly "rewarded" for sustained physical activity rather than a blanket number of steps taken. Many trackers (and wrist-based devices) are reported to overestimate steps - which is why we aim to meet the accuracy of foot pods. (Murmurings of that indicated [here](#), [here](#) + [here](#).)

Why does my Heart Rate data differ between Motiv Ring and (Polar, Apple Watch 3, etc)?

- Motiv will only report average measurements per minute, so if the max HR is not sustained over a span of a minute or so, the minute average for that time will be lower than what other trackers can report, as they can report HR with higher temporal resolution.
 - There is a trade-off between higher temporal resolution and battery life. So if we were to report HR more frequently, our battery life would drop, and we decided that battery life is more important for your ring, as it is a 24/7 monitor, and not fitness-training focused.
 - Wrist-worn devices often have a much stronger optical signal to work with, and have a lot less ambient interference because the optical sensor is more protected under a larger area. So our algorithms have to be even more robust than what is run on wrist-worn trackers. Given the constraints of available chips for our form factor, our limited real-estate, and our desired battery life, that is a serious challenge.
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4. Steps While Driving?

The vibrations of the car/bus on the road or those of the train on the rail line may sometimes transfer to your hand and look like steps to the ring. Especially when your ring-wearing hand is resting on the door, window or the

steering wheel. We have tweaked the algorithm to eliminate those yet some impacts of the wheels on the road may come very close to the one your body weight would have against the ground when you're running. To give you some more background here, the way the ring measures steps is by measuring the impact of your foot and body against the ground as you walk, factoring in the force of gravity. It does so only when it can detect heart rate though, meaning when the ring is being worn. While there is no way to 'turn off' the ring, taking it off for the duration of the trip will stop it from tracking and result in fewer or no steps being counted. It's no ideal but it's a proven workaround for the times when you need to drive on unsteady roads.

5. Steps Count: Motv vs. Phone

With the Motiv steps vs. steps counted by your phone,, there could always be a difference between these, as different trackers use different methods to determine steps and distance. Some phone trackers use the phone's GPS and average out what your steps might have been or just use a different algorithm than the Motiv Ring.

6. Using Multiple Devices with Motiv

Using multiple devices with a single ring and account is not recommended. Each paired device will compete for the data from the Motiv Ring, and the result is that each device will show only partial data, data may be lost, and there may be syncing issues. Please do the following to resolve this:

#1 Sync your ring to your primary phone.

#2 Open the Motiv app on your secondary device or devices, tap 'Settings,' tap 'Motiv Ring,' tap 'Unpair Ring,' tap the X in the upper left, tap your profile, scroll down and tap 'Sign Out,' then delete the app from your secondary

device. Repeat this step with any other secondary devices you are using with the ring.

#3 Open the Motiv App on your primary phone, tap 'Settings,' then 'your profile,' scroll down and tap 'Sign Out,' then sign back in. All data should appear on your primary phone only.

7. Data Storage of the Motiv Ring

The Motiv Ring can store up to 2 days' worth of data before it needs to sync to your device. During that time you can wear and use your ring non-stop without ever syncing to your phone. However, if a sync doesn't happen within 2 days, after that time the ring will start overwriting the oldest data with the new incoming one. To avoid this we recommend allowing the ring to sync in the background (every 7-10 minutes for a few seconds only) by keeping your Location Services and Bluetooth on your phone switched on.

8. How to Wear Your Motiv Ring

For best results, please wear your ring with the heart rate (HR) sensor on the bottom side of your finger and the outer LED strip facing you. The HR sensor is the periodically flashing green LED light on the inside of the ring, located between the 2 charging pins visible in the image below. Wearing your Motiv in such a way is important as the palm/bottom side of your finger is where the blood capillaries lie, which the HR sensor checks to read your pulse. Having the sensor located on the side or the top of your finger may distort your HR readings and make it impossible for the sensor to get a good HR reading. This may result in missing HR data, Active Minutes and steps in your Motiv app.



9. Difficulty Removing the Ring

We recommend using a bit of hand soap and water if you are having trouble removing a sizing ring or the Motiv Ring from your finger, gently twisting the ring while lightly pulling to remove it. Also keep in mind your fingers tend to swell in the morning when you first wake up and the ring may be easier to remove it later in the day.

10. Materials and Metals

The ring's outer housing is ultra-light titanium alloy with a scratch-resistant coating. The inside is medical grade biocompatible plastic with steel and gold plating on the charging contacts. There is no nickel in the Motiv Ring.

11. Skin Irritation

The Motiv Ring is designed to get wet, but it's a good idea to dry your finger off after being in the water to remove trapped moisture. The trapped moisture can also be sweat. As a result, if you have sensitive skin or certain skin conditions, you may experience a skin irritation as you would from anything you wear including the Motiv Ring. In most cases removing the ring for a period of time will clear the condition. With hot weather, our finger size may change and swell up a little too, making the ring fit more tightly. This may cause trapped moisture as well which isn't allowing the skin to breathe. In such cases when the ring fit is getting too tight, it may be an idea to switch to another finger. Usually the fingers of the non-dominant hand are a tiny bit smaller and they may offer a little more room.

Other than that, please check you don't have any allergies to metal or plastic. The Motiv Ring's outer housing is ultra-light titanium alloy. The inside is medical grade biocompatible plastic with steel and gold plating on the charging contacts. There is no nickel in the Motiv Ring.

12. Finger Size

You want to make sure it fits over your knuckles and hugs your finger snugly, maintaining contact between ring and finger. It's important to keep in mind that things like activity, diet and weather do affect the size of our fingers.

Men's sizes vs. Women's sizes

Motiv Rings come in seven different sizes from 6 to 12 and are different from standard ring sizes. Sizes are the same for both men and women.

Temperature

It's best to measure your ring size when your body temperature isn't too warm or cold. A cold finger tends to shrink, and a hot finger tends to expand and may give you an inaccurate ring size.

13. Finger Selection

When choosing a ring size, finger selection is important. We tend to see the strongest signal strength from the index finger, but the middle, ring, and pinky fingers can also have strong signal strength. Some factors to consider when thinking about finger selection are:

The development of capillaries, which deliver blood, is influenced by use of the finger. Just like other areas of the body, the more the area is used the denser the capillaries. So, the more widely used fingers are likely to have greater blood flow, yielding stronger signal strength.

Bone structure, specifically knuckles, can impact performance. A snug fit must be accomplished while retaining the ability to remove and replace the ring. A finger with a knuckle much larger than the circumference of the finger should be avoided.

As for the **thumb**, the reason we don't normally suggest wearing the ring on the thumb is that many people have larger knuckles on their thumbs, which can make it challenging to get a good fit once the ring gets past the knuckle. But if you can find a size that fits well on your thumb, and your thumb bone structure allows for a good snug fit, it can work reasonably well. Another thing is that the blood capillaries aren't as well developed on the thumb. So although not officially recommended as it's more of a case by case basis owing to individual thumb structure, you could give it a try if you believe you can get the ring to fit well.

14. Factors That May Impair Data Accuracy

For certain exercises, such as Crossfit, weightlifting or riding a bike, it may be difficult to auto-detect Active Minutes. This is because when you're lifting heavy weights for an extended period of time or gripping something tightly, it's more difficult for the heart rate sensor to get a clear reading. This is because the sensor is being pushed against your skin which becomes compressed and harder to see through. This is consistent with all optical sensors, which is why wrist-based devices have the same problem.

The sensor can accommodate for movement related to locomotion, like arms pumping while running, but cannot adjust for movement of the tissue under the sensor, like flexing or moving the muscles of the fingers. This means that disturbances and pressure changes, such as dribbling a basketball, punching, or tightly gripping handlebars, could impact signal possibly beyond our ability to correct.

Another factor that can impair signal quality is temperature, as in cold weather blood can retreat from your fingers, which can also make it difficult for the heart rate sensor to get a clear reading.

15. Calories measurement

One of the metrics that your Motiv Ring tracks is your calories burned. The Motiv Ring counts calories in 2 main ways. The first is calculating your Basic Metabolic Rate, or [BMR](#), which Motiv does using your basic profile, including height, age, and other data points. Your BMR is counted 24-7, even while you sleep, which is why you may see calories even when you just wake up. Once you create your profile in the Motiv App, it will calculate your BMR calories even without the Motiv Ring, so if you downloaded the app before receiving the ring, you will likely see calories for days before pairing your ring.

The second way Motiv calculates calories is during your activities. Each type of activity has a specific 'met score' and will result in a different calorie count for

the same duration and intensity level as other types of activities. Activities also increase your BMR for a period of time after the activity. You could work out longer one day and see a lower calorie count than a day you worked out less time, but with a more intense activity with a higher met score.

Things that affect your calories are:

- Type of activity
- Intensity of workout
- Height
- Age
- Weight
- Biological sex

To get the most accurate calorie count, please make sure your weight is accurate and if you change weights, please remember to change the weight in your settings in the app.

16. Inner LED Heart Rate Sensor

The optical heart rate sensor in Motiv Ring is an industry standard in the wearable market, but Motiv is the first company to put that sensor in a ring. This sensor utilizes a green LED – a color we chose to optimize the signal quality of that sensor – and travels to the capillary level of your finger. The powerful light-sensing photodiodes are located on either side of the LED and detect the amount of light reflected back to determine your pulse.

We optimized our system to sample heart rate when it matters most, in order to maximize battery life. When we sense step activity, the heart rate sensor activates. For all those times you're not generating steps, we check your heart rate every few minutes and if we detect that your heart rate is elevated, we engage the sensor to track continuously those times you are active.



17. Outer LED Strip Indication

Manual Sync Triggered: When a user manually syncs their ring, they will know that a sync request has been triggered when they see this light pattern.

Trigger/Gesture: User holds their ring horizontally and rotates their ring inward (toward their body) with the HR sensor on the bottom of their finger and the LED strip facing them.



Manual Sync Processing: After a manual sync trigger has been successfully initiated, the LED light will display solid blue while data is being transferred. The duration of this light will vary depending on the amount of data that needs to be synced.



Find my phone: This light pattern will be activated when the ring is trying to send a signal to a user's phone to activate the "find my phone" audio notification.

Trigger/Gesture: User holds their ring horizontally and rotates their ring inward (toward their body) and then immediately outward (away from their body) with the HR sensor on the bottom of their finger and the LED strip facing them.



Memory Full / Update Firmware: This LED indicates that a user's ring memory is full.



Solid Red: Ring is on the charger and less than 100% charged.



Solid Green: Ring is on the charger and 100% charged and ready for use.



Solid Yellow: A solid yellow color appears when the ring is on the charger and the firmware is being updated. A first time user may see a solid yellow color during first time pairing, as the firmware will likely need to be updated then as well. If a user sees a solid yellow color when the ring is off the charger, it means it is stuck in a bootloader mode.



18. Airports, Secure Buildings, Magnetic Scans

The magnetic field created by metal detecting gates present at airports or entrances to secure buildings are known to harm electronic equipment, such as laptops, cell phones and the Motiv ring. Security wands create the same magnetic pulse and can also damage your devices. Even a single exposure can impact your devices in a way that's not immediately visible. It is recommended to send all your electronic devices through the x-ray scanner with your carry-on as there is no evidence that x-ray scanners can cause damage to electronic equipment.

19. Battery Care

Motiv Ring's custom-built curved lithium-ion battery provides typical battery life of 3 days dependent on use. If you are very active it may be slightly less than that, since more activity requires more battery life to track. The Motiv Ring will fully charge in less than 90 minutes.

Rechargeable Lithium-ion (Li-ion) batteries will naturally lose some capacity over time due to charge/discharge cycling. There are several factors that can accelerate the normal degradation of battery capacity including:

- Exposure to high temperatures
- Leaving the battery completely charged or discharged for long periods of time (anything longer than two weeks.)

When storing the device long-term, it is recommended to partially charge the device (approximately 30 to 50%) and keep it in a cool, dry place. Some devices may require a full charge and discharge cycle before an accurate measure of battery capacity can be made.

20. Safe Charging Recommendations

To charge your Motiv Ring we recommend the following power sources:

- a laptop/PC USB port
- the UL-compliant USB wall plug that would have come with your phone

These 2 sources will ensure clean electricity delivered to your ring and will protect it from voltage fluctuations and voltage spikes, which can severely impact the battery of your Motiv Ring and any other devices.

We advise against using:

- any kind of low-end USB wall chargers
- multiple USB charging strips
- car chargers

These power sources are bound to come without a UL certification and therefore do not guarantee clean electricity.

Also, we advise against using any portable power packs as they rarely detect the Motiv Ring due to the small charge the ring takes. As a result, portable power packs often turn-off automatically leaving the ring not charged.

21. Airplane Mode?

The Motiv Ring does not have an airplane mode itself, but if you turn off your Bluetooth or Location Services on your phone this will disable the background sync function and effectively put the ring on airplane mode. We do not recommend this, as your ring will constantly search for a signal, shortening its battery life. The Motiv Ring can store up to 2 days' worth of data before it needs to sync to your device.

22. Certifications for the Motiv Ring

The Motiv Ring has the following certifications:

[CE](#)

[UL](#)

[JRF](#)

[FCC](#)

[SRRC](#)

23. Durability and Wear

Motiv Ring is designed to hold up under normal wear and tear. The outer shell is titanium with a scratch resistant coating. Because the ring is on your finger, it may come into contact with sharp hard surfaces, which can scuff the ring's finish. Please be aware of this as you use your Motiv Ring. If keeping your ring in pristine condition is important to you, you may want to consider wearing it

on your non-dominant hand as most people pick up objects with their dominant hand (such as metal keys, cutlery etc.). This will not guarantee you won't get a scratch, but it will help. Please keep in mind that using your ring to lift weights may cause scratching, and we recommend either removing it or wearing gloves for activities that include gripping barbells.

24. Be Active with the Motiv Ring

National health and fitness groups and government departments – like the American Heart Association, US Department of Health and Human Services, CDC, USDA and NIH – all recommend at least 150 minutes of moderate intensity activity per week to maintain good health. Few things provide as many health benefits as regular physical activity. The data suggests if you achieve 150 minutes a week you are at lower risk of chronic disease and cardiovascular events. Motiv tracks active minutes through a combination of elevated heart rate and activity. Any time you are moderately active for greater than 10 minutes, you start to accumulate active minutes. When you are at 40% or above of your aerobic capacity, or taking 100 steps or more per minute – it counts as moderate activity. You earn an Activity Card for any qualifying activity greater than 10 consecutive Active Minutes. You can tap the card to see heart rate, steps, calories, and distance for the activity completed along with credit for the active minutes you earned.

To personalize your active minutes threshold to you, Motiv Ring automatically measures your resting heart rate each night. For example, a 40-year-old with a resting heart rate of 65 bpm will have to get their heart rate above 111 bpm for 10 minutes or more to start earning active minutes.

25. Acetone

Motiv Ring is waterproof and resistant to almost any chemical you'd be brave enough to put your fingers in. However, acetone is the one chemical that is likely safer to have on your hands than it is to have on the Motiv ring. We do not recommend having the ring come in contact with this substance as it can easily damage the surface finish. We advise removing the ring first or wearing gloves for protection.

26. Heart Rate with the Motiv Ring

We optimized our system to sample heart rate when it matters most, in order to maximize battery life. When we sense step activity, the heart rate sensor activates. For all those times you're not generating steps, we check your heart rate every few minutes and if your heart rate is elevated, the Motiv Ring will engage the sensor to track continuously those times you are active.

27. How We Measure Distance

Distance is a calculation of your steps and stride length. If you are taking longer strides or shorter strides than the average for your height, you may see slightly different distances than other wearable devices that have GPS.

28. Sleep Details

We designed Motiv Ring to track your sleep seamlessly and consistently. Our app was designed to give you information that's meaningful and actionable, not just a bunch of data points you don't know what to do with. By looking at your movement patterns during your sleep, Motiv is able to give you an easy-to-interpret snapshot of what's happening to you when your head hits the pillow.

The Sleep Detail screen is where you can see your last night's sleep as well as the past 7 days of sleep, which we use to show you your average sleep and wake times. The white bar means you were sleeping. Gaps in your sleep are when you were awake. You can also see how restless your sleep was. Periods when you move and change your position while sleeping will now be displayed as restlessness within your Sleep Detail Card. The thicker the red line, the longer the period of restlessness, and the darker the shade of red, the more intense the movement.

Sleep matters! The science is pretty clear: getting enough quality sleep has positive effects on our health. Sleeping right can prevent illness, increase energy levels and productivity, and improve brain function. The closer your bedtime and wake-up times are to your Sleep Trend, the more likely you are to get restful sleep. National health organizations and fitness groups **recommend** adults should sleep 7-8 hours per night on a regular basis to promote optimal health.

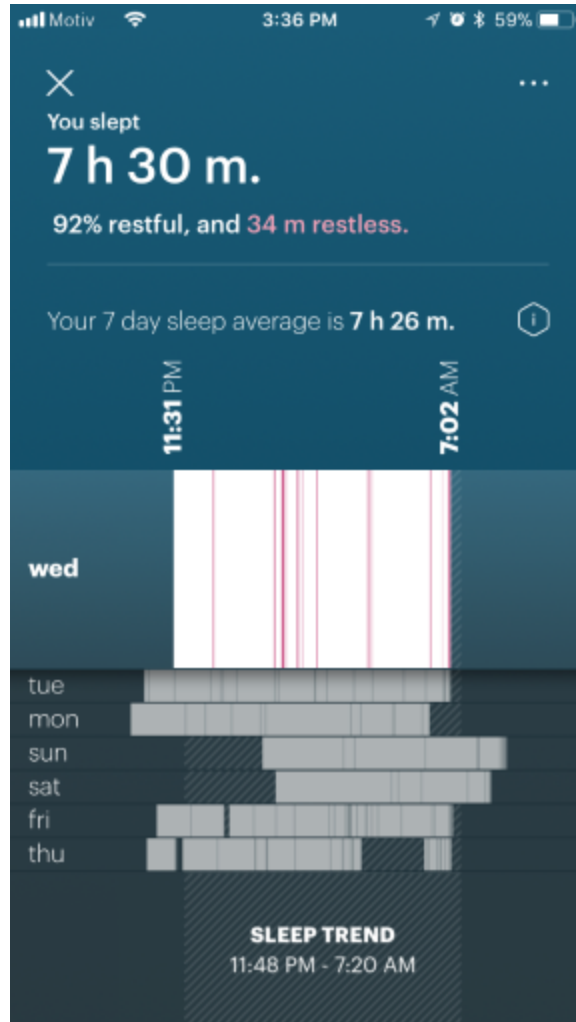
Health research for further reading:

[CDC](#)

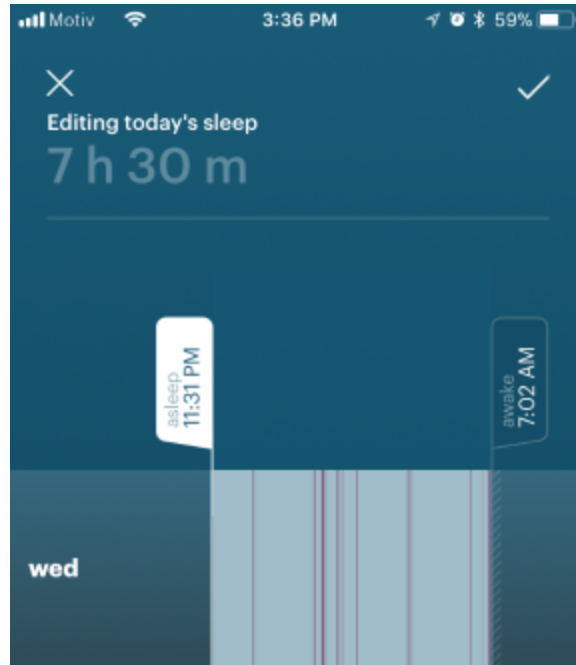
[NHIBI](#)

The iOS Motiv has the feature allowing you to edit your sleep. Here's how it's done:

Tapping on the Sleep Card in your Daily Feed will display information about the duration of your previous night's sleep and periods of restlessness.



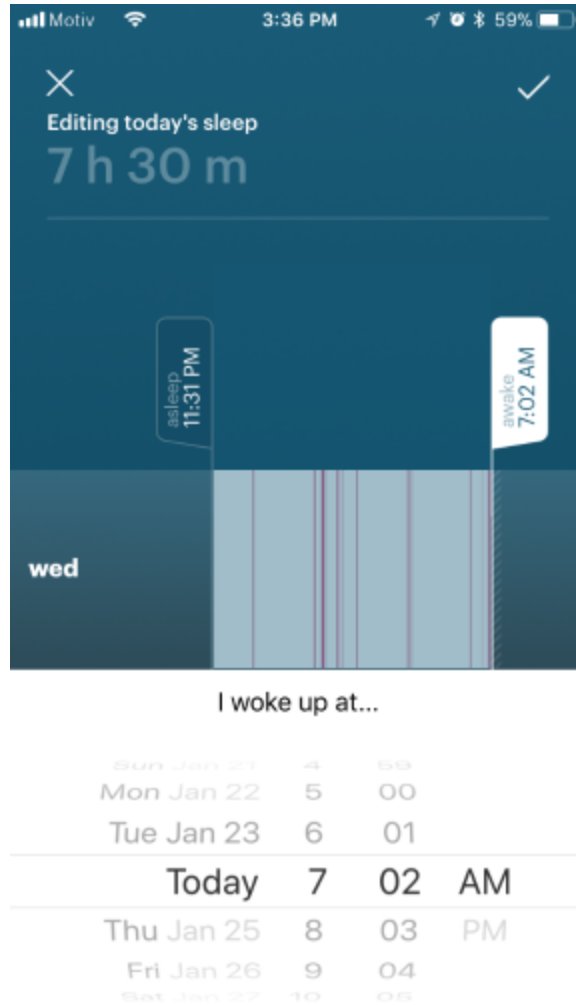
When you are looking at your sleep detail, tapping on the edit icon (three horizontal dots) in the top right corner of the screen will open up a menu that will allow you to edit your previous night's sleep. You can input the time that you fell asleep by either tapping on the tab above your sleep graph, or using the wheel menu at the bottom.



I fell asleep at...

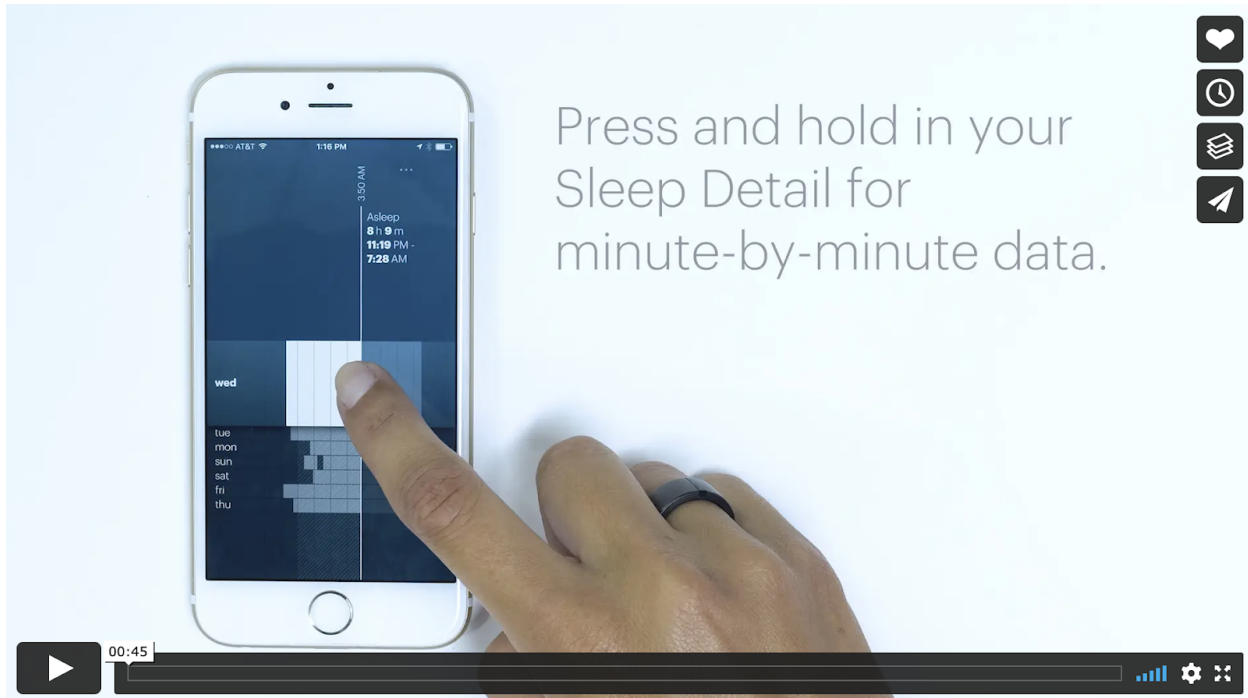
Sat Jan 20	8	28	
Sun Jan 21	9	29	
Mon Jan 22	10	30	AM
Tue Jan 23	11	31	PM
Today	12	32	
Thu Jan 25	1	33	
Fri Jan 26	2	34	

Just like editing the start of your sleep period, you can edit your wake time, by either tapping on the tab above your sleep graph, or by using the wheel menu to input the time that you woke up.



Once you have edited your Sleep Card, tap the save checkmark. Your Sleep Detail card and your sleep trends for the week will display your new edited sleep details.

Please view this tutorial video for Sleep Details. Please note it contains the iOS specific tap-to-view-data as well sleep edit features.



29. Waterproof feature

The Motiv Ring is waterproof up to 5 ATM, which is 165 feet, or 50 meters, in both the ocean and freshwater.

30. Resting Heart Rate

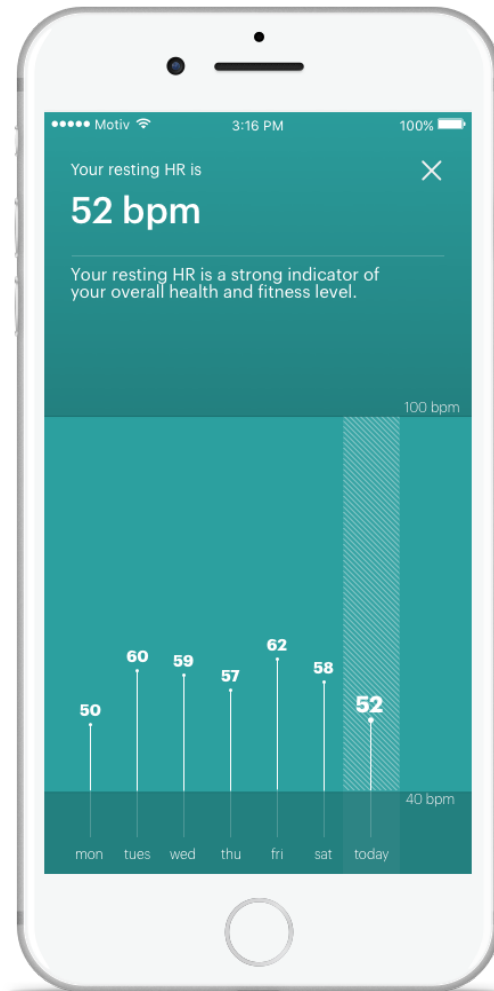
Resting heart rate (RHR) is one of many critical measurements that can determine your overall health. Motiv Ring tracks your RHR every night and shows how you're trending over time. Because it's comfortable and won't disrupt your sleep habits, we're able to collect your RHR while you're sleeping, which is the best time to get an accurate reading. It's important to keep an eye on your RHR, as sudden changes could signal different things. For example, overtraining, dehydration, or stress levels could all cause your RHR to increase. On the other hand, increased aerobic activity and better sleep

habits can lower your RHR. You can track your resting heart rate clearly and easily on the Motiv app and use that data to make more informed decisions.

31. How We Measure Resting Heart Rate

Your resting heart rate (RHR) is the number of times your heart beats per minute while at rest. It's an important metric to monitor, because it's both a strong indicator of your overall health and fitness level as well as highly correlated to disease and mortality. Motiv Ring measures your heart rate every night while you're asleep in order to get the most reliable and least confounded measurements. This makes it easy to consistently measure data the same way, with the same conditions, every night. We use your heart rate data from when you're asleep to calculate your resting heart rate.

Monitor how your RHR changes over time. If you see your RHR go down over time as a result of exercise, that is more important to track than how your RHR compares to other people's and can indicate improvements in your fitness. By tracking changes in your RHR over time, you can see what lifestyle choices - good or bad - have an impact on your overall health. For more on heart rate tracking, check out [this blog post](#).



32. Optimizations for Best Heart Rate

If you find that you have trouble getting a solid heart rate signal, here are some things you can try that tend to increase available signal:

- Maintain a fully closed but relaxed fist during walking and running events. This limits the additional, isolated movements of the finger, and a good fit allows a fully closed fist to occur without feeling uncomfortably constrictive.
- Wear gloves during cold weather activities to enhance blood flow.
- A warm-up may be needed to encourage blood flow.

- Avoid gripping treadmill handlebars or side rails while walking or running as it can impact our ability to track steps (as your hands aren't moving). Gripping strollers, pushcarts, etc. can also limit signal.
-

33. Find my iPhone (iOS only)

Starting with App version 1.6, and Firmware version 4¹, you can use your Motiv Ring to locate your iPhone. To locate your iPhone, initiate a manual sync. Then, once the LED on your ring is flashing blue, rotate the ring the opposite direction. When your LED starts flashing multi-colors, your ring is sending a request for your phone to make an alert sound. This will work two ways depending on the volume setting on your phone.

1. When your Ringer volume is set to anything but 0, your phone will make an alert sound at the current volume level, even if your ringer is set to vibrate.
2. If your Ringer volume is set to 0, your phone will vibrate every few seconds.

The alert will last for one minute, or until you open the Motiv App or change the volume using your side volume buttons or phone settings. If you don't get to your phone within that time, just follow the same process to trigger the alert again.

34. HIIT Workouts

With regard to HIIT, it's important to remember the way we track heart rate. We optimized our system to sample heart rate when it matters most, in order to maximize battery life. When we sense step activity, the heart rate sensor activates. For all those times you're not generating steps, we check your heart

rate every 6-7 minutes and if we detect that your heart rate is elevated, we engage the sensor to track continuously those times you are active.

While the Motiv Ring is great at tracking step-based activities, while performing a HIIT routine you might find yourself missing certain elevated HR readings in case your first intense activity interval falls within that 6-7 minute gap or your HR drops to normal before the next HR sampling is taken by the ring. The ring does not provide an on demand continuous HR tracking.

Android: Getting Started

1. Creating an Account in the Motv App

If it's your first time logging into the Motiv app and you wish to create your account, click the "Sign In" button and enter the email you wish to use with your account. Next, enter the password you want to use with your account. Once these two things are done, your email and password will be set for the Motiv app and you will then be guided through the Motiv app account set-up.

2. Pairing & Syncing

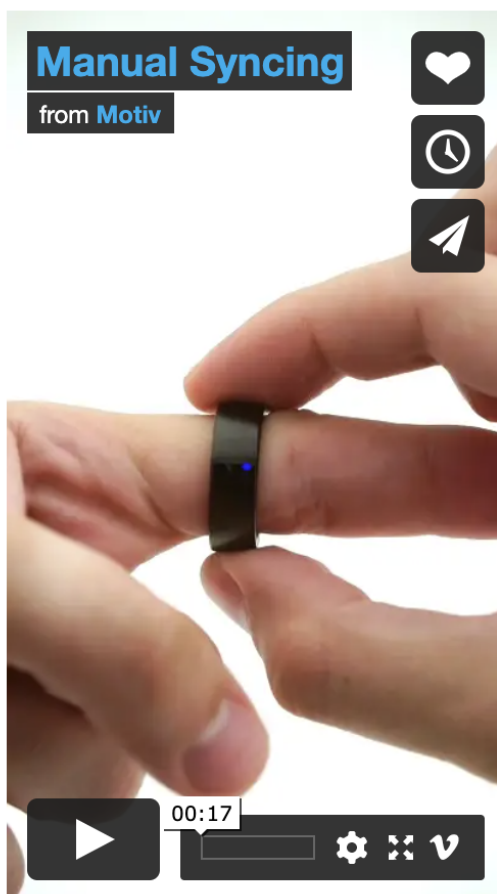
Pairing your Motiv Ring with your phone is the process of setting up your ring with your phone. This step is to establish connection so that your ring and your phone can communicate with each other and your phone will remember your ring. In most instances, this will only need to be done once with the Motiv App, though it may need to be repeated after an app update. Once you have paired your ring with your phone, we do not recommend un-pairing your ring. Currently the correct process to pair your ring is through the Motiv App. We do not recommend trying to pair your ring through your phone's Bluetooth setting as this will interfere with proper syncing. If there is a firmware update for your ring, you will need to load the new firmware through the pairing process so you have the latest algorithms and features. You will see an 'Update your Ring' card when a new Firmware version is available for update.

Syncing your Motiv Ring with the Motiv App is the process by which activity that has been tracked by your ring is transferred to the Motiv App so you can see your heart rate, steps, sleep, etc. You can only sync your ring through the Motiv App after your ring is paired with your phone.

3. Syncing Your Motiv Ring

Your Motiv Ring will automatically sync every few minutes as long as your Bluetooth is on, and your ring is charged. You can also manually sync to see the most recent activity data in the Motiv app.

To manually sync your ring, hold your finger horizontally and twist the ring around your finger a few times. Slow and smooth works best. Make sure your phone is nearby so the data can sync via Bluetooth. The LED will flash with a blue light to indicate your data is being transmitted.



4. Switching from iPhone to Android

If you have been using the Motiv Ring on your iPhone and wish to switch to an Android device, there are a few things to know first.

First, your historical iPhone data will not transfer to your Android phone. Secondly, using multiple devices with a single ring and account is not recommended. For more information on multiple devices please read [here](#).

And lastly, we are working to bring the Android app to full feature set equal to the iOS version, which should happen some time before the end of 2019. For more information about the Android app and features, please read [here](#).

To switch from iOS to Android with the same account, please follow these steps to prevent sync and data issues:

1. Sync your ring to your iPhone.
2. Open the Motiv App on your Apple device or devices, tap 'Settings,' then tap Motiv Ring, tap "Unpair Ring," tap the X in the upper left, tap your profile, scroll down and tap "Sign Out," then delete the app from your Apple device.
3. Open the Motiv App on your Android phone, tap your profile, scroll down and tap "Sign Out," then sign back in. You are all set!

If you would like to go back to your iPhone, please follow these steps with the OS in reverse.

5. Android Settings Recommendations for Best Syncing Experience

To allow stable sync between you Motiv Ring and your Android device, we recommend following the below guidelines:

Supported Samsung Devices

Disabling the Adaptive Battery:

- 1) Go to your phone "Settings" menu
- 2) Click "Device Care"

- 3) Click the the battery icon in the bottom left corner
- 4) Click the 3 dots in the top right corner and go into "Settings"
- 5) Disable the "Adaptive battery" option

Next, enable Mobile data:

- 1) Tap and hold the Motiv app icon on your phone
- 2) In a pop-up menu tap "App info"
- 3) Go to "Mobile data" menu
- 4) Enable the "Allow background data usage" function
- 5) Enable the "Allow app while while Data saver on" function
- 6) Restart your phone

Supported Google Pixel Devices

Disabling the Adaptive Battery:

- 1) Open your phone's "Settings" app
- 2) Tap the "Battery" icon
- 3) Click on "Adaptive Battery" and switch this function off.

Next, enable Mobile data:

- 1) Tap and hold the Motiv app icon on your phone
- 2) In a pop-up menu tap "App info"
- 3) Go to "Mobile data" menu
- 4) Enable the "Background data" function
- 5) Enable the "Unrestricted data usage" function
- 6) Restart your phone

Unsupported Android Devices

The above steps may be a little different on an unsupported Android phone. If so, it may help if you look online for the exact steps.

6. Navigating the Motiv App

When you open the Motiv App, you will see your current day's view. In the morning you'll see your Sleep Card and Resting Heart Rate Card, and Activity Cards will appear throughout your day as you earn them. Closing the app and reopening it will always return you to the current day. You can navigate to past days by swiping right and can navigate forward by swiping left. From the bottom nav bar, you can also tap settings and return to the day view by tapping the left side 'day' icon.

Motiv Ring checks your heart rate periodically throughout the day and checks it continuously when a sustained elevated heart rate or step count is detected. The app also displays the last HR value that was recorded prior to your most recent sync and the time that recording took place. To see if a more recent HR value has been captured, simply sync.

At the top of your Daily Feed under the day or date you'll see a sync icon with a time statement such as "3 minutes ago." This tells you the last time your ring completely synced. Your ring will sync in the background, but as a reminder, you can also manually sync your data by holding your finger horizontally and slowly spinning the ring.

7. Notifications on Android

When first setting up your account in the Motiv App, you will be asked to set notifications and permissions individually. We recommend allowing for location to be always on for best sync reliability. Motiv does not track your location information but uses this to support background syncing. Once your profile is set up, you can tap Notifications to turn them on or off universally from the 'settings' view. When this setting is on, the Motiv App will notify you of low battery, and other useful information.

8. Adding or Editing an Activity

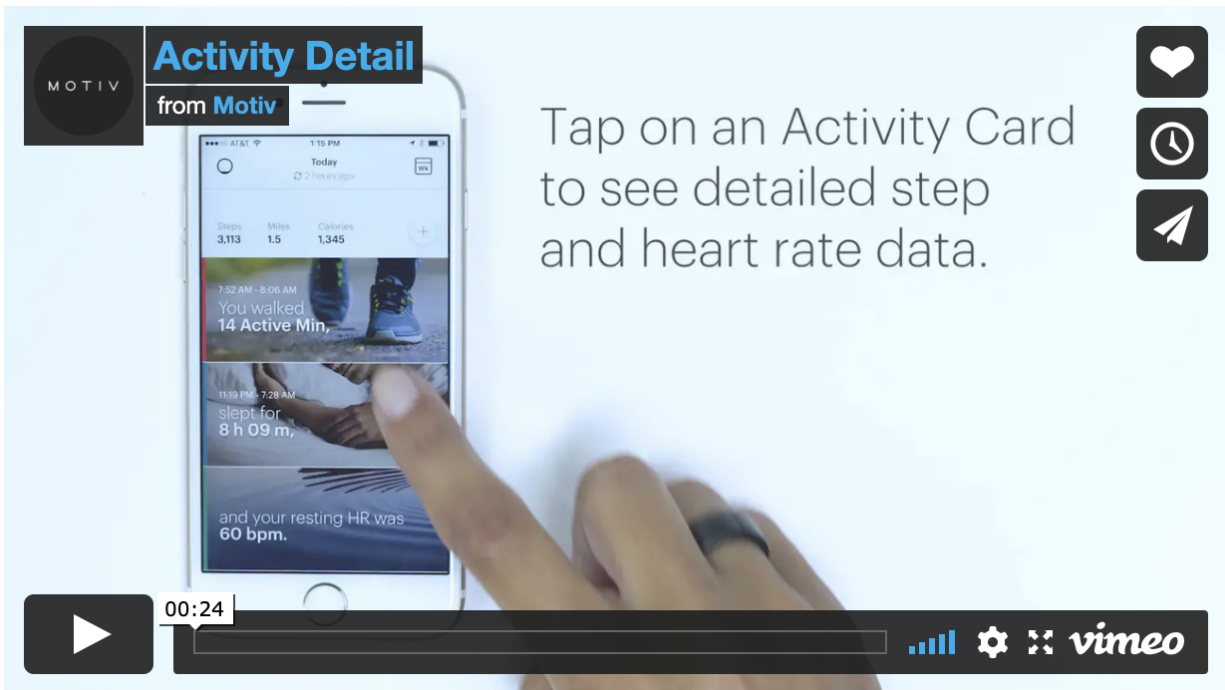
To ensure you always get credit for your efforts, including activities like yoga or a gym workout, which are difficult to detect, adding and editing activities is easy. We auto-detect step-based activities like running and walking, and we look to identify other times in your day when you're earning Active Minutes. To add an activity that wasn't auto-detected, use the (+) button. Use the visual editor to drag the start and end times, or double-tap to move the selector to a different time. To help you log accurately you'll see any heart rate and step data collected throughout the day. The 'Effort' slider is set to 100% by default, and influences the number of Active Minutes earned and calories burned. You can learn more by clicking on the "i" button throughout the app, starting with additional information about sleep, activity, resting heart rate and goals.

9. Adding an Activity

To ensure you always get credit for your efforts, like for activities like yoga or a gym workout, that are difficult to detect, adding and editing activities is easy. We auto-detect step-based activities like running and walking, and we look to identify other times in your day when you're earning Active Minutes. To add an activity that wasn't auto-detected, use the (+) button. Use the visual editor to drag the start and end times, or double- tap to move the selector to a different time. To help you log accurately you'll see any heart rate and step data collected throughout the day. The data collected is also used to suggest an intensity level for the activity, and influences the number of Active Minutes earned and calories burned.

10. Activity Detail

Tap on Activity Cards in your Daily Feed to see detailed step and heart rate data for your activity. For minute-level data, press and hold on the Activity Detail card. These cards automatically appear in your Daily Feed when you've earned 10 or more Active Minutes. Click on the image below to view a demonstration video:



11. Motiv and Google Fit

Users can export Motiv steps and HR data to Google Fit. We are working on adding additional data to the Google Fit integration, including sleep. Google Fit calculates calories differently from the Motiv Ring and does not allow for substituting the calorie data from the Motiv Ring.

Please note, in order to have Google Fit import the steps data from your Motiv Ring, you need to disable the "Track activity metrics" option in your Google Fit settings menu. Otherwise, Google Fit will prioritize the steps estimated by your GPS on your phone and show those instead.

Android: Troubleshooting

1. Using an Unsupported Android Device

The following devices are currently supported by the Motiv App:

HTC Google Pixel	Samsung Galaxy 7 Edge
HTC Google Pixel XL	Samsung Galaxy 8
HTC Google Pixel 2	Samsung Galaxy 8+
LG Google Pixel 2 XL	Samsung Galaxy Note 5
LG Google Pixel 3	Samsung Galaxy Note 8
LG Google Pixel 3 XL	Samsung Galaxy S9
Samsung Galaxy 7	Samsung Galaxy S9+

If your device is not listed here, it is not currently officially supported. That means the Motiv App for Android may not work on your phone. You are welcome to use the Motiv Ring with your device even if it is not supported, however you may encounter activation and pairing issues, bugs, syncing issues, display issues, and Bluetooth connectivity issues that do not affect the Android devices that are supported.

2. Pairing Troubleshooting

Please be sure to update your Motiv App to the latest version available in the Google Play Store. After you have downloaded the latest version of the Motiv App, please do the following:

1. From your phone's Settings screen, search for Bluetooth and make sure it is turned on by moving the slider button to the right (please do not try to connect your ring through this setting)
2. Go back to Settings, search for Location and make sure it is turned on by moving the slider button to the right (we do not track your location)

3. Insert a Motiv charger into a USB port on your computer or a premium USB wall charger, such as the plug that came with your phone, place your ring on the charger and keep it on the charger until activation and pairing are complete, and keep your phone nearby
4. Confirm that your phone has a strong WiFi connection with Internet access (a cellular connection will not be strong enough)
5. Open the Motiv app and, if prompted, tap ALLOW for all access requests (Bluetooth, location, photos/files/media/storage)
6. If you see a "Pair your Ring" card, tap it and skip to step 10, otherwise go to step 7
7. Tap "Settings" icon in lower right of screen
8. Tap Motiv Ring
9. Tap "Pair ring"
10. If prompted, enable Bluetooth and Location and AGREE/ALLOW all permissions and access requests (Bluetooth, location, photos/files/media/storage) for Motiv App, otherwise you will not be able to pair or sync (we do not track your location)
11. Go through the activation and pairing process
12. The activation and pairing process is complete when you see the screen that says ""Put your ring on!""

If you get an error message during the activation process, tap "TRY AGAIN." If you do not get an error message after 15 minutes, or if you keep getting the error message after a few retries, close the app, go back to your phone's Settings screen, tap Apps, find Motiv and tap on it, then tap "FORCE STOP" and, if prompted, tap Force Stop or OK, then reopen the Motiv app and try again. It may take a few tries.

If the above steps do not work, please check if your ring has not accidentally paired with your phone via your Bluetooth settings. Please click and hold on the Bluetooth symbol in your phone settings for a list of devices that are

paired with your ring and if you see the Motiv ring there, please unpair it. The ring should exclusively be paired via the Motiv app.

Also, please clear your Bluetooth cache. Here are the steps:

1. Go to "Settings"
2. Select "Application Manager" or "Apps"
3. Display system apps (you may need to either swipe left/right or choose from the menu in the top right corner)
4. Select Bluetooth from the now larger list of Applications. If you don't see it, click on the 3 dots in the top right corner of the screen and select "Show system apps". Then search for Bluetooth on the list again.
5. Select "Storage"
6. Tap "Clear Cache"
7. Go back
8. Finally restart the phone

These steps may be a little different on your device. If so, it may help if you look online for clearing Bluetooth cache in your specific device.

3. Sync Troubleshooting

Syncing your Motiv Ring with the Motiv app is the process by which activity that has been tracked by your ring is transferred to the Motiv app so you can see your heart rate, steps, sleep, etc. You can only sync your ring with the Motiv app after your ring is paired with your phone. Pairing with your phone must come first

If you are experiencing issues with Syncing, first, please be sure to update to the latest version of the Motiv App. Also, make sure your Android phone settings follow the guidelines we recommend.

In order to sync, please be sure that you have your phone's Bluetooth setting switched on, location enabled, and location permission allowed for the Motiv

app. We do not track your location, rather this is a setting that's required for certain Bluetooth devices. Please do not try to connect your ring through Bluetooth (your connected devices), but make sure Bluetooth is on.

If you're experiencing a problem with your sync, please turn your Bluetooth off on your phone and switch it back on. This should reset your sync connection.

If toggling your Bluetooth off/on does not help, then, follow the steps listed below:

1. From your phone's home screen, navigate to your phone's Settings screen
 2. Tap Apps
 3. Scroll down to find Motiv, then tap on Motiv
 4. Tap "FORCE STOP," and if prompted with a pop up window, tap Force Stop or OK
 5. Reopen the Motiv app
 6. With your phone nearby, and the Motiv app open and in the foreground on your phone, please try manually syncing your ring by holding your finger horizontally then slowly spinning the ring on your finger until the LED is blue
- If your data doesn't update within a few minutes of trying the above steps, you can try repeating these steps again.

There may be some Bluetooth signal interference taking place. Connectivity issues sometimes happen if a user has a number of Bluetooth devices connected to their phone. Things like headphones, speakers, a smartwatch or car radio, they all emit a constant strong Bluetooth signal which may be drowning out the very short and periodic Bluetooth Low Energy impulse coming from the ring when it's attempting to sync. This makes sync or even pairing very difficult to succeed. When this occurs, it's best to disconnect all Bluetooth devices if you don't need them, restart the Motiv app and toggle the Bluetooth setting on your phone OFF and back ON to reset connectivity.

4. Missing Activity Data

First check the health of your HR sensor. It is the green LED lamp that flashes periodically on the inside of your ring. To learn more about, click [here](#) to be navigated to the relevant page in this manual.

Place your ring on the charger for 10 minutes and then take it off. The interior green LED should flash soon after and again about 6-10 minutes later. If your sensor does not flash green at any point, this would indicate a damage or a fault that cannot be repaired. If your sensor flashes green, that's great news - the HR sensor is functional and is trying to collect your HR data.

While Motiv Ring is great for tracking step-based activities, certain exercises don't lend themselves to reliable heart rate readings. Here are some of the factors that can affect the accuracy of your heart rate data and the things you can do to get the best readings possible.

For best results, find the right size

One of the most important things you can do is ensure you have the right Motiv Ring size. With our Motiv Ring Sizing Set, you can take as much time as you need to try on different sizes before choosing your size. We recommend wearing the sizing rings for 24 hours to ensure you find the best fit.

With the right size, your Motiv Ring should be snug but comfortable, maintaining contact all around the inner part of the ring. A good test is to twist the ring a couple times around your finger. If the skin moves with the ring, you have the right fit. If not, try a smaller size. If you have two sizes that feel like a good fit, it's best to choose the smaller size, as long as your ring is comfortable.

Finger selection matters

When choosing a ring size, finger selection is important. We tend to see the strongest signal strength from the index finger, but the middle, ring, and pinky fingers can also have strong signal strength. Some factors to consider when thinking about finger selection are:

The development of capillaries, which deliver blood, is influenced by use of the finger. Just like other areas of the body, the more the area is used the denser the capillaries. So, the more widely used fingers are likely to have greater blood flow, yielding stronger signal strength.

Bone structure, specifically knuckles, can impact performance. A snug fit must be accomplished while retaining the ability to remove and replace the ring. A finger with a knuckle much larger than the circumference of the finger should be avoided.

Factors that can impair signal quality

For certain exercises, such as weightlifting, it may be difficult to auto-detect Active Minutes. This is because when you're lifting heavy weights for an extended period of time or gripping something tightly, it's more difficult for the heart rate sensor to get a clear reading. This is consistent with all optical sensors, which is why wrist-based devices have the same problem.

The sensor can accommodate for movement related to locomotion, like arms pumping while running, but cannot adjust for movement of the tissue under the sensor, like flexing or moving the muscles of the fingers. This means that disturbances and pressure changes, such as dribbling a basketball, punching, or tightly gripping handlebars, could impact signal possibly beyond our ability to correct.

Another factor that can impair signal quality is temperature, as in cold weather blood can retreat from your fingers, which can also make it difficult for the heart rate sensor to get a clear reading.

Optimizations

If you find that you have trouble with getting a solid heart rate signal, here are some options that tend to increase available signal:

- Maintain a fully closed but relaxed fist during walking and running events. This limits the additional, isolated movements of the finger, and a good fit allows a fully closed fist to occur without feeling uncomfortably constrictive.
- Wear gloves during cold weather activities to enhance blood flow.
- A warm-up may be needed to encourage blood flow.
- Avoid gripping treadmill handlebars or side rails while walking or running as it can impact our ability to track steps (as your hands aren't moving). Gripping strollers, push-carts, etc. can also limit signal.

In the Motiv app you can manually add or edit activities that we may not have captured due to factors listed above. We help translate those activities into active minutes, and will calculate the number of calories you burned. We'll also look at the time period for the activity you added, and input any step or heart rate data collected by the ring.

5. Charging Troubleshooting

There are a few reasons why your Motiv Ring might not be charging. First remember to review our official charging recommendations in this manual by clicking [here](#).

Once you confirm you're using safe charging sources, let's go over the below:

Ring isn't connected to the charger—The Motiv Ring is held magnetically to the charger. It helps to slowly rotate and lightly press the ring onto the charger to see if it's a loose contact.

Dirty charging contacts—Try cleaning them using warm water and soap, then drying with a soft cloth.

Faulty charging sources (USB port or plug)—Try a different USB port or UL-certified wall charger. We do not recommend using a USB hub.

Some pro tips for charging success:

1. Try placing the ring on the charger first, then plugging in the USB port. If you do not see the LED come on, try lightly pressing the ring into the charger.
 2. Try taking the ring off the charger and then putting back on a few times.
 3. If you still do not see the LED come on, wait 20 seconds, and try again.
 4. If you still do not see the LED come on, try flipping the ring 180 degrees (like spinning a penny, not rotating like a wheel) so the opposite charging contact connects.
 5. If you still do not see the LED come on, try a different power source.
 6. If you still do not see the LED come on, try your other charger.
 7. Make sure you have no other external devices plugged into other USB ports on your computer.
 8. When charging a Motiv device using a wall outlet, it is recommended that a premium brand AC adapter is used. Some off-market adapters will prevent the ring from reaching a fully charged state.
 9. Charge your ring in room temperatures. Avoid charging in your cold car, garage, or a room that is too hot.
 10. As long as the LED comes on when your ring is on the charger, your ring is charging, even though it may not turn green.
 11. The battery display in your Motiv App shows your battery charge based on the last time you fully synced. To make sure the displayed battery charge is accurate, please sync your ring again.
-

6. Bootloader Mode: Solid Yellow LED (Firmware Update)

Issue

If the firmware update of your Motiv Ring has been interrupted and the ring failed to upload new firmware, you will usually see a solid yellow/amber/orange LED. The ring will not be responsive to your activity or syncing until the new firmware has been installed.

To resolve it, please place the ring on the charger and leave it there for 3 minutes. This should reset the ring and if you have been seeing a constant yellow/orange LED light. Please try the following steps to help you with getting you through the update:

1. Go to your settings
2. Tap on Motiv Ring
3. Tap on 'Unpair ring' (If ring is already un-paired, please skip this step)
4. Reboot your phone
5. Go to your Settings and tap on Motiv Ring
6. Tap on Pair ring
7. Follow instructions for pairing your ring. (Make sure you are connected via WiFi (cellular networks may be too slow))

If you're still having an issues, please try the following:

8. Check Bluetooth and make sure it's on and working, then follow steps 1-7 again
9. While the Motiv app is open, take the ring off the charger for a minute and put it back on then follow steps 1-7

If you're still having trouble, as an alternative for users who are reporting a ring update issue, we suggest you attempt to pair the ring with a different phone (an iPhone or Android, doesn't matter at this point) and then unpair from that phone, pair again to their own phone. This should ensure the latest

firmware is on the ring. Although iPhones seemed more successful, we have seen success with this workaround on both iOS and Android phones.

7. Bluetooth Connectivity Issues

There are unfortunately several known Bluetooth errors impacting a number of devices that utilize Bluetooth, that appear to be caused by an underlying operating system issue.

If you are having difficult activating or syncing your ring, these steps will likely solve the issue:

- Restart your phone (turn your phone off completely and back on)- you may need to do this several times
- Make sure you have a strong WiFi signal
- Turn off the Bluetooth on your phone - within Settings - for 15 seconds, then turn it back on

There may be some Bluetooth signal interference taking place. Connectivity issues sometimes happen if a user has a number of Bluetooth devices connected to their phone. Things like headphones, speakers, a smartwatch or car radio, they all emit a constant strong Bluetooth signal which may be drowning out the very short and periodic Bluetooth Low Energy impulse coming from the ring when it's attempting to sync. This makes sync or even pairing very difficult to succeed. When this occurs, it's best to disconnect all Bluetooth devices if you don't need them, restart the Motiv app and toggle the Bluetooth setting on your phone OFF and back ON to reset connectivity.

8. 'Were You Active' Cards Vanishing

The activity cards disappearing if entered via the "Were You Active" feature is a known issue.. As an alternative way of adding your activity we recommend manually adding your workout by clicking the "+" button and accessing the Add/Edit function. Activity cards created via this feature do not disappear. We know this is not an ideal solution, but it's a workaround that works.

iOS: Getting Started

1. Creating an Account in the Motv App

If it's your first time logging into the Motiv app and you wish to create your account, click the "Sign In" button and enter the email you wish to use with your account. Next, enter the password you want to use with your account. Once these two things are done, your email and password will be set for the Motiv app and you will then be guided through the Motiv app account set-up.

2. Activate Your Motiv Ring

To activate your Motiv Ring, you'll need a charger and a powered USB port. We recommend plugging the USB charger to the USB port in your computer or the USB wall plug that would have come with your phone.

Keep the ring on the charger until the activation process reaches 100%

Please turn on Wifi before trying to pair your Motiv Ring, if possible. This will ensure that the process goes quickly and smoothly. Also please be sure that Location Services are on for the Motiv App.

If you have trouble activating your Motiv Ring, the following steps should fix any issues you have:

Please try each of these steps separately, then give it a few minutes to work. If each step doesn't work after a few minutes, try the next one.

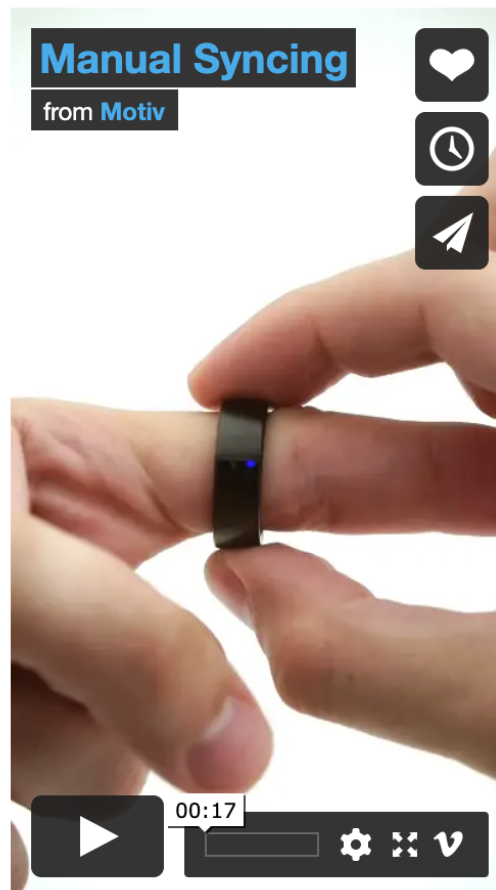
1. Put the ring on the charger
2. Make sure you are connected via WiFi (cellular networks may be too slow)
3. Make sure your Bluetooth is on and working correctly
4. With the app open, take the ring off the charger, then put it on again

5. Force quit and reopen the Motiv app while the Motiv Ring is on the charge.
 6. Reboot your phone (you may need to do this a few times)
-

3. Syncing Your Motiv Ring

Your Motiv Ring will automatically sync every few minutes as long as your Bluetooth is on, and your ring is charged. You can also manually sync to see the most recent activity data in the Motiv app.

To manually sync your ring, hold your finger horizontally and twist the ring around your finger a few times. Slow and smooth works best. Make sure your phone is nearby so the data can sync via Bluetooth. The LED will flash with a blue light to indicate your data is being transmitted.



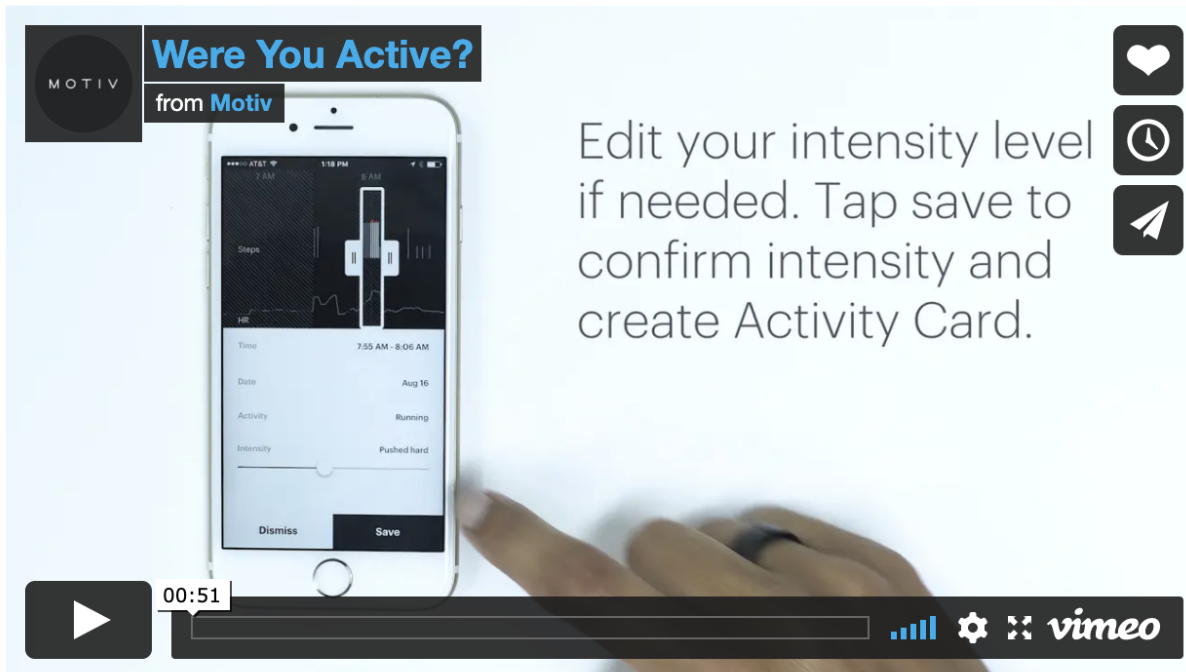
4. Adding or Editing Activities

To ensure you always get credit for your efforts, like for activities such as yoga or a gym workout that are difficult to detect, adding and editing activities is easy.

We auto-detect step-based activities like running and walking, and we look to identify other times in your day when you're earning Active Minutes. For activities that aren't as easy to detect, you might see a "Were you active?" card that will automatically be filled with duration and intensity based on data collected, which you can edit, confirm or dismiss.

To add an activity that wasn't auto-detected, use the (+) button. Use the visual editor to drag the start and end times, or double-tap to move the selector to a different time. To help you log accurately you'll see any heart rate and step data collected throughout the day. The 'Effort' slider impacts the amount of Active Minutes you get credit for, as well as the calorie count, and defaults to 100%. You can adjust based on your overall effort and intensity and the Active Minute credit and calorie counts will adjust accordingly.

You can also learn more by clicking on the "i" button throughout the app, starting with additional information about sleep, activity, resting heart rate and goals.



5. Weekly Goals

Every day is different, so your goals should be flexible. Motiv adjusts daily targets based on your week so far – keeping you motivated to achieve your weekly goals. Miss a day? No problem. The remaining days in your week automatically adjust to meet your weekly goal. Alternatively if you beat your goal, any extra active minutes are subtracted from your weekly goal, and your remaining daily goals will be reduced by the same amount. View your week at a glance to see your progress throughout the week. You can always raise or lower your weekly active minute goals to fit your lifestyle. If you wish to adjust your weekly Active Minute please use the following steps:

1. Tap on the 'Week' icon at the bottom center of the screen
2. Tap on the three horizontal dots at the top right of the screen
3. Tap on Edit
4. Change your Weekly Goal
5. Tap on 'Save' at the top right of the screen

6. Last Heart Rate

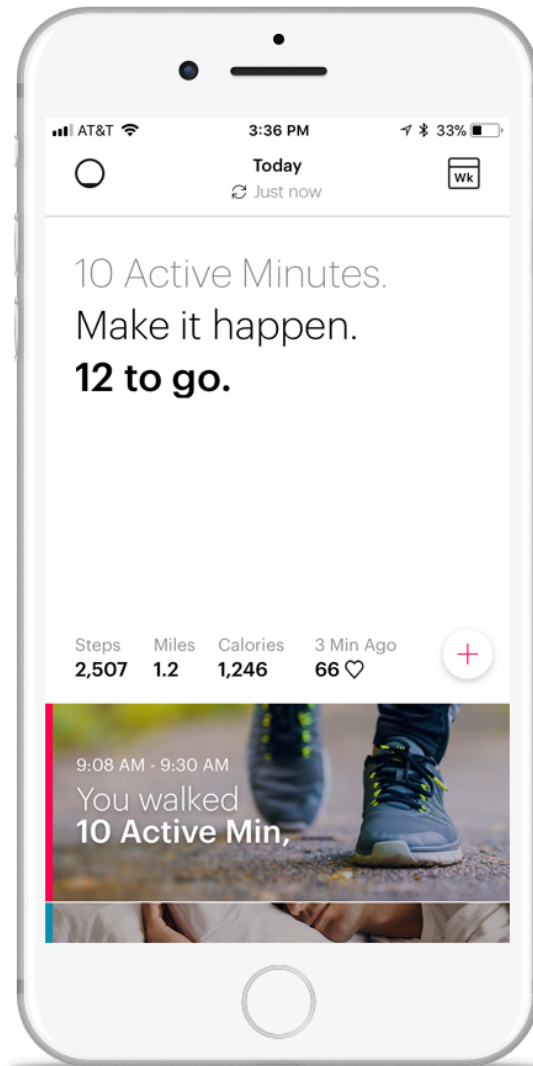
Beginning in app version 1.1, you can see your last recorded heart rate value as well as the time it was captured. Last Heart Rate can be identified by a heart icon in the daily feed. Above the heart is a time that indicates the last time the heart rate was captured.

Motiv Ring checks your heart rate periodically throughout the day and checks it continuously when a sustained elevated heart rate or step count is detected. The app now displays the last HR value that was recorded prior to your most recent sync and the time that recording took place. To see if a more recent HR value has been captured, simply sync.

7. Earning Your First Activity Cards

The Daily Feed in your Motiv App will begin to fill up with Activity, Sleep and Resting Heart Rate Cards as you use Motiv Ring. If you are moderately active for 10 or more minutes, you should see an Activity Card appear in your feed. Wear Motiv Ring while sleeping and you'll earn a Sleep Card - even for naps over 35 minutes! We'll also measure Resting Heart Rate while you sleep at night.

Go earn your first card! Take a walk, go for a jog - just make sure you're out there for ten or more minutes and we'll take it from there. Check your Motiv App when you get back to see your activity data. You can now learn more by clicking on the "i" button throughout the app, starting with additional information about sleep, activity, resting heart rate and goals.



8. Navigating the Motiv App

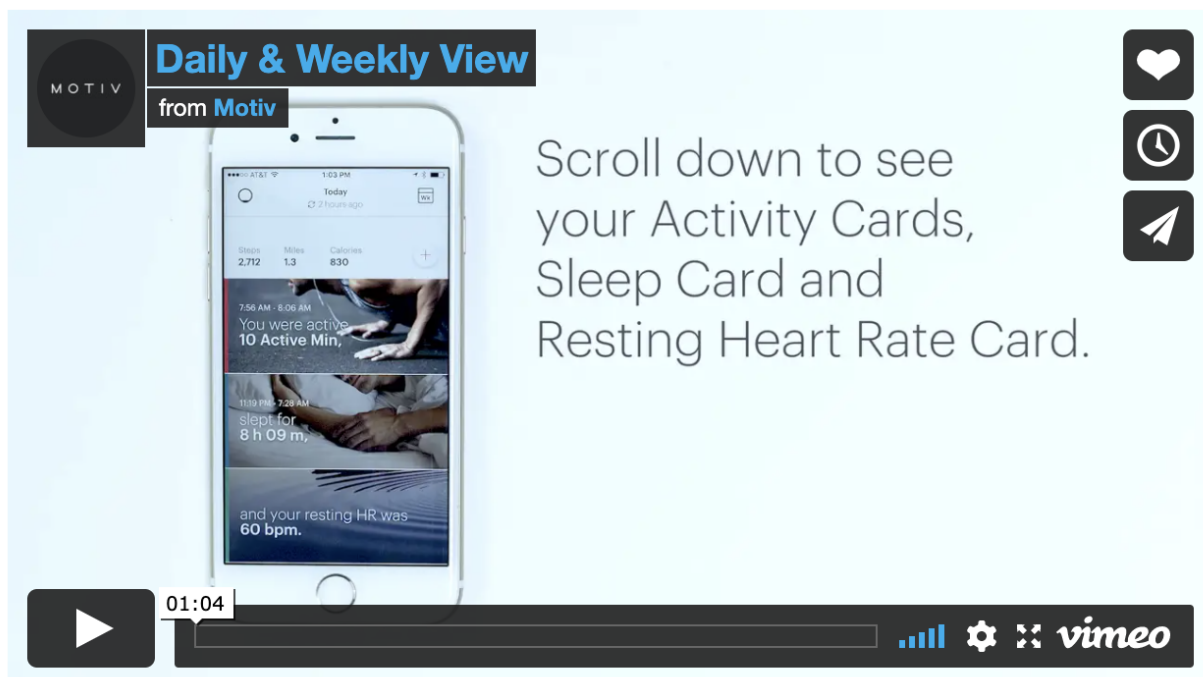
When you open the Motiv App, you will see your current day's view. In the morning you'll see your Sleep Card and Resting Heart Rate Card, and Activity Cards will appear throughout your day as you earn them. Tapping on the date at the top of the screen will always return you to the current day. You can navigate to past days by swiping left and can navigate forward by swiping right.

Tap on the icon on the top right hand corner to see all your Active Minutes for that week. You can swipe left or right to see different weeks or tap any day to jump to that day's Daily Feed.

You can now learn more by clicking on the “i” button throughout the app, starting with additional information about sleep, activity, resting heart rate and goals.

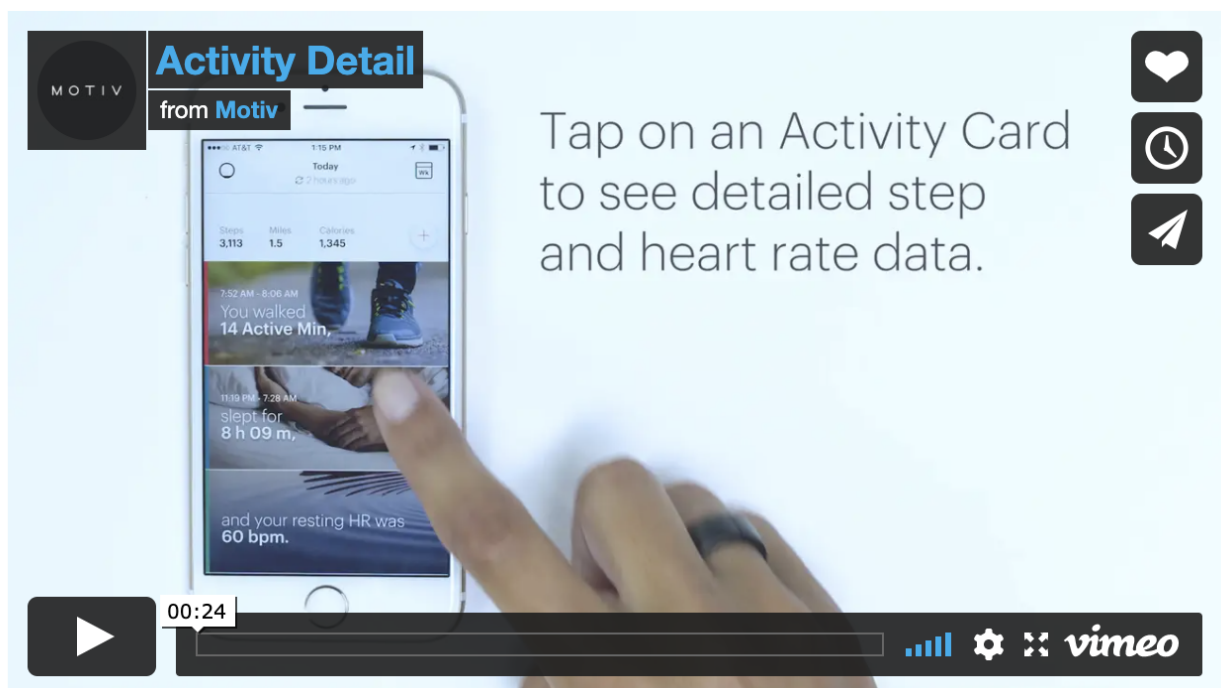
Motiv Ring checks your heart rate periodically throughout the day and checks it continuously when a sustained elevated heart rate or step count is detected. The app also displays the last HR value that was recorded prior to your most recent sync and the time that recording took place. To see if a more recent HR value has been captured, simply sync.

At the top of your Daily Feed under the day or date you'll see a sync icon with a time statement such as “3 minutes ago.” This tells you the last time your ring completely synced. Your ring will sync in the background, but as a reminder, you can also manually sync your data by holding your finger horizontally and twisting the ring slowly.



9. Activity Detail

Tap on Activity Cards in your Daily Feed to see detailed step and heart rate data for your activity. For minute-level data, press and hold on the Activity Detail card. These cards appear when you've earned 10 or more Active Minutes. To edit or delete an existing activity card, tap on your Activity Card to see Activity Details. Press the ... dots to the left of the X in the top right corner and select edit or delete.



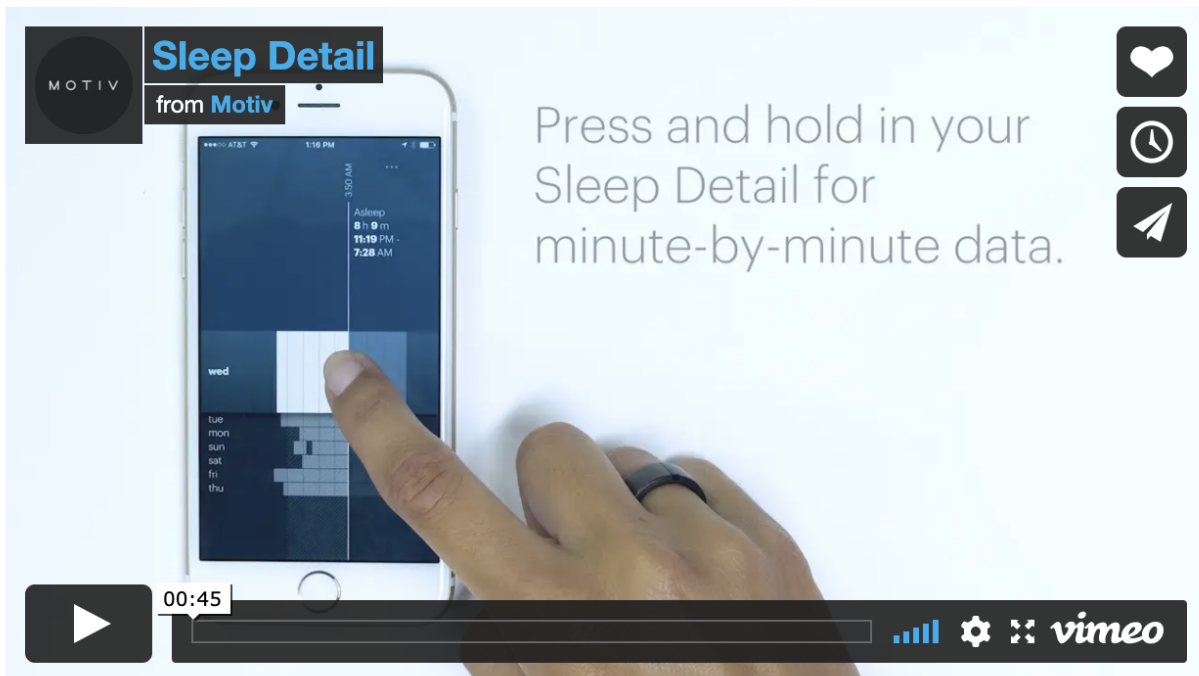
10. Sleep Detail

We designed Motiv Ring to track your sleep seamlessly and consistently. Our app was designed to give you information that's meaningful and actionable, not just a bunch of data points you don't know what to do with. By looking at your movement patterns during your sleep, Motiv is able to give you an

easy-to-interpret snapshot of what's happening to you when your head hits the pillow.

The Sleep Detail screen is where you can see your last night's sleep as well as the past 7 days of sleep, which we use to show you your average sleep and wake times. The white bar means you were sleeping. Gaps in your sleep are when you were awake or had restless sleep.

Sleep matters! The science is pretty clear: getting enough quality sleep has positive effects on our health. Sleeping right can prevent illness, increase energy levels and productivity, and improve brain function.



iOS: Troubleshooting

1. Sync Troubleshooting

Your Motiv Ring will sync periodically as long as it has a charge, and is within several feet of your phone.

You can see the last time your ring fully synced on the 'Today' screen at the top center. When your ring is syncing, the arrow circle will rotate and you will see 'syncing.'

If you are using an iOS device and your Motiv Ring doesn't sync or it has been a long time between syncs, place the ring on your USB charger and connect to a power source. Then:

1. Turn off Bluetooth, then turn it back on, then open the Motiv App.
2. Make sure your location services are turned on 'Always' and reboot your phone.

You can also initiate a sync by holding your finger horizontally, while rotating the ring around your finger slowly and smoothly. Your LED will flash blue when your ring starts to broadcast, then solid blue when data is transferring. If you get stuck during sync, please force-quit your app and reopen and try again.

There may be some Bluetooth signal interference taking place. Connectivity issues sometimes happen if a user has a number of Bluetooth devices connected to their phone. Things like headphones, speakers, a smartwatch or car radio, they all emit a constant strong Bluetooth signal which may be drowning out the very short and periodic Bluetooth Low Energy impulse coming from the ring when it's attempting to sync. This makes sync or even pairing very difficult to succeed. When this occurs, it's best to disconnect all

Bluetooth devices if you don't need them, restart the Motiv app and toggle the Bluetooth setting on your phone OFF and back ON to reset connectivity.

2. Missing Activity Data

First check the health of your HR sensor. It is the green LED lamp that flashes periodically on the inside of your ring. To learn more about, click [here](#) to be navigated to the relevant page in this manual.

Place your ring on the charger for 10 minutes and then take it off. The interior green LED should flash soon after and again about 6-10 minutes later. If your sensor does not flash green at any point, this would indicate a damage or a fault that cannot be repaired. If your sensor flashes green, that's great news - the HR sensor is functional and is trying to collect your HR data.

While Motiv Ring is great for tracking step-based activities, certain exercises don't lend themselves to reliable heart rate readings. Here are some of the factors that can affect the accuracy of your heart rate data and the things you can do to get the best readings possible.

For best results, find the right size

One of the most important things you can do is ensure you have the right Motiv Ring size. With our Motiv Ring Sizing Set, you can take as much time as you need to try on different sizes before choosing your size. We recommend wearing the sizing rings for 24 hours to ensure you find the best fit.

With the right size, your Motiv Ring should be snug but comfortable, maintaining contact all around the inner part of the ring. A good test is to twist the ring a couple times around your finger. If the skin moves with the ring, you have the right fit. If not, try a smaller size. If you have two sizes that

feel like a good fit, it's best to choose the smaller size, as long as your ring is comfortable.

Finger selection matters

When choosing a ring size, finger selection is important. We tend to see the strongest signal strength from the index finger, but the middle, ring, and pinky fingers can also have strong signal strength. Some factors to consider when thinking about finger selection are:

The development of capillaries, which deliver blood, is influenced by use of the finger. Just like other areas of the body, the more the area is used the denser the capillaries. So, the more widely used fingers are likely to have greater blood flow, yielding stronger signal strength.

Bone structure, specifically knuckles, can impact performance. A snug fit must be accomplished while retaining the ability to remove and replace the ring. A finger with a knuckle much larger than the circumference of the finger should be avoided.

Factors that can impair signal quality

For certain exercises, such as weightlifting, it may be difficult to auto-detect Active Minutes. This is because when you're lifting heavy weights for an extended period of time or gripping something tightly, it's more difficult for the heart rate sensor to get a clear reading. This is consistent with all optical sensors, which is why wrist-based devices have the same problem.

The sensor can accommodate for movement related to locomotion, like arms pumping while running, but cannot adjust for movement of the tissue under the sensor, like flexing or moving the muscles of the fingers. This means that disturbances and pressure changes, such as dribbling a basketball, punching, or tightly gripping handlebars, could impact signal possibly beyond our ability to correct.

Another factor that can impair signal quality is temperature, as in cold weather blood can retreat from your fingers, which can also make it difficult for the heart rate sensor to get a clear reading.

Optimizations

If you find that you have trouble with getting a solid heart rate signal, here are some options that tend to increase available signal:

- Maintain a fully closed but relaxed fist during walking and running events. This limits the additional, isolated movements of the finger, and a good fit allows a fully closed fist to occur without feeling uncomfortably constrictive.
- Wear gloves during cold weather activities to enhance blood flow.
- A warm-up may be needed to encourage blood flow.
- Avoid gripping treadmill handlebars or side rails while walking or running as it can impact our ability to track steps (as your hands aren't moving). Gripping strollers, push-carts, etc. can also limit signal.

In the Motiv app you can manually add or edit activities that we may not have captured due to factors listed above. We help translate those activities into active minutes, and will calculate the number of calories you burned. We'll also look at the time period for the activity you added, and input any step or heart rate data collected by the ring.

3. Missing Sleep Data

If you are missing sleep data for the Motiv Ring, there are a few things to consider First:

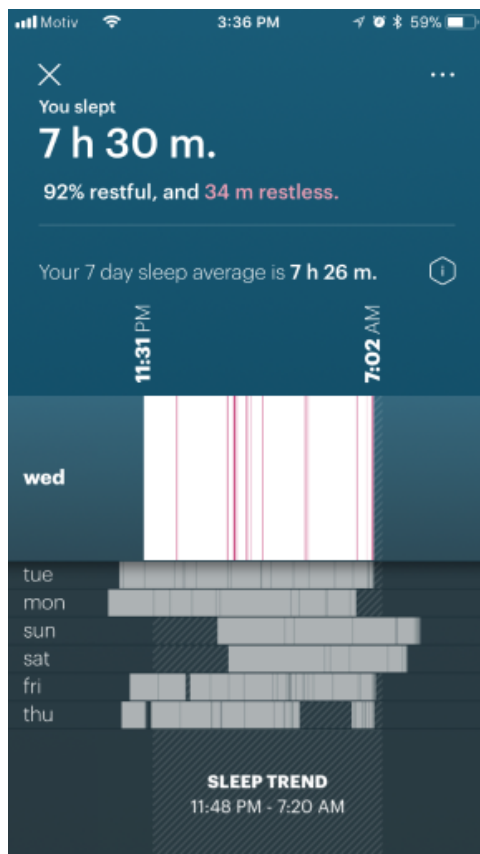
Was your ring charged enough when you went to bed? If your Sleep Card is missing sleep data, a low battery is most likely the case. It is recommended that the battery is at least 20% charged to capture a full night's sleep. You can

also edit your sleep cards - take control of your sleep history and have a higher confidence in your sleep trends

If you did not get a notification that your battery was at 20%, please check if you disabled or enabled location services. Disabling location services can interfere with syncing which can hinder notifications, so you may not have seen a notification that your battery was at 20%. We're looking at ways to further improve this experience.

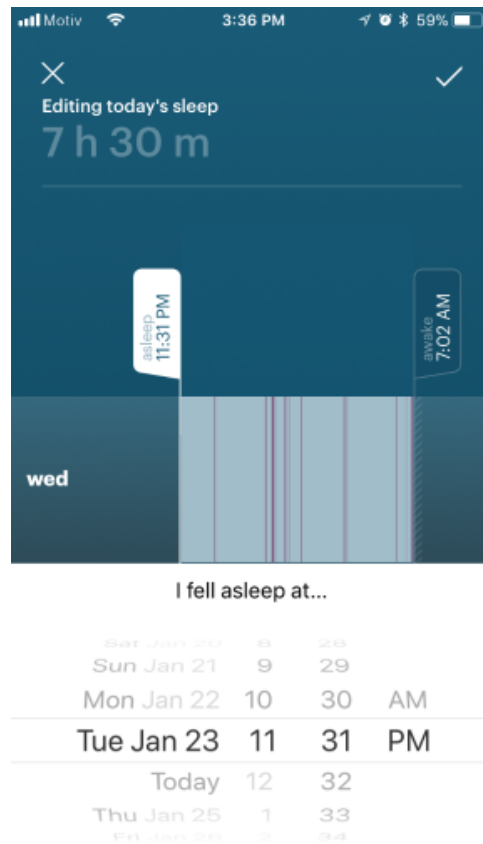
Here's how it's done:

Tapping on the Sleep Card in your Daily Feed will display information about the duration of your previous night's sleep and periods of restlessness.

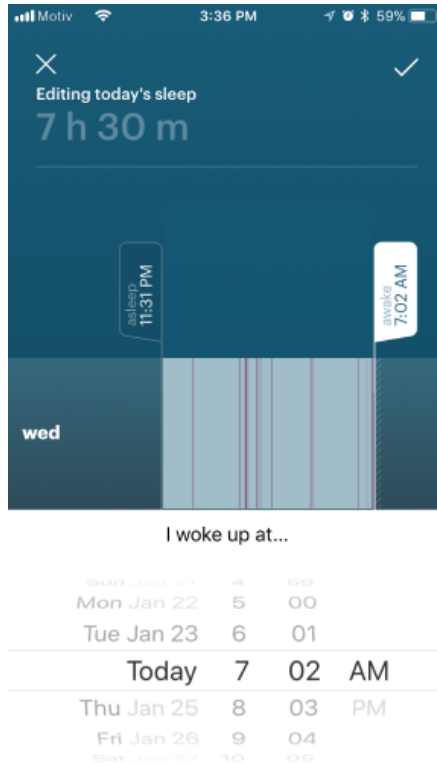


When you are looking at your sleep detail, tapping on the edit icon (three horizontal dots) in the top right corner of the screen will open up a menu that will allow you to edit your previous night's sleep. You can input the time that

you fell asleep by either tapping on the tab above your sleep graph, or using the wheel menu at the bottom.



Just like editing the start of your sleep period, you can edit your wake time, by either tapping on the tab above your sleep graph, or by using the wheel menu to input the time that you woke up.



Once you have edited your Sleep Card, tap the save checkmark. Your Sleep Detail card and your sleep trends for the week will display your new edited sleep details.

4. Bootloader Mode: Solid Yellow LED (Firmware Update) Issue

If the firmware update of your Motiv Ring has been interrupted and the ring failed to upload new firmware, you will usually see a solid yellow/amber/orange LED. The ring will not be responsive to your activity or syncing until the new firmware has been installed.

To resolve it, please place the ring on the charger and leave it there for 3 minutes. This should reset the ring and if you have been seeing a constant yellow/orange LED light. Please try the following steps to help you with getting you through the update:

1. Go to your settings
2. Tap on Motiv Ring
3. Tap on 'Unpair ring' (If ring is already un-paired, please skip this step)
4. Reboot your phone
5. Go to your Settings and tap on Motiv Ring
6. Tap on Pair ring
7. Follow instructions for pairing your ring. (Make sure you are connected via WiFi (cellular networks may be too slow))

If you're still having an issues, please try the following:

8. Check Bluetooth and make sure it's on and working, then follow steps 1-7 again
9. While the Motiv app is open, take the ring off the charger for a minute and put it back on then follow steps 1-7

If you're still having trouble, as an alternative for users who are reporting a ring update issue, we suggest you attempt to pair the ring with a different phone (an iPhone or Android, doesn't matter at this point) and then unpair from that phone, pair again to their own phone. This should ensure the latest firmware is on the ring. Although iPhones seemed more successful, we have seen success with this workaround on both iOS and Android phones.

5. Bluetooth Connectivity Issues

There are unfortunately several known Bluetooth errors impacting a number of devices that utilize Bluetooth, that appear to be caused by an underlying operating system issue.

If you are having difficult activating or syncing your ring, these steps will likely solve the issue:

- Restart your phone (turn your phone off completely and back on)- you may need to do this several times
- Make sure you have a strong WiFi signal
- Turn off the Bluetooth on your phone - within Settings - for 15 seconds, then turn it back on

There may be some Bluetooth signal interference taking place. Connectivity issues sometimes happen if a user has a number of Bluetooth devices connected to their phone. Things like headphones, speakers, a smartwatch or car radio, they all emit a constant strong Bluetooth signal which may be drowning out the very short and periodic Bluetooth Low Energy impulse coming from the ring when it's attempting to sync. This makes sync or even pairing very difficult to succeed. When this occurs, it's best to disconnect all Bluetooth devices if you don't need them, restart the Motiv app and toggle the Bluetooth setting on your phone OFF and back ON to reset connectivity.

6. Charging Issues

There are a few reasons why your Motiv Ring might not be charging. First remember to review our official charging recommendations in this manual by clicking [here](#).

Once you confirm you're using safe charging sources, let's go over the below:

Ring isn't connected to the charger—The Motiv Ring is held magnetically to the charger. It helps to slowly rotate and lightly press the ring onto the charger to see if it's a loose contact.

Dirty charging contacts—Try cleaning them using warm water and soap, then drying with a soft cloth.

Faulty charging sources (USB port or plug)—Try a different USB port or UL-certified wall charger. We do not recommend using a USB hub.

Some pro tips for charging success:

12. Try placing the ring on the charger first, then plugging in the USB port. If you do not see the LED come on, try lightly pressing the ring into the charger.
 13. Try taking the ring off the charger and then putting back on a few times.
 14. If you still do not see the LED come on, wait 20 seconds, and try again.
 15. If you still do not see the LED come on, try flipping the ring 180 degrees (like spinning a penny, not rotating like a wheel) so the opposite charging contact connects.
 16. If you still do not see the LED come on, try a different power source.
 17. If you still do not see the LED come on, try your other charger.
 18. Make sure you have no other external devices plugged into other USB ports on your computer.
 19. When charging a Motiv device using a wall outlet, it is recommended that a premium brand AC adapter is used. Some off-market adapters will prevent the ring from reaching a fully charged state.
 20. Charge your ring in room temperatures. Avoid charging in your cold car, garage, or a room that is too hot.
 21. As long as the LED comes on when your ring is on the charger, your ring is charging, even though it may not turn green.
 22. The battery display in your Motiv App shows your battery charge based on the last time you fully synced. To make sure the displayed battery charge is accurate, please sync your ring again.
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