

Oura Ring 4: Frequently Asked Questions

1. Where can I try on or see what Oura Ring 4 looks like in person?

You can view Oura Ring 4 at any of our Discovery Store locations. There will also be ring sizing kits available for you to try on the different size options.

Please see a list of the Discovery Store locations below:

- Sandton: 1 Discovery Place, Sandton
- Menlyn: Shop 35, Menlyn Maine Central Square
- Umhlanga: Shop 237, First Floor, Oceans Mall, Umhlanga
- Century City: Sable Park, Bridgeways Precinct, Century City
- Sea Point: The Point shopping centre, 76 Regent Road, Sea Point

Visit the [Discovery Store webpage](#) for more details on the operating hours.

2. Who qualifies for the Discovery Vitality Oura Ring 4 benefits?

All Discovery Vitality members with a qualifying Discovery Bank account may fully fund Oura Ring 4, up to the value of the Black or Silver finishes or get Oura Ring 4 at an up to 25% discount.

Fully fund Oura Ring 4:

To qualify for the fully funded benefit, members must:

- Be a main member, spouse, adult dependant or child dependant aged 18 years or older on Vitality Premium
- Be a Discovery Bank primary cardholder on either a Discovery Bank Suite or Discovery credit card account
- Not have an active Apple Watch or Garmin benefit activated after the launch of the Oura Ring 4 benefit
- Pay a once off non-refundable activation fee of R999 (including VAT).

Get an up to 25% discount on Oura Ring 4:

To qualify for the up to 25% discount, members must:

- Be a main member, spouse, adult dependant or child aged 18 years or older on a Vitality Premium, Vitality Active or Vitality through Personal Health Pathways plan
- Not already have used the Oura Ring 4 benefit
- Be a Discovery Bank primary cardholder with any qualifying Discovery Bank account in good standing

Please refer to the Oura Ring 4 benefit guide for more information.

3. How do I get an Oura Ring 4 on the fully funded benefit with Discovery Vitality and Discovery Bank benefit?



You can activate the benefit and pay the activation fee on the Discovery Vitality [Oura Ring 4 benefit page](#). Once you've received your Oura Ring 4 sizing kit and found your perfect size, confirm your ring size, finish and delivery details online to get your Oura Ring 4 delivered. Alternatively, you can collect a ring sizing kit from a Discovery Store after activating the benefit.

How to fully fund Oura Ring 4

Get Oura Ring 4

Activate the fully funded Oura Ring 4 benefit and pay the R999 activation fee with your qualifying Discovery Bank card.

Sleep well

Start using your Oura Ring 4 immediately to track, understand and improve your sleep habits and achieve your sleep goals.

Get rewarded

Achieve your weekly sleep goals with Vitality Sleep Rewards (coming soon) over 24 months to get Oura Ring 4 fully funded.

These benefits apply to Oura Ring 4 up to the value of the Black or Silver finishes. If you choose a higher-priced finish, like Rose Gold, simply pay the additional cost upfront.

How it works

Weekly sleep goals achieved in a month	0	1-2	3	4
The monthly penalty amount that may be deducted from your qualifying Discovery Bank card over a 24-month billing period.	100% R417	75% R313	50% R209	0% You pay R0

All prices include VAT. We know good sleeping habits are not always easy. So, to support you, we're covering the cost for your first few months on the benefit to help you track your sleep and improve your sleeping habits. We'll let you know one month before your first penalty payment is due.

4. How do I get an Oura Ring 4 with the up to 25% discount with Discovery Vitality and Discovery Bank benefit?

You can purchase your discounted Oura Ring 4 on the Discovery Vitality Oura Ring 4 benefit page and



pay the sizing kit fee of R100. Once you've received your Oura Ring 4 sizing kit and found your perfect size, confirm your ring size, finish and delivery details online to get your Oura Ring 4 delivered. Alternatively, you can collect a sizing kit from a Discovery Store after you have activated the benefit.

Oura Ring 4 benefit options	Ring finishes	Initial Oura Membership included	Benefit cost before discount
Upfront discount	Black or Silver	12 months	R8,598

These benefits apply to Oura Ring 4 up to the value of the Black or Silver finishes. If you choose a higher-priced finish, like Rose Gold, simply pay the additional cost upfront. All cost amounts include VAT.

5. What are the benefit limits for the Oura Ring 4?

Fully funded Oura Ring 4:

This benefit applies to Oura Ring 4 up to the value of the Black or Silver finishes, including a 24-month Oura Membership. If you choose a higher-priced finish, like Rose Gold, simply pay the additional cost upfront. Discovery Vitality members must pay a once-off non-refundable activation fee of R999 (including VAT) to get started.

Up to 25% discount on Oura Ring 4:

This benefit applies to Oura Ring 4 up to the value of the Black or Silver finishes, including a 12-month Oura Membership. If you choose a higher-priced finish, like Rose Gold, simply pay the additional cost upfront along with the R100 ring sizing kit fee.

6. Are there any payment penalty fees on the Oura Ring 4 fully funded benefit?

We know good sleeping habits are not always easy. So, to support you, we're covering the cost for your first few months on the benefit to help you track your sleep and improve your sleeping habits. We'll let you know one month before your first penalty payment is due.

If you do not achieve all your weekly sleep goals through Vitality Sleep Rewards, you'll pay a monthly penalty amount of up to R416.64 depending on how many sleep goals you achieved in each month.

How it works

Weekly sleep goals achieved in a month	0	1-2	3	4
The monthly penalty amount that may be deducted from your	100% R417	75% R313	50% R209	0% You pay R0

qualifying Discovery Bank card over a 24-month billing period.				
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All cost amounts include VAT.

7. What is the cost of the activation fee for the fully funded benefit?

You will pay a R999 upfront non-refundable activation fee (including VAT) with your qualifying Discovery Bank card to activate the Oura Ring 4 benefit.

8. How does the up to 25% discount work?

Place your order on the Discovery Vitality Oura Ring 4 benefit page and get an up to 25% discount on Oura Ring 4 up to the value of the Black or Silver finishes, with a 12-month Oura Membership included. Your discount will apply automatically when you pay with your Discovery Bank card. If you choose a higher-priced finish, like Rose Gold, simply pay the additional cost upfront.

9. Can I use my Discovery Miles to pay for the 75% remaining balance on the 25% discount option?

The payment for the remaining balance after your 25% discount can only be made using a qualifying Discovery Bank card.

10. Can I give my Oura Ring 4 to someone else as a gift?

Yes, you can. However, you must still achieve your weekly sleep goals with Vitality Sleep Rewards to fully fund Oura Ring 4 over 24 months. If you don't achieve your weekly sleep goals for 24 months, your qualifying Discovery Bank card will be debited monthly as applicable. We will only start tracking your sleep goals from 1 April 2026.

11. How long does it take to have my Oura Ring 4 delivered after completing all the activation steps?

The delivery of your Oura Ring 4 depends on your location and the turnaround time per region.

Location	Turnaround time
Main centres in South Africa	3-5 working days
Coastal regions in South Africa	5-7 working days
Outlying regions in South Africa	5-7 working days

Look out for communication from the courier company on the progress of your Oura Ring 4 delivery.

12. I'm experiencing battery drainage issues with my Oura Ring 4. What do I do?

Visit support.ouraring.com to learn more about [Oura Ring 4 Battery Life](#).

13. I can't connect to the Oura App. What do I do?

If your Oura Ring 4 isn't connecting to the Oura App, try the following steps:

Update everything:

- Make sure your phone operating system and the Oura App are updated to the latest versions.
- Check for firmware updates for your Oura Ring 4 on the Oura App.

Charge devices:

- Place your Oura Ring 4 on its charger until the LED turns solid green.
- Connect your phone to its charger to disable power-saving features.

Bluetooth check:

- Make sure Bluetooth is enabled.
- Remove any previously paired Oura Ring 4 from your Bluetooth settings.

Restart devices:

- Restart your phone and the Oura App.
- Try turning Bluetooth off and on again.

Other tips:

- Avoid pairing Oura Ring 4 with multiple devices.
- Keep your phone and Oura Ring 4 close together during setup.
- If Oura Ring 4 is in airplane mode, place it on the charger to disable it.

Still not working?

If none of these steps resolve the issue, [contact Oura Support](#) directly for personalised help.

14. My fitness and sleep events are not pulling through to the Oura App. What do I do?

- **Check your battery level.** Your Oura Ring 4 must have at least 30% charge before bed. If it drops too low, it enters low-power mode and stops collecting sleep data.
- **Sleep for long enough.** Oura needs at least 3 hours of continuous sleep between 18:00 and 18:00 the next day to register a sleep cycle. Short or fragmented sleep may not be recorded.
- **Avoid restless sleep.** Excessive movement or insomnia can prevent accurate detection of sleep stages. You may still see total sleep time, but detailed metrics could be missing.
- **Sync daily.** Oura Ring 4 stores data for about 7 days. If not synced regularly, older data may be overwritten or lost.

Still not working?

If none of these steps resolve the issue, [contact Oura Support](#) directly for personalised help.

15. What do I get when I purchase Oura Ring 4?

Your Oura Ring 4 purchase includes the following:

- Oura Ring 4 (in finish and size of your choice)
- Charging dock and USB-C cable
- Oura Ring sizing kit
- 1-year warranty

16. What are the benefits of using the Oura Ring 4?

Advanced sleep tracking

Oura Ring 4 is widely recognised for its best-in-class sleep tracking. It monitors:

- Sleep stages (light, deep, REM)
- Heart rate variability
- Breathing regularity
- Skin temperature
- Oxygen saturation

This data is used to generate a Sleep Score, helping users understand and improve their sleep quality.

Readiness score

Oura's Readiness Score combines sleep, activity and recovery data to guide daily decisions. It helps users know when to push themselves or rest, making it a powerful tool for stress management and recovery.

Activity and fitness tracking

While not a replacement for a smartwatch, the Oura Ring 4 tracks:

- Steps
- Calories burned
- Active minutes
- Heart rate during workouts

It integrates with Apple Health and Health Connect, allowing users to earn Vitality points for workouts and sleep.

Discreet and comfortable design

Oura Ring 4 is sleek and lightweight. Users say it is comfortable enough to wear 24/7, even while sleeping.

17. Why is an Oura Membership necessary?

Without an Oura Membership, Vitality won't receive your sleep data. In addition, your Oura Membership gives you access to:

- Detailed sleep analysis
- 24/7 heart rate tracking (daytime, nighttime, activity)
- Integration with third-party health and wellness apps like Strava
- Advanced temperature monitoring
- Blood Oxygen Sensing (SpO2)
- Daytime stress
- Dynamic activity goals with automatic activity detection
- Heart Health (cardiovascular age, cardio capacity, VO2 max)
- Metabolic Health (glucose tracking, meals)
- Oura Labs
- Resilience
- Weekly, monthly, quarterly, yearly and anniversary reports
- Women's health (cycle insights, pregnancy insights)

18. What happens when my Oura Ring 4 Membership expires?

You will receive a notification when your Oura Ring 4 Membership is due to expire, allowing you to review your Oura Membership. You must renew your Oura Membership for Vitality to continue tracking and rewarding your sleep goal achievements.

19. How do I set up my Oura account?

Download the free Oura App from the [App Store](#) (iOS) or the [Google Play Store](#) (Android) and follow [these instructions](#). Once completed, you must link Oura App to the Apple Health app or Health Connect. Finally, link your health apps to Vitality if you haven't done so already:

1. Log in to the Discovery app and select Vitality at the bottom of the screen.
2. Scroll down to **Quick Actions** and tap **Devices Link & Sync**.
3. Select **Link a device or app**.
4. Select **Health Connect** or **Apple Health** app from the list of device partners.
5. Enter your **Health Connect** or **Apple Health** app login information and log in.
6. Tap on the permissions page to **allow Vitality** and Health Connect or Apple Health app to share your workout information.
7. The Devices and Apps page will reload and display your Health Connect or Apple Health account as linked.

To ensure that we receive events recorded with the Oura App, you need to open the App at least twice daily to have events sync to Health Connect or Apple Health.

If you are using Oura linked to iOS, please note that your events will not reflect as an Oura event but as an Apple event. To verify that the Oura event is reflecting you'd need to compare the event details between the two apps.

20. How do I start and end a workout?

All you have to do is wear your Oura Ring 4 during your workout. It will automatically detect activities that are at least 10 minutes long. Once you're done, open the Oura App to confirm or edit the detected activity. Alternatively, you can start and stop a workout from your Oura App.

21. What biometrics does Oura Ring 4 track? (Specifically exercise, sleep, nutrition)

The Oura Ring 4 tracks a wide range of biometrics to help you monitor your health, sleep and activity. Here's a breakdown of the key metrics it captures:

Sleep biometrics

- Total sleep time
- Sleep stages: light, deep, REM
- Sleep latency: time it takes to fall asleep
- Sleep efficiency: ratio of time asleep versus time in bed
- Restfulness: measures disturbances during sleep
- Timing: consistency of sleep schedule

- HRV (heart rate variability) during sleep
- Respiratory rate

Heart and recovery metrics

- Resting heart rate (RHR)
- Heart rate variability (HRV)
- Body temperature deviation
- Recovery index: Combines sleep, heart rate variability and resting heart rate to assess readiness

Activity biometrics

- Steps
- Calories burned
- Activity score
- Inactive time
- Movement frequency
- Workout detection (automatic or manual logging)

Other biometrics

- Skin temperature trends
- Respiratory rate
- Period prediction (for Gen3 users with Cycle Insights enabled)

22. Which devices and operating systems (OS) are compatible with the Oura App?

The Oura App is supported by iOS devices running Apple iOS 15 and higher (including iPad), or Android devices running Android 9 and higher with Google Play services. Your device must support Bluetooth 4.0.

The intended use and setup of Oura Ring 4 should consist of the following: one ring, one account, one device. If there are multiple users or data sources feeding into the same account, this leads to missing data, connectivity issues, or even accelerated battery consumption.

23. How do I pair the Oura Ring 4 with the Oura App?

Step-by-step setup instructions can be found here: [Set up an Oura Ring](#).

24. Why am I being prompted to enter payment information on the Oura App?

If you're being prompted to enter payment information, it might be because the app hasn't successfully [paired with your Oura Ring 4](#) via Bluetooth. Without a proper connection, the app can't recognise the prepaid membership.

Here are some steps to troubleshoot pairing issues:

- Make sure your ring is placed on the charger
- Make sure Bluetooth is enabled on your phone
- Try turning off your device's Wi-Fi
- Uninstall and reinstall the Oura App

If you have multiple email address, you need to ensure that you are using the same email address during the activation process or if you had an existing Legacy membership with Oura.

We have found that different email addresses are being used to activate the Oura Ring 4 benefit with Vitality and when signing up on the Oura App.

To avoid this type of issue, we strongly recommend that you use one consistent email address throughout the entire process from ordering to activation. Using multiple email addresses can create account mismatches, leading to confusion during membership activation.

25. Can I link an Oura Ring 4 to Huawei?

The Oura App is supported by Android devices running Android 9 and higher with Google Play services and must support Bluetooth 4.0.

If your Huawei phone meets these requirements, you can download the Health Connect app and follow these steps to link it to Vitality:

Download the free Oura App from the App Store (iOS) or the Google Play Store (Android) and follow these instructions. Once completed, you must link Oura App to the Apple Health app or Health Connect. Finally, link your health apps to Vitality if you haven't done so already:

1. Log in to the Discovery app and select Vitality at the bottom of the screen.
2. Scroll down to **Quick Actions** and tap **Devices Link & Sync**.
3. Select **Link a device or app**.
4. Select the **Health Connect** app from the list of device partners.
5. Enter your **Health Connect** app login information and log in.
6. Tap on the permissions page to **allow Vitality** and Health Connect app to share your workout information.
7. The Devices and Apps page will reload and display your Health Connect account as linked.

26. If I have an existing fully funded device with Vitality, can I still get an additional Apple Watch, Oura Ring 4 or Garmin Device?

You can only have one fully funded benefit active at a time. This includes the Apple Watch, Garmin and Oura Ring 4 fully funded benefits. Alternatively, you can opt to activate the Oura Ring 4 25% upfront discount option. Please refer the Oura Ring 4 [terms and conditions](#) for more information.

27. How will my sleep goals be determined?

You will be given a dynamic weekly sleep goal that is tailored to your personal profile. The goal will be set at a level that encourages behaviour change where needed, while remaining within reach.



Your daily Vitality Sleep Score will accumulate towards your weekly goal daily, with a ring (similar to a Vitality Active Rewards goal ring) used to illustrate progress throughout each week. Note that we will track sleep goals from early 2026.

28. Where can we find more information regarding the benefit?

You can find more information on the Oura Ring 4 with Discovery Vitality and Discovery Bank on our [website](#)

29. Does the Oura Ring 4 benefit work like the Apple Watch benefit?

You can now choose to activate a fully funded Apple Watch Series 11 or Oura Ring 4 with Vitality and Discovery Bank. You can activate the benefit and pay the activation fee of R999 on the Discovery Vitality [Oura Ring 4 benefit page](#).

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All prices include VAT. As a special introductory offer, no penalty amounts will apply until 1 April 2026. Thereafter, your monthly penalty amount will depend on the number of sleep goals you achieve.

30. What happens if my ring is lost/stolen (fully funded)

If, your Oura Ring is lost or stolen, you can report it to Vitality, however, you will still have to achieve your goals.

If your Oura Ring was covered through your insurance, please contact your insurer to understand the claims process.

31. Should I be concerned about the cancer warning on the Oura Ring 4 box?

The warning is a compliance measure required by California law for products that might contain certain chemicals. Rest assured, while the Oura Ring may include chemicals listed under Proposition 65, members typically aren't exposed to these during normal use. Our products go through rigorous safety testing to ensure they're safe for daily wear. It's quite common for most electronic devices to contain one or more chemicals listed under Proposition 65.

The Oura Ring 4 is crafted with a fully titanium external shell and a non-allergenic, titanium inner shell. The Oura Ring Gen3 features a titanium external shell and a non-allergenic, non-metallic, seamless inner moulding. Both generations have a medical-grade, BPA-free inner surface. Additionally, the materials can vary depending on the finish you choose. For more details, you can check out our [Oura Ring Finishes](#) article.

For more detailed information on product safety and use, feel free to visit our [Product Safety & Use](#) article.

32. What must I do if the Oura Ring 4 sizing kit does not match the actual Oura Ring size?

The plastic sizing rings are a guide and can feel a bit “stickier” than the actual ring, so the final Oura Ring 4 may feel slightly different on your finger due to material and weight differences. The Oura Ring and sizers have the same width and circumference; the Oura Ring itself just weighs a bit more. This is normal.

For the most accurate result, please wear your preferred sizer for at least 24 hours (including while you sleep) to account for daily changes in finger size.

If you're between sizes, choosing the smaller size typically provides a snugger fit and best sensor contact.

Also note you can wear Oura Ring on any finger of either hand. For the best signal quality and accuracy, we recommend the index finger; the middle or ring finger also works well—just aim for a snug, comfortable fit.

If your finger size changes or you prefer a different finger later, you can move your Oura Ring as long as it fits snugly at the base.

33. Why is my heart rate from my Oura Ring 4 different to my other fitness devices?



Different devices use various methods and sensors, which can lead to variations in readings. Oura focuses on trends and variations in its own data to provide valuable insights.

The Oura Ring uses infrared PPG to measure heart rate from deeper finger arteries, which is different from wrist-based devices. This method is designed to capture accurate resting heart rate data during periods of low movement.

When analysing your data, it's recommended to compare data collected from one device instead of making comparisons between devices. This is due to the variation in trackers, including algorithms, manufacturing procedures, materials, sensor types and more. Analysing data from one device can help you identify patterns compared to your baseline measurements from that device.

If you are using Oura Ring 4, we encourage you to focus on the trends and insights provided by the Oura Ring, which are tailored to help improve your overall wellness.

34. My eligibility changed from after I ordered my Oura Ring 4 sizing kit?

You may have activated the Oura Ring 4 benefit and received your sizing kit, then activated one of the other fully funded offerings e.g., Apple Watch benefit. You only qualify to have one fully funded benefit at a time, this being the reason your eligibility has changed.

35. Why does the Oura app show that I only have a 12-month membership?

While your fully funded Oura Ring 4 benefit includes a 24-month Oura Membership, memberships can only be renewed annually. Your initial 12-month membership period begins upon activation of the benefit and after the first 12 months, the membership will automatically renew for an additional 12 months, completing the full 24-month benefit.

36. Why is my Gold/Rose Gold Oura Ring 4 changing colour?

The coating is intended to naturally develop a patina over time, which may cause some darkening, particularly with Gold and Rose Gold. This is a normal and expected characteristic that does not impact the ring's performance. Both Gold and Rose Gold rings exhibit this effect due to the patina formation.