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A. Ring Video Doorbell Setup Guide

i. CREATING AN ACCOUNT

1. Download the Ring App from the Apple App Store or Google Play Store by searching for **Ring Video Doorbell**.
2. Launch the app and click on the **Setup Device** button.
3. Then click on **Create an Account** at the bottom of the screen.
4. Enter your first and last name, email address and password.

ii. WI-FI SETUP

1. Immediately following the account creation process, you will be prompted to select a device to connect. Please choose the **Ring Video Doorbell**.
2. You will then be prompted to put the device into setup mode. Do so by pressing the **orange button** located on the back of the device and pressing **Continue**.
3. You will **notice the LED ring spin white** on the front of your Ring Video Doorbell. This is an indication that your device is in setup mode. This pattern should continue throughout the duration of the Wi-Fi setup process.
4. After putting the Ring Video Doorbell in setup mode, you will be prompted to go into your smartphone's or tablet's **Wi-Fi Settings**.
5. In the list of available networks, find and select the network labeled **Ring-xxxxxx**
6. After successfully connecting to the Ring network, return to the Ring app and select **Continue**.
If setting up on an Android device, the above series of Wi-Fi Setup steps (#4-6) are automated. If your Android device fails to connect, please refer to the last page of this document for solutions.
7. You will then be prompted to connect your Ring Video Doorbell to the Wi-Fi network of your choice. If the network requires a password, you will be promoted to enter the password during this step.
8. Once you input the network's password, the Ring Video Doorbell will connect to the chosen Wi-Fi network.
9. Once you successfully connect your Ring Video Doorbell to your network, your unit will undergo a firmware update. The LED ring on the front of the device will display a white intermittent flashing light sequence. Once all LED activity has ended, the firmware update is complete.

iii. ACCEPTING A CALL

1. Press the front button on the Ring Video Doorbell.
2. The LED ring will spin blue.
3. You will then receive a push notification on your smartphone or tablet. Swipe across the notification to open the app. (If you do not receive a push notification after pressing the button on

your Ring Video Doorbell, please check your device's notification settings to ensure the Ring app's notification are turned **On**.)

4. You should now see the live video feed. Press the **Accept** button to answer the call. If you press Decline, the visitor will not know you chose to decline the call.

iv. IN-CALL EXPERIENCE

1. Test the Ring Video Doorbell's audio at a distance from the doorbell to avoid feedback.

- If you do hear feedback due to proximity, disable the speaker and microphone.

v. SHARING A USER

1. Once logged into the Ring App and on the **My Devices Screen**, click on the device that is intended to be shared.

2. On the device screen, select **Shared Users** at the bottom.

3. Once on the Shared Users screen, simply **enter the email address** of the person you wish to share the device with.

- If the user already has a Ring App with the shared email address, the newly shared user will automatically get access to the shared device.

- If the user does not have a Ring Account, the newly shared user will get an email with instructions for downloading the app.

vi. MOTION DETECTION

1. Access the Motion Detection Settings by going to the Device Dashboard clicking on Motion Settings.

2. Select **Zones and Range** to specify the detected locations and distance of all motion events.

- Select to enable or disable multiple zones, you will receive notifications only for the zones that are enabled.

3. Select **Smart Alert** to set time increments between notifications for repeated or continuous motion (e.g. kids are playing soccer on your lawn).

vii. VIDEO CLOUD RECORDING

1. View recordings of all activity from your Ring Video Doorbell

2. You can view recordings directly from your Ring App (iOS or Android by clicking on the chevron symbol (>) next to each individual event.

3. Download recordings in MP4 format directly to your phone to share with your friends and family.

- Recordings may take between 5 minutes to 1 hour to appear in your recent activity feed.

4. Conveniently access recent activity from your desktop computer.

viii. TROUBLESHOOTING

ARE YOU USING AN ANDROID DEVICE DURING SETUP?

1. Prior to your next Wi-Fi setup attempt, go to the **Wi-Fi Settings** screen on your Android device.
2. Find the list of available Wi-Fi networks that your Android device can connect to.
3. If you see a network labeled **Ring-xxxxxx**, click on the network and when prompted, choose **Forget Network**.
4. Go through the setup as normal, selecting your WiFi network and entering the WPA2/WPA/WEP key, but **do not press continue after entering they key**.
5. Leave the Ring App and go to the WiFi settings screen.
6. Verify that you are still connected to the WiFi network labled Ring-xxxxxx. If you are not connected to that network, manually re-connect to the network labeled Ring-xxxxxx.
7. Return to the Ring App and press Continue to save the WPA2/WPA/WEP key and complete the setup.

ix. VIDEO QUALITY ISSUES?

1. The Ring Video Doorbell utilizes adaptive bandwidth techniques to adjust the quality of the video streamed to a smartphone or tablet.
2. When our servers detect situations where the video quality is beginning to degrade, the device will stream video at a lower bit rate and frame rate to ensure the call is not dropped.

B. How to Charge a Ring Video Doorbell

When connected to a 2.1 amp charger, Ring Doorbells can take up to 5 hours to fully charge. Connected to a 1 amp charger, Ring Doorbells may take up to 10 hours to fully charge. Check the print on your charger to determine the amp reading (usually listed as 1.0a or 2.1a).

With normal use, Ring's battery can last between 6 and 12 months. If your Ring is capturing large numbers of events each day the battery will deplete faster. You will receive notifications when the battery in your Ring is getting low.

To charge your Ring Doorbell:

1. Remove your Ring Doorbell from the mounting bracket.
2. Connect any micro USB charging cable to the charging port.
3. Verify blue and white lights spin on the front of your Ring Doorbell. If no spinning lights, see below for next steps.
4. Allow your Ring Doorbell to fully charge (may take up to 10 hours). When the lights stop spinning and glow blue the unit is charged.

If the battery fully depletes, it may be necessary to go through a setup of your Ring Doorbell to reconnect it to your WiFi network. If your Ring Doorbell plays the correct tones after charging but does not send a notification to your device, re-perform a setup.

Re-perform setup: It is **not** necessary to remove your device from the Ring App before re-doing the setup.

1. In the Ring App, tap Add Device.
2. Follow the on-screen instructions.
3. Give your Ring Doorbell the same name, use the same address, and connect to the same network.
4. Once setup is complete, test your Ring Doorbell to ensure proper functionality.
5. Re-attach to the mounting bracket.

C. Can I connect Ring Video Doorbell/Chime to a Wi-Fi Extender?

Wi-Fi extenders can help increase signal strength and Wi-Fi coverage by creating an additional access point for Ring Doorbell or Chime to connect to. There are many makes and models of Wi-Fi extenders available. You can use any extender or wireless access point that is compatible with 802.11 b/g/n 2.4ghz frequency bands.

We have tested and recommend the following two extenders:

- [TP Link - TL-WA850RE WiFi Range Extender](#)
- [Netgear - EX2700 WiFi Range Extender](#)

Note: While we recommend 1 Mbps or higher internet connection speeds, WiFi extenders use some of the bandwidth. We recommend WiFi extenders with 2 Mbps upload internet speeds.

Setup instructions for TP Link - TL-WA850RE WiFi Range Extender

1. Plug unit into power outlet near your home Router/AP
2. Push the main (((lock))) button on the top of the WiFi Range Extender
3. On your computer, connect to the TP-Link_Extender_XXXXXX
4. The computer should be redirected to tplinkrepeater.net and you then login using the user name 'admin' and the password is 'admin'
5. Once connected, select continue.
6. Select Region you live in
7. Select your home wireless network you'd like to connect your extender to
8. Give the Extender a unique name (SSID) that is different than your home network.

9. Input your password.
10. Once completed, extender should have RE and power illuminated and the wireless button should be blinking. Then go ahead and unplug the extender and plug it in where you'd like to have it set up. Place the extender close to Ring and ensure you have at least 4 WiFi signal lights on the extender.
11. Connect Ring to the new extender network. Open the Ring App, tap Add Device, then go through the setup process. Be sure to select the unique network name you gave the extender during step 8 above so Ring will connect to the extender.

Setup instructions for Netgear - EX2700 WiFi Range Extender

1. Plug unit into a power outlet near your home Router/AP
2. Hit the on/off button on the WiFi Range Extender to turn the unit on
3. Using a nearby computer, log into the wifi network NETGEAR_EXT
4. Launch a web browser and in the address field, enter www.mywifiext.net
5. A login screen displays and you enter **admin** for the user name and **password** for the password
6. Select setup from menu on left
7. Select connect to existing network
8. Select the network you'd like to connect to and enter the password
9. Once online, move the extender to a location between Ring and your router, preferably closer to Ring.
10. Connect Ring to the new extender network. Open the Ring App, tap Add Device, then go through the setup process. Be sure to select the unique network name you gave the extender during step 8 above so Ring will connect to the extender.

D. Hardwired Vs. Battery Powered

The Ring Doorbell has dual power, which means you can choose to run it off of the internal Lithium battery, or connect it to your existing doorbell wires.

Battery Operated (i.e. wireless)

If you choose to operate it wirelessly, the Ring Doorbell could last for up to a year before needing another charge. Battery life, however, depends on a variety of factors—the most important being usage. Frequent motion alerts or dings will play in role in how long your device will function before needing another charge. You can plug the included micro-USB charging cord into a USB power wall adapter (e.g. the square that Apple or Samsung provides with your phone) and your Ring Doorbell should only take 4-5 hours to go from empty to full. If you plug the USB charging chord directly into devices that don't support fast charging (such as laptops) it will take closer to 8-10 hours.

Hardwired (i.e. connected to your existing door chime)

The Ring Doorbell can be connected to your existing door chime—mechanical or electronic—so long as it's between 8-24VAC. Simply remove your door chime and connect the existing wires to the designated terminals on the Ring Doorbell mounting bracket.

Once successfully connected, the Ring Doorbell will ring your existing door chime. In addition, your legacy doorbell wires will trickle charge your Ring Doorbell. It's important to note that trickle charging is slightly different than plugging Ring directly into a power source. It's possible that your battery percentage could drop over time depending on usage and temperature.

E. What are the Technical Requirements?

Smartphone/Tablet

Ring App works on Android™ and iOS® (iPhone/iPad) mobile devices. Minimum OS requirements are iOS® 7.1+ or Android™ 4.0+.

Download the iOS App for iPhone/iPad at ring.com/ios

Download the Android app at ring.com/android

Windows 10

Ring App is also available for desktop and laptop computers running Windows 10.

Download the Windows 10 app at ring.com/windows

Ring App is not available for Blackberry phones, Windows Mobile devices, Macs, or Macbooks.

Internet

Ring Doorbell and Ring Chime require a 2.4ghz Wi-Fi internet connection (802.11 b/g/n).

Supported Wi-Fi encryption standards:

- WPA2 (recommended)
- WPA
- WEP (64-bit hex key only, 128-bit not supported)
- Open

We recommend internet connections with a 1 mb or higher upload speed for optimal performance.

Power

The Ring Video Doorbell connects to existing doorbell wiring, or runs off the built-in battery for total convenience. If powering off doorbell wiring, the wiring must be connected to a transformer and a mechanical or electronic doorbell with a voltage of 8VAC - 24VAC.

F. Introduction to Motion Detection

How Motion Detection Works

Ring Doorbell can detect motion as far as 30 feet away. Once motion is detected, all users associated with the Ring will instantly receive a push notification informing them of the activity. Should any user open the Ring app, they will be able to access live footage of the activity.

Configuring the Motion Detection Settings

Visit the Ring App and select the device you'd like to configure the motion detection settings for and then click **Motion Settings**. We recommend watching the motion detection tutorial located in your Ring app first and foremost to get yourself acquainted with the feature.

How to Turn On Alerts

Adjust the slider first, and then tap on the zones that you'd like to receive alerts for. Make sure that the zones you'd like enabled turn dark grey and say 'On' before clicking Save. Lastly—you can choose the frequency in which you'd like to receive alerts by opening the Smart Alerts section.

Enabling Zone 6 Only

If you're looking to turn on alerts for zone 6 only, you'll have to turn on only one of the other 5 zones first. Once selecting any of the 1-5 zones, you'll notice zone six automatically turns on. From there, lessen the motion range toggle all the way down so that only zone 6 is marked as "on" and zones 1-5 are marked as "off".

FAQ's

Does the LED ring turn blue when motion is detected?

When your Ring Doorbell senses motion, it will not make a sound nor will the lights turn on/activate. If you choose to 'accept' a motion alert, the LED ring will light up blue. At that point you'll be able to speak and hear through the Ring as well as view the live video stream.

If I receive a motion alert, will I also receive an alert when the visitor pushes the button on the Ring?

If you're viewing the live video stream from a motion event and the visitor dings the Ring Doorbell, a notification will appear over the top of the video stream if you have an Android device. For iOS users, you will not get an alert on top of the video stream.

Do motion recordings capture sound?

Firmware 1.4.60 added a new feature where video and audio are both captured during motion recordings.