# ring Video Doorbel Pro



#### Home S<mark>P</mark>urity Begins at the Front Door

Your new Ring Video Doorbell Pro is the start of a Ring of Security around your entire property. Now, yo always connected, so you can watch over your home and answer the door from anywhere, all from your phone, tablet, or PC.

Your Ring Video Doorbell Pro can work as a team with additional Ring Doorbells and security devices such security floodlight Cam and the Ring Alarm system. The more Ring devices you add, the more you can see and hear from anywhere.

# Conte

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#### Pre /ideo?

Open the Ring app, tap Set Up Device, then select Ring Vid poorbell Pro and follow the in-app prompts to see these instructions in video form.

#### 1. Install 💬 Ring Doorbell Transformer

For your Ring Video Doorbell Pro to get enough power, you'll net to replace your existing doorbell transformer with the provided 24VAC transformer.

Since most doorbells aren't rated for use with a 24VAC transfor , you'll also need to bypass your existing doorbell **using the provided Pro Power Kit**, pictured below.

# ring Po Power Kt

# Shut off $p^{(2)}$ /er at the fusebox

Since you'll be orking with high-voltage electricity, first snut off the main power switch on your fusebox or consumer unit.



# Locate you xisting doorbell transformer

Your transformer is most likely in your fusebox or consumer unit. If O, look in other places where electrical components are installed.

It may also be inside your existing doorbell. You can often go clue to the location of the transformer by looking under the cover of your internal doorbell.



Standard Internal Doorbell (Tranguer likely to be in figures)



nt Doorbell with teed Transformer

# Replace y<mark>>></mark>r transformer

Disconnect the 4 wires from your existing transformer, premove it from your fusebox or other install location.

Connect these 4 wires your new transformer, making sure not to swap the mains and secondary wires.

Insert the wire ends into each clamp-down termin tighten each connection with a small Phillips screwdriver.

Make sure that each wire Securely clamped for a solid connection.





Locate your internal doorbell, and remove the cover. Stud pe connections on your doorbell. The trick here is to identify the wires that are powering your doorbell.

If your doorbell is different than the one pictured h consult your doorbell's instruction manual for guidance.



# Identify <sup>O</sup>ur doorbell's power source

In this example, the wires on the left (0 and 3) are the wires that power the doorbell's physical mechans, its solenoid or coil), making it produce sound.

If you look closely, you can see thin wires, running from to the hidden solenoid.

By contrast, terminals 1 and 2 are connected directly to each other thin wire (meaning they aren't providing power to your doorbell).



### Connect t Pro Power Kit

Remove the wires that run through your doorbell's solen (again, 0 and 3 in this example), and straighten the ends.

Then, firmly insert to wires into the Bypass Mode holes on Pro Power Kit.

It doesn't matter with wire goes to each hole.



Congratulations! You've now replaced your transformer an Oypassed your existing doorbell. A successful bypass should look something like the image below.

Now you're ready t stall your Ring Video Doorbell Pro!





#### Is your Doorbell Transformer Inside yo PInternal Doorbell?

In some cases, your doorbell transformer may integrated into your internal doorbell. In this configuration phains power runs from your fusebox directly to the transformer in your doorbell.

To replace this type of transformer, make sure that your main power switch is off, then install the Ring Transformer in your fusebox. Next, connect of the power to its 240 volt inputs. Then, disconnect the mains wires that currently run to your doorbell from the fusebox, and connect them to the 24 volt outputs on the Ring Transformer.

This repurposes those mains wires to carry 24 volt powe by your doorbell. The final install, including the Pro Power Kit, should look similar to this diagram.



# 3. Install 😡 ur Ring Doorbell Pro

Everything needed for  $t_{(\bigcirc}$  nstallation is in the box.







Drill Bit and Anchors - Use the drill bit with a power drill to drill holes to (optional) anchors if installing on control stucco, or brick.



Mounting Screws - Use two to mount your Ring Doorbell. Use the option of the option of the context of the option of the context of the contex



Security Screw e one to secure the faceplate.



Wire Exten and Wire Nuts - Use to extend existing do I wires (if needed).



**Retrofit Kit** - Use if upgrading from the original Ring Video Doppil, or as additional trim when upgrading from onventional doorbell.



#### Uninstall your Existi<mark>©</mark> Doorbell

Unscrew your existing doorbe pm the wall and disconnect its wires.



You can also wire Ring directly to a Ring Plug-in Adapter. Visit ring.com/accessories to learn more.



### Mar Phe Holes

Using your Ring Doorbell as a temple mark the location of the two mounting holes on your wall.



To access the mounting holes, fir move the faceplate, fire this:



#### Install Anchors (Op<mark>P</mark>nal)

If you're installing on a hard surface such as concrete, stucco, or brick, b the provided bit to drill two holes in your wall, and push the provided anchors into these holes.

If you're installing on wood o sting, you can skip this step.

### Conn<mark>©</mark>t the Wires

Attach your existing doorbell wires to the terminals the rear of your Ring Doorbell, and tighten the terminal screws with the Ring screwdriver.

0

0

If your doorbell wires are too shop use the Wire Extenders and Wire Nuts to extend them.



Feed the wiring back into the wal and mount your Ring Doorbell with the included mounting screws.

#### Restore Poper at the Breaker

You'<mark>()</mark>.lmost there!

After turning power back on, it's time to set pyour Ring Doorbell in the Ring App.

#### 4. Set U vour Ring Doorbell in the Ring App

The Ring app connects your Ring Doorbell to your mobile de 🕜 running iOS or Android, making sure you're always home.

Download on the App Store



Search for "Ring" in one of the app stores above, or automatically find the correct app, visit ring.com/app.



#### Fol w the In-app Setup Process

Open the Ring app and tap Set Up Device to begin the setup poess. Select **Ring** Video Doorbell Pro from the list and follow the inapp instructions.



4

Set Up your Ring

Doorbell in the Ring App

Now, ptime for the finish touch.

Attach one of the facep ( s to your Ring

Then secure it with a security screw, using the star-sh the provided screwdriver bit.

#### 5. In<mark>P</mark>ill your Ring Chime

First, slide the included power plug for your region into the back of your me until you hear a click. Then, plug Chime into an outlet.







#### Set Up your Chime in the Dig App

Open the Ring App, then tap Set Up a Device to start the setup poess. Select **Chime Pro** from the list and follow the in-app instructions.

# 6. Using yo<mark>P</mark>Ring Doorbell Pro

In the Ring app, tap your Ring Video Doorbell Pro to view its setting screen. Here, you can configure your Ring Doorbell to meet your needs.



RING ALERTS

**Ring Alerts** – Enable to receive notifications when someone p set the button on your Ring Doorbell.

MOTION ALERTS

Motion Alerts – Enable to receive notifications when move the state of the state of

LIVE VIEW

Tap to see live video from your Ring Doorbell Pro. From here y Carbon, hear, and speak to visitors. දීරී Shared Users

### Dd Users

Select **Shared Users** to let family or friend swer live events and view recordings (if recording is enabled).



Mot Settings Select Motion Settings to enable and Otomize your motion detection settings.

Device Health Device Health Visit Device Health to diagnose any polems you run into with your king Doorbell.

Event History Even listory View a log of all the events captured by your Ring Doorbell in Even listory.

# Answ Dog your Door



When Oheone is at your door, you can access these features:

- Two-way (a) Speak to visitors and hear what they have to say.
- () Microptone Mute or unmute your mic.
- () **Speaker** M C or unmute audio in the app.

## Ring Protect



This optional subscription service stores recordings (Devery event your Ring Doorbell captures.

You can access these events for up to 60 days on any device running the Ring app, or by logging into your account at: ring.com/activity

Learn Ore at: ring.com/protect-plans



Your Ring Doorbell includes a free 30-day trial of Ring Profestion you to enjoy. Watch your email inbox announcements about this service. for impd 🔽

# Motion Dete



To receive Motion Alerts, set up one or more Motion Zones. Dese are customizable areas of the camera view that you select for motion detection. If motion occurs in one of your Motion Zones, you're sent a Motion Alert.

To set up a Motion Zone, select Motion Settings. On this screen, create up to three Motion Zones u need at least one active Motion Zone to receive Motion Alerts.

# Notifi<mark>©</mark>tions

If your phone is locked when someone rings your Doorber triggers a Motion Alert, you receive a notification on your home screen.

If your phone has a passcode, you'll need to enter it to see ive video.



# 7. Trou Deshooting

#### I've Installe Typy Ring, but it Won't Turn On

Ring Video Doorbell Pro contains a power cell which may need to choose before the first use. If you complete the install proceed and your Ring Doorbell does not appear to function, give it up to 30 minutes to charge and then try again.

The internal power cell is only for memory protection in the event of a power outage. Your Ring Doorbell requires AC power to function.

#### Video or A 💭 o Quality is Poor

In the Ring app, tap your Ring Pro. Then tap \*Device Health\*, and tap the "?" button next to Signal Strength. If your Wi-Fi signation strong, tap \*Test Your Wi-Fi\* and follow the in-appendix postructions to test your network.

If you think low Wi-Ei signal strength is causing your issue, try moving your Wi-Fi router closer to your Ring Doorbell, or add a wing Chime Pro to boost Wi-Fi for your Ring products. Learn more at ring.com/chime-pro.

#### I Can't Find the Ring Wi-Fi Network on my DCce

Sometimes your device may fail to pick up the temporary Ring network. If this happens, go to your phore ettings, turn off your Wi-Fi connection, wait of seconds and turn it back on.

If the Ring network still fails to appear, ensure that your Ring Doorbell is connected to your doorbell wires and that you porbell system meets the necessary power requirements (16 volts AC at ~30 VA).

# If none of the ve helped, try one or more of these steps...

- Turn off cellular data and Bluetooth on your mobile device and try again. You can turn them back on once you've completed the setup process.
- Try performing setup on a different mobile device.
- Unplug your modem (and Wi-Fi router, if they are separate) for peconds, then reconnect power and repeature setup process.
- Perform a hard reset on your Ring Doorbell by holding down the set poutton for 15 seconds. Wait 30 seconds, there peat the setup process.

#### I'm Having Troub Completing In-app Setup

If the setup fails in the Ring app, the light on the front of your Ring Doorbell in the setue:

Top Flashing White **Top Flashing White** – Your Wi-Fi password was entered incorrectly. Select your Wi-Fi network in your phone settings, choose the option to rget it, then connect to it again to confirm that you're using the correct password during setup.

Right Flashing White **Right Flashing White** – Your Ring Doorbell may be too far from your router to get a decent sign ou may want to install your Wi-Fi router for your Ring Doorbell, or add a Ring Chime Pro to boost Wi-Fi signal.

Left Flashing White Left Flashing White – There may be an issue with your internet connection. Unplug your modem d Wi-Fi router, if they are separate for 40 seconds, then reconnect power and repeat the setup process. Spinning White

**Spinning White** – Your Ring Doorbell is in setup mode. Follow the instructions in the Ring app to continue.

Nothing

**Nothing** – If the front light never turns on, check that the terminals on the back of your Ring Doorbell are connected to your doorbell wire. For more information, see "I constalled my Ring, But it Won't Turn On" in this section.

#### l'm not Rece 🖓 g Motion Alerts

Make sure you preated at least one Motion Zone and turned on Ption Alerts.

To further troubleshot potification issues, navigate to Device He in the Ring app and select Troubleshoot Notifications.

#### Visitors On't Hear me When I Talk Through the Ring App

If you're on an iPhone or iPad, open the Settings app and tap Ring ake sure the Microphone option is set to cm.

If you're on an Android device, go to Settings > Application ps > Application Manager > Ring > Permissions. Enable these options.

If you don't see the Microphone option, uninstall and reinstall the Rin p according to these instructions:

#### iOS Ovices:

- 1. Go to pings > General > Storage and iCloud Usage Manage Storage > Ring and tap Delete App.
- 2. Restart y device.
- 3. Reinstall the Ring app from the App Store. Whe prompted to allow microphone access, tap Anow.
- 4. When poppted, allow microphone access.

### And Ol Devices:

- 1. Go to Spigs > Apps or Application Manager > Ring Distant Uninstall.
- 2. Restart your revice.
- 3. Rein the Ring app from the Google Play store.





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