

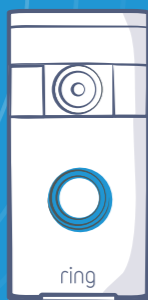
ring

Video Doorbell 2 + Chime Pro

Getting Started



Got your Wi-Fi password?



Write it down below.
You'll need it during the in-app setup.

Your Wi-Fi password ↗

Tear this sheet up after setup so your password isn't left laying around!

To Get Started, Plug in your Chime Pro

It serves as a Wi-Fi extender for your Ring Doorbell, so set up Chime Pro first.

Plug Chime Pro in somewhere between your Wi-Fi router and the location where you'll be installing your Ring Video Doorbell.



Download the Ring app and Set Up Your Chime Pro

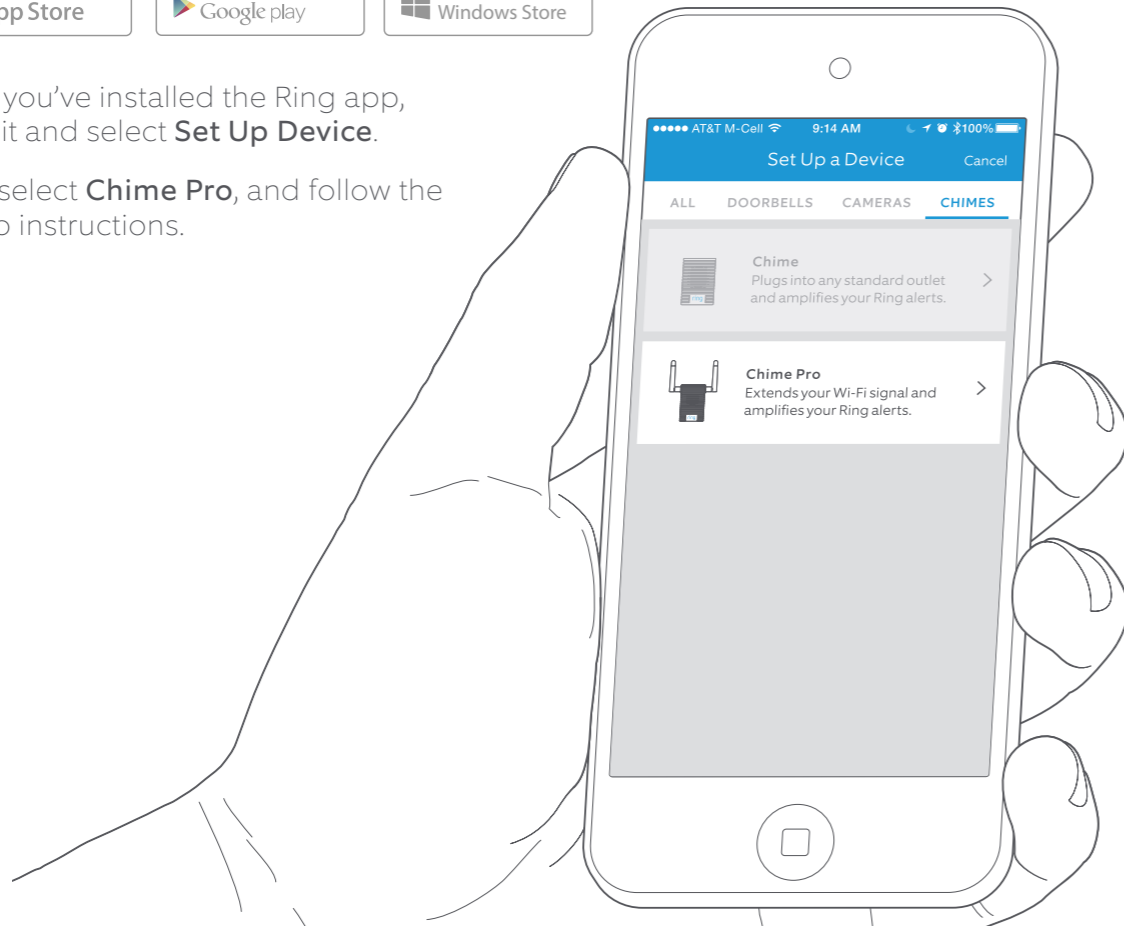
The Ring app will walk you through setting up and managing your Ring products.

Search for “Ring” in one of the app stores below, or visit this website: ring.com/app.



Once you've installed the Ring app, open it and select **Set Up Device**.

Then select **Chime Pro**, and follow the in-app instructions.

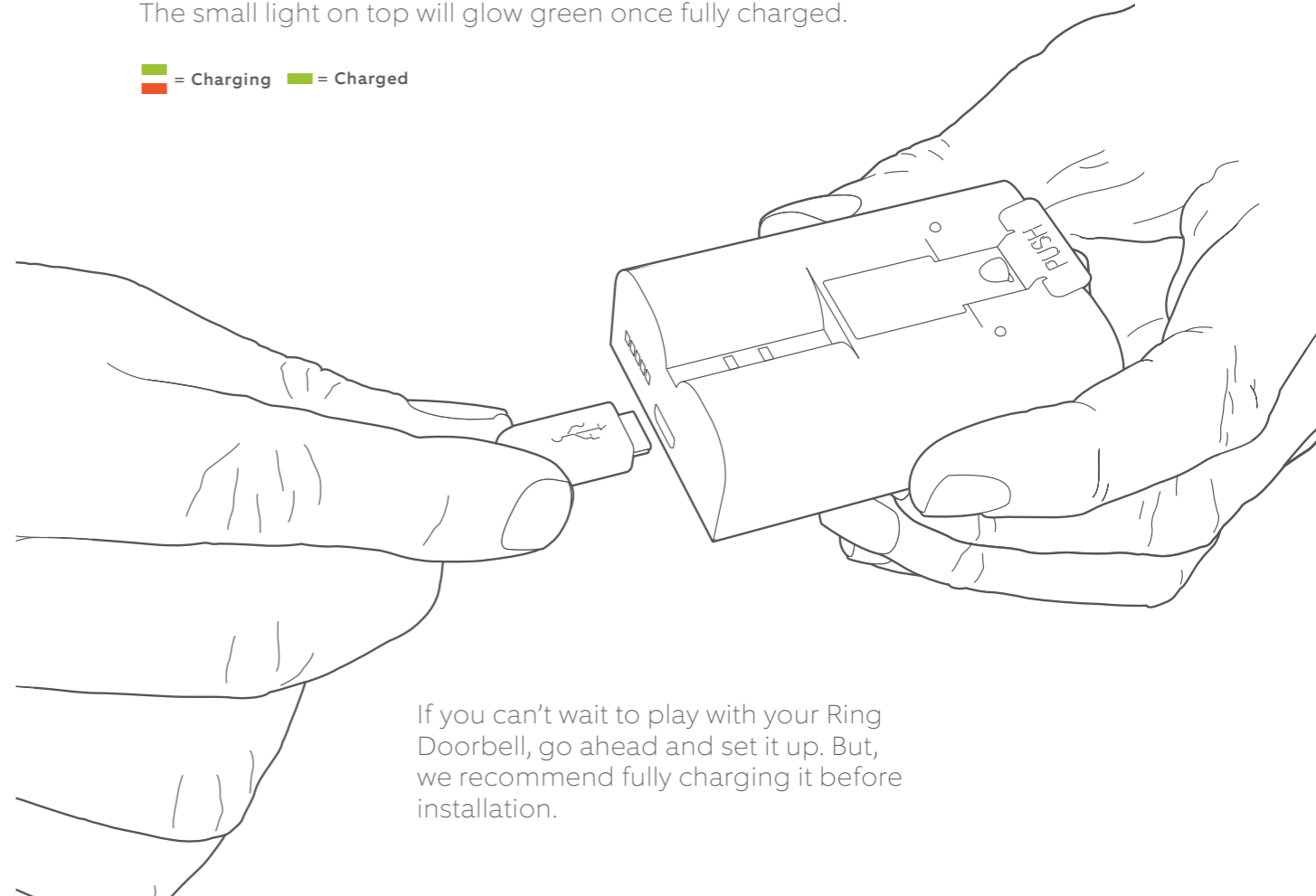


Charge the Provided Battery

Next, you'll set up your Ring Doorbell but first, fully charge the battery by plugging it into a power source using the provided orange cable.

The small light on top will glow green once fully charged.

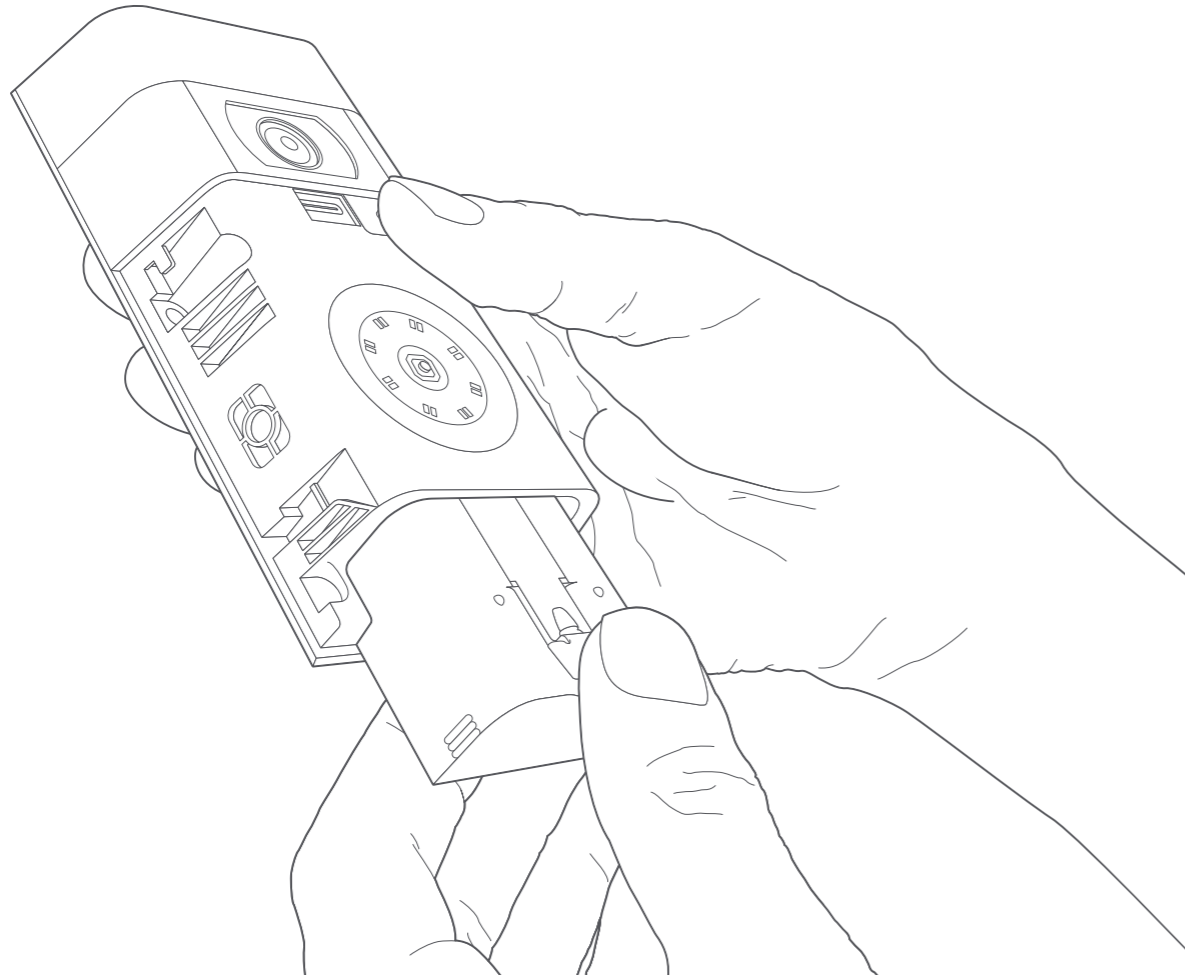
 = Charging  = Charged



If you can't wait to play with your Ring Doorbell, go ahead and set it up. But, we recommend fully charging it before installation.

Insert the Battery

After charging, insert the battery in the bottom of your Ring Doorbell until it clicks into place.

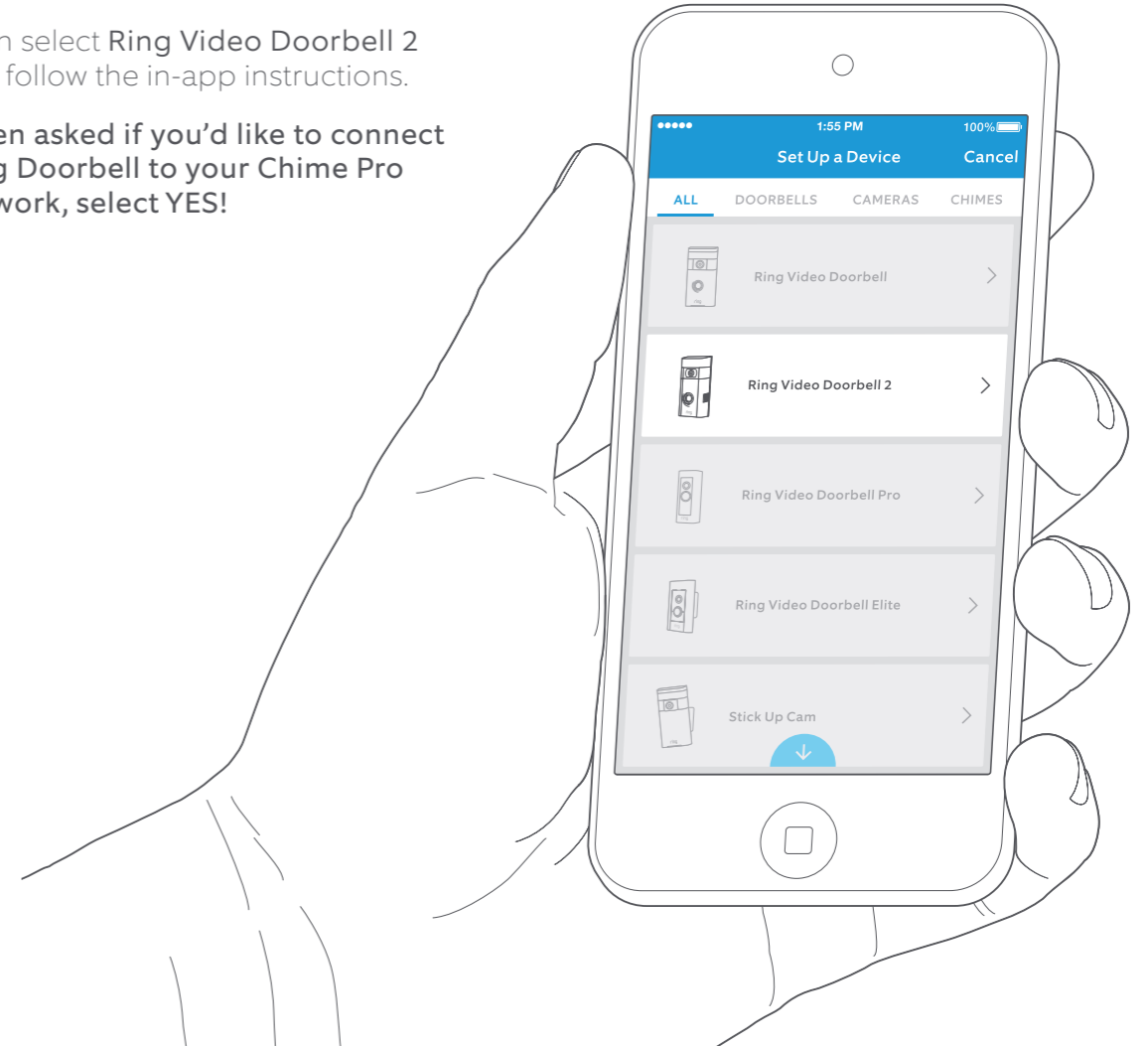


Set up your Ring Video Doorbell Near your Router

In the Ring app, select **Set Up a Device**.

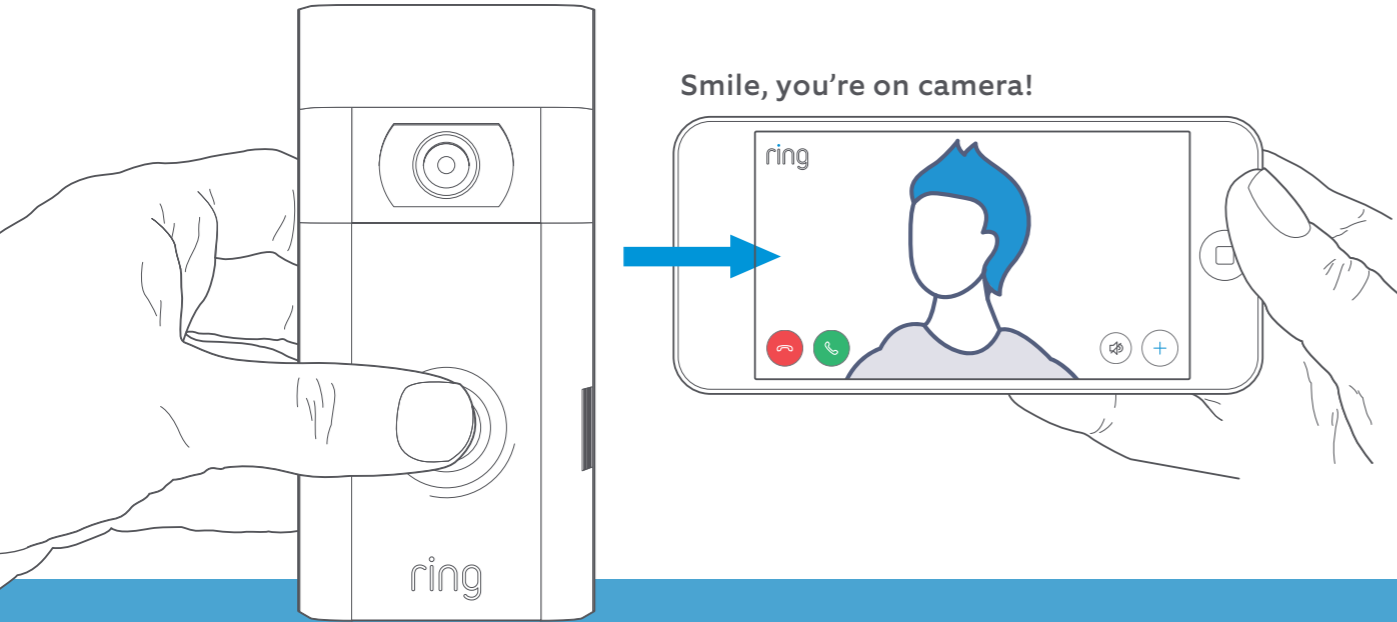
Then select **Ring Video Doorbell 2** and follow the in-app instructions.

When asked if you'd like to connect Ring Doorbell to your Chime Pro network, select YES!



Try it Out!

After setup, push the button on the front of your Ring Doorbell to see video from the camera in the Ring app.



Next, test video quality where you will install your Ring Doorbell.

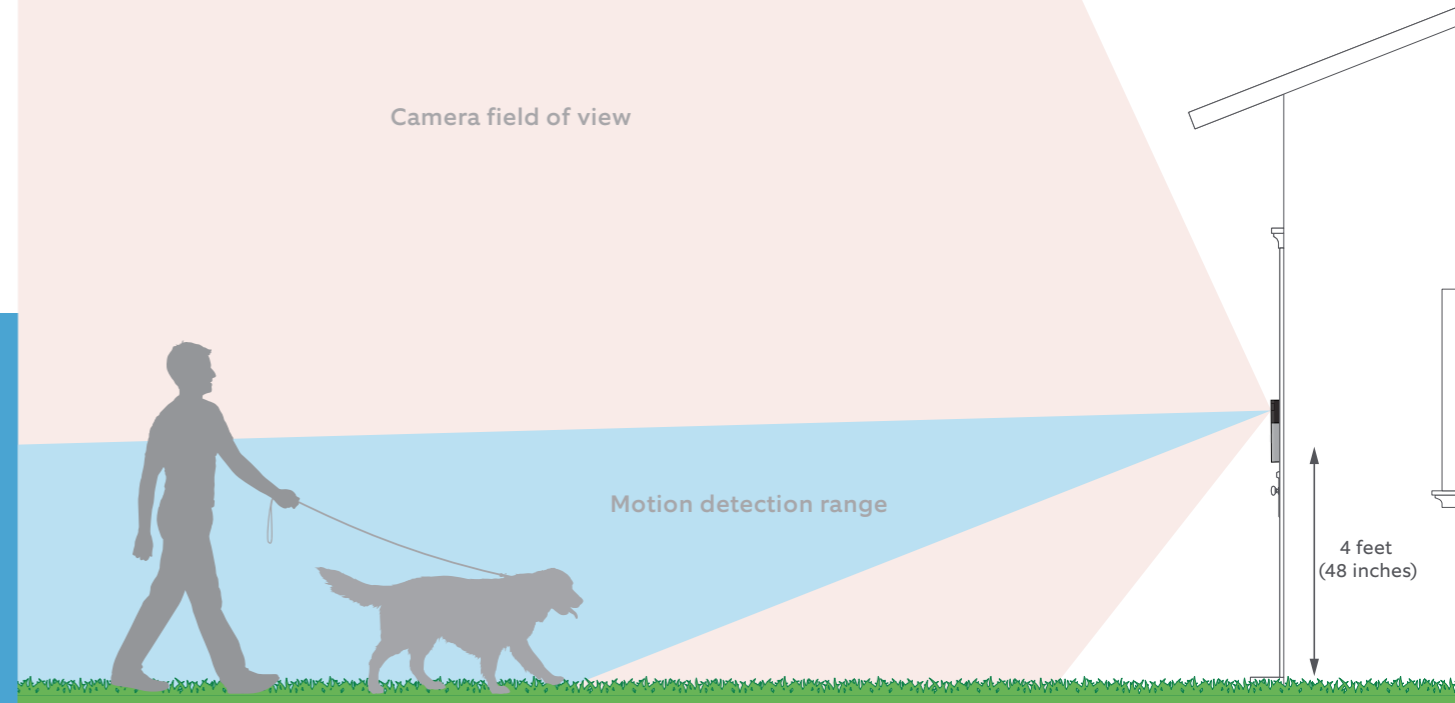
Everything look good? Continue to the next section.

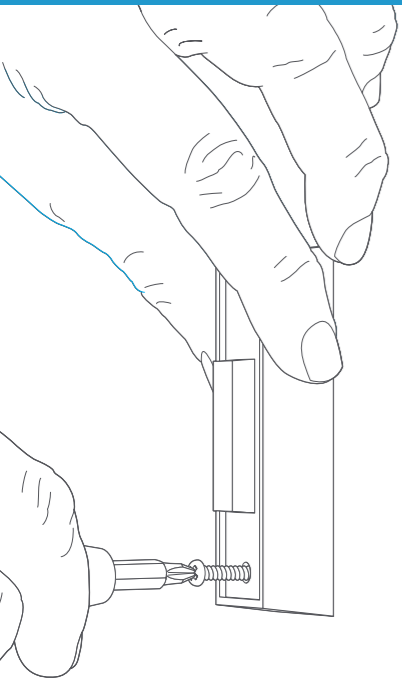
Something not right? Jump ahead to the troubleshooting section.

Select an Install Height

Install your Ring Doorbell four feet off the ground for optimal performance.

If you're connecting to existing doorbell wiring that's higher than four feet, thus limiting where you can install Ring Doorbell, use the provided wedge mount to angle your Ring Doorbell down.





Remove your Existing Doorbell

If replacing an existing doorbell, shut off power at the breaker.

Then remove it from the wall and disconnect the wires.

Install the Diode (Optional)

If you're wiring your Ring Doorbell to a **digital doorbell** – you'll know it's digital if it plays a synthesized melody – then install the included diode.

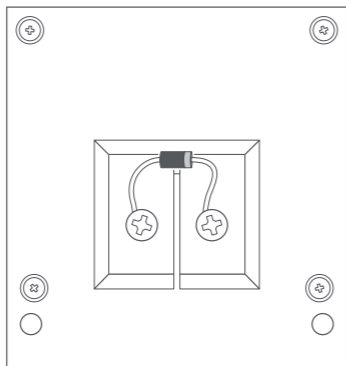
If your existing doorbell is mechanical, **DO NOT** use the diode, as it can damage your existing doorbell.

Not sure? Visit ring.com/diode

i The lighter band on your diode should be on the same side as the wire that runs to the "Front" terminal on your bell.

If you don't know which side this is, don't worry, since wiring the diode the wrong way can't do any harm.

If your bell doesn't ring when pushing the button on your Ring Doorbell, just reverse the wires on the back of your Ring Doorbell and try again.

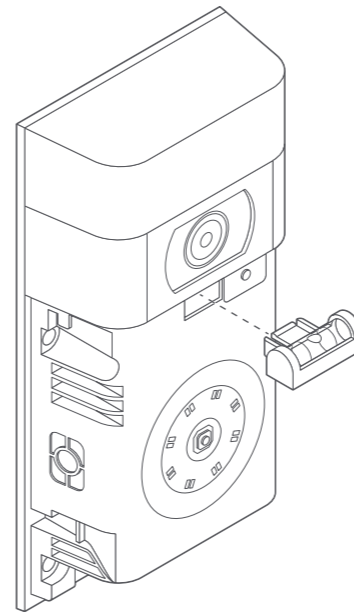


i If wiring your Ring Doorbell to an existing doorbell, a transformer with a voltage of 8–24 VAC is required. If wiring directly to a transformer, a resistor must be used.

DC-powered doorbell systems and most intercoms are not supported.

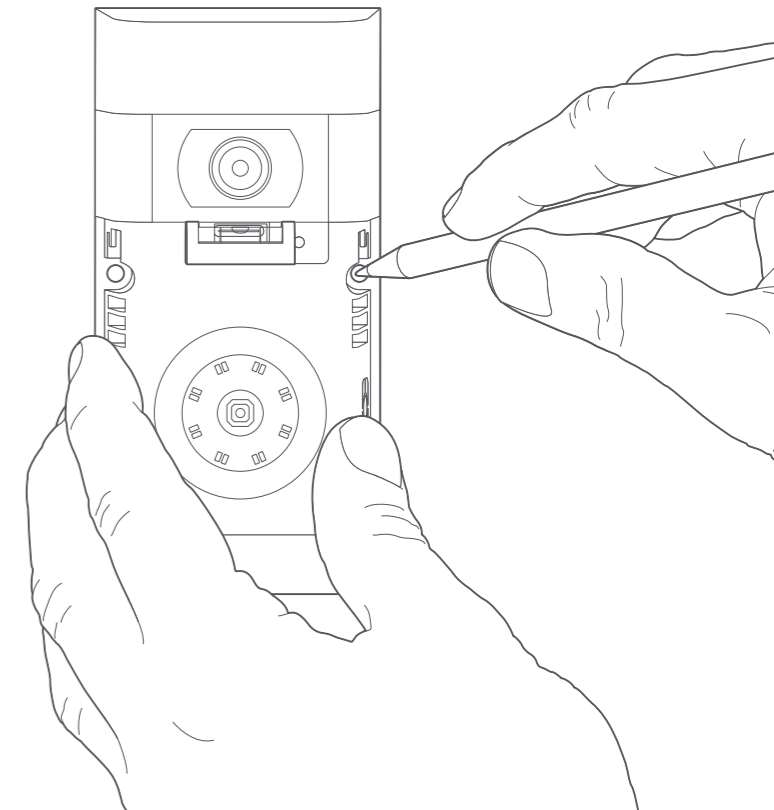
Insert the Mini-level

Insert the mini-level into your Ring Doorbell to make sure it's level when you install it.



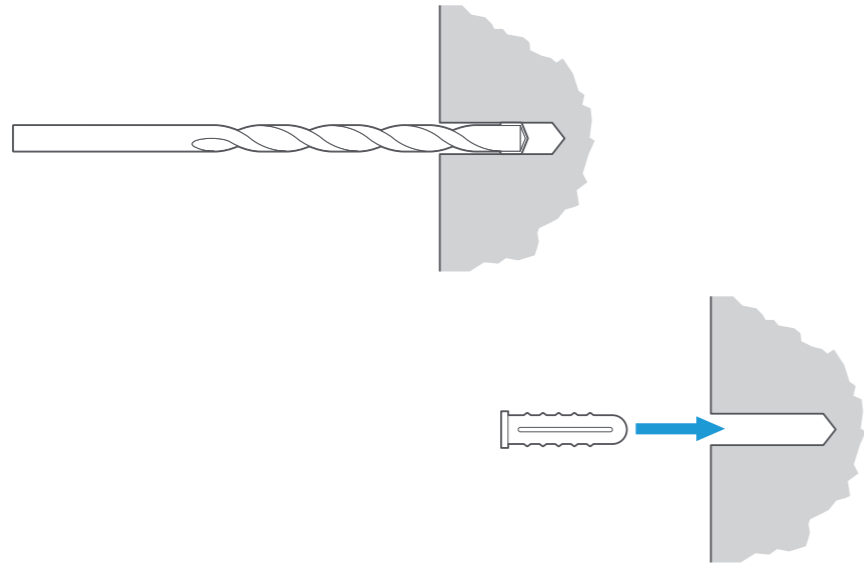
Mark Holes

Using your Ring Video Doorbell as a guide, mark the location of the 4 holes where it will attach to your wall.



Install Anchors (Optional)

If installing on **stucco, brick, or concrete**, use the provided bit to drill holes in your wall and insert the provided wall anchors.

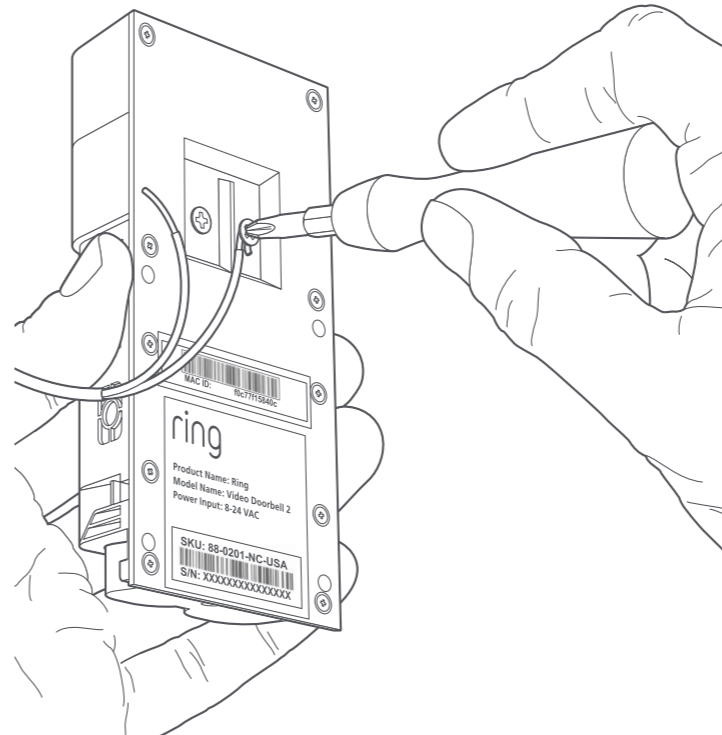


If you're installing on **wood**, skip this step and toss the anchors in that drawer of stuff you never use.

Connect the Wires (Optional)

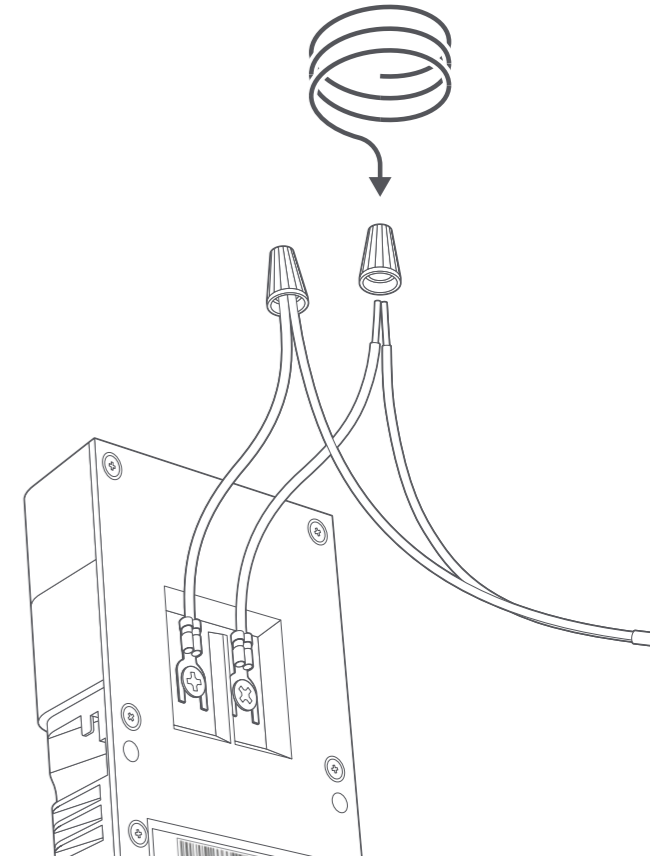
Connect the wires coming out of your wall to the screws on the back of your Ring Doorbell.

Either wire can connect to either screw. The order doesn't matter.



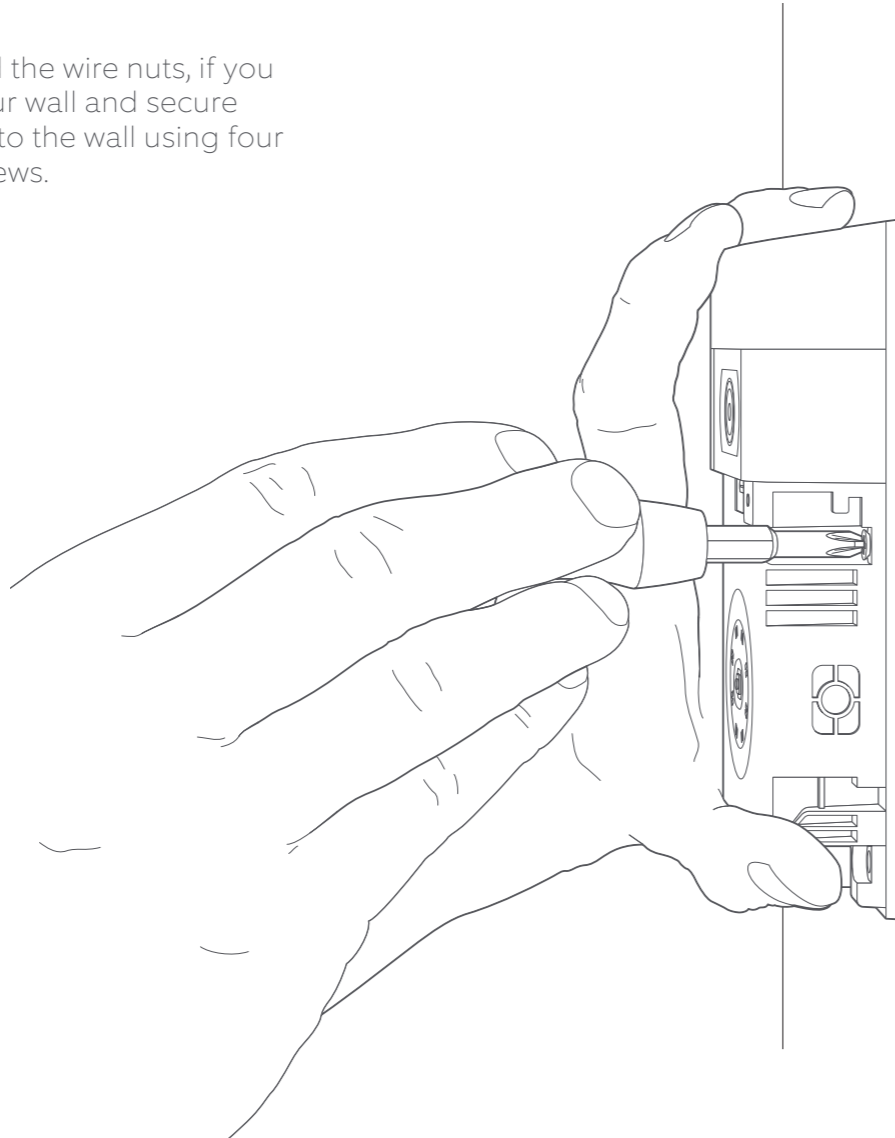
If Necessary, use the Wire Extensions and Wire Nuts

If you have trouble connecting the wires coming out of your wall to the back of your Ring Doorbell, use the provided wire extensions and wire nuts.



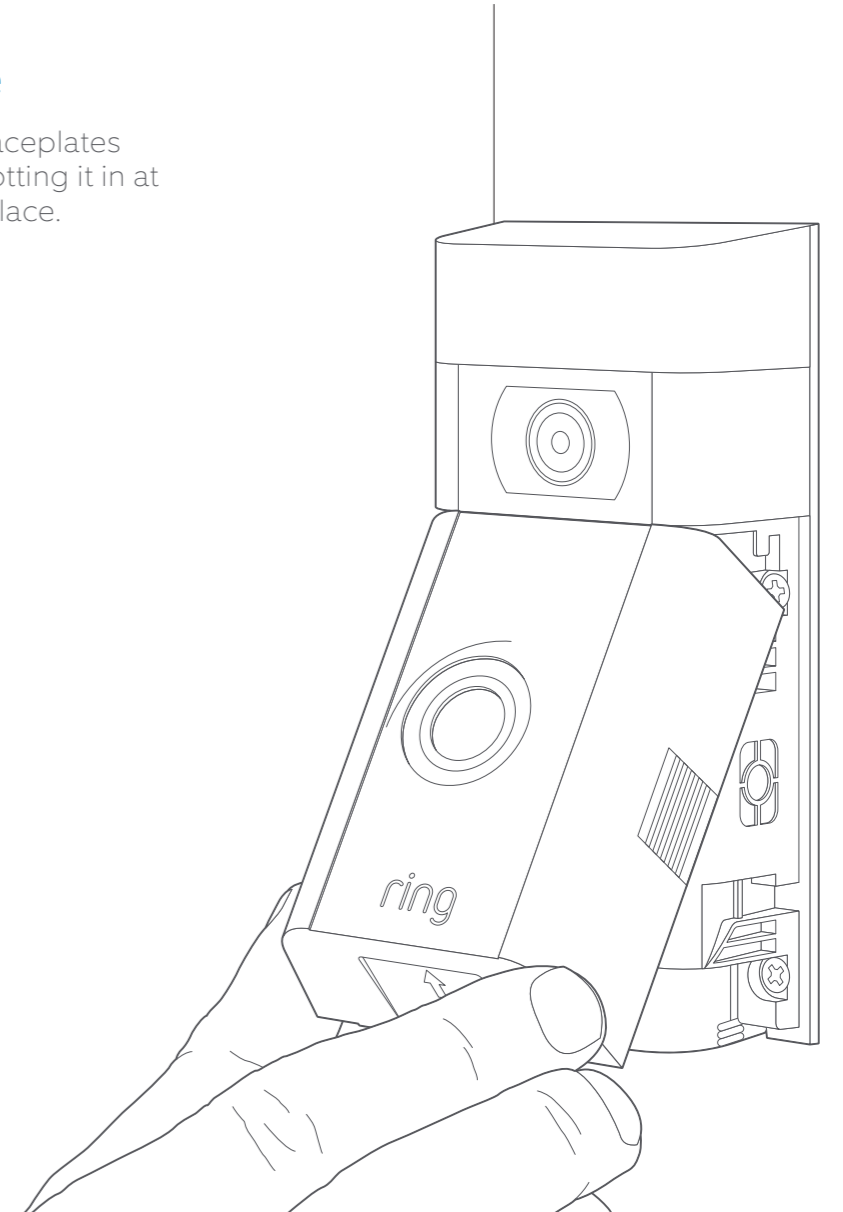
Screw it In

Feed any wires (and the wire nuts, if you used them) into your wall and secure your Ring Doorbell to the wall using four of the provided screws.



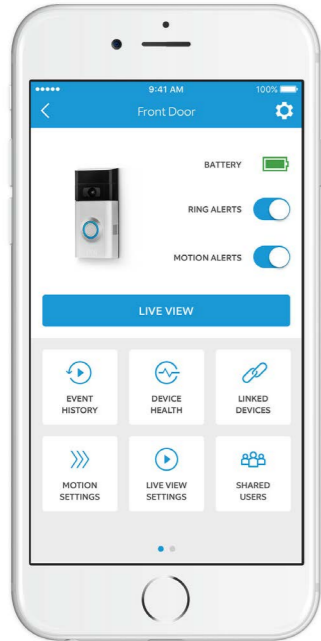
Install the Faceplate

Place one of the provided faceplates on your Ring Doorbell by slotting it in at the top and clicking it into place.



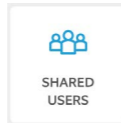
Select your Ring Doorbell in the Ring App

This will bring you to the Device Dashboard, where you can change settings and access various features.



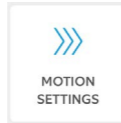
Ring Alerts are notifications you receive when someone presses the button on the front of your Ring Doorbell.

Motion Alerts are notifications you receive when movement is detected within your Motion Zones.



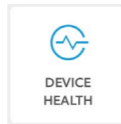
Shared Users

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



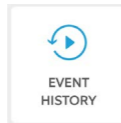
Motion Settings

Select **Motion Settings** to enable and customize your motion detection settings.



Device Health

Visit **Device Health** to diagnose any problems you run into with your Ring Doorbell.







Event History

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

Answering your Door



When someone is at your door, you can access these features in the Ring app:

-  **Two-way Talk** – Speak to visitors and hear what they have to say.
-  **Microphone** – Mute or unmute your mic.
-  **Speaker** – Mute or unmute audio in the app.
-  **Ring Neighborhoods** – Share suspicious events with your neighbors.


Ring Video Recording



This optional feature saves recordings of every event your Ring Doorbell captures.

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

Learn more at: ring.com/recording

 Your new Ring Doorbell includes a free trial of Ring Recording for you to enjoy. Watch your email inbox for important announcements about this service.

I'm Having Trouble Setting Up My Chime Pro

I'm Having Trouble Completing the In-app Setup

If the in-app setup for your Ring Doorbell fails, first set up your Chime Pro, following the directions at the start of this guide. If your Chime Pro is fully set up and your Ring Doorbell is still having trouble connecting, try temporarily moving your Ring Doorbell closer to your Chime Pro, or install the Chime Pro closer to your Ring Doorbell.

Why Can't I Find the Temporary Ring Network on my Phone?

Sometimes your phone may fail to pick up the temporary Ring network. If this happens, go to your phone settings, turn off your Wi-Fi connection, wait 30 seconds and turn it back on. If the Ring network still fails to appear, ensure that the battery in your Ring Doorbell is fully charged.

If None of the Above Helped...

Perform a hard reset on your Ring Doorbell by holding down the setup button for 15 seconds, waiting 30 seconds and repeating the setup process.

Turn off cellular data and bluetooth on your mobile device and try again.

Try performing setup **on a different mobile device**.

I'm Having Trouble Setting Up My Ring Video Doorbell

Why isn't my Internal Doorbell Ringing Properly when Someone Presses the Button on my Ring?

Make sure the circular light on the front of your Ring is glowing white to confirm that it's wired correctly.

If your internal doorbell is digital (which means it produces a synthesized melody), make sure you installed the provided **diode**.

If you have installed the **diode**, it may be installed backwards. Simply reverse the wiring on the back of your Ring Doorbell and press the front button again.

If your internal doorbell is mechanical (which means it has a physical bell and makes a classic "ding dong" sound), then make sure you **didn't** install the diode.

Visit ring.com/diode for installation assistance.

I'm Having Trouble Using My Ring Video Doorbell

Why Can't Visitors Hear me on my Ring when I Talk Through the App?

If you're on an **iPhone or iPad**, check the microphone permission on your device. Select Settings, find Ring and select it. Lastly, make sure the switch next to Microphone is toggled on.

If you're on an **Android** device, go to Settings > Application/Apps > Application Manager > Ring > Permissions. Ensure everything here is on. If you don't see the Microphone option, then uninstall and reinstall the Ring app. When prompted to allow microphone access, choose "Allow."

I'm not Receiving Motion Alerts

First make sure you've configured **Motion Detection**, and that **Motion Alerts** are turned on (see pg. 24).

To further troubleshoot issues with not receiving notifications, select **Device Health** in the Ring app and then select **Troubleshoot Notifications**.

Why is my Video and/or Audio Quality Poor?

First, determine the cause. Remove your Ring Doorbell and bring it inside, near your router. Press the front button on your Ring Doorbell and look at the video in the Ring app.

If you get good video quality near the router, you need to extend your Wi-Fi signal. Be sure to set up the included **Chime Pro** unit to boost the signal to your Ring Doorbell.

If video quality is still poor near your router or Chime Pro, test your internet speed by selecting **Device Health** in the Ring app, then **Test Your Wi-Fi**.

The instructions in the app will help you diagnose and solve any issues related to poor video quality.

For additional help, visit:
ring.com/help

Or give us a call...

US 1 800 656 1918

Canada 1 855 300 7289

Worldwide +1 310 929 7085

For a list of all our customer support numbers, visit: ring.com/callus

Ring Video Doorbell Limited Warranty

For a period of [one year] from the date of your purchase of the Ring Video Doorbell, any malfunction caused by defective parts or workmanship will be corrected at no charge to you. In addition, if your Ring Video Doorbell is stolen during the [one-year] warranty period, Bot Home Automation, Inc. will replace your Ring Video Doorbell at no charge to you.

This warranty is not transferable and applies only to the original consumer purchaser. [All non-homeowner purchasers (including purchasers for industrial, commercial and business use) are not covered under the terms of this warranty].

Not Covered

Repair service, damage due to misuse, abuse, negligence, or casualty (e.g., fire), and batteries are not covered by this warranty. Unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, unauthorized service, or return shipping charges. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages.

This warranty covers only the Ring Video Doorbell and is not extended to other equipment and components that a customer uses in conjunction with our products. Bot Home Automation, Inc.'s maximum liability under this warranty is limited to the original purchase price of the Ring Video Doorbell.

Bot Home Automation, Inc. reserves the right to request any product claimed defective to be returned to Bot Home Automation, Inc. for inspection. Any claim submission based on theft of a Ring Video Doorbell must be submitted within 15 days of the theft and include a copy of a police report evidencing that you reported the theft to the police. Failure to report the theft to police voids this warranty.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY, REPRESENTATION OR CONDITION OF MERCHANTABILITY OR THAT THE PRODUCTS ARE FIT FOR ANY PARTICULAR PURPOSE OR USE, AND SPECIFICALLY IN LIEU OF ALL SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE CUSTOMER AND THERE SHALL BE NO LIABILITY ON THE PART OF BOT HOME AUTOMATION, INC. FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOSS OF BUSINESS OR PROFITS, WHETHER OR NOT FORESEEABLE.

This is a "Limited Warranty" which gives you specific legal rights. You may also have other rights which vary from state to state. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Please keep your dated sales receipt; it is required for all warranty requests.

To obtain the benefits of the warranty, contact:

Bot Home Automation, Inc.
1523 26th Street
Santa Monica, CA 90404

Effective: July 22, 2013