ring
Video Doorbell Pro

Home Security Begins at the Front Door

Your new Ring Video Doorbell Pro is the start of a Ring of Security around your entire property. Now, you're 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 as Floodlight Cam and Stick Up Cam. The more Ring devices you add to your system, the more you can see and hear from anywhere.

Contents

Prefer Video?

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

1. Install the Pro Power Kit

The Pro Power Kit ensures that your Ring Video Doorbell Pro gets the power it needs, so be sure to install it before you install your Ring Doorbell Pro.
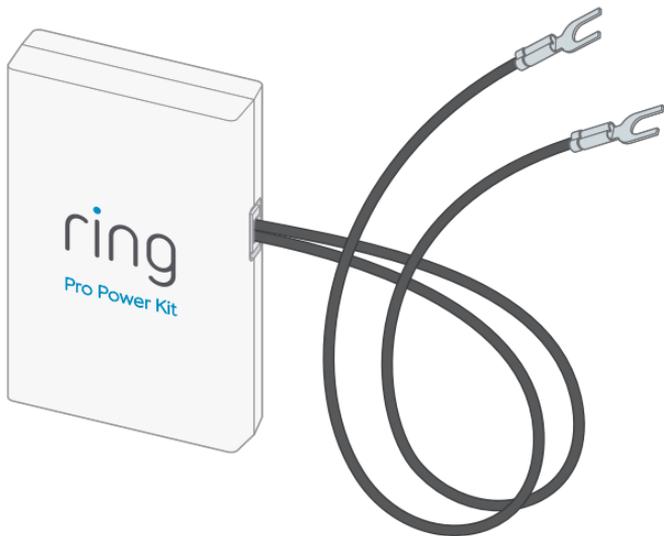
Turn off the Circuit Breaker for your Internal Doorbell

You'll be working with electrical wires during the install process. For safety's sake, shut off power to your doorbell at the circuit breaker.
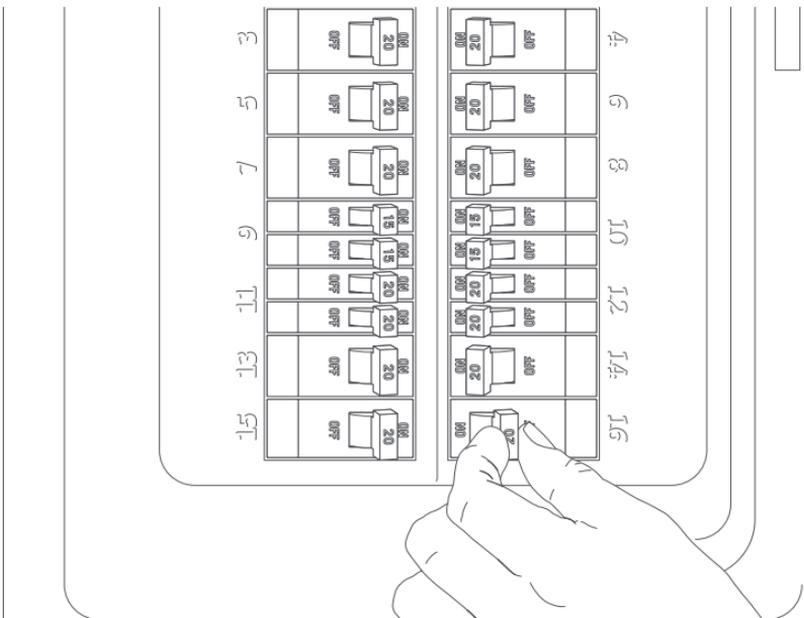
Remove the Cover from your Internal Doorbell
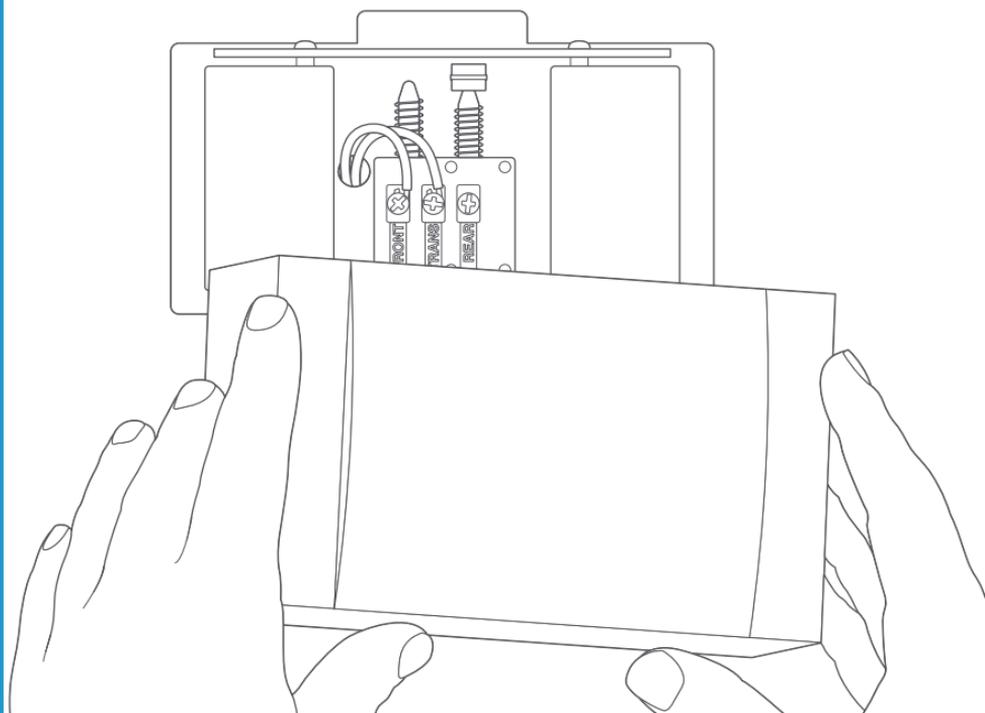
Loosen the "Front" and "Transformer" Terminals
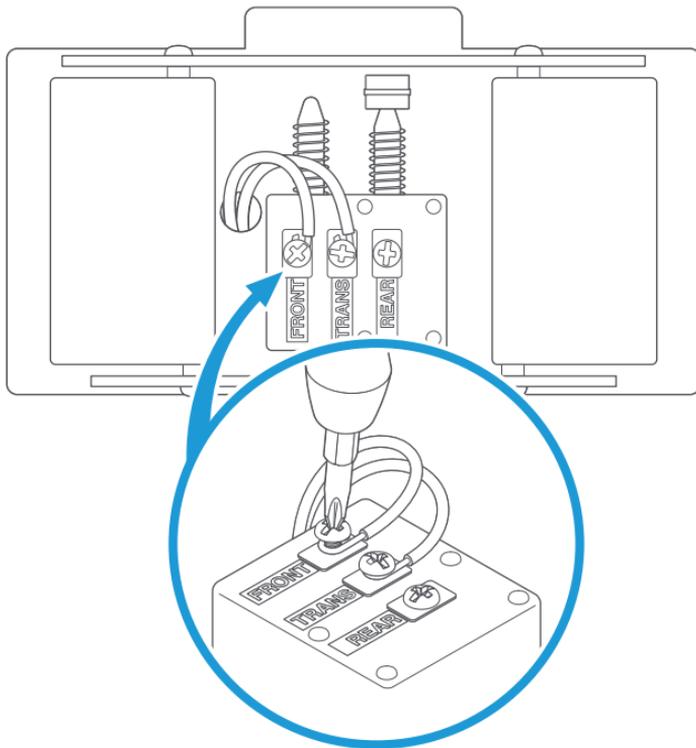
Connect the Pro Power Kit

Connect one wire from the Pro Power Kit to the "Front" terminal, and the other wire to the "Transformer" terminal, leaving the existing doorbell wires in place. Then, re-tighten the screws.
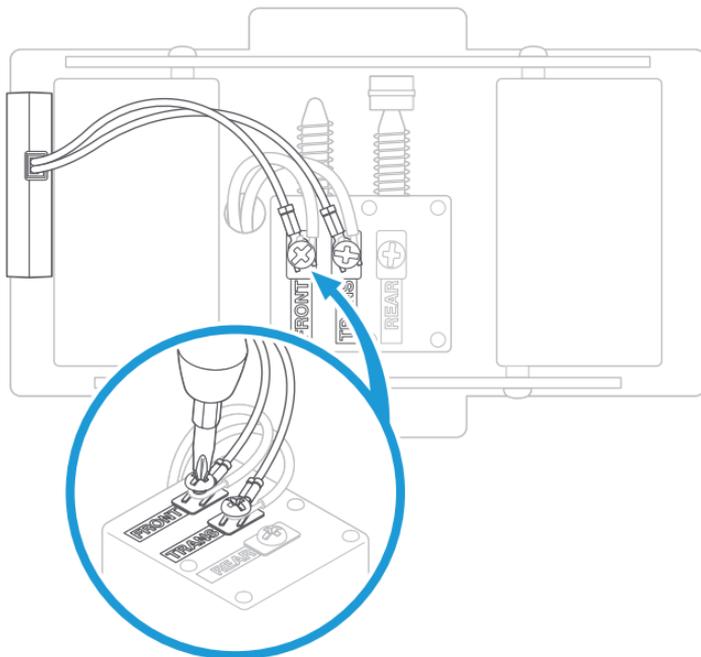
Replace the Cover on your Internal Doorbell

Position the Pro Power Kit within your internal doorbell, away from any moving parts. Use the adhesive on the back of the Pro Power Kit to fix it in place, if desired.
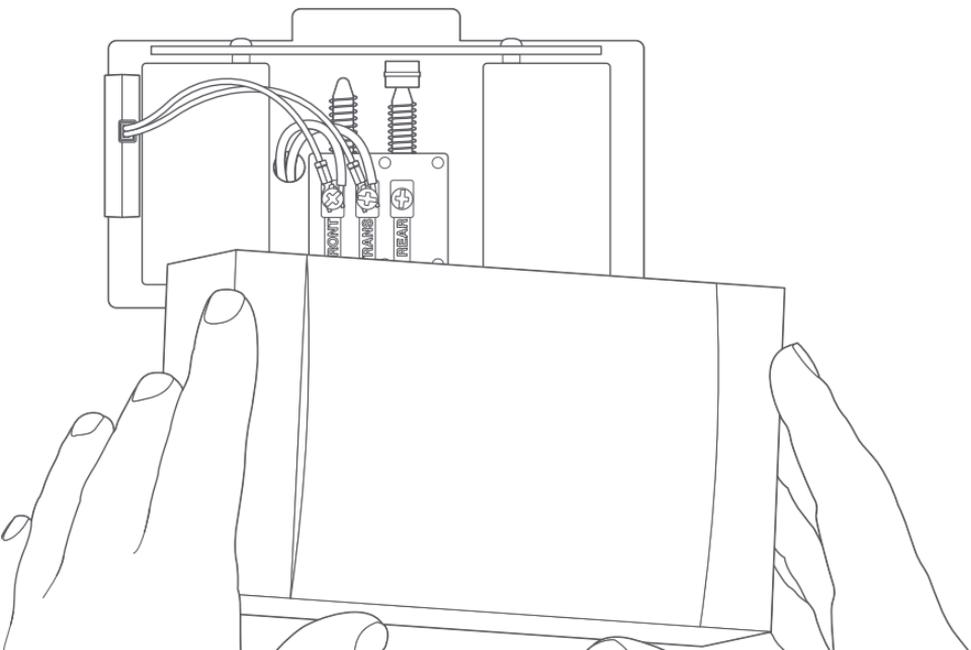
2. Install your Ring Video Doorbell Pro

Everything needed for the installation is in the box.

Screwdriver - Use the Phillips end for the mounting screws and star-shaped end for the security screw.

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

Mounting Screws - Use two to mount your Ring Doorbell. Use the longer screws if you're installing with the optional Retrofit Kit.

Security Screws - Use one to secure the faceplate.

Wire Extenders and Wire Nuts - Use to extend existing doorbell wires (if needed).

Retrofit Kit - Use when upgrading from a battery-powered Ring Video Doorbell, or as additional trim when upgrading from a conventional doorbell.

Uninstall your Existing Doorbell

Unscrew your existing doorbell from the wall and disconnect its wires.
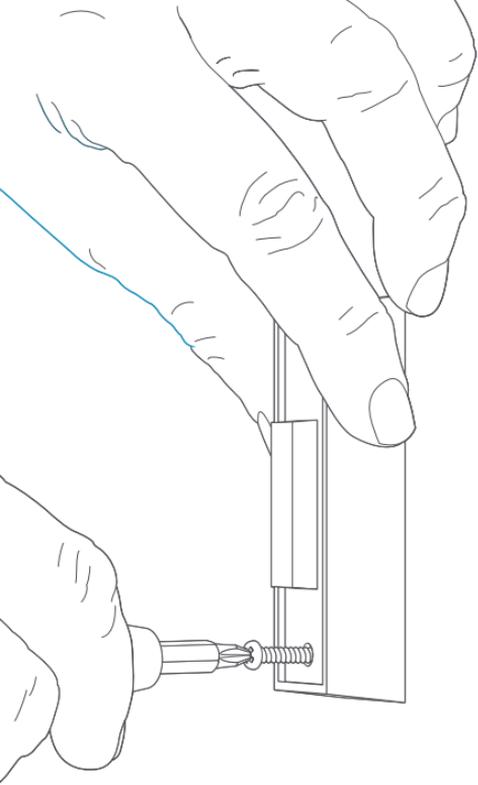
Don't have an existing doorbell?

You can also wire Ring Pro directly to our plug-in adapter. Visit the accessories section at ring.com to learn more.
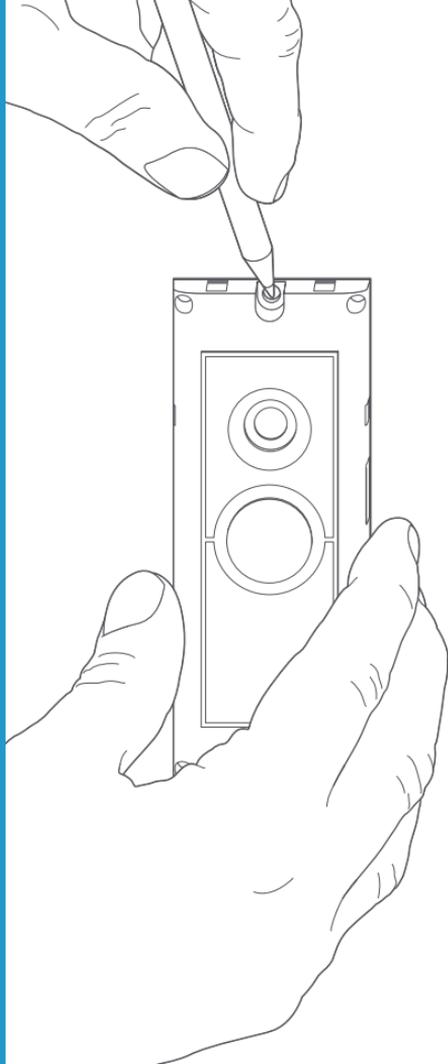
Mark the Holes

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

Removing the Faceplate

To access the mounting holes, first remove the faceplate, like this:
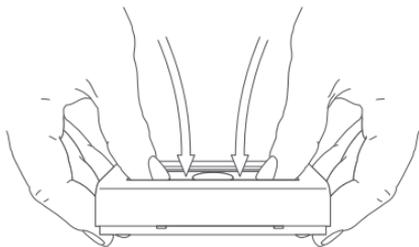
Install Anchors (Optional)

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

If you're installing on wood or siding, you can skip this step.
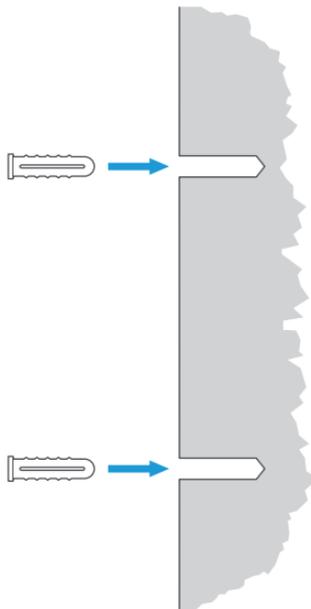
Connect the Wires

Attach your existing doorbell wires to the terminals on the rear of your Ring Doorbell, and tighten the terminal screws with the Ring screwdriver.
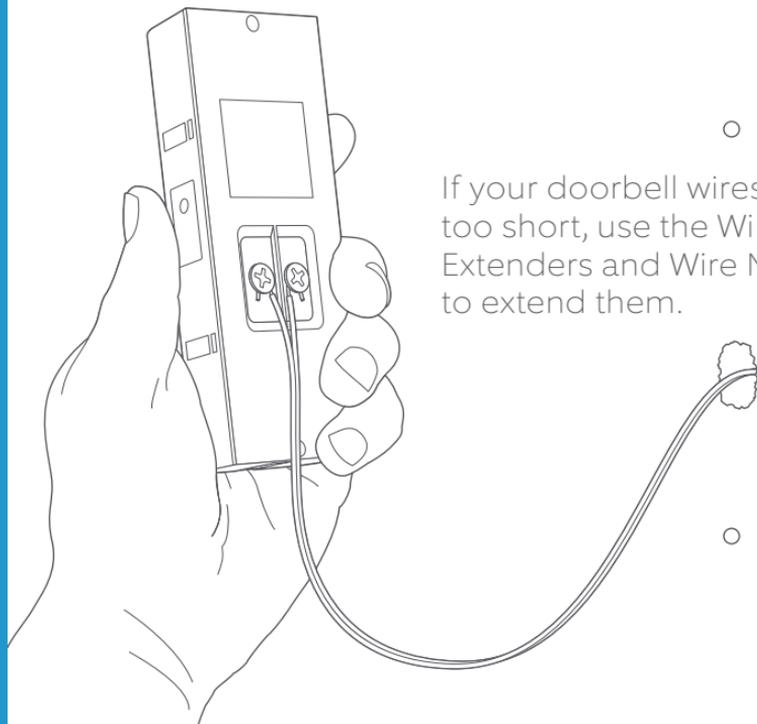
If your doorbell wires are too short, use the Wire Extenders and Wire Nuts to extend them.

Mount your Ring Doorbell

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

Restore Power at the Breaker

You're almost there!

After turning power back on, it's time to set up your Ring Doorbell in the Ring App.
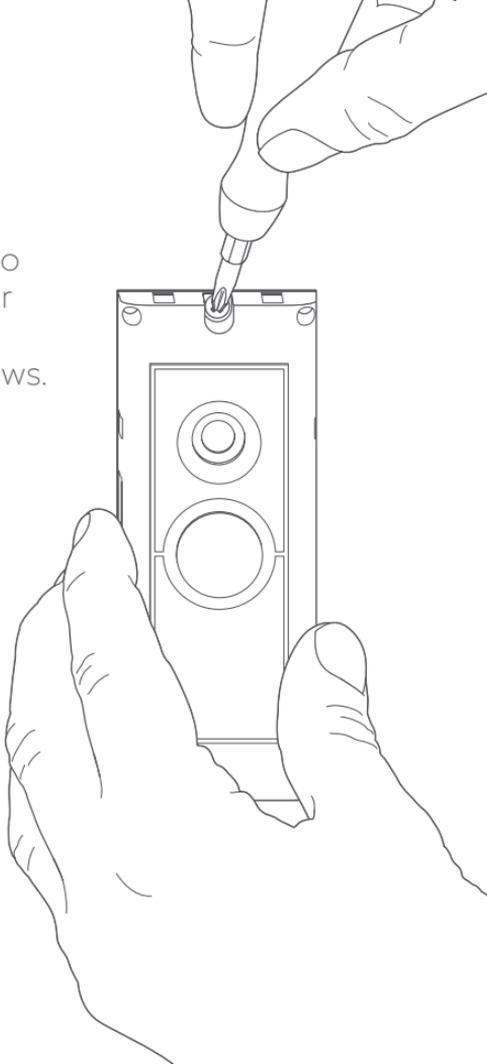
3. Set Up your Ring Doorbell in the Ring App

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

Download on the **App Store**

GET IT ON **Google play**

Download from **Windows Store**

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

Follow the In-app Setup Process

Open the Ring app and tap Set Up Device to begin the setup process. Select **Ring Video Doorbell Pro** from the list and follow the in-app instructions.
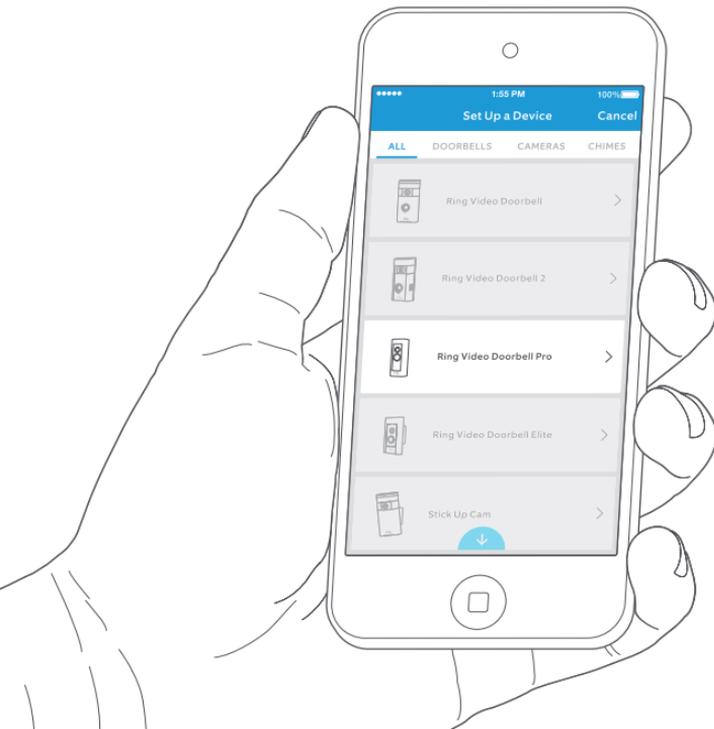
Install the Faceplate

Now, it's time for the finishing touch.

Attach one of the faceplates to your Ring Doorbell.

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

4. Using your Ring Doorbell Pro

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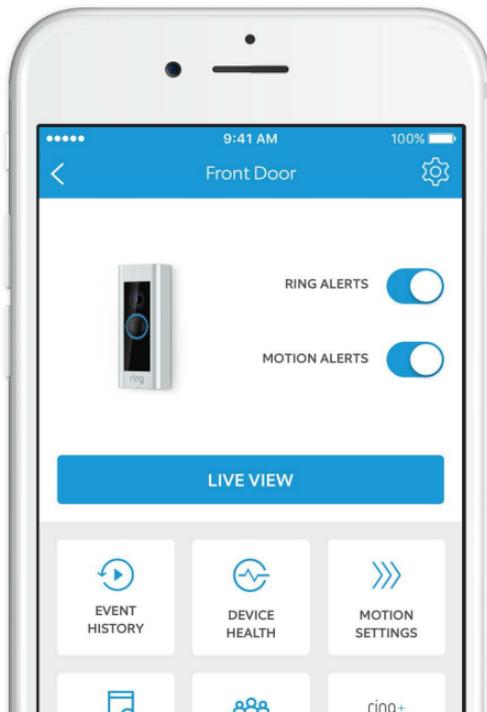
RING ALERTS

Ring Alerts – Enable to receive notifications when someone pushes the button on your Ring Doorbell.

MOTION ALERTS

Motion Alerts – Enable to receive notifications when movement is detected within your Motion Zones.

LIVE VIEW

Tap to see live video from your Ring Doorbell Pro. From here you can see, hear, and speak to visitors.

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:

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/video-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.

Motion Detection

To receive Motion Alerts, set up one or more Motion Zones. These 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. You need at least one active Motion Zone to receive Motion Alerts.

Notifications

If your phone is locked when the camera captures a live event, you receive a notification on your home screen.

If your phone has a passcode, you'll need to enter it to access the live event.
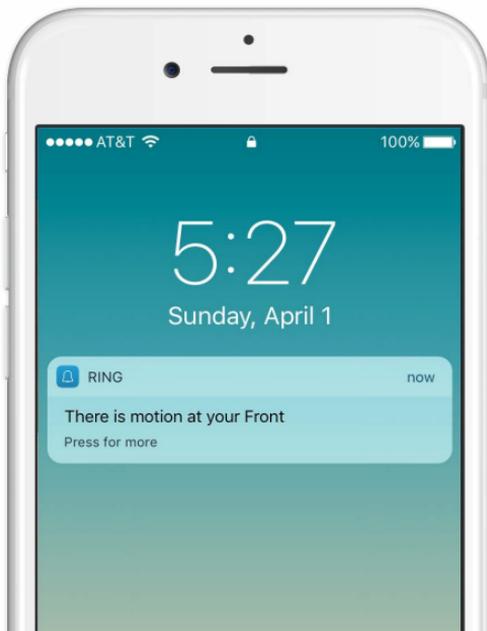
5. Troubleshooting

I've Installed my Ring, but it Won't Turn On

Install the Pro Power Kit

If you have not yet installed the included Pro Power Kit on your internal bell, your Ring Video Doorbell Pro will not function correctly. For more information, see section 1. Installing the Pro Power Kit.

Let it Charge

Ring Video Doorbell Pro contains a power cell which may need to charge before the first use. If you complete the install process 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.

Voltage Too Low

Ring Video Doorbell Pro is designed to work with the majority of standard doorbell systems in the USA, so it expects to receive at least 16 volts of AC power. If your doorbell system runs at a lower voltage (or runs on DC, rather than AC), your Ring Doorbell will not function.

In this case, you'll need to have an electrician install a new transformer to bring the output up to 16 volts.

We recommend installing a 16 volt AC transformer that delivers ~30 VA for the best performance. To purchase a recommended transformer for your Ring Video Doorbell Pro, visit ring.com/accessories.

Bypassing your Internal Doorbell

If you've verified that your doorbell transformer supplies 16 volts AC at 30 VA, but you're still not getting enough power for your Ring Doorbell to function, you may need to bypass your internal bell.

To do this:

1. Turn power off at the breaker.

2. Remove the cover from your existing doorbell and loosen the "Front" and "Trans" terminals.

3. Remove the Pro Power Kit wires from the terminals, and detach the wire harness from the Pro Power Kit.

4. Detach the existing doorbell wires from the terminals, and insert each one into the holes on the Pro Power Kit.

5. Replace the cover on your doorbell.

6. Turn the power back on.
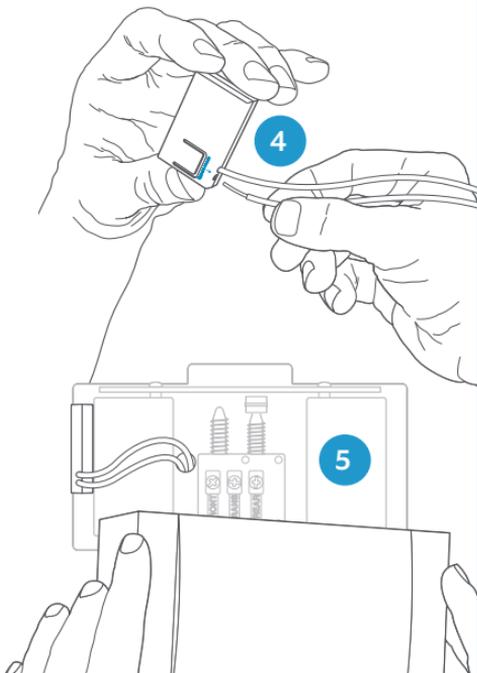
If you've bypassed your internal doorbell and still desire an audible indoor chime, consider adding a Ring Chime or Chime Pro to your system.

Learn more at: ring.com/chime-pro

I'm Having Trouble Completing the In-app Setup

When the in-app setup fails, the light on the front of your Ring Doorbell indicates the issue.

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

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

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

Spinning White – Your Ring Doorbell is in setup mode. Follow the instructions in the Ring app to continue. If the in-app setup does not complete, repeat setup and note the resulting pattern.

Nothing – If the front light never turns on, check that the terminals on the back of your Ring Doorbell are connected to your doorbell wires and that your doorbell system meets the necessary power requirements (16 volts AC at 30 VA). For more information, see "I've Installed my Ring, But it Won't Turn On" in this section.

I Can't Find the Temporary Ring Wi-Fi Network on my Device

Sometimes your device 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 your Ring Doorbell is connected to your doorbell wires and that your doorbell system meets the necessary power requirements (16 volts AC at ~30 VA).

If none of the above 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 40 seconds, then reconnect power and repeat the setup process.

- Perform a hard reset on your Ring Doorbell by holding down the setup button for 15 seconds. Wait 30 seconds, then repeat the setup process.

My Existing Bell isn't Ringing Correctly

1. In the Ring app, select your Ring Video Doorbell Pro.

2. Tap the gear icon to enter Device Settings.

3. Tap Doorbell Kit Settings, and ensure you've selected the correct option on this screen.

> **i** If you've chosen the correct doorbell type and your bell still isn't ringing correctly, make sure that you've installed the included Pro Power Kit.

I'm not Receiving Motion Alerts

Make sure you've set up Motion Detection and turned on Motion Alerts.

To further troubleshoot notification issues, navigate to Device Health in the Ring app and select Troubleshoot Notifications.

Video and/or Audio Quality is Poor

In the Ring App, tap your Video Doorbell Pro, then tap Device Health. Ideally, Signal Strength should be "Good" or better. If it is, test your network speed by tapping Test Your Wi-Fi. The app will help you diagnose and solve your issue.

If Signal Strength is "Poor" or worse, explore possible sources of Wi-Fi interference, or add a Ring Chime Pro to boost the Wi-Fi signal for your Ring devices. Learn more at ring.com/chime-pro.

Visitors Can'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. Make sure the Microphone option is set to on.

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

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

iOS Devices

1. Go to Settings > General > Storage and iCloud Usage > Manage Storage > Ring and tap Delete App.

2. Restart your device.

3. Reinstall the Ring app from the App Store. When prompted to allow microphone access, tap Allow.

Android Devices

1. Go to Settings > Apps or Application Manager > Ring and tap Uninstall.

2. Restart your device.

3. Reinstall the Ring app from the Google Play store. When prompted, allow microphone access.

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