ring

Alarm


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Say hello to Ring Alarm.



Base Station

The central hub of your Ring Alarm system. It connects all of your Alarm devices to the Ring app, so you can stay in control of your home from anywhere. Connects to power with the included power supply.*



Keypad

Gives you hands-on control of Ring Alarm. Mount it on a wall or place it on a table near a door you use often. Connects to power using the included USB power supply and cable.

*Ring Alarm and all Ring Alarm accessories require a subscription for digital arming/disarming, integration with other Ring and Echo products, digital notifications, and in-app features. Subscription sold separately.



Range Extender

Extends the Z-Wave wireless network to reach distant Alarm devices.

Motion Detector

Alerts you to movement inside your home. Mounts using the double sided tape on the back.



Contact Sensor

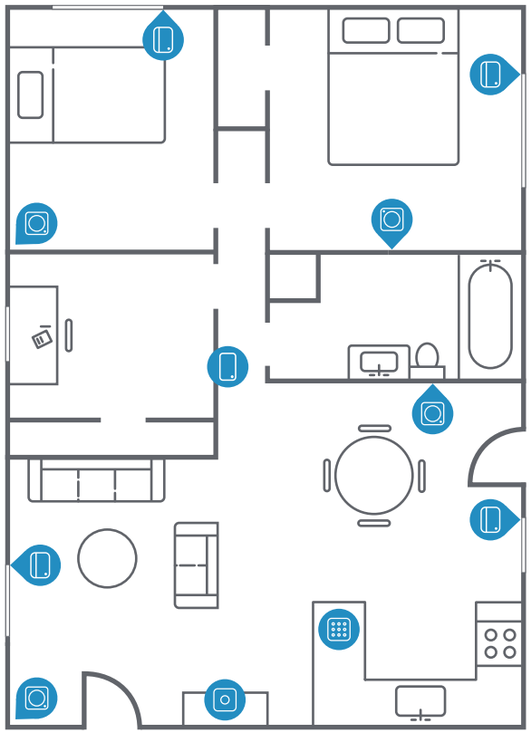
Alerts you when a door or window is opened. Mounts using the double sided tape on the back.

1. Your home + Ring Alarm

This house diagram shows one way Ring Alarm can be set up. You'll customize your Ring Alarm setup to the layout of your home.

- Base Station
- Keypad
- Motion Detector
- Range Extender
- Contact Sensor

Are you using Ring Alarm at your business? Find advice and tips for business use at: **ring.com/business/support**



2. Set up your Ring account.

First, get the **Ring - Always Home** app from the app store on your mobile device. If you already use Ring, be sure to update your app to the newest version.

Open the app. If you're new to Ring, tap **Create Account** and provide your details to get started.

Setting up Ring Alarm is simple, and the app will walk you through each step of the process.

Your Ring Alarm requires an internet connection, so you'll need your wifi network and password or an Ethernet cable.

If you have any questions or need help with your Alarm, start here: **ring.com/alarm-faq**

3. Set up your Alarm.

Before you begin, make sure Bluetooth is enabled on your mobile device.

Now you're ready to set up your Alarm Base Station in the Ring app. Here's how:

1. Tap **Set Up a Device**.
2. If this is your first ever Ring Alarm, tap Alarm. If you have Alarm at another location, tap **Security Devices**.
3. Select a location, or add a new one.
4. Tap **Base Station**.
5. Follow the in-app instructions to complete setup.

When prompted, press the PAIRING button on the rear of your Base Station, as shown below.



Rear of Base Station

TIP

The first time your Base Station connects to the internet, it will automatically begin a software update, which may take a few minutes.

During the update, the light ring on your Base Station glows blue with a spinning yellow indicator. Once the ring is solid blue, the update is complete.

Once your Base Station is set up, you can tell its status by the color and pattern shown on its light ring. See a pattern not shown here? Visit **ring.com/alarm-faq** for more information.

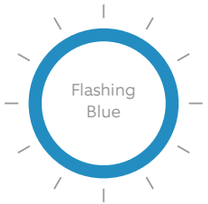
LED patterns during pairing



Ready to pair



Pairing successful



Pairing failed

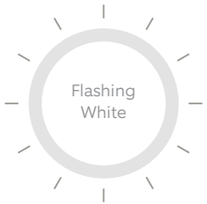
LED patterns connecting to internet



Connecting to wifi



Connected to wifi or Ethernet



wifi network connection failed

4. Set up professional monitoring.

What is professional monitoring?

Professional monitoring is a service that can alert the authorities and call you when Ring Alarm detects a security threat.

How does it work?
When a threat is detected, your Alarm Base Station sends a signal to the monitoring center. The monitoring center calls you to verify that the emergency is real, and can dispatch emergency responders to your home, if needed.

How do you get professional monitoring?
Once you've set up your Base Station, visit **ring.com/protect-plans** and subscribe to a Ring Protect plan that includes professional monitoring. Then you can use the Ring app to set up professional monitoring.

Permits and Registrations
Many local municipalities require an alarm permit or registration for professionally monitored alarms.

For more on Permits and Registrations, see page 30.

What is self monitoring?

If you skip professional monitoring, your Ring Alarm will be self monitored. In an emergency, your Alarm will sound but it won't signal the monitoring center, and emergency responders won't be dispatched unless you call them yourself.

If you choose self monitoring now, you can go back and sign up for professional monitoring at any time.

For an in-depth comparison of professional and self monitoring, see the chart on page 23.

Emergency Contacts
(Professional monitoring only)

When your Alarm Base Station sends an alarm signal to the monitoring center, they call your list of emergency contacts. These should be people you trust to answer the call and take care of your home if you can't be reached.

Your emergency contacts should be able to:

- Answer their phone and handle Alarm emergencies.
- Respond to your home if assistance is needed.
- Unlock your home to give emergency responders access if necessary.
- Use your Ring Alarm and disarm it, if asked by authorities.

Save our number as a contact!
Then, when we call during an emergency, you'll know to pick up.

833-209-2159

Verbal Password
(Professional monitoring only)

If your Ring Alarm is triggered and the monitoring center calls, you and your emergency contacts will be asked to verify your identity. To do this quickly, we use a verbal password.

Choose a verbal password you'll remember and store it in a safe place.

- It can be a single word (no spaces) or a number.
- It should be different from any access codes used to arm and disarm your Alarm.

We don't save your verbal password in the app, but if you forget it, create a new one using the Ring app.

Important!
Don't forget to share your **verbal password** with all of your emergency contacts.

5. Set up your Alarm devices.

Setting up your Ring Alarm security devices involves three steps:

1

Connect
the device to
your Ring Alarm.

2

Configure
its settings
as needed.

3

Install
the device.

Some Alarm devices have plastic tabs that you pull out to power them on.
To avoid problems during setup, do not pull them all out at once!
When setting up a device, pull out its tab when the app prompts you to.

For the easiest setup, complete all three steps for each device before moving on to the next one. Use the app and this guide to help you position your Alarm devices to improve your home security.

If you need to take a break, you can close the app and finish adding security devices later. When you're ready to resume setup, open the Ring app and tap **Set Up a Device**.

Understanding device codes

Your Ring Alarm kit comes with a suite of devices. Each has a unique QR code and 5-digit code on the back.

These let you easily identify devices while working in the app. These codes can usually be found on the rear of devices, as shown in these sample images.

Back of Motion Detector



Back of Keypad



Contact Sensors

These can be installed on any door or window. It doesn't matter which direction or orientation you install them, as long as the Sensor and magnet line up and are no more than 1" apart.

We recommend installing Contact Sensors on every door and window that offers easy access to your home, such as first floor windows, or second floor windows near obstacles an intruder can climb.

TIP
If you have multiple Contact Sensors to add to your Ring Alarm, remember to connect, configure, and install them one at a time.

Install steps:

1. Connect

When the app prompts you, pull out the battery tab to power it on.

2. Configure

In the Ring app, choose the Sensor placement (Main Door, Secondary Door, or Window), give it a unique name describing the location, and assign it to a room.

Door and Window Settings
If you're using the Contact Sensor on a door, remember to choose **Main Door** or **Secondary Door**.

Main doors have Entry and Exit Delays to help prevent false alarms.

For more on Entry and Exit Delays, see page 21.

3. Install

Choose where you'd like to install your Sensor and magnet. Line them up with no more than 1" between them (see image).

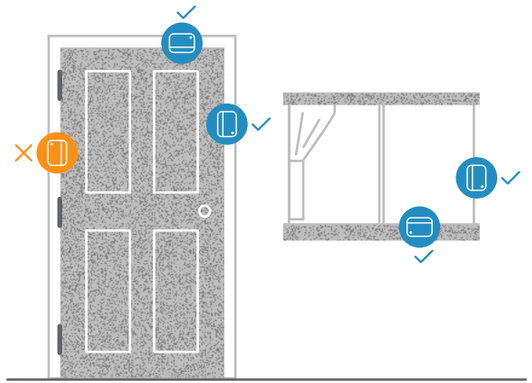
If installing it on a door, choose a side without hinges (see image).

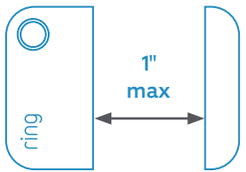
Peel the backing from the attached tape and press the Sensor and magnet into place.

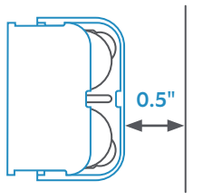
"Tampering" a Sensor
When you slide the battery cover off of a Sensor to change the batteries, it will show as "tampered" in the Ring app. It will return to normal once you slide the cover back on.

If you need to arm your Alarm while a Sensor is in this "tampered" state, you will be prompted to bypass it to continue arming.

For more on Bypassing Sensors, see page 19.







Motion Detector

Ring Alarm Motion Detectors are designed to detect intruders by monitoring your spaces for changes in heat and movement. By default, when armed in Away mode, motion will set off the Alarm.

By adjusting Motion Detector settings in the app, you can set the device to ignore your pets and only detect humans, or to detect everything.

In Test Mode, motion is constantly detected, and when motion stops, it will clear every few seconds. Test Mode is designed to help you test for blind spots, pets, and other environmental triggers.

Where should you place your Motion Detector?

- Install 7' 6" above the floor, if possible.
- Install in a corner or on a flat wall (see illustrations).
- Choose a location with a clear line of sight, with no obstacles or blind spots.

To avoid false alarms:

- The Detector should not face a heat source such as a stove, fireplace or windows with direct sun.
- Use the app to adjust motion sensitivity to accommodate many pets.
- Make sure your pets can't get close to the Motion Detector by climbing on furniture.
- The Detector should be armed in Away Mode, but disarmed in Home Mode. This is the default setting.

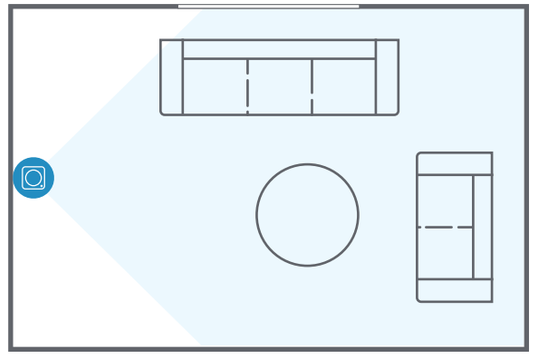
Install steps:

1. **Connect**
   To connect your Motion Detector, pull the battery tab.

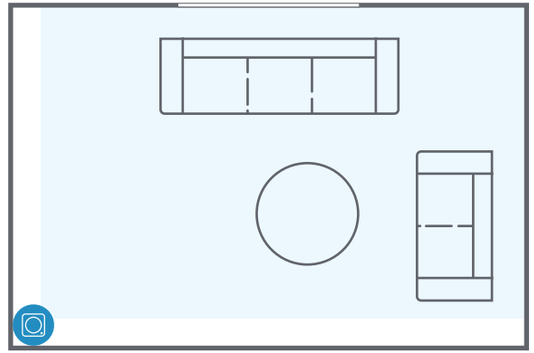
2. **Configure**
   Using the app, decide where you will place your Motion Detector; then give it a unique name and assign it to a room.

3. **Install**
   If you're mounting the Motion Detector on a wall, peel the backing off the 2 pieces of tape located on the back.

   If mounting it in a corner, peel the backing off the tape on each of the corners.



Motion Detector on a wall



Motion Detector in a corner

Keypad

You'll use your Keypad to arm and disarm your Alarm, so we recommend you place it in the hallway or near the door you most often use to exit and enter.

Some people install an extra Keypad in their bedroom for easy access at night.

Install Steps;

1. Connect

When prompted by the app, plug the Keypad into an outlet with the included USB cable and wall adapter.

2. Configure

Give your Keypad a unique name and add it to a room. Don't forget, you must create a personal access code to arm and disarm your Alarm.

3. Install

The Keypad can be mounted flush on a wall or placed on a table, and can be left plugged in or run on its internal battery.

To use the Ring Keypad on a table:

- Slide the bracket off the Keypad.
- Flip the bracket over, then slide it back onto the Keypad.



To install the Ring Keypad on a wall:

- Slide the bracket off the Keypad.
- Place the mounting bracket on the wall, then use the wall anchors and screws from your kit to fasten the bracket to the wall. (If using anchors, you should pre-drill holes.)
- Slide the Keypad onto the bracket.



Range Extender

Range Extenders expand the range of your Ring Alarm network and enable your devices to communicate with the Base Station.

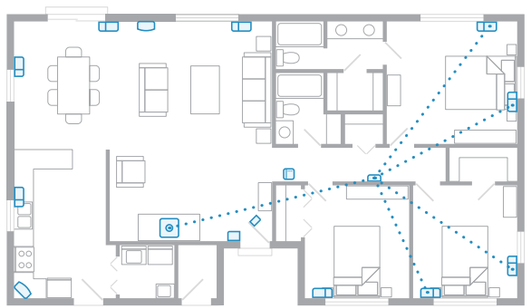
The Range Extender works best when it's placed between your Base Station and your most distant Alarm devices. You may need to move the Range Extender around to different outlets within your home to find the best placement.

Install Steps:

1. **Connect**
   To prepare your Range Extender for setup, plug it into any outlet.

2. **Configure**
   Using the app, give it a unique name and assign it to a room.

3. **Install**
   Plug the Range Extender into an outlet between your Base Station and one or more Alarm devices.



6. Learn to use Ring Alarm.

Alarm Modes

Your Alarm system has three Security Modes to choose from: Disarmed, Away, and Home. Use the Keypad to change between Modes. With a Ring Protect subscription, you can switch Modes using the Ring app.*



*Ring Alarm and all Ring Alarm accessories require a subscription for digital arming/disarming, integration with other Ring and Echo products, digital notifications, and in-app features. Subscription sold separately.

Disarmed Mode
No Sensors inside your home are armed. This is useful when you're at home and want the freedom to go in and out easily.

Home Mode
When you arm in Home Mode, only door and window Sensors are armed by default. This Mode should be used when someone wants to stay home and feel safe.

Away Mode
When you arm in Away Mode, by default all Sensors are armed. This Mode should be used when you go out and there's no one at home.

How to Arm and Disarm your Ring Alarm

Using the Keypad
Enter your personal access code, and then press the Disarmed, Away, or Home Mode button.

Using the app (Ring Protect required)
Open the app and tap your Mode of choice.

TIP
Disarming will cancel your alarm signal.

If you're professionally monitored, disarming the system during an alarm cancels the signal sent to the monitoring center.

(Ring Protect required)
In an emergency, if you want to silence the alarm without canceling the alarm signal, tap the Silence Siren button in the app.

Bypassing Sensors

The bypass feature allows you to temporarily ignore a Sensor so can arm your Alarm without triggering it. The feature is most often used when you want to leave a window open or ignore a device issue to resolve at a later time.

Using your Keypad
When you try to arm and need to bypass a Sensor, your Keypad will announce "Sensors require bypass" and the ✓ button will blink. Pressing the ✓ button to bypass, or to cancel arming, do nothing.

Using the app (Ring Protect required)
If you try to arm your Alarm and a Sensor needs to be bypassed, you'll get a notification.



Choose which Sensors are armed in each mode

Each Security Mode arms specific groups of Sensors. By default:

- **Away Mode** arms all Contact Sensors and Motion Detectors.
- **Home Mode** arms only perimeter Contact Sensors on doors and windows.

You can customize which Sensors are armed in Home and Away Mode. For example, if you want to avoid arming a specific door while in Home Mode, you can use Mode Settings to change this default setting.



Sensors monitored in Away Mode



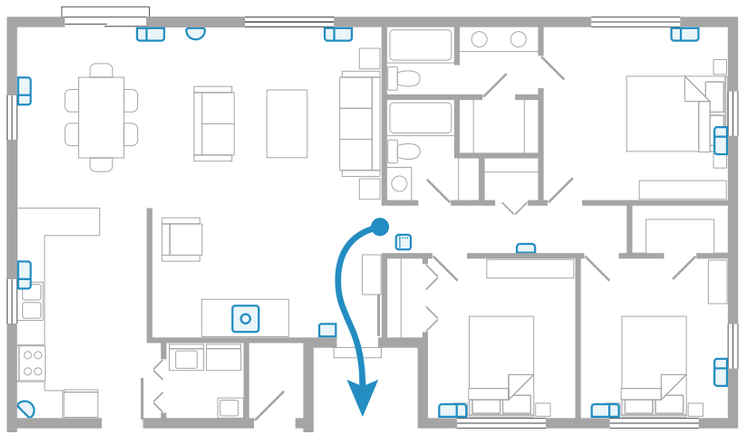
Sensors monitored in Home Mode

Understanding Entry & Exit Delays

Exit Delay gives you a short period of time to leave once you've armed Ring Alarm. After you arm your system, you'll hear a series of chirps to remind you that there are only a few seconds to exit and close the door. When your Exit Delay ends, your Alarm is in Armed Mode. Opening your door will trigger the Entry Delay to begin counting down.

Entry Delay gives you a short time to disarm your Ring Alarm after you open the door. You'll hear reminder chirps during the delay, and when the delay ends, if you don't disarm, your Ring Alarm siren will sound.

To use Entry and Exit Delays on your doors, open the app and set the Contact Sensor placement settings to **Main Door,** then customize each delay. You can choose between 0 seconds (no delay) and 180 seconds (3 minutes). Just make sure you give yourself enough time to arm and disarm your Alarm.



What happens when your Ring Alarm begins to sound?

Your Ring Alarm experience may differ depending on whether or not you've signed up for professional monitoring. Professional monitoring is available with some subscription Plans.

	Professional monitoring with Ring Protect	Self monitoring
When a security threat is detected, the Sensor sends a signal to the Ring Alarm Base Station.	✓	✓
Ring Alarm sends a notification to your phone, email (if turned on). Shared Users on your account also get alerts.	✓	✗
Ring Alarm sends the signal to the monitoring center.	✓	✗
Cellular backup sends the signal if your internet is down.	✓	✗
The monitoring center calls emergency contacts, asks for the verbal password, and checks if help is needed.	✓	✗
Emergency responders are dispatched to your home, if needed.*	✓	✗

* If local laws require alarm verification, the monitoring center first dispatches Guard Response if you've opted-in to this service.

Owners and Shared Users

You can invite trusted people to use your Ring Alarm, and provide them with limited access.

	Owners The Owner is the master account used to set up your Ring Alarm.	**Shared Users** Best for family members, trusted friends, caregivers, and pet sitters.	**Guest Users** Best used for short-term visitors and contractors.
Arm and Disarm	✓	✓	✓
Arm and Disarm digitally via the app (Ring Protect required)	✓	✓	✗
View cameras	✓	✓	✗
Change device settings	✓	✗	✗
Add and delete users	✓	✗	✗
Access billing and account settings	✓	✗	✗
Requires an email address for account setup	✓	✓	✗
Can have access limited by a schedule	✗	✗	✓

Adding and removing Shared Users and Guest Users

To add users to your account, open the Ring app and tap **Menu**, then tap **Settings**, then **Users**.

Shared Users
Choose your new Shared User's unique access code, then tap **Send Invite**. The invite expires in seven days, but you can always resend it, if needed.

Guest Users
Choose your guest's unique access code and give it to them directly, as there will be no email. You can also add a schedule to specify when your Guest User can arm and disarm.

You can remove Alarm access for Shared Users or

- To remove Alarm access without deleting a Shared User, tap their name and then the toggle next to Alarm Base Station. This user can still have camera access, if available.

- Delete any user from your Ring account by tapping on the user's name, then tapping Remove User.

Managing alerts (Ring Protect required)

Your Ring Alarm can send notifications to your phone and email when the Alarm begins to sound, when a device has a low battery, and for a variety of other events.

To adjust your alerts, open the side menu, tap **Settings,** and select **Alarm Alerts**. Each Ring app Shared User can turn on and off alerts without impacting other users.

Note: Emergency Alarming alerts can never be turned off.

Using the Keypad emergency buttons
(Professional monitoring only)

In the event of an emergency, the Ring Alarm Keypad offers one-touch access to get you the help you need.

Press and hold any button for three seconds to send a signal to the monitoring center and request emergency help.



The **Police button** will send a panic signal to request police dispatch to your address and sound the siren.

The **Fire button** will request fire department dispatch to your address and sound the siren.

The **Medical button** will request an emergency medical response to your address.

TIP
If you are self-monitored, pressing the Police or Fire button will simply sound the siren.
No emergency services will be requested.

7. Let's cover some security basics.

Download your insurance certificate

To download a Ring Alarm professional monitoring certificate for your insurance company, log in to your account on Ring.com.

Move your cursor over your name in the upper right corner, then click **Settings**, then click **Monitoring**, then **Certificate**.

7-Day Practice Mode.
(Professional monitoring only)

7-Day Practice Mode is designed to help you learn how to use your Ring Alarm, develop good security habits, and reduce false alarms.

Once you sign up for professional monitoring, your Ring Alarm enters 7-Day Practice Mode. During this time, you'll get a call with an automated message if you set off your alarm, but emergency responders won't be dispatched.

After seven days, your alarm will automatically enter full professional monitoring mode. From here on, setting off your Alarm will trigger a live call and a request for emergency response.

False alarms

A “false alarm” occurs when someone or something accidentally triggers your Alarm and the siren sounds, but there is no real emergency.

False alarms divert emergency responders from true emergencies, and home and business owners could be charged fines for false alarms. The best way to prevent false alarms is to understand and avoid the causes.

Causes of false alarms

- Using Entry and Exit Delays that are too short.
- Not answering the phone when the monitoring center calls.
- Forgetting your verbal password.
- Forgetting to share the verbal password with emergency contacts.
- Placing a Motion Detector across from a heat source.
- Arming in Away Mode instead of Home Mode when there are people inside.

Ways to prevent false alarms

- Make your emergency contacts Shared Users in your Ring app.
- Share the verbal password with your emergency contacts.
- Make sure that everyone at your property knows how to arm and disarm the Alarm.
- Make sure everyone with lock access to your property has Alarm access too.
- Save the Ring monitoring center phone number 833-209-2159 as a phone contact with a unique ringtone.
- Make sure all Ring Alarm users know when to use Home and Away Modes.
- Set your Entry Delay to give enough time to disarm the Alarm after opening the door.
- Set your Exit Delay setting to give you enough time to exit and close the door.
- Check that your Motion Detectors are not aimed at heat sources or windows, both of which can trigger false alarms.

For more tips on avoiding false alarms, visit: ring.com/alarm-faq

Practice, Practice, Practice.

The more comfortable you feel using the system, the better you can understand how to adjust Ring Alarm settings for convenience and safety.

Everyone who uses your Ring Alarm should practice arming and disarming it, and understand how to avoid false alarms.

These activities may help:

- Provide everyone at your location who needs to use Ring Alarm with Shared or Guest User access.
- Make sure all Shared Users download the Ring app.
- Test your Exit and Entry Delays and make sure they give you enough time to leave and enter.
- Check that your Motion Detector coverage doesn’t have any blind spots.
- Adjust your Motion Detectors sensitivity settings so pets don’t set off the alarm.*
- Make sure your Contact Sensors and magnets are securely attached to doors and windows, and won’t get bumped or broken.

If you have professional monitoring:

- Confirm that your emergency contacts know the verbal password. Check every month to make sure that they remember it.
- Make sure your emergency contacts save the Ring monitoring center phone number in their phones: 833-209-2159
- Try setting off the Alarm during your 7-Day Practice Mode. Does everyone at your address know what to do? Do your emergency contacts answer when the monitoring center calls?
- Review your emergency contact list in the Ring app and confirm that phone numbers are up to date.

**To avoid false alarms, use the app to adjust motion sensitivity to accommodate many pets.*

Permits and Registrations
(Professional monitoring only)

Some jurisdictions require home and business owners to register their security systems or get a permit in order to dispatch emergency responders. At Ring, we want to make sure you're in compliance with these local permit laws.

Each jurisdiction has different rules and application forms for getting a permit, and sometimes they require a small annual fee.

We will email you to let you know if you need a permit, if Ring is required to get the permit for you, or if you don't need one, along with other important details.

If you don't get a permit email from Ring within five business days (and it's not in your Spam folder), contact Ring Support for more information.

Add your permit information to the Ring app.

If your Alarm permit includes a permit number and expiration date, add these to your Ring app. To do this, open the menu, tap **Settings**, then tap **Monitoring**, then **Permit**. Finally, choose your Permit type to add the details.

In some locations, emergency responders may not be dispatched to your location unless your permit registration number is on file.

Note: Not all permits and alarm registrations have numbers.

The fine print

We work hard to make sure you have up-to-date information about your local permit and registration laws, but sometime jurisdictions change their permit requirements and applications.

You can always reach out to your local municipality directly to ask about alarm system permit requirements.

8. Any questions?

We've got answers.

Sometimes you need a little extra help with:

- Installing Sensors and replacing batteries.
- Understanding the lights on your Keypad and Base Station.
- Using your Ring Alarm with Amazon Alexa.
- Avoiding false alarms.

For answers to the most commonly asked questions, we recommend you start here:

ring.com/alarm-faq

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

For Z-Wave technical manuals, visit **ring.com/z-wave**

To review your warranty coverage, please visit ring.com/warranty.

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