



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 the Ring Alarm system. The more Ring devices you add, the more you can see and hear from anywhere.





## Contents

1. Install the Ring Doorbell Transformer
2. Bypass your Internal Doorbell
3. Install your Ring Video Doorbell Pro
4. Set Up your Ring Doorbell in the Ring App
5. Set Up your Ring Chime
6. Using your Ring Video Doorbell Pro
7. Troubleshooting

### **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 Ring Doorbell Transformer

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

**If you need help with this process or live in an area where it's illegal to work inside your fusebox or consumer unit, hire a qualified electrician.**

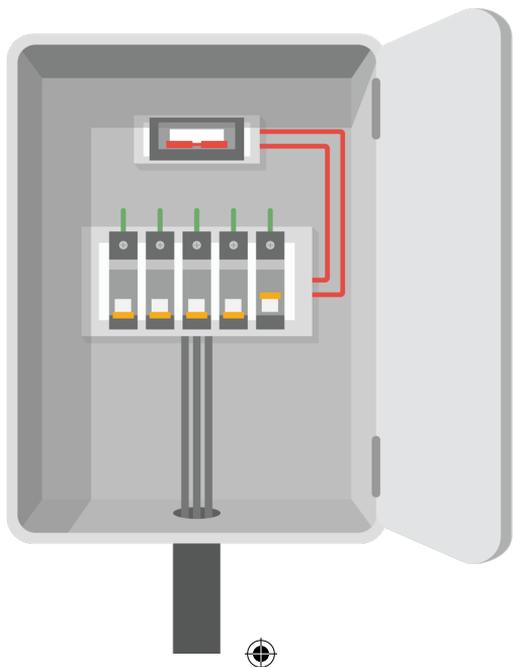
Since most doorbells aren't rated for use with a 24VAC transformer, you'll also need to bypass your existing doorbell **using the provided Pro Power Kit**, pictured below.





## Shut off power at the fusebox

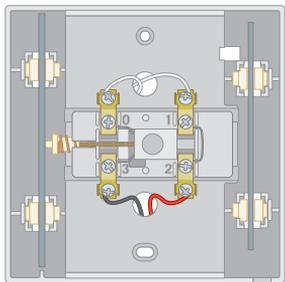
Since you'll be working with high-voltage electricity, first shut off the main power switch on your fusebox or consumer unit.



## Locate your existing doorbell transformer

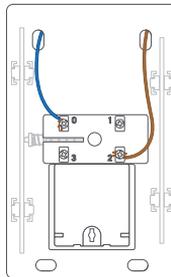
Your transformer is most likely in your fusebox or consumer unit. If not, look in other places where electrical components are installed.

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



Standard Internal Doorbell (Transformer likely to be in fusebox)

OR



Internal Doorbell with Integrated Transformer



## Replace your transformer

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

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

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

Make sure that each wire is securely clamped for a solid connection.

To your Ring Pro (1, 4)



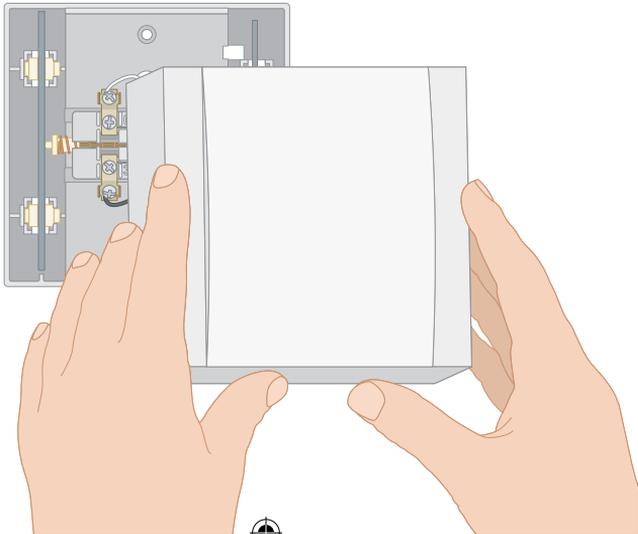
Mains Power In (5, 6)



## 2. Bypass your Internal Doorbell

Locate your internal doorbell, and remove the cover. Study the 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 here, consult your doorbell's instruction manual for guidance.

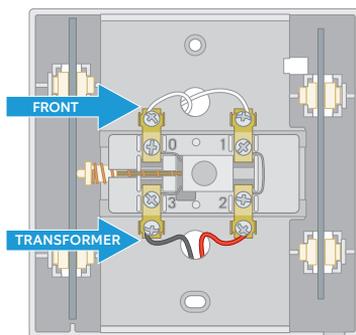


## Identify your doorbell's power source

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

If you look closely, you can see thin wires, running from terminals 0 and 3 to the hidden solenoid.

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

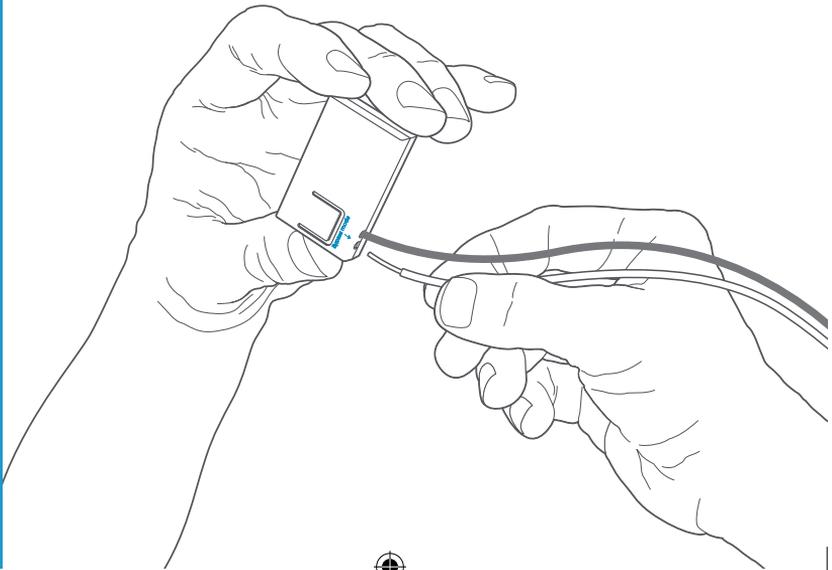


## Connect the Pro Power Kit

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

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

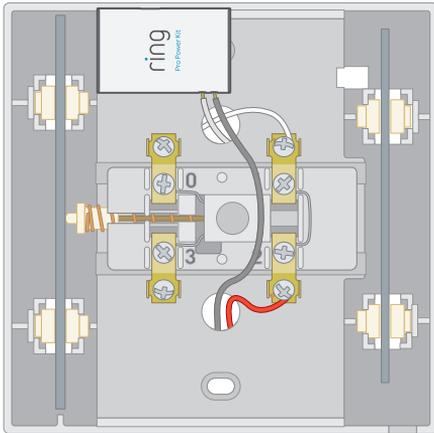
It doesn't matter which wire goes to each hole.



## Replace the cover

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

Now you're ready to install your Ring Video Doorbell Pro!

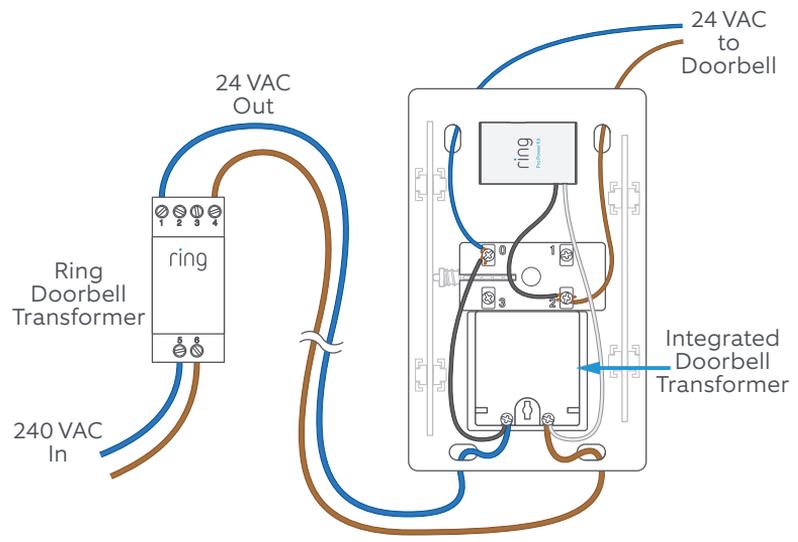


## Is your Doorbell Transformer Inside your Internal Doorbell?

In some cases, your doorbell transformer may be integrated into your internal doorbell. In this configuration, mains 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 mains 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 power to your doorbell. The final install, including the Pro Power Kit, should look similar to this diagram.



2. Bypass your Internal Doorbell



## 3. Install your Ring 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.



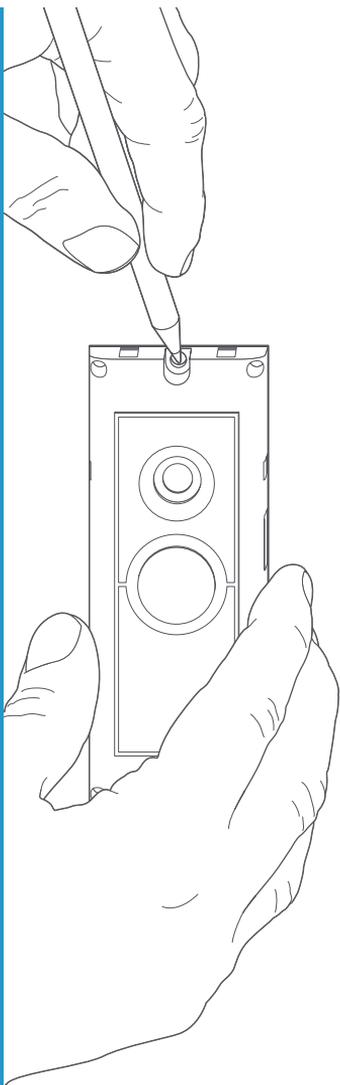
**Wire Extenders and Wire Nuts** - Use to extend existing doorbell wires (if needed).



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



### 3. Install your Ring Video Doorbell Pro

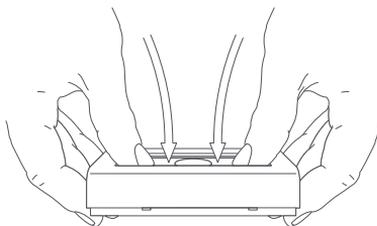


## Mark the Holes

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:

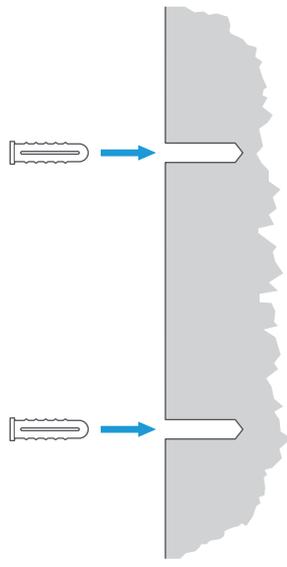




## Install Anchors (Optional)

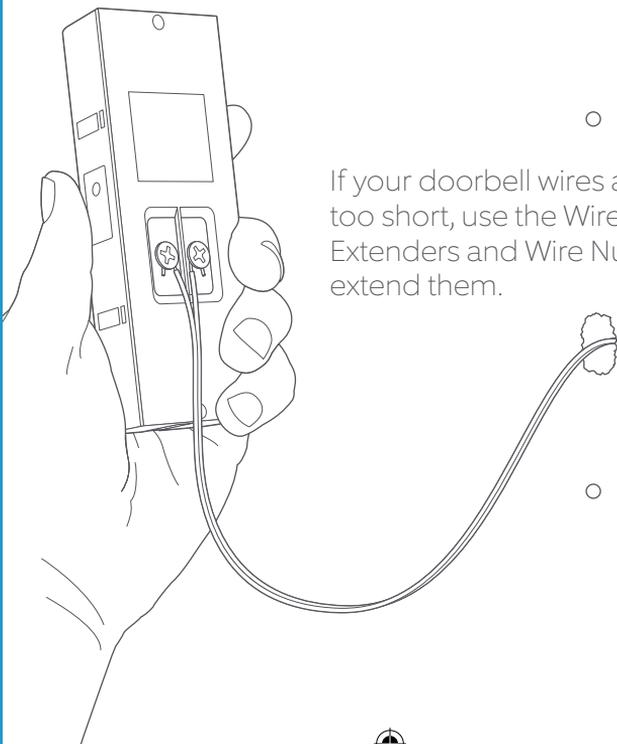
If you're installing on a hard surface such as concrete, stucco, or brick, use the provided bit to drill two holes in your wall, and push the provided anchors into these holes.

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.



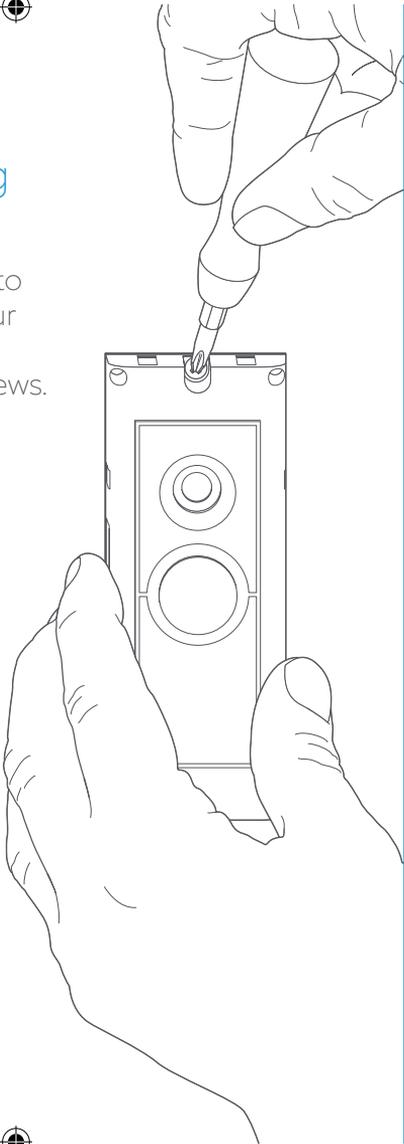
## Mount your Ring Doorbell

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.



## 4. 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.



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

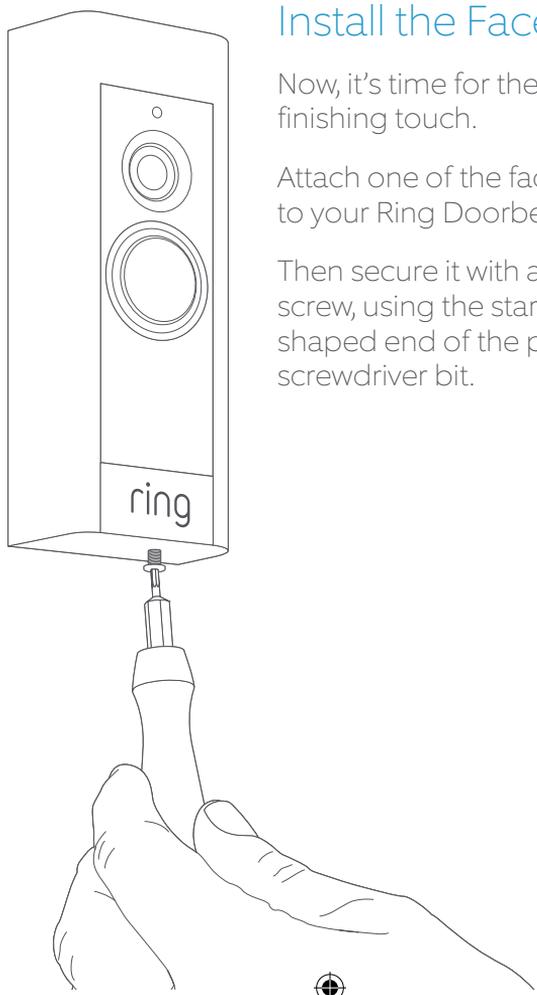


## Install the Faceplate

Now, it's time for the finishing touch.

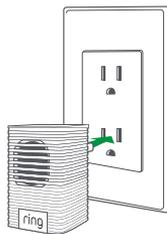
Attach one of the faceplates to your Ring Doorbell.

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



## 5. Install your Ring Chime

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



Choose an outlet that is central to your home, so you can clearly hear your Ring notifications.



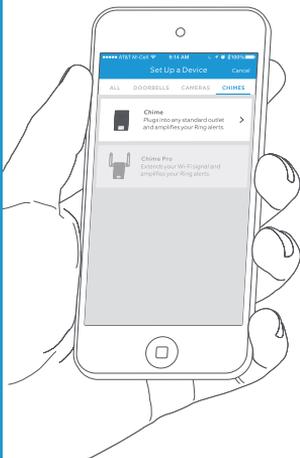
AU



UK



EU



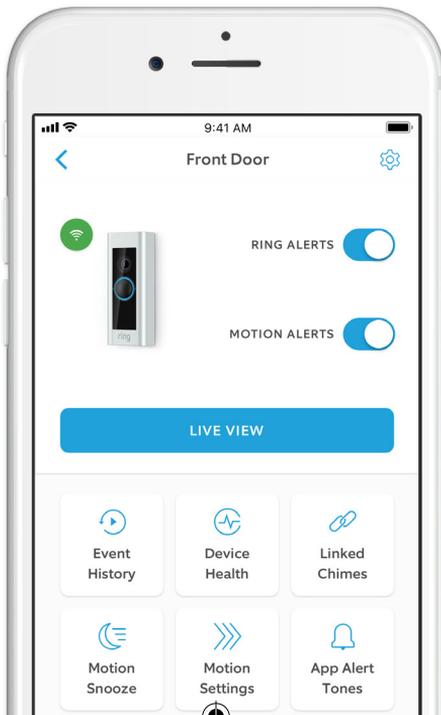
## Set Up your Chime in the Ring App

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



## 6. 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

### Shared Users

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



Motion Settings

### Motion Settings

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



Device Health

### Device Health

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



Event History

### 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 Protect



This optional subscription service stores recordings of every event your Ring Doorbell captures.

You can access these events for up to 30 days on any device running the Ring app, or by logging into your account at: [ring.com/activity](http://ring.com/activity)

Learn more at: [ring.com/protect-plans](http://ring.com/protect-plans)



Your Ring Doorbell includes a free 30-day trial of Ring Protect 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 someone rings your Doorbell or 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 live video.



## 7. Troubleshooting

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

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.

### Video or Audio 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 signal seems strong, tap \*Test Your Wi-Fi\* and follow the in-app instructions to test your network.

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



## I Can't Find the 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.

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

If the setup fails in the Ring app, 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.



**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. For more information, see “I’ve Installed my Ring, But it Won’t Turn On” in this section.

## I’m not Receiving Motion Alerts

Make sure you’ve created at least one Motion Zone and turned on Motion Alerts.

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

## 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.
4. When prompted, allow microphone access.



### 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.



 [ring.com/help](https://ring.com/help)

-  +800 87 00 97 81

---

-  +44 1727 263045

---

-  +800 87 00 9781

---

-  +800 87 00 9781

---

-  +1 310 929 7085

---

-  +61 1 300 205 983

---

-  +64 9 887 9871

---

-  +52 55 8526 5445

---

-  +54 11 5031 9543

---

-  +57 1 381 9843

---

-  +56 22 405 3059

---

-  +507 833 6750



**ring** 1523 26th St.  
Santa Monica, CA 90404

© 2019 Ring, LLC or its affiliates.  
RING, ALWAYS HOME, and all related logos are trademarks of Ring, LLC or its affiliates.  
Last updated: 02/19/19

