

ring

Video Doorbell Pro  
+ Plug-in adapter



## 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.

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1. Install Ring Video Doorbell Pro with Plug-In Adapter
2. Set up your Ring Video Doorbell Pro in the Ring App
3. Troubleshooting

# 1. Install Ring Video Doorbell Pro with Plug-In Adapter.

Everything needed for installation is included in the box.



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



**Drill Bit and Wall Plugs** – Use the included drill bit to drill holes for the wall plugs if installing on concrete, render, or brick.



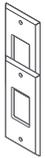
**Mounting Screws** – Use two to mount your Ring Video Doorbell Pro.



**Security Screws** - Use one to secure the faceplate.



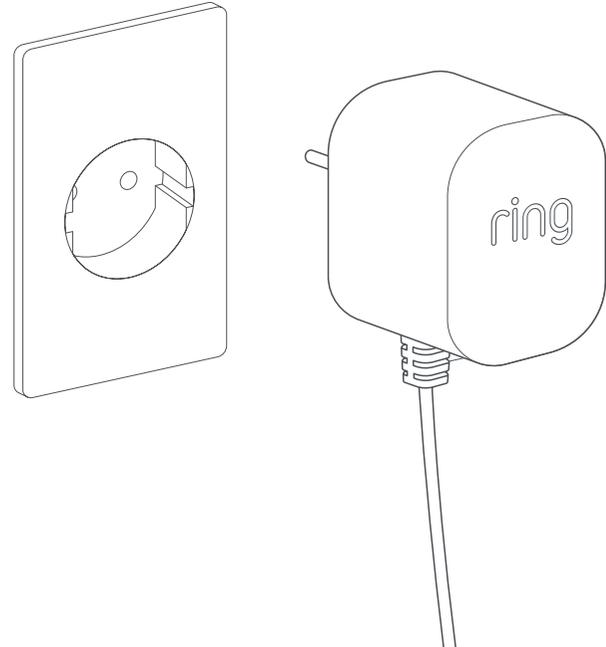
**Wire Extenders and Wire Nuts** – Use to extend existing doorbell wires (if needed).



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

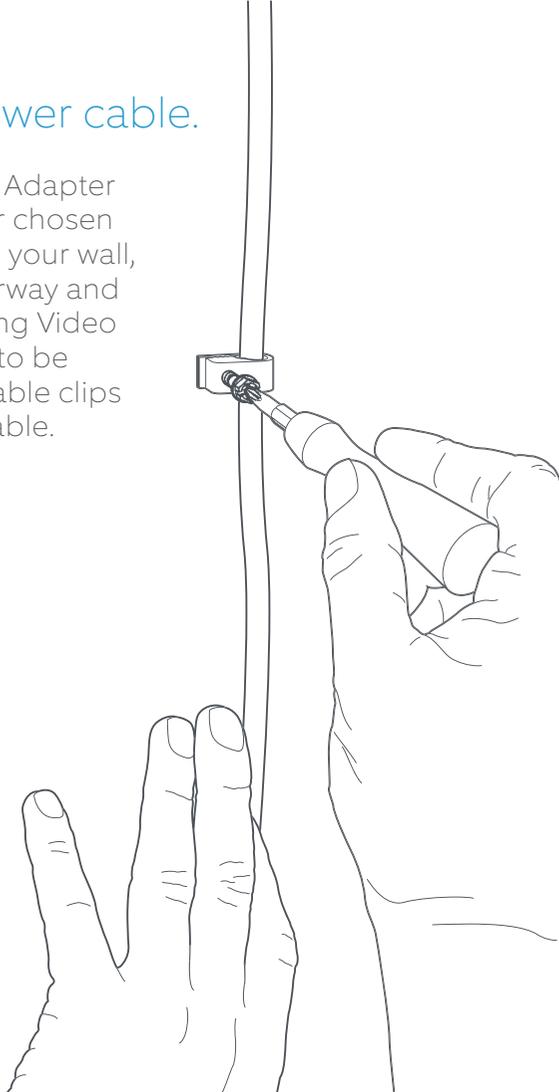
## Shut off power at the fusebox.

Place Plug-In Adapter near your chosen electrical socket, but don't plug it in yet.



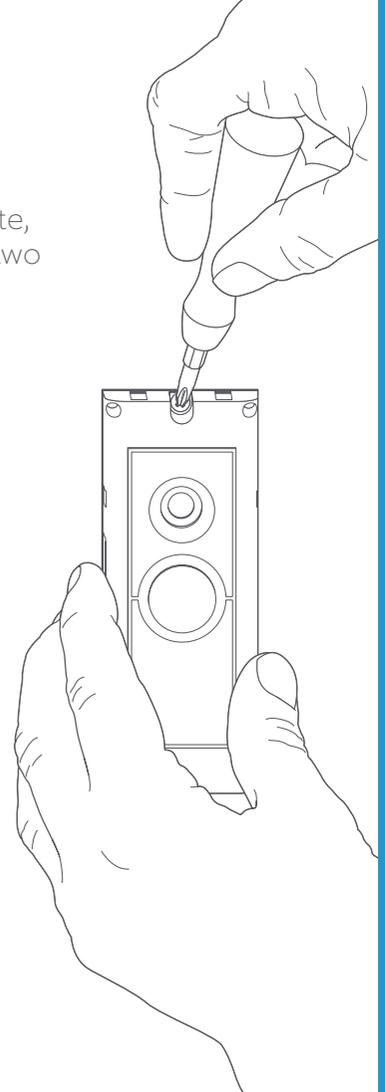
## Run the power cable.

Run the Plug-In Adapter cable from your chosen socket, through your wall, window or doorway and out to where Ring Video Doorbell Pro is to be installed. Use cable clips to secure the cable.



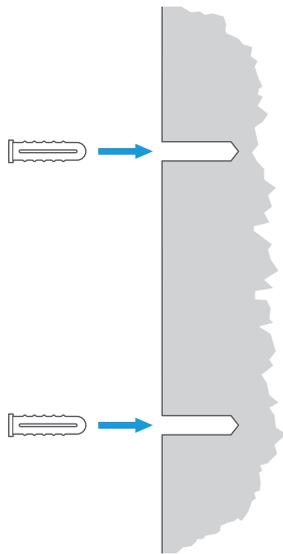
## Mark the holes.

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



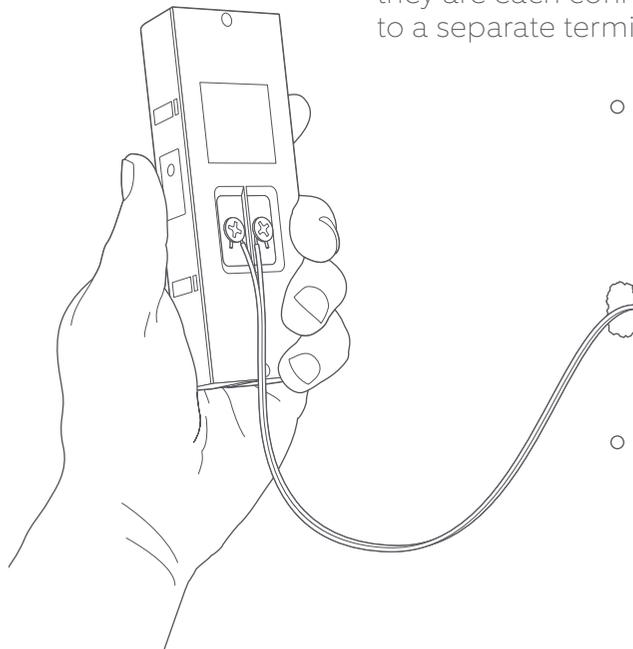
## Install wall plugs.

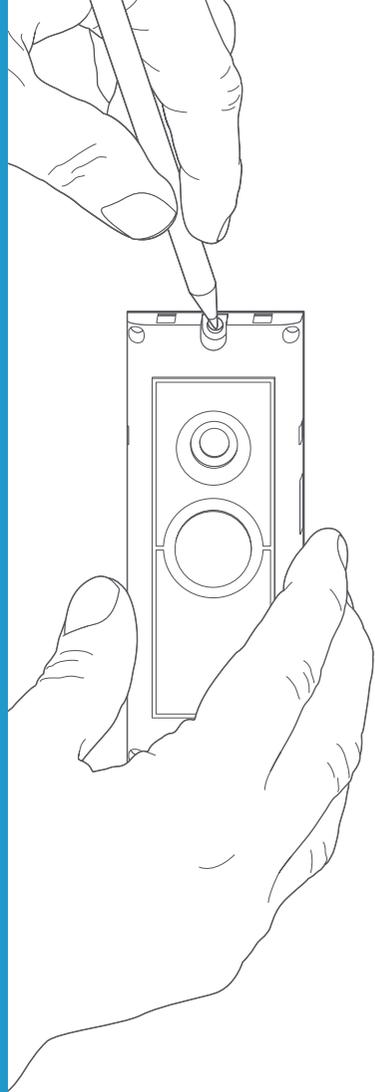
If you're installing on a hard surface such as concrete, render, or brick, drill two holes in your wall and push the provided wall plugs into the holes. Please note that if you are installing on a wooden surface, then you can screw directly into the wood without the need for wall plugs.



## Connect the cable.

Attach the ends of the cable to the terminals on the rear of your Ring Video Doorbell Pro. It doesn't matter which cable end connects to which terminal, as long as they are each connected to a separate terminal.





## Mount your Ring Video Doorbell Pro.

Feed any excess cable back through your wall, window or doorway, before mounting Ring Video Doorbell Pro onto your wall using the included screws.

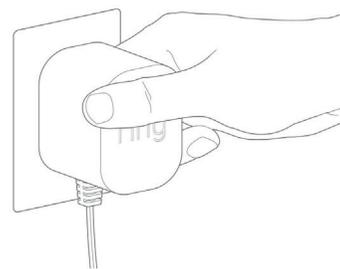


## Attach the power plug.

Slide the included power plug into Plug-In Adapter until it snaps into place.

## Switch on Plug-In Adapter.

Connect Plug-In Adapter to your chosen socket, turn it on and then wait for your Ring Video Doorbell Pro to power up. Ring Video Doorbell Pro will need to charge for a few minutes before it can be set up.



## 2. Set up your Ring Video Doorbell Pro in the Ring App.

### **Open the Ring App.**

On your mobile device, open the Ring app, then scroll down and select Set Up a Device in the dashboard.

### **Scan the QR Code.**

On the next screen, select Doorbells and when requested, hold the camera on your mobile device up to the QR code on the side of your Ring Video Doorbell Pro. You may be asked to grant access to the camera on your mobile device before you can scan the QR code.

### **Select location and name.**

You'll now be asked to enter the location of your Ring Video Doorbell Pro. Fill in the details and then select Continue.

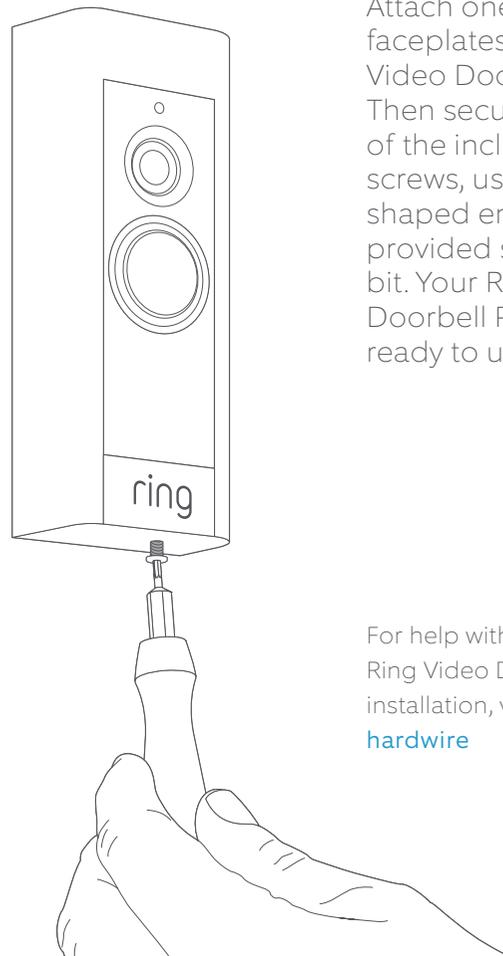
You'll now need to choose a name for your Ring Video Doorbell Pro. Select from three preset names, or click Customised to create your own.

### **Installation check.**

You'll now see the following message: Before you continue, turn off power at the fuse box. If you have followed all the previous installation instructions in this manual, select I've already installed it. If you haven't installed Ring Video Doorbell Pro onto your wall, then select I've turned power off and follow the installation instructions in this manual before setting up Ring Video Doorbell Pro in the Ring app.

### Connect to your home network.

If the light on the front of your Ring Video Doorbell Pro is spinning, select Yes. If the light isn't spinning, select No, then follow the instructions to prepare your Ring Video Doorbell Pro. On the next screen, you'll be asked to connect to your home wifi network. Select your wifi network from the list that appears and enter your password. Your Ring Video Doorbell Pro will take a few moments to connect to your wifi network. Congratulations, setup is complete!



### Install the Faceplate.

Attach one of the faceplates to your Ring Video Doorbell Pro. Then secure it with one of the included security screws, using the star-shaped end of the provided screwdriver bit. Your Ring Video Doorbell Pro is now ready to use.

For help with any other Ring Video Doorbell Pro installation, visit [ring.com/hardware](https://ring.com/hardware)

### 3. 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 Video Doorbell Pro requires AC power to function.

#### Video or audio quality is poor.

In the Ring app, tap your Ring Video Doorbell Pro. Then tap Device Health, and tap the ? button next to Signal Strength. If your wifi signal seems strong, tap Test Your Wi-Fi and follow the in-app instructions to test your network.

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

### **I Can't Find the Ring wifi 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 wifi connection, wait 30 seconds and turn it back on.

If the Ring network still fails to appear, ensure that your Ring Video Doorbell Pro is connected to Plug-In adapter and that power is on.

### **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 wifi router, if they are separate) for 40 seconds, then reconnect power and repeat the setup process.
- Perform a hard reset on your Ring Video Doorbell Pro by holding down the setup button for 15 seconds. Wait 30 seconds, then repeat the setup process.

## I'm having trouble completing in-app set up.

If the setup fails in the Ring app, the light on the front of your Ring Video Doorbell Pro indicates the issue:



**Top flashing white** – Your wifi password was entered incorrectly. Select your wifi 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 Video Doorbell Pro may be too far from your router to get a decent signal. You may want to install your wifi router closer to your Ring Doorbell, or add a Ring Chime Pro to extend the range of your wifi signal.



**Left flashing white** – There may be an issue with your internet connection. Unplug your modem (and wifi router, if they are separate) for 40 seconds, then reconnect power and repeat the setup process.



**Spinning white** – Your Ring Video Doorbell Pro 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 Video Doorbell Pro are connected to the cables of your Plug-In adapter. 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



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