ring

Alarm

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. Runs for months on battery, or connects to power using the USB cable and power supply.

Range Extender

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

Motion Detector

Alerts you to movement inside your home. Mounts using hardware included with the Motion Detector Install Kit.

Contact Sensor

Alerts you when a door or window is opened. Uses the Sensor magnet and mounting hardware included with the Contact Sensor Install Kit, or the bonus Slim Magnet for narrow doorways.

1. Your home + Ring Alarm.

This sample house shows how Ring Alarm can be set up in a home. You should customise your Ring Alarm setup to meet your own needs.

⊡ Base Station

▦ Keypad

◠ Motion Detector

▭ Range Extender

▭ Contact Sensor
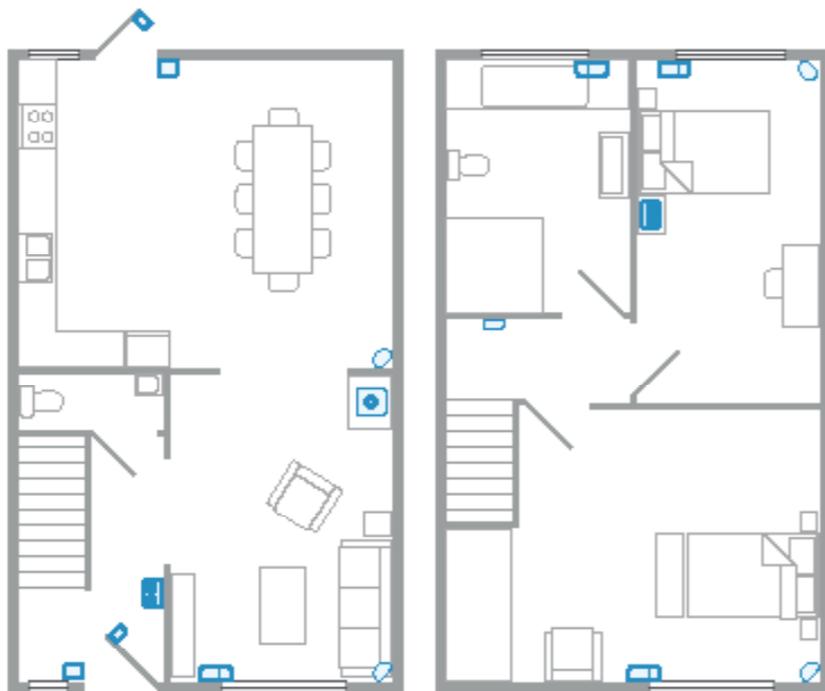
2. Set up your Ring account.

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 Base Station.

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.

> **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.

Visit ring.com/alarm-faq for more information about LED patterns during pairing.

Rear of Base Station

4. Set up Assisted Monitoring.

What is Assisted Monitoring?

Assisted Monitoring automatically calls your emergency contacts whenever your Ring Alarm detects a security issue and sounds the alarm.

A subscription to Ring Protect Plus is needed before you can sign up for Assisted Monitoring (plus cellular backup). Your Ring Alarm kit comes with a trial of Protect Plus.

Your Ring Protect Plus subscription gives you other benefits including 24/7 cellular backup. If your internet goes down, or your router loses power, cellular backup will send your Ring Alarm signal to the monitoring service.

Signing up for Ring Protect Plus.

1. After you add your Base Station, open a web browser, visit ring.com/protect-plans and subscribe to the Ring Protect Plus plan.
2. When you're done, open the app and tap on the Menu. Then go to Settings, then Monitoring to configure Assisted Monitoring.

What is self monitoring?

If you skip Assisted Monitoring, your Ring Alarm will be self monitored. In an emergency, your Alarm will sound but it won't signal the monitoring service, and your emergency contacts won't get calls about your alarm.

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

Find your local Ring Monitoring Service phone number at ring.com/monitoring-service

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.

> **Don't pull out all of the tabs at once! It can make setting up your Ring Alarm a lot more complicated. Wait until you're ready to set up a certain device, then only pull its tab when the app prompts you.**

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
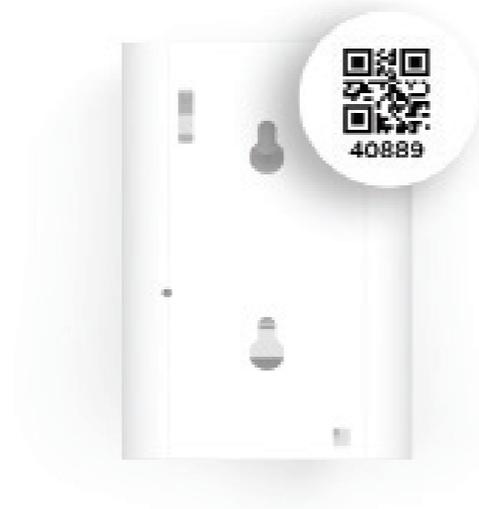
Back of Contact Sensor

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Contact Sensors.

Contact Sensors 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 1.27cm (1/2") apart.

We recommend installing Contact Sensors on every door and window that offers easy access to your home, such as ground floor windows, or upper 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 19.

3. **Install.**
   Choose where you'd like to install your Sensor and magnet. If you have a narrow doorway, use the included Slim Magnet instead. Line them up with no more than 1.27cm (1/2") 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 18.
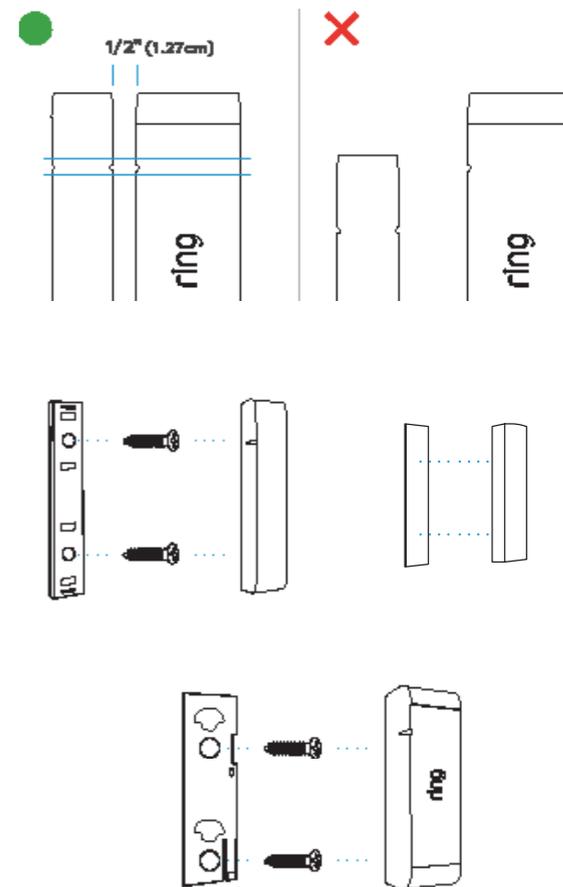
Motion Detector.

Motion Detectors are designed to be smart. They allow you to move freely through your home while also being ready to detect movement through rooms and hallways when armed.

When working normally, Motion Detectors detect motion constantly, but will only notify you to the first detection. After three to four minutes of no activity, it will be ready to notify you again. You can arm your Alarm in Away Mode during this period, and it will detect intruders.

In Test Mode, motion is constantly detected, and will notify you about every 15 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 1.2 m (7') 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.

- Don't place your Ring Alarm system in an unheated building, such as a garage or shed.

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**
   Locate the bracket for the back of the Detector in the accessory bag. Securely mount the bracket using the included tape or screws. Snap the Motion Detector onto its bracket.
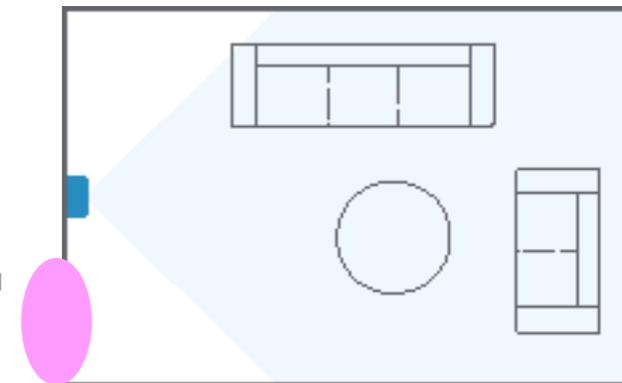
Motion Detector on a wall
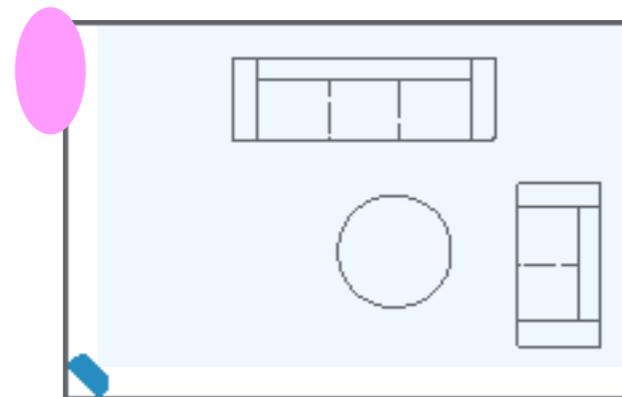
Motion Detector in a corner

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.

   For more on Entry and Exit Delays, see page 18.

To install 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.

To place the Keypad on a table:

- Slide the bracket off of the Keypad.

- Flip the bracket over, then slide it back on to elevate the Keypad.

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.
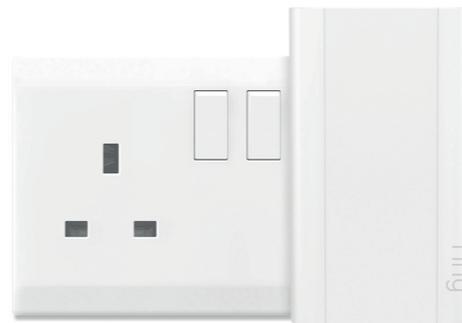
Install Steps:

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.
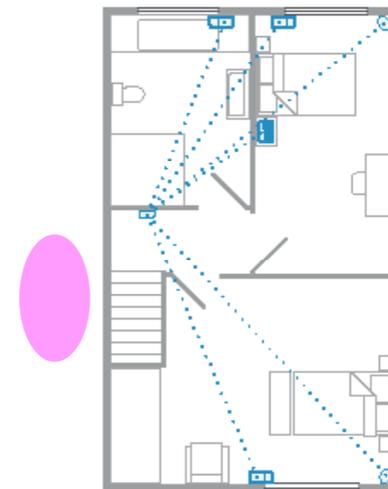
6. Learn to use Ring Alarm.

Alarm Modes.

Your Alarm system has three Security Modes to choose from: Disarmed, Away, and Home. You can switch between them using the Keypad and the Ring app.

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.

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.

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.

How to Arm and Disarm your Ring Alarm:

First, make sure that the doors and windows are closed.

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

Using the app
Open the app and tap the Mode of your choice.

> **TIP**
> Disarming will cancel your alarm signal. If you have Assisted Monitoring, disarming the system during an alarm cancels the signal sent to the monitoring service.
>
> In an emergency, if you want to silence the alarm without canceling the alarm signal, tap the Silence Siren button in the app.

How to trigger Panic alarm.

Ring Alarm features a Panic alarm just in case an emergency occurs while you're at home. To trigger it, press and hold the **X** and ✔ buttons on the Keypad at the same time for three seconds.

Triggering the Panic Mode will sound the siren. If you have Assisted Monitoring, it will send a signal to the monitoring service, which will call your emergency contacts at the same time.
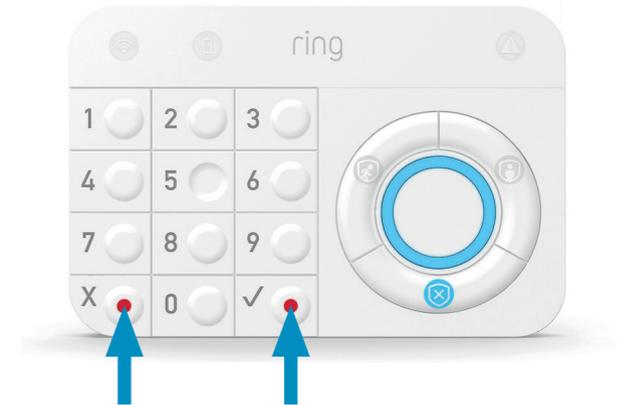
Bypassing Sensors.

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. Press the ✔️ button to bypass, or to cancel arming, do nothing.

Using the app
If you try to arm your Alarm and a Sensor needs to be bypassed, you'll get a notification.
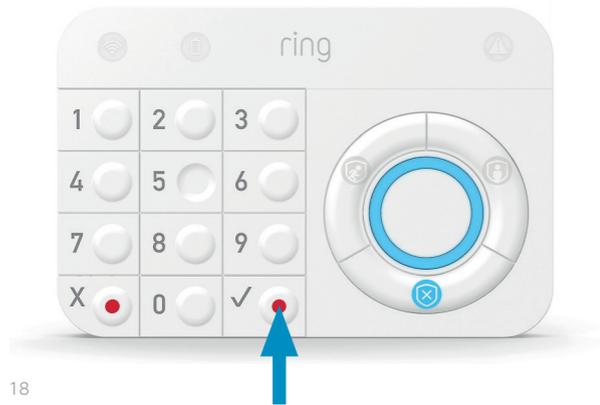
Using Keypad power save options.

- **Plugged in:** Current mode button light is always on. Numbers light up when it's dark or motion is detected.

- **Battery, with power save on:** Current mode buttons light up when a button is pressed.

- **Battery, with power save off:** Current mode buttons light up when motion is detected. Numbers light up when it's dark or motion is detected.

To adjust the Keypad power save settings, open the app, tap the **Devices** menu to find your **Keypad**, and use the power save toggle.

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 customise 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.

Changing armed modes for Sensors.

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 customise 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.

What happens when your Ring Alarm begins to sound?

Assisted Monitoring, which is only available with a subscription to Ring Protect Plus, provides an extra layer of security by notifying your emergency contacts via an automated call when a security issue is detected.

	Assisted Monitoring with Ring Protect Plus	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 service.	✓	✗
Cellular backup sends the signal if your internet is down.	✓	✗
The monitoring service calls your list of emergency contacts, leaving voicemail messages until a contact answers.	✓	✗

Visit ring.com/protect-plans learn more about subscribing to Ring Protect Plus.

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 via Keypad with access code	✓	✓	✓
Arm and disarm via app	✓	✓	✗
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.

Removing Alarm Access and Deleting Users

- **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.

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.

7. Practise, Practise, Practise.

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, understand when to use Home and Away Modes, and know how to avoid false alarms.

False alarms.

A "false alarm" occurs when someone or something accidentally triggers your Alarm and the siren sounds, but there is no real emergency. The best way to prevent false alarms is to understand and avoid the cause.

> **TIP**
> For tips on Ring Alarm, replacing Sensor batteries, using Alexa and more, visit:
> ring.com/alarm-faq

These activities may help prevent false alarms:

- 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 and doesn't face heat sources. Adjust motion 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.

- Save the Ring monitoring center phone number as a phone contact with a unique ringtone. Find your local number at ring.com/monitoring-service

ring.com/help

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

For the latest version of the Ring Alarm guide at
ring.com/alarm-manual

Find the Z-Wave technical information at
ring.com/z-wave

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