

ring

Protect Kit

Getting Started



What's in your Ring Protect Kit

Ring Base Station



Ring Motion Detector



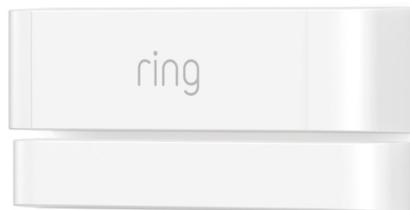
Ring Range Extender



Ring Keypad



Ring Contact Sensor



Contents

1. Connect base station
2. Set up devices
3. Start with Security
4. Explore
5. Troubleshooting

1. Connect your base station.

Download the Ring app

The Ring app will walk you through setting up and managing your Ring Protect Kit.

Search for “Ring” in one of the app stores below, or visit: ring.com/app.



Create your account

If you already have a Ring account, log in to the Ring app with it. If not, the Ring app will guide you through creating your account.

Grab your Wi-Fi password

It's required for the in-app setup. Write it down below so it's handy when you need it:

Your Wi-Fi password 

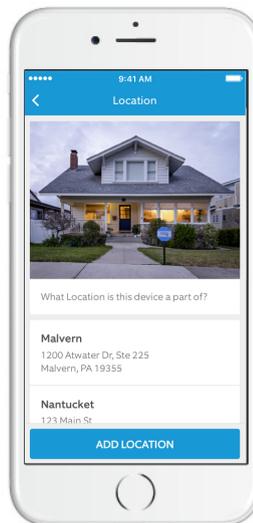
Add a base station

Once you've confirmed your account, tap Ring Base Station to begin adding it. The in-app instructions will guide you.



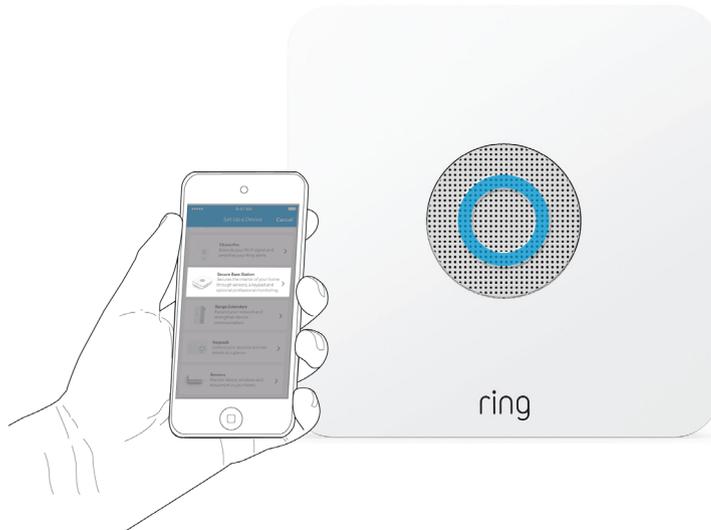
Create your Location

The first step to add your base station is to create a Location, which will enable some Ring Protect security features.



Connect your base station to the internet

First, use your phone to find your base station.



Ring LED patterns (pairing)



Blue Spinning

Ready to pair



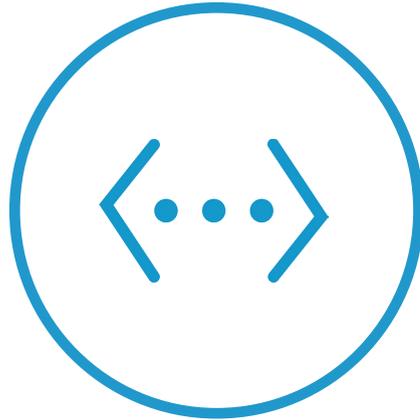
Blue Solid

Pairing successful



Blue flashing

Pairing failed



Once you've found your base station, connect it to the internet. You can connect to your Wi-Fi network or use an Ethernet cable.

Ring LED patterns (connecting to internet)



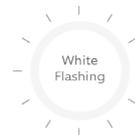
White Climbing

Connecting to Wi-Fi network



White Solid

Connected to Wi-Fi or Ethernet network



White flashing

Wi-Fi network connection failed

Sign up for professional security monitoring

With professional security monitoring from Ring Protect, your home is always protected.

Monitoring permits

Depending on where you live, you may have to obtain a permit before you can use Ring Protect. We've emailed you details, but you can contact your local law enforcement agency to learn more.



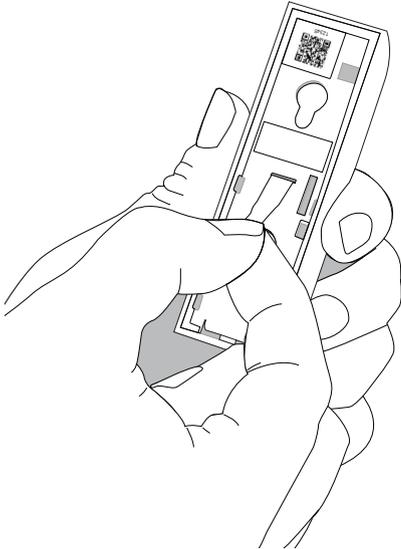
2. Connect your devices and place them around your home.

(This is the fun part.)

Connect your devices

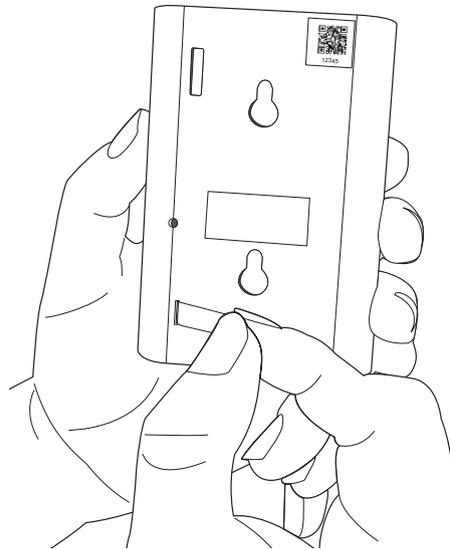
Turn on your devices and watch your base station find them. There's no complicated setup here.

Contact Sensor



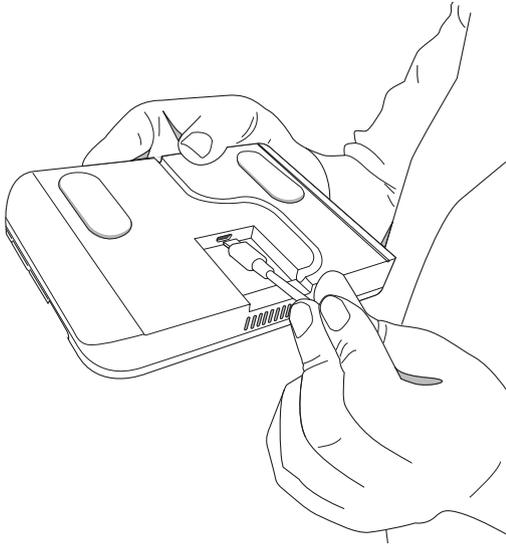
Pull the tab on the back of the contact sensor.

Motion Detector



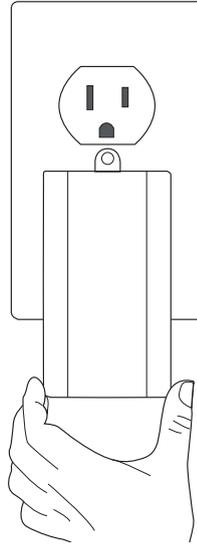
Pull the tab on the back of the motion detector.

Keypad



Plug the power cable into bottom of the keypad.

Range Extender

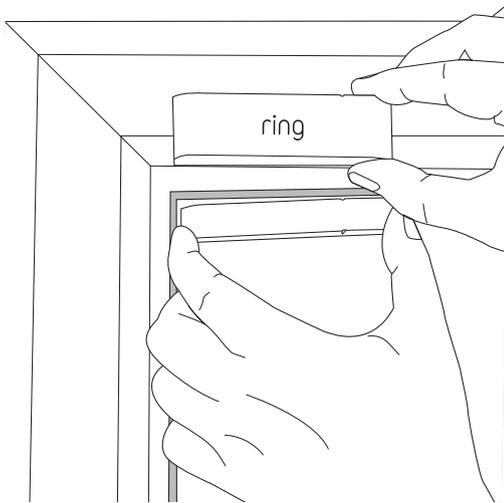


Plug the range extender into an outlet.

Place your devices around your home

Move each of your devices where you'd like to use them, then follow the instructions in the app to make sure they work properly.

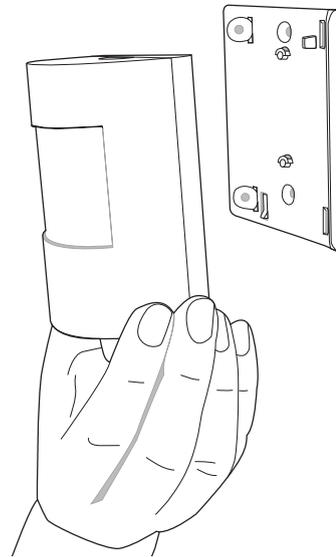
Contact Sensor



Use adhesive or screws to attach the sensor's bracket, then place the sensor on its bracket.

The sensor can be mounted on a door or window.

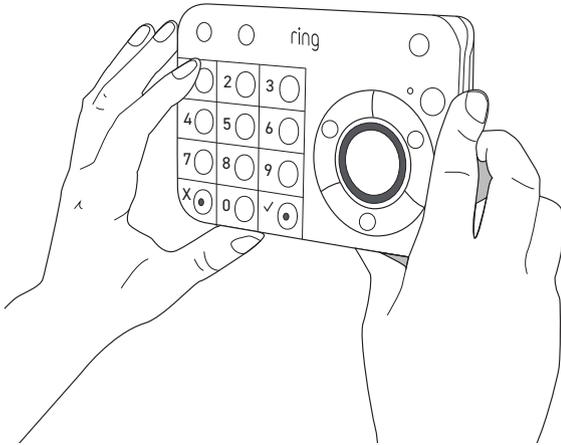
Motion Detector



The motion detector attaches the same way the contact sensor does.

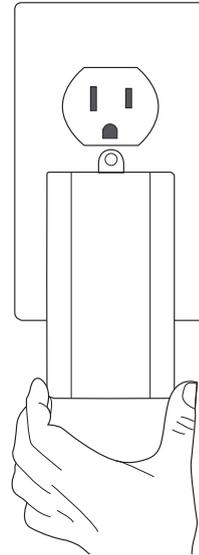
It can be mounted in a corner or flush on a wall.

Keypad



The keypad can be placed on a table or mounted on the wall using the reversible bracket.

Range Extender

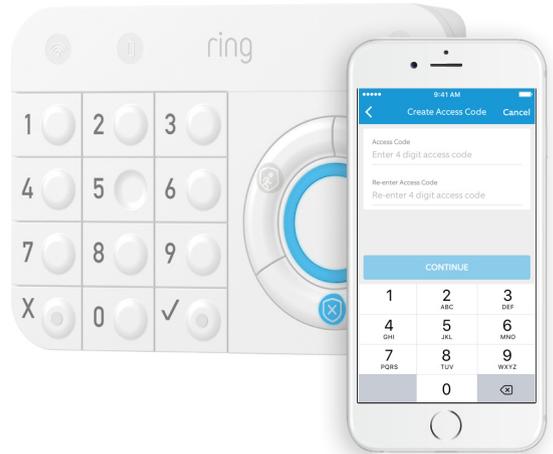


Plug the range extender into an outlet. Not sure which outlet to plug it into? Check out page 19.

3. Get started with your security

Create a security PIN code

You'll need this four-digit code to arm or disarm your Ring Protect on the keypad.



Write down your security PIN code



PIN and Modes.

Security that moves with you

Ring Protect has three security modes to match whatever you're doing.



Home

No sensors are monitored. Move freely through the house.



Away

All sensors are monitored. Secure your whole house.

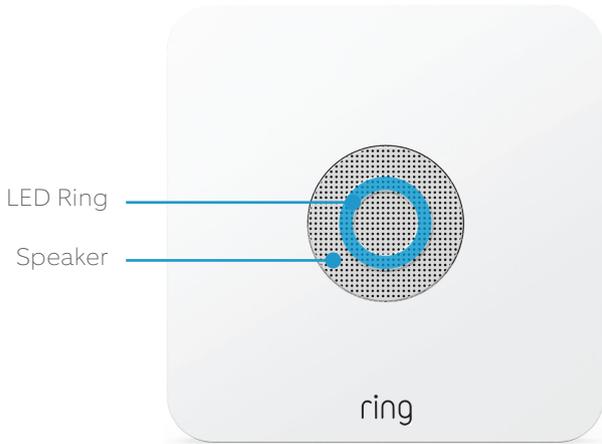


Stay

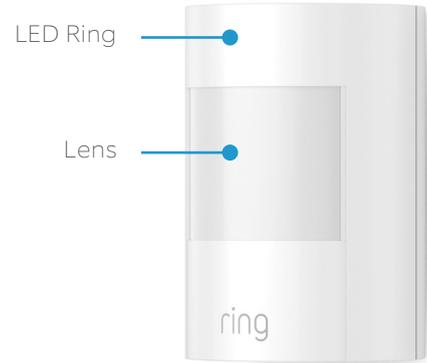
Some sensors are monitored. Freedom and security, mixed.

4. Explore Ring Protect.

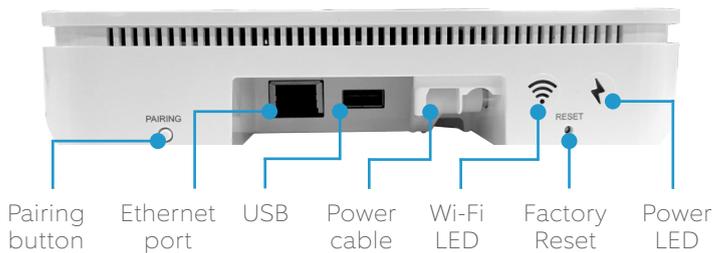
Ring Base Station



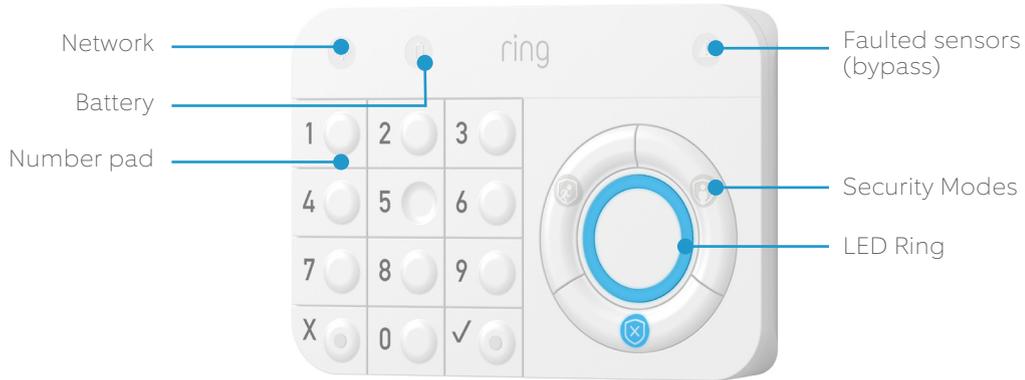
Ring Motion Detector



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5. Having trouble? Here's some answers...

Is there anything I need to complete setup that isn't in the box?

Nope! Everything you need to get started with Ring Protect is included in your kit.

Do I need two accounts for my Ring camera and Ring Protect?

No, you don't need separate accounts for your Ring cameras and Ring Protect. Your current account will work for both.

If I have a Ring Protect subscription, are all my Locations covered?

No. You will need a Ring Protect Plan for each Location if you want advanced features such as professional security monitoring.

Do I need a monthly plan if I want professional security monitoring?

Yes. The monthly plan includes professional security monitoring and cloud video storage. If you want to be monitored, that's the plan you should choose.

I see more than one base station. Which one is mine?

When the base stations appear in the list, the last four digits of the base station's MAC address will appear underneath their name. Find the one that matches yours.

I don't see my Wi-Fi in the list.

If you don't see your Wi-Fi network in the list, you can still connect to it. Tap Add Hidden Network, then enter your Network Name and password.

Can I change my Wi-Fi later?

Yes, you can change your base station's Wi-Fi network at any time.

Where should I place my range extender?

Plug the range extender into an outlet between the base station and the farthest device. This allows your base station to talk to the device more easily.

Should I place my motion detector in a corner or a wall?

Place it where it will have the best view of the area you want to cover. The motion detector should have a clear, unobstructed view of the area. Many people prefer a corner, but don't be afraid to place it on a wall.

How high off the ground should I place my motion detector?

The detector should be about 7' above ground level. This keeps it out of the way of pets, kids, and accidental bumps.

I skipped Monitoring setup. Can I finish the setup later?

Yes, you can come back to the Monitoring setup later. To access the Monitoring setup, open the menu, then tap Settings.

What does the base station's cellular radio do?

The cellular radio allows your base station to send alarm signals to the monitoring center if the usual internet connection isn't working. Hopefully you won't need it, but it's there if you do.

What happens if the power goes out?

Your base station comes with a battery backup that will last up to 24 hours depending on usage. When your base station is running on battery, only a limited set of features will be available, but your home will still be monitored.

Can I add more devices to my Ring Protect?

Yes! You can find a list of all the devices we support by tapping Add (+) on the Device List. Follow the instructions to add a device.

Do I ever need to remove the base station's battery?

No. The base station's battery does not need to be removed at any time.

My base station isn't working. Can I reset it and try again?

Yes. Use a pin to press the Reset button on the base station for twenty seconds. This will factory reset your base station.

Got a question we didn't answer?

Check out our help center at support.ring.com for answers, videos, user manuals, and more.