ring

Base Station

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:
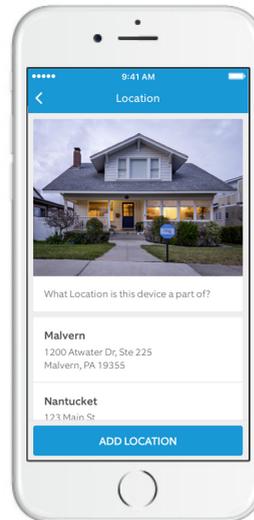
Your Wi-Fi password ↗

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.
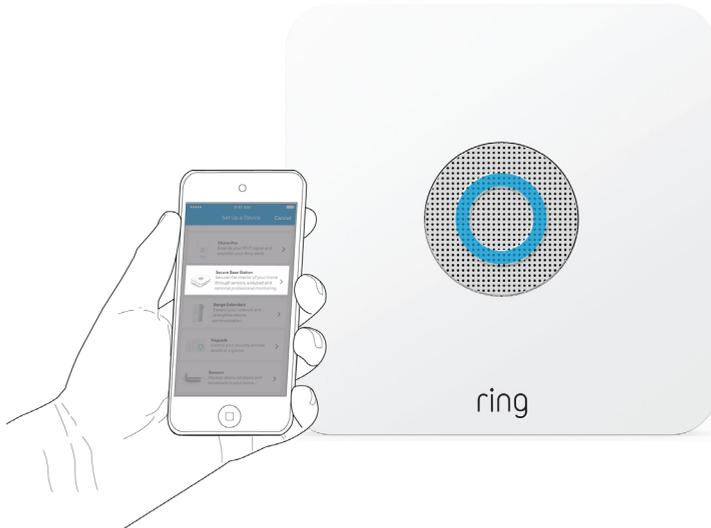
Create your Location

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)
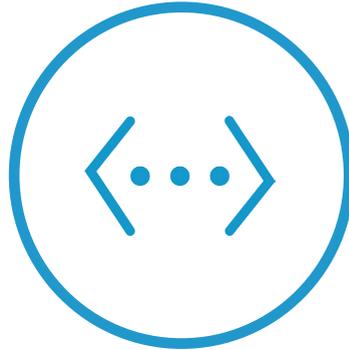
Blue Spinning

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.

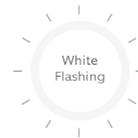## Ring LED patterns (connecting to internet)

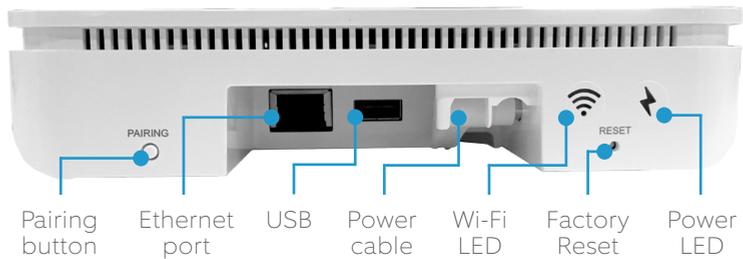**White Climbing**

Connecting to Wi-Fi network

White Solid
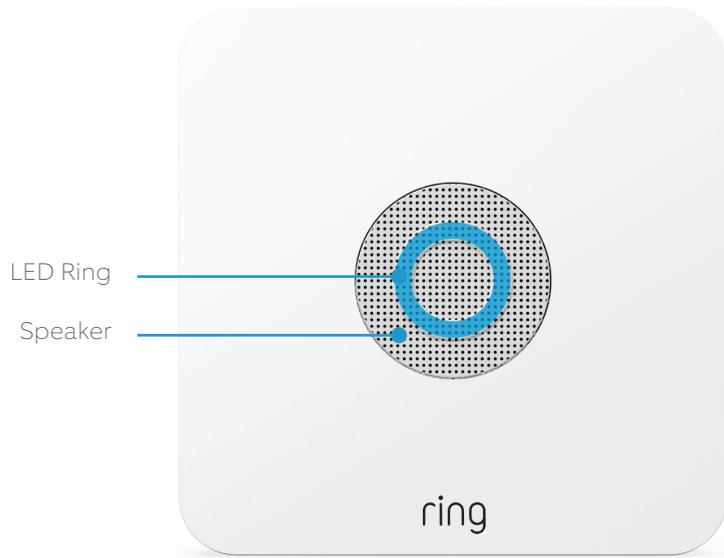
Connected to Wi-Fi or Ethernet network

White flashing

Wi-Fi network connection failed

Diagram of base station

LED Ring

Speaker

ring

PAIRING

RESET

Pairing button

Ethernet port

USB

Power cable

Wi-Fi LED

Factory Reset

Power LED

Troubleshooting

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.

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.

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.