



100.00 mm

150.00 mm

ring Ring Cam



Smart Security at Every Corner of Your Home

Your new Ring Cam lets you extend the Ring of Security around your entire property.

Now, you'll always be the first to know when someone's on your yard, and you can watch over your home from anywhere.

Monitor your home, prevent crime and protect your property – all from your phone, tablet or PC.

Contents

1. In-app Setup
2. Physical Installation
3. Features
4. Troubleshooting



1. Set up your Ring Cam in the Ring app.

Download the Ring app

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

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



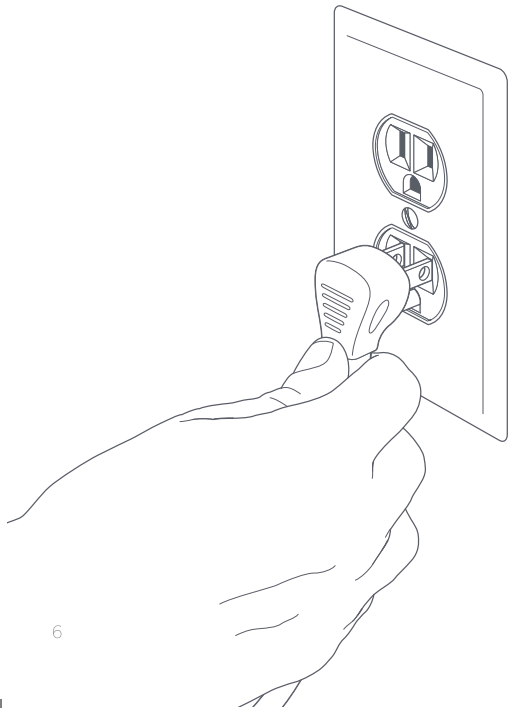
Grab your Wi-Fi password

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

Your Wi-Fi password 

Plug your Ring Cam into a power outlet

Plug your Ring Cam into an outlet in the same room as your Wi-Fi router to set it up.

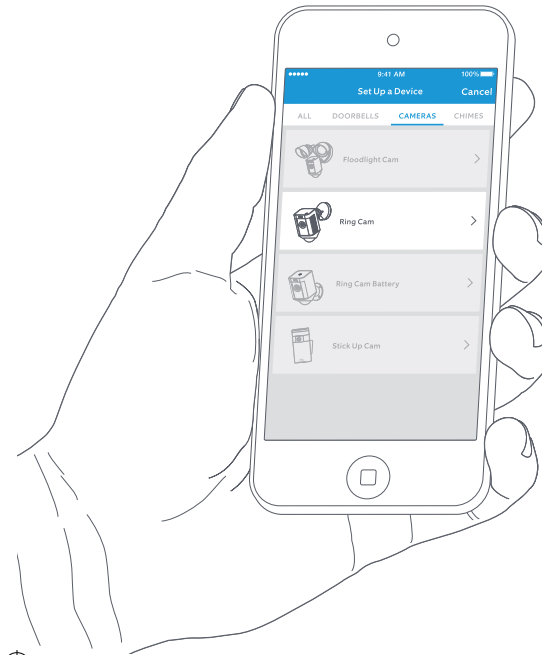


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Set up your Ring Cam in the Ring app

In the Ring app, select **Set Up Device**.

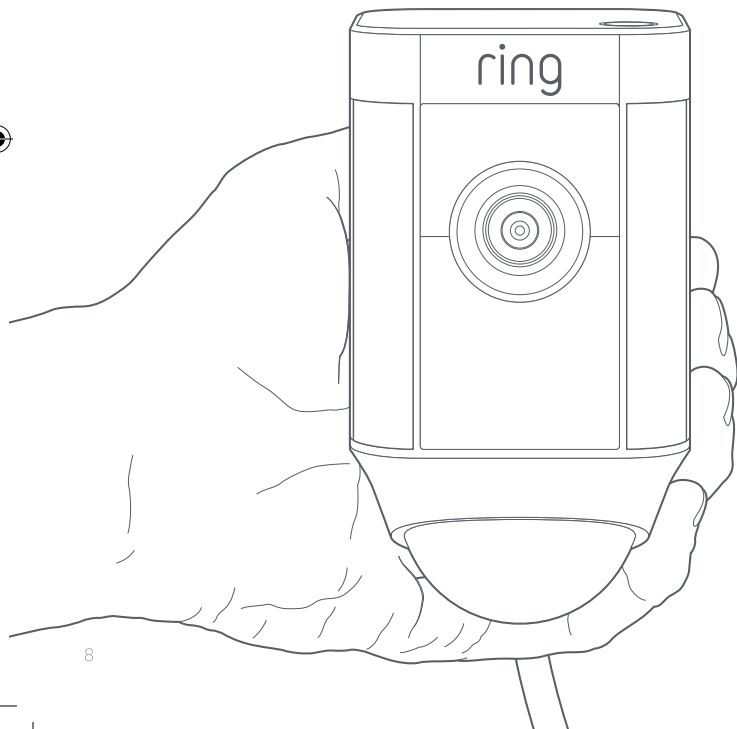
When prompted, select **Ring Cam Wired** and follow the in-app instructions.



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Try it out!

After setup, select the Live View button to see video from the camera in the Ring app.



White light flashing?

If the light on the bottom of your Ring Cam is flashing after setup, it's updating its internal software.

The light will stop flashing when the update is completed. This update can take up to a few minutes.



Test video quality outside

Now, unplug your Ring Cam and take it outside to where you want to install it. Plug Ring Cam into an outdoor outlet and test video quality again.

Everything look good? Continue to the next section.

Something not right?

Jump ahead to the troubleshooting section.

2. Install your Ring Cam on the wall.



Before you begin

This is everything you'll need to install your Ring Cam.



Screwdriver

Use the screwdriver handle to hold the provided bit.



Phillips Bit

Use the Phillips bit for installing the mounting bracket and the star-shaped end for tightening the security screw.



Drill Bit

Use this to pre-drill holes if installing on a masonry surface, such as stucco or brick.



Mounting Bracket

Attach this to the wall first, then slot Ring Cam into the mounting bracket. It also features a built-in level.



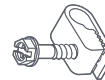
Install Screws (5)

Use these to install the mounting bracket on your wall.



Wall Anchors (16)

Use these to attach the mounting bracket and the cable clips to your wall, if installing on a masonry surface, such as stucco or brick.



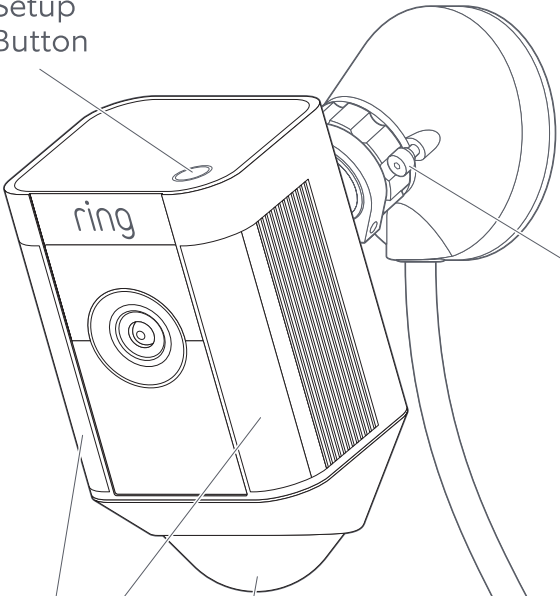
Cable Clips (11)

Use these to attach the power cable to your wall.



How it all fits together

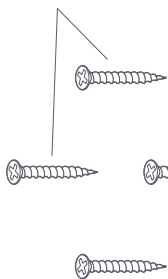
Setup Button



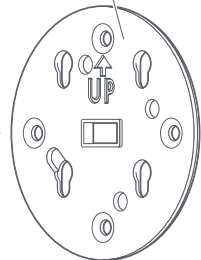
Lights

Motion Detector

Install Screws



Mounting Bracket



Security Screw

Wire Clip

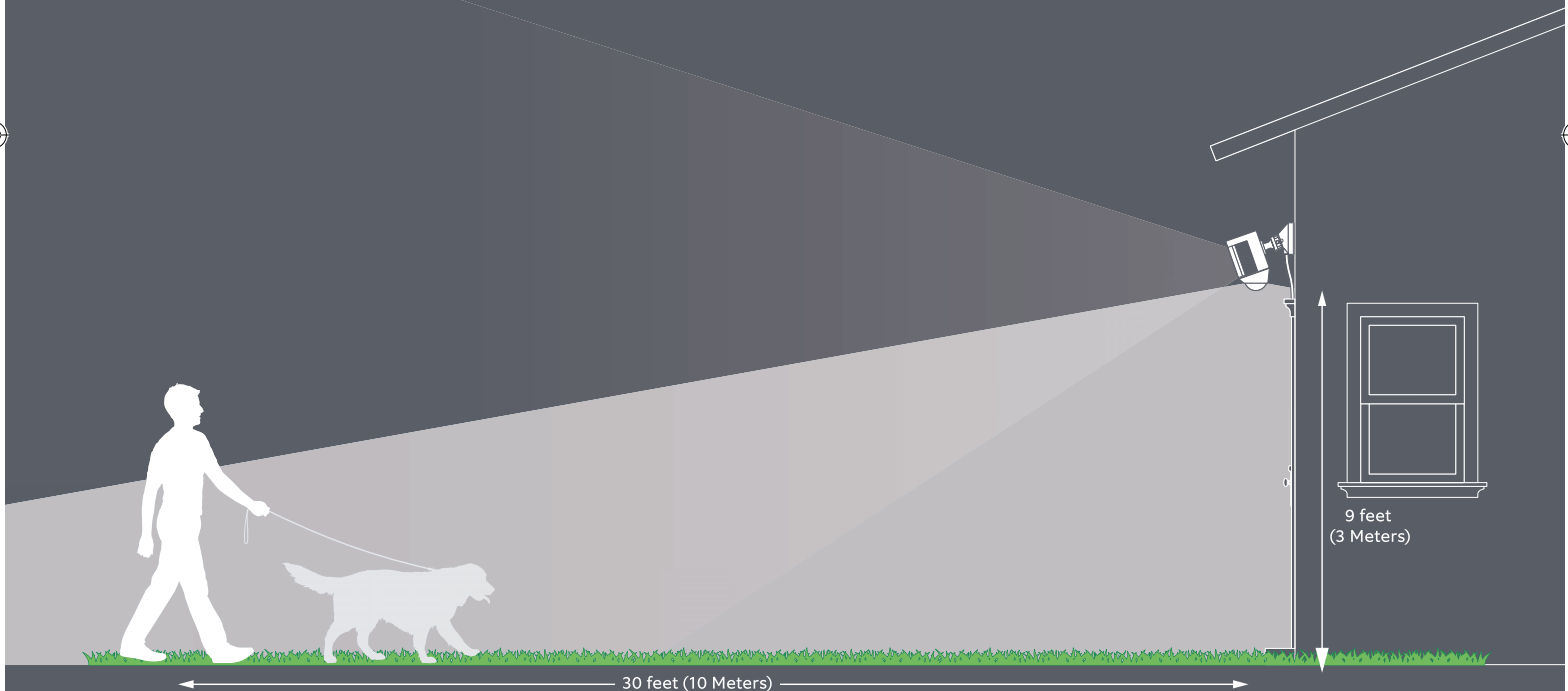
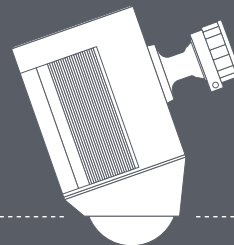




Select an install height

When mounted at 9 feet off the ground, with the motion detector parallel to the ground, the motion sensor is optimized to detect human-sized objects at up to 30 feet.

Parallel to ground



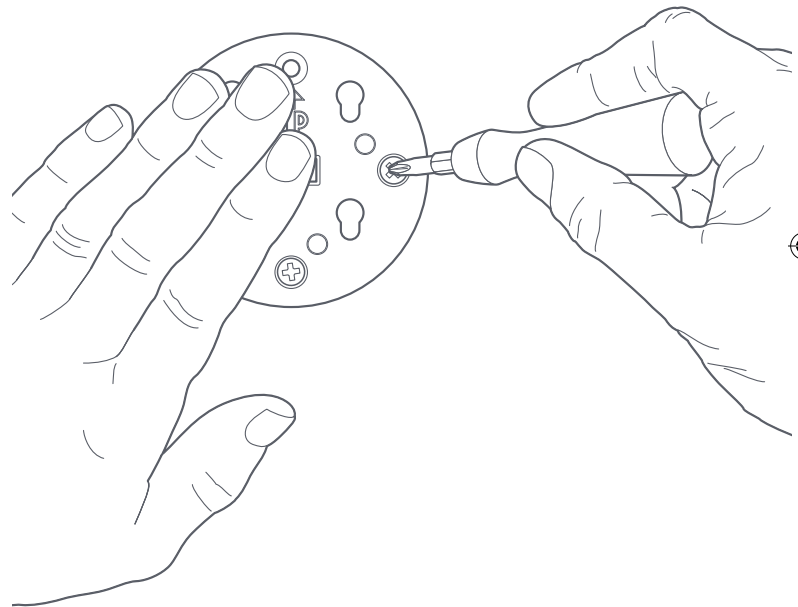


Install the mounting bracket

Use the built-in level to make sure your Ring Cam will be level before marking your holes.

If installing on a masonry surface, first drill holes using the provided drill bit. Insert the wall anchors before installing the screws.

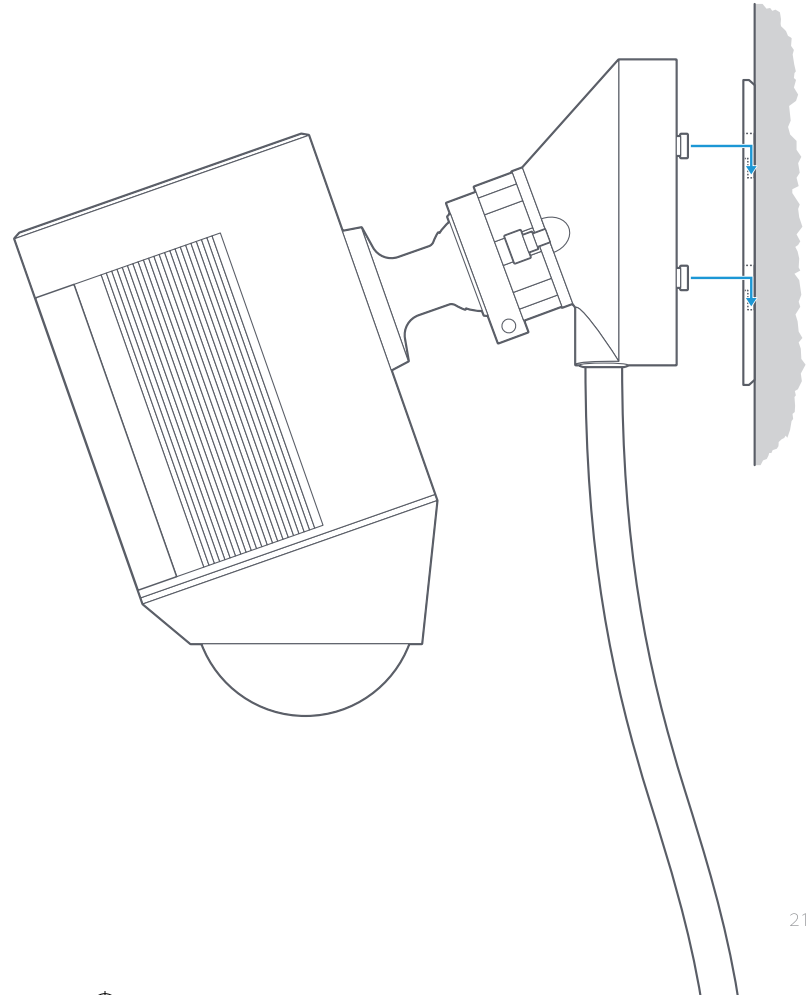
If installing on a wood surface, use the install screws to screw the mounting bracket directly into your wall.





Attach the base of Ring Cam to the mounting bracket

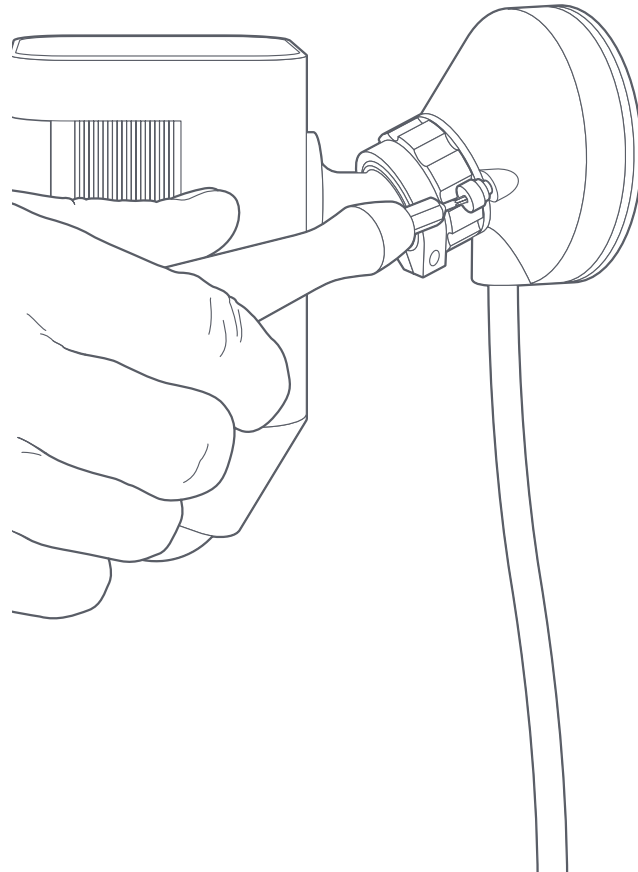
Slot the base down to lock it to the mounting bracket.





Tighten the security screw

Using the star-shaped end of the screwdriver bit, tighten the security screw on the right until your Ring Cam is secure.



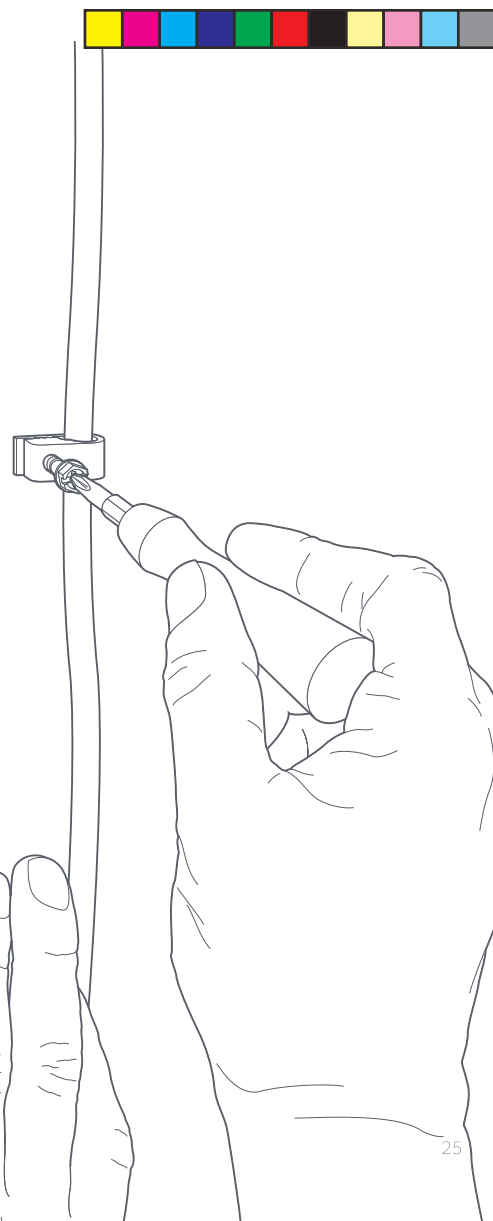
Secure the cable

Use the provided cable clips to secure the cable on your wall.

Use the included drill bit to pre-drill holes in the wall if installing on a masonry surface, like stucco or brick.



The power cable can be painted to match the wall.



Plug Ring Cam in

If Ring Cam is not already plugged into a power outlet, plug it in now.

If you've already completed the in-app setup, wait about a minute for Ring Cam to power up and come back online.

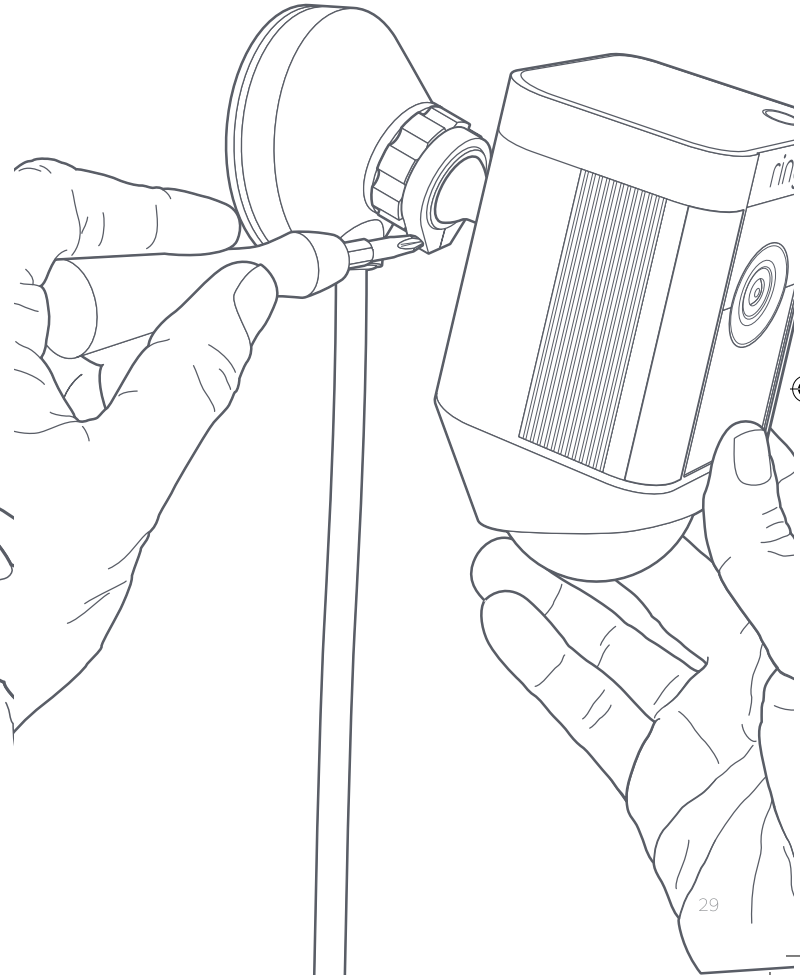
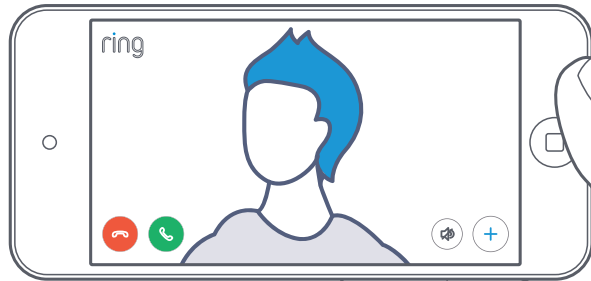




Adjust the camera angle

To ensure accurate motion detection, position the camera with the motion detector parallel to the ground.

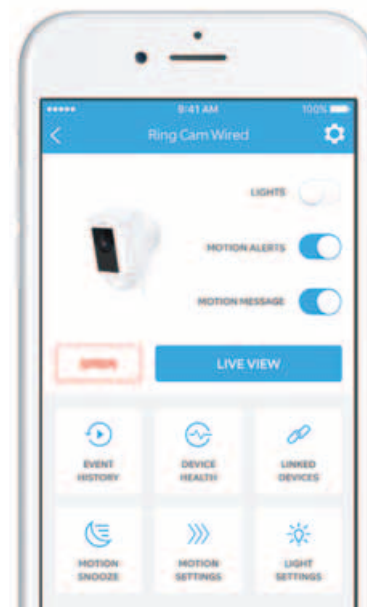
Tighten the side screw on the left to secure the camera position.



3. Check out all the exciting features.

After setup, select your Ring Cam in the Ring app

This will bring you to the Device Dashboard, where you can change settings and access various features.





LIGHTS

Manually switch the lights on or off.

MOTION ALERTS

Turn notifications on or off for motion events.

SIREN

Trigger the siren to scare away intruders.

LIVE VIEW

Tap to see live video from Ring Cam. From here, you can see, speak and hear visitors, and control the siren and lights.



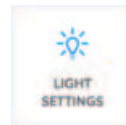
View a log of all the events captured by your Ring Cam in **Event History**.



Visit **Device Health** to diagnose any problems you run into.



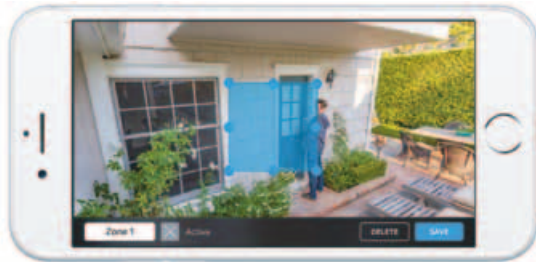
Select **Motion Settings** to customize motion detection settings.



Adjust the areas that trigger the lights, change the brightness of the lights and set a timer for lights to stay on in **Light Settings**.



Motion Detection



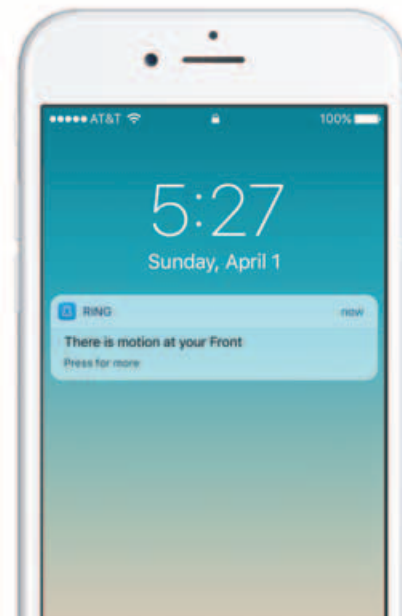
To detect motion, you will need to set up Motion Zones, which are customizable areas you want your Ring to monitor and receive alerts about.

To set up a Motion Zone, select Motion Settings. On this screen, create up to three Motion Zones. You will need at least one Motion Zone to be active to get alerts.

Notifications

If your phone is locked when the camera captures a live event, you will receive a notification on your home screen.

If your phone has a passcode, you'll need to enter it to access the live event.







Live Events



A live event begins when motion is detected or when selecting Live View.

During live events, you can access these features:

-  **Two-way Talk** – Speak to visitors and hear what they have to say.
-  **Siren** – Activate the siren.
-  **Lights** – Turn the lights on and off.
-  **Ring Neighborhoods** – Share suspicious events with neighbors.


Ring Video Recording



This optional feature saves recordings of every event your Ring Cam captures, allowing you to share it with others.

You can access these events on any device running the Ring app or by logging into your account at: ring.com/activity.

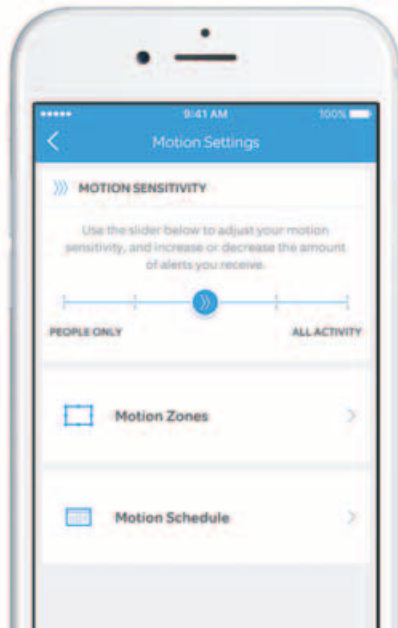
Learn more at:
ring.com/video-recording

 Your new Ring Cam includes a free trial of Ring Video Recording for you to enjoy. Watch your email inbox for important announcements about this service.



Select Motion Settings

to customize your motion preferences



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MOTION SENSITIVITY

Adjust the amount of alerts you receive. Choose People Only to get motion alerts triggered by humans only.

Motion Zones

Draw up to three custom areas where you'd like to receive motion alerts and trigger the lights at night.

Motion Schedule

Schedule times when you don't want to receive motion alerts.

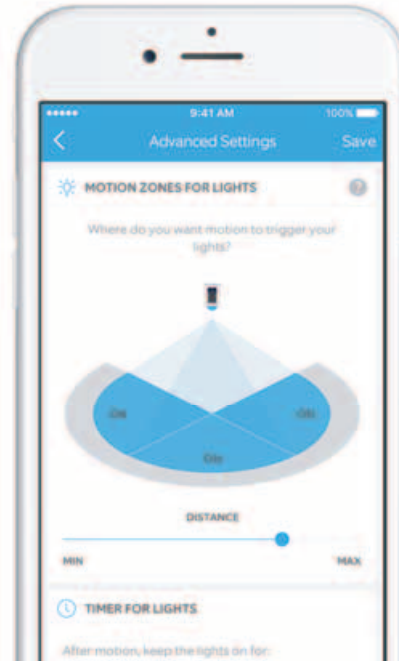
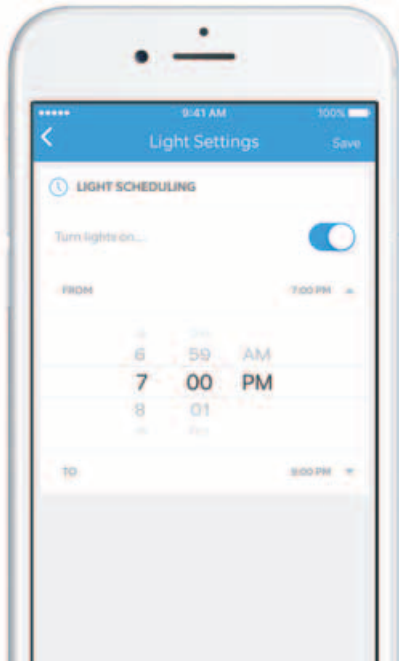
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Select Light Settings

to set a schedule for your lights to stay on.

Select Advanced Settings on the Light Settings screen to customize the areas that will trigger the lights and set how long they stay on after motion is detected.





4. Having trouble?

Here are some answers...

Ring Cam is not powering up.

See if there is a light switch controlling power to the outlet Ring Cam is plugged into.

If so, make sure it is switched on and stays switched on.

I'm having trouble completing the in-app setup

When the in-app setup fails, look at the light on the bottom of your Ring Cam. The light color indicates the issue.

Flashing red means your Wi-Fi password was entered incorrectly. Select your Wi-Fi network in your phone settings, select the option to forget it, then reconnect to it to confirm that you're using the correct password during setup.

Flashing blue means your Ring Cam may be too far from your router to get a decent signal. You may need to get a **Ring Chime Pro** to boost the Wi-Fi signal to your Ring Cam.

Learn more at: ring.com/chime-pro.

Flashing green indicates a possible issue with your internet connection.

Unplug your modem or router for 40 seconds, plug it back in and then repeat the setup process.



Why can't I find the temporary Ring network on my phone?

Sometimes your phone fails 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, check that your Ring Cam is connected to power.

If none of the above helped...

Perform a hard reset on your Ring Cam by holding down the setup button for 15 seconds, waiting 30 seconds and repeating the setup process.

If that didn't help...

Turn off cellular data and bluetooth on your mobile device and try setting up again.

If that didn't help...

Try performing setup on a different mobile device.

Why can't visitors hear me on my Ring when I talk through the app?

If you're on an iPhone or iPad, check the microphone permission on your device. Select Settings, find Ring and select it. Also make sure that the switch next to Microphone is toggled on.

If you're on an Android device, go to Settings > Application/Apps > Application Manager > Ring > Permissions. Ensure everything here is on.

Ring Cam lights up, but I can't complete the in-app setup.

First, double check your Wi-Fi password, since this is the most common reason Ring Cam can't complete setup.

Second, check the distance to your Wi-Fi router or access point. Installing the Ring Cam too far from your access point may prevent setup from completing.

In this case the installation of a **Ring Chime Pro** can help boost your WiFi signal and provide audible alerts from your Ring Cam and other Ring products.

Learn more at: ring.com/chime-pro



Why is my video and/or audio quality poor?

First, determine the cause.

Remove your Ring Cam and bring it inside near your router. Open the Ring app, and press the Live View button, or trigger a motion event to see live video.

If you get good video quality near the router, you need to extend your Wi-Fi signal.

We recommend **Ring Chime Pro** to boost the signal to your Ring Cam.

Learn more at: ring.com/chime-pro.

If video quality is still poor near your router, test your internet speed by selecting Device Health in the Ring app, then Test Your Wi-Fi.

The instructions in the app will help you diagnose and solve any issues related to poor video quality.



For additional help, visit:
ring.com/help

Or give us a call...

[US 1 800 656 1918](tel:18006561918)

[UK 01727 263045](tel:01727263045)

[FR +80087009781](tel:+80087009781)

[DE +80087009781](tel:+80087009781)

[AU 1 300 205 983](tel:1300205983)

[NZ +64 9 887 9871](tel:+6498879871)

[Mexico \(D.F\) 52 55 8526 5445](tel:525585265445)

[Worldwide +1 310 929 7085](tel:+13109297085)

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

FCC Statement

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

For product available in the USA/Canada market, only channel 1~11 can be operated.

Selection of other channels is not possible.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ISED Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IMPORTANT NOTE:

Radiation Exposure Statement:

The product comply with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Informations concernant l'exposition aux fréquences radio (RF)

Le produit est conforme aux limites d'exposition pour les appareils portables RF pour les Etats-Unis et le Canada établies pour un environnement non contrôlé. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur ou que le dispositif est réglé sur la puissance de sortie la plus faible si une telle fonction est disponible.

The transmitter module may not be co-located with any other transmitter or antenna.

Le module émetteur peut ne pas être coimplanté avec un autre émetteur ou antenne.

CAN ICES-3 (B)/NMB-3(B)

The Country Code Selection feature is disabled for products marketed in the US/Canada