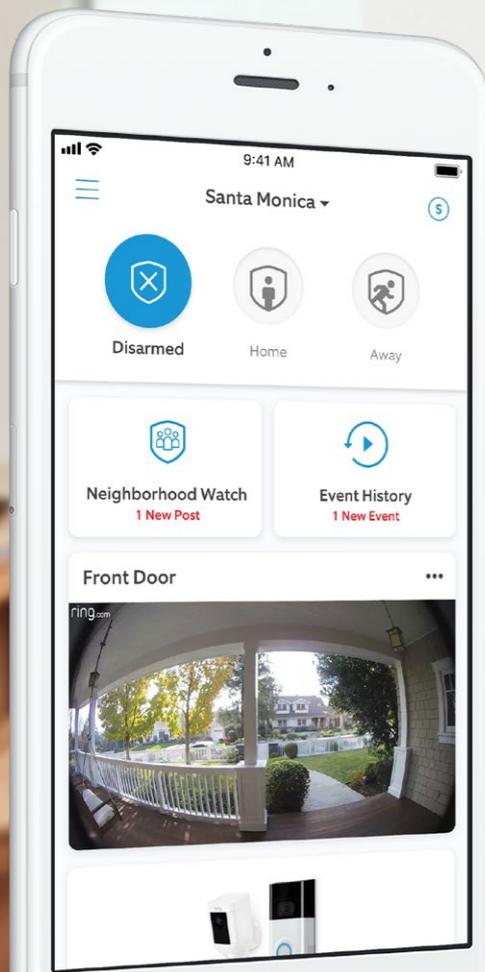




ring

Alarm Kit

Security Basics



# Welcome to Ring Alarm.

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# What is Professional Monitoring?

Professional security monitoring monitors your home and alerts authorities in the event of an emergency. To enable professional monitoring for Ring Alarm, subscribe to Ring Protect Plus at [ring.com/protect-plans](https://ring.com/protect-plans).

Professional monitoring consists of two systems working together:



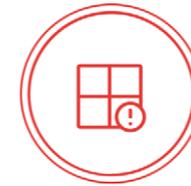
## The Alarm System

This is your Ring Alarm system. The Ring Alarm Base Station is always watching the sensors in your home to see if something is wrong. If one of the sensors reports that something is wrong while the system is armed (see page 8), the Base Station alarm begins sounding, and an alarm signal is sent to the central monitoring station.



## The Central Monitoring Station

This is a team of people who watch over homes with Ring Alarm systems. When your Base Station sends an alarm signal, a support agent calls you to see if everything is OK. If there's an emergency, they can dispatch authorities to come check on you and your home.



**Faulted Sensors**  
are shown in red.



**Cleared Sensors**  
are shown in blue.

## Sensors: Faulted or Cleared

The sensors in your Ring Alarm kit are always in one of two states. Contact Sensors can be opened or closed. Motion Detectors can be detecting motion or not detecting motion.

If we're talking about a single type of sensor, we'll say that it's in one of those states. But if we're talking about multiple types of sensors, we use the terms "faulted" and "cleared." A faulted sensor is one that will set off the alarm if your system is armed. A cleared sensor indicates that all is well.

If a Contact Sensor is open or a Motion Detector is detecting motion, they are faulted. If the Contact Sensor is closed or a Motion Detector is not detecting motion, they are cleared.

# Permits

(Ring Protect Plus subscribers only)

When you sign up for professional monitoring with Ring Alarm, you may need to obtain a permit for your system. Permit requirements vary depending on where you live and generally fall into one of the three categories:

## You obtain the permit

In this case, you need to apply for a permit yourself. We'll email you the names of the agencies to contact, and a link to your permit application and the alarm ordinance (if available) if a permit is required at the time you set up your Alarm system.

## Ring obtains the permit

In this case, Ring submits the first permit application for you. We'll email you with details about permit costs and any details we need to confirm. Once we have received your information and permit fee, we'll guide you through the rest of the process.

## Permit not required

In this case, no permit is required at the time you set up your Alarm system. We'll email you to let you know that no further action is needed on your part.

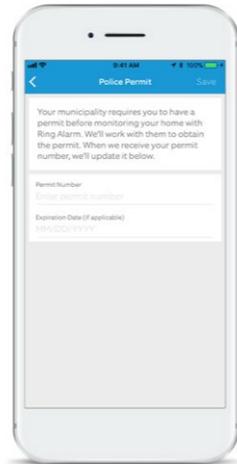
We're working hard to make sure you always have the most current information about your local permit requirements, but please be aware that local jurisdictions change their ordinances and applications frequently. It is always best to reach out to your local police department directly to ensure you have the most current information.

## Once you have your permits...

Be sure to add your permit numbers and expiration dates to your account in the Ring App. **Until you do, emergency responders may not be dispatched to your home in the event of an emergency.**

To do this:

1. Open the side menu in the Ring app.
2. Tap Location Settings.
3. Tap Monitoring.
4. Tap Permits.
5. Tap the permit type you want to enter.
6. Enter your permit number and expiration date in the provided fields. When you're finished, tap Save.



# Practice Mode

(Ring Protect Plus subscribers only)

When you sign up for professional security monitoring through Ring Alarm, you'll be placed in a seven-day Practice Mode. While you're in Practice Mode, your system works normally, but emergency responders are not dispatched to you if an alarm occurs. This gives you time to make sure your system is working well before it becomes fully active.

You'll also want to obtain your alarm permits (and add them to your account) before the practice period ends.

## Here are a few things you should test during Practice Mode:

- Do your sensors become faulted at the right times? If a sensor is incorrectly installed or set to detect too little motion, your system may not work properly.
- Can the sensors talk to the Base Station? If your sensors are too far from your Base Station, they won't be able to report if anything is wrong.
- Does your Base Station sound its alarm when a sensor becomes faulted? For example, If your Ring Alarm is set to Away or Home and a door opens, does the alarm sound (or go into Entry Delay)?

By the end of your practice period, you want to be confident that your system functions properly.

# Security Modes

Your Ring Alarm can be set to one of three security modes: Away, Home, and Disarmed.



## Away Mode

All sensors in your home are monitored. This is useful when you're going out and want to be notified if anything happens to your home.



## Home Mode

All exterior and perimeter sensors are monitored, but interior sensors are not monitored. This is useful if you're at home but want to be alerted if anyone tries to break in through a door or window.



## Disarmed Mode

No sensors in your home are monitored. This is useful when you're at home and want the freedom to go in and out easily.

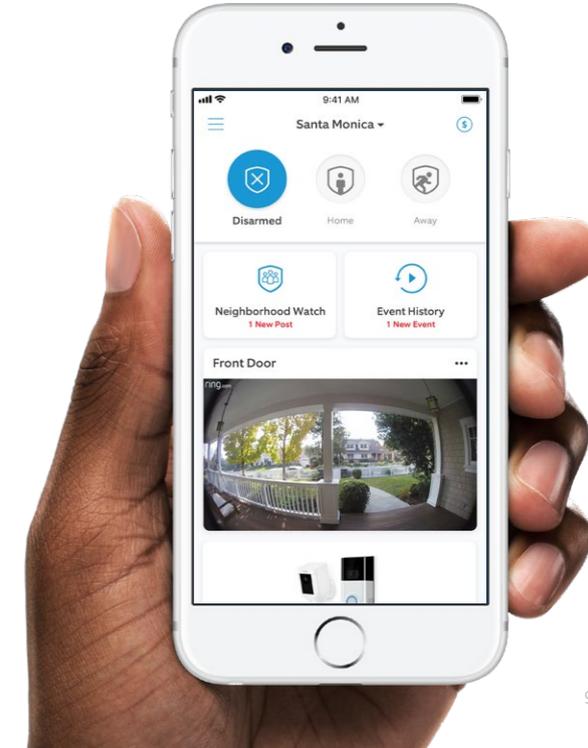
## How to Arm & Disarm using the Keypad

When Ring Alarm is set to Away or Home, your system is "armed." When Ring Alarm is set to Disarmed, your system is "disarmed."

To arm your system via the Keypad, simply enter your access code, and then press the Away or Home Mode button.

To disarm your system with the Keypad, simply enter your access code, and then press the Disarmed Mode button.

You can also arm and disarm your system in the Ring app by tapping the mode of your choice.



# Sensor Bypass

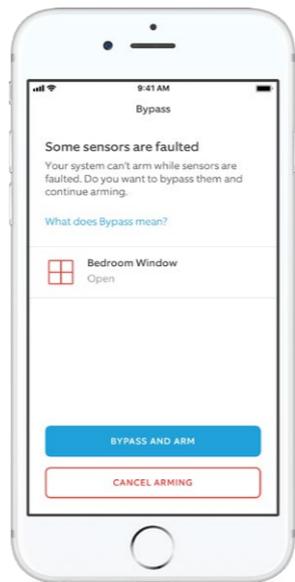
When Ring Alarm is in Away or Home Mode, it's monitoring your home for security issues. If a monitored sensor becomes faulted while your system is in Away or Home Mode, the alarm begins to sound.

When you switch to Away or Home Mode, your system quickly checks for any faulted sensors. You won't be able to switch to an armed mode until you clear the faulted sensor or bypass it.

Bypassing lets you arm Ring Alarm when a sensor is in an insecure state. For example, bypassing would let you put your system into Home Mode with a window left open, to catch a breeze. Once you bypass that window sensor, Ring Alarm becomes armed, but doesn't monitor that sensor.

When you enter an armed mode, you can bypass any faulted sensors using the Ring app, or by pressing the "✓" button on the Keypad.

Bypassing temporarily weakens your ring of security, but it can be useful in some situations.



# Entry/Exit Delay

Entry Delay and Exit Delay are countdowns that allow you to enter and leave your home easily without causing the alarm to sound.



**Away mode in 45 seconds.**

## Exit Delay

Exit Delay allows you to leave your home once you've armed Ring Alarm. When you place Ring Alarm into Away or Home Mode, it makes a series of chirps to let you know that it is preparing to arm. Once the Exit Delay period ends, Ring Alarm is armed.

Give yourself enough time to exit your home before the countdown ends. You can set the countdown as short as 30 seconds or as long as two minutes.

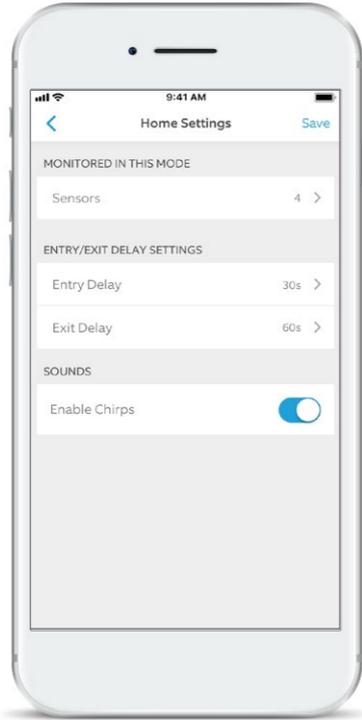


**Alarm will sound in 45 seconds.**

## Entry Delay

Entry Delay allows you to enter your home and disarm your system while Ring Alarm is in Away Mode. When you enter your home while Ring Alarm is in Away Mode, your Base Station and Keypad makes a series of chirps to let you know that you have a short time until your alarm goes off. When you hear this, you should disarm your system as soon as possible. You can set the countdown as short as 30sec or as long as 2min.

# Including sensors in Modes



Each Ring Alarm security mode monitors specific groups of sensors. By default, Away monitors all sensors and Home monitors only exterior and perimeter sensors. However, you can customize which sensors are monitored in each mode. If you want to monitor an interior sensor during Home Mode, you can adjust this using the Modes Settings.

### To choose which sensors are monitored in a mode:

1. Open the menu.
2. Tap Location Settings.
3. Tap Modes.
4. Tap the specific mode you'd like to edit.
5. Under "Monitored In This Mode," tap Sensors.
6. Tap a sensor to toggle it between monitored or not monitored.

# Entry Delay settings

Ring Alarm includes an Entry Delay setting so you can enter your home and disarm the system before the alarm sounds. This is a setting on each mode that applies to the entire system.

Perimeter sensors (such as Contact Sensors) default to **Set Delay** mode, but can be set to **No Delay**, if desired.

Motion Detectors default to **Auto Delay** mode, but can be set to **Set Delay** or **No Delay**, if desired.

**No Delay** is useful if you have a Motion Detector monitoring a door or window and want the alarm to sound instantly if motion is detected in Home Mode.

### To change the Entry Delay settings for a sensor:

1. In the Device List, tap the sensor that you want to change.
2. Tap Location Settings.
3. Tap the mode you'd like to change.
4. Make sure that the sensor is included in the mode.
5. Choose the delay that you want for the sensor.
  - **Set Delay** follows the delay time specified in the settings for the current mode.
  - **No Delay** allows no time for Entry Delay. If the sensor is faulted, the alarm sounds.
  - **Auto Delay** is a special mode just for Motion Detectors. If the Motion Detector is the first to be faulted, the alarm sounds immediately. If another sensor is faulted first, that sensor's Entry Delay setting remains in effect.

# Where to place your devices

## Ring Base Station

The Ring Base Station communicates with all your Ring Alarm devices and with the central monitoring station. The Base Station works best when it's in a central location in your home. This allows it to easily communicate with your devices and ensures that the siren can be heard by everyone.

### To install your Ring Base Station:

1. Find an outlet in a central location in your home.
2. Plug your Base Station into the outlet.

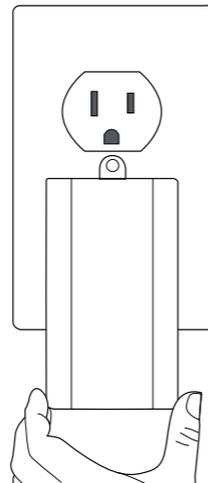
If you find that the Base Station is having trouble communicating with a distant Ring Alarm device, you can add a Range Extender to bridge that gap.

## Ring Range Extender

Ring Range Extenders expand your Ring Alarm network and make sure your devices are communicating well with the Base Station. The extender works best when it's strengthening the communication with a device that's far from your Base Station.

### To install your Ring Range Extender:

1. Plug the extender into an outlet between your Base Station and device.



## Ring Motion Detector

Ring Motion Detectors can be installed flat on a wall, or in a corner. A Motion Detector should ideally be placed around 7' above the floor, and it needs an unobstructed view of the area you want to cover. Ideally, it should monitor a high-traffic area that an intruder would be likely to cross.

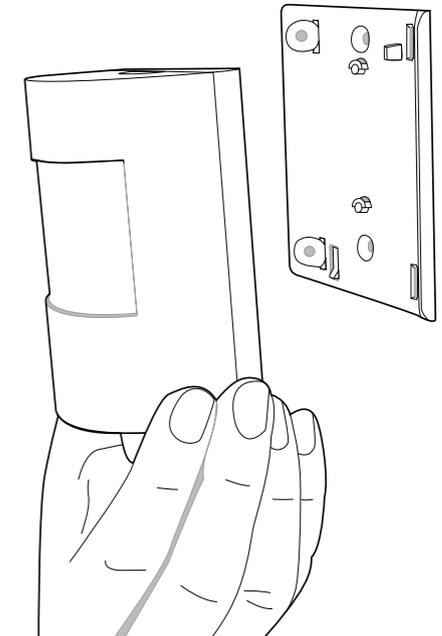
If possible, avoid pointing the Motion Detector at a heat source such as a stove, fireplace, or windows that get direct sun.

Anything that moves in a room with a Motion Detector may trigger an alarm if the system is in Away Mode. Here are a few common household items that can trigger your Motion Detector.

- Unsupervised pets
- Balloons
- Curtains, banners, or plants caught in a draft
- Stacked Items that have the potential to fall

### To install the Ring Motion Detector:

1. Remove the bracket from the back of the detector.
2. Mount the bracket using the included tape or screws.
3. Place the sensor onto its bracket. It should snap into place.

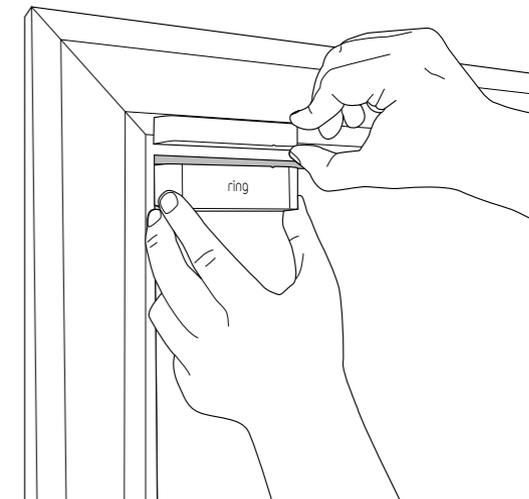
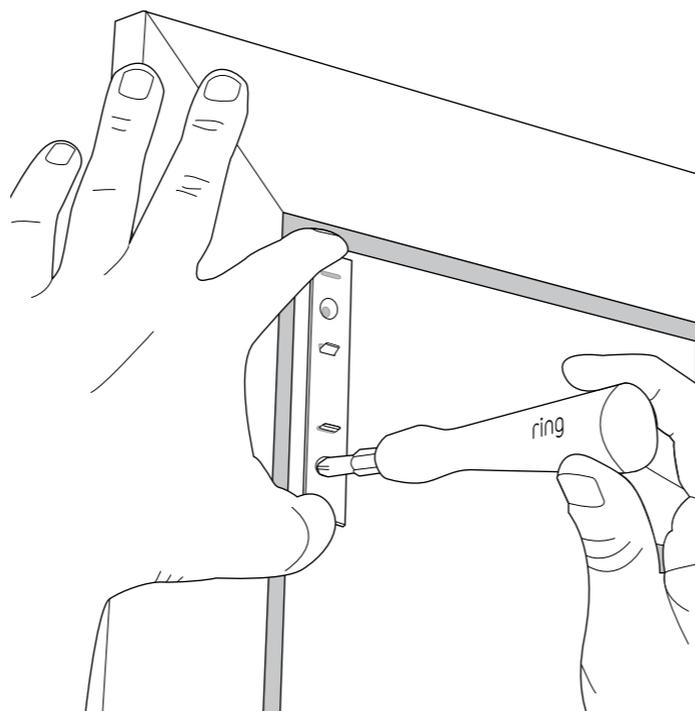


## Ring Contact Sensor

Ring Contact Sensors can be installed on any door or a window. They need to be perfectly aligned and no more than 1/4" apart when the door or window is closed. It doesn't matter what direction you install them or whether the sensor or magnet goes on the trim.

### To install the Contact Sensor:

1. Remove the brackets from the back of the sensor and magnet.
2. Mount the brackets using the included tape or screws.
3. Place the sensor and magnet onto their brackets. They should snap into place.



Once you've installed your sensors, it's good to give them a descriptive name. In an emergency, the name you choose may be sent to emergency responders so they know the location where the alarm signal was activated.

- Over time doors and windows can warp causing a misalignment of the sensors, which can activate the alarm.
- Make sure that every door and window where you have a Ring Contact Sensor installed is closed before you arm your system.

## Ring Keypad

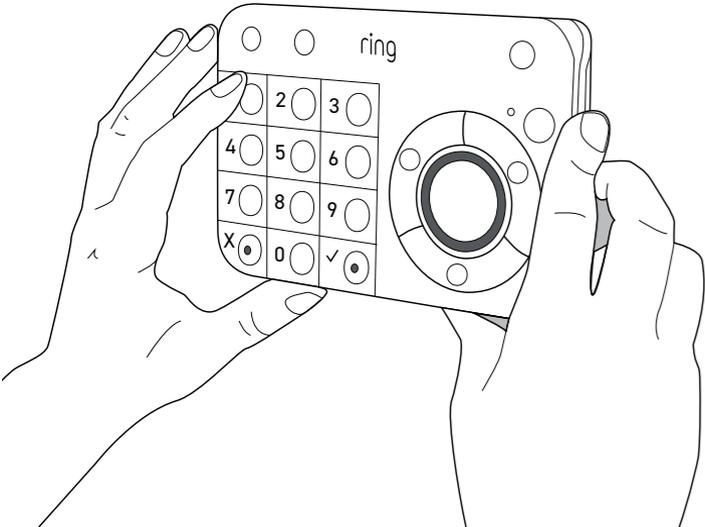
Ring Keypads can be mounted flush on a wall or propped up on a table using the reversible bracket. The Keypad is usually placed near a door or in the hallway, although some people prefer to place it in their bedroom.

### To install the Ring Keypad on a wall:

1. Slide the bracket off the Keypad.
2. Place the mounting bracket on the wall, then use the wall anchors from your kit to fasten the bracket to the wall. You may need to pre-drill holes for the anchors.
3. Slide the Keypad onto the bracket.

### To install the Ring Keypad on a table:

1. Slide the bracket off the Keypad.
2. Flip the bracket over, then slide it back onto the Keypad.



# Preventing false alarms

## What is a false alarm?

A “false alarm” is when an alarm system goes into an emergency state when no emergency is occurring. If your system is self-monitored, this is annoying, but generally harmless.

However, If your system is professionally monitored, a false alarm can cause an emergency signal to be sent to the monitoring station. This could result in an unnecessary dispatch request being sent to your Police or Fire Department.

False alarms can divert emergency responders from true emergencies and often result in the owner of the alarm system paying a fine.

It’s important to make sure that you understand and implement some simple steps to help you reduce or eliminate the chance of a false alarm.

## Some suggestions to reduce false alarms

- Make sure that you and others who will use Ring Alarm are fully trained on how to use the system and have access to a disarm passcode. This includes anyone who has a key to your house and is allowed to be there when you aren’t home.
- If someone has access to your home, you can give them a personal access code. Personal access codes allow you to keep track of who is using your system.
- If you need to change the batteries in any of your Contact Sensors or Motion Detectors, disarm Ring Alarm before replacing them.
- Be sure that your doors and windows close tightly. Adjust any hinges and strike plates so that the door moves no more than ¼ inch when pushed.

# When something goes wrong

(Ring Protect Plus subscribers only)

When something goes wrong and your Alarm begins to sound, a few things occur:

1. The central monitoring station calls you. If they can't reach you, they call your emergency contact.
2. The central monitoring station asks you for your verbal security password. If you provide the wrong password, they dispatch the authorities.
3. The central monitoring station asks you if everything is OK, or if you want to have emergency responders dispatched to your home.
4. Emergency responders arrive at your home. When they arrive, they make sure you and your family are OK, and then check the premises. Emergency responders always check the premises before leaving.

# Emergency contacts

(Ring Protect Plus subscribers only)

If you're not available when an alarm occurs, the central monitoring station calls your emergency contact. This person can be a family member, friend, or neighbor whom you trust to act responsibly in your stead if an emergency occurs.

If an emergency happens, the monitoring station calls you to see if things are OK. You should add the monitoring station phone number (shown below) to your contacts so you'll recognize it when they call.

When you're choosing your emergency contact, make sure they are willing and able to do the following things:

- They must answer the phone and provide your verbal passcode.
- They must be available to go to your address within 60 minutes if requested by the Police or Fire Department.
- They must have a key or be otherwise able to give the Police or Fire Department access to your home.
- They must be knowledgeable about how to operate and disarm your alarm system if directed to do so by the Police or Fire Department.

Add our monitoring center to your contacts:

**833-209-2159**

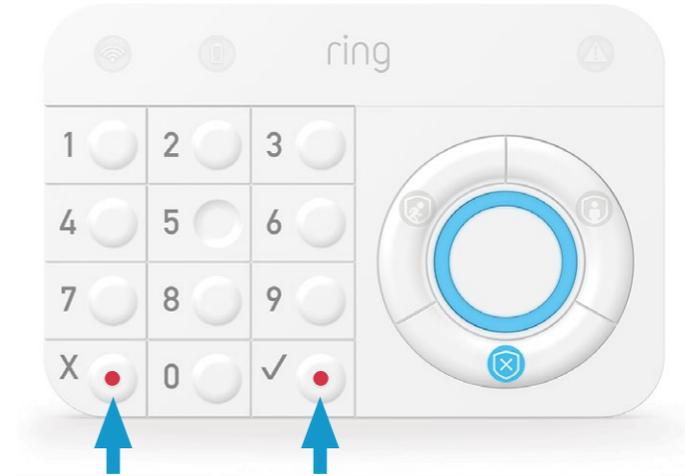
# Verbal Security Password

(Ring Protect Plus subscribers only)

When the central monitoring station calls you or your emergency contact, they ask for the verbal security password. This is a single word that affirms that you are authorized to make decisions for your home's security.

Everyone who is authorized to be in your home and use your alarm system should know the verbal passcode. If you or anyone else need to cancel an alarm, Ring will need your verbal passcode.

# Panic



Ring Alarm features a panic mode. To trigger it, press and hold the “✓” and “X” buttons on the Keypad simultaneously.

If your system is professionally monitored, triggering the panic alarm sends a signal to the monitoring station.

If your system is self-monitored, the alarm sounds in your Base Station and Keypad.

The causes the alarm to sound and police to be dispatched.

# Users & Roles

A User is someone with access to Ring devices at a Location. Each user has a role, which determines how much access they have to Ring devices and features. There are two roles: Owner and Shared User.

## Owner

The owner of the system has full control. They can control all devices, view video from all Cameras and Doorbells, receive and control notifications, create and manage Shared Users, and change all system settings.

## Shared User

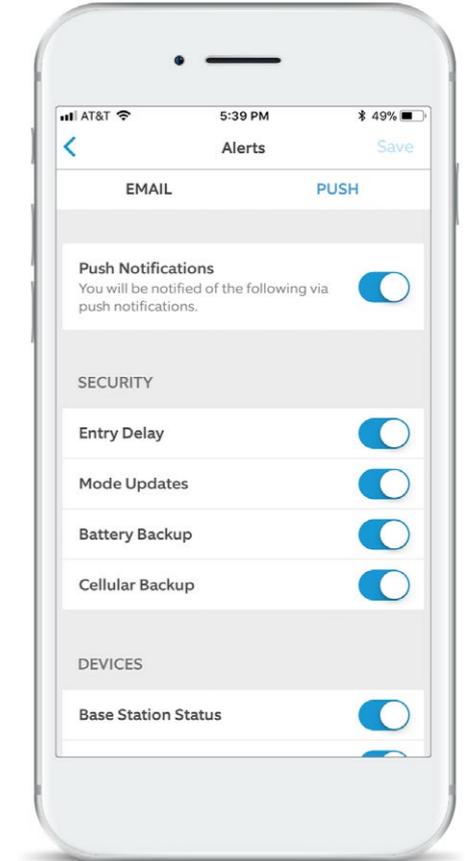
Shared Users have access to the system but don't have full control. They can control and view video from the Cameras and Doorbells they have access to, receive and control notifications, and use their personal access code on Keypads.

# Notifications

Your Ring Alarm system can notify you when a device goes offline, when the alarm begins to sound, and a variety of other events.

To adjust which events you're notified for:

1. Open the side menu, then tap Settings.
2. Tap Alerts.
3. Tap to toggle notifications on and off for the alert types of your choice.



# FAQs

My door/window trim makes it hard to place my Ring Contact Sensor. Can I adjust the sensor so it fits?

Yes. The Contact Sensor can be mounted in any direction. For the sensor to work properly, the lines on the sensor and magnet must be aligned and the sensor and magnet must be no more than 1/2" apart. If your molding is angled, the Contact Sensor can still work while tilted. Be sure to verify that the sensor works properly once you've installed it on molding.

How should I test my system during Practice Mode?

(Ring Protect Plus subscribers only)

You should test your sensors and make sure you can arm and disarm your system. Make sure that the sensors become faulted appropriately and only report when something is wrong. Try arming and disarming your system on the Keypad and the Ring app. When the system is armed, fault a sensor and let the alarm sound. During the 7-day Practice Mode, when you set off your alarm, the monitoring station does not call you or dispatch emergency responders. This makes Practice Mode a great time to learn about what happens when your system alarms. Once your Professional Monitoring is activated, they will reach out to you and dispatch emergency responders if they are needed.

How long does it take for the monitoring station to call me after an alarm happens?

(Ring Protect Plus subscribers only)

The monitoring station calls you once the alarm has been active for thirty seconds. If you disarm the system before the alarm is active for thirty seconds, the monitoring station does not call you or dispatch emergency responders.

Also, entry delay affects this window. If a mode has a thirty second entry delay, Ring Alarm waits thirty seconds before sounding its alarm, and the monitoring station waits an additional thirty seconds before calling you.

Does the central monitoring station have access to my Ring cameras?

No. They only receive information about your Ring Alarm.

What happens if an alarm occurs when my power is out?

Ring Alarm includes battery and cellular backup for this reason. If the power goes out, your Base Station remains powered for up to 24 hours and continues to monitor your sensors. If your system is professionally monitored, and an alarm occurs when internet is down, cellular backup sends the signal to the monitoring center.

# Family exit plan

When an emergency occurs, your first responsibility is to make sure your family is safe. One important part of this is to implement a family exit plan. Your family needs to know what to do if something happens.

## **A good family exit plan should cover the following information:**

- How to leave the home
- Where to meet once you've left the home
- If you're not at home, how to contact with each other
- Who should be notified next

## **Got a question we didn't answer?**

Check out our help center at [ring.com/help](https://ring.com/help) for answers, videos, user manuals, and more.