User Guide
Alarm Pro

ring

# Welcome to Ring Alarm Pro

Need more help?
Visit ring.com/alarm-pro

Where should you install Alarm Pro?

Ring Alarm Pro can be placed on a table or mounted on a wall near your modem. If you're planning to use this with your local internet provider, you'll need to run an ethernet cable from your modem to your Alarm Pro, and it will need to be plugged into an outlet.

When choosing a spot, keep this in mind:
- Don't block air vents on the side of the Alarm Pro.
- There should be enough space in the back for the power and ethernet cables.
- If you're going to add Power Packs, tabletop installation is recommended, with enough space to stack them under or next to the Alarm Pro.
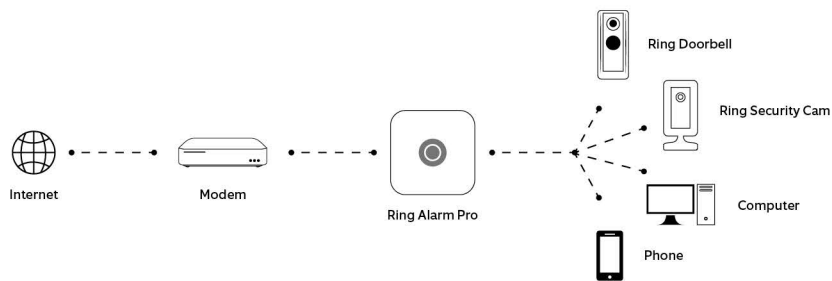
We don't recommend using Alarm Pro as a wifi extender, as it will prevent you from using certain Ring Protect features.

Alarm Pro uses two apps

You will use the **Ring app** to set up Alarm Pro and other Ring devices and features, and you use the **eero app** to set up and manage your wifi network.

If you already have an account with Ring and/or eero, gather your account logins and passwords, and check that you're using the latest version of each app.

If you're new to Ring, download the **Ring – Always Home** app, and create your Ring account.

If you're new to eero, download the **eero app.**

If you need help while setting up your Alarm Pro, visit ring.com/alarm-pro.

Setting up Ring Alarm Pro

1. Open the Ring app, and tap on the upper left corner to open the menu.
2. Tap **Set Up a Device.**
3. Tap **Security.**
4. Tap **Alarm Pro Base Station.**
5. Select a **Location**, or add a new one.

The first time your Ring Alarm Pro is plugged in, it will automatically begin a software update which may take a few minutes. Follow the steps in the Ring app, and watch the video.

Note: If you already have a Ring Alarm at this location and want to upgrade your base station to Ring Alarm Pro, you'll be prompted to complete those steps first.

Connecting to the Internet

After you finish adding Alarm Pro to your Ring account, you'll be prompted to choose your preferred internet connection.

If you have an internet connection at your home or business (through your cable company or internet provider), you will use that internet connection to set up your eero wifi network using the eero app.

If you need internet service or it's not available, we can help you set up 24/7 Backup Internet using cellular data as your primary internet connection. With a Ring Protect plan you'll get a monthly data allowance, and you can opt in to Extra Data just in case you need more. Don't worry, you'll only pay for data you use.

Learn more about 24/7 Backup Internet and Ring Protect plans on page 10.

Start with your 30-Day free trial of Ring Protect, and visit ring.com/protect-pro to sign up for a plan before it expires.

You can use our internet service with your existing internet connection too. If you have an internet outage, Alarm Pro will begin to use Ring Protect's 3GB of data to keep your wifi connected until your regular internet service comes back online.

Note: A Ring Power Pack is required to use 24/7 Backup Internet during power outages. See page 08 to learn more.

Set up your wifi

The Ring app will direct you to the **eero app.**

- If you're new to eero, create an account and follow the eero setup instructions to create a new network.
- If you already have an eero account, log in and follow the eero setup instructions to set up a wifi network.

Note: Be sure to set up your Ring Alarm Pro as a **Gateway**, not an extender.

When you're done, eero will guide you back to the Ring app to complete your setup.
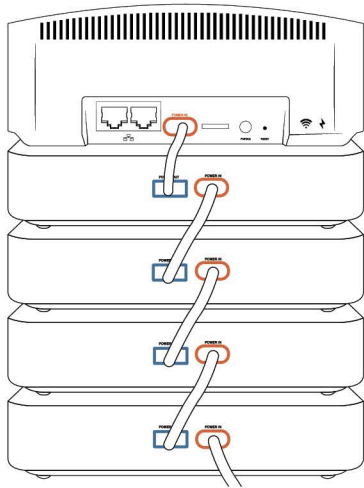
Managing your wifi network

You can manage your wifi network and settings right from the eero app.

You can also choose which non-Ring devices can use wifi and control data usage by pausing wifi connectivity for individual devices if needed.

Get external battery backup with a Ring Power Pack

Keep your wifi network and compatible security devices online when the power goes out. Add up to 4 Power Packs to your Alarm Pro. If the power goes out, a Power Pack is required to use 24/7 Backup Internet.

Note: Only Power Packs should be used to provide external battery backup for Alarm Pro.

Add eero 6 Extenders

Expand your wifi coverage by adding eero 6 Extenders to your network.

If you don't want to lose wifi when there's a power outage, you can add an extra Power Pack to each eero 6 Extender, and keep your entire wifi network online using your internet connection or 24/7 Backup Internet.

If you already have eero in your home, visit ring.com/alarm-pro to learn how to use it with Alarm Pro.

Cellular internet options for Alarm Pro

We've got you covered, even if there's no internet connection. Sign up for the Ring Protect plan that includes cellular internet options, and you'll get multiple layers of backup to help keep you connected.

Here's what you can expect.

24/7 Backup Internet

When there's no broadband internet connection available, your Alarm Pro gets 3GB of cellular data each month to stay online and keep your Alarm Pro wifi network connected to the internet. You can opt in to Extra Data in case you need more. Don't worry, you'll only pay for cellular data you use.

When using 24/7 Backup Internet, you'll have Ring app access to your Ring cameras and alarm, and everything else using your Alarm Pro wifi will stay connected to the internet (when enabled in the eero app).

Note: If the power is out too, a Ring Power Pack is needed to use 24/7 Backup Internet.

Alarm Cellular Backup

If you run out of 24/7 Backup Internet data, Alarm Pro will automatically switch to Alarm Cellular Backup. This service is designed to provide a cellular internet connection to send alarm signals when your alarm is triggered. Alarm Cellular Backup is included in select Ring Protect plans at no extra cost.

When using Alarm Cellular Backup, you'll have access to some alarm security features, like arming and disarming using the Ring app. Wifi and internet connectivity are not available, so Ring cameras and non-Ring devices will not be connected to the internet.

Subscribe to Ring Protect

If you need Backup Internet, Alarm Cellular Backup, professional monitoring, video storage for your cameras and more, you'll need to subscribe to a Ring Protect plan to help keep everything connected and secure. To subscribe, visit ring.com/protect-pro and choose the Ring Protect plan that includes these features. You can find Extra Data fees online too.

Add Ring Cameras and Video Doorbells

You can set up Ring Video Doorbells and Ring Cameras at your location using the wifi from your Alarm Pro.

All Ring cameras and doorbells will work with your Ring Alarm Pro's wifi network. Ring cameras that run on batteries can stay connected to the internet, even during a power outage.

Add a Ring Protect plan and Power Packs for external battery power. Cameras that have battery power will continue to record and save videos even if your primary internet connection goes down.

Using Alexa with Alarm Pro

Link Alexa to your Ring Alarm Pro and get a variety of helpful features that you can control with the sound of your voice or a tap of the app.

- Arm and disarm using voice commands
- Watch Live View for your Ring cameras on compatible Echo Show devices
- Add Alexa Guard and get alerted if it detects the sound of glass breaking
- Set up Alexa routines to turn on lights when your motion detector senses motion

Visit ring.com/alarm-pro to learn more.

Setting up your alarm system

To set up your alarm system, simply add Ring Alarm security devices and enroll in professional monitoring (optional). It's easy to help keep the people, pets and property in your home or business secure.

When adding Ring Alarm security devices, you'll first add each device to your Ring account using the Ring app, then configure your settings, and finally, install the device in your home.

Ring Alarm security devices have plastic battery tabs used to power them on. Do not pull them all out at once! To avoid setup problems, only pull out each tab, one at a time, when the app prompts you to.
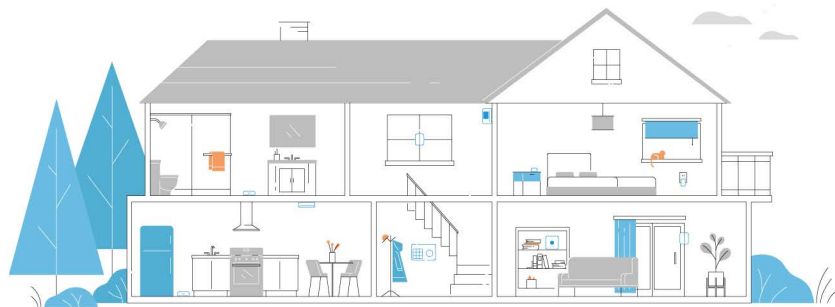
Understanding device codes

Each device has a unique QR code and 5-digit number used to identify devices in the app. Sometimes you may need to scan a code when adding a new device to your Alarm Pro. You'll find these codes on the side, back, or inside devices, as shown below.

Back of Motion Detector

Back of Keypad

Range Extender

Ring Alarm Range Extenders expand your Z-Wave network to help all of your Z-Wave devices communicate, even the ones that are farther away from your Alarm Pro. The Range Extender works best when placed between your base station and your most distant Ring Alarm devices.

Install steps:

- Follow the steps in the Ring app.
- Plug it into an outlet.
- Using the app, give it a unique name and assign it to a room.
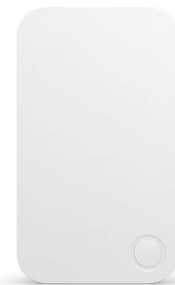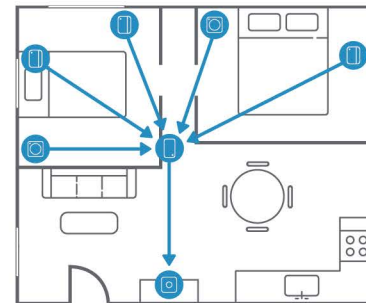
Contact Sensor

Ring Alarm Contact Sensors can be installed on any door or window. It doesn't matter which direction or orientation you use, as long as the Sensor and magnet are no more than 1" apart. We recommend installing Contact Sensors on every door and window that offers easy access to your home.

Install steps:

1. Follow the steps in the Ring app. When the app prompts you, pull out the battery tab to power it on.
2. In the Ring app, select the correct Sensor placement option to avoid false alarms. Always choose the Main Door setting to get Entry and Exit Delays, required for Contact Sensors on the doors you use most often.
3. Choose where you'd like to install your Sensor and magnet. Line them up with no more than 1" between them. If installing it on a door, choose a side without hinges. (See images)
4. Clean the wall or window surface, then peel the backing from the attached tape and press the Sensor and magnet into place. Press and hold for 20 seconds.

Need Contact Sensor help?
Visit ring.com/alarm-pro
for an installation video.
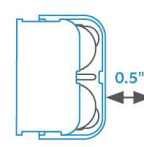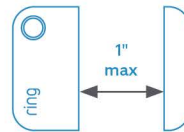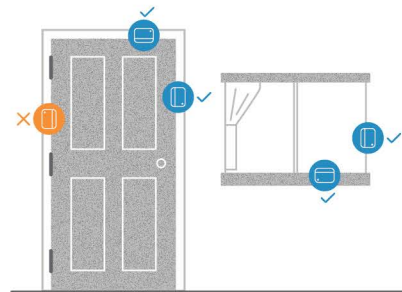
Bypassing Sensors

The bypass feature allows you to temporarily ignore a Sensor so you can arm your system. Use this if there's an open window or a device has an issue.

To bypass a sensor:

Using your Keypad: Your Keypad will announce "Sensors require bypass" and the (checkmark) button will blink.

Press the (checkmark) button to bypass, or do nothing and arming will be canceled.

Using the app: You will get an in-app notification.

What if your Contact Sensor is tampered?
The Ring app might show "Tampered" if your Contact Sensor cover isn't closed. If you opened it recently, check the device and fix the cover - this should fix the issue. If you need to arm your system while a Sensor is in this "tampered" state, you will need to bypass it to continue arming.
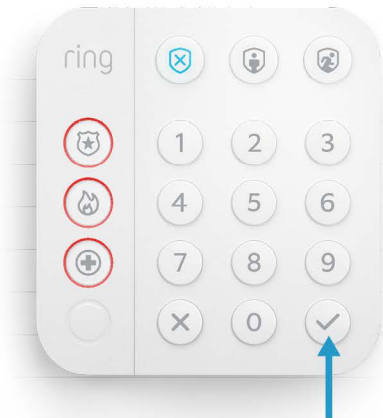
Understanding Entry & Exit Delays
Exit Delay gives you a short period of time to leave once you've armed your system. After you arm, you'll hear a series of chirps reminding you that there are only a few seconds to exit and close the door. When your Exit Delay ends, your alarm system is in an armed mode. Opening your door will trigger the Entry Delay to begin counting down.

Entry Delay gives you a short time to disarm your alarm system after you open the door. You'll hear chirp sounds 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, open the Ring app and check that the Contact Sensor placement is set to Main Door. You can customize each delay, choosing between 0 seconds (no delay) and 180 seconds (3 minutes). Just make sure you give yourself enough time to arm and disarm your alarm.

Motion Detector

Ring Alarm Motion Detectors are designed to detect intruders by monitoring your spaces for changes in heat and movement over time. By default, when armed in Away mode, motion will set off the alarm.

Test Mode is designed to help you test for blind spots, pets, and other environmental triggers that can trigger false alarms. By adjusting Motion Detector settings in the app, you can set the device to ignore your pets and only detect humans, or to detect everything. In Test Mode, motion is constantly detected, and when motion stops, it will clear every few seconds.

Where should you place your Motion Detector?

- Install 7' 6" 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.

How do you reduce false alarms?

- The Detector should not face a heat source such as a stove, fireplace or windows with direct sun.
- Never install a Motion Detector facing stairs.
- Make sure your pets can't get close to the Motion Detector by climbing on furniture.
- Use the app to adjust pet sensitivity settings.
- Keep the default settings. Only arm the Motion Detector in Away Mode.

Install steps:

1. Follow the steps in the Ring app. To connect your Motion Detector, pull the battery tab.
2. Using the app, specify where you will place your Motion Detector; then give it a unique name and assign it to a room.
3. If you're mounting the Motion Detector on a wall, clean the wall, then peel the backing off the 2 pieces of tape located on the back. If mounting it in a corner, peel the backing off the tape on each of the corners. Press and hold for 20 seconds.
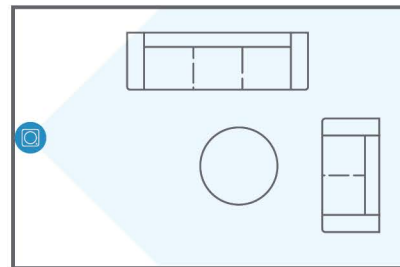
Motion Detector on a wall
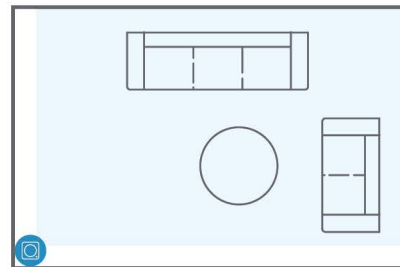
Motion Detector in a corner

Keypad

Your Ring Alarm Keypad is used to arm, disarm and change alarm modes. We recommend placing a Keypad near the door you most often use to exit and enter, and maybe a second one in a bedroom or office for easy access.

Setup and install steps:
1. Follow the directions in the app. When prompted, plug the Keypad into an outlet with the included USB cable and wall adapter.
2. 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. 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.

Note: If using the Keypad unplugged, charge it fully before first use.

To place the Keypad on a table, slide the bracket off of the Keypad, then flip the bracket over, and slide it back on to elevate the Keypad.

To install the 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.

Using the Keypad emergency buttons
(Professional monitoring only)

In the event of an emergency, the Keypad (2nd gen) offers one-touch access to the help you need. Press and hold any button for three seconds to send a signal to the monitoring center and request emergency help.

The **Police** button will send a panic signal to request police dispatch to your address and sound the siren.

The **Fire** button will request fire department dispatch to your address and sound the siren.

The **Medical** button will request an emergency medical response to your address.

TIP If you are self-monitored, pressing the Police or Fire button will simply sound the siren. No emergency services will be requested.

24/7 Professional Monitoring

Professional monitoring is a service that can alert the authorities and notify you and your emergency contacts when Ring Alarm Pro detects a security threat. A Ring Protect subscription is required in order to get professional monitoring.

How does it work?
When a threat is detected, your Alarm Pro sends a signal to the monitoring center. The monitoring center calls you to verify that the emergency is real, and can dispatch emergency responders to your home if needed.

For more information, see page 31.

Customize your police response
After you enroll in professional monitoring, use the Ring app to choose when you want the monitoring center to request police dispatch if the burglar alarm is triggered.

One-Touch Emergency Response with SOS
Instantly request police, fire or medical services using the Ring app dashboard or Ring camera Live View when you enroll in professional monitoring.

How do you get professional monitoring?
First, visit ring.com/protect-pro and subscribe to Ring Protect. Then, use the Ring app to enroll in professional monitoring.

Permits and Registrations
Many local jurisdictions require an alarm permit or registration for professionally monitored alarms. For more on permits, see page 35.

7-Day Practice Mode

7-Day Practice Mode helps you learn how to use your alarm system and reduce false alarms. For the first seven days of professional monitoring, if you set off your alarm, you'll get a call with an automated message but emergency responders are not requested. After seven days, your alarm will automatically enter full professional monitoring. Setting off your alarm system will trigger a live call from the monitoring center and may result in an emergency response.

Download your insurance certificate.

If you have a professionally monitored alarm system, you may qualify for an insurance discount. To download a certificate for your insurance company, open the Ring app or log into Ring.com. From the menu tap **Settings**, tap **Monitoring**, then tap **Certificate**.

What is self monitoring?

If you skip professional monitoring, your alarm system will be self monitored. In an emergency, your siren will sound but it won't signal the monitoring center, and emergency responders won't be dispatched unless you call them yourself.

If you choose self monitoring now, you can go back and sign up for professional monitoring at any time. Find a comparison chart for professional and self monitoring on page 31.

Verbal Password

(Professional monitoring only)

If the monitoring center calls, you and your emergency contacts will be asked to verify your identity. To do this quickly, we use a verbal password.

Choose a verbal password you'll remember and store it in a safe place. It should be:
- A single word (no spaces) or a number.
- Different from any Keypad access codes used to arm and disarm.

If you forget your verbal password, use the Ring app to create a new one.

Important! Share your verbal password with all of your emergency contacts.

Emergency Contacts

(Professional monitoring only)

When your Alarm Pro sends an alarm signal to the monitoring center, they call your list of emergency contacts—people you trust to take care of your home if you can't be reached. We suggest giving emergency contacts Shared or Guest User access to your Alarm Pro.

Emergency contacts need to:
- Answer their phone and handle emergencies
- Respond to your address if assistance is needed and disarm the alarm
- Unlock your home to give emergency responders access

If your emergency contacts change or get a new phone number, don't forget to update the Ring app.

Make sure your emergency contacts save our number!

When we call during an emergency, everyone needs to answer the call.

Ring Monitoring: 833-209-2159

Arming and disarming Alarm Pro

Understanding Modes

Your system has three Security Modes to choose from: **Disarmed**, **Home**, and **Away**. Modes will determine how your Ring devices work when you're at home and away.

Ring Alarm security devices use Modes to actively monitor sensors at your location.

Ring Cameras can use Modes to prevent video recording on specific cameras when you're home, and only record when you're away. Any Ring cameras that don't use Modes will detect motion and record video 24/7.

You can change modes using the Ring app and the Ring Alarm Keypad.

Disarmed Mode

Disarm when you're at home and want the freedom to go in and out easily. By default:
- Alarm: No sensors inside your home are armed.
- Ring Video Doorbells will always detect and record motion.
- Ring cameras set to "outdoors" detect and record motion, "indoor" cams do not detect or record motion.

Home Mode

Arm in Home Mode when you're at home and want to feel safe. By default:
- Alarm: Only door and window Contact Sensors are armed.
- Ring Video Doorbells will always detect and record motion.
- Ring cameras set to "outdoors" detect and record motion, "indoor" cams do not detect or record motion.

Away Mode

Use Away Mode when you go out and there's no one at home. By default,
- Alarm: By default all Sensors are armed.
- All Ring Video Doorbells and cams will detect motion and record video.

Use the Ring App to enable mode settings for cameras and select which Ring Alarm sensors are armed in Home and Away Mode. Open the Ring app menu, tap **Settings**, then tap **Modes** to customize your setup.

How to Arm and Disarm

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're
professionally monitored, disarming during an emergency
alarm event cancels the signal sent to the monitoring
center. If it's a real emergency, tap the Silence Siren
button in the app instead. This will silence the siren but
still send the alarm signal to the monitoring center.

When your Alarm Pro alarm system is triggered

	Self Monitoring	Professional Monitoring with Ring Protect
When a security threat is detected, the sensor sends a signal to Ring Alarm Pro.	✓	✓
The system sends an alert to your phone and email (if alerts are turned on). Shared Users on your account also get alerts.	✓	✓
Ring Alarm Pro sends the signal to the monitoring center.	✗	✓
If your internet is not available, 24/7 Backup Internet or Alarm Cellular Backup sends the signal to the monitoring center.	✗	✓
The monitoring center calls emergency contacts, asks for the verbal password, and checks if help is needed.	✗	✓
Emergency responders can be requested to your address.*	✗	✓

*If local laws require alarm verification, the monitoring center first dispatches
Guard Response if you've opted-in to this service.*

Owners, Shared Users, and Guest Users

You can invite trusted people to use your Alarm Pro, and provide them with limited access to your alarm system or cameras.

	Owners	Shared Users	Guest Users
	The Ownver is the master account used to set up your system.	Best for family members, trusted friends, caregivers, and pet sitters.	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	✓	✗	✗
Can have access limited by a schedule	✗	✗	✓
Requires an email address for account setup	✓	✓	✗

Adding Shared Users and Guest Users

To add users to your account, open the Ring app and tap the menu. Then tap **Settings**, **Users**, and tap the + icon or **Add User**.

Managing alerts

Your Alarm Pro can send notifications to your phone and email you 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 menu, tap **Settings**, and select **Alarm Alerts**. Each Shared User can turn on and off alerts without impacting other users. Note that Emergency Alarming alerts can never be turned off.

Getting emergency alerts in Do Not Disturb Mode

You can set your mobile device to ignore your device's settings and send you Alarm Pro emergency alerts right away, even if your phone is in Do Not Disturb Mode.

To override Do not Disturb mode, open the Ring app, open the menu, tap **Settings**, and select **Alarm Alerts**. Each Shared User can turn on and off alerts without impacting other users

Preventing false alarms

A "false alarm" occurs when someone or something accidentally triggers your alarm system and the siren sounds, but there is no real emergency. False alarms divert emergency responders from true emergencies. Home and business owners may be charged fines for false alarms.

Ways to prevent false alarms

- Make sure emergency contacts know your verbal password.
- Provide everyone at your location with Shared or Guest User access. Make sure Shared Users download the RIng app.
- Save the Ring Monitoring phone number 833-209-2159 as a phone contact.
- Make sure all users know when to arm and disarm, and when to use Home and Away Modes.
- Check that your Motion Detectors are not aimed at heat sources, stairs or windows
- Check that your Motion Detector coverage doesn't have any blind spots. Adjust sensitivity settings in the app so pets don't trigger the alarm.
- Test your Exit and Entry Delays and make sure they give you enough time.

Alarm Permits and Registration

(Professional monitoring only)

We work hard to provide you with up-to-date information about your local permit and registration laws, but sometimes jurisdictions change their permit requirements and applications. You can always reach out to your local municipality directly to ask about alarm system permit requirements.

We will email you to let you know if you need a permit and send you the details. Each jurisdiction has different rules and forms, and sometimes there is a small annual fee to get the permit. If you don't get a permit email from Ring within five business days (and it's not in your Spam folder), contact Ring Support for more information.

Adding permit information to the Ring app

In some locations, emergency responders may not be dispatched unless your permit or registration number is on file. If your alarm permit includes a number and expiration date, add these to your account.
1. Using the Ring app, open the menu, tap Settings, tap Monitoring, then tap Permit.
2. Choose your Permit type to add the permit number and date.
If your permit does not have a number, type the word "Registered" in the app.

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Need more information? Visit ring.com/alarm-pro

To download this manual, visit ring.com/alarm-manual

For technical Z-Wave information, visit ring.com/z-wave