

User Guide

Video Doorbell 4

Brand: Ring

Model: 5D22E9



Included installation hardware.

Bag Hardware

A



(5) Short Mounting Screws

To mount Ring Doorbell directly to a wall



(5) Wall Anchors

To install on concrete, stucco, or brick

B



(2) Security Screws

To secure Ring Doorbell after installation

Corner Mount Hardware

C



(5) Short Bracket Screws

To mount Ring Doorbell to the corner mount



(3) Medium Bracket Screws

To mount one angle bracket to a wall



(3) Long Bracket Screws

To mount two angle brackets to a wall



(3) Wall Anchors

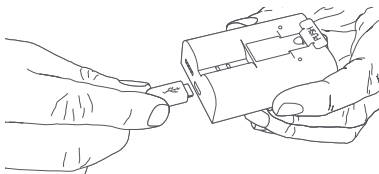
To install on concrete, stucco, or brick

Charge the battery.

First, **fully charge** the battery by plugging it into a power source using the provided orange cable.

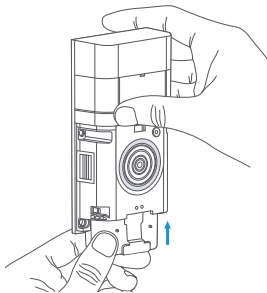
The small light on top will glow green once **fully charged**.

 Charging  Charged



Insert the battery.

After charging, insert the battery in the bottom of your Ring Doorbell until it clicks into place.



Download the Ring app.

The Ring app walks you through setting up and managing your Ring Doorbell.

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



Do you have an in-home chime?

The chime can ring when the button on your Ring Doorbell is pressed. Just follow the in-app instructions during setup.

Don't have an in-home chime?

If you see the “No In-Home Chime” button during setup, be sure to press it.

NO IN-HOME CHIME

Consider purchasing a Ring Chime or Ring Chime Pro, which allows you to hear alerts from anywhere in your home. Learn more at ring.com

To change your wiring settings after setup, go to Device Settings > Chime Connection.

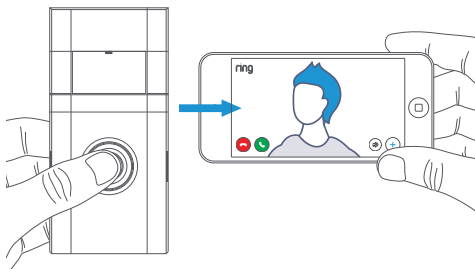
Set up your Ring Doorbell near your wifi router.

In the Ring app, select **Set Up a Device** and follow the in-app instructions.

When prompted, select **Doorbells**, and follow the in-app instructions.

Try it out.

After setup, push the button on the front of your Ring Doorbell to see video from the camera in the Ring app.

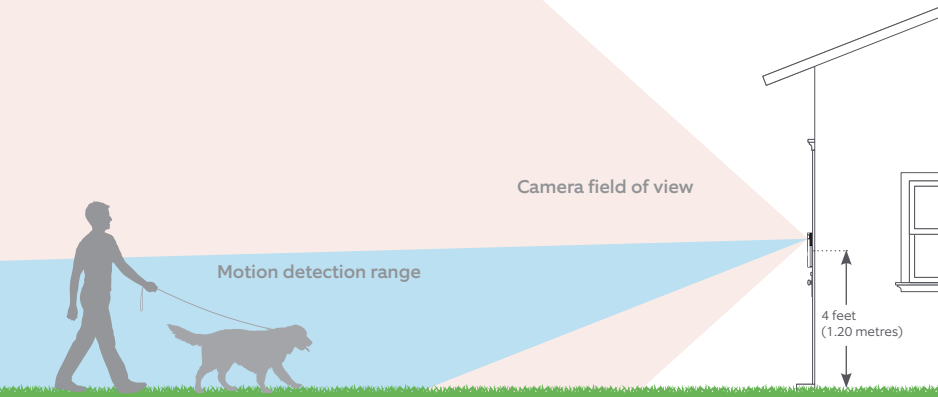


If you have problems with video quality after installation, you may need to move your router closer to your door, or add a Ring Chime Pro. Learn more at: ring.com/chime-pro

Install your Ring Doorbell.

Install your Ring Doorbell approximately four feet (1.20 metres) above the ground for optimal performance.

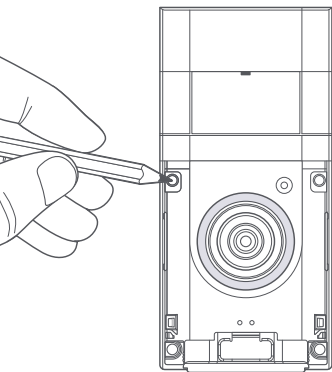
If you're connecting to existing doorbell wiring that's higher than four feet and want to angle your Ring Doorbell down for a better view, you can purchase a Wedge Kit online at ring.com/accessories.



Install the anchors.

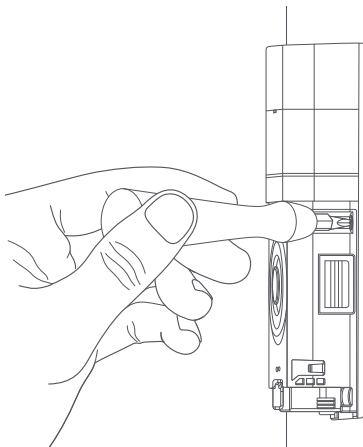
If installing on stucco, brick, or concrete, mark 4 drill holes using the Ring Doorbell as a template. Then, use a 1/4" masonry drill bit to drill holes in your wall, and insert four of the included wall anchors.

(If you're installing on wood, skip this step.)



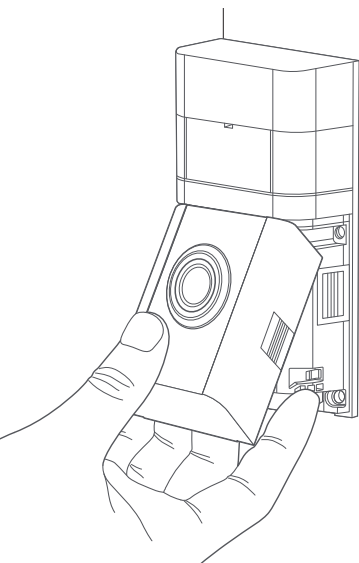
Secure your Ring Doorbell.

Use four of the provided Short Mounting Screws to secure your Ring Doorbell directly to the wall.



Install the faceplate.

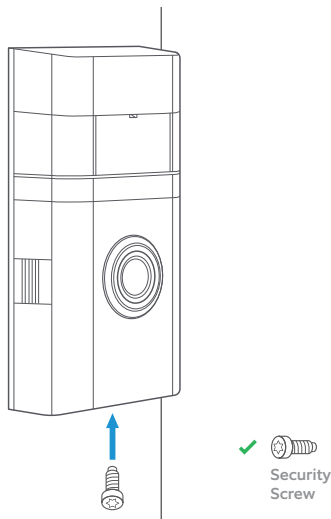
Place the faceplate on your Ring Doorbell by slotting it in at the top and clicking it into place.



Secure the faceplate.

Lastly, use the included screwdriver to insert and tighten one of the Security Screws. Your Ring Doorbell is now ready to use.

If replacing an existing doorbell or using the included Corner Mount, continue to page 12.



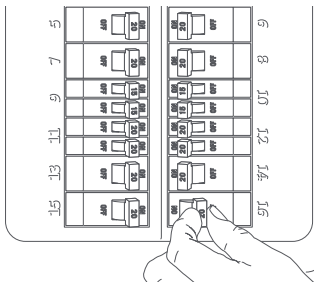
CAUTION!

If you use the wrong screws to secure the Ring Doorbell, you could damage the battery during installation, create a fire hazard, and be seriously injured.

Optional: Remove your existing doorbell

If replacing an existing doorbell, **shut off power at the breaker**. Then remove the doorbell button from the wall and disconnect the wires. If you're not sure which breaker controls your doorbell, turn off the master breaker for your home, or contact an electrician.

Your Ring Doorbell is compatible with doorbell systems supplying 8–24 volts AC at 50 or 60Hz, 40VA max.



CAUTION!

You'll be working with electrical wires during the install process. If you are uncomfortable or inexperienced with doing so, consult with a licensed electrician. Do not wire your Ring Doorbell to a DC-powered intercom system or other DC power source.

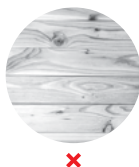
Optional: Install the Corner Mount

The Corner Mount can angle your Ring Doorbell to improve motion detection and provide a better view

Install the anchors.

If installing on stucco, brick, or concrete, mark 2 drill holes using the Corner Mount as a template. Then, use a 1/4" masonry drill bit to drill holes in your wall, and insert the included anchors.

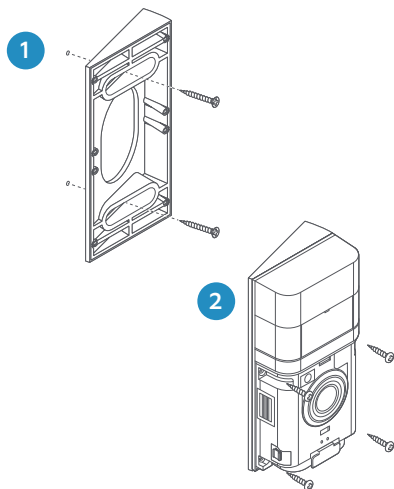
(If you're installing on wood, skip this step.)



Install the Corner Mount

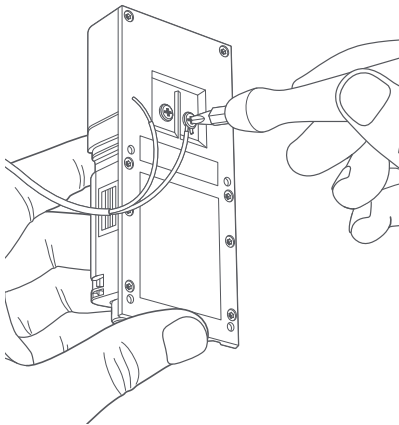
Use the Medium Bracket Screws to secure the Corner Mount to your wall. Use the Short Bracket Screws to secure your Ring Doorbell to the mount. If connecting to existing doorbell wiring, feed the wires through the back of the Corner Mount before securing the Corner Mount to the wall.

The Corner Mount can be painted to match your home.



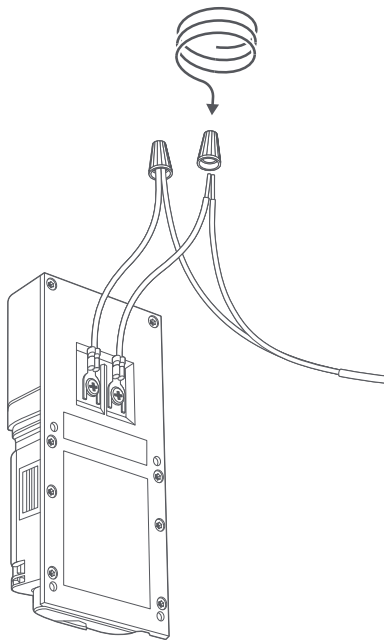
Connect the wires coming out of your wall to the screws on the back of your Ring Doorbell.

It doesn't matter which wire goes to each screw, as long as both are connected.



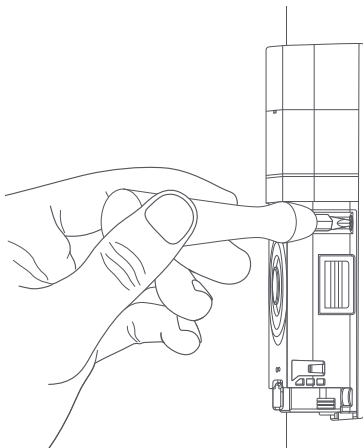
Optional: Connect to existing doorbell wires

If you have trouble connecting the wires coming out of your wall to the back of your Ring Doorbell, use the provided wire extensions and wire nuts.



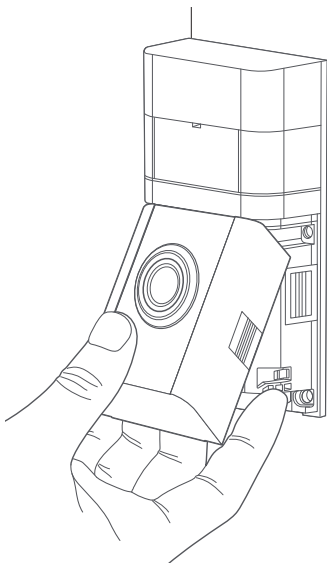
Optional: Connect to existing doorbell wires

Feed all the wires (and the wire nuts, if you used them) into your wall and secure your Ring Doorbell to the wall using four of the provided Short Mounting Screws.



Install the faceplate.

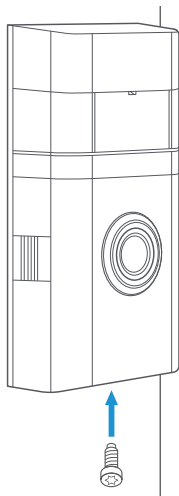
Place the faceplate on your Ring Doorbell by slotting it in at the top and clicking it into place.



Secure the faceplate.

Lastly, use the included screwdriver to insert and tighten one of the Security Screws.

Your Ring Doorbell is now ready to use.



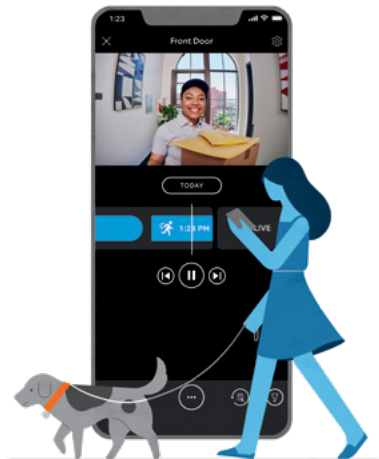
CAUTION!

If you use the wrong screws to secure the Ring Doorbell, you could damage the battery during installation, create a fire hazard, and be seriously injured.

Review, share and download.

Your new device comes with a free 30-day trial of **Ring Protect** video recording service.

To continue your subscription and save your videos, please visit ring.com/protect-plans



What is Ring Protect?

Ring Protect is a subscription service that stores videos from your Ring devices.

Why do I want it?

Ring lets you interact with visitors and monitor your property in real time, while Ring Protect allows you review and share those videos *anytime*.

How much does it cost?

Ring Protect Basic covers one Ring device for \$3 USD/month or \$30 USD/year.*

Ring Protect Plus covers all Ring devices at one property, and costs \$10 USD/month or \$100 USD/year.**

How do I sign up?

Simply log into your Ring account at ring.com/protect-plans, and follow the on-screen instructions.

*\$4 AUD, \$4.50 NZD, \$5 CAD per month or \$40 AUD, \$45 NZD, \$50 CAD per year

**\$15 AUD/NZD/CAD per month or \$150 AUD/NZD/CAD per year



For additional help, visit ring.com/help

Or give us a call

US 1 800 656 1918

Canada 1 855 300 7289

Worldwide +1 310 929 7085

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

For information on our warranty, theft protection, and Ring Protect Plans, see ring.com/legal

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Important Product Information

ring

IMPORTANT PRODUCT INFORMATION



SAFETY INFORMATION: FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS COULD RESULT IN FIRE, ELECTRIC SHOCK, OR OTHER INJURY OR DAMAGE.

WARNING: Electrical shock hazard. Disconnect power to installation area at your circuit breaker or fuse box before beginning installation. Always use caution when handling electrical wiring. Installation by a qualified electrician may be required in your area. Refer to your local laws and building codes before performing electrical work; permits and/or professional installation may be required by law.

WATCH FOR SMALL PARTS. The device and accessories may present a choking hazard to small children and pets. Keep them out of reach of small children and pets.

Your device can withstand outdoor use and has been tested to withstand water projected through a 6.3mm nozzle at a volume of 12.5 liters per minute and a pressure of 30 kPa at a distance of 3 meters for at least 3 minutes. However, your device is not intended for underwater use. To protect against electric shock, do not intentionally submerge or immerse your device, battery, or adapter (not included) in water or expose your device or adapter to other liquids. Do not spill any food or beverages on your device, battery, or adapter. Do not attempt to clean or polish your device, battery, or adapter with or expose your device, battery, or adapter to oil, lotion, or other abrasive substances. Do not expose your device, battery, or adapter to salt water or other conductive liquids. Do not expose your device, battery, or adapter to pressurized water, high velocity water, or extremely humid conditions (such as a steam room). If your device, battery, or adapter gets wet, carefully unplug all cables without getting your hands wet and wait for it to dry completely before plugging it in again. Do not attempt to dry your device, battery, or adapter with an external heat source, such as a microwave oven or a hair dryer. To avoid risk of electric shock, do not touch your device, battery, or adapter or any wires connected to your device during a lightning storm while your device, battery, or adapter is plugged in. If your device, battery, or adapter appears to be damaged, discontinue use immediately.

Your device does not contain any serviceable or replaceable parts. Do not open the housing or disassemble the device. Protect your device from direct sunlight. Install the device at dry locations and protect it against rain and humidity. Handle your device and its accessories with care. Your device or its accessories may have pointed edges which can lead to scratches, cuts, or other physical injury.

Use only accessories supplied with your device, or specifically marketed for use with your device, to power your device. Use of third-party accessories may impact your device's performance. In limited circumstances, use of third-party accessories may void your device's limited warranty. In addition, use of incompatible third party accessories may cause damage to your device or the third-party accessory. Read all safety instructions for any accessories before using with your device.



BATTERY SAFETY

Keep the battery and its power adapter in a well-ventilated area and away from heat sources, especially when in use or charging. Do not charge your battery near water or in extremely humid conditions. Do not open, disassemble, bend, deform, puncture or shred the battery. Do not modify, attempt to insert foreign objects into the battery or

Risk of Explosion if Battery is replaced by an Incorrect Type.

immerse or expose to water or other liquids. Do not expose the battery to fire, explosion or other hazard. Promptly dispose of used batteries in accordance with applicable laws and regulations. If dropped and you suspect damage, take steps to prevent any ingestion or direct contact of fluids and any other materials from the battery with skin or clothes.

Only use approved Li-Ion batteries designed and manufactured to work with your Ring device. The use of other batteries could cause injury to yourself, others and/ or damage your Ring device. Do not attempt to open or interfere with the battery pack, doing so could cause injury to yourself, others and/ or your Ring device. Do not dispose of your batteries in fire and do not expose your batteries to extreme heat. Only charge your batteries inside a building, in a dry state and using the supplied charging cable. The chemicals used within your Li-Ion battery are hazardous and harmful to the environment when not properly disposed of. Always dispose of used batteries in accordance with your local applicable laws and regulations. Do not dispose of used batteries in your household waste. For more information where to recycle and dispose of used batteries contact the retailer you purchased the product from or your local authorities.

If a battery leaks, remove all batteries and recycle or dispose of them in accordance with battery manufacturer's recommendations. If fluid from the battery comes into contact with skin or clothes, flush with water immediately.

Protect the device from direct sunlight. Install the device at dry locations and protect it against rain and humidity. The device may not get contact to salt water



SAFELY CONNECTING YOUR RING DOORBELL 4 TO YOUR HOME'S ELECTRICAL WIRING

If you install the Ring Doorbell 4 where a doorbell is already in use and you connect the Ring Doorbell 4 to your home's doorbell electrical wiring, you must turn off the existing doorbell's power source at your home's circuit breaker or fuse and test that the power is off BEFORE removing the existing doorbell, installing the Ring Doorbell 4, or touching electrical wires. Failure to turn off circuit breaker or fuse so could result in FIRE, ELECTRIC SHOCK, or OTHER INJURY or DAMAGE.

More than one disconnect switch may be required to turn off the equipment before servicing.

To test whether you have successfully de-energized your existing doorbell's power source, press your doorbell several times to confirm that the power is off.

If the electrical wiring in your home does not resemble any of the diagrams or instructions provided with Ring Doorbell 4, if you encounter damaged or unsafe wiring, or if you are unsure or uncomfortable in performing this installation or handling electrical wiring, please consult a qualified electrician in your area.

Only use accessories that are recommended by the manufacturer. Use of third-party accessories may lead to damage to your Ring Doorbell 4 or the accessory and may cause fire, electric shock, or injury.

Product Specifications

Device Name: Video Doorbell 4

Model Number: 5D22E9

Electrical Rating: Can connect to a doorbell system supplying 8-24VAC, 50/60Hz, 40VA (max) for continuous charging and internal doorbell control

Temperature Rating: -5°F to 120°F (-20.5°C to 48.5°C)

RECYCLING YOUR DEVICE PROPERLY

In some areas, the disposal of certain electronic devices is regulated. Make sure you dispose of, or recycle, your device in accordance with your local laws and regulations. For information about recycling your device, go to amazon.com/devicesupport.

Terms of Service and Warranty

Use of the product is subject to your registration with Ring and your agreement with the Terms of Service found at ring.com/terms

To review your warranty coverage, please refer to the enclosure inside this box or visit ring.com/warranty

For Consumers in the USA

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.

NOTE: 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.

Pursuant to Section 15.21 of the FCC rules, changes or modifications to a Product by the user that are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device meets the FCC Radio Frequency Emission Guidelines. Information on the product is on file with the FCC and can be found by inputting such Product's FCC ID (which can be found on the device) into the FCC ID Search form available at fcc.gov/oet/ea/fccid.

The party responsible for FCC compliance is:

Ring LLC, 1523 26th St, Santa Monica, CA USA, 90404

FCC Radiation Exposure Statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation statement.

THEFT PROTECTION

If your Ring camera or doorbell product is stolen at any time after

your purchase, Ring will replace the stolen device at no charge to you. This theft protection is not transferable and applies only to the original consumer purchaser. Coverage of this theft protection is limited to one (1) replacement only for each Ring camera or doorbell product that you have purchased. Theft protection does not apply to any products purchased from third party sellers on eBay and other online marketplaces. Any claim based on theft of your Ring camera or doorbell product must be submitted within fifteen (15) days of the theft and include the original sales receipt, and a copy of a police report evidencing that you reported the theft to the police. Failure to report the theft to police voids this theft protection.

For Consumers in Australia

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

I. LIMITED WARRANTY

This is a "Limited Warranty" which gives you specific legal rights. You may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions, such as Australia, do not allow the exclusion or limitation of incidental or consequential damages, so the limitation or exclusion under this Limited Warranty may not apply to you. Please keep your dated sales receipt; it is required for all warranty requests. Except as otherwise provided by the Australian Consumer Law, any dispute or controversy regarding this Limited Warranty arising from your use of your Ring products will be resolved by final and binding bilateral arbitration in accordance with the "Dispute Resolution" section of the Terms of Service, found ring.com/terms.

1. WHAT THE WARRANTY COVERS

For a period of one (1) year from the date of purchase of your Ring product, or one (1) year from the date of receipt of your replacement Ring product (see Section II below for details), Ring LLC ("Ring") will, at its sole option, repair or replace any Ring products that malfunction due to defective parts or workmanship at no charge to you. This warranty is not transferable and applies only to the original consumer purchaser. Ring may, in its sole discretion, make any repair or replacement with new or refurbished product or components. If the product or component requiring repair or replacement is no longer available, Ring may, in its sole discretion, replace such product with a similar product of similar function.

2. WHAT THE WARRANTY DOES NOT COVER

Repair service, damage due to misuse, abuse, negligence or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries) are not covered by this warranty. Damage from unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages. This warranty, our theft protection, and community support services do not apply to any products purchased from third party sellers on eBay and other online marketplaces. We strongly suggest that you do not buy Ring products from any unau-

thorized sellers, as such products may be used, defective, counterfeit or may not be designed for use in your country. This warranty covers only Ring products and is not extended to other equipment, components, or devices that a customer uses in conjunction with our products. Except in relation to any guarantees you may be entitled to under the Australian Consumer Law, Ring's maximum liability under this warranty is limited to the original purchase price of the Ring product in question. THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, (EXCEPT THOSE GUARANTEES YOU MAY BE ENTITLED TO UNDER THE AUSTRALIAN CONSUMER LAW), EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY, REPRESENTATION OR CONDITION OF MERCHANTABILITY OR THAT THE PRODUCTS ARE FIT FOR ANY PARTICULAR PURPOSE OR USE, AND SPECIFICALLY IN LIEU OF ALL SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. IF RING LLC CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW AND EXCEPT IN RELATION TO ANY GUARANTEES YOU MAY BE ENTITLED TO UNDER THE AUSTRALIAN CONSUMER LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. EXCEPT AS OTHERWISE PROVIDED BY THE AUSTRALIAN CONSUMER LAW, REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE CUSTOMER AND THERE SHALL BE NO LIABILITY ON THE PART OF RING LLC FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOSS OF BUSINESS OR PROFITS, WHETHER OR NOT FORESEEABLE. SOME JURISDICTIONS, SUCH AS THOSE IN WHICH THE AUSTRALIAN CONSUMER LAW APPLIES, DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSIONS MAY NOT APPLY TO YOU.

This limited warranty gives you specific rights. You may have additional rights under applicable law, and this limited warranty does not affect such rights.

II. THEFT PROTECTION

If your Ring camera or doorbell product is stolen at any time after your purchase, Ring will replace the stolen device at no charge to you. This theft protection is not transferable and applies only to the original consumer purchaser. Coverage of this theft protection is limited to one (1) replacement only for each Ring camera or doorbell product that you have purchased. Theft protection does not apply to any products purchased from third party sellers on eBay and other online marketplaces. Any claim based on theft of your Ring camera or doorbell product must be submitted within fifteen (15) days of the theft and include the original sales receipt, and a copy of a police report evidencing that you reported the theft to the police. Failure to report the theft to police voids this theft protection.

III. HOW TO OBTAIN SERVICE / REPLACEMENT

To obtain the benefit of the above limited warranty or theft protection, please contact Ring community support at:

- help@ring.com
- +61 2 8294 9169
- 1 300 205 983 (Toll Free)

For warranty requests where the Australian Consumer Law does not apply: Please be prepared to describe the product that needs service,

the nature of the problem and to provide proof of purchase. You will also be required to return your existing device in accordance with directions that will be provided by Ring. Ring has no warranty obligations with respect any products that are excluded from warranty pursuant to Paragraph 2 above, as reasonably determined by Ring, and the owner of such device shall bear all shipping costs for the return of such product to owner. Any claim under this Limited Warranty must be submitted to Ring before the end of the warranty period described above. Please allow up to fourteen (14) business days for your warranty request to be processed. For replacement requests: Please be prepared to describe the product that needs to be replaced and a copy of the police report. Please allow up to fourteen (14) business days for your replacement to be processed.

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。

低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

「應避免影響，附近雷達系統之操作」

This device complies with Industry Canada licence-exempt RSS standard(s).

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.

This Class B digital apparatus complies with Canadian ICES-003.

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.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition aux rayonnements de la IC pour un environnement non contrôlé. L'antenne doit être installée de façon à garder une distance minimale de 20 centimètres entre la source de rayonnements et votre corps.

L'émetteur ne doit pas être colocalisé ni fonctionner conjointement avec à autre antenne ou autre émetteur.

Ring LLC 1523 26th St. Santa Monica, CA 90404

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