



# GENERAL QUESTIONS

## Q. What technology do I need to use the Ring™ Video Doorbell?

You need a smartphone (or tablet), and a Wi-Fi connection. We recommend an upload speed between 5-7 mbps (megabits per second). You do not need to have a doorbell already, because the Ring has a built-in doorbell.

You can operate the Ring Video doorbell wirelessly, using its built-in rechargeable battery, or you also have the option of connecting the Ring to your home's existing doorbell wiring.

## Q. How do I receive the notifications?

The Ring generates alerts to your Apple, Android, or Windows 10 device. These notifications will be received even if the Ring App is closed, as long as you are not signed out.

## Q. Will I still get notifications and be able to see my visitors if I do not have a Wi-Fi connection?

Yes, you don't need a Wi-Fi connection as long as you have internet connectivity on your smartphone / tablet and your particular carrier does not block video streaming (e.g. FaceTime). If your carrier enables video streaming and you have a good 4G connection, you will be able to see real-time HD video from your Ring Video Doorbell anywhere you have coverage.

You will receive a push notification when you are connected to 3G, 4G, LTE, or Wi-Fi. If your phone is offline when activity is detected, you will see a missed call alert in your Recent Activity log within the Ring App.

## Q. What happens when the Ring detects motion?

The Ring doorbell can detect motion up to 30 feet away from the device. When motion is detected, the user will instantly receive a mobile push notification, informing them of the activity. If the user decides to open the app, they will be able to access on-demand live footage of the activity.

## Q. Does the Ring Video Doorbell still "ring," like a regular doorbell?

Yes, the Ring is engineered to emit an alert outside the home. Depending on what type of existing doorbell you have, you may also be able to connect your existing hardwired doorbell to the Ring doorbell. You can also purchase plug-in chimes.

## Q. How will I know if the battery is getting low?

The Ring™ Video Doorbell App features a low-battery warning, and you will also receive email reminders when your battery runs low. When connected to a 2.1 amp charger, the Ring will fully charge in approximately 4-5 hours.

Under normal use, Ring Video Doorbells can run for 6-12 months between battery charges, depending on usage and operating environment.

