



RING PRODUCTS

Technician Service & Installation Guide

 HelloTech

2018

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INTRODUCTION

HelloTech & Ring

We've partnered with Ring to provide quality, professional hands-on support as official installers of Ring products.

As a HelloTech technician, you'll be servicing the Ring products shown below.



Ring Video Doorbells

The Ring Video Doorbell allows you to see, hear and speak to anyone at your door from your phone, tablet or PC.



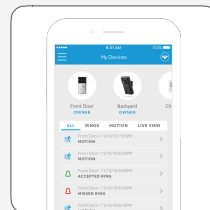
Ring Security Cameras

Weather-resistant and wire-free mount allow Ring security cameras to be placed anywhere to see, hear and speak with your visitors.



Ring Accessories

Add a chime so that you can hear your doorbell in other places throughout the home or even a solar panel to keep your Stick Up cam fully charged at all times.



Ring Mobile App

The Ring app lets you control your devices and review your videos in one simple dashboard.

About Ring

Ring manufactures a wide range of home security products including motion-based outdoor security cameras and doorbells. All Ring products are integrated with the Ring App, which allows users to monitor any activity directly from their smartphone.

SERVICE OVERVIEW

SERVICE SCOPE

The service will include Ring device installation, Ring mobile app setup and training. Clients who book this service are often new Ring customers and may require a little extra care.

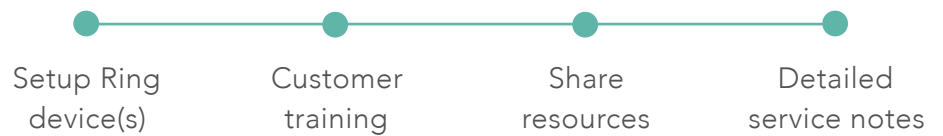
PRE-APPOINTMENT WORKFLOW

Call the customer. At least 1-2 days prior to the appointment, call the customer to confirm the service date, time, and location. Additionally, verify they will have the following items ready for their appointment:

- Primary User's e-mail and password
- Compatible mobile devices
- Wi-Fi name and password
- Ring device(s)*
- Charged devices
- Confirmed install location
- Confirm the scope of work

APPOINTMENT WORKFLOW

Depending on the number of Ring devices needing to be installed, the appointment should take approximately 45 minutes to 2 hours and will consist of the following steps:



WRAPPING UP

Verify that all Ring devices and accessories are properly installed and the Ring mobile app has been setup. Once confirmed, leave detailed service notes regarding the work that was completed.

TECHNICIAN SUPPORT

- **Call Ring Support at (855) 746-4664 (ext. 7)** if you want to verify that the Ring device is faulty or defective.
- **Call Technician Support at (424) 209-4660.** For any onsite questions, issues, or if you're unable to complete the service, call Support for further assistance.
- **Unserviceable Protocol.** If unable to complete the service, do not mark the job complete. Call Technician Support immediately at (424) 209-4660.

SERVICE CHECKLIST

APPOINTMENT DAY

- ❑ **Call the Customer.** At least one hour prior the start time, call to let the customer know you'll be there shortly.
- ❑ **Be prepared.** Plan to arrive 5-10 minutes early and be sure to have the necessary tools for the appointment. (See the "Important Tools" checklist below).
- ❑ **Service Scope.** It's important that you stay within the service scope and explain to the customer exactly what the appointment will entail.

- ❑ **Safety.** Be mindful of safe work practices during the appointment. For more info, see the next page for **Transformer Tips**.
- ❑ **Service Notes.** Leave detailed service notes regarding the completed work.
- ❑ **Need help? Call Technician Support at (424) 209-4660.**
If you need assistance or if you are unable to complete the service, call Support immediately.

IMPORTANT TOOLS

- ❑ **15/64" Drill Bit.** Drill bit should be able to penetrate wood, stucco, brick, or concrete.
- ❑ **Hammer Drill.** You'll need a hammer drill when mounting on brick or concrete surfaces.
- ❑ **Wi-Fi Analyzing App.** This will be helpful to check Wi-Fi connectivity and coverage. We recommend Wifi Analyzer for Android or Network Analyzer for iOS.
- ❑ **Ladder.** Please note that the customer must provide their own ladder.
- ❑ **Multimeter.** This will be helpful in testing the voltage before beginning an installation.

Print this page if necessary!

TRANSFORMER TIPS

Certain aspects of Ring installations, like installing the Pro Power Kit, require some interaction with the transformer. That said, it is very important to take the necessary safety precautions to ensure that the installation goes smoothly.

- Test voltage and confirm you are getting a power reading.
- Check and make sure wires are making contact.
- Check for any visual damage and report in your closeout notes.
- Check and make sure the Pro Power Kit is installed properly in cases where it permits.
- If you are fastening the contact points, **make sure power to transformer is turned off at breaker.**

FLOODLIGHT CAMERA DO'S AND DON'TS

Please note that Ring Floodlight Camera installations are not within the HelloTech scope of service. Review the following do's and don'ts for details on how we can assist with Ring Floodlight Cameras.

Do's

- Adjust the angle of lights
- Pair Floodlight Camera to the Ring app
- Check WiFi at installation site
- Record Ping speed

Don'ts

- Do not install the Ring Floodlight Camera
- Do not reconnect the Floodlight Camera to a new power source
- Do not remove the Floodlight Camera

RING VIDEO DOORBELL

Requirements

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device

Necessary Tools

- Pencil
- 12-18 volt drill
- Drill bits for wood, metal, and concrete
- Toolkit provided with the Ring doorbell
- Wire strippers and multimeter

What's in the Box

- Ring Doorbell
- Micro USB charging cable
- Mounting bracket(s) and level
- Screwdriver
- Screwdriver bit
- Drill bit (**do not** use the drill bit provided by ring for the installation)
- Wood screws
- Masonry screws and anchors
- Rechargeable battery (RVD2)
- Diode

Pre-Installation

Check the following prior to the installation:

- **Charged Ring Device.** Whether the customer is using the classic or video doorbell 2, you want to make sure they charge their devices prior to the appointment!
- **Wi-Fi connectivity.** WiFi must reach the location where the Ring Doorbell will be installed with at least 5 mbps (HelloTech Recommended) of broadband.
- **Network ID & Password.** The customer should have this handy when connecting the unit.
- **Safe Installation Area.** The working environment where the Ring Doorbell will be installed is safe to work on.
- **Necessary Tools.** You have the correct tools for the installation.
- **Confirmed Install Location.** The customer is aware and has confirmed the install location of the Ring.
- **Circuit Breaker.** Find the doorbell's breaker on the circuit breaker and turn it off when installing (if hardwiring).
- **Compatible Voltage.** Make sure the voltage is compatible 8 - 24 VAC. It is best to carry a multimeter with you on these jobs. **DC transformers are not supported.**

Ring Video Doorbell 1

The Ring Video Doorbell features include motion-activated alerts, 720HD video, and two-way talk with noise cancellation. The device includes a built-in rechargeable battery, or it can be connected to an existing doorbell wiring for non-stop charge.

Ring allows you to customize your motion sensors, so you'll always be notified when there's a visitor. Infrared night vision and a weather-resistant design allows for home monitoring at anytime under any condition.



VIDEO DOORBELL 1

1. Download the **Ring App** (create an account for the customer, if they don't have one currently) and log in. Setup the device prior to mounting it.
2. Decide if the Ring device is able to be hardwired or will have to be charged.
3. Remove the old doorbell and place the mounting bracket where the old doorbell used to be making sure to cover any holes or paint left by the old doorbell. Level the bracket and mark the drilling points with a pencil.
4. Drill in pilot holes using your drill bit and add an anchor to each, if necessary.
5. Mount the bracket onto the wall using the pilot holes.
6. **(For hardwiring only)** Connect the wires from the old doorbell to the front of the Ring mounting plate. It does not matter which wire goes where, either way should work as long as both wires are connected properly to the back of the Ring Doorbell.
7. Slide the Ring Doorbell into the bracket until you hear it lock.
8. Gently screw the provided security screws to the bottom of the Ring Doorbell with the proprietary screw driver to secure the doorbell. Remember, when screwing try not to apply too much pressure as stripped screws may cause problems with removing the Ring in the future.

Ring Video Doorbell 2

The Ring Video Doorbell 2 features include motion-activated alerts, 1080p HD video, live view, night vision, and two-way talk with noise cancellation. Additionally, the device includes a rechargeable battery pack and 2 interchangeable faceplates.

Like the original model, the Ring Video Doorbell 2 can be hardwired or battery-powered.



VIDEO DOORBELL 2

1. Download the **Ring App** (create an account for the customer, if they don't have one currently) and log in. Setup the device prior to mounting it.
2. Decide if the Ring device is able to be hardwired or will have to be charged.
3. Remove the old doorbell. Place the mini-level on the device and mark the drilling points with a pencil where the old doorbell used to be. Try to cover any holes or chipped paint left by the old doorbell.
4. Drill in pilot holes using your 15/64" drill bit. Add an anchor to each if necessary.
5. Mount the bracket onto the wall using the pilot holes.
6. **(For hardwiring only)** connect the wires from the old doorbell to the back of the Ring. It does not matter which wire goes where, either way should work as long as both wires are connected properly to the back of the Ring Doorbell. If you are connecting to a digital chime, make sure to add the diode!
7. Attach the Ring Video Doorbell 2 to the wall. Attach the cover to the device.
8. Gently screw the provided security screws to the bottom of the Ring Doorbell with the proprietary screw driver to secure the doorbell. Remember, when screwing try not to apply too much pressure as stripped screws may cause problems with removing the Ring in the future.

Requirements

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device

Necessary Tools

- Pencil
- 12-18 volt drill
- Drill bits for wood, metal, and concrete
- Toolkit provided with the Ring doorbell
- Wire strippers and multimeter.

What's in the Box

- Ring Doorbell Pro
- Screwdriver
- 4 Interchangeable Faceplates
- Optional wiring and connectors
- Drill bit (Do NOT the drill bit provided by Ring to complete the installation)
- Installation Screws and Anchors
- Quick Setup Guide
- Pro Power Kit*

The Pro Power Kit is a requirement of the Ring Video Doorbell Pro. The Pro Power Kit **must** be installed prior to the Ring Video Doorbell Pro.

Pre-Installation

Check the following prior to the installation:

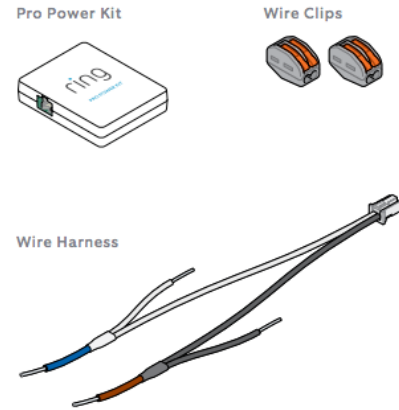
- **Wi-Fi connectivity.** WiFi must reach the location where the Ring Doorbell will be installed with at least 5 mbps (HelloTech Recommended) of broadband.
- **Network ID & Password.** The customer should have this handy when connecting the unit.
- **Safe Installation Area.** The working environment where the Ring Doorbell Pro will be installed is safe to work on.
- **Necessary Tools.** You have the correct tools for the installation.
- **Confirmed Install Location.** The customer is aware and has confirmed the install location of the Ring.
- **Circuit Breaker.** Find the doorbell's breaker on the circuit breaker and turn it off when installing (if hardwiring).
- **Compatible Voltage.** Make sure the voltage is compatible 8 - 24 VAC. It is best to carry a multimeter with you on these jobs. **DC transformers are not supported.**

The Pro Power Kit

The Pro Power Kit included with the Video Doorbell Pro is a small device that makes sure that enough power is sent to your Ring Doorbell to function. It's **required** in order for your Ring Doorbell to function properly. If it is not installed, you risk damaging the customer's internal chime or Ring device.

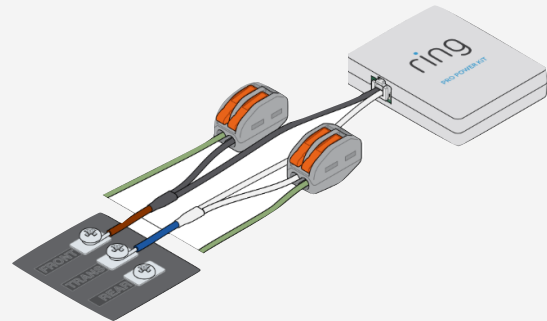
The Pro Power kit must be installed prior to the Ring Video Doorbell Pro.

For more information visit: [Ring Pro Power Kit](#)



PRO POWER KIT

1. Make sure the Ring Pro is compatible with the doorbell system.
2. Locate the internal doorbell. Ask the customer to ring the doorbell if you cannot find it.
3. Turn off power to the doorbell transformer from the breaker.
4. Once you have located the internal doorbell, remove the cover and locate the two wires which should be labelled "front" and "transformer."
5. Disconnect one wire at the time inserting them into the grey and orange clips provided which will split the connection into two, one going back to the doorbell and another to the Pro Power Kit.
6. Once connected, arrange the Pro Power Kit and the internal doorbell so that it can look neat. If possible, place the Pro Power inside the doorbell case.
7. Proceed to in app setup.
8. Turn the doorbell's power back on from the breaker.



Ring Video Doorbell Pro

The Ring Video Doorbell pro features include an ultra slim design, 1080HD video with two-way talk, custom motion zones, infrared night vision, and much more.

Unlike the Ring Video Doorbells 1 & 2, the Video Doorbell Pro requires existing doorbell wiring (16-24 VAC transformer) and will not run on battery power.



VIDEO DOORBELL PRO

1. First verify the voltage is between 16-24VAC. Make sure the doorbell's power from the breaker is still turned off.
2. Remove the existing doorbell, place the Ring Pro over the existing wires and with a pencil, mark the two holes on the top and bottom.
3. Proceed to drill pilot holes using the pencil markings as guides. Add the provided anchors to any surface other than wood.
4. Connect the two wires left from the existing doorbell to the back of the Ring Pro. If wires are too short, use the provided wire extensions to connect to unit.
5. Once connected, screw in the Ring Pro to the anchor/pilot holes.
6. Turn the doorbell's breaker power back on.
7. Before placing the Ring Pro cover, complete the in app setup.
8. Place the cover over the Ring Pro once in app setup is complete and secure the security screw. Be careful not to strip the screw!

RING SECURITY CAMERA

Ring Stick Up Camera

The Ring Stick Up Camera is a weather-resistant and wire-free outdoor security camera. Mount the Stick Up Cam anywhere on your home to see, hear, and speak with visitors via the free Ring app. The device features include a rechargeable battery, custom motion zones and sensitivity, HD videos, cloud video recording, and night vision.

The Ring Stick Up Cam will need to be charged frequently if there is not a solar panel attached. Be sure to let the customer know they can check their battery percentage via the app.



Requirements

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device

Necessary Tools

- Pencil
- 12-18 volt drill
- Drill bits for wood, metal, and concrete
- Toolkit provided with the Ring doorbell

What's in the Box

- Ring Stick Up Cam
- Security Mount
- Quick Release Mount
- Screwdriver Handle
- Screwdriver Bit
- Drill bit (Do NOT the drill bit provided by Ring to complete the installation)
- Micro USB Charging Cable
- Installation Screws & Anchors
- Quick Setup Guide

Pre-Installation Checklist

Check the following prior to the installation:

- **Wi-Fi connectivity.** WiFi must reach the location where the Ring Doorbell will be installed with at least 5 mbps (HelloTech Recommended).
- **Network ID & Password.** The customer should have this handy when connecting the unit.
- **Safe Installation Area.** The working environment where the Ring Doorbell will be installed is safe to work on.
- **Necessary Tools.** You have the correct tools for the installation.
- **Confirmed Install Location.** The customer is aware and has confirmed the install location of the Ring.
- **Quick release mount.** Confirm whether or not the client will be using the quick release mount.

STICK UP CAMERA

1. Perform the in-app setup. The Ring app will walk you through the setup. You will need the network name and password at this time.
2. Test the video quality close to the access point. If the quality is poor, the customer may have a slow connection. If the quality is fine, test it again at the location the camera will be installed.
3. Choose the proper mounting strategy with the customer. The Quick Release Mount allows for easy removal and remounting, while the Security Mount prevents the camera from being removed.
4. Remove the Swivel Arm from the Security Mount by loosening the screw on the side. Set it aside for now but be sure not to lose it as it is important for securing the camera to the mount later.
5. Select the mounting point best for the customer. The top mounting point is best for ceiling installations. The middle mounting point is great for installing at eye level. The bottom mounting point is great for installing high on a wall, or placing it on a table.
6. Attach the swivel arm to the Stick Up Cam using the provided bolt in the small bag. Insert the bolt into the side with the recess.
7. Use the Quick Release Mount to mark the location of the 4 holes that are going to be drilled.
 - a) For stucco, brick, or concrete: use the provided wall anchors after drilling.
 - b) For wood or siding: secure the bracket directly to the wall.
8. Use the Phillips head side of the Ring screwdriver to secure the provided screws.
9. Attach the Stick Up Cam to the Security Mount and, if you used the Quick Release Mount, attach the Security Mount to the Quick Release Mount.

Ring Spotlight Camera

The Ring Spotlight Camera features include 1080p HD video, a wide-angle camera lens, and a built-in microphone and speakers. Additionally, there is a 110-decibel alarm to help scare off intruders. The device comes in two versions: the Spotlight Cam Battery allows you to install in any location, while the Spotlight Cam Wired allows for non-stop power and security.

It's features include 1080p HD video, a wide-angle camera lens, and a built-in microphone and speakers. Additionally, there is a 110-decibel alarm to help scare off intruders.



Requirements

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device
- Power outlet



Necessary Tools

- Pencil
- 12-18 volt drill
- Drill bits for wood, metal, and concrete
- Toolkit provided with the Ring doorbell
- Wire strippers and multimeter are both helpful, but not required

What's in the Box

- Ring Spotlight Camera
- Mounting bracket
- Philips bit
- Screwdriver
- Drill bit (do not use the provided drill bit)
- Installation screw and anchors
- Cable clips
- (For wired Spotlight Cam) 20-foot power cable
- (For battery Spotlight Cam) one 6,000 mAH Ring battery pack

Pre-Installation Checklist for Spotlight Cam (Battery)

Complete the following steps prior to the installation:

- **Verify the Spotlight Camera battery has been charged by the customer.**
The included battery needs to be charged by using the included orange USB cable. Green lights will appear on top of the battery once fully charged.
- **Insert the battery.** Press the white button to open the battery compartment and push the battery into the compartment until it clicks into place.
- **Set up Spotlight Cam in the Ring App.**
Complete this step before physically installing the Spotlight Camera.
- **Choose an install location.** The Spotlight Camera is designed to be placed at an optimum height of nine feet with the motion detector parallel to the ground.

VIDEO DOORBELL 2

1. **Install the mounting bracket.** Once you've chosen an installation location, turn the mounting bracket so that the word "Up" is facing you. Use the built-in level to make sure Spotlight Cam is even before using the bracket to mark your holes.
 - a) If installation on a masonry surface like stucco or brick, use your 15/64" drill bit to make your holes, then insert wall anchors before installing the screws.
 - b) If installing on a wood surface, use the install screws to screw the mounting bracket directly into your wall.
2. **Mount the Spotlight Cam.** After installing your bracket, push the ball on the back of Spotlight Cam into the socket until it pops into place.

Position the camera with the motion detector parallel to the ground.
3. **Angle the camera.** Using the live feed on your phone, position Spotlight Cam to your desired view. Once you are happy, tighten the security screw on the right side to fix Spotlight Cam in position.

Pre-Installation Checklist for Spotlight Cam (Wired)

Complete the following steps prior to the installation:

- **Set up Spotlight Cam in the Ring App.**
Complete this step before physically installing the Spotlight Camera.
- **Choose an install location.** The Spotlight Camera is designed to be placed at an optimum height of nine feet with the motion detector parallel to the ground. Additionally, verify there is an outlet in range of the customer's desired install location.

SPOTLIGHT CAM (WIRED)

1. **Install the mounting bracket.** Once you've chosen an installation location, turn the mounting bracket so that the word "Up" is facing you. Use the built-in level to make sure Spotlight Cam is even before using the bracket to mark your holes.
 - a) If installation on a masonry surface like stucco or brick, use your 15/64" drill bit to make your holes, then insert wall anchors before installing the screws.
 - b) If installing on a wood surface, use the install screws to screw the mounting bracket directly into your wall.
2. **Mount the Spotlight Cam.** After installing the bracket, align the four screws on the base of Spotlight Cam with the small holes on the mounting bracket and push down into the slots, securely locking it. Use the Phillips end of the screwdriver bit to tighten the security screw on the right until Spotlight Cam is secure.
3. **Secure the Cable.** Use provided cable clips to secure the power cable to your mounting surface. Once again, use your 15/64" drill bit if installing on a masonry surface. Then, insert the wall anchors before installing the screws. If installing on a wood surface, you can screw the cable clips directly into your wall. Feel free to paint the cable to match your wall, as well.
4. **Angle the camera.** If Spotlight Cam isn't plugged in yet, go ahead and do so now. Wait a minute for Spotlight Cam to power up and come back online. Using the live feed on your phone, position Spotlight Cam to your desired view. Once you are happy, tighten the security screw on the right side to fix Spotlight Cam in position.

RING ACCESSORIES



Chime

The Ring Chime device is meant to act as an alternative to the traditional doorbell chime. This is extremely useful if their existing chime does not function after the install of a Ring device.

Technical Requirements:

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz and its credentials)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device
- An already installed and functioning Ring device.

RING CHIME

1. In the Ring app, go to the main dashboard and tap **Add Device**.
2. Select the Chime then plug the Chime into a standard wall outlet.
3. Name the Chime device.
4. Confirm the location of the device.
5. Once confirmed, the Ring logo will appear as loading.
6. The Ring Chime will now be broadcasting a Wi-Fi network.
7. Connect to the device's wireless network when instructed and return to the Ring app to continue.
8. Connect the Chime to the same wireless network as all other Ring devices.
9. Once the setup is successful, configure the device to the customer's preferences.



Chime Pro

The Ring Chime Pro device is meant to act as an alternative to the traditional doorbell chime. This device will require optimal placement to connect to the Wi-Fi network. Ring Chime Pro will only create a network for other Ring devices to connect to and does not act as a wireless network extender.

Technical Requirements:

- Wi-Fi with an Internet Connection (802.11 b/g/n 2.4Ghz and its credentials)
- iOS (7+) or Android (4.0+) or Windows 10 mobile device
- An already installed and functioning Ring device.

RING CHIME PRO

1. Find an optimal location to place the Chime Pro. Ideally, you want this halfway between the router and the dead or low signal zone. However, keep in mind that the Ring Chime Pro must be close enough to the router to have a good enough signal to replicate.
2. Find the Add Device Button located on the main dashboard of the Ring app.
3. Select Chime Pro.
4. Name the Chime device, confirm location, and wait for the Ring logo to begin pulsing slowly.
5. The Ring Chime will now be broadcasting a Wi-Fi network. Connect to the device's wireless network when instructed and return to the Ring app to continue.
6. Connect the Chime to the same wireless network as all other Ring devices.
7. Once setup is successful, configure the device to the customer's preferences. If Ring devices already exist on the network, you will need to link them to the Chime Pro via the app > select the Chime Pro > Linked Devices. If you are setting up a new device, you will be prompted to connect to the Chime Pro.



Ring Solar Panel (Stick Up Cam)

The Ring Solar Panel connects to the Stick Up Cam and provides non-stop solar power, so you'll never need to charge your battery. With just a few hours of sunlight, your Cam will stay powered all day and night.

The Solar Panel features include a weather-resistant design, an adjustable mounting bracket, and includes a tool kit and USB cable.

SOLAR PANEL

Placing the Ring Solar Panel

The Ring Solar panel can be mounted anywhere on a wall or roof, but should be placed in an area that gets at least a few hours of sun each day. When mounting the Ring Solar Panel, be sure to look out for overhanging branches or the shadows of nearby branches that may block the sun.

To mount the Ring Solar Panel

1. Find a spot that gets direct sunlight for at least part of the day near the stickup cam.
2. Remove the base and use it to mark the two holes where the solar panel will be installed.
3. If you are installing on any surface other than **wood** or **siding**, use your 15/64" drill bit to drill holes where you marked for the provided anchors. Insert the provided anchors.
4. Secure the base to the wall and attach the solar panel to the base and attach the cable to the base. Finally, attach the cable to the device.



Ring Solar Panel (Spotlight Cam)

The Ring Solar Panel connects to the Spotlight Cam and provides non-stop solar power, so you'll never need to charge your battery. With just a few hours of sunlight, your Cam will stay powered all day and night.

The Solar Panel features include a weather-resistant design, an adjustable mounting bracket, and includes a tool kit and USB cable.

SOLAR PANEL

1. Using the Solar Panel mounting arm as a template, mark the screw holes on your chosen surface with a pencil.
2. If you are mounting the Spotlight Cam Solar Panel on brick, concrete, or stucco, put the included plastic anchors into the holes. You may need to use a hammer to get the anchors in. If you are mounting the bracket on wood or vinyl, just use the included screws.
3. Secure the mounting arm to the wall with the included screws. Tighten until snug.
4. Slide the solar panel onto the mounting arm. Make sure it's seated securely.
5. On the mounting plate, pop the rubber weatherproofing plug out of its hole.
6. Plug the charging cable into the power connector on Spotlight Cam.
7. Insert Spotlight Cam into its mounting bracket, set the desired angle, then tighten its adjustment screw.

FOR VIDEO DOORBELL 1

You can mount Ring Solar Charger directly into wood using the provided screws and screwdriver. If you are mounting to brick, concrete, or stucco, do the following:

1. If your Ring Video Doorbell was already mounted on your home, go ahead and remove the mounting bracket.
2. Using the provided screws and anchors, mount your solar charger to the exterior wall.
3. Connect the micro-USB cable to the charging port on the back of your Ring Video Doorbell.
4. Attach your Ring Video Doorbell to your Solar Charger.
5. Tighten the security screws on the bottom of your Ring Video Doorbell.

FOR VIDEO DOORBELL 2

You can mount Ring Solar Charger directly into wood using the provided screws and screwdriver. If you are mounting to brick, concrete, or stucco, do the following:

1. If your Ring Video Doorbell was already mounted on your home, go ahead and remove the mounting bracket.
2. Using the provided screws and anchors, mount your solar charger to the exterior wall.
3. Loosen the two screw terminals on the back of the Ring Video Doorbell 2 and insert the wire connector from the Solar Charger under the screws on the terminal.
4. Once your Ring Video Doorbell has been fitted into the Solar Charger, secure it using the provided bolts.
5. Reattach the faceplate to your Ring Video Doorbell 2 and install the security screw.

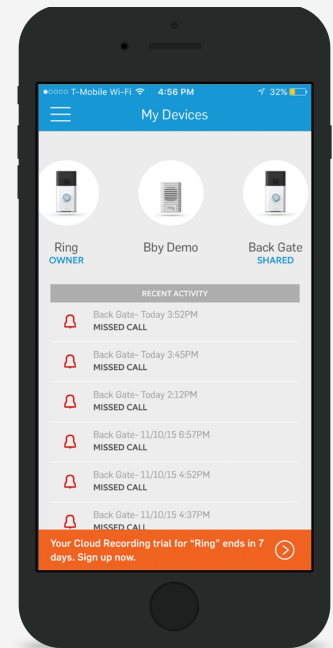
RING APP OVERVIEW

USING THE MOBILE APP

Overview

Here are some of the features you'll find in the Ring App:

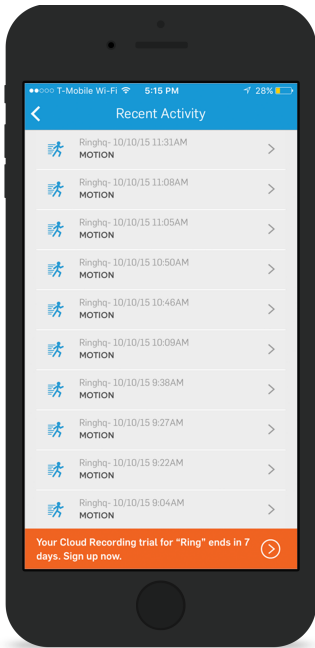
- My Devices
- Recent Activity
- CVR (Cloud Video Recording)
- Device Settings
- Motion Settings
- Shared Users
- Linked Chimes



Adding a Device

1. **Download the Ring App.** Find the Ring App in the App Store (for iOS) or Google Play (for Android).
2. **Create or Login to the Ring account.** If the client does not have a Ring account, they will need to create one in order to proceed.
3. **Tap "Setup Device".** Select the Ring device and begin the setup process.
4. **Specify location.** Make sure that location services are "On" for the Ring App.
5. **Put your device into setup mode.** Follow the in-app instructions for the specific device.
6. **Wi-Fi Setup.** For this step, the mobile device will need to connect to the Wi-Fi network called "Ring Setup".

USING THE MOBILE APP



My Devices & Recent Activity

My Devices allows you to view and manage all your Ring devices that are currently synced with the app.

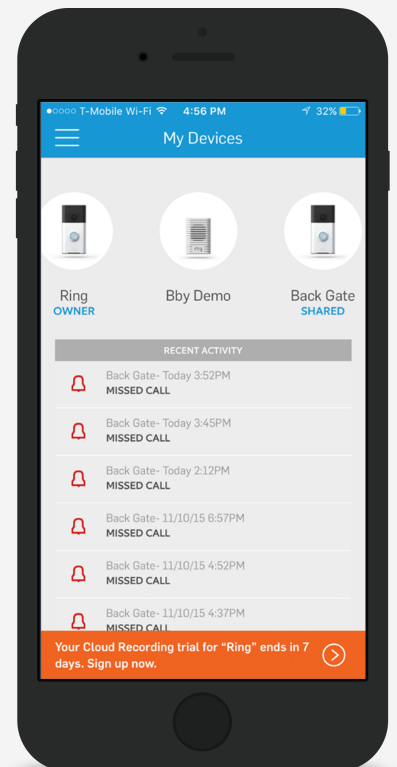
Recent Activity tells you the activity, time, and allows you to view a video clip of the activity. It will allow you to download, share, or delete the motion or ring.

Cloud Video Recording (CVR)

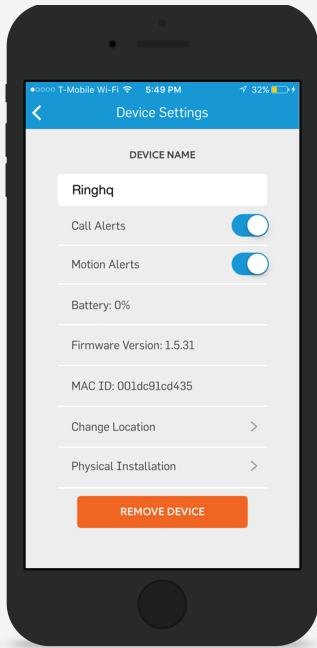
CVR stands for "Cloud Video Recording." This is a feature that is not required, but is optional and allows cloud storage of certain events that the Ring Doorbell captures. Once captured, the event is then stored in a cloud database that is accessible from almost any internet capable device.

These events could have happened just a few minutes ago or up to six months back. You can even permanently save these videos by downloading them.

Each new ring account comes with a free trial (orange bar in the image to the right). After the trial ends, the service fee costs \$3 monthly or \$30 annually.



USING THE MOBILE APP



Device Settings

You'll find **Device Settings** by selecting a device from My Devices.

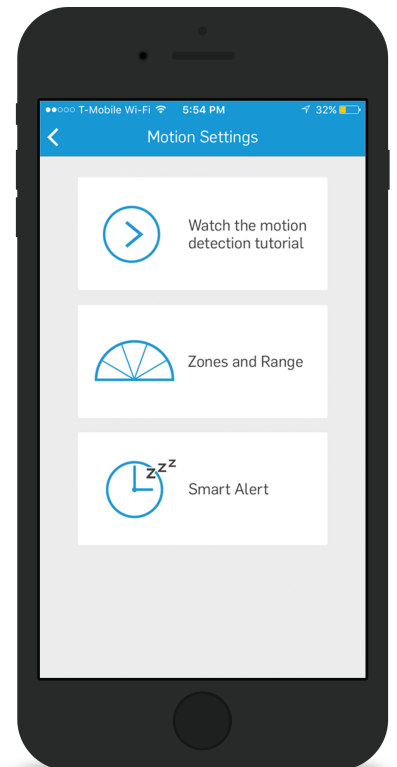
In Device Settings, you'll be able to rename the device, toggle alerts, view battery power, adjust the location, and remove the device.

Motion Settings

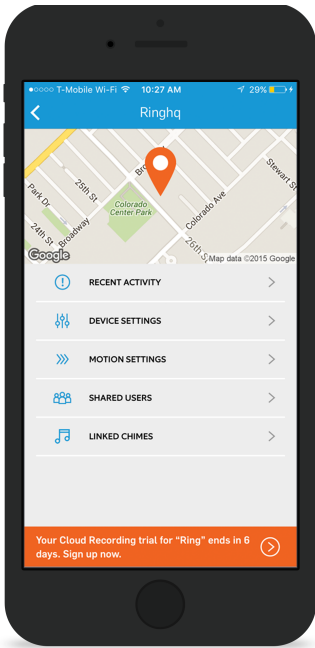
As shown in the image, this setting allows the user to decide how sensitive their device is and which zone (that the camera can see) will cause an activity to be triggered. If, for example, you know a flag is always blowing in 'Zone 2' you wouldn't want that motion to trigger recording so you would toggle that zone off.



Additionally, users are given the option to choose how frequent alerts occur.



USING THE MOBILE APP



Shared Users

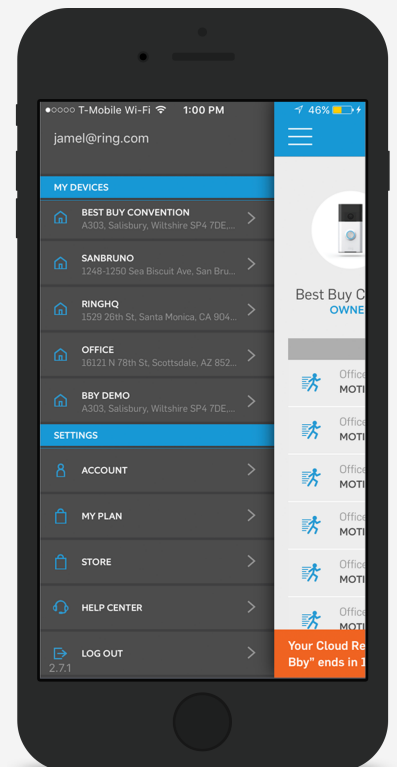
Sharing a device with multiple users is made extremely simple with the Ring app.

When you share a person to your device, they will receive an email prompting them to download the Ring app (they will need to download it, if they have not done so already). Once the account has been created, the Ring unit that has been shared will appear inside the shared user's app as "Shared."

Ring Settings Menu

On the top left of any screen in the app, you'll be able to quickly access Ring settings by tapping on the hamburger menu. From there, you'll be able to access account preferences, the Ring web store, and the help center.

As a tech, you will want to become familiar with these options (although they may be straight forward) so you can answer any questions the customer may have. If you download the app and make a free account, you can still access these options without purchasing a Ring device.



Call Ring Support at (855) 746-4664 (ext. 7)

If you are unable to complete an appointment and would like to verify that it is at no fault of your own and/or the device is faulty, Ring has made their Tier 2 support line available for HelloTech technicians to call while servicing a Ring appointment.

Please call this line if you feel a ring device may be faulty and would like a second opinion. Include in your problem note/unable to complete a job note that you spoke to a representative on this line as well as what they the outcome of the call was.

In order to receive payment for your attempted service, you must call Ring Support first.

REQUIREMENTS

Wrapping Up

Follow these steps when wrapping up the appointment:

- ✓ Make sure all Ring devices are installed and working properly
- ✓ Make sure the client is comfortable using the Ring mobile app
- ✓ Inform the client of Ring Support resources for additional help
- ✓ After the appointment is finished, take detailed service notes in the Tech App

Need help? Contact Support!

- HelloTech Technician Support Hotline: [\(424\) 209-4660](tel:424-209-4660)
- HelloTech Technician Support E-mail: logistics@hellotech.com