

Updating the Firmware For Ring Chime or Chime Pro

Product Team

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Question: What is firmware and why is it important to keep it updated?

Answer: Firmware is a software program embedded into your Ring Device that keeps it functioning properly. It is regularly updated by Ring to improve the reliability and functionality of your device.

Note: Your hardware will usually update its firmware automatically.

The rest of this article will give you simple step-by-step instructions on checking and updating your firmware if needed.

Step One: Check Your Firmware

To check your firmware do the following:

- Open your Ring app.
- Select your Ring product.
- Tap the Device Health tile.
- Under Device Details, you'll find an entry called "Firmware."
- Compare the number in that row to the chart below.

Product	Version
Ring Chime	1.2.3
Ring Chime Pro	1.0.117

- Do the numbers match? If so, great! Your firmware is up-to-date.
- If the numbers don't match, proceed to step two.

Step Two: Update Your Firmware

- First check to see that Chime or Chime Pro is plugged into the power outlet and the blue light on the front of the device is on.
- if the blue light is off, plug your device into a different outlet to see if it turns on.
- if the blue light is still off, this indicates your device is offline. See [Offline Device: Ring Chime and Chime Pro](#) to reconnect to the Internet again.
- if your device is plugged in and the blue light is on, unplug the device, then plug it in again.
- after the blue light starts flashing, wait for 30 seconds.
- in your Ring app, select your Chime or Chime Pro.
- Tap Device Health.
- Under Device Details, find Firmware.
- Compare the number in that row to the chart above to see if your device updated.

If Your Firmware Did Not Update

If your Chime or Chime Pro did not update, please follow the steps below:

- Open your Ring App.
- Select your Ring product.
- Tap the Device Health tile.
- Under Network, tap Change Wi-Fi Network.
- Select the same network.
- Follow the in-app instructions to reconnect to your Wi-Fi network.
- Wait approximately 60 minutes.
- Do the numbers match? If so, great! Your firmware is up-to-date.
- If Not, repeat Step One.

Additions to copy:

- Requires 10mbps upload and download speed
- Ring Chime Pro is a Ring network extender, not a general WiFi extender