FAQS AND TROUBLESHOOTING

Troubleshooting WiFi connection issues:

What Ports do I need to open in my firewall for Ring Doorbells and Chimes?

Here are the ports needed by Ring Doorbells for proper connections:

TCP 80
TCP 443
TCP & UDP 15063
UDP range between 16500-32768
UDP 51504/51506

Here are the ports needed by Ring Chime for proper connections:

TCP 80
TCP 443
TCP 9999

If these ports are blocked, Ring products will not be able to connect properly. If you are unable to complete a setup or have trouble connecting, check if you have a firewall in the way. If so, please contact the firewall provider or router provider for assistance on configuring the necessary open ports.

How Motion Detection Works

Ring Doorbell can detect motion as far as 30 feet away. Once motion is detected, all users associated with the Ring will instantly receive a push notification informing them of the activity. Should any user open the Ring app, they will be able to access live footage of the activity.

Configuring the Motion Detection Settings

Visit the Ring App and select the device you'd like to configure the motion detection settings for and then click Motion Settings. We recommend watching the motion detection tutorial located in your Ring app first and foremost to get yourself acquainted with the feature. You can also access the motion detection tutorial video at anytime by clicking here (link to YouTube video: https://www.youtube.com/watch?v=qLHy4eqQ_Ic).

How to Turn On Alerts

Adjust the slider first, and then tap on the zones that you'd like to receive alerts for. Make sure that the zones you'd like enabled turn dark grey and say 'On' before clicking Save. Lastly–you can choose the frequency in which you'd like to receive alerts by opening the Smart Alerts section.**Enabling Zone 6 Only**

If you're looking to turn on alerts for zone 6 only, you'll have to turn on only one of the other 5 zones first . Once selecting any of the 1-5 zones, you'll notice zone six automatically turns on. From there, lessen the motion range toggle all the way down so that only zone 6 is marked as "on" and zones 1-5 are marked as "off".**FAQ's**

Does the LED ring turn blue when motion is detected?

When your Ring Doorbell senses motion, it will not make a sound nor will the lights turn on/activate. If you choose to 'accept' a motion alert, the LED ring will light up blue. At that point you'll be able to speak and hear through the Ring as well as view the live video stream.

If I receive a motion alert, will I also receive an alert when the visitor pushes the button on the Ring?

If you're viewing the live video stream from a motion event and the visitor dings the Ring Doorbell, a notification will appear over the top of the video stream if you have an Android device. For iOS users, you will not get an alert on top of the video stream.

Do motion recordings capture sound?

Firmware 1.4.60 added a new feature where video and audio are both captured during motion recordings.

Motion Troubleshooting - Ring Doorbell & Stick Up Cam

Understanding Heat Detection

The Stick Up Cam and the Ring Doorbell both function by sensing motion. The motion works by heat detection and the sensitivity slider that you see in the zones and range section of the Ring App controls how large of a heat signature the Ring Doorbell looks for. Knowing this can help you to address some of the issues that can arise. Below is a list of things you may possibly be experiencing in no particular order...

- Motion is triggering way to much for me.

- Motion always picks up cars

- I don't pick up people

- I'm not getting any motion detection at all

- I have late motion detection.

- Motion detects but no one is there.

- Motion doesn't detect until someone is right up on the Ring Doorbell.

Motion is triggering way to much for me - If you're getting an abundance of motion events then this might have to do with your *smart alert* setting within the Ring App. If you check the *smart alert* section located in the *motion settings* you should be able to see whether or not it is set to light, standard, or frequent. These settings control the frequency at which you will receive motion events.

Light would be ideal if you are getting too much motion captured on Standard or Frequent. This setting can also help to preserve the longevity of a battery charge far better than the other settings as this slightly decreases the frequency at which you receive motion alerts.

Standard is ideal for normal performance of the Ring Doorbell as a standard default.

 Frequent tends to work well on a hardwired charge since it will most likely take up a fair amount of the charge on the Ring Doorbell. The benefit is that you end up getting as many motion alerts as possible assuming that this is the goal.

My Ring Doorbell and/or Stick up Cam always picks up cars - The Ring may pick up cars on certain days due to the fact that cars give off a large heat signature. There are two ways that this can go about being addressed.

~ Try keeping the sensitivity slider in the zones & range between the halfway mark (15 feet) and the middle of the outermost rim of the grid (about 25 feet). Then adjust the smart alert to light. While this won't entirely prevent motion alerts from cars it should decrease the amount of times the Ring or Stick Up Cam Triggers.

~ If you have a Ring Doorbell that is **not** hardwired and you have an adjacent wall at the front door area (back door or vice versa) then try remounting the Ring Doorbell on the adjacent wall that does not face the street. Changing the camera's viewpoint can help greatly in diminishing the heat signatures it saw before (especially cars).

~ Equally so if you have a Stick-Up-Cam changing the angle and/or location of the Stick-Up-Cam can also help to diminish/prevent motion detection of vehicles.

My Ring does not capture people on motion - If your ring does not capture motion from people first check your motion alerts and make sure that it is switched to the "on" position in the Ring App. If that is selected try extending the sensitivity of the zones & range. Though it will look for a smaller heat signature it should trigger with a better response to human shaped heat signatures.

I'm not getting any motion detection at all - This can be a very

common thing that happens to most newer customers. 9 times out of 10 the motion alerts are switched off and merely need to be switched to the blue "on" position in the app.

I have late motion detection - An example of this would be capturing someone as they are leaving the doorstep.

~ If you are capturing motion from people as they walk away or only when they are up close to the Ring you may only have the innermost circle selected in the Zones & Range which only looks for large heat signatures. To capture the individual as they are walking up adjust it to look for smaller heat signatures by extending the sensitivity to the innermost circle (5ft) to the middle way (about 15ft).

~ Equally so you if your motion detection is constantly delayed try running a speedtest to see if you meet the basic requirements of 1mbps Up and 1mbps Down.

Motion detects but no one is there - First make sure that your accounting for the entire scope of what the fish-eye lens is seeing.

~ Sometimes we don't see the common things that give off motion that are there everyday in the front yard/porch area. Some of these items include windmills, wind chimes, decorative tassels, flags, etc. Keep in mind that these everyday items give off motion and can in fact trigger your Ring. For these instances try turning off the zone that is triggering the motion. You can also experiment with removing the object triggering the motion.

~ Though it is not very common certain bushes which absorb a lot of heat and sway easily in the wind can also trigger motion. For these instances we recommend turning off the affected zone.

Motion doesn't detect until someone is right up on the Ring Doorbell - Most likely the innermost grid is selected (5 foot range). While this will allow for larger heat signatures to be captured more easily it can also cause people to be captured only when approaching up close.

~ In the Zones & Range try selecting a range that is over the innermost half circle but under the middle half circle (15 foot range).

~ If you have 6 or more steps leading up to your front door the Ring Doorbell may be just shy of the scope of vision that would allow it to detect further motion taking place at the immediate ground level. In this instance it is recommend to angle the Ring Doorbell further down at the mounting location. This can be done simply by experimenting with washers. Using two thin washers to start off and place these behind each of the top screws that the mounting brackets uses to stay affixed to the wall. When you remount the Ring Doorbell you should notice that it is slightly slanted downward. Try placing more washers as desired to find the angle you are looking for.