

Trouble Shooting Steps:

Checking and Updating Your Firmware

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.

Check Your Firmware

All Ring products follow the same process to determine firmware version.

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

<i>Product</i>	<i>Version</i>
<i>Ring Video Doorbell</i>	<i>1.10.71</i>
<i>Ring Video Doorbell 2</i>	<i>1.9.72</i>
<i>Ring Video Doorbell Pro</i>	<i>1.9.23</i>
<i>Ring Video Doorbell Elite</i>	<i>1.9.23</i>
<i>Ring Stick Up Cam</i>	<i>cam-1.10.71</i>
<i>Ring Spotlight Cam</i>	<i>1.9.23</i>
<i>Ring Floodlight Cam</i>	<i>1.9.23</i>
<i>Ring Chime</i>	<i>1.2.3</i>
<i>Ring Chime Pro</i>	<i>1.2.39</i>

- Do the numbers match or are they higher? If so, great! Your firmware is up-to-date.
- If the numbers don't match try the following:
 - Ring Doorbells: Trigger an event by pushing the Doorbell button or triggering a motion event. If that fails, try activating your Live View.
 - Ring Cams: Trigger a motion event. If that fails, try activating your Live View.
 - Ring Chimes: Try unplugging the Chime from its power source and then plugging it back in.