BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Ring Alarm

Sensors, keypad, modes, monitoring and the Ring app — explained in plain English, one step at a time

A plain-English guide for homeowners and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Ring Alarm & Ring Alarm Pro · facts current November 2026

What's Inside

This is your guide to Ring Alarm, the do-it-yourself home security system from Ring, and its big brother, Ring Alarm Pro. Read it in any order and at your own pace — there is no test. Every setting comes with what it actually does *for you*, and every job comes with slow, numbered steps. Ring updates its app often, so if a button has moved a little, look for the same words nearby; Ring's own help pages have the final word.

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PART 1

Getting Started

What Ring Alarm is, which pieces do what, what it costs, and how to set up the base station and place your first sensors.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe you bought a Ring Alarm kit because you'd like to feel safer at night. Maybe your family set one up for you and now the keypad beeps at you every time you open the back door. Or maybe you've been told it can call for help on its own and you'd like to know exactly how. Whichever it is, this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. A home alarm is one of the most important pieces of technology in a house, and also one of the most confusing: modes, delays, codes, plans and monitoring centers. I wrote this guide the way I'd explain it sitting at your kitchen table: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Explain each piece in the box — base station, keypad, sensors, range extender — and where it goes.
- Make the three modes (Disarmed, Home and Away) and the entry and exit delays make sense.
- Lay out Ring's plans as of November 2026, honestly, including what professional monitoring does and costs.
- Walk you through what really happens when the alarm goes off, and how to stop a false alarm fast.
- Cover power cuts, internet outages, battery changes, Ring Alarm Pro with its built-in eero Wi-Fi, and the fake "Ring" texts and emails that scammers send.

The big promise: you can't break it

If you press the wrong button, nothing terrible happens. If the siren goes off by mistake, you enter your code and it stops. Settings can always be changed back. The few things that truly matter — keeping your codes and verbal password private, and knowing how to cancel a false alarm — I'll mark clearly.

WHAT THIS DOES FOR YOU

Why this matters

A security system only helps if you use it every day. Once the modes and the keypad feel natural, arming the house becomes as automatic as locking the door — and you sleep better for it.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially about something that makes a loud noise.

Let's start by meeting the pieces.

— Bill

CHAPTER 2

Meet the Pieces

Ring Alarm is a set of small wireless devices that all talk to one central box. Here's who's who, in plain words.

Device	What it does
Base Station	The brain. A white box that plugs into the wall, connects to your Wi-Fi, holds the siren, and has a backup battery. Every sensor reports to it.
Keypad	The control panel by the door. You type your code and press Disarmed, Home or Away. It has a rechargeable battery and can also be left plugged in.
Contact Sensor	A two-piece sensor for a door or window. When the two pieces pull apart, the system knows the door or window opened.
Motion Detector	Mounts in a corner and notices movement in a room or hallway.
Range Extender	Plugs into an outlet and passes signals along when sensors are far from the base station.
Glass Break Sensor	Listens for the sound of a window breaking.
Smoke & CO Listener	Listens for your existing smoke or carbon monoxide alarm and tells the system.
Flood & Freeze Sensor	Sits on the floor near a water heater or washer and warns of leaks and cold.
Panic Button	A small button you hold down to call for help.

How they talk to each other

The sensors don't use your Wi-Fi. They use their own low-power radio to reach the base station, which is why their batteries last a long time. Only the base station needs Wi-Fi (or a network cable) to reach the internet and the Ring app on your phone.

Ring Alarm or Ring Alarm Pro?

Ring Alarm is the regular system. **Ring Alarm Pro** has the same sensors and keypad, but its base station is also an **eero Wi-Fi 6 router** — the box that makes your home's Wi-Fi. Chapter 19 explains what that adds. Most of this guide applies to both.

GOOD TO KNOW

Generations

Most kits sold today are "2nd Gen." If your system was bought around 2018–2019, some pieces may be 1st Gen. They look a little different and take different batteries, but they work the same way in the app.

WHAT THIS DOES FOR YOU

What this does for you

When you know which piece does what, the app's device list stops being a puzzle, and you can tell a helper on the phone exactly which sensor is acting up.

CHAPTER 3

Choosing a Kit & What It Costs

Ring sells Alarm in kits of different sizes, and you can add sensors later. Here's how to think about it.

Typical kits

Kit	Usually includes	Regular price (as of November 2026)
Ring Alarm 5-piece	Base station, keypad, contact sensor, motion detector, range extender	About $199.99
Ring Alarm 8-piece	The above plus more contact sensors and a second keypad or motion detector	About $249.99
Ring Alarm Pro 8-piece	Alarm Pro base station (with eero router) plus sensors and keypad	About $299.99

These are the regular prices on ring.com and at major stores as of November 2026. Ring Alarm kits go on sale often, sometimes for much less, so it's worth waiting for a sale if you're not in a hurry. Contents vary a little by store, so check the box list.

How many sensors do you need?

- A **contact sensor** on every outside door, including the door from the garage.
- Contact sensors on ground-floor windows someone could reach easily.
- A **motion detector** in the main hallway or living room that a burglar would have to pass through.
- A **range extender** if the house is large, has a basement, or has thick walls.

The monthly cost

The equipment is a one-time purchase. A plan is optional but makes a big difference: without one, the siren and keypad still work, but app control and professional monitoring don't. Chapter 14 lays out the plans and prices honestly.

HEADS UP

Count the monthly cost, not just the kit

A $200 kit with a $19.99-a-month monitoring plan costs about $440 in the first year. That's still far less than many traditional alarm companies, but it's the honest number to plan around.

WHAT THIS DOES FOR YOU

What this does for you

Buying the right size kit the first time saves extra trips, and knowing the real yearly cost means no surprises on your card statement.

CHAPTER 4

Setting Up the Base Station

Setup is done in the free Ring app on your phone. Set aside an hour, keep the boxes nearby, and don't rush.

Before you start

- Your Wi-Fi name and password, written down.
- The Ring app installed from the App Store or Google Play, and a Ring account (the same one you use for a Ring doorbell, if you have one).
- A wall outlet near the middle of the house, ideally not hidden in a closet or basement.

The steps

1. Plug the base station into the wall with the power cord from the box.
2. Open the Ring app and choose **Set Up a Device**.
3. Choose **Security Systems** (or scan the QR code on the base station or the box, if the app asks).
4. Follow the prompts to name your location and confirm your address. The address matters: it's where monitoring would send help.
5. Connect the base station to your Wi-Fi when asked, or plug it into your router with a network cable.
6. Let it update. The app may say it's updating for several minutes. Leave it plugged in.
7. Add the keypad, then each sensor, when the app asks. Each one usually needs a small pull-tab removed from its battery, which wakes it up so the base station can find it.

> **TIP**
>
> **Name things the way you talk**
>
> Name sensors "Front Door," "Back Door," "Kitchen Window." When an alert says "Back Door opened," you know exactly what happened without opening the app.

Where to put the base station

Ring suggests putting the base station as close as possible to the center of all your devices. Keep it off the floor, away from big metal objects, and where you can hear the siren.

WHAT THIS DOES FOR YOU

What this does for you

A centered base station hears every sensor clearly, which means fewer "device offline" messages and fewer battery-draining retries.

CHAPTER 5

Placing Contact Sensors & Motion Detectors

Good placement is the difference between a system that works quietly and one that cries wolf.

Contact sensors on doors and windows

1. Clean the door frame and the door with a little rubbing alcohol so the sticky pads hold.
2. Stick the main sensor on the frame and the small magnet on the door, lined up and close together (Ring's instructions show the gap allowed).
3. Open and close the door a few times. In the app, the sensor should change between "Open" and "Closed."
4. Choose the sensor's **placement** in the app: **Main Door**, **Secondary Door** or **Window**. This matters for delays — see Chapter 8.

Motion detectors

- Mount it in a corner, at the height the instructions show, looking across the room — not straight at a window, a heater vent or a fireplace.
- Point it where someone would have to walk, such as a hallway between the bedrooms and the living room.
- If you have pets, keep the detector off in Home mode and read the pet guidance in its instructions.

GOOD TO KNOW

Motion detectors are usually for Away

If you arm Home at night and get up for a glass of water, a motion detector armed in Home mode will set off the alarm. That's why most people let motion detectors work only in Away mode. Chapter 6 explains.

WHAT THIS DOES FOR YOU

What this does for you

Well-placed sensors catch a real break-in and ignore the cat, the furnace and the sunlight moving across the floor.

PART 2

Everyday Use

The three modes, the keypad, entry and exit delays, the Ring app, and letting family and helpers in.

CHAPTER 6

The Three Modes: Disarmed, Home & Away

Everything about Ring Alarm comes back to one question: which **mode** is it in? There are three.

Mode	What it means
Disarmed	The system is on and watching, but opening a door won't set off the alarm or call anyone. Use it when you're home and moving around during the day.
Home	Armed, but only for the sensors you choose — usually the doors and windows, not the motion detectors. Use it at night, or any time people or large pets are moving around inside.
Away	Everything armed, motion detectors included. Use it when no one is home.

Ring's help pages put it simply: in Home and Away, your alarm is armed. In Disarmed, the system stays powered on but won't trigger an alarm or automated calls to your emergency contacts.

Choosing which sensors work in each mode

Each sensor has **Mode Settings** in the app. For each mode, you choose whether that sensor is armed and monitored, or ignored.

1. Open the Ring app and tap the menu (three lines) at the top left.
2. Tap **Devices**, then **Alarm Base Station**.
3. Tap the sensor you want to change.
4. Tap **Mode Settings**.
5. For Home and for Away, choose whether the sensor is armed or ignored, and save.

TIP

A good starting setup

Doors and windows: armed in Home and Away. Motion detectors: armed in Away only. Glass break: armed in both. You can always adjust it later.

WHAT THIS DOES FOR YOU

What this does for you

Home mode lets you sleep with the doors protected while you walk freely to the kitchen. Away mode protects everything when the house is empty.

CHAPTER 7

Using the Keypad

The keypad is the easiest way to control the system, and it works even without a paid plan. It's worth learning well.

Arming and disarming

Job	What to press
To disarm	Type your access code, then press the **Disarmed** button.
To arm Home	Type your access code, then press **Home**.
To arm Away	Type your access code, then press **Away**. The exit delay countdown starts.

Charging the keypad

The 2nd Gen keypad has a rechargeable battery that lasts months between charges, depending on use. Recharge it with the USB cable and plug that came with it. Ring suggests charging it fully before using it unplugged. Many people simply leave it plugged in by the door.

To save battery, the keypad lights up only when you press a button or, if you choose, when it senses you nearby. If it's plugged in, you can keep the mode light on all the time.

The emergency buttons

The 2nd Gen keypad also has emergency buttons for police, fire and medical help. You hold one for about three seconds to send the signal. Chapter 13 explains what happens next.

STAY SAFE

Keep your code private

Don't use 1234, your birthday or your street number. Give each person their own code (Chapter 10) so you can remove one later without changing everyone's.

WHAT THIS DOES FOR YOU

What this does for you

A keypad by the door means you never have to find your phone, unlock it and open an app with your arms full of groceries and the countdown beeping.

CHAPTER 8

Entry & Exit Delays

Delays are the grace periods that let you get in and out without setting off your own alarm. They're the single most common cause of false alarms when set wrong.

Delay	What it is
Exit delay	After you arm, the time you have to leave and shut the door. The keypad and base station beep during the countdown.
Entry delay	After you open a door with the system armed, the time you have to reach the keypad and enter your code before the siren sounds.

The rules Ring uses

- Delays can be set anywhere from **0 seconds** (no delay) to **180 seconds**.
- Home and Away each have their own entry and exit delays.
- Delays apply only to contact sensors whose placement is set to **Main Door**. A sensor set as a **Window** or **Secondary Door** doesn't get the delay, so expect it to set off the siren right away.
- Don't rely on the default placement: check each door sensor's **Placement** in the app.

Changing the delays

1. Open the Ring app and tap the menu (three lines).
2. Tap **Settings**, then **Modes** (the labels can vary a little by app version).
3. Choose **Home** or **Away**.
4. Find **Entry Delay** and **Exit Delay** and choose a time.
5. Do the same for the other mode.

> **TIP**
> **Give yourself enough time**
>
> If you use a cane or walker, or the keypad is a few steps from the door, choose a longer entry delay — 45 to 60 seconds is common. There's no prize for a short delay.

HEADS UP

The door you really use

If you always come in through the garage, set the garage door's sensor as a **Main Door**. Otherwise it sets off the alarm the instant it opens.

WHAT THIS DOES FOR YOU

What this does for you

Delays set to fit how you actually move mean the alarm never goes off on you, and it still goes off for an intruder.

CHAPTER 9

Using the Ring App for Your Alarm

The Ring app shows the current mode at the top of your home screen, and lets you change it from anywhere. It also shows which doors and windows are open.

Arm or disarm from your phone

1. Open the Ring app.
2. Near the top, find the mode buttons: **Disarmed**, **Home** and **Away**.
3. Tap the mode you want.
4. If a door or window is open, the app warns you. You can close it, or choose to bypass that sensor for now.

Stopping the siren

When the siren is sounding, you can stop it by disarming from the keypad or the app. In the app there's also a **Silence Siren** button. Disarming a burglar alarm also cancels the emergency signal; if there's a real emergency, Ring advises using Silence Siren instead of disarming. If no one stops it, the siren sounds for 10 minutes and then turns off.

Does the app work without a plan?

For systems bought after March 29, 2023, Ring requires a plan for in-app alarm features such as arming from the app and app notifications. Without a plan, the keypad still arms and disarms, and the siren still sounds at home. Owners who had Ring Alarm before that date were kept on older "legacy" terms.

WHAT THIS DOES FOR YOU

What this does for you

Forgot to arm the house on the way to church? Tap Away from the parking lot. Wondering whether you shut the back door? The app shows it.

CHAPTER 10

Shared Users & Guest Codes

Never share your own Ring password. Ring has proper ways to let family, a neighbor or a caregiver in.

Type	Who it's for
Shared User	Someone with their own Ring account and the app — a spouse or grown child. Depending on the access level you choose, they can arm and disarm in the app and see cameras.
Guest User	Someone who only needs a keypad code — a house cleaner, dog walker or neighbor. They don't need the app.

Adding a Shared User

1. Open the Ring app and tap the menu (three lines).
2. Open **Control Center**, then **User Permissions** (some app versions list it under Settings).
3. Tap **Invite User** and enter their email address.
4. Choose an access level. Ring lists levels such as **Advanced**, **Standard** and **Limited**.
5. They get an email invitation and accept it in their own Ring app.

Giving someone a keypad code

1. In the Ring app, open the menu and look for the users or permissions screen for your alarm, then choose to add a **Guest User** (the exact spot moves a little between app versions).
2. Enter their name and create a code for them.
3. Tell them the code in person or by phone, and show them which keypad buttons to press.

Only the account owner can add guest schedules. The "Ways to Make Life Easier" chapter shows how to limit a guest's code to certain days and times.

> **TIP**
>
> **Remove people when they're done**
>
> When a caregiver or contractor stops coming, delete their code or remove them as a user that same day.

WHAT THIS DOES FOR YOU

What this does for you

Everyone gets their own way in, the app shows who armed or disarmed, and you can remove one person without changing everyone's code.

PART 3

Extra Sensors & Emergency Buttons

The range extender, glass-break, smoke and CO listener, flood and freeze sensors, and the panic and SOS buttons.

CHAPTER 11

The Range Extender

The range extender is a small plug-in box that repeats signals between the base station and sensors that are far away — in the basement, the garage, or the far end of a long ranch house.

Where to plug it in

- Ring says it works best **between** the base station and your most distant alarm devices.
- Try another outlet if a sensor still shows a weak signal.
- Ring lists a range of up to 250 feet to the base station in open air with a clear line of sight. Walls, floors and appliances shorten that a lot.
- It works with both Ring Alarm and Ring Alarm Pro.

Adding it

1. Plug the range extender into the outlet you've chosen.
2. Open the Ring app, tap **Set Up a Device**, and choose it from the security system devices (or scan its QR code).
3. Follow the prompts. Once it's added, it automatically helps any sensor that needs it.

GOOD TO KNOW

Old and new sensors both work

Ring says the 2nd Gen range extender works with both 1st and 2nd Gen Ring Alarm devices, so a mixed system is fine.

WHAT THIS DOES FOR YOU

What this does for you

No more "Basement Door offline" messages, and no dead zones a burglar could walk through unnoticed.

CHAPTER 12

Glass-Break, Smoke, CO & Flood Sensors

Beyond doors and motion, Ring Alarm can listen for trouble of other kinds. These add-ons are optional.

Glass Break Sensor

It listens for the particular sound of breaking glass — useful for a sliding patio door or a big picture window. By default it is **armed and monitored** in Home and Away. Its **Power Save Mode** is on by default to stretch the battery; with it on, the sensor listens only while the system is armed. Ring recommends leaving Power Save on. To change its settings, tap the menu, then **Devices** > **Alarm Base Station** > the Glass Break Sensor > **Mode Settings**.

Smoke & CO Listener

This one is often misunderstood. The Smoke & CO Listener does **not** detect smoke, fire or carbon monoxide itself. It sits near your existing smoke or CO alarm and listens for its siren. When it hears it, it tells your Ring Alarm, which can alert your phone and, with professional monitoring, the monitoring center. You still need working smoke and CO alarms.

Flood & Freeze sensors

Ring Alarm's Flood & Freeze Sensor sits on the floor near a water heater, washer or sump pump and alerts you to a leak or to the temperature falling low enough to freeze pipes. You can choose a chirp or a spoken alert in the sensor's device details in the app.

Ring also sells a newer **Flood & Freeze Sensor** ($39.99 as of November 2026) that connects through Amazon Sidewalk and doesn't need a base station at all. Check which one you have before following setup steps.

STAY SAFE

Smoke and CO alarms come first

A listener only helps if the alarm it listens to works. Test your smoke and CO alarms monthly and replace them when they reach the age on their label.

WHAT THIS DOES FOR YOU

What this does for you

A burst pipe or a smoke alarm going off while you're at the grandkids' house becomes a phone alert in minutes, not a discovery days later.

CHAPTER 13

The Panic Button & SOS

Ring gives you several ways to call for help in a hurry. It's worth knowing them before you need them.

The Panic Button and keypad emergency buttons

- Hold the Panic Button, or an emergency button on the 2nd Gen keypad, for about **three seconds**.
- For a police or fire signal, the base station sounds the siren.
- For a **medical** signal, the base station does **not** sound the siren.

SOS in the Ring app

The app's **SOS** button asks the monitoring center for help. It needs the Ring Pro plan and enrollment in professional monitoring. When you tap it, your Ring Alarm siren sounds.

HEADS UP

SOS can't be canceled in the app

Ring says an SOS alarm can't be canceled through the app in any situation. The only way to cancel it is to answer the first call from the monitoring center. Use it only when you really need help.

GOOD TO KNOW

Without monitoring, call 911 yourself

If you don't have professional monitoring, these buttons sound the siren and notify the app, but nobody calls for help on your behalf. In a real emergency, call 911.

WHAT THIS DOES FOR YOU

What this does for you

A panic button on the nightstand or a keypad emergency button by the door means help is one long press away, even if you can't reach the phone.

PART 4

Plans & Professional Monitoring

Ring's plans as of November 2026, how 24/7 professional monitoring works, what happens when the alarm goes off, and how to stop a false alarm.

CHAPTER 14

Ring's Plans: Names & Prices

Ring has renamed its plans twice in two years, which confuses everyone. Here's the straight story as of November 2026.

The names, old and new

For years the plans were called **Ring Protect** (Basic, Plus and Pro). In 2025 Ring renamed them **Ring Home** (Basic, Standard and Premium). Then in 2026 Ring switched back to the **Ring Protect** name with new plan names: **Ring Solo**, **Ring Multi** and **Ring Pro**. Existing subscribers were moved over automatically, with no extra charge and the same features.

If your old plan was	Now it's
Home Basic	became Ring Solo
Home Standard	became Ring Multi
Home Standard with 24/7 Professional Monitoring	became Ring Pro

The plans and prices

Plan	Price (as of November 2026)	What it means for Ring Alarm
No plan	Free	Siren and keypad work; you call for help yourself
Ring Solo	$4.99/month or $49.99/year	Covers one device; no alarm cellular backup
Ring Multi	$9.99/month or $99.99/year	All devices at one address, app alarm control, alarm cellular backup
Ring Pro	$19.99/month or $199.99/year	Everything in Multi plus 24/7 professional monitoring for Ring Alarm

Ring Pro on a Ring Alarm Pro also adds **Backup Internet** (Chapter 19). Ring also sells a separate, pricier **Virtual Security Guard** service for cameras. New devices usually come with a 30-day trial unless your address already has a plan.

Self-monitoring: the no-plan option

Ring says you can self-monitor your alarm without a plan. The siren still goes off, but **you** must call for emergency help yourself. For systems bought after March 29, 2023, app control and app notifications for the alarm need a plan (Chapter 9).

TIP

Which plan for which home?

If you'd like someone to call for help when you can't — you live alone, travel, or a family member worries — Ring Pro's professional monitoring is the reason to pay. If you'll always be the one checking your phone, Ring Multi covers app control and cellular backup for less.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the real names and prices lets you match your plan to your needs, and spot an old plan name on a bill that's simply been renamed.

CHAPTER 15

Setting Up Professional Monitoring

With Ring Pro, a monitoring center watches your alarm around the clock and calls you, and then help, when it goes off. Two settings make it work: your **emergency contacts** and your **verbal password**.

Emergency contacts

1. Open the Ring app and tap the menu (three lines).
2. Tap **Settings**, then **Monitoring**.
3. Tap **Emergency Contacts**.
4. Add people who live nearby and answer their phones, in the order you'd like them called. Put yourself first.

Your verbal password

The verbal password is a word you say to the monitoring center to prove you're really you. It's how you cancel a false alarm on the phone.

1. In the Ring app, go to **Settings** > **Monitoring** > **Verbal Password**.
2. Confirm or change it. Pick a word you'll never forget but a stranger couldn't guess.
3. Tell every emergency contact the new word right away.

Ring sends a verbal password reminder every 30 days after you enroll in professional monitoring; you can manage those reminders under **Settings** > **Alarm Alerts**.

HEADS UP

Forget the password, and help comes anyway

Ring says that if you and your contacts forget the verbal password, an alarm dispatch can't be canceled. Write it on the Cheat-Sheet in Chapter 26 and keep it somewhere private.

TIP

Save the monitoring center's number

Ring lists its monitoring center's number as **833-209-2159**. Save it in your phone as "Ring Monitoring" so you recognize the call instead of letting it go to voicemail.

WHAT THIS DOES FOR YOU

What this does for you

When the alarm goes off at 2 a.m., the right people get called in the right order, and a false alarm ends with one word instead of a police car in the driveway.

CHAPTER 16

What Happens When the Alarm Goes Off

Knowing the sequence ahead of time takes a lot of the panic out of the moment.

Step by step

1. A sensor that's armed in the current mode is tripped — a door opens, motion is seen.
2. If it's a Main Door, the entry delay starts and the keypad beeps. Enter your code to stop it.
3. If no one disarms, the siren sounds and the Ring app sends an alert.
4. With professional monitoring, the monitoring center gets the signal and calls your emergency contacts before sending help.
5. For fire and medical alarms, Ring says the center calls your contacts and requests help if nobody answers. For burglar alarms, what happens when nobody answers depends on your emergency response settings — Ring's help article on emergency response plans explains the choices.
6. If you answer, give your verbal password and tell them whether it's real or a mistake.

STAY SAFE

If you think someone is inside

Don't go in to check. Leave, get somewhere safe, and call 911. Let the police check the house.

WHAT THIS DOES FOR YOU

What this does for you

When you know the next step is a phone call from the monitoring center, you're ready to answer it, give your password, and say what's happening.

CHAPTER 17

False Alarms: Stop One Fast & Prevent the Next

Everyone sets off their own alarm sooner or later. Here's how to end it quickly and keep it from happening again.

If you set it off by mistake

1. Enter your code on the keypad and press **Disarmed**, or disarm in the app.
2. If you disarm in time, the burglar alarm is canceled.
3. Expect a call or an automated confirmation call. If you've turned on **Confirmation Call**, your first emergency contact may get an automated call too.
4. If the monitoring center calls, answer and give your verbal password.

Smoke alarms are different

If a smoke alarm is canceled from the keypad or app, Ring's monitoring center still calls your emergency contacts from 833-209-2159 to confirm it was a false alarm.

Common causes, and fixes

Cause	Fix
Coming in too slowly	Lengthen the entry delay (Chapter 8).
Garage or back door sets it off instantly	Change its placement to Main Door.
Pets set off motion	Ignore motion detectors in Home mode; check placement.
A visitor or helper	Give them their own code (Chapter 10) and show them the keypad.
A loose sensor	Re-stick the sensor and magnet so they line up when the door is closed.

Alarm permits and fines

Some cities and townships require an alarm permit, and many charge fees after repeated false alarms that bring police or fire. Ring notes that permit or false-alarm fees may apply depending on where you live. Call your local police department's non-emergency number and ask.

WHAT THIS DOES FOR YOU

What this does for you

Fewer false alarms means fewer fees, fewer embarrassing visits — and a monitoring center and police department that take your alarm seriously when it counts.

PART 5

Power, Internet, Alarm Pro & Batteries

What keeps working in a power cut or internet outage, what Ring Alarm Pro and its eero Wi-Fi add, how to change batteries, and what to do when a sensor goes offline.

CHAPTER 18

When the Power or Internet Goes Out

Storms happen. Here's what your Ring Alarm does when the lights or the internet go out.

Power outage: the backup battery

- The base station has a built-in rechargeable battery that Ring says can last **up to 24 hours** in its low-power mode.
- On battery, you may have only limited alarm features: it keeps watching your sensors and sending alarm signals, but other features may switch off to save the battery.
- The battery recharges by itself when the power comes back.

Internet outage: cellular backup

If your home internet drops, **Alarm Cellular Backup** lets the base station keep sending alarm signals over a cell connection built into it. It's included with the Ring Multi and Ring Pro plans, not with Ring Solo or no plan. While on cellular backup the app may be limited, but you can still arm and disarm.

TIP

Plug the base station into a battery backup

For longer outages, plug the base station (and your modem and router) into a small battery backup unit, often called a UPS, from any electronics store.

GOOD TO KNOW

Cellular backup isn't Wi-Fi

On a regular Ring Alarm, cellular backup carries alarm signals only. It doesn't keep your cameras, TV or computer online. Ring Alarm Pro's Backup Internet is different — see Chapter 19.

WHAT THIS DOES FOR YOU

What this does for you

A storm that knocks out power or internet doesn't leave your home unprotected, and the monitoring center still hears about a break-in.

CHAPTER 19

Ring Alarm Pro & Its eero Wi-Fi

Ring Alarm Pro's base station is two things in one: the alarm's brain, and a full **eero Wi-Fi 6 router**. It replaces your current router, plugs into your internet modem, and makes your home's Wi-Fi.

What it adds

Feature	What it does
eero Wi-Fi	Whole-home Wi-Fi from the base station. You can add more eero units for a bigger house, as a mesh network.
Backup Internet	With the Ring Pro plan, if your home internet goes down, the base station gives your Wi-Fi devices a cellular internet connection. It includes 3 GB of data a month (unused data doesn't carry over); you can opt in to **Extra Data** at three dollars per GB and pay only for what you use. In a power cut it also needs Ring Power Packs, sold separately. It's on by default when you set up a new Alarm Pro.

Is it right for you?

- Good fit: you need a new router anyway, or your Wi-Fi is weak, and you want one less box.
- Think twice: your internet provider requires its own router, or someone else manages your network. Changing routers means every Wi-Fi device has to reconnect.

HEADS UP

Backup Internet data runs out

3 GB a month is enough to keep cameras and a phone or two going through a short outage. Streaming TV over Backup Internet will use it up quickly, and Extra Data costs money.

GOOD TO KNOW

eero has its own guide

The eero app and settings like guest Wi-Fi and pausing devices are covered in our eero guide. Ring Alarm Pro uses the same eero technology.

WHAT THIS DOES FOR YOU

What this does for you

One box handles your alarm and your Wi-Fi, and an internet outage no longer takes your cameras offline.

CHAPTER 20

Changing Sensor Batteries

Ring sensors run on ordinary batteries that last a long time. The app warns you when one is low.

Which battery?

Device	Battery
Contact Sensor (2nd Gen)	Coin batteries, type CR2032. Replace every battery inside it.
Motion Detector (2nd Gen)	Two AA batteries.
Keypad (2nd Gen)	Rechargeable — charge it with its USB cable (Chapter 7).
1st Gen devices	Different batteries; check the label inside or the app's device details.

Changing a contact sensor battery

1. **Disarm** the system first, or opening the sensor may set it off.
2. Slide the sensor off its mounting bracket.
3. Open the cover and note which way the old battery faces.
4. Put in new batteries the same way, and close it.
5. Slide it back onto its bracket and open and close the door once to test.

Changing a motion detector battery

Ring says the 2nd Gen motion detector can stay mounted while you change its batteries. Disarm first, open it, swap the two AA batteries, close it, and wave a hand in front of it to test.

TIP

Buy good batteries and date them

Name-brand batteries last longer. Write the date on the new battery with a marker so you know how long it lasted.

STAY SAFE

Coin batteries and little ones

Coin batteries are dangerous if swallowed. Keep new and used ones away from children and pets.

WHAT THIS DOES FOR YOU

What this does for you

Five minutes with a fresh battery keeps a sensor reporting — and stops the low-battery chirps and app nags.

CHAPTER 21

When a Sensor Goes Offline or Acts Up

Most problems have simple causes. Work through these in order.

A sensor says offline

1. Check its battery first, even if the app hasn't warned you.
2. Make sure the base station is plugged in and online in the app.
3. If the sensor is far away, add a range extender between them (Chapter 11).
4. Move the base station closer to the center of the house if you can.
5. If it's still offline, remove it in the app and add it again with **Set Up a Device**.

The whole system says offline

1. Check that your home internet works — try a website on your phone over Wi-Fi.
2. Restart your modem and router: unplug them for 30 seconds, then plug back in.
3. Check that the base station is plugged in. It will still sound the siren on battery.
4. If you changed your Wi-Fi name or password, reconnect the base station to the new network in the app.

TIP

Faulted sensors when arming

If you arm with a door or window open, the app shows it as faulted and lets you bypass it. Close it, or accept that it's unprotected for now.

WHAT THIS DOES FOR YOU

What this does for you

A few quick checks fix most problems without a support call, and get the whole house protected again.

PART 6

Scams, Account Safety & Moving

The fake "Ring" messages and callers aimed at alarm owners, how to keep your Ring account locked up, and what to do when you move or pass the system on.

CHAPTER 22

Ring Scams & Fake Messages

Because so many homes have Ring, scammers like to pretend to be Ring. They're counting on the fact that an alarm feels urgent. The good news: nearly every one of these scams falls apart if you slow down and check for yourself.

The common tricks

What you see	What's really going on
"Your plan has expired"	An email or text says your Ring subscription or payment failed, with a link to "update your card." The link goes to a fake sign-in page that steals your password and card number.
A fake attachment	Security companies have reported emails dressed up as Ring that ask you to open an attachment to update your membership. It opens a copy of Ring's sign-in page.
"Your system was hacked"	A call, text or pop-up says your alarm or camera has been hacked and asks for payment, a gift card, or remote access to your computer to "fix" it.
Fake support numbers	Searching the web for a Ring phone number can turn up ads for fake support lines. The person who answers wants payment or control of your computer.
The door-to-door "upgrade"	Someone at the door says they're with your alarm company and need to replace or upgrade your equipment, often with a new contract. Ring Alarm is do-it-yourself; Ring doesn't send salespeople to your door.

How to check whether a message is real

1. Don't tap the link or open the attachment, and don't call a number in the message.
2. Open the **Ring app** yourself, or type **ring.com** into your web browser yourself, and sign in.
3. Look at your plan and billing there. If there's really a problem, you'll see it in your account.
4. If you bought your plan through Amazon, check **Memberships & Subscriptions** in your Amazon account.
5. Still unsure? Call someone you trust before you do anything.

SCAM ALERT

Ring won't ask for gift cards or remote access

No real company asks you to pay with gift cards, wire transfers or cryptocurrency, and Ring support won't cold-call you to say your alarm was hacked. Hang up, and check your account in the Ring app yourself.

SCAM ALERT

The monitoring center won't ask for your card

The real Ring monitoring center calls about an alarm, asks for your verbal password and asks whether you need help. It doesn't ask for a credit card number, your Ring account password or a payment. If a caller does, hang up and check the Ring app.

TIP

Save the real number

Save Ring's monitoring center number, 833-209-2159, in your phone (Chapter 15). Then a real alarm call shows up with a name, and anything else claiming to be "Ring" stands out.

If you already clicked or paid

1. Change your Ring password from the Ring app or ring.com — not from a link.
2. If you gave a card number, call the number on the back of your card and ask for a new card.
3. If you let someone onto your computer, turn the computer off and have it checked before you use it for banking.
4. Report it to the Federal Trade Commission at **ReportFraud.ftc.gov**.

WHAT THIS DOES FOR YOU

What this does for you

One habit — open the app yourself instead of tapping the link — protects your alarm, your camera videos and your credit card from almost every trick on this page.

CHAPTER 23

Keeping Your Ring Account Safe

Your Ring account is the key to your alarm. Anyone who signs in to it can disarm the house and see who has codes. A few minutes of care keeps it yours.

The four habits that matter

1. Use a strong password for Ring that you don't use anywhere else.
2. Keep **two-step verification** on. When Ring sends you a code by text or email as you sign in, that's your protection working. Never read that code to anyone who calls you.
3. Every few months, open the **Control Center** in the Ring app's menu and review who has access. Remove anyone who no longer needs it.
4. Give each person their own keypad code (Chapter 10), and delete codes for people who've stopped coming.

Your three secrets, and who gets them

Secret	Who should know it
Ring account password	Only you. Family members get their own accounts as Shared Users.
Keypad access code	Each person gets their own; guests get a Guest User code.
Verbal password	You and your emergency contacts. It cancels a false alarm with the monitoring center.

HEADS UP

Check for an old owner or installer

If someone else set up your system — a family member, the previous owner of the house, or an installer — make sure the account is in your name and that you're the owner. Look in Control Center for any user you don't recognize.

WHAT THIS DOES FOR YOU

What this does for you

Your alarm answers only to you and the people you've chosen, and you can remove anyone's access in a minute.

CHAPTER 24

Moving, Selling or Passing It On

Ring Alarm is yours to take with you, which is one of its nice points. A little care at the end keeps your plan, your contacts and the next person's safety straight.

If you're moving and taking it with you

1. Before you move, update the **address** for your location in the Ring app. With professional monitoring, that address is where help is sent.
2. If you can't change the address in the app, contact Ring through the app or ring.com before you take the system down.
3. Take down the sensors gently. A little dental floss slid behind a sticky pad helps, and new adhesive pads are easy to find.
4. Set it up at the new home, then check every sensor's placement, entry delays and emergency contacts.
5. Ask the new town whether it requires an alarm permit (Chapter 17).

If you're leaving it behind or giving it away

1. In the Ring app, remove the base station and its devices from your account, so the next person can set them up under their own account.
2. Remove any Shared Users and Guest Users for that location.
3. Leave the new owner the keypad, the base station power cord and a note that it needs to be set up fresh.

Canceling your plan

If you no longer need the plan, cancel it on ring.com: sign in, choose **Plan**, select your plan and confirm. The plan stays active until the end of the billing period you've paid for, and Ring doesn't give refunds unless the law requires it. Plans billed through Amazon are managed in **Memberships & Subscriptions** in your Amazon account.

HEADS UP

Buying a used system?

Ask the seller to remove it from their account first. A base station still tied to someone else's account can't be set up under yours. Remember that a used system bought after March 29, 2023 needs a plan for app control (Chapter 9).

WHAT THIS DOES FOR YOU

What this does for you

Help goes to the right address, your old plan stops billing, and the next person starts with a clean system.

PART 7

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary of your codes, settings and steps.

CHAPTER 25

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Setting up a new system** — the base station, keypad and every sensor, named sensibly and placed where they'll work without false alarms.
- **Getting the delays and modes right** for how you actually move around the house, including a garage door, pets, or a cane or walker.
- **Choosing a plan** honestly — whether professional monitoring is worth it for you — and setting up emergency contacts and the verbal password.
- **Ring Alarm Pro**, which replaces your router: moving every Wi-Fi device in the house over to the new network.
- **Codes for family, caregivers and helpers**, with schedules, and removing old ones.
- **A message or call you're not sure about** — a "plan expired" email, a "you've been hacked" call, or a stranger at the door offering an upgrade.
- **Helping a parent** with a system a family member set up: putting the account in their name and writing out simple instructions for the keypad.

What I don't do

I'm a technology helper, not a licensed alarm installer or a monitoring company. I don't run wires inside walls or sell monitoring contracts. If you need hardwired sensors or a commercial system, I'll tell you honestly and point you in the right direction.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn your alarm. Arm it, know your codes, and sleep well.

— Bill

CHAPTER 26

Your Ring Alarm Cheat-Sheet

The whole guide, boiled down to one page. Keep the filled-in part somewhere private.

The essentials

Topic	Remember
Disarmed	On and watching, but won't sound the alarm or call anyone.
Home	Doors and windows armed; motion detectors usually ignored. For nights.
Away	Everything armed. For when no one is home.
Keypad	Type your code, then press Disarmed, Home or Away.
Entry and exit delays	0 to 180 seconds; only for sensors set as Main Door.
Stop a false alarm	Disarm, then answer the monitoring center's call and give the verbal password.
Ring monitoring center	833-209-2159 — save it as "Ring Monitoring."
Emergency buttons	Hold about three seconds. Medical doesn't sound the siren.
Plans (as of November 2026)	Solo $4.99/mo · Multi $9.99/mo · Pro $19.99/mo with 24/7 monitoring.
Power cut	Base station battery lasts up to 24 hours in low-power mode.
Internet down	Alarm Cellular Backup with Ring Multi or Ring Pro.
Batteries	Contact sensor: CR2032 coin. Motion detector: 2 AA. Keypad: recharge by USB.
A "Ring" email or text with a link	Don't tap. Open the Ring app or ring.com yourself.

Write it down once

Keep handy	
Ring account email	_____
Plan name & renewal date	_____
Verbal password (keep private)	_____
Emergency contacts, in order	_____
Guest codes given to (names)	_____
Entry delay / exit delay I chose	_____
Where the base station is plugged in	_____
Last battery change (date)	_____
Town alarm permit number, if any	_____

When something's wrong, in order

1. Siren going off by mistake? Enter your code and press **Disarmed**.
2. Answer the call from 833-209-2159 and give your verbal password.
3. Think someone is inside? Don't go in. Get somewhere safe and call 911.
4. A sensor offline? Check its battery, then the base station and your internet (Chapter 21).
5. Keypad dark? Charge it with its USB cable.
6. A message about your plan or account? Check it in the Ring app yourself (Chapter 22).
7. Still stuck? Call Bill at (330) 200-8042.