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Setting up a Ring doorbell or camera and getting the Wi-Fi right

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Ring devices are set up using the Ring app. Most of the problems people have are down to Wi-Fi or an unfinished charge. Apps change their wording and menus from time to time, so what you see may differ slightly from the steps below.

Before you start

- Charge a battery model fully if it came with a battery that needs charging.
- Have your Wi-Fi name and password ready, and a Ring account.
- Stand near the device with your phone, connected to your home Wi-Fi.

Set up

1. Install the **Ring** app and sign in, or create an account.
2. Tap the menu or the add button and choose the option to set up a device. Choose the type, for example doorbell or camera.
3. Scan the QR code on the device or its box when asked.
4. Choose the location (your address), name the device and follow the prompts.
5. Press the **setup** button on the device when told. It is a small round button, and its position depends on the model.
6. Choose your Wi-Fi network and type the password. Wait for the app to confirm.

Wi-Fi tips

- Most Ring devices use a 2.4GHz Wi-Fi band. Some newer models also support 5GHz. Check your model in the Ring help pages.
- If your router has combined names for both bands, try setting up while closer to the router, or temporarily using the 2.4GHz network.
- Keep the Wi-Fi signal strong at the front door. A Wi-Fi extender can help.
- Do not use a Wi-Fi name with unusual symbols, as some devices struggle with them.

After set up

- Test the motion alerts and the live view.
- Check Ring app notifications are allowed.
- Decide whether you want a paid plan for recordings. Without one, you can usually still see live view and get alerts, but video is not saved. Check what is offered when you set up.

When to get more help

Get help if the app cannot find the device, setup times out at the Wi-Fi step, or you are fitting a wired doorbell and are unsure about the electrics. Do not factory reset unless advised.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.