ring

Spotlight Cam Wired

Smart Security at Every Corner of Your Home

Your new Spotlight Cam lets you extend the Ring of Security around your entire property.

Now, you'll always be the first to know when someone's on your yard, and you can watch over your home from anywhere.

Monitor your home, prevent crime and protect your property – all from your phone, tablet or PC.

Contents

1. In-app Setup

2. Physical Installation

3. Features

4. Troubleshooting

1. Set up your Spotlight Cam in the Ring app.

Download the Ring app

The Ring app will walk you through setting up and managing your Spotlight Cam.

Search for "Ring" in one of the app stores below, or visit: ring.com/app.

Download on the **App Store**

GET IT ON ►Google play

Download from Windows Store

Grab your Wi-Fi password

It's required for the in-app setup. Write it down below so it's handy when you need it:

Your Wi-Fi password

Plug your Spotlight Cam into a power outlet

Plug your Spotlight Cam into an outlet in the same room as your Wi-Fi router to set it up.
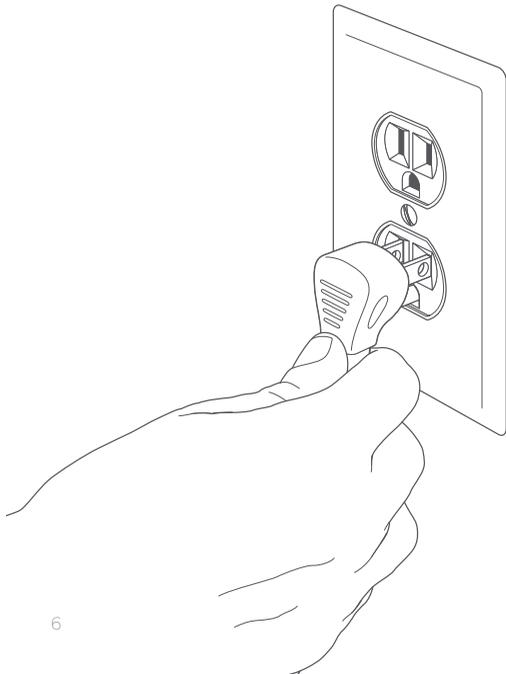
## Set up your Spotlight Cam in the Ring app

In the Ring app, select **Set Up Device**.

When prompted, select **Spotlight Cam Wired** and follow the in-app instructions.
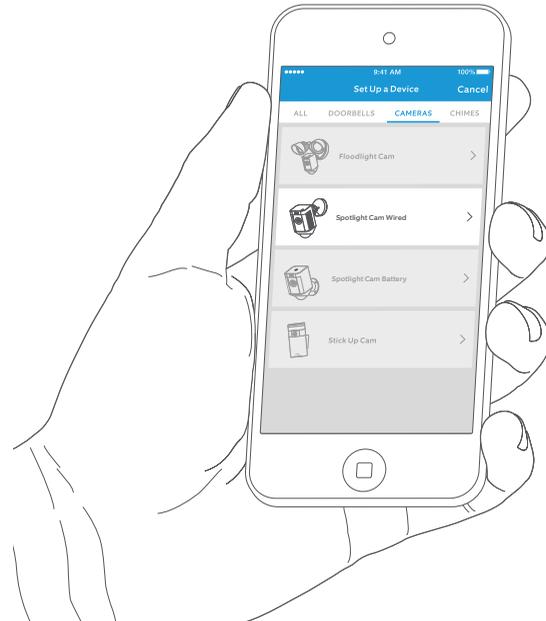
Try it out!

After setup, select the Live View button to see video from the camera in the Ring app.
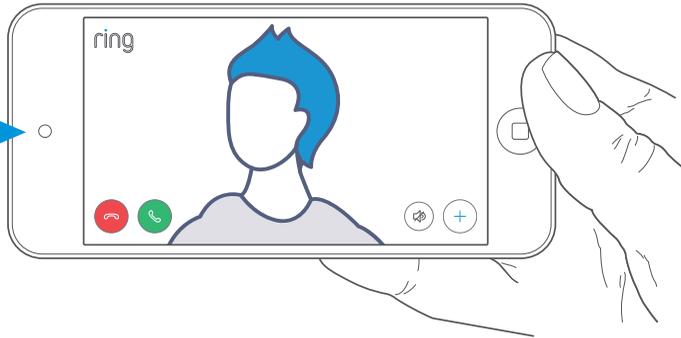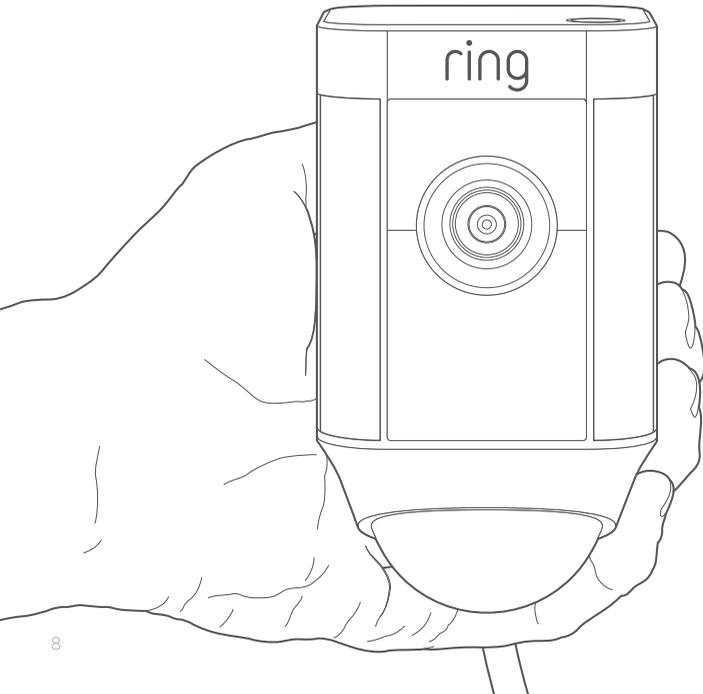
White light flashing?

If the light on the bottom of your Spotlight Cam is flashing after setup, it's updating its internal software.

The light will stop flashing when the update is completed. This update can take up to a few minutes.

Test video quality outside

Now, unplug your Spotlight Cam and take it outside to where you want to install it. Plug Spotlight Cam into an outdoor outlet and test video quality again.

Everything look good? Continue to the next section.

Something not right?
Jump ahead to the troubleshooting section.

2. Install your Spotlight Cam on the wall.

Before you begin

This is everything you'll need to install your Spotlight Cam.
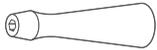
Screwdriver
Use the screwdriver handle to hold the provided bit.

Phillips Bit
Use the Phillips bit for installing the mounting bracket and tightening the security screw.

Drill Bit
Use this to pre-drill holes if installing on a masonry surface, such as stucco or brick.

Mounting Bracket
Attach this to the wall first, then slot Spotlight Cam into the mounting bracket. It also features a built-in level.

Install Screws (5)
Use these to install the mounting bracket on your wall.

Wall Anchors (16)
Use these to attach the mounting bracket and the cable clips to your wall, if installing on a masonry surface, such as stucco or brick.

Cable Clips (11)
Use these to attach the power cable to your wall.

How it all fits together

Setup
Button

Lights

Motion
Detector

UP

Security
Screw

Wire
Clip
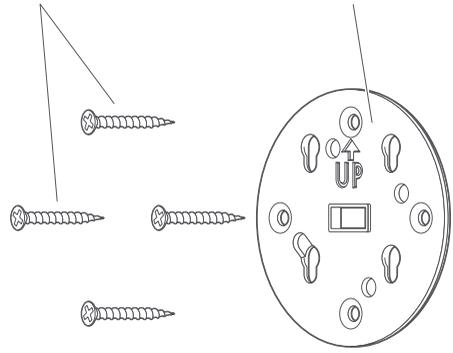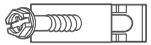
Select an install height

When mounted at 9 feet off the ground, with the motion detector parallel to the ground, the motion sensor is optimized to detect human-sized objects at up to 30 feet.

Parallel to ground
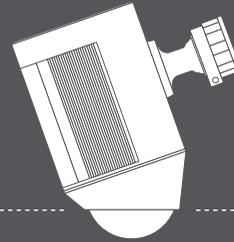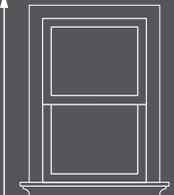
9 feet
(3 Meters)

30 feet (10 Meters)

Install the mounting bracket

Use the built-in level to make sure your Spotlight Cam will be level before marking your holes.

If installing on a masonry surface, first drill holes using the provided drill bit. Insert the wall anchors before installing the screws.

If installing on a wood surface, use the install screws to screw the mounting bracket directly into your wall.
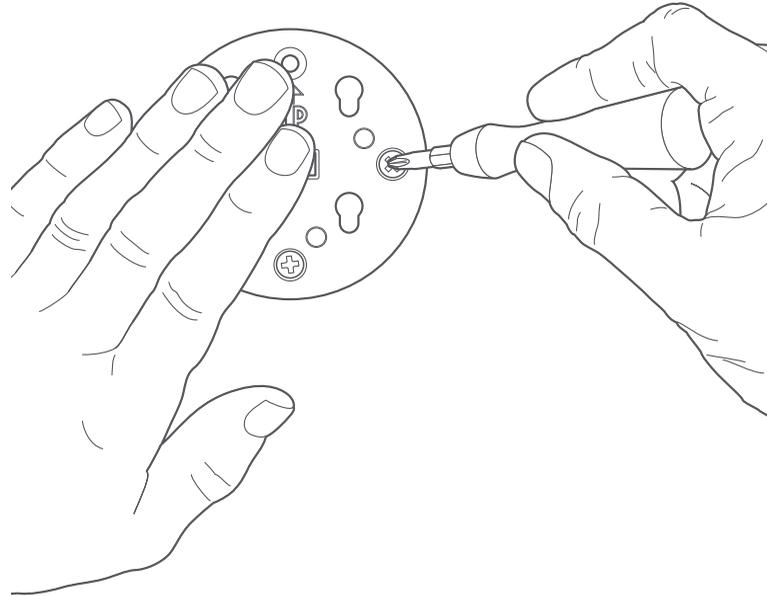
Attach the base of Spotlight Cam to the mounting bracket

Slot the base down to lock it to the mounting bracket.
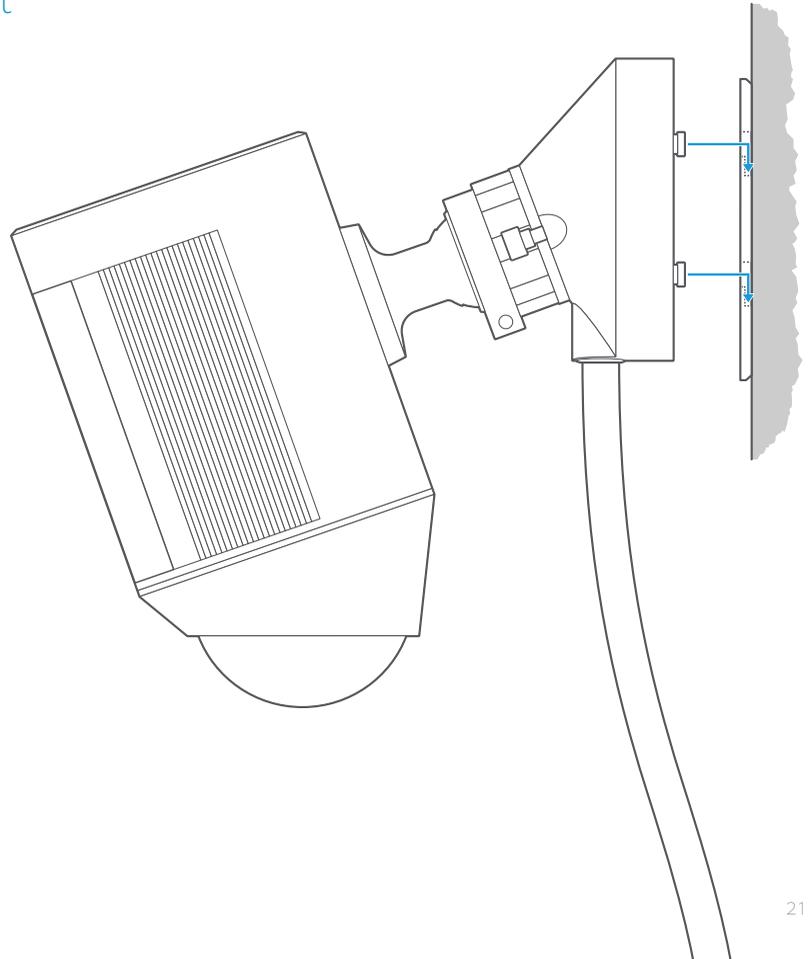
Tighten the security screw

Using the Phillips end of the screwdriver bit, tighten the security screw on the right until your Spotlight Cam is secure.
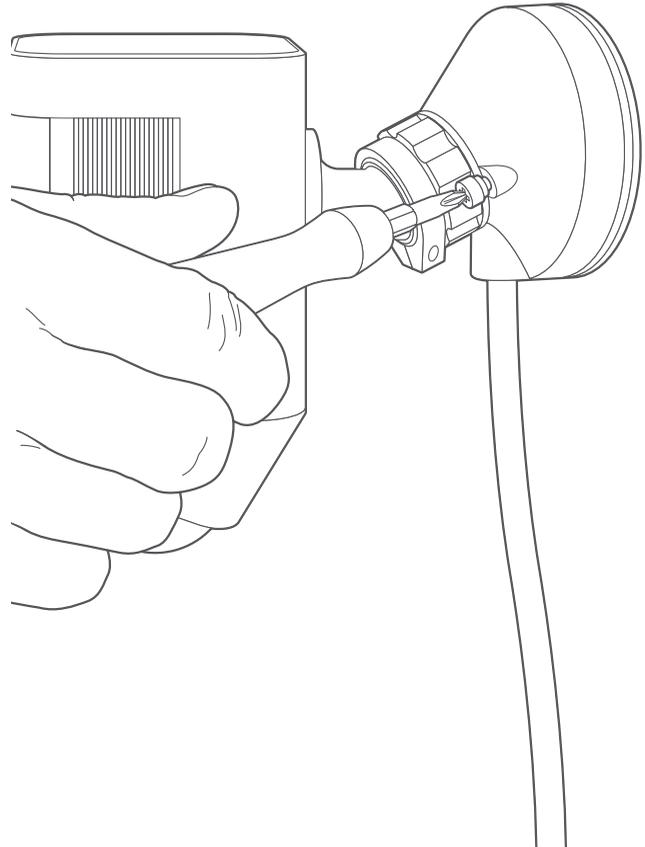
Secure the cable

Use the provided cable clips to secure the cable on your wall.

Use the included drill bit to pre-drill holes in the wall and insert the provided anchors first if installing on a masonry surface, like stucco or brick.
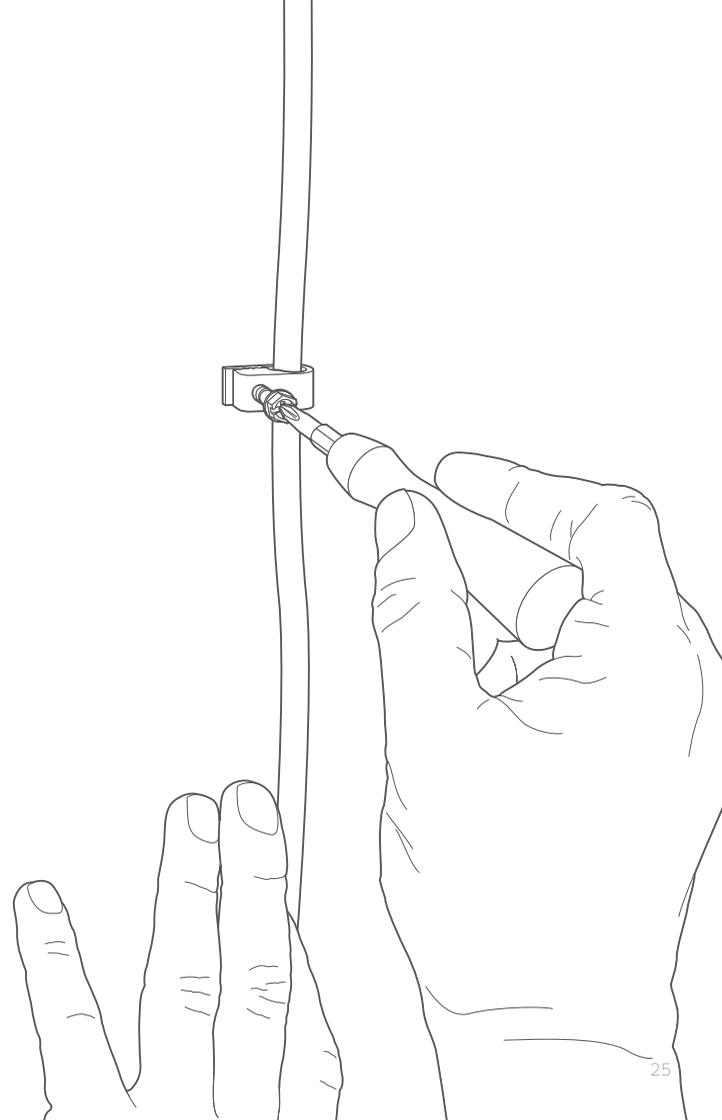
The power cable can be painted to match the wall.

Plug Spotlight Cam in

If Spotlight Cam is not already plugged into a power outlet, plug it in now.

If you've already completed the in-app setup, wait about a minute for Spotlight Cam to power up and come back online.
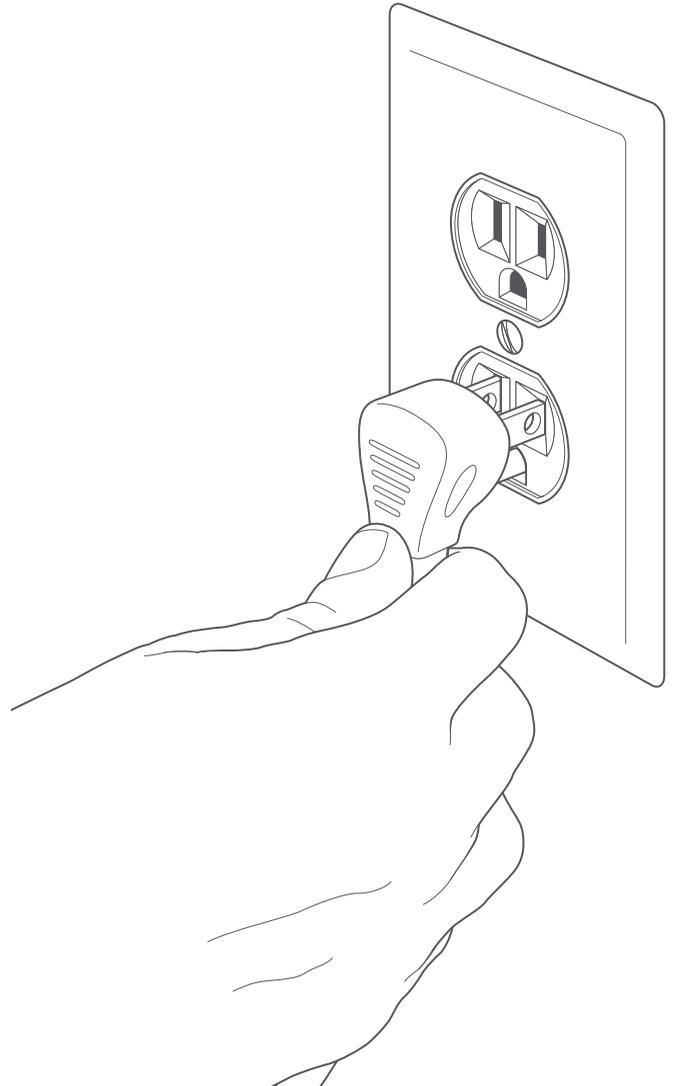
Adjust the camera angle

To ensure accurate motion detection, position the camera with the motion detector parallel to the ground.

Tighten the side screw on the left to secure the camera position.
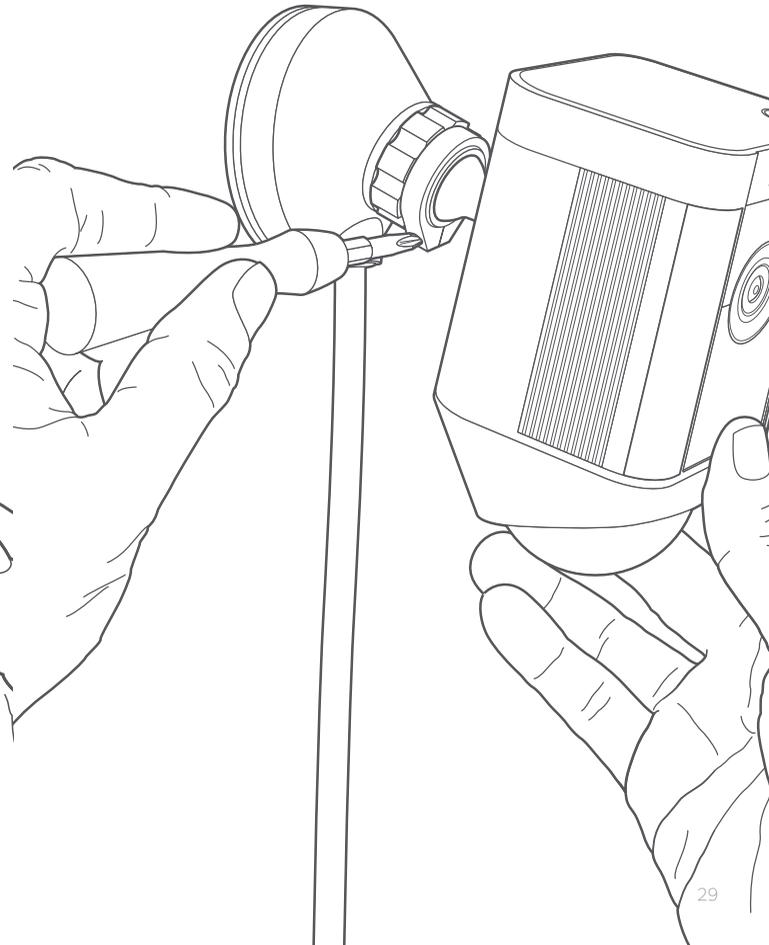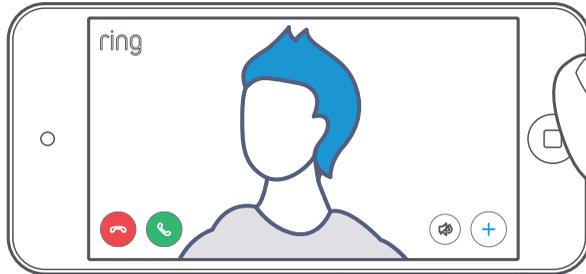
ring

3. Check out all the exciting features.

After setup, select your Spotlight Cam in the Ring app

This will bring you to the Device Dashboard, where you can change settings and access various features.

LIGHTS ⬭

Manually switch the lights on or off.

MOTION ALERTS 🔵

Turn notifications on or off for motion events.

SIREN

Trigger the siren to scare away intruders.

LIVE VIEW

Tap to see live video from Spotlight Cam. From here, you can see, speak and hear visitors, and control the siren and lights.

EVENT HISTORY

View a log of all the events captured by your Spotlight Cam in Event History.

DEVICE HEALTH

Visit Device Health to diagnose any problems you run into.
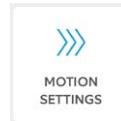
MOTION SETTINGS

Select Motion Settings to customize motion detection settings.
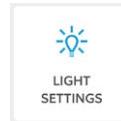
LIGHT SETTINGS

Adjust the areas that trigger the lights, change the brightness of the lights and set a timer for lights to stay on in Light Settings.

Motion Detection

To detect motion, you will need to set up Motion Zones, which are customizable areas you want your Spotlight Cam to monitor and receive alerts about.

To set up a Motion Zone, select Motion Settings. On this screen, create up to three Motion Zones. You will need at least one Motion Zone to be active to get alerts.

Notifications

If your phone is locked when the camera captures a live event, you will receive a notification on your home screen.

If your phone has a passcode, you'll need to enter it to access the live event.
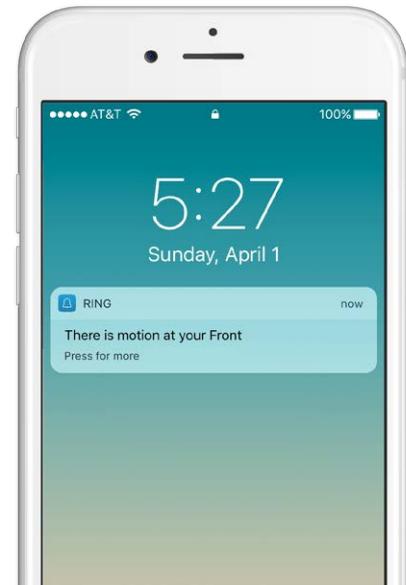
Live Events

A live event begins when motion is detected or when selecting Live View.

During live events, you can access these features:

Two-way Talk – Speak to visitors and hear what they have to say.

Siren – Activate the siren.

Lights – Turn the lights on and off.

Ring Neighborhoods – Share suspicious events with neighbors.

Ring Video Recording

This optional feature saves recordings of every event your Spotlight Cam captures, allowing you to share it with others.

You can access these events on any device running the Ring app or by logging into your account at: ring. com/activity.

Learn more at:
ring.com/video-recording

Your new Spotlight Cam includes a free trial of Ring Video Recording for you to enjoy. Watch your email inbox for important announcements about this service.

Select Motion Settings

to customize your motion preferences
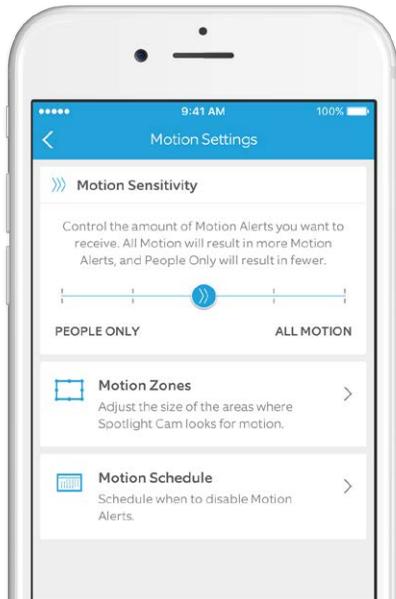
MOTION SENSITIVITY

Adjust the amount of alerts you receive. Choose People Only to get motion alerts triggered by humans only.

Motion Zones

Draw up to three custom areas where you'd like to receive motion alerts and trigger the lights at night.

Motion Schedule

Schedule times when you don't want to receive motion alerts.

Phone screen content

9:41 AM   100%

Motion Settings

Motion Sensitivity

Control the amount of Motion Alerts you want to receive. All Motion will result in more Motion Alerts, and People Only will result in fewer.

PEOPLE ONLY   ALL MOTION

Motion Zones
Adjust the size of the areas where Spotlight Cam looks for motion.

Motion Schedule
Schedule when to disable Motion Alerts.

Select Light Settings

to set a schedule for your
lights to stay on.

Select Advanced Settings on the Light
Settings screen to customize the areas
that will trigger the lights and set
how long they stay on after motion is
detected.
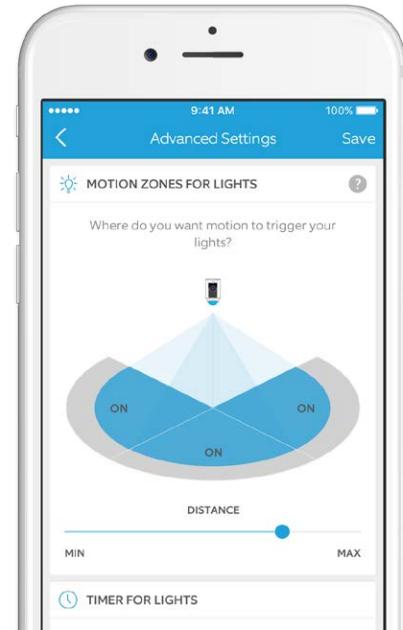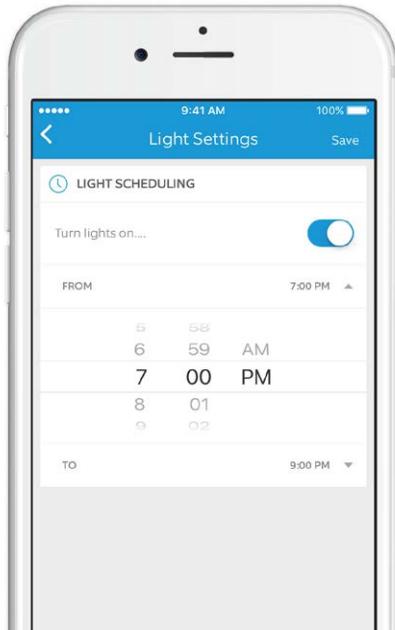
4. Having trouble?

Here are some answers...

Spotlight Cam is not powering up.

See if there is a light switch controlling power to the outlet Spotlight Cam is plugged into.

If so, make sure it is switched on and stays switched on.

I'm having trouble completing the in-app setup

When the in-app setup fails, look at the light on the bottom of your Spotlight Cam. The light color indicates the issue.

Flashing red means your Wi-Fi password was entered incorrectly. Select your Wi-Fi network in your phone settings, select the option to forget it, then reconnect to it to confirm that you're using the correct password during setup.

Flashing blue means your Spotlight Cam may be too far from your router to get a decent signal. You may need to get a **Ring Chime Pro** to boost the Wi-Fi signal to your Spotlight Cam.

Learn more at: ring.com/chime-pro

Flashing green indicates a possible issue with your internet connection.

Unplug your modem or router for 40 seconds, plug it back in and then repeat the setup process.

Why can't I find the temporary Ring network on my phone?

Sometimes your phone fails to pick up the temporary Ring network. If this happens, go to your phone settings, turn off your Wi-Fi connection, wait 30 seconds and turn it back on. If the Ring network still fails to appear, check that your Spotlight Cam is connected to power.

If none of the above helped...

Perform a hard reset on your Spotlight Cam by holding down the setup button for 15 seconds, waiting 30 seconds and repeating the setup process.

If that didn't help...

Turn off cellular data and bluetooth on your mobile device and try setting up again.

If that didn't help...

Try performing setup on a different mobile device.

Why can't visitors hear me on my Ring when I talk through the app?

If you're on an iPhone or iPad, check the microphone permission on your device. Select Settings, find Ring and select it. Also make sure that the switch next to Microphone is toggled on.

If you're on an Android device, go to Settings > Application/Apps > Application Manager > Ring > Permissions. Ensure everything here is on.

Spotlight Cam lights up, but I can't complete the in-app setup.

First, double check your Wi-Fi password, since this is the most common reason Spotlight Cam can't complete setup.

Second, check the distance to your Wi-Fi router or access point. Installing the Spotlight Cam too far from your access point may prevent setup from completing.

In this case the installation of a **Ring Chime Pro** can help boost your WiFi signal and provide audible alerts from your Spotlight Cam and other Ring products.

Learn more at: ring.com/chime-pro

Why is my video and/or audio quality poor?

First, determine the cause.

Remove your Spotlight Cam and bring it inside near your router. Open the Ring app, and press the Live View button, or trigger a motion event to see live video.

If you get good video quality near the router, you need to extend your Wi-Fi signal.

We recommend **Ring Chime Pro** to boost the signal to your Spotlight Cam.

Learn more at: ring.com/chime-pro

If video quality is still poor near your router, test your internet speed by selecting Device Health in the Ring app, then Test Your Wi-Fi.

The instructions in the app will help you diagnose and solve any issues related to poor video quality.

For additional help, visit:
ring.com/help

Or give us a call…

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For a list of all our customer support
numbers, visit: ring.com/callus