ring Alarm 2nd Generation



KEY PAD

Frequently Asked Questions

Will second-generation Ring Alarm devices work with my existing Ring Alarm?

Yes, you can mix and match first and second generation Ring Alarm Contact Sensors, Motion Detectors, Range Extenders, Keypads and thirdparty devices with any Ring Alarm Base Station.

Does Ring make a glass break sensor?

Ring Alarm pairs with Alexa-enabled devices and can listen for glass breaking with Alexa Guard. Alexa can also listen to existing Smoke/CO detectors for Smoke/CO alarms. If you have professional monitoring with a Ring Protect plan, you can also request emergency response.

Do I need to get a permit?

If you have signed up for 24/7 professional monitoring, you may need a permit to dispatch emergency services. After signing up for a specific Ring Protect plan and enroll into Professional Monitoring, you'll get an email from our dedicated Permit Team so you can have everything you need to apply for your permit. In some cases, our team will handle the entire permitting process, but for others, we'll walk you through every step to help you get your permit as quickly as possible.

How do I sign up for 24/7 professional monitoring?

You can sign up for 24/7 professional monitoring by purchasing a specific Ring Protect Plan. Once activated, it also gives you cellular backup, video recording and sharing for unlimited Ring Doorbells and Cameras at your home, extended warranties and exclusive discounts.

Currently, Ring Alarm and the professional monitoring service are available only within the U.S. (excluding American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands) and Canada (excluding Quebec).

For more information head to <u>www.learnaboutring.com</u>



