
Unable to hear audio during an ADC-VDB770 doorbell call

There are several possible reasons why audio issues may be experienced during a call between the Customer app and the ADC-VDB770.

Note: Depending on the device the user has, the instructions to verify settings may vary. For device-specific instructions about how to verify these settings, refer to [Apple Support](#) or [Android Help](#).

If the user is unable to hear audio from the Customer app

Verify the app settings and permissions

1. Verify the app is updated to the most recent version.
2. In *Video Device Info*, verify that the *Call Volume* slider is all the way to the right.

To adjust *Call Volume* using the Customer app:

1. Log into the Customer app.
2. Tap ☰.
3. Tap **Doorbell Camera**.
4. Tap ⚙️.
5. Use the *Call Volume* slider to adjust the doorbell call volume.
6. Tap ✓.

To adjust *Call Volume* using the Customer Website:

1. Log into the Customer Website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the desired video device.
5. Click **Video Device Info**.
6. Use the *Call Volume* slider to adjust the doorbell call volume.
7. Click **Save**.



Verify the mobile device settings

1. Verify that the media volume on the mobile device is not muted and the sound is turned up.
2. Verify that the app has access to the mobile device's microphone.
3. Verify that the mobile device does not have any *Do Not Disturb* settings enabled.
4. Verify the phone is on its most current OS version.
5. Test other apps for audio functionality.

Test different audio outputs

1. Listen for sound out of the device's speaker as well as with headphones to determine if the issue is related to one of these.
2. On another mobile device, test hearing audio in the Customer app.
3. Download a clip to see if both voices can be heard. For more information about how to download a clip, see [Download a video clip](#).

For more steps to try, see the [Additional troubleshooting](#) section.

If the user is unable to hear audio from the ADC-VDB770

Verify the mobile device settings

1. Verify that the Alarm.com app has access to the mobile device's microphone or test Two-Way Audio on another device.
2. Verify that the app user has pressed the talk button.

Test different audio outputs

Download a clip to see if both voices can be heard. For more information about how to download a clip, see [Download a video clip](#).

Verify the chime is compatible with the ADC-VDB770

Verify that the chime connected to the ADC-VDB770 is either a digital or mechanical chime and the power module is installed correctly. For more information about chime compatibility, see [What types of chimes are compatible with the ADC-VDB770?](#)

For more steps to try, see the [Additional troubleshooting](#) section.

Additional troubleshooting



Reduce video quality

Test lowering the resolution and quality to minimize bandwidth usage. For information about adjusting the resolution, see [Adjust saved video resolution for the ADC-VDB770](#).

Verify the power requirements for the device are met

Verify the transformer meets the power needs of the ADC-VDB770. For more information, see [Alarm.com Video Doorbell \(ADC-VDB770\) - Installation Guide](#).

Factory reset the device

Delete, factory reset, and re-enroll the ADC-VDB770. For more information about performing a factory reset, see [Factory reset an ADC-VDB770 to its default settings](#).

