Two-Way Audio Installation and User Guide

Two-Way Audio allows a user to listen/talk remotely through a compatible video device and hear recorded audio in saved clips. Learn how to enable Two-Way Audio for the customer and what features they can use. For frequently asked questions about Two-Way Audio, see Two-Way Audio compatibility FAQ.

Two-Way Audio and WebRTC Direct connections for continuous live streaming are available using the Alarm.com customer website and Alarm.com app with certain video devices. For more information about compatible video devices, see Two-Way Audio user features.

Compatibility requirements

Service package	*Audio for Non-doorbell Cameras* service package add-on **Note**: The *Audio for Non-Doorbell Cameras* service package add-on is not required for video doorbell cameras to be compatible with Two-Way Audio.
Playback options	• Android app — version 4.0.2+ • iOS app — version 4.0.1+ • Alarm.com-supported web browser (for select cameras) • To use Two-Way Audio on one of the following compatible panels, live video streaming must be enabled. ◦ 2GIG GC Touch - Stream live video from Alarm.com cameras on a 2GIG GC Touch ◦ 2GIG EDGE - Stream live video from Alarm.com cameras on a 2GIG EDGE ◦ Qolsys panels - Stream live video from Alarm.com cameras on Qolsys panels **Note**: IQ Remote keypads are not compatible with audio.

Compatible devices

Camera model	Duplex mode	Alarm.com app	Alarm.com customer website	Additional requirements
ADC-V515	Half-Duplex	✓	✗	-
ADC-V516	Half-Duplex	✓	✓	-
ADC-V521IR	Half-Duplex	✓	✗	firmware version IP8137-ALAM-0100d1+
ADC-V522IR	Half-Duplex	✓	✗	Two-Way Audio support requires hardware version 0101 and firmware version IP8168-ALAM-0100b9+*
ADC-V523/523X	Half-Duplex	✓	✓	Alarm.com customer website support requires an Ethernet connection and HDR enabled on the device
ADC-V530	Half-Duplex	✓	✓	-
ADC-V622/ADC-V622-WELL	Half-Duplex	✓	✗	-
ADC-V716	Half-Duplex	✓	✓	-
ADC-V724/724X	Half-Duplex	✓	✓	Alarm.com customer website support requires HDR enabled on the device
ADC-V730/VC730P	Full-Duplex	✓	✓	-
ADC-VC727P	Half-Duplex	✓	✓	-
ADC-V729/V729AC/ VC729P	Half-Duplex	✓	✓	-
ADC-VDB775	Full-Duplex	✓	✓	-

Camera model	Duplex mode	Alarm.com app	Alarm.com customer website	Additional requirements
ADC-V731B	Full-Duplex	✅	✅	-
ADC-VC7398PA	Full-Duplex	✅	✅	External speaker required for audio output at camera
ADC-VC8498PA	Full-Duplex	✅	✅	External speaker required for audio output at camera
ADC-VC8498P	Full-Duplex	✅	✅	External speaker required for audio output at camera
ADC-VDB101/102/105/106	Half-Duplex	✅	❌	-
ADC-VDB770	Full-Duplex	✅	❌	-
ADC-VDB780B	Half-Duplex	✅	❌	-
ADC-VDB781B	Full-Duplex	✅	✅	-
ADC-VDB755P	Full-Duplex	✅	❌	-
ADC-VDB750	Full-Duplex	✅	❌	-

***Note**: All ADC-V522IR cameras shipped from Alarm.com on or after August 1, 2017 have hardware version 0101 (audio supported) and the latest firmware version.

ADT cameras compatible with Two-Way Audio:

- DBC835
- OC845
- RC845

These ADT cameras support Full-Duplex audio. Full-Duplex audio allows the guest and user to speak at the same time.

What is the difference between Half-Duplex and Full-Duplex audio?

Half-Duplex audio allows only one communication channel to be used at a time (i.e., incoming audio from the camera to the Customer website or app, or outgoing audio from the Customer website or app to the camera), similar to a walkie-

talkie or traditional two-way radio. These devices require the user to manually enable and disable the camera's microphone and speaker by pressing and holding the microphone icon to speak and releasing it to listen.

Full-Duplex audio allows both communication channels to speak and listen simultaneously, similar to a telephone call. These devices require the user to tap or click the microphone icon once to toggle on microphone and speaker functionality during a stream.

Note: Doorbell cameras display a unique microphone icon when their stream is opened using the Doorbell card on the Alarm.com app's home page or via a push notification (i.e., when the doorbell call screen is accessed instead of the standard live view).

This button functions the same way as the microphone icon on the standard live view screen based on the doorbell camera's Duplex mode.

Audio recording Agreement

The next time the primary login accesses the app or website after the *Audio for non-doorbell cameras* service package add-on is enabled, they are presented with an *Audio recording Agreement*, which must be accepted in order to use Two-Way Audio and AI Deterrence with their camera. If the agreement is declined, the add-on is removed from their service package, and the video will revert to being silent.

Two-Way Audio user features

Two-Way Audio is compatible with Half-Duplex (i.e., only one communication channel can be used at a time like a walkie-talkie) and Full-Duplex (i.e., both communication channels can be used simultaneously like a telephone call) audio modes. For more information, see What is the difference between Half-Duplex and Full-Duplex audio?.

Talk or listen

Users can talk through or listen in to their cameras using the Alarm.com app and Alarm.com customer website.

Note: If no audio is heard, verify that mic permissions are enabled in your browser and that the correct speakers are being used. The audio is disabled if the microphone icon is grey and crossed out.

Expand all

To talk or listen using the Alarm.com app:

1. Log in to the Alarm.com app.
2. Swipe to select the desired video device.
3. Tap ▶.
4. Press and hold 🎙 to speak through the video device.

Note: For Full-Duplex devices, you do not need to hold the 🎙 icon after pressing it.

5. Release 🎙 to listen.

To talk or listen using the Alarm.com app while in full screen:

1. Log in to the Alarm.com app.
2. Tap 📹.
3. Tap ▶ on the desired video device.
4. Tap ⛶.
5. Press and hold 🎙 to speak through the video device.

   Note: For Full-Duplex devices, you do not need to hold the 🎙 icon after pressing it.

6. Release 🎙 to listen.

To talk or listen using the Alarm.com customer website:

1. Log in to the Alarm.com customer website.
2. Click **Video**.
3. Click **Live View**.
4. Click and hold 🎙, or press and hold the spacebar.

   Note: For Full-Duplex devices, you do not need to hold the 🎙 icon after pressing it.

5. Release 🎙 to listen.

   Note: Two-way Audio is available through the Alarm.com customer website in both Single Camera and Multi-Camera view.

Mute or unmute incoming audio

Audio can be muted and unmuted using the Alarm.com app and Alarm.com customer website.

To mute or unmute incoming audio using the Alarm.com app:

1. Log in to the Alarm.com app.
2. Swipe to select the desired video device.
3. Tap ▶.
4. Tap / to toggle audio.

To mute or unmute incoming audio using the Alarm.com customer website:

1. Log in to the Alarm.com customer website.
2. Click **Video**.
3. Mouse over the live video for the desired camera.
4. Tap / to toggle audio.

Configure a camera's microphone and speaker

Enable or disable the microphone and speaker for individual cameras and adjust the speaker's Call Volume using the Alarm.com app and Alarm.com customer website.

To configure a camera's microphone and speaker using the Alarm.com app:

1. Log in to the Alarm.com app.
2. Tap .
3. Tap .
4. In *Video Devices*, select the desired camera.
5. In *Settings*, tap **Audio**.
6. In *Audio Settings*:
   - Tap the *Microphone / Speaker* toggle switch to enable or disable the microphone and speaker for the selected camera. The camera cannot record audio while its microphone and speaker are disabled.
   - In *Call Volume*, tap or drag the slider to adjust the speaker's volume during Two-Way Audio calls.
7. Tap **Save**.

To configure a camera's microphone and speaker using the Alarm.com customer website:

1. Log in to the Alarm.com customer website.
2. Click **Video**.
3. Click **Settings**.
4. Select the desired camera.
5. Click **Audio**.
6. In *Audio Settings*:
   - click the *Microphone / Speaker* toggle switch to enable or disable the microphone and speaker for the selected camera. The camera cannot record audio while its microphone and speaker are disabled.
   - In *Call Volume*, click or drag the slider to adjust the speaker's volume during Two-Way Audio calls.
7. Click **Save**.

Video device streaming quality

Customers can adjust the quality of the video stream that appears in the mobile live feed for consistent Two-Way Audio performance, regardless of network. For more information about how to change a video device's live video image quality, see Adjust the live image quality of a camera.

For more information about the bandwidth requirements for video devices, see What are the internet service and bandwidth requirements for Alarm.com video devices?.

Troubleshooting

Verify the following first:

1. The *Audio for non-doorbell cameras* add-on is enabled.
2. The browser is updated to the most recent version.

If the user cannot hear incoming audio

1. Verify that the media volume on the mobile device is not muted and the sound is turned up.
2. If the mobile device was part of an active phone call, test if the user can hear incoming audio once the phone call has ended.
3. Test other applications for audio functionality.
4. Download a clip to see if both voices are audible.

If there is no sound coming from the camera itself

- Verify that the browser has access to the playback device's (e.g., headphones, other Bluetooth devices, laptop, desktop computer, etc.) microphone. Alternatively, try using another browser.

Additional troubleshooting

1. Test lowering the resolution and quality to minimize bandwidth usage. For information about adjusting the resolution, see Adjust the live image quality of a camera.
2. Delete, factory reset, and re-enroll the Two-Way Audio video device. For more information about performing a factory reset, see the video device's factory reset page in Video Devices.