When does live or saved video contain audio?

Live video contains audio in the Alarm.com app and on the Alarm.com customer website for select cameras. Saved and downloaded video contains audio when the video device records a clip based on a cloud (i.e., camera- or event-triggered) recording rule. A cloud recording rule is any rule that records and uploads an individual video clip to the customer's account to view later.

When is audio recorded?

All video device audio requires the *Audio for non-doorbell* cameras service package add-on and a video device that is compatible with Two-Way Audio. If a device does not meet both of these requirements, it will not record audio.

Recording method	Audio recorded
Camera- or event-triggered clips	Yes*
SVR/CSVR	Yes**
Onboard Recording	Yes

***Note**: Video files received from an email or MMS notification do not contain audio.

****Note**: The ADC-SVR210, ADC-CSVR20XXP Pro Series, and ADC-CSVR21XXP Pro Series support recorded audio. For more information about CSVRs, see Commercial Stream Video Recorder (CSVR).

Audio playback support by platform

Platform	Live video	Saved video clips	24/7 recording
Alarm.com app	✓	✓	✓
Alarm.com customer website	✓**	✓	✓
TV app	-	N/A	N/A
Downloaded clip	N/A	✓*	-

***Note**: Video files received from an email or MMS notification do not contain audio.