



Two-Way Audio Installation and User Guide

Which camera types and firmware support Two-Way Audio?

Two-Way Audio is now available on all compatible ADC-V521IR and ADC-V522IR cameras with the latest Firmware and Hardware Versions:

- ADC-V521IR cameras with Firmware Version IP8137-ALAM-0100d1 or greater
- ADC-V522IR cameras with [Hardware Version 0101](#) and Firmware Version IP8168-ALAM-0100b9 or greater

All ADC-V522IR cameras shipped from Alarm.com on or after August 1, 2017 will have Hardware Version 0101 (audio supported) and the latest Firmware Version.

For more information about compatibility, see the [Two-Way Audio Compatibility FAQ](#).

Which devices support Two-Way Audio?

Two-way audio is supported on:

- iPhone and iPad devices
- Android phone devices

Two-way audio is not supported on:

- AppleTV
- Fire TV Stick
- Windows Phone
- Web browsers

How do I turn on Two-Way Audio for a customer?

For a customer to be able to use the feature, the 'Audio for non-doorbell cameras' add-on needs to be added to the customer service plan. The next time the customer logs into the app or website, they will be presented with the 'Audio Recording Agreement' which they must accept to use two-way audio with their camera. If the customer declines the agreement, the add-on will be removed from their service plan.

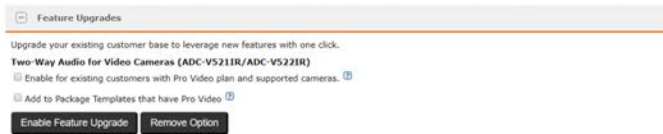


Note: The customer will not have to accept the 'Audio Recording Agreement' if they have previously accepted the agreement with the Doorbell add-on.

Turn on Two-Way audio for all existing Pro Video service plans

You can turn on this feature in bulk for all your existing Pro Video customers. Turning on the feature for all existing Pro Video service plans will add the service plan add-on, 'Audio for non-doorbell cameras,' to every account with a camera with a firmware version that supports Two-Way. **WARNING!** Turning this on will present the audio recording agreement to every eligible customer. If you would like to add the service plan add-on per individual customer, see [Enabling/Disabling for an individual customer](#).

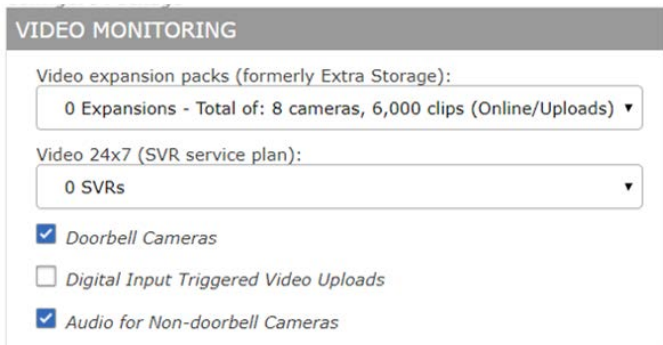
1. Go to the *Customers* tab and click *Customer Configuration*
2. Scroll down in the packages tab to see *Feature Upgrades*
3. Select the option to enable for existing customers and click Enable Feature Upgrade.



Enabling/Disabling for an individual customer

You can also enable/disable Two-Way Audio for individual customers.

1. On the Dealer Website, Select the Customer
2. Click *Service Plan*
3. Click *Change Service Plan*
4. Under Video Monitoring, select the *Audio for Non-doorbell Cameras* box



A customer is configured to have Two-Way Audio but the functionality doesn't appear for their cameras, what do I do?

There are a couple of reasons the feature may not be on the camera. First, ensure that you have added *Audio for non-doorbell Cameras* to their service plan. See [How do I turn on Two-Way Audio for a customer?](#) If the service plan is correct for the customer, check to make sure the camera has the feature enabled.

1. On the Dealer Website, Select the Customer
2. Click *Equipment*
3. Click the *Video Devices* tab
4. Select the camera that should have Two-Way audio enabled
5. Scroll down and find the parameter *Customer Microphone & Speaker Setting*. Make sure it is Enabled.

Customer Microphone & Speaker Setting Disabled

6. If the parameter is disabled, the user has turned off Two-Way audio for the camera (see [How does a customer turn off Two-Way audio for an individual camera?](#))

Does Two-Way audio require an additional customer agreement?

Yes. After the service plan for the customer is updated to support audio for non-doorbell cameras, the customer will be prompted to accept the Audio Recording Agreement the next time they log in to the Customer Website or Mobile App. If the customer declines the agreement, they can continue to use their cameras, but Two-Way Audio will not be turned on for their cameras.

How does a customer turn off Two-Way Audio for an individual camera?

A customer can turn off the Two-Way Audio feature from the Video Device Settings page on the Customer Website. The customer must:

1. Log in to the Customer Website
2. Click the *Video* tab
3. Click *Video Device Settings*
4. Select the camera and choose the video *Device Info* panel
5. Scroll down and toggle *Turn off the camera's microphone and speaker*. This will turn off the Two-Way audio feature on that camera.

Turn off the camera's microphone and speaker

[Advanced Network Setup and Testing](#) ⓘ

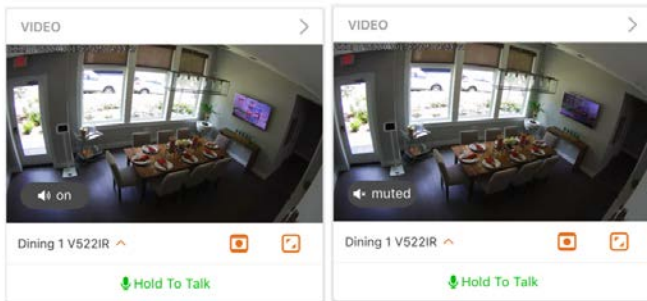
Does Two-Way audio cost anything?

No. Two-Way Audio is free for any Two-Way Audio camera with a firmware version that supports the feature.



How do I mute incoming audio for a Two-Way audio camera?

A customer can mute Two-Way audio by tapping on the speaker icon that overlays the screen. This will change the icon from 'on' to 'muted.'



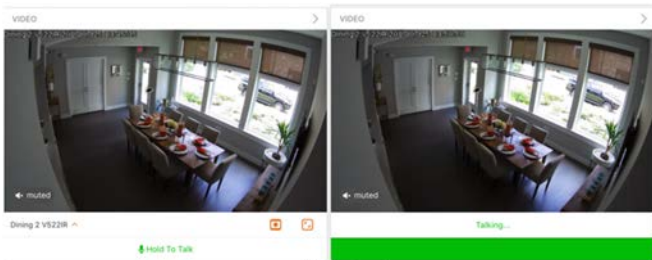
How do I talk through a Two-Way audio enabled camera?

Two-Way Audio is designed so that only one channel (incoming audio from the camera to the mobile device or outgoing audio from the mobile device to the camera) is open at a time, similar to a walkie talkie. The only way to communicate through a Two-Way Audio camera is with the Mobile App (Android, iPhone, or iPad).

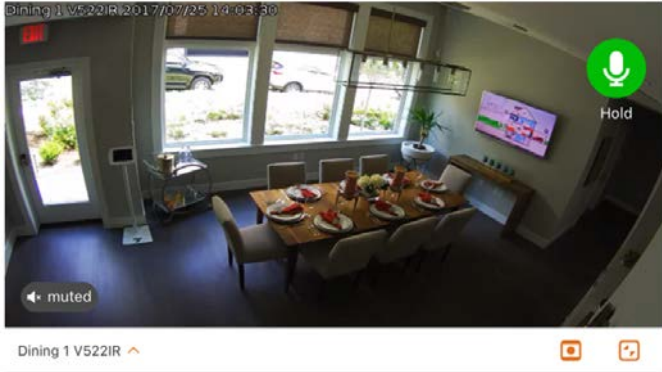
Android/iPhone App

A camera that supports Two-Way Audio will display a 'Hold to Talk' button below the live video feed on the Dashboard card or a 'Hold to Talk' circular button below the live video feed when on the landscape screen.

Dashboard

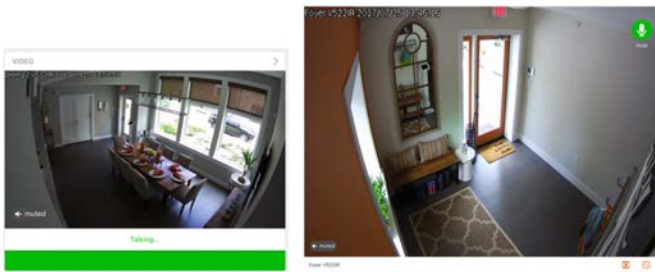


Landscape

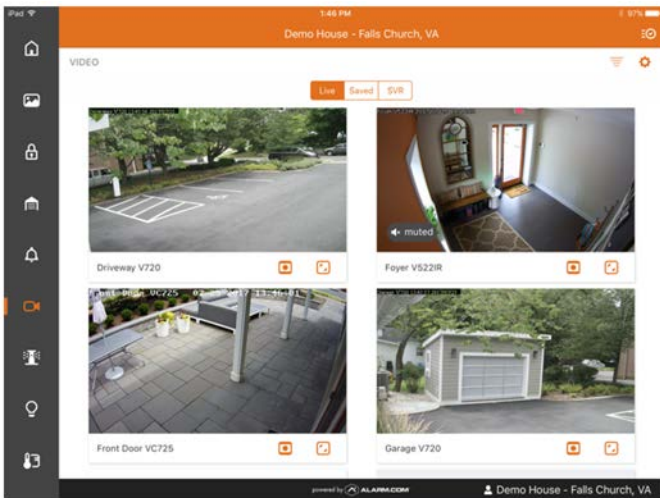


iPad App

Two-Way audio is supported on the dashboard card and in landscape view.



You can listen to audio from a camera from the grid view.



Customer Website

Two-Way Audio is not supported on the Customer Website.



Can multiple users watch a Two-Way Audio camera stream at the same time?

Yes, and multiple users can listen to camera audio at the same time as well. However, only one user can communicate from the mobile device to the camera at a time.

Will recorded clips or the SVR contain audio?

Yes, recorded clips will contain incoming audio from the camera but will **not** contain outgoing audio from the mobile device to camera. The clip will appear silent during the outgoing audio.

Recorded clips will **not** have audio on the Customer Website but **will** have audio if the clips are downloaded.

The SVR will not contain recorded audio.

What are the technical requirements for consistent audio and a smooth video stream?

ADC-V522IR

For consistent incoming and outgoing audio performance, regardless of network, customers can adjust the video stream that appears in the mobile live feed.

1. Log in to the Customer Website
2. Click the *Video* tab
3. Click *Video Device Settings*
4. Select the camera and choose the *Live Video* panel
5. Toggle the *Reduced* option

Live Video Settings (Mobile App)

Image Resolution & Quality:

- Highest (optimize for clarity)
- Reduced (optimize for bandwidth & audio streaming, if applicable)

The two options, Highest and Reduced act as follows:

Setting	Experience	Required Bandwidth
Highest	Video Only	1.5 Mbps
	w/ Two-Way	2 Mbps
Reduced	Video Only	500 kbps



Setting	Experience	Required Bandwidth
	w/ Two-Way	1 Mbps

The bandwidth requirements apply to the camera's broadband network connection. These limits describe where the audio and video stream begin to become choppy.

Note: These values may change depending on the amount of motion the camera is recording, the quality of the connection with the camera, and which Wi-Fi frequency band the camera is using (the ADC-V522IR also supports the 5G band connection).

ADC-V521IR

If the camera is experiencing poor network quality, the customer can downgrade the resolution of the video stream in the settings of the Mobile App.

1. Open the Mobile App and find the Video card on the dashboard
2. Tap the chevron on the Video card to go to the Video feature screen
3. Tap the Settings icon in the top right corner
4. Tap *Live Video Camera Resolution*
5. Find the 521IR video camera and change the settings to a lower the resolution.

What does 'Slow Connection: May affect video stream,' mean?

This message means that there is poor connectivity to the camera. The camera's video feed and audio may become choppy. Make sure that the camera is meeting the requirements set out in [What are the technical requirements for consistent audio and a smooth video stream?](#) If the camera does meet those requirements, video and audio should run smoothly in most 4G networks. If you are on 3G or have a poor Wi-Fi connection, reduce the video stream quality for a better experience.

