

## Set up a video callout notification for the ADC-V622

The *Call-Out* button on the ADC-V622 allows the user to receive an alert to start a call when the button is pressed.

**Important:** The *Video Callout* notification is only available for the ADC-V622 video camera.

### Create the video callout notification

The video callout notification is created using the Customer Website or app.

#### Using the Customer Website:

1. Log into the Customer Website.
2. Click **Notifications**.
3. Click **+ New Notification**.
4. Click **Video Callout**.
5. Enter the desired name for the notification.
6. In *For the selected devices*, click to select the ADC-V622 cameras to trigger the notification.
7. Click to select **Button Pushed** if it isn't selected.
8. Configure the time frame and notification filtering.
9. In *Recipients*, click **+ Add Recipient** to select which contacts receive the notification.
10. Click to select the entries in the *Address Book* to be notified.
  - If a contact is not listed:
    - a. Click **+ New** to add a new Address Book entry.
    - b. Enter the new contact's information, then click **Add Contact**.
11. Click **Close**.
12. Verify the notification is configured with the desired settings.
13. Click **Save**. Allow a few minutes for the settings to save to the device, then test the notification.

#### Using the Customer app:

1. Log into the Customer app.
2. Tap ☰.
3. Tap **Notifications**.
4. Tap **+ .**



5. Tap **Video Callout**.
6. Enter the desired name for the notification.
7. In *For the selected devices*, tap to select the ADC-V622 cameras to trigger the notification.
8. Tap to select **Button Pushed** if it isn't selected.
9. Configure the time frame and notification filtering.
10. In *Recipients*, tap **+ Add Recipient** to select which contacts receive the notification.
11. Tap to select the entries in the *Address Book* to be notified, then tap **Close**.
  - If a contact is not listed:
    - a. Tap **+ Add Contact** to add a new Address Book entry.
    - b. Enter the new contact's information, then tap **Add Contact**.
12. Verify the notification is configured with the desired settings.
13. Tap **Save**. Allow a few minutes for the settings to save to the device, then test the notification.

## Troubleshooting

If the button is not sending the user a notification, verify the notification was properly set up on the Customer Website or app.

### The ADC-V622 says "There are no registered devices"

If the ADC-V622 says "There are no registered devices, call cannot be completed" when the callout button is pressed, then the notification has not been set up yet. Complete the preceding steps to [Create the video callout notification](#).

If the notification has been created, wait a few minutes and then test the callout button again. Verify the notification has the correct recipients included.

### The ADC-V622 rings but no notification is received

If the ADC-V622 rings but a notification is not received, verify the video callout notification's toggle switch is enabled to indicate it is active and that the correct recipients are included.

- If the video callout notification's toggle switch is disabled to indicate it's paused, enable the notification. Wait a few minutes, and then test the callout button again.
- If the video callout notification's toggle switch was recently enabled, wait a few minutes before testing the button press again.
  1. If the button continues to not send a notification and all recipients are correct, disable the notification and then after one minute re-enable the notification. Wait a few minutes, and then test the callout button again.
  2. If the behavior continues after attempting the preceding steps, delete the notification and then recreate the video callout notification. Wait a few minutes, and then test the callout button again.



## The notification is received but the talk button is missing

If the 🗣️ button is missing from the live video stream, verify that the *Audio for non-doorbell cameras* add-on is enabled for the customer account.

