Two-Way Audio Compatibility FAQ

Which cameras support Two-Way Audio?

- ADC-V622 — all firmware versions
- ADC-V521IR — firmware version IP8137-ALAM-0100d1 +
- ADC-V522IR — hardware version 0101 and firmware version IP8168-ALAM-0100b9 +

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.

How can I check the firmware and hardware versions of my cameras?

The hardware version and firmware version for cameras can be found using the *Find Equipment* page on the Partner Portal or MobileTech app.

To verify the version of the camera using the Partner Portal:

1. Log into the Partner Portal.
2. Mouse over *Customers*, then click **Search Customer/Device**.
3. Click **Find Equipment**.
4. Using the *Find* dropdown menu, select **Video Device**.
5. In *MAC*, enter a single MAC address or a comma-separated list of MAC addresses.
6. Click **Search**.
7. The firmware version and hardware version is listed in the results.

Note: If an ADC-V522IR camera with hardware version 0101 and it has never been connected to the network, the search results come up as *Not found*.

To verify the version of the camera using MobileTech:

1. Log into the MobileTech app.
2. Tap **Find Customer**.
3. Tap to expand **Advanced Search**.
4. Tap **Find Equipment**.
5. Using the dropdown menu, select **Video Device**.
6. In *MAC*, enter a single MAC address or a comma-separated list of MAC addresses.
7. Tap **Search**.

8. The hardware version is listed in the results.

Note: If an ADC-V522IR camera with hardware version 0101 and it has never been connected to the network, the search results come up as *Not found*.

To verify the version of the camera using camera packaging:

The hardware version of the ADC-V522IR is also displayed on the camera packaging. ADC-V522IR cameras with hardware version 0101 (audio supported) are denoted by a white label on the bottom of the camera box.

What does the customer see after Two-Way Audio is enabled on their account?

An *Audio Recording Agreement* displays the next time the customer logs into their account. The customer must accept the agreement before they can use the feature. After accepting the agreement, the live view screen in the Customer app has a microphone and a mute button for cameras that supports Two-Way Audio. The customer is able to initiate Two-Way Audio calls or listen in via the Customer app.

Why is the talk button missing on live video?

If the 🎤 button is missing from the live video stream, verify that the selected video device is compatible with Two-Way Audio and that the *Audio for non-doorbell cameras* add-on is enabled for the customer account.

Note: Video callout notifications can be created without the *Audio for non-doorbell cameras* add-on, but there is no audio or talk button on the app without it. For more information about video call outs, see [Set up a video callout notification for the ADC-V622](#).

What does *Slow Connection: May affect video stream* mean?

This message means that there is poor connectivity to the camera either because of low bandwidth or a poor Wi-Fi signal. The camera's video feed and audio might become choppy. For more information about bandwidth and Wi-Fi requirements, see [What are the internet service and bandwidth requirements for Alarm.com video devices?](#).

If the camera's network meets the camera's bandwidth and Wi-Fi signal strength requirements, video and audio should run smoothly in most 4G mobile networks. If the device streaming the video is using a 3G mobile network or has a poor Wi-Fi connection, reduce the video stream quality for a better experience.

What bandwidth is required for Two-Way Audio to run smoothly?

The technical requirements for consistent Two-Way Audio and smooth video is higher than a video device without Two-Way Audio. For more information about Two-Way Audio bandwidth requirements, see [Recommended bandwidth for Two-Way Audio-compatible video devices](#).

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

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

Do recorded clips or the SVR contain audio?

Recorded clips contain incoming audio from the camera, but do not contain outgoing audio from the mobile device to camera. The clip is silent during the outgoing audio.

Recorded clips do not have audio on the Customer Website, but have audio if the clips are downloaded.

Note: The SVR does not contain recorded audio.

For more information about saved video audio, see Do saved or downloaded video clips contain audio?.

What are the requirements to use Two-Way Audio on an ADC-V622?

The requirements for using Two-Way Audio on the ADC-V622 are the same as the other compatible video devices.

Note: If there is no audio or talk button on the app, verify that the *Audio for non-doorbell cameras* add-on is enabled on the customer account.

How do I use Two-Way Audio on an ADC-V622?

Two-Way Audio functions almost the same way as the rest of the compatible video devices. The ADC-V622 uniquely features a button that can send an alert to the user to start a Two-Way Audio call. For more information about video call outs, see Set up a video callout notification for the ADC-V622.

Can I start a Two-Way Audio call using an ADC-V622?

Yes. Press the 🎤 button on the ADC-V622 to initiate a video callout notification. For more information about video call outs, see Set up a video callout notification for the ADC-V622.

What does it mean when the ADC-V622 says "There are no registered devices"?

If the ADC-V622 says "There are no registered devices" after the user presses the 🎤 button on the device, it means that there are no video callout notifications set up yet. To learn more about setting up a video callout notification and what it does, see Set up a video callout notification for the ADC-V622.

Why did the LED on the ADC-V622 turn solid white?

A solid white LED on the ADC-V622 means that a user answered a video callout notification. For more information about video call outs, see Set up a video callout notification for the ADC-V622.

What is a video callout notification for the ADC-V622?

The video callout notification allows users to request a Two-Way Audio call by pressing the 🎤 button on the ADC-V622. For more information about setting up a video callout notification, see [Set up a video callout notification for the ADC-V622](#).

How do I answer a video callout notification?

If the notification is a push notification:

- When the notification appears on the phone screen, tap **Answer**.

Note: Push notifications are recommended for video callout notifications.

If the notification is SMS or email:

1. When the notification is received, open the Customer app.
2. On the *Video* card, swipe to select the video device requesting the call.
3. Tap ▶.

For more information about setting up a video callout notification, see [Set up a video callout notification for the ADC-V622](#).

Are ADC-V522IR cameras with hardware version 0101 (audio supported) in stock through distribution?

Check with your distributor regarding availability.

What happens if an ADC-V522IR camera with hardware version 0100 (audio not supported) is added to a customer account?

When ADC-V522IR cameras with hardware version 0100 (audio not supported) are added to a customer's account using MobileTech, the following message appears:

When installed using Wi-Fi, this ADC-V522IR device (Hardware Version 0100) does not support audio. All ADC-V522IR devices shipped from Alarm.com on or after August 1, 2017 (Hardware Version 0101) support audio when using Wi-Fi.

If you proceed with the installation, a similar message is displayed on the Partner Portal Camera Info page after it's installed.

What if the Two-Way Audio feature is enabled for a customer with an ADC-V522IR with hardware version 0100 (audio not supported)?

When you enable Two-Way audio through the Service Package page, Two-Way Audio is enabled for all cameras on the customer's account. If a customer has a ADC-V522IR camera that does not support audio, the following message appears:

This customer has an ADC-V522IR device (Hardware Version 0100) that does not support audio when connected on Wi-Fi. All ADC-V522IR devices shipped from Alarm.com on or after August 1, 2017 (Hardware Version 0101) support audio when using Wi-Fi.

How can the customer use the Two-Way Audio feature on a ADC-V522IR with hardware version 0100 (audio not supported)?

If the customer wants to use the Two-Way Audio feature with Hardware Version 0100 cameras, then the ADC-V522IR cameras should be connected to the customer's network using Ethernet.

Alarm.com does not recommend using Two-Way Audio on ADC-V522IR cameras with hardware version 0100 connected to Wi-Fi only. Customers using the feature while the ADC-V522IR camera is connected via Wi-Fi may experience static when listening in through the Customer app.

If Ethernet is not available, the customer can add a compatible ADC-V522IR camera in the same way if they leverage the Lifetime Value Builder in-app Product Upsell feature. Just mail your customer an ADC-V522IR camera with Hardware Version 0101, and direct your customer to use the step-by-step installation wizard on the Customer Website. Alternatively, a technician can walk the customer through the installation process.

Can I return the ADC-V522IR camera with hardware version 0100 (audio not supported) and get a replacement camera with hardware version 0101 (audio supported)?

Yes. Our standard RMA policy applies. You can return a non-compatible unit and we will send you a unit that supports audio at no charge. Contact rma@alarm.com to initiate the RMA process.

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.