Enable Touchless Doorbell for an Alarm.com Video Doorbell

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Touchless Doorbell for the Alarm.com Video Doobell allows guests to stand in a designated area to ring the doorbell instead of touching the device.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2025-12-01

Procedure

Is the Touchless Doorbell notification different from a button press notification?

No. The experience is meant to mirror that of a guest pressing the doorbell button, and the notifications are identical.

Can the Touchless Doorbell feature control Z-Wave lights?

Yes. Users can configure the Video Analytics rule, which controls the Touchless Doorbell feature, to automate their lights.

Are there any differences between a button press and a Touchless Doorbell trigger?

No. Triggering the Touchless Doorbell feature activates the same rule as pressing the button.

Does the Touchless Doorbell feature still trigger if the rule it is associated to is disabled?

No. the Recording Rule being turned off includes the Touchless Doorbell feature. It is not possible to have a Touchless Doorbell rule without an active Video Analytics rule.

Can a Touchless Doorbell rule be created without a Video Analytics rule?

No. A Video Analytics rule with a Ground Zone selected must be created to be able to create a Touchless Doorbell rule.

Can the button press trigger be disabled so that only the Touchless Doorbell will trigger?

No. Setting the Chime Type to None from the Video Device Settings page turns it off completely.

Can the Outdoor Tone be set to trigger from only a button press or only a Touchless Doorbell trigger?

No. Deselecting the option for Outdoor Tone from the Video Device Settings page turns it off for both types of triggers.

How often can the Touchless Doorbell be triggered in a row?

The Touchless Doorbell feature can only be triggered once every 10 seconds.

If a guest presses the doorbell button after triggering Touchless Doorbell, is a second chime triggered?

Yes. If the guest presses the button after triggering the Touchless Doorbell, the chime will sound again.

Note: If a guest presses the button too many times, the indoor chime will stop ringing temporarily.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Video/Recording_Video/Enable_Touchless_Doorbell_for_the_Alarm.com_Video_Doorbell

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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