

Use Two-Way Audio for video cameras

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

This is primarily a video or reference page. Open the original article link below for the current content.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2026-05-26

Procedure

To talk or listen using the Alarm.com app

1. Log in to the Alarm.com app.

Swipe to select the desired video device.

1. Tap [Play].
2. Press and hold [Microphone] to speak through the video device.

Note: For Full-Duplex devices, you do not need to hold the [Microphone] icon after pressing it.

Release [Microphone] to listen.

To talk or listen using the Alarm.com app while in full screen

1. Log in to the Alarm.com app.
2. Tap [Video].
3. Tap [Play] on the desired video device.
4. Tap [Fullscreen].
5. Press and hold [Microphone] to speak through the video device.

Note: For Full-Duplex devices, you do not need to hold the [Microphone] icon after pressing it.

Release [Microphone] to listen.

To talk or listen using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Live View.

4. Click and hold [Microphone], or press and hold the spacebar.

Note: For Full-Duplex devices, you do not need to hold the [Microphone] icon after pressing it.

Release [Microphone] to listen.

Note: Two-way Audio is available through the GoSafer Security customer portal (powered by Alarm.com) in both Single Camera and Multi-Camera view.

To mute or unmute incoming audio using the Alarm.com app

1. Log in to the Alarm.com app.

Swipe to select the desired video device.

1. Tap [Play].
2. Tap [Sound Mute] / [Sound] to toggle audio.

To mute or unmute incoming audio using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.

Mouse over the live video for the desired camera.

1. Tap [Sound Mute] / [Sound] to toggle audio.

To configure a camera's microphone and speaker using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Video].
3. Tap [Settings].

In Video Devices, select the desired camera.

In Settings, tap Audio.

In Audio Settings

1. Tap the Microphone / Speaker toggle switch to enable or disable the microphone and speaker for the selected camera. The camera cannot record audio while its microphone and speaker are disabled.

In Call Volume, tap or drag the slider to adjust the speaker's volume during Two-Way Audio calls.

1. Tap Save.

To configure a camera's microphone and speaker using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Settings.
4. Select the desired camera.
5. Click Audio.

In Audio Settings

1. click the Microphone / Speaker toggle switch to enable or disable the microphone and speaker for the selected camera. The camera cannot record audio while its microphone and speaker are disabled.

In Call Volume, click or drag the slider to adjust the speaker's volume during Two-Way Audio calls.

1. Click Save.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Video/Live_Video/Use_Two-Way_Audio_for_video_cameras

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

Revision #1

Created 2026-09-01 00:30:14 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:14 UTC by Jerdenn Calag