

Why can't I hear anything during a doorbell call?

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 an article for troubleshooting a lack of audio during a doorbell video call.

Platform	Mobile App
Content type	Troubleshooting
Source last updated	2024-12-11

Procedure

If unable to hear audio during a doorbell call

1. Verify the Alarm.com app is updated to the most recent version.
2. Verify the media volume on the mobile device isn't muted and the sound is turned up.
3. Verify the app has access to the mobile device's microphone.
4. Verify the mobile device does not have any Do Not Disturb settings enabled.

Listen for sound out of the device's speaker as well as with headphones to determine if the issue is related to one of these.

Test other applications for audio functionality.

Test a doorbell call using another mobile device.

For device-specific instructions about how to verify these settings, refer to Apple Support or Android Help.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Why_can't_I_hear_any_thing_during_a_doorbell_call

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

Revision #1

Created 2026-09-01 00:30:18 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:18 UTC by Jerdenn Calag