



Video Doorbell Ultra +

FAQ

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FAQs

How do I change the settings for my Alarm.com Mobile app is required?

Either click on the gear icon on doorbell screen in the customer mobile app or update settings from the Video Device Settings page on the Customer Website.

Can I change the default color of the LED?

Yes, the default color of the LED can be modified from the LED settings screen in the Alarm.com Mobile App.

Can I turn off the LED in the default state?

Yes, the LED can be turned off from the LED settings screen in the Alarm.com Mobile App.

Getting the Most Out of Your Doorbell

Notifications

Notifications are alerts that are sent immediately to your mobile phone when activity is detected by your Grand Alarms Doorbell Camera. Acknowledging a Doorbell Camera push notification will send you directly to the call screen and enter a Two-Way Audio call.

Doorbell Call Notification

- Button Pushed - Receive a notification when the button is pushed. By acknowledging the notification, you will automatically join a Two-Way Audio call. You will receive a live video feed from the Doorbell Camera.
- Motion - Receive a notification when the doorbell detects motion. By acknowledging the notification, you will automatically join a Two-Way Audio call. You will receive a live video feed from the Doorbell Camera.
 - You can reduce the number of motion-triggered clips by selecting the "Low" motion sensitivity setting. Navigate to the customer website Video Device Settings page and adjust the "Sensitivity to Motion" slider.

Suggestion: Push is Critical

- Enabling push notifications and adding the necessary recipients are critical for a working Doorbell Camera. Push notifications allow you to instantly see, hear, and speak to visitors at the door.
- We recommend that you select the "Keep me logged in" option on the Login screen in the mobile app. With this feature enabled, you will be able to respond to push notifications from the Doorbell Camera more quickly.

Recording Schedules

Recording schedules control the times and events during which your Doorbell Camera records clips. Recording schedules do not need to match notification settings. For example, you can enable recording schedules for both button and motion events and still only enable notifications for button events.

Every account has a maximum clip limit for both the number of clips that can be uploaded in a month and the total number of clips that can be saved on the account. Clips uploaded from doorbell cameras do count toward that limit.

Types

- **Call (Button Pushed)** - Record a clip when the doorbell button is pushed.
- **Motion** - Record a clip when the doorbell detects motion.
 - Customers can reduce the number of motion-triggered clips by selecting the "Low" motion sensitivity setting. Navigate to the customer website Video Device Settings page and adjust the "Sensitivity to Motion" slider.
- **Event Triggered (e.g., Alarm)** - Record a clip after a sensor is activated or after an alarm.
- *Note: Recording duration varies but is typically around one minute. In the case where a mobile user joins a call after a button or motion event, clips can be longer. Alarm clips are generally longer.*

Intelligent Lighting Automation Rules

Lighting automation allows you to set up rules that trigger Z-Wave lights to turn on or off when the Doorbell Camera detects activity.

Types

- **Button Triggered** - Turn on/off a light when the Doorbell Camera button is pushed.
- **Motion Triggered** - Turn on/off a light when the Doorbell Camera detects motion.
- *Note: Configure these rules on the Customer Website, in the emPower > Rules page.*

Grand Alarms