

AGENT (Arlo Support): Just to confirm is the videos are not recording in the library?

USER: No motion notifications and no video recording from linked camera

AGENT (Arlo Support): Thank you for the update. Upon checking, the doorbell is not under the plan. That's the reason recordings are not available.

AGENT (Arlo Support): Let me assist you to manage the cameras under the plan.

USER: There is no option for adding the audio doorbell to the plan.

AGENT (Arlo Support): Not to worry. Let me assist.

USER: And before I upgraded to pro 3 cameras, it worked just fine without a plan.

AGENT (Arlo Support): Let's try to manage the doorbell once. Tap or click Settings > Subscription > Manage Cameras

USER: Ok

AGENT (Arlo Support): Under No Plan, tap or click and hold the three lines next to the camera or video doorbell you want to reactivate.

AGENT (Arlo Support): Drag the selected device to the Arlo Secure field.

AGENT (Arlo Support): I have attached KB article for your reference

<https://kb.arlo.com/1113097/How-do-I-re-add-my-Arlo-camera-or-video-doorbell-to-an-active-Arlo-Secure-plan>

USER: The audio doorbell is not listed

USER: ALL available devices are under the subscription plan. The audio doorbell and chime do not appear under the subscription management menu

AGENT (Arlo Support): Please stay connected in this chat.

USER: Of course

AGENT (Arlo Support): May I know on which device you are trying in? Is it Arlo app or web browser?

USER: Both

AGENT (Arlo Support): Thank you. For your information, the doorbell in your account is the Audio doorbell.

USER: Correct

AGENT (Arlo Support): The audio doorbell will detect motion and send notification. The audio doorbell doesn't have a camera to record.

USER: It does not send a notification. The app reports that a camera is connected and will record when motion is detected

USER: If I press the button, the chime rings and connects to my Android devices

USER: But beyond that, it is not functioning as expected

AGENT (Arlo Support): I do understand. We will check on the notifications. However, it not record. Only video doorbell will record.

USER: The audio doorbell triggers a different camera to record when motion is detected.

USER: Would you like the model number for the doorbell?

USER: After upgrading to pro 3 cameras and this, now mandatory, subscription, the doorbell motion features have not worked. They previously worked as expected

AGENT (Arlo Support): I understand that you would like to get the camera triggered when audio doorbell pressed. I will help you with that.

USER: Incorrect. I would like help getting the camera to trigger when the doorbell detects motion.

AGENT (Arlo Support): The audio doorbell cannot trigger the motion. The camera get triggered when someone press the audio doorbell by using cross triggering feature. Kindly follow the below KB article to enable the cross triggering

<https://kb.arlo.com/000062174/How-can-I-use-my-Arlo-Audio-Doorbell-to-trigger-an-Arlo-camera-to-record-video>

USER: I'm sorry, you are wrong. Please review this problem and get back to me.

USER:

<https://community.arlo.com/t5/Arlo-Audio-Doorbell/Doorbell-detects-motion-but-isn-t-recording-on-Ultra-camera/m-p/1726901>

USER: This is the same problem. Removing activity zones, as suggested, does not solve the problem

USER: Arlo audio doorbell has always had motion detection.

USER: Here is the user manual for your reference:

[https://www.arlo.com/en-us/images/Documents/ArloAudioDoorbell/Arlo\\_Doorbell\\_UM.pdf](https://www.arlo.com/en-us/images/Documents/ArloAudioDoorbell/Arlo_Doorbell_UM.pdf)

AGENT (Arlo Support): Thank you for the details.

USER: If you allow an attachment, I can show you in the app, where the feature is listed. Including how to link a camera

USER: My doorbell isn't detecting motion all at, when it should be.

AGENT (Arlo Support): I'm sorry for mis understanding. Audio doorbell cannot be detect motion. Since there is no lens in the doorbell it won't detect motion. We have only option to trigger motion only if when the cameras are being cross triggered with the doorbell.

USER: Please read page 17, "Use your doorbell to trigger a camera to record video"

USER: I shouldn't have to explain to you how your products work. Please forward me to your manager

AGENT (Arlo Support): I'm sorry for making you to trouble here.

AGENT (Arlo Support): In this case, I will check with my internal team and get back to you with an update via email.

USER: Please do. The doorbell certainly has motion detection. No it does not have a camera, but there are many ways to detect motion other than a lens.

USER: Please get back to me as soon as you can