

Package Alerts for Alarm.com Video Doorbells

Customers can be the first to know when a package is delivered to their home or business with Package Alerts for the Alarm.com Video Doorbell (ADC-VDB770) and Alarm.com Premium Video Doorbell Camera (ADC-VDB775). Using Video Analytics, the ADC-VDB770 and ADC-VDB775 can identify when a visitor leaves a parcel on the customer's doorstep—notifying them immediately.

Package Alerts can be configured to send notifications right when a delivery is made, remind you if the box is not picked up, or alert you if it goes missing. The feature can be set up in seconds from the Recording Rules section of the Customer website and Customer app.

For more information about creating a Video Analytics rule, see [Configure a Video Analytics rule](#).

 **ALARM.COM**

now

My Home: Doorbell Camera detected a package at 5:30 pm.



Feature details

- Quick and easy set up as part of any ADC-VDB770 or ADC-VDB775 recording rule
- Separate notifications for when the package is delivered and removed
 - Can be configured for SMS, email, and push notifications
 - A delivery notification is a package alert with a thumbnail of the parcel
 - A removal notification is a person alert with a thumbnail of the individual
- Clips of package deliver and remove events can be easily viewed in Highlights

Important: The ADC-VDB770 requires firmware version 02203+ and OVReady firmware version 2.0.16.008+ to use Package Alerts.

Configure Package Alerts for the ADC-VDB770 and ADC-VDB775

Note: Package Alerts will not trigger unless a person is detected.

People detection recording rules are automatically created when a doorbell is installed, but they are disabled by default. You can enable and configure these recording rules to utilize Package Alerts using the Customer app and Customer website.

Important: To ensure the timeliness of Package Alerts, the minimum delay between Video Analytics notifications is set to 30 seconds. If this setting is changed, it may negatively affect the awareness value of the feature.

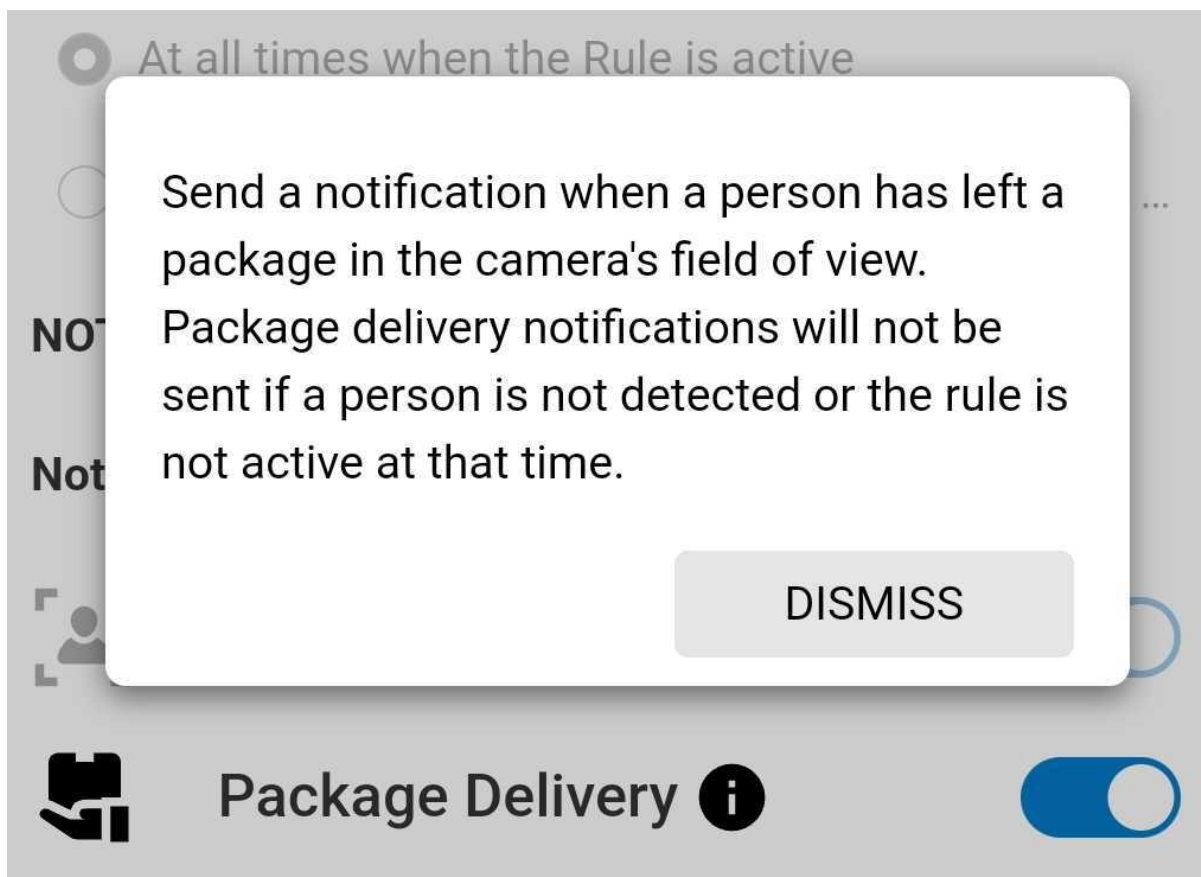
Expand all

For the Alarm.com Video Doorbell (ADC-VDB770): ^

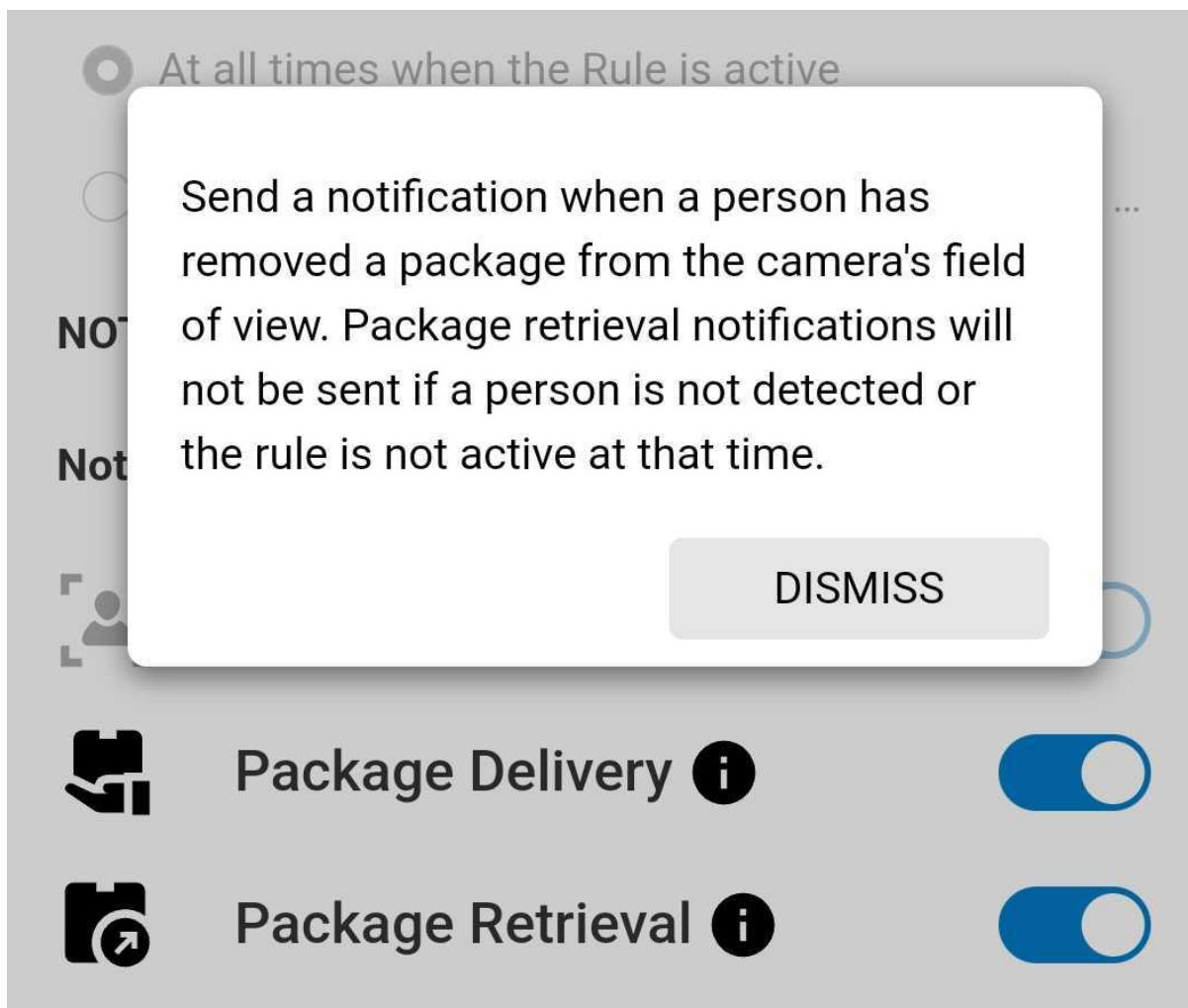
[Customer app](#) [Customer website](#)

Customer app

1. Log in to the Customer app.
2. Tap **Video**.
3. Tap .
4. Tap **Recording Rules**.
5. Tap  to edit the desired recording rule.
6. In *Notification triggers*:
 - Tap the *Package Delivery* toggle switch to enable notifications when a person has left a package in the camera's field of view.



- Tap the *Package Retrieval* toggle switch to enable notifications when a person has removed a package from a camera's field of view.



7. Configure the recording rule as desired.
8. Tap **Save**.

Customer website

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Recording Rules**.
4. Click ✎ to edit the desired recording rule.
5. In *Notification triggers*:
 - Click the *Package Delivery* toggle switch to enable notifications when a person has left a package in the camera's field of view.

Send a notification when a person has left a package in the camera's field of view. Package delivery notifications will not be sent if a person is not detected or the rule is not active at that time.



- Click the *Package Retrieval* toggle switch to enable notifications when a person has removed a package from the camera's field of view.

Send a notification when a person has removed a package from the camera's field of view. Package retrieval notifications will not be sent if a person is not detected or the rule is not active at that time.



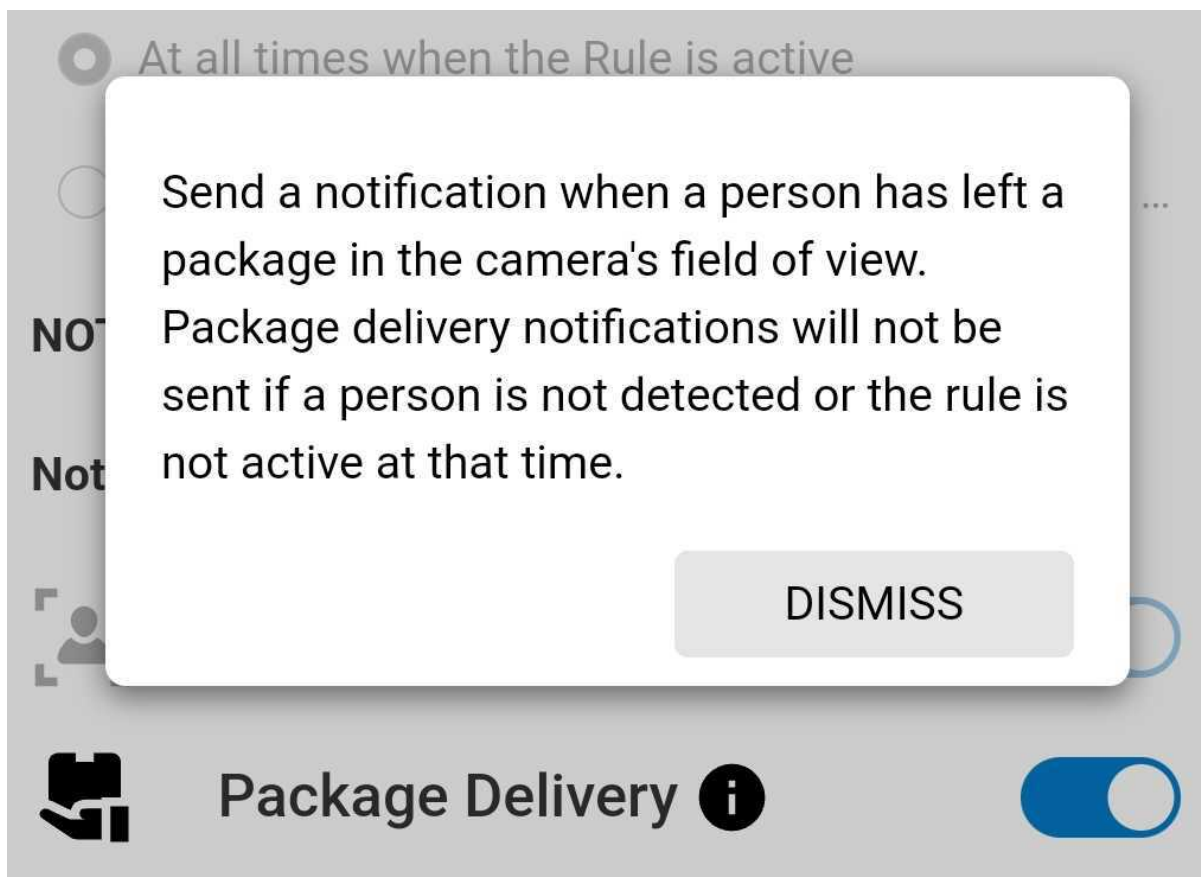
6. Configure the recording rule as desired.
7. Click **Save**.

For the Alarm.com Premium Video Doorbell Camera (ADC-VDB775): ^

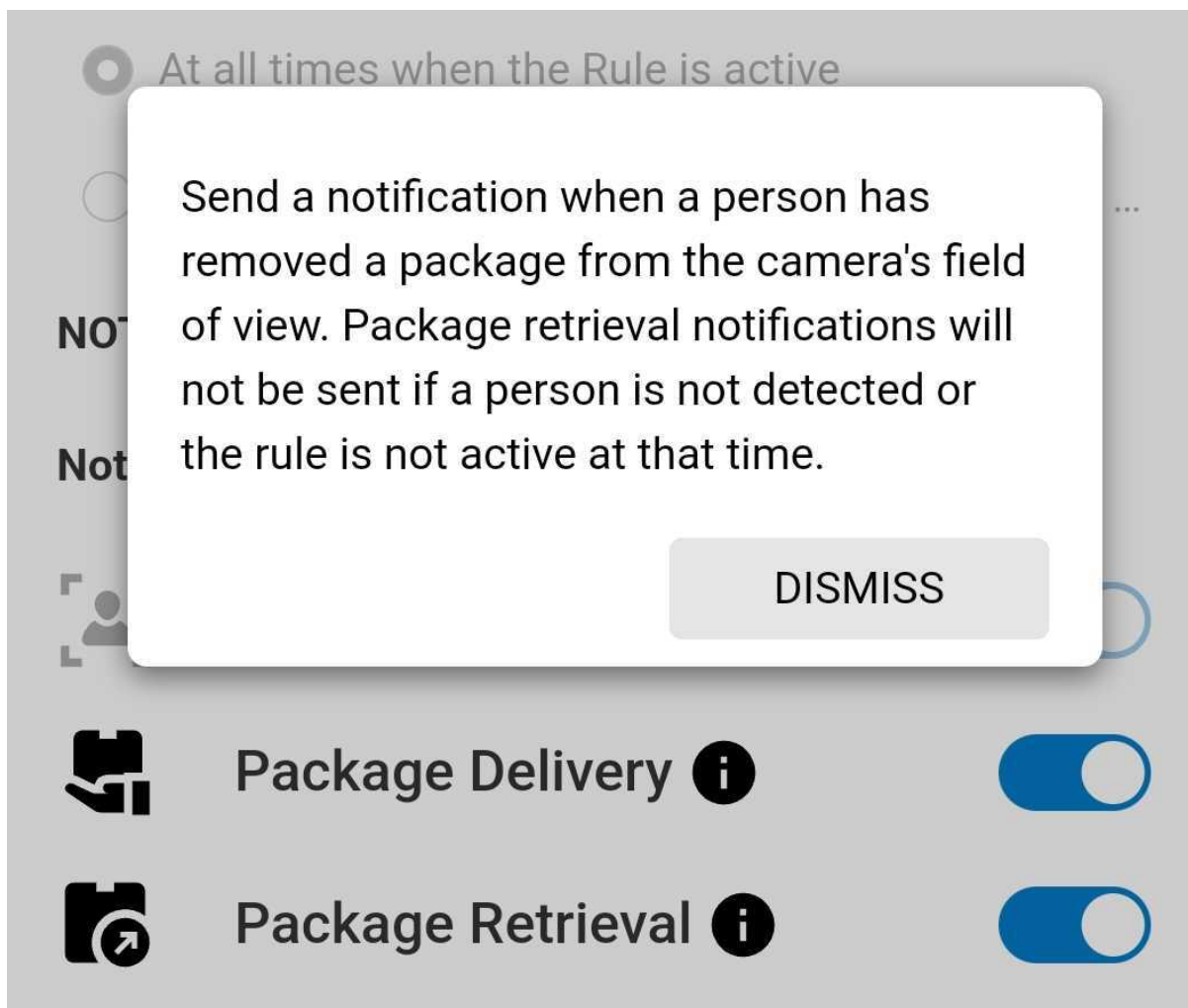
[Customer app](#) [Customer website](#)

Customer app

1. Log in to the Customer app.
2. Tap **Video**.
3. Tap ⚙️.
4. Tap **Recording Rules**.
5. Tap ✎️ to edit the desired recording rule.
6. In *Notification triggers*:
 - Tap the *Package Delivery* toggle switch to enable notifications when a person has left a package in the camera's field of view.



- Tap the *Package Retrieval* toggle switch to enable notifications when a person has removed a package from a camera's field of view.



7. Configure the recording rule as desired.
8. Tap **Save**.

Customer website

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Recording Rules**.
4. Click ✎ to edit the desired recording rule.
5. In *Notifications*:
 - Click **Package Delivery** to enable notifications when a person has left a package in the camera's field of view.
 - Click **Package Retrieval** to enable notifications when a person has removed a package from the camera's field of view.
6. Configure the recording rule as desired.

7. Click **Save**.

View Package Alert saved video clips

Saved video clips can be filtered to search for Package Alerts using the Customer website and Customer app.

[Customer app](#) [Customer website](#)

Customer app

1. Log in to the Customer app.
2. Tap **Video**.
3. Tap **Saved**.
4. Tap ☰.
5. Using the *Cameras* dropdown menu, select the desired video doorbell and any other desired parameters for the search.
6. Tap **Apply**.

Customer website

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Click **Filter**.
5. Using the *Cameras* dropdown menu, select the desired video doorbell and any other desired parameters for the search.
6. Click **Apply**.