BILL'S HOME TECH

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Camera Notifications Stopped Coming Through

Your camera records fine but the alerts went quiet — here's where to look, in order

Plain-English smart-home help from:

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What's Inside

Everything in this guide, with page numbers. Skip to whichever chapter answers your question right now.

The 60-Second Version 3

The Short Version 3

Why Alerts and Recording Are Separate 4

Check Your Phone's Notification Switch First 4

Focus, Do Not Disturb, and Quiet Hours 5

Check the Camera App's Own Alert Settings 6

The Accidental Snooze or Mute 6

Subscription and Feature Limits 7

Connection Problems That Silence Alerts 7

Background and Battery Settings 8

A Simple Order to Check Everything 8

Too Many Alerts Is a Problem Too 9

Shared Cameras: Who Gets the Alert? 10

Email or Text Alerts as a Backup 10

A Simple Monthly Camera Check 11

When to Call Bill 11

Everyday Cheat Sheet 12

A Note From Bill 13

Your Visit — and My Promise 14

SUMMARY

The 60-Second Version

A camera does two separate jobs — recording and notifying — so alerts can go silent while recording keeps working, which means the fix is almost never a broken camera. Check your phone first: make sure notifications for the camera app are switched on, then rule out Do Not Disturb, a Focus mode, or a sleep schedule silencing the phone.

Next check the camera's own app for paused alerts, a snooze, or an "armed/disarmed" mode. If alerts arrive late, free the app to run in the background; if they're hit-or-miss, check the camera's Wi-Fi signal. And if alerts changed rather than stopped, a subscription or trial may have ended.

1 The Short Version

Your doorbell or security camera used to buzz your phone whenever someone came to the door, and now it has gone quiet — even though the camera itself seems to be recording fine. It is unsettling, because the whole point of a camera is to tell you when something happens. The good news is that notifications and recording are two separate things, and when alerts go quiet it is almost always a phone or app setting, not a broken camera.

This guide walks through the reasons alerts stop — from a phone setting that got switched off, to a focus or quiet mode, to the camera's own alert settings — in the order a professional would check them. Most fixes take under a minute once you know where to look.

- Recording and notifications are separate — the camera can record while alerts are silent.
- The most common cause is a phone notification setting that got turned off.
- A "focus," "do not disturb," or quiet-hours mode will silence alerts.
- The camera's own app may have motion alerts paused or a schedule set.

TIP

Start at the phone, not the camera. Open your phone's notification settings for the camera app first — a single switch turned off there is the number-one reason alerts go quiet, and it takes ten seconds to check.

2 Why Alerts and Recording Are Separate

It helps to understand that a camera does two different jobs. One is recording — capturing and saving video when it sees motion. The other is notifying — sending a little alert to your phone to say "something happened." These travel by different paths, so one can work perfectly while the other goes silent.

That is why you can open the app, see events were recorded all day, and yet never have gotten a single buzz. The camera did its recording job; the notification job broke somewhere between the camera and your phone's lock screen. Knowing they are separate tells you to look at the notification path, not the camera's health.

GOOD TO KNOW

This separation is actually reassuring: silent alerts almost never mean your camera stopped watching. The footage is usually still there in the app. The task is simply to reopen the alert path to your phone.

3 Check Your Phone's Notification Switch First

The single most common cause is that notifications for the camera app got switched off on your phone — sometimes by an accidental tap, sometimes after a phone update. This is the first place to look, always.

1. Open your phone's Settings and find the list of apps, or search for the camera app by name.
2. Open that app's notification settings.

3. Make sure notifications are turned ON, and that they are allowed to show on the lock screen and make a sound.
4. If there are categories (like "motion" or "doorbell"), make sure the ones you care about are on.
5. Lock the phone and have someone trigger the camera to test.

> **WATCH OUT**
> Phone software updates occasionally reset or hide notification permissions for some apps. If your alerts stopped right after a phone update, this setting is the very first thing to re-check — it is a common and harmless side effect, easily switched back on.

4 Focus, Do Not Disturb, and Quiet Hours

Modern phones have modes that silence notifications on purpose — "Do Not Disturb," "Focus," sleep schedules, and bedtime modes. If one of these is on, or scheduled, your camera alerts get held back along with everything else. This catches many people who set up a sleep schedule and forgot it silences cameras too.

1. Check whether Do Not Disturb or a Focus mode is turned on (look for a moon icon or a focus label near the top of the screen).
2. Turn it off and test whether alerts come through.
3. If you want quiet at night but still want camera alerts, allow the camera app as an exception within that mode.
4. Check for a scheduled sleep or bedtime mode that silences the phone automatically.

> **WATCH OUT**
> Most phones let you mark certain apps or people as "always allowed" even during Do Not Disturb. Adding your camera or doorbell app as an exception gives you peaceful nights without missing someone at the door.

5 Check the Camera App's Own Alert Settings

If the phone looks fine, move to the camera's own app. Many cameras have their own notification switches, schedules, and motion settings that can quietly pause alerts — sometimes after an update or an accidental tap.

1. Open the camera's app and go to the device's notification or alert settings.
2. Confirm motion or event alerts are turned ON for that camera.
3. Look for any schedule or "snooze" that might be pausing alerts right now.
4. Check that the camera is not set to a mode (like "home" or "disarmed") that turns alerts off.
5. Send a test by walking in front of the camera.

> **GOOD TO KNOW**
>
> Many camera systems have "armed" and "disarmed" modes, or home/away modes, and alerts are often off in one of them. If your alerts went quiet when you changed a mode — or a routine changed it for you — that mode is the likely reason.

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6 The Accidental Snooze or Mute

It is surprisingly easy to tap "snooze notifications" or mute a camera for a few hours and forget. Some apps also let you mute from the notification itself, which can be triggered by accident.

- Look for a snooze, mute, or pause option in the camera app and make sure it is off.
- Check whether alerts were muted for a set number of hours that has not expired.
- If you share the camera with family, ask whether anyone muted it.

- Turn any snooze fully off and test.

> **GOOD TO KNOW**
> A snooze is meant to be temporary, but a "mute for 24 hours" tapped by accident feels exactly like a broken camera for a full day. Always rule out a lingering snooze before digging deeper.

7 Subscription and Feature Limits

Some camera brands put certain alerts — like rich notifications with a snapshot, or person-versus-package detection — behind a paid subscription. If a free trial ended, those smarter alerts can go quiet while basic ones continue, or alerts may change in character.

- Check whether your camera's plan or free trial recently ended.
- Basic motion alerts are often free; richer alerts may need a subscription.
- If alerts changed rather than stopped, a plan change is a likely cause.
- Decide whether the paid alerts are worth it for your situation.

> **WATCH OUT**
> Camera subscriptions change often, and it is not always obvious what you lose when a trial ends. I am happy to look at what your plan includes and whether you actually need the paid tier for the alerts you care about — many people are paying for more, or less, than they realize.

8 Connection Problems That Silence Alerts

A camera that keeps losing Wi-Fi, or a phone with a weak connection, can miss alerts simply because the message never makes the trip. If alerts are sporadic rather than fully off, suspect a connection issue.

1. In the camera app, check that the camera shows a strong, steady connection.

2. If the camera is far from the router, its weak Wi-Fi may be dropping alerts — improve placement or coverage.
3. Make sure your phone has working internet; alerts need a connection on both ends.
4. Restart the camera and your router if the camera keeps dropping.

> **TIP**
>
> A camera at the edge of your Wi-Fi is a common cause of hit-or-miss alerts. Moving the router, adding mesh coverage, or relocating the camera closer often restores steady notifications — the same placement care that helps every smart device.

9 Background and Battery Settings

Phones try to save battery by limiting what apps do in the background, and sometimes that throttles a camera app so its alerts arrive late or not at all. Allowing the camera app to run freely in the background usually fixes delayed alerts.

- In the phone's app settings, allow the camera app to run in the background.
- Turn off any aggressive battery-saver that limits the camera app.
- Make sure the phone's overall battery-saver mode is not holding back notifications.
- Allow background data for the app if your phone separates that setting.

> **GOOD TO KNOW**
>
> If alerts arrive but always late — minutes after someone was at the door — a background or battery restriction is the usual culprit, not a broken camera. Freeing the app to work in the background is the fix for late alerts specifically.

10 A Simple Order to Check Everything

When alerts go quiet, this order finds the cause fastest, moving from the most common and easiest to the deeper and rarer.

1. Phone's notification switch for the camera app — is it on?
2. Do Not Disturb, Focus, or a sleep schedule — is one silencing the phone?

3. The camera app's own alert settings, mode, and any snooze.
4. Subscription or trial status, if alerts changed rather than stopped.
5. Connection health on both the camera and the phone.
6. Background and battery limits, especially if alerts arrive late.

> *Silent camera alerts are almost always a settings problem between the camera and your phone — not a camera that stopped watching. Check the phone first, the camera app second.*

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11 Too Many Alerts Is a Problem Too

The opposite trouble is just as common: so many alerts — every passing car, every swaying branch — that you start ignoring them, and then miss the one that matters. Tuning alerts down is as important as turning them on, and most cameras give you good controls for it.

- Set motion zones so the camera watches your porch, not the street.
- Raise the sensitivity threshold so small movements do not trigger it.
- Turn on person or package detection (if available) to filter out animals and shadows.
- Use a short cooldown so you do not get a flurry of alerts for one event.

TIP

A camera that cries wolf all day is nearly as useless as one that stays silent. Spend a few minutes drawing a motion zone around just the area you care about — it is the single best way to get alerts you will actually pay attention to.

12 Shared Cameras: Who Gets the Alert?

If more than one person should be alerted — you and a spouse, or a family member helping keep an eye on things — the camera has to be properly shared to each person's account, and each person's phone has to allow its alerts.

1. In the camera app, share the camera to the other person's own account.
2. Have them install the app and sign into their account to accept it.
3. Make sure their phone allows notifications for the app.
4. Test that an event alerts both phones.

> **GOOD TO KNOW**
>
> Simply letting someone log into your account on their phone is messier than a proper share — it can cause sign-in tugs-of-war and missed alerts. Sharing the camera to their own account is cleaner and lets each person manage their own alerts.

13 Email or Text Alerts as a Backup

Some camera systems can also send an email or text when something happens, which makes a handy backup to phone notifications — especially if app alerts have been unreliable. If your camera offers it, it is worth turning on for important cameras.

- Check the camera app for an option to send alerts by email or text.
- Add a reliable email address you check often.
- Use this as a backup, not a replacement, for app notifications.
- Keep an eye that these do not overwhelm your inbox — tune them like any alert.

> **GOOD TO KNOW**
>
> An email backup is quietly reassuring for a camera you truly rely on: even if a phone setting slips or an app update resets something, the email still arrives. It is a belt-and-suspenders approach for the cameras that matter most.

14 A Simple Monthly Camera Check

Cameras are easy to forget until you need footage and find the camera was offline for a week. A two-minute monthly check keeps your cameras honestly doing their job.

1. Open the camera app and confirm each camera is online with a good signal.
2. Trigger each camera and confirm you get the alert on your phone.
3. Check that recent events were actually recorded.
4. Install any pending updates in the app.

> **TIP**
>
> Pick an easy-to-remember day — the first of the month, say — for a quick camera check. Finding a camera offline on a calm Tuesday is far better than discovering it the one time you needed the footage.

15 When to Call Bill

Camera alerts matter — they are the reason you have a camera — so it is worth getting them reliably back. This guide clears most cases, but when alerts are intermittent, buried in layered settings, or tangled up with modes and subscriptions, a steady hand can sort it quickly.

I come to you, trace exactly where the alert path broke, fix the phone and app settings, improve the camera's connection if it is dropping, and set sensible exceptions so you get the alerts you want without being buzzed all night. I test it with you so you leave confident your camera will tell you when it counts.

- Alerts are intermittent or always arrive late.
- You have checked the obvious switches and they are still quiet.
- You are unsure whether a subscription change caused it.
- You want night-time exceptions set so you are alerted only when it matters.

CHEAT SHEET

Everyday Cheat Sheet

Keep this handy. Recording and alerts are separate — check the phone first.

I want to...	Do this...
Get alerts back fast	Phone Settings the camera app turn notifications ON
Rule out silent mode	Turn off Do Not Disturb / Focus / sleep schedule and test
Check the camera app	Confirm motion alerts are on and nothing is snoozed or disarmed
Fix late-arriving alerts	Allow the app to run in the background; ease battery-saver
Fix hit-or-miss alerts	Check the camera's Wi-Fi signal; improve placement or coverage
Check what you pay for	See if a trial ended and richer alerts need a subscription
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

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GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

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