

Google Nest, Chromecast & smart home | Medium | 2 min read

Doorbell or camera alerts arriving late or not at all

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Alerts that come late, or not at all, are frustrating when you want to know who is at the door. Late alerts are usually caused by phone settings, not by a faulty camera. This applies to Ring and Google Nest doorbells and cameras. Apps change their wording and menus from time to time, so what you see may differ slightly from the steps below.

Check your phone first

1. Make sure notifications are switched on for the app. On iPhone, open **Settings**, then **Notifications**, then find **Ring** or **Google Home**. On Android, open **Settings**, then **Apps**, then the app, then **Notifications**.
2. Switch off **Do Not Disturb** or Focus modes, or allow the app through them.
3. Switch off battery saver modes for the app, which can delay alerts on Android.
4. Make sure the app is allowed to refresh in the background.

Check the app's alert settings

- In **Ring**, open the device and look at **Motion Settings** and **Notification** options. Check motion alerts are switched on and any schedule is correct.
- In **Google Home**, open the camera or doorbell and look at its notification and activity settings. Check which alerts you have chosen.

Check the camera

- Motion zones set up wrongly can block alerts. Review them.
- A weak signal slows alerts. See our guide on cameras going offline.
- Low battery may restrict how often battery devices wake up.

Subscriptions

Some features, such as saved recordings or certain alerts, need a paid plan. The details depend on the brand and plan. Check the account page in the app if something has stopped.

Test it

Walk in front of the camera, or press the doorbell, and watch how long the alert takes. Try with phone Wi-Fi on and then using mobile data, to see whether your home network is the issue.

When to get more help

Get help if alerts have never arrived, stopped after a phone change, or are always several minutes late despite a strong signal. We can check settings with you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.