The indoor chime does not make sound when a guest rings the ADC-VDB770

If the ADC-VDB770 is not ringing the indoor chime when triggered, use the following steps to troubleshoot the behavior.

Verify the original chime and doorbell button function properly

Reconnect the original doorbell to the chime to test.

Verify the LED does not double-blink blue after pressing the button

Press the doorbell button. If the LED double-blinks blue, see [What does the double-blinking blue LED on the ADC-VDB770 mean?](link).

Verify the installation meets the power and wiring requirements

Power requirements

AC transformer	16-30V AC, 10-30VA*
DC transformer	15-30V DC, 8W minimum*

***Important**: The power module included with the ADC-VDB770 is required for every installation. For more information about the power module, see [Power module for the ADC-VDB770 - User Guide](link).

Wiring the power module

- Verify the power module's gray wires are connected to the transformer and the ADC-VDB770. No polarity.
- Verify the power module's white wires are connected to the chime's Front/Rear and Trans terminals (or to a 10 Watt 10 Ohm resistor if there is no chime). Typically no polarity.
  - For digital chimes, if the indoor chime stops functioning properly after attaching the white wires, reverse the polarity of the wires and test again.
- When installing the power module, verify the chime's functionality is unobstructed (e.g., do not attach the power module to a mechanical chime between the striker plate and plunger).

For more details about wiring, see [Wire the ADC-VDB770 to a chime](link) or [Wire the ADC-VDB770 without a chime](link).

Verify the correct *Chime Type* is selected

To configure *Chime Type* using the Customer Website:

1. Log into the Customer Website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the desired video device.
5. Click **Video Device Info**.
6. Using the *Chime Type* dropdown menu, select the appropriate chime type. For more information about identifying what type of chime the ADC-VDB770 is connected to, see What types of chimes are compatible with the ADC-VDB770?.
7. Click **Save**.

To configure *Chime Type* using the Customer app:

1. Log into the Customer app.
2. Tap ≡.
3. Tap **Doorbell Camera**.
4. Tap ⚙.
5. Using the *Chime Type* dropdown menu, select the appropriate chime type. For more information about identifying what type of chime the ADC-VDB770 is connected to, see What types of chimes are compatible with the ADC-VDB770?.
6. Tap ✓.

Verify *Indoor Chime* is enabled

To enable *Indoor Chime* using the Customer Website:

1. Log into the Customer Website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the desired video device.
5. Click **Video Device Info**.
6. Click to select **Indoor Chime**.
7. Click **Save**.

To enable *Indoor Chime* using the Customer app:

1. Log into the Customer app.

2. Tap ≡.

3. Tap **Doorbell**.

4. Tap ✿.

5. If there are more than one doorbell camera, tap the desired device.

6. Tap the *Indoor Chime* toggle switch to enable the indoor chime.

7. Tap ✓.

Reboot the ADC-VDB770

1. Press and hold 🔔 for 60-75 seconds until the LED starts flashing yellow then release.

2. Wait for the device to reboot.

Factory reset the ADC-VDB770

1. Press and hold 🔔 for 75 seconds until the LED starts flashing red and green then release.

2. Wait for the device to reboot.

3. Re-enroll the device. For more information about enrolling the ADC-VDB770, see Alarm.com Video Doorbell (ADC-VDB770) - Installation Guide.