
The Alarm.com Video Doorbell (ADC-VDB750) is constantly buzzing or humming

The Alarm.com Video Doorbell (ADC-VDB750) does not make a humming or buzzing sound, but the chime can. On a small number of installations, mechanical chimes can buzz or hum, indicating the current is running through the chime when the button is not pressed.

To troubleshoot a buzzing door chime:

An incorrectly configured ADC-VDB750 or a transformer that is too old can cause a buzzing door chime. The ADC-VDB750's configuration requirements change based on what type of door chime is on the circuit.

Note: The ADC-VDB750 also comes with an included resistor that can be connected between the wiring terminals used by the VDB750 to prevent the humming.

Verify the transformer meets the requirements for the ADC-VDB750

AC

The ADC-VDB750 wired to an in-home mechanical chime requires 16–24 VAC, 10 VA - 40VA.

DC

The ADC-VDB750 requires a DC power supply rated at exactly 15VDC - 24VDC, 6W - 20W.

Verify the door chime type

For information about how to tell the difference between a mechanical and a digital chime, see [What types of chimes are compatible with the ADC-VDB750?](#)

The user has a mechanical door chime

If the user has a mechanical chime but the ADC-VDB750 is configured for a digital chime on the Customer Website or Customer app, this may cause the behavior.

Note: If a mechanical door chime is replaced with a digital door chime, make sure to also install the ADC-VDB750 power module.



Verify the ADC-VDB750 chime configuration is correct

Expand all

To adjust the chime type using the Partner Portal: ^

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Video Devices**.
5. Using the *Video Device* dropdown menu, select the desired video device.
6. Using the *Chime Type* dropdown menu, select the appropriate chime.

To adjust the 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.
7. Click **Save**.

To adjust the chime type using the Customer app: ^

1. Log into the Customer app.
2. Tap ≡.
3. Tap **Doorbell Camera**.
4. Tap ⚙.
5. Tap the desired doorbell camera.
6. Tap **Chime Type** and select the appropriate chime type.
7. Save the desired settings.
 - For Android devices, tap ✓.
 - For iOS devices, tap ← to return to the previous screen, then tap **Save**.

