The indoor chime does not make sound when a guest rings the ADC-VDB750

View Walkthrough

If the ADC-VDB750 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 installation meets the power and wiring requirements

Power requirements

AC transformer	16-24 VAC, 10-40VA (16VAC, 10VA recommended)
DC transformer	15-24 VDC, 6-20W

For more information on how to verify if the ADC-VDB770 is receiving enough power, see Verify if the ADC-VDB770 is receiving enough power.

Recommended wire gauge

18-20 gauge wire (AWG) is recommended for all video doorbell camera installations. 18-20 AWG provides the correct amount of resistance needed to power a video doorbell camera.

Gauges outside of these recommendations affect the resistance of the wire and may deliver incorrect power to the device.

Wiring the ADC-VDB750

- Verify the power module's gray wires are connected to the transformer and the ADC-VDB750. No polarity.
- Verify the power module's white wires are connected to the chime's Front/Rear and Trans terminals (or to a 22 Ohm 5 Watt flameproof resistor with 5% tolerance for installations with mechanical chimes, if needed). 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).

To learn more about how to wire the device in different situations, see [Wire the ADC-VDB750 to a chime](#) or [Wire the ADC-VDB750 without a chime](#).

Verify the correct *Chime Type* is selected

To configure *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 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.
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. 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**.

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 **Doorbell**.
3. Tap ⚙.
4. If there are more than one doorbell camera, tap the desired device.
5. Tap the *Indoor Chime* toggle switch to enable the indoor chime.
6. Tap ✓.

Reboot the ADC-VDB750

1. Press and hold 🔔 for 40-45 seconds until the LED starts flashing yellow then release.
2. Wait for the device to reboot.

Factory reset the ADC-VDB750

1. Press and hold 🔔 for 45-50 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-VDB750, see Alarm.com Video Doorbell (ADC-VDB750) - Installation Guide.