
Charge the ADC-VDB781B battery

There are two methods for charging the Alarm.com Battery Doorbell Camera (ADC-VDB781B) battery, and both methods can fully charge the battery in less than 5 hours.

Charging methods

1. Wired charging. Charge the battery pack via a connected AC transformer or DC power supply.
2. Removed battery charging. Remove the battery pack and charge it while separated from the camera.

Wired charging

- Wired charging is supported when there is at least 8 VAC/60 Hz, 10 VAC/50 Hz, or 5 VDC delivered to the doorbell. This translates to generally 12 VAC at the secondary of a transformer.
- The battery will be charged via the contact pins if the minimum power requirements are met, and will continue charging the device until the device's charge level is between 80–90% of the maximum to protect the longevity of the battery pack.

For detailed wiring steps regarding the ADC-VDB781B, see [ADC-VDB781B wiring guide](#).

Verify the ADC-VDB781B is receiving adequate power for wired charging:

Partners can verify the ADC-VDB781B is receiving adequate charge using the Partner Portal or MobileTech app. [Partner Portal steps](#) [MobileTech app steps](#)

Using the Partner Portal:

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Video Devices**.
5. Using the *Video Device* dropdown menu, select the ADC-VDB781B.
6. In *Battery Operation Mode*:
 - If the device is receiving adequate power for wired charging, the field will say *Wired*.
 - If the device is not receiving adequate power for wired charging, the field will say *External Battery*.

Using the MobileTech app:

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. In *Video Devices and Chimes*, select the ADC-VDB781B.
5. Tap **Go To Device**.
6. In *Battery Operation Mode*:
 - If the device is receiving adequate power for wired charging, the field will say *Wired*.
 - If the device is not receiving adequate power for wired charging, the field will say *External Battery*.

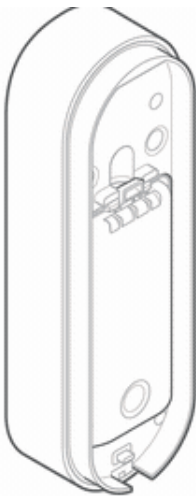
Removed battery charging

Charging compatibility

- Max charge rate: 2 A
- Charger compatibility: The battery pack is compatible with chargers that can supply 5 V, 9 V, or 12 V

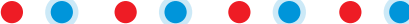
Removing the battery pack

1. Unbox the unit. Carefully remove the device and all included components from the packaging.
2. Separate the battery pack from the ADC-VDB781B body.
 - a. On the back of the device, compress the latch to release the battery door.



- b. Replace the battery door. To avoid water damage while charging, replace the battery door until it clicks into place.
3. Peel off any protective film covering the battery pack, ADC-VDB781B body, or additional components.

Battery pack charging LED patterns

LED pattern	Description
Solid red 	Charging
Blinking red and blue 	Charging failed
Solid blue 	Charged and connected to Alarm.com

Battery not charging

1. Verify that the outlet is functioning correctly by connecting another device to it.
2. Consider switching to an alternative charging block.

Check battery level

Battery level can be checked using the Customer website or Customer app.

[Expand all](#)

To check battery level using the Customer website: ^

1. Log in to the Customer website.

2. Click **Video**.
3. Click **Settings**.
4. Select the ADC-VDB781B.
5. The most recent reported battery level will display in *Battery Status*.
6. To request an updated battery level:
 - a. Click **Battery Status**.
 - b. Click **Request Update**.

To check battery level using the Customer app: ^

1. Log in to the Customer app.
2. Tap **Video**.
3. Tap **Settings**.
4. Select the ADC-VDB781B.
5. Refresh the *Battery Level*.

Battery level indicators

In Customer app versions 5.3+, users are informed if their ADC-VDB781B battery has any active issues, such as:

- Depleted Battery 
- Critical Low Battery  (less than 10%)
- Low Battery  (less than 20%)
- Low Temperature  (less than 5°F)
- High Temperature  (greater than 131°F)

Note: The ADC-VDB781B's battery tends to deplete faster than normal at lower temperatures. It is recommended to be proactive about charging the battery before the device is in a Low Battery and Low Temperature state (i.e., less than 20% and less than 32°F), and to set it up for charging as soon as possible once it is in a Low Battery and Low Temperature state.

The battery status indicator icon is displayed across all video streaming interfaces within the Customer app, except for the Multi-Video Feed Grid View, Siri Shortcuts, and TV interfaces. Additionally, the battery indicator is visible in the ADC-VDB781B video settings within the Customer app.

Tapping on the battery indicator icon will display an informative message and guidance within an action sheet for each unique status. Within the action sheet, users are shown a **Go To Settings** button that takes them directly to their ADC-VDB781B video settings. This displays their specific battery percentage and an embedded trouble condition screen with

a link to a knowledge base article to resolve their respective issue/trouble condition.

Note: Push notifications send when any ADC-VDB781B trouble condition arises, and tapping on these push notifications will direct to the appropriate trouble condition mobile web view.