

Create automation rules for Alarm.com Chimes

Alarm.com video customers can use the New Rules Builder on their Alarm.com Chimes for greater customization and awareness. Accounts with multiple video doorbells can create rules for each device to play unique chime tones, and Sensor Triggered Alerts allow you to create automation rules for certain security sensor events that will trigger your Alarm.com Chime's tone. Additionally, it is possible to create time-bound chime rules, like silencing your Alarm.com Chime every day during a child's nap time. These automation rules can be configured using the Customer app or Customer website.

Compatibility requirements

- A service package that includes *Video monitoring*
- One of the following compatible Alarm.com Chimes:
 - ADC-W114C on firmware version 2018+
 - ADC-W115C on firmware version 2.0.7+
- For doorbell Button Pressed automation rules:
 - One of the following compatible doorbell cameras:
 - SkyBell Doorbell Camera (ADC-VDB101/102/105/106/105x/106x)
 - ADC-VDB750
 - ADC-VDB755P
 - ADC-VDB770
 - ADC-VDB780B
 - ADC-VDB775
 - The *Audio for non-Doorbell Cameras* Video monitoring add-on
 - Doorbell camera button press notifications must be enabled. For more information, see [Enable doorbell camera notifications to Alarm.com Chimes](#).
- For Sensor Triggered Alerts:
 - An IQ Panel 4, IQP4 Hub, or IQP4 NS on software version 4.6.2+
 - One of the following compatible security sensors programmed to the security panel:

Sensor type

Event type

Contact sensor

Sensor Opened
Sensor Closed

Motion sensor

Motion Detected
Motion Inactive (Idle)

Sensor type	Event type
Garage Door sensor	Sensor Opened Sensor Closed
Gate sensor	Sensor Opened Sensor Closed

Feature details

- Customers can select unique chimes and time-bound rules for different doorbells on the same account, allowing residents to easily identify which door has a visitor.
- Users can control their chime tone and volume based on the time of day (e.g., creating quiet times to limit disruptions).

Configure an automation rule for an Alarm.com Chime

Button Pressed and *Sensor Triggered Alert* automation rules for Alarm.com Chimes can be configured using the Customer website and Customer app.

Important: For Sensor Triggered Alerts, verify the security panel and chime are both online before saving the rule. If either device is offline when the rule is saved, the rule will appear to be functional but may not work as expected.

[Customer app steps](#) [Customer website steps](#)

Using the Customer app:

1. Log in to the Customer app.
2. Tap .
3. Tap **Automation**.
4. Tap .
5. Tap **New Rule**.
6. Tap **When** to select devices to trigger the rule.
 - For Doorbell Button Pressed automation rules:
 - a. Tap **Doorbell**.
 - b. In *Select Device(s)*, select the desired doorbell(s). *Button Pressed* will automatically be selected for the *Status*.
 - c. Tap **Done**.
 - For Sensor Triggered Alert automation rules:
 - a. Tap **Contact Sensor**.
 - b. In *Select Device(s)*, select the desired contact sensor(s).
 - c. In *Select Status*, select the sensor status(es) that will trigger the automation rule.

Important: While it is possible to select the *Sensor Left Open* status as the trigger for a Sensor Triggered Alert and save the rule, this trigger type is not supported. Sensor Triggered Alerts for contact sensors are only compatible with *Sensor Opened* and *Sensor Closed* events.

- d. Tap **Done**.
7. Tap **Then** to select devices to be triggered.
8. Tap to select **Smart Chime**.
9. In *Select Chime(s)*, tap to select the desired chime(s).
 1. In *Action*, tap the *Adjust Volume* toggle switch to allow the automation rule to utilize a different volume level than the chime's programmed state if desired.
 2. Drag the *Chime Volume* slider to the desired volume for the automation rule.
 3. Using the *Ringtone* dropdown menu, select the desired sound for the automation rule.
10. Tap **Done**.
11. In *Type Rule Name Here*, enter a name for the rule.
12. If desired, configure when the rule will run:
 - a. Tap **Run at All Times** to edit when the rule will run.
 - b. Select one of the following options:
 - **At All Times** for the rule will be carried out any time of day.
 - **Only during the following times** to determine the specific days and times the rule will be carried out.
 - i. Tap to select the days of the week the rule will be active.
 - ii. Using the *Starting at* dropdown menu, select the start time for this rule.
 - iii. Using the *Ending at* dropdown menu, select the end time for this rule.
 - c. Tap **Done**.
13. Verify the rule is configured with the desired settings.
14. Tap **Save**.

Using the Customer website:

1. Log in to the Customer website.
2. Click **Automation**.
3. Click **Add New Rule**.
4. Click **New Rules Builder**.
5. Click **When** to select devices to trigger the rule.
 - For Doorbell Button Pressed automation rules:
 - a. Click **Doorbell**.
 - b. In *Select Device(s)*, select the desired doorbell(s). *Button Pressed* will automatically be selected for the *Status*.
 - c. Click **Done**.
 - For Sensor Triggered Alerts:

- a. Click **Contact Sensor**.
- b. In *Select Device(s)*, select the desired contact sensor(s).
- c. In *Select Status*, select the sensor status(es) that will trigger the automation rule.

Important: While it is possible to select the *Sensor Left Open* status as the trigger for a Sensor Triggered Alert and save the rule, this trigger type is not supported. Sensor Triggered Alerts for contact sensors are only compatible with *Sensor Opened* and *Sensor Closed* events.

- d. Click **Done**.
6. Click **Then** to select devices to be triggered.
7. Click to select **Smart Chime**.
8. In *Select Chime(s)*, click to select the desired chime(s).
 1. In *Action*, click the *Adjust Volume* toggle switch to allow the automation rule to utilize a different volume level than the chime's programmed state if desired.
 2. Drag the *Chime Volume* slider to the desired volume for the automation rule.
 3. Using the *Ringtone* dropdown menu, select the desired sound for the automation rule.
9. Click **Done**.
10. In *Type Rule Name Here*, enter a name for the rule.
11. If desired, configure when the rule will run:
 - a. Click **Run at All Times** to edit when the rule will run.
 - b. Select one of the following options:
 - **At All Times** for the rule will be carried out any time of day.
 - **Only during the following times** to determine the specific days and times the rule will be carried out.
 - i. Click to select the days of the week the rule will be active.
 - ii. Using the *Starting at* dropdown menu, select the start time for this rule.
 - iii. Using the *Ending at* dropdown menu, select the end time for this rule.
 - c. Click **Done**.
12. Verify the rule is configured with the desired settings.
13. Click **Save**.

Note: When saving a rule for an Alarm.com Chime, allow a few minutes for the chime tune to change. A pop-up appears: *[Rule name] is saved. It may take a few minutes to update the configuration of the Alarm.com Chime.*

Configure an Alarm.com Chime to work with multiple doorbells or Chimes

For systems with multiple doorbells:

If the user wants a unique Chime sound for each doorbell, each doorbell should have its own Chime automation rule created for the Chime with different tones.

For systems with multiple chimes:

If the user wants Chimes to be triggered by only one doorbell each, lower the default tone volume to 0% and only making one automation rule for that doorbell is the preferred way to configure this setup.

Default tone

The default tone setting for an Alarm.com Chime is configured during installation of the Chime. By default, any doorbell already on the account (or added at a later date) will play the default tone for the Chime upon a doorbell button-press, unless the default tone volume is lowered to 0%. It is possible to configure the default tone and volume for each Chime as desired. For the steps to configure the default tone, see [Adjust the chime sound and volume](#).

If a Chime automation rule is configured for a doorbell, that rule will control the tone for button-press events from that doorbell instead of using the default tone.

Frequently asked questions

How do I silence the chime outside of my recording rules?^

Customers can silence the chime by setting the default tone volume to zero.

To change the default tone:

1. Log in to the Customer website.
2. Click **Settings**.
3. Click **Manage Devices**.
4. Click ... to select the desired chime.
5. Click **Device Settings**.
 - Chime rules can also be created from this page by clicking **Chime Rules**.
6. Click **Default Tone**.
7. Use the *Chime Volume* slider to put the volume to the lowest sound.
8. Click **Save**.

Can a doorbell have multiple rules?^

Yes. A single doorbell can have multiple rules at a time.

Can a single rule apply to multiple doorbells?^

Yes. Users can apply a rule to multiple doorbells at a time.

Can I create rules on multiple chimes?^

Yes, a user can select multiple chimes of the same model to ring for a single doorbell button press rule.

Example: Multiple W115Cs can be selected to ring for a single rule, but it is not possible to have a W115C and a different type of chime on the same rule.

When creating a new rule using the "New Rules Builder," users can select multiple chimes. However, after saving and completing the unified flow, the devices will be separated, and a unique rule will be generated for each chime model selected. To view the rules saved for each chime device, visit the *Device Settings*.