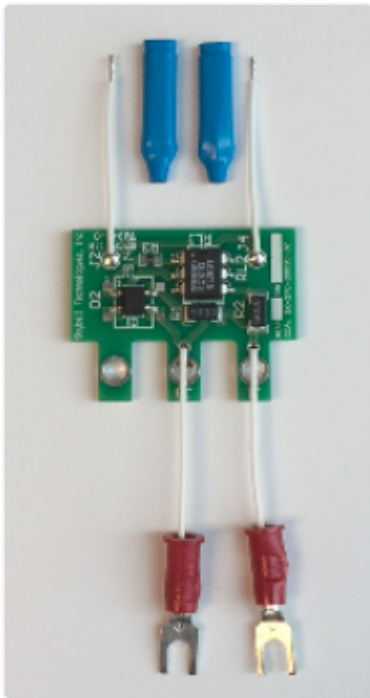


## Digital doorbell adapter - Installation guide

A digital doorbell adapter (DDA) is required for all digital chimes to work with the Alarm.com Doorbell Camera. The primary function of a DDA is to regulate the power going to the digital speaker throughout the duration of the chime.

The DDA is installed in the middle of the chime's circuit. Connect the DDA to the chime prior to installing the Doorbell Camera.

The DDA can be ordered from the Alarm.com Partner Portal. The SKU for the DDA is *ADC-VACC-DB-A*. For more information about placing orders using the Partner Portal, see [How do I order equipment?](#)



### Pre-installation checklist

- Compatible digital chime. For more information about chime compatibility, see [What types of chimes are compatible with the Alarm.com Doorbell Cameras?](#)
- Sufficient power source. For more information, see [Which transformers are compatible with the Alarm.com Doorbell Camera?](#)
- Physical access to the chime
- Alarm.com Doorbell Camera



**Note:** When installing two Doorbell Cameras on a single chime, two DDAs must be installed. For more information about wiring in this scenario, see [Wiring two Alarm.com Doorbell Cameras to a single chime](#).

## Verify the chime is digital

### A digital chime has a speaker that plays a melody or tone

- There are often volume and tone dials on digital chimes.
- Digital chimes require both a DDA to be installed and the Alarm.com Wi-Fi Doorbell Camera to be configured for a digital chime. For more information about configuring the Alarm.com Wi-Fi Doorbell Camera, see [Configure the Alarm.com Wi-Fi Doorbell Camera chime type](#).

### A mechanical chime has metal bars and a striker pin

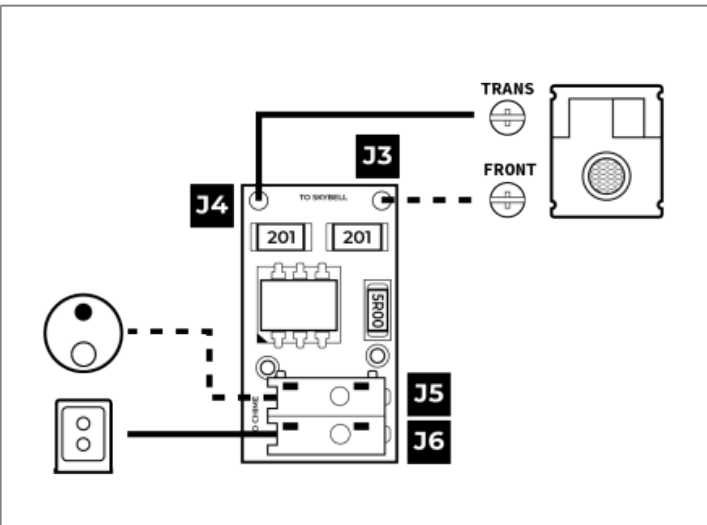
- Mechanical chimes work without additional hardware.

The Doorbell Camera is compatible with mechanical and digital door chimes and is not compatible with intercom systems, wireless chimes, and tube chimes. For more information about identifying the chime, see [What types of chimes are compatible with the Alarm.com Doorbell Cameras?](#)

For more information about the differences between mechanical and digital chimes, see [Alarm.com Wi-Fi Doorbell Camera Digital vs Mechanical Door Chimes Video](#).

## Install the digital doorbell adapter

### Digital doorbell adapter wiring diagram

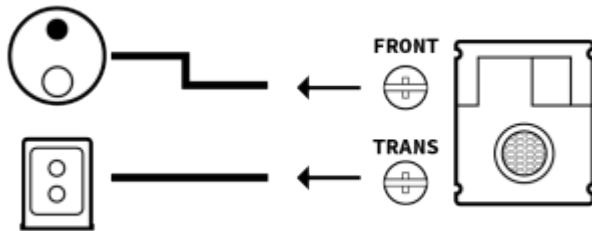
DDA wiring	Wiring notes
	<ul style="list-style-type: none"><li>• Connect wires J3/J4 to the <i>Front/Trans</i> terminals on the digital door chime.</li><li>• Connect the transformer/Alarm.com Doorbell Camera wires to terminals J5/J6.</li></ul>



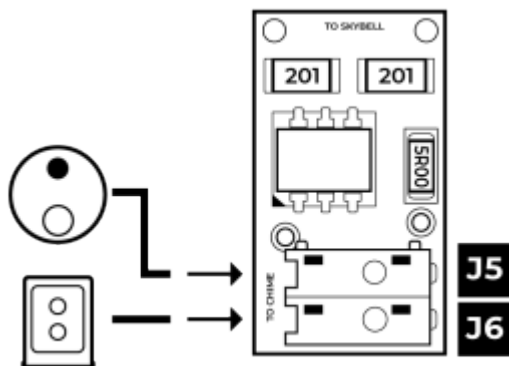
There are different variations of DDAs, but they all perform the same function. If the DDA looks different from the preceding diagram, see [Alternative digital doorbell adapter wiring](#).

### To wire the digital doorbell adapter to an existing chime:

1. Take the chime cover off of the chime.
2. Remove the two wires connected to *Front* and *Trans* on the chime. If there are any diodes in the circuit, remove them too.



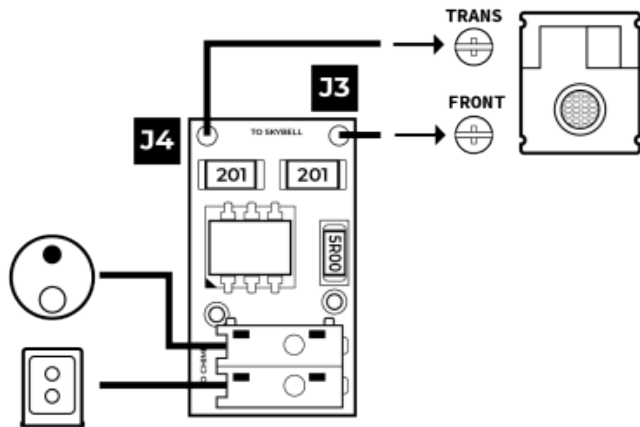
3. Insert the wires into the white connectors. Polarity does not matter.



**Note:** The adapter may display *TO CHIME* on the side. Please disregard.

4. Connect the DDA wires to *Front* and *Trans*. Polarity does not matter.



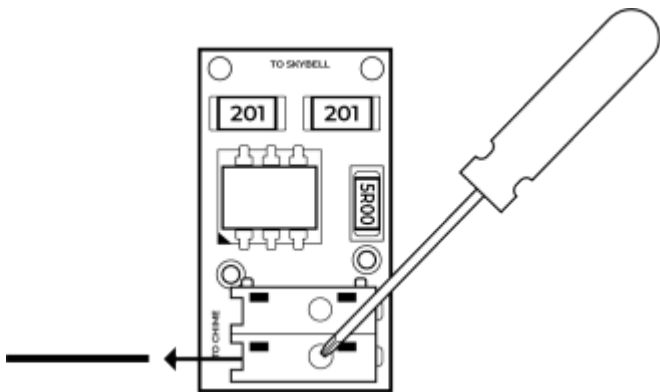


**Note:** The adapter may display *TO SKYBELL* on the side. Please disregard.

5. Reattach the chime cover to the chime.

#### To remove a wire

- Press the silver hole with a screwdriver to release the wire.



#### Enroll the Alarm.com Doorbell Camera to the account

Once the DDA and Alarm.com Doorbell Camera are both physically installed, sync the Alarm.com Doorbell Camera with the customer's account. For more information about syncing the Alarm.com Doorbell Camera, see [Alarm.com Doorbell Camera - Installation Guide](#).

#### Configure the chime as digital

Once the Alarm.com Doorbell Camera is synced with Alarm.com, the Alarm.com Doorbell Camera must be configured



[https://answers.alarm.com/ADC/Partner/Installation\\_and\\_Troubleshooting/Video\\_Devices/Alarm.com\\_Doorbell\\_Cameras/Digi...](https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Video_Devices/Alarm.com_Doorbell_Cameras/Digi...)

Updated: Tue, 05 May 2020 23:10:31 GMT

for a digital chime using the Customer Website or app. If this feature is not enabled, users may experience irregular behavior from the Alarm.com Doorbell Camera and/or the chime (e.g., warped tones, constant ringing from the chime, power loss to the chime, etc).

**To configure the Alarm.com Wi-Fi Doorbell Camera 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 Alarm.com Doorbell Camera to edit.
5. Click **Video Device Info**.
6. Using the *Chime Type* dropdown menu, select **Digital**.
7. Click **Save**.

**To configure the Alarm.com Wi-Fi Doorbell Camera chime type using the Customer app:**

1. Log into the Customer app.
2. Tap **Doorbell Camera**.
3. Tap **⚙**.
4. Tap the *Digital Door Chime* toggle switch.
5. Tap **Save**.

## Troubleshooting

The DDA regulates the power between the Alarm.com Doorbell Camera and the digital chime. A malfunctioning or missing DDA is likely to cause strange behaviors related to power or how the chime rings.

If the chime is not ringing the way it should, troubleshooting the entire chime system is recommended. For more information about troubleshooting a chime not ringing properly, see [Alarm.com Doorbell Camera is not ringing](#) or [Alarm.com Doorbell Camera is constantly ringing](#).

### Symptoms of a missing digital doorbell adapter

If the Alarm.com Doorbell Camera is wired to a digital chime system without a DDA:

- The digital chime may ring continuously until the Alarm.com Wi-Fi Doorbell Camera is disconnected from power.
- The Alarm.com Wi-Fi Doorbell Camera may not power up because the digital chime is pulling the majority of power from the transformer.
- A humming or buzzing sound might be present because there is incorrect power going to both the digital chime and the Alarm.com Doorbell Camera. For more information, see [Alarm.com Doorbell Camera is constantly buzzing or humming](#).



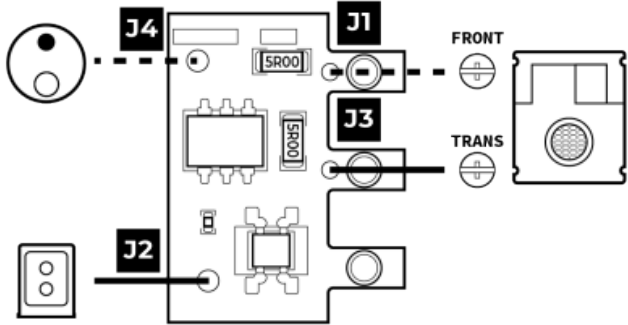
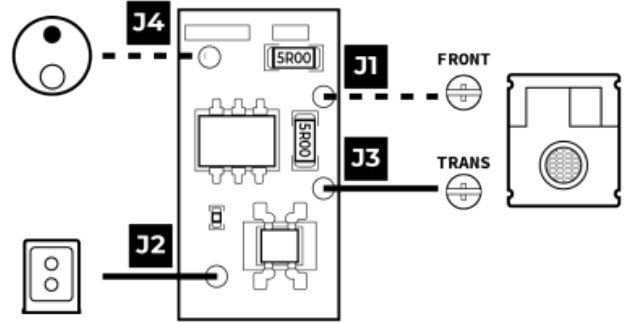
- The Alarm.com Doorbell Camera does not make a buzzing sound. If there is a buzzing sound, what actually is heard is the home's transformer. If the transformer is buzzing, it means that it isn't able to put out enough power for the Alarm.com Doorbell Camera.
- Occasionally, some older door chimes will not regulate the power current to the Alarm.com Doorbell Camera properly, causing a buzzing or humming noise. If the chime itself is replaced, this issue will be resolved. If the door chime is replaced with a digital door chime, make sure to get an Alarm.com Wi-Fi Doorbell Camera DDA.

If these symptoms appear while a digital doorbell adapter is wired to the system, verify all compatibility and power requirements are met before replacing the digital doorbell adapter.

## Alternative digital doorbell adapter wiring

### DDA wiring

### Wiring notes

 <p>The diagram shows a digital doorbell adapter (DDA) with four terminals labeled J1, J2, J3, and J4. Terminal J1 is connected to the 'FRONT' terminal of a digital chime. Terminal J2 is connected to the transformer wire. Terminal J3 is connected to the 'TRANS' terminal of the digital chime. Terminal J4 is connected to the Alarm.com Doorbell Camera wire. The DDA also features a 5R00 fuse and a DOOR sensor.</p>	<ul style="list-style-type: none"> <li>• Connect J1 to the <i>Front</i> terminal on the digital chime.</li> <li>• Connect J2 to the transformer wire.</li> <li>• Connect J3 to the <i>Trans</i> terminal on the digital chime.</li> <li>• Connect J4 to the Alarm.com Doorbell Camera wire.</li> </ul>
 <p>The diagram shows a digital doorbell adapter (DDA) with four terminals labeled J1, J2, J3, and J4. Terminal J1 is connected to the 'FRONT' terminal of a digital chime. Terminal J2 is connected to the transformer wire. Terminal J3 is connected to the 'TRANS' terminal of the digital chime. Terminal J4 is connected to the Alarm.com Doorbell Camera wire. The DDA also features a 5R00 fuse and a DOOR sensor.</p>	<ul style="list-style-type: none"> <li>• Connect J1 to the <i>Front</i> terminal on the digital chime.</li> <li>• Connect J2 to the transformer wire.</li> <li>• Connect J3 to the <i>Trans</i> terminal on the digital chime.</li> <li>• Connect J4 to the Alarm.com Doorbell Camera wire.</li> </ul>

