

Enable doorbell camera notifications to Alarm.com Chimes

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Alarm.com Chimes use the local network to ring when a doorbell camera button is pressed. If there are multiple Chimes on the account, by default, they all ring when the doorbell camera button is pressed. Alarm.com Chimes do not affect any wired chimes also in the setup (compatible mechanical or digital chime). It is possible to set up more customizations with Alarm.com Chime automation rules. For more information about setting up automation rules, see [Create automation rules for Alarm.com Chimes](#).

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-12-08

Procedure

Compatibility requirements

A service package that supports at least one doorbell camera

A compatible doorbell camera on its latest firmware

SkyBell Doorbell Camera (ADC-VDB101/102/105/106/105x/106x)

ADC-VDB770

ADC-VDB780B

ADC-VDB750

ADC-VDB755P

ADC-VDB775

A compatible Wi-Fi connection

Wi-Fi router that supports multicast broadcasts which are used to ring the Alarm.com Chime.

Note: If a doorbell camera is connected to an ADC-W115C as an access point, multicast is not required for that doorbell to ring the chime. However, ringing additional Alarm.com Chimes will require multicast to be enabled.

The Alarm.com Chime and doorbell camera must be on the same local network, but they do not need to be connected to each other directly.

Note: A single doorbell can ring multiple Alarm.com Chimes as long as they are all on the same local network.

Configure a doorbell camera to ring Alarm.com Chimes

The following steps configure an individual Alarm.com Video Doorbell to ring all Alarm.com Chimes on the customer account using the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app.

For more information and steps on configuring more complex Alarm.com Video Doorbell camera notifications (e.g., the user wants a unique Chime sound for each doorbell, or the user wants each Chime to be triggered by only one doorbell), see [Configure the chime settings for an Alarm.com](#)

Video Doorbell and Alarm.com Chime.

GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Settings.
4. Select the desired doorbell camera.

In Settings, click General.

1. Click the Alarm.com Chime Notifications toggle switch to enable.
2. Click Save.

Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Doorbell Video Call] or [Video].
3. Tap [Settings].
4. Select the desired doorbell camera.

In Settings, tap General.

1. Tap the Alarm.com Chime Notifications toggle switch to enable.

Troubleshooting

The Alarm.com Chime is not ringing when the doorbell camera button is pressed

1. Disable and re-enable Send button press notifications to Alarm.com Chime.
2. Power down the Alarm.com Chime.
3. Verify the correct chime type is selected on the customer account.

For more information, see [Adjust the chime type](#).

Disconnect power from the router and any applicable access points, and wait 2 minutes.

Reconnect power to each device starting with the router and ending with the Alarm.com Chime.

For multiple Alarm.com Chimes, verify the following router settings

If the customer's setup includes multiple Alarm.com Chimes, or the doorbell is being connected to the customer's home network instead of a W115C, additional router settings may need to be adjusted. For more information about and help with changing router settings, refer to the router manual, router manufacturer, or customer's Internet Service Provider.

Multicast broadcasts are enabled on the Wi-Fi router.

1. Log in to the router and verify that Multicast Packet Forwarding is enabled.

If Multicast Packet Filtering is disabled, enable it.

If the router does not have a Multicast Packet forwarding/filtering option, then multicast broadcasts may not be an option on the router. Check with the Internet Service Provider or in the router's user manual to verify if the option is available. If a router does not support multicast broadcasts, it should be replaced with one that does support multicast broadcasts.

1. Verify that Wi-Fi Client Isolation is disabled. For some routers/access points, it is enabled by default.

Wi-Fi Client Isolation may also be called Client Isolation or some variation of this.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Enable_doorbell_camera_notifications_to Alarm.com Chimes		

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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