
Alarm.com Wi-Fi Chime (ADC-W114C) - Installation Guide

Designed to work seamlessly with the Alarm.com platform, the Alarm.com Wi-Fi Chime (ADC-W114C) is a customizable wireless doorbell chime with a compact and antenna-free design. Simply attach the plug adapter, plug the ADC-W114C into a wall outlet, pair with the existing router, add to an account, configure chime rules, and enjoy boosted audio range and instantaneous chime notifications.

For additional information, steps, and troubleshooting regarding Alarm.com Chime settings, see [Configure the chime settings for an Alarm.com Video Doorbell and Alarm.com Chime](#).

Important: The Wi-Fi Chime is compatible with any Alarm.com Video Doorbell. It does not function as an access point or Wi-Fi repeater.

Pre-installation checklist

- Alarm.com Wi-Fi Chime (ADC-W114C)
- Slide-on Type A (U.S.-based) plug adapter
- Standard non-switched electrical outlet
- 2.4 GHz Broadband Internet connection (cable, DSL, or fiber optic) with a Wi-Fi router
- A computer, tablet, or smartphone with Internet access is required
- Alarm.com account with a service package that supports video

In the box

- Alarm.com Wi-Fi Chime (ADC-W114C)
- Slide-On Type A plug adapter
- Quick Start Guide

Install the ADC-W114C

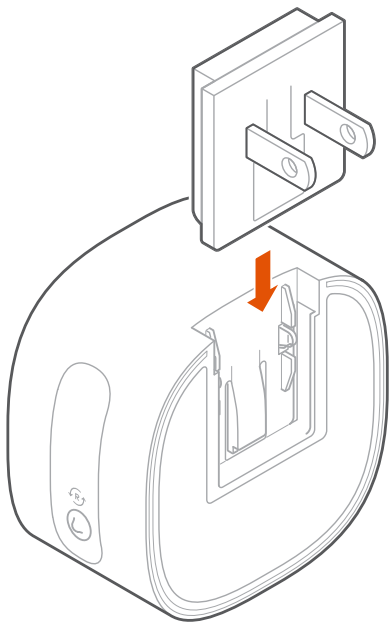
Physical installation

The Wi-Fi Chime's plug adapter needs to be attached to the device before it can be inserted into an electrical outlet. Select the appropriate plug adapter below to see how to complete that process.

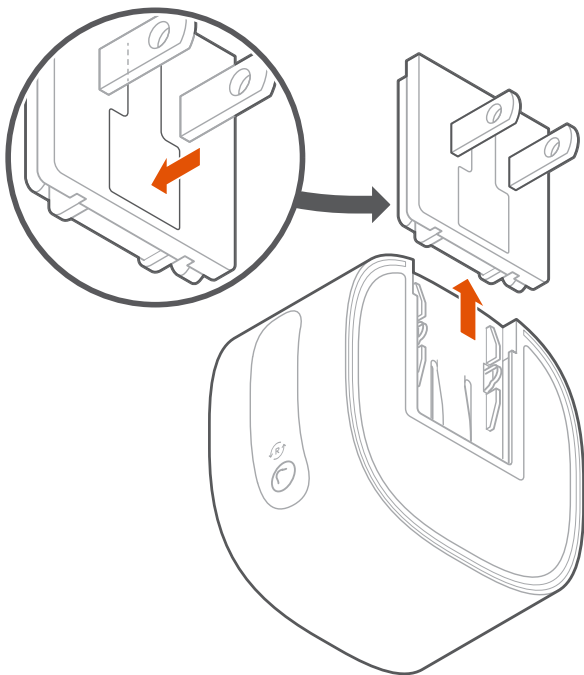
[Type A](#) [Type C](#) [Type G](#) [Type I](#)

Type A

Type A plug adapter insertion

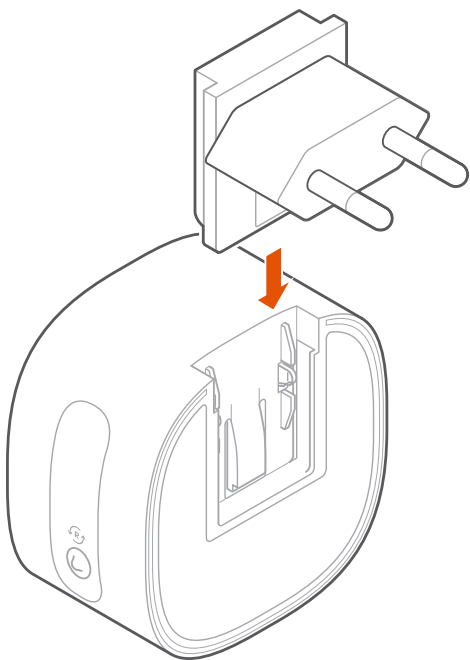


Type A plug adapter removal

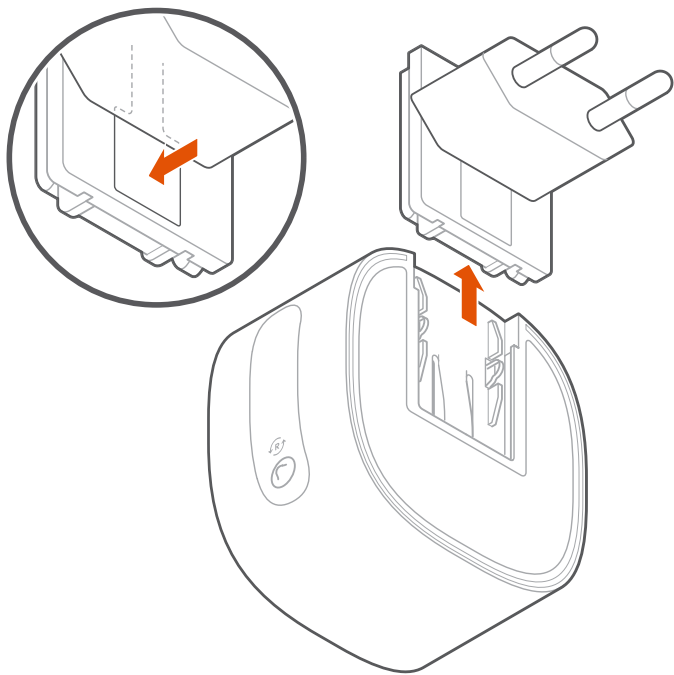


Type C

Type C plug adapter insertion

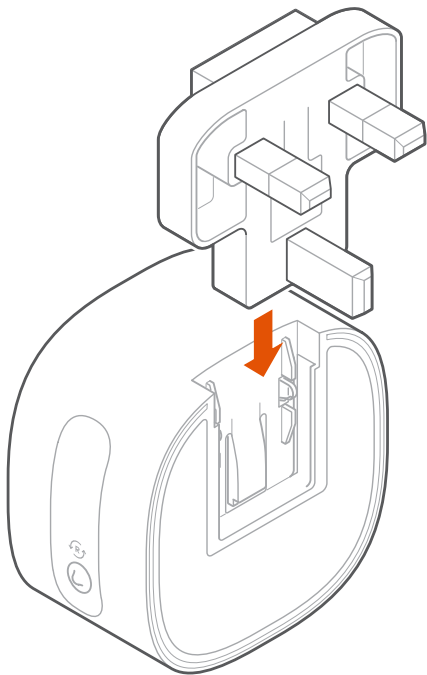


Type C plug adapter removal

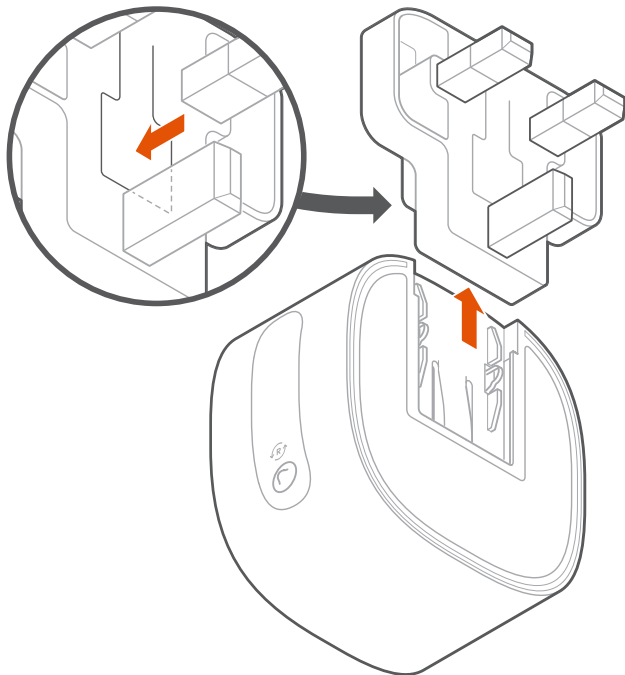


Type G

Type G plug adapter insertion

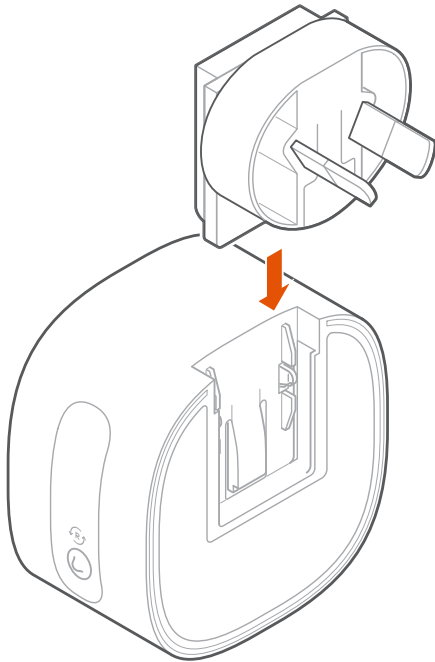


Type G plug adapter removal

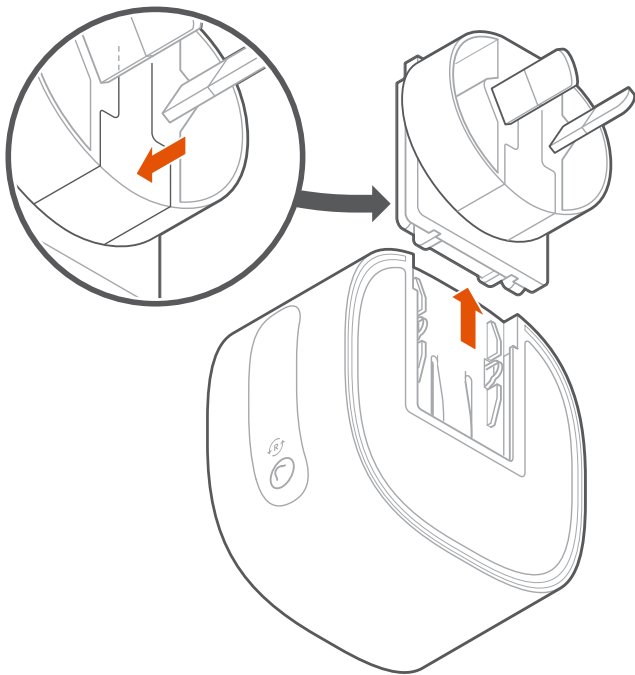


Type I

Type I plug adapter insertion



Type I plug adapter removal



Connect the Alarm.com Wi-Fi Chime to the Wi-Fi network

The Wi-Fi Chime can be connected to the Wi-Fi network using Bluetooth (BLE) mode on the Customer app or MobileTech app, Access Point (AP) mode on a compatible computer, tablet, or smartphone, or WPS mode. An installation tutorial can also be found on the enrollment page of the MobileTech app and Customer website to walk through these steps.

Important: Some network configurations may not be able to support multiple W114Cs on firmware version 51012018 and lower. When installing multiple W114Cs on firmware version 51012018 and lower, it is recommended to install and fully enroll one W114C at a time before connecting additional W114Cs to the network.

To ensure sufficient Wi-Fi signal, complete these steps with the chime in close proximity to your router.

[BLE mode steps \(recommended\)](#) [AP mode steps](#) [WPS mode steps](#)

BLE mode steps

Important: BLE mode is only supported for ADC-W114Cs on firmware version 51012016+. The device's shipped firmware version can be found on the packaging.

Partners can connect devices via BLE mode using the MobileTech app.

MobileTech app steps

1. Power on the device and verify the LED light is flashing white, then tap **Next**.
 - If it is not flashing white, press and hold the button until the status LED starts blinking white. This may take several seconds.
2. Log in to the MobileTech app.
3. Find the customer account.
4. Tap **Add Device**.
5. Tap **Video Devices and Chimes**.
6. In *Bluetooth Enrollment*:
 - If Bluetooth is not enabled on your mobile device, tap **Setup**.
 - a. Approve the Bluetooth permission request when prompted, and then tap **Next**.
 - Note:** You may need to enable Bluetooth in your phone settings during this process.
 - If Bluetooth is enabled, find the device to enroll by verifying the MAC address and then tap to select the device to start connecting to it.
7. Keep your phone near the device while it connects.
8. Once the mobile device connects to the device, enter a *Device Name*, then tap **Next**.
9. Once your phone is connected to the device, tap to select the Wi-Fi network. Either:
 - Select a known network in *My Wi-Fi Networks*, or
 - Select a new network in *Other Networks*, enter the password for the Wi-Fi network, and then tap **Connect**.

10. Allow a few minutes for the device to connect to the network.
11. Once the device connects to the Wi-Fi network, the device continues to complete the install on the customer's account. Once the installation is complete, verify the video device works properly.

Devices can be connected via BLE mode using the Customer app. Additional troubleshooting steps may be displayed during the process.

Customer app steps

1. Log in to the Customer app.
2. Tap **More**.
3. Tap **Add Device**.
4. Tap **Video Camera**.
5. Scroll to find the device or use the *Find Device* search bar to enter the model number, and then tap to select the device to add.
6. Enter a *Device Name*, then tap **Next**.
7. Power on the device and verify the LED light is flashing white, then tap **Next**.
 - If it is not flashing white, press and hold the button until the status LED starts blinking white. This may take several seconds.
 - Tap **Troubleshoot** to learn more about how to get the device to that state.
8. If Bluetooth is not enabled on your mobile device, approve the Bluetooth permission request when prompted, and then tap **Next**.
9. Bring your mobile device close to the device being enrolled, then tap **Scan**.
10. Allow time for your mobile device to scan for devices in the area.
11. Select the device to set up. Verify the selected device's MAC address matches the MAC address on the device being enrolled, then tap **Connect**.
12. Keep your phone near the device while it connects.
13. Once your phone is connected to the device, tap to select the Wi-Fi network. Either:
 - Select a known network in *My Wi-Fi Networks*, or
 - Select a new network in *Other Networks*, enter the password for the Wi-Fi network, and then tap **Connect**.
14. Allow a few minutes for the device to connect to the network.
15. Once the device connects to the Wi-Fi network, the device continues to complete the install on the customer's account. Once the installation is complete, verify the video device works properly.

AP mode steps

1. Plug the Alarm.com Wi-Fi Chime into a non-switched electrical outlet. Wait for the device LED to begin blinking white. If the LED is not white after two minutes, press and hold the **Reset** button and release when the LED begins to blink white (about 3 seconds).
2. On an Internet-enabled device, connect to the Wi-Fi network *ADC-W114C(XX:XX:XX)* where *XX:XX:XX* is the last six characters of the Alarm.com Wi-Fi Chime's MAC address, located on the device or on the packaging.
3. On the same device, open a web browser and enter <http://w114cinstall> or **192.168.1.1** in the URL field. Follow

the on-screen instructions to add the ADC-W114C to the Wi-Fi network. The LED will be solid green when the connection is complete.

4. Once the LED is solid green, enroll the Wi-Fi Chime to the customer account using the steps in [Enroll the Wi-Fi Chime to the account](#).

WPS mode steps

Important: WPS mode is only supported for ADC-W114Cs on firmware version 51012017+. The device's shipped firmware version can be found on the packaging.

1. Plug the Alarm.com Wi-Fi Chime into a non-switched electrical outlet. Wait for the device LED to change from blinking to solid.
2. Press and hold the Reset button for approximately six seconds or until the LED begins blinking blue.
3. Activate WPS mode on your router. Consult your router's user guide for more information.
4. The Alarm.com Wi-Fi Chime will begin to connect to the Wi-Fi network. The LED will be solid green when the connection is complete.
5. Once the LED is solid green, enroll the Wi-Fi Chime to the customer account using the steps in [Enroll the Wi-Fi Chime to the account](#).

Enroll the Wi-Fi Chime to the account

Wi-Fi Chimes can be enrolled to a customer account using the MobileTech app, Customer website, or Customer app.

Expand all

To enroll the Wi-Fi Chime using the MobileTech app: ^

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap + **Add Device**.
4. Tap **Video Devices and Chimes**.
5. In *MAC Address*, enter the MAC address.
6. Tap **Add**.
7. Enter a name for the device, then tap **Continue**.
8. Follow the on-screen instructions. An installation progress bar displays on the screen.

Once the installation is complete, unplug the chime and install it in its final location.

To enroll the Wi-Fi Chime using the Customer website: ^

1. Navigate to the *Video Device Setup* page by entering the following URL using a web browser: **www.alarm.com/addcamera**. The customer's username and password for the account are required to log in.

- If the installation tutorial was used, it automatically navigates to this page after completing the tutorial.
2. Enter the MAC address of the Wi-Fi Chime, then click **Find**.
 3. Enter a name for the Wi-Fi Chime, then click **Install**.
 4. Follow the on-screen instructions to finish adding the chime. An installation progress bar displays on the screen.

Once the installation is complete, unplug the chime and install it in its final location.

To enroll the Wi-Fi Chime using Customer app: ^

1. Log in to the Customer app. You will need the username and password of the account to log in.
2. Tap ≡.
3. Tap **Add Device**.
4. Tap **Video Camera**.
5. Tap **Enter MAC Address**, then enter the Wi-Fi Chime's MAC address.
6. Tap **Install** for the Wi-Fi Chime on the *Device Found* page.
7. Enter a device name, then tap **Next**.
8. Follow the on-screen instructions to finish adding the chime. The installation progress displays on the screen.

Once the installation is complete, unplug the chime and install it in its final location.

LED reference guide

LED pattern	Description
Off 	Device powered off
Blinking red 	Device powered on, booting up
Solid red 	No local or Internet connection

LED pattern	Description
Blinking green 	Local connection, no Internet connection
Solid green 	Connected to Alarm.com
Blinking blue and green 	Firmware Update
Blinking white 	All firmware versions: • Wi-Fi Access Point Mode (press and hold button for 3–6 seconds) Firmware version 51012016+: • BLE mode (press and hold button for 3–6 seconds)
Blinking blue 	Firmware version 51012017+: • WPS mode (press and hold button for 6–9 seconds)
Blinking yellow 	Power Cycle (press and hold button for 9–12 seconds)

LED pattern	Description
Blinking red and green 	Factory Reset (press and hold button for 12–15 seconds)

Troubleshooting

If the Alarm.com Wi-Fi Chime is not working as expected after installation, try the following troubleshooting steps. For general Alarm.com Chime configuration and additional troubleshooting steps, see [Configure the chime settings for an Alarm.com Video Doorbell and Alarm.com Chime](#).

If the desired Wi-Fi network is not showing during Bluetooth Enrollment mode

1. Verify the W114C's status LED is flashing white.
2. Verify the router/modem is powered on, and that the desired Wi-Fi network is discoverable on a different mobile device or computer.
3. Exit out of the Bluetooth Enrollment mode installation flow in the Customer app and restart the process to trigger new scan results.
4. If it is confirmed that the desired Wi-Fi network is active and it still is not showing in the W114C's scan results, manually enter the network's credentials.

To verify if the Alarm.com Wi-Fi Chime is connected to the Wi-Fi network

Check your Alarm.com Wi-Fi Chime's Router LED:

LED is solid red

If the LED is solid red, the connection to the router has been lost.

1. Check your router to ensure that it is on.
2. Try moving your Alarm.com Wi-Fi Chime closer to the router to confirm it is in range. If the connection is not re-established, try connecting your device to your Wi-Fi network. For instructions to connect the device to Wi-Fi, see [Connect the Alarm.com Wi-Fi Chime to a Wi-Fi network](#).

LED is blinking green

If the LED is blinking, there is a local connection to the router but no internet connection. If you cannot access the Internet using your router, please contact your Internet Service Provider to restore Internet access.

Power cycle the ADC-W114C

Press and hold the Reset button for nine seconds or until the status LED begins blinking yellow then release, or unplug the device from power for 10 seconds and plug it back in. Wait for the LED to become solid before trying to use the device again.

Perform a communication test

Press the Reset button twice in rapid succession. The status LED will blink green five times. If the status LED then turns solid green, the test was successful. Please wait two minutes before trying to use the device again.

Factory reset

Press and hold the Reset button for 12 to 15 seconds or until the status LED begins blinking red and green, then release the button.

Caution: This will restore factory-default settings to the device. All network configurations will be deleted. If the camera was previously installed on a different Alarm.com account, it will need to be deleted before it can be installed again.

Regulatory Statements

FCC

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC ID: YL6-143W114C

RF Exposure

This equipment complies with FCC and ICED radiation exposure limits set forth for an uncontrolled environment. This

equipment should be installed and operated with a minimum distance of 20cm between the equipment and your body.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Please contact intsupport@alarm.com for more information on Canadian RF exposure compliance.

ISED

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil, qui comprend un ou des émetteurs et récepteurs exempts de licence, est conforme aux normes radioélectriques (CNR) du ministère de l'Innovation, Sciences et Développement économique Canada (ISED) qui s'appliquent aux appareils radio exempts de licence. Le fonctionnement est assujéti aux deux conditions suivantes :

1. L'appareil ne doit pas produire d'interférences;
2. L'appareil doit accepter toutes interférences, même si l'interférence est susceptible de compromettre le fonctionnement de l'appareil.

IC: 9111A-143W114C

RF Exposure

Cet appareil est conforme aux limites d'exposition des radiofréquences des CNR-102 de l'ISDE établies pour un environnement non contrôlé. Cet appareil devrait être installé et utilisé à une distance minimale de 20 cm entre l'appareil et votre corps.

Cet appareil et son ou ses antennes ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

Veuillez communiquer avec intsupport@alarm.com pour obtenir plus d'information sur la conformité aux exigences canadiennes en matière d'exposition aux radiofréquences.

EU Declaration of Conformity Statement

Hereby, Alarm.com Incorporated declares that the equipment type ADC-W114C is in compliance with Directive 2014/30/EU. The full text of the EU declaration of conformity is available at the following internet address:

<https://www.alarm.com/about/international/eu-red>

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