



## Frontpoint ADC-W115C Smart Chime User Guide

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### Frontpoint ADC-W115C Smart Chime User Guide



**Meet your Frontpoint camera's new best friend.** Required for the Wireless Doorbell Camera to create the ringing tone when someone is at your door, the Smart Chime also boosts Wi-Fi to help maintain a steady connection for any connected Frontpoint camera.

In this manual, we guide you through:

1. Connecting the Smart Chime to your Frontpoint account
2. Configuring the Smart Chime's volume and tone

### 3. Connecting cameras to your Smart Chime

For help along the way, refer to page 15 for Troubleshooting or page 13 to reference what the LEDs mean.

Let's get started!

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## INSTALLATION AND APP SETUPX

To complete the setup, you will need:

- the Smart Chime
- a mobile phone
- a strong 2.4 GHz Wi-Fi connection
- your Wi-Fi password
- the product sticker- depicted to the right (recommended)

ALARM.COM  
SMART CHIME  
MODEL NO: ADC-W115C

**MAC ID:**  
XXXXXXXXXXXX

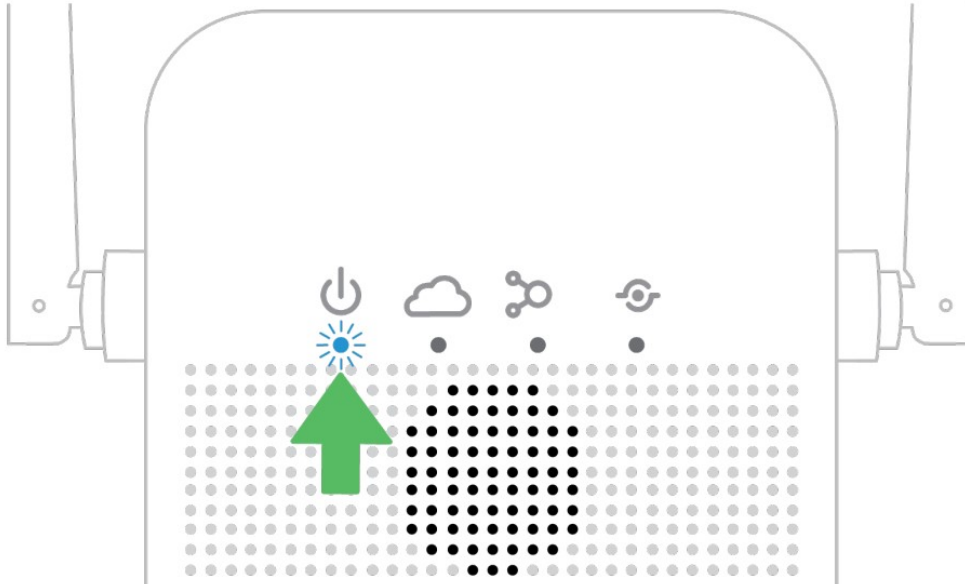
**Wi-Fi PW:**  
000000000000



**Please place this sticker in the  
installation guide for safe keeping.**

**To add the Smart Chime to your Frontpoint account, follow the steps below:**

1. Plug the Smart Chime into an outlet near your Wi-Fi router\*, ideally 5 to 10 unobstructed feet (or no more than 4 physical steps) away.
  - A.** Ensure the chosen outlet is not connected to a switch that you can turn ON/OFF. \*You can move the Smart Chime to its final location once app setup is complete.
2. Wait up to 90 seconds for the Power LED (shown below) to change from blinking to solid.



3. Once the Power LED is solid, open the Wi-Fi Settings on your mobile phone.
  - A.** Wait for the “Chime Config (XX:XX:XX)” Wi-Fi network to appear- it may take an additional two minutes as the device boots up. \*The X’s are indicative of the device’s unique MAC address and will vary.
  - B.** Please note that a network named “Chime (XX:XX:XX)” will likely appear first but is not a substitute for the “Chime Config (XX:XX:XX)” network. If the “Chime Config (XX:XX:XX)” network doesn’t appear after two full minutes, toggle OFF/ON the Wi-Fi on your phone. If the problem persists, move the Smart Chime closer to your router. If the network still doesn’t appear after another two minutes, perform a factory reset following the instructions on page 16.
  - C.** Once available, connect to the “Chime Config (XX:XX:XX)” network by using the Wi-Fi password (Wi-Fi PW) from the sticker included with the Smart Chime- indicated in green below.

ALARM.COM  
SMART CHIME  
MODEL NO: ADC-W115C

MAC ID:  
XXXXXXXXXXXX

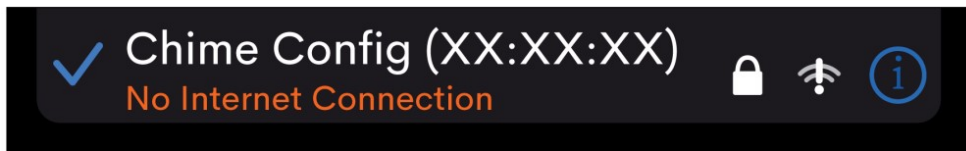
Wi-Fi PW:  
000000000000



**Please place this sticker in the installation guide for safe keeping.**

The Wi-Fi password can also be found on the back of the Smart Chime.

4. Once successfully connected to the Chime Config (XX:XX:XX) network, it will appear like this on your phone, with an indication that **internet connection is not available**:



- A.** If you're having trouble staying connected to the Chime Config. network, your phone may be defaulting back to your home network. Press "Forget This Network" next to your home network to prevent this from happening.
- B.** If you're using an iOS phone, you may get a pop-up in which you need to select "Use without Internet".
- C.** If you're using an Android phone, you may get a pop-up telling you the "Chime Config (XX:XX:XX)" network has no Internet access. Press the drop-down arrow to select "Yes" or "Use Every Time" to stay connected to the network.



Chime Config (XX:XX:XX) has no internet..

Tap for options



Chime Config (XX:XX:XX)

This network has no internet access.  
Stay connected?

☐ Don't ask again for this network

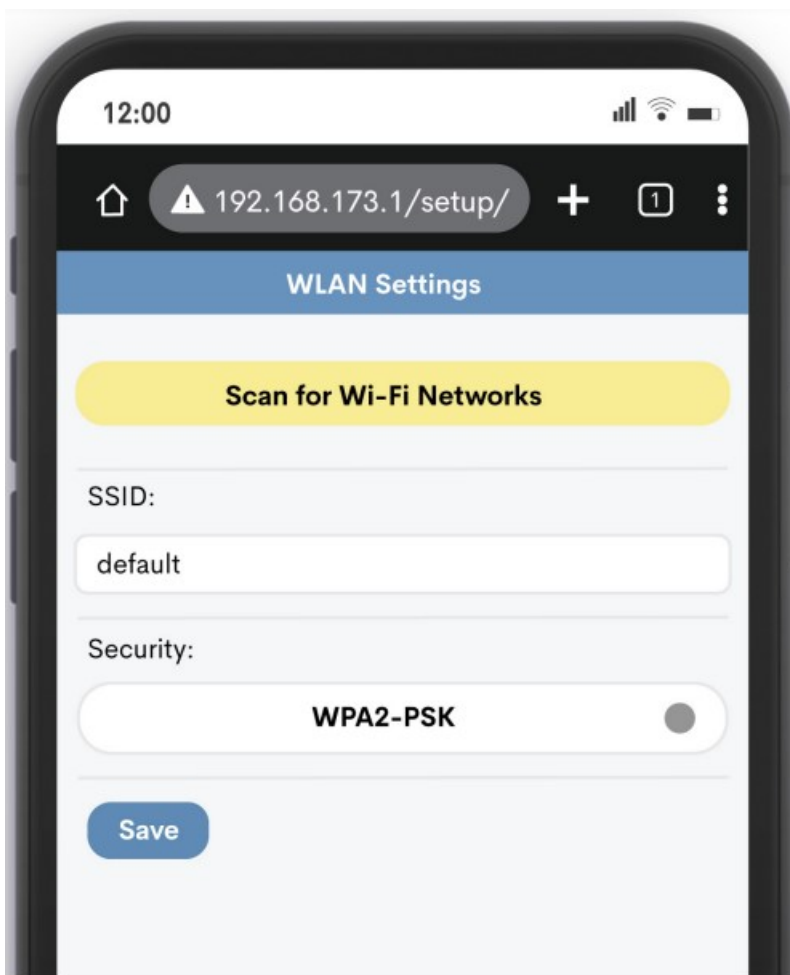
No

Yes

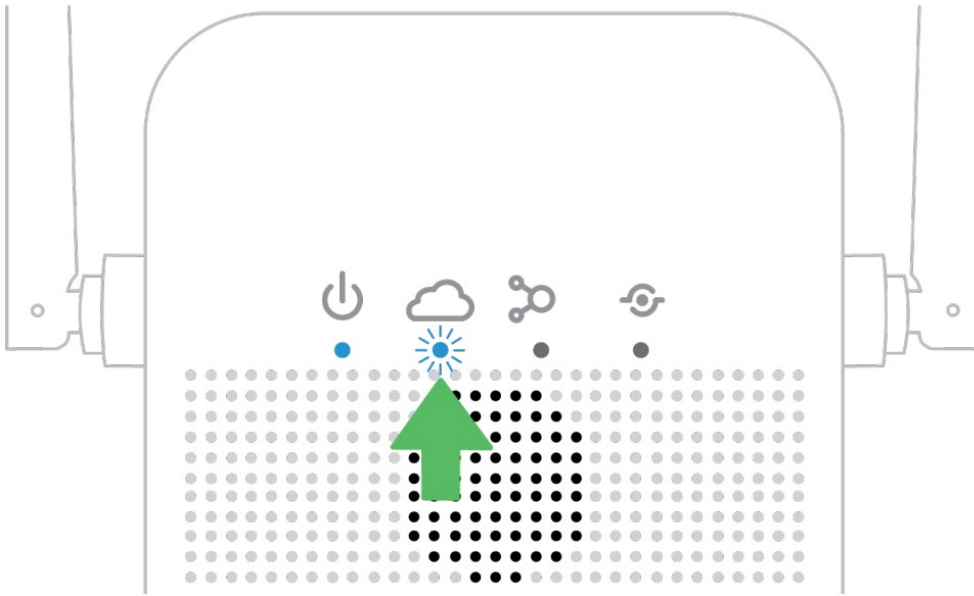
5. Scan the code to the right with the camera on your mobile phone or type "192.168.173.1" into the URL bar of your mobile phone's web browser to be directed to the Wi-Fi setup web page. If your browser indicates "no connection" and does not let you open this page, refer back to the Wi-Fi Settings of your phone and check "Connect Anyway" or "Always Connect" next to the Chime Config (XX:XX:XX) network.




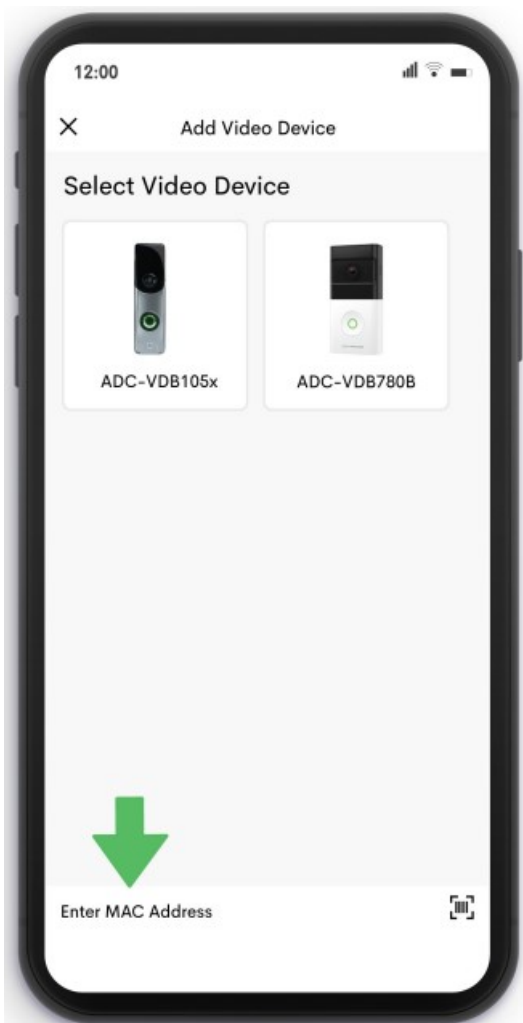
6. Upon opening the Wi-Fi setup page (shown below), press the yellow button to "Scan for Wi-Fi Networks"\*. Do not manually enter your Wi-Fi network or auto-populate the SSID field unless you know the network's security protocol and key format- these will update automatically if selected from the list of networks when scanned.



- A.** From the list of nearby networks, choose your home's 2.4 Ghz Wi-Fi network.
    - i.** If you cannot find your home's Wi-Fi network name initially, press "Refresh" at the bottom of the page to reload the list of available networks.
    - ii.** After selecting your network from the list, the "Security" protocol and "Key Format" will be automatically selected as necessary do not make changes to these selections.
  - B.** Enter your Wi-Fi password next to "Security Key".
  - C.** Press "Save" to complete and then close.
7. After submitting a password, the Smart Chime will attempt to connect to your Wi-Fi and the Router LED (shown below) will start blinking. When the connection is successfully established, the Router LED will turn solid. (Your phone's Wi-Fi will now switch back to your original network as well.)
- A.** If the "Router LED" doesn't start blinking, try moving your Smart Chime closer to your router and starting from step #1 of the setup.
  - B.** If the "Router LED" doesn't stop blinking and become solid after two minutes of waiting, the connection was not successful. Try:
    - i.** Carefully re-reading and repeating step #6
    - ii.** Double checking your Wi-Fi password

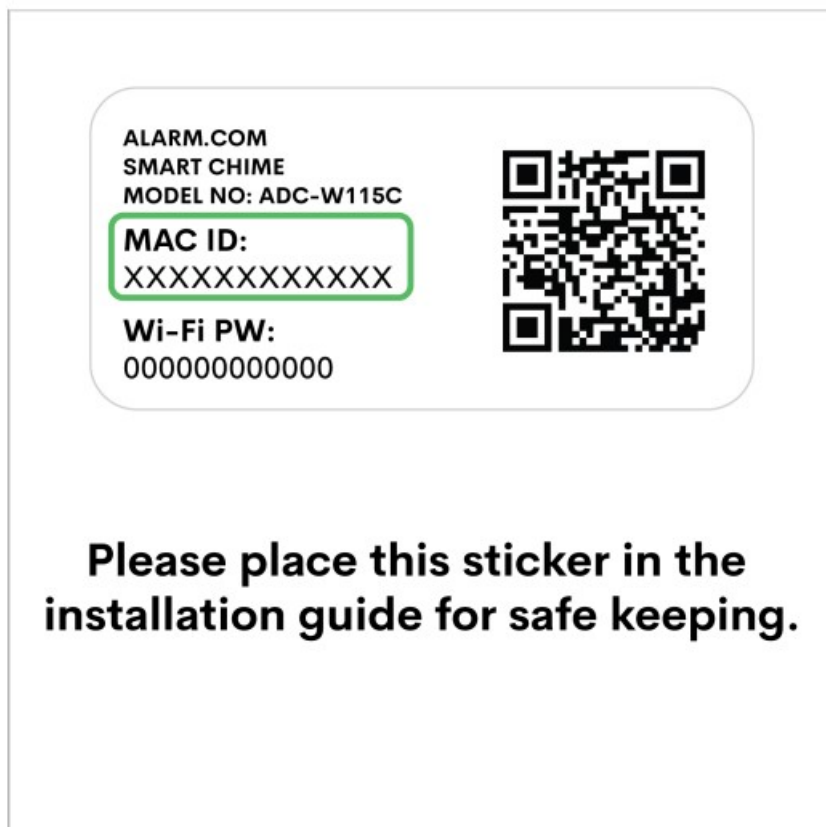


8. Log into the Frontpoint app on your mobile phone and press “Keep me Logged In” until you complete the setup. If you are unable to login due to lack of connectivity, the connection was not successfully established in step 6; please try steps 6 and 7 again.
9. Tap the navigation menu (  ).
  - A. Select “Add Device”
  - B. Select “Doorbell Camera”

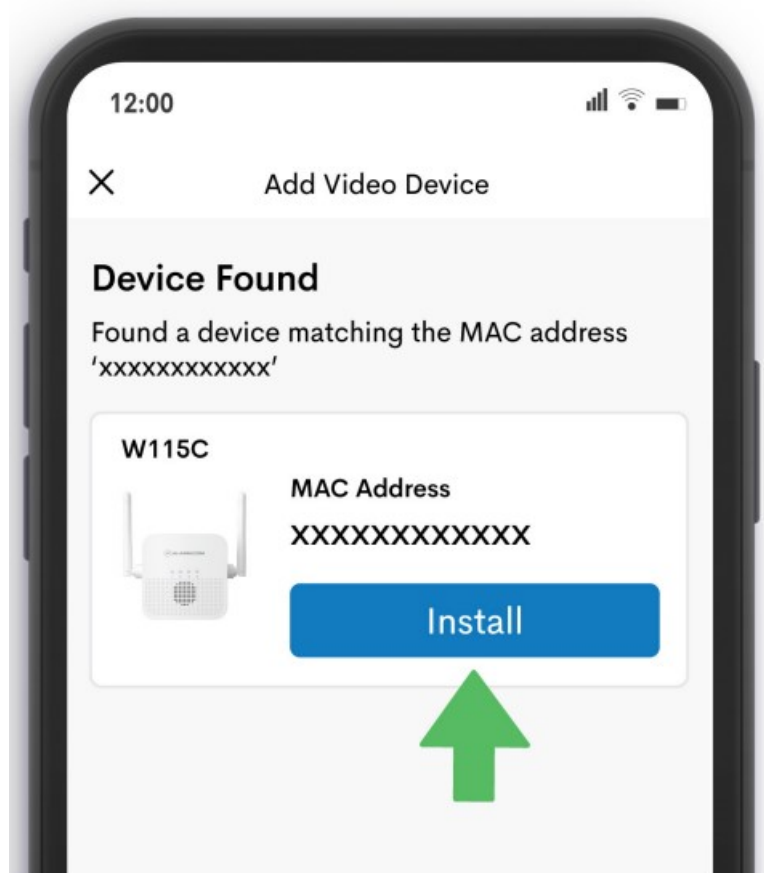


10. Tap “Enter MAC Address” at the bottom of the page.
11. Manually enter the Smart Chime’s MAC Address found on the included sticker (or on the back of the Smart

Chime), as indicated below in green.

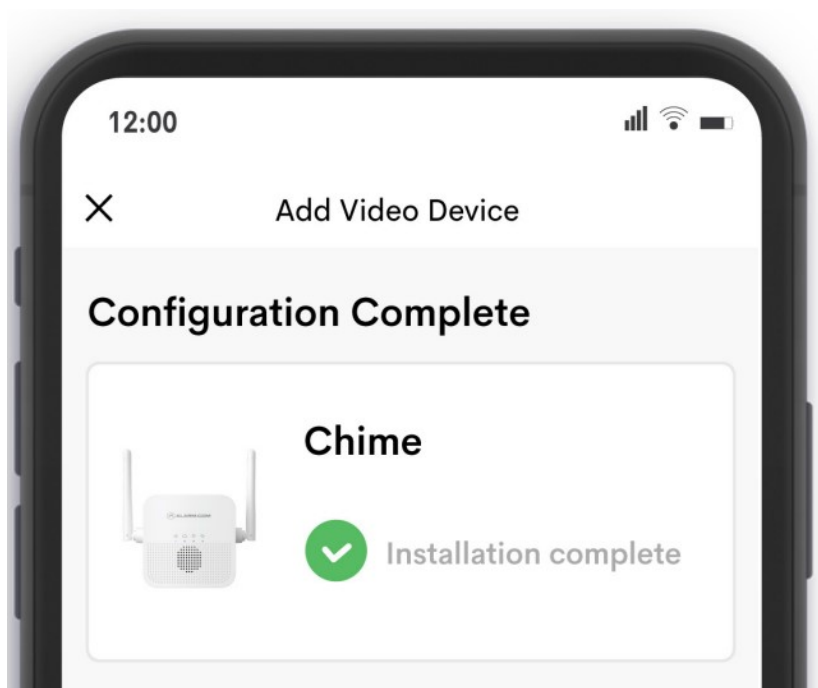


12. Tap “Install” and enter a name for your Smart Chime



13. Wait for the Smart Chime to complete setup. When complete, you will see the screen to the right:





**A.** When firmware updates are available, your Smart Chime will update automatically but it may take an additional 15 minutes to complete setup. (The progress bar will not move along steadily- each update takes a variable amount of time.)

If installation fails, press “Retry”- the firmware updates may have caused the installation process to time-out.




14. If desired, move the Smart Chime closer to the location of the camera(s) you intend to connect with:

- A.** Place the Smart Chime no further than 20 feet from your router (or no more than 8 physical steps) and try to place them at a similar height.
- B.** Use an outlet that is not controlled by a switch to avoid being turned ON/ OFF.
- C.** Once the Smart Chime completes booting up (usually 90 seconds), the Smart Chime’s “Router LED” (see page 13) should start blinking. If it does not begin blinking, your Smart Chime is too far from your router; relocate the Smart Chime to an electrical outlet closer to your router.
- D.** Once the “Router LED” changes from blinking to solid (after about 2 minutes), the connection is complete.\*

Please note that the strength of a connection fluctuates and you may not see a connection issue immediately. If you later experience an issue, simply move the Smart Chime closer to the router.

## CONFIGURATION

After installing your Smart Chime, you can customize and test its volume and tone in the Frontpoint app.





1. Log into the Frontpoint app on your mobile phone.
2. Tap the navigation menu (  ) in the left-hand corner.
3. Select Manage Devices.
4. Find your Smart Chime under the “Other” section and tap the Options (  ) button.
5. Tap Device Settings (  ).
6. As desired, adjust the Smart Chime’s volume by moving the volume slider to left (quieter) or right (louder).
7. Select your desired chime tone from the Chime Sound drop-down menu where 20 tones are available.
8. Tap Test Chime Tone to hear the selected tone settings.
9. Once you land on your favorite tone and desired volume, press Save.

## CONNECTING YOUR CAMERAS

Connect up to eight Frontpoint cameras to your Smart Chime, improving their connection stability if placed far from the router. Follow the steps below, depending on if your camera is new to your home or already installed.

Pre-installed cameras:

If your camera is already attached to your system prior to setting up the Smart Chime, the camera must first be removed.

1. Log into the Frontpoint app on your mobile phone.
  1. Tap the navigation menu (  ) in the left-hand corner.
  2. Select Manage Devices.
  3. Find your camera and tap the Options (    ) button.
  4. Tap Remove Device.
  5. Re-confirm you wish to delete by pressing Remove again.
2. Power cycle the device by unplugging the camera from its power source, waiting a few seconds, and then plugging it back in.
3. Follow the steps below for “New cameras”.

### New cameras:

Follow the instructions provided in the camera's box to add your camera to the system. If you no longer have the instructions, please scan the QR code to the right with your mobile phone to access all of our camera manuals.

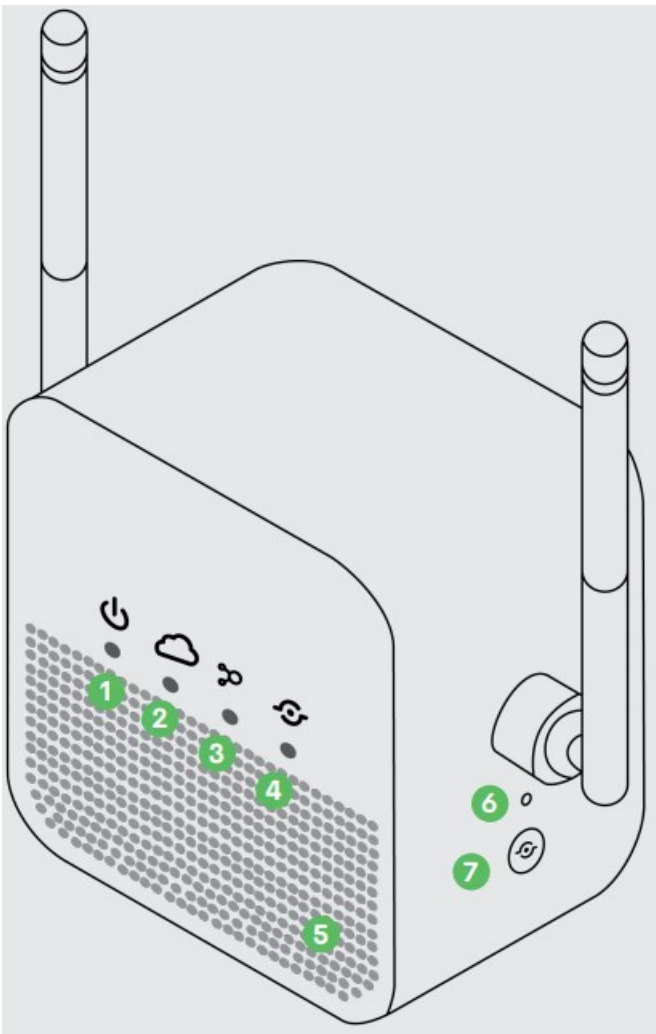


**IMPORTANT:** When selecting the final network for your camera during the digital setup, choose “Chime (XX:XX:XX)” listed at the top of the page under “Access Points”. (The X’s are indicative of the MAC address and will vary.)



## LED REFERENCE GUIDE

1. Power LED
2. Router LED
3. Devices LED
4. Pairing LED
5. Speaker
6. Reset Button
7. Pairing Button



## Power



**Off** – Device is powered off



**On** – Device is powered on



**Blinking** – Device is booting up

## Devices



**Off** – No device(s) connected to chime



**On** – Device(s) connected to chime



**Blinking (three quick blinks)** –  
New device connected to chime

## Additional States

**All LEDs Blinking (escalating)** –



Firmware upgrade in progress

**All LEDs Blinking (simultaneously) –**



Factory Reset in progress



**Router**



**Off** – No connection to router  
or internet



**On** – Connected to internet



**Blinking** – Connected to router,  
no internet

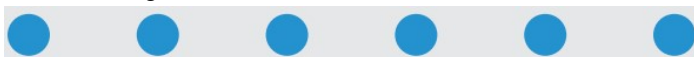


**Blinking (five quick blinks) –**  
Communication test initiated

## Pairing



**Off** – Pairing mode is not enabled



**Blinking (slowly)** – Pairing mode is not enabled to connect to router



**Blinking (rapidly)** – Pairing mode is enabled to connect to device(s)

## TROUBLESHOOTING

If you're having issues with either the setup or operation of the Smart Chime, please scan the QR code below for answers to a range of questions such as:

- How can I complete the installation without my Wi-Fi password?
- How can I factory reset my Smart Chime?
- Why won't my Smart Chime finish loading?
- Why can't I connect to the network?



<http://redirect.frontpointsecurity.com/ChimeTroubleshooting>

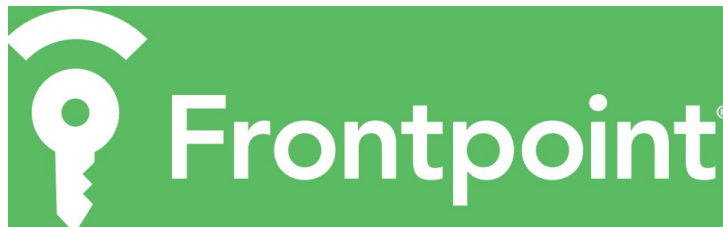
**For any other questions or to chat with a live support agent:**

Tap Support in the navigation menu of the Frontpoint mobile app

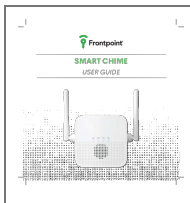
-OR Visit [frontpoint.com/support](http://frontpoint.com/support)

**To speak to an agent, you can also**

**call 1-877-602-5276.**



## Documents / Resources



[Frontpoint ADC-W115C Smart Chime](#) [pdf] User Guide  
ADC-W115C Smart Chime, ADC-W115C, Smart Chime, Chime

[Manuals+](#)