

Troubleshooting Guide

Trouble Conditions

The word "Fault" on the keypad's display, accompanied by a rapid "beeping" at the keypad, indicates that there is a trouble condition in the system. Pressing any key can silence the audible warning sound. Instruct users to call for service immediately upon seeing any "Fault" messages.

System (including Wireless)

SYMPTOM	POSSIBLE CAUSE	REMEDY
1. Transmitter signal not received at control.	1a. Transmitter not properly powered. 1b. Transmitter is located too far from RF receiver. 1c. There is metal shielding between transmitter and RF receiver. 1d. Transmitter is malfunctioning. 1e. Transmitter No. (zone) is not programmed.	1a. Check or change transmitter's battery. 1b. Move transmitter or RF receiver. 1c. Check for large metal obstructions, then relocate transmitter if necessary. 1d. Verify by activating control with another, similar transmitter. If O.K. now, return defective transmitter. 1e. Verify programming.
2. Transmitter zone number appears during Transmitter Sniffer mode, but does not clear.	2a. Transmitter zone type (ZT) is set to 00 (Not Used). 2b. Transmitter battery not installed. 2c. 5800 System transmitter not "enrolled" in system.	2a. Set ZT to a valid active zone type in field *56. 2b. Install proper battery. 2c. "Enter" unit in field *56 or *83.
3. Low battery message on keypad. 3a. "Low Bat" (no zone Nos.) 3b. "Low Bat" + "00". 3c. "Low Bat" + "nn".	3a. System battery is low or missing. 3b. Remote RF keypad/button battery is low. 3c. Transmitter for zone "nn" has a low battery. 3d. Standard- or High-Capacity battery connected to wrong receptacle.	3a. Replace system battery. 3b. Replace battery in the RF keypad. 3c. Replace the battery in the displayed transmitter. 3d. Ensure that battery is properly connected.
4. Periodic beep(s) from keypad.	4a. System is in Test mode. 4b. A transmitter low battery has occurred and is displayed. 4c. A supervision fault has occurred. 4d. System low battery	4a. Enter Code + OFF to exit Test mode. 4b. Enter Code + OFF and replace the battery. 4c. Check the transmitter indicated. Restore communication to the receiver to cancel the condition. 4d. Replace system battery
5. There is no response to a transmitter in normal operation, although zone number clears during Transmitter Sniffer mode.	Put control in Test mode. If zone does not respond, try operating the tamper switch or another input to the transmitter. 5a. If another input causes the zone to be displayed, the wrong input was "entered" when programming. 5b. If no response at all from this transmitter, this physical transmitter has not been entered by the system. Transmitter Sniffer display is being cleared by another unit programmed for this zone.	5a. Delete input's serial number (not the zone), and enter the proper input (see field *56). 5b. Determine which transmitter is programmed for this zone and reprogram as necessary.
6. Nuisance or phantom alarm.	6a. Sensors not properly installed, wired, or monitored. 6b. Universal transmitter (5817) programmed wrong.	6a. Check installation to see if in accordance with established procedure. 6b. Check programming switches on transmitter.
7. Intrusion alarm for no apparent reason.	7a. Protected door or window opened while system armed. 7b. Improper user operation of exit/entry delays. 7c. Magnets located too far from switches, and/or doors and windows not properly aligned.	7a. Check with all occupants of protected home. 7b. Check setting of entry and exit delays. 7c. Check all openings for proper switch and magnet orientation.

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Control

SYMPTOM	POSSIBLE CAUSE	REMEDY
1. "No AC" is displayed.	1a. Interrupted AC power supply.	1a. Check transformer connection and powerline circuit breaker.
2. Digital communicator message not being received.	2a. System in Test mode. 2b. Telephone connection not secure. 2c. Digital communicator malfunctioning. 2d. Telephone number in program needs prefix or access code. 2e. Telephone call to central monitoring station requires operator assistance.	2a. Remove from Test mode. 2b. Check all connections. 2c. Check with a different CONTROL PANEL. 2d. Program prefix or access code into the CONTROL PANEL. 2e. System cannot work in this situation.
3. Does not arm properly. READY light not on.	3a. Open or faulted zone(s)	3a. Check for faulted zones and make intact, or use Bypass arming, if desired.
4. System doesn't respond to keystrokes on keypad. 4a. "CC" displayed. 4b. "d1" displayed.	4a. System is in communication with downloader at central station. 4b. System has just been powered and is in its one minute initialization.	4a. Wait until download session is finished. 4b. Wait for initialization to finish, or bypass this time by pressing '#' + '0.'

Smoke Detectors

SYMPTOM	POSSIBLE CAUSE	REMEDY
1. Detector alarms, no apparent reason.	1a. Dust, dirt in sensing chamber. 1b. Improper location. 1c. Unit malfunctioning.	1a. Clean unit's sensing chamber with vacuum cleaner per unit's instructions. 1b. See unit's instructions for locations to avoid. Relocate as necessary. 1c. Replace detector.
2. Detector's siren sounds.	2a. Unit not receiving required power. 2b. Unit malfunctioning.	2a. Check for proper installation of battery. Try new battery. 2b. Replace detector.