

# Chapter 8:

# Troubleshooting

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# miAlarm Troubleshooting

Common error codes and solutions for MiAlarm connectivity

## Device Busy Error

**Meaning:** Unit is attempting to change mode

**Solutions:**

- Wait 30-60 seconds and retry
  - If persistent, power cycle the GSM unit
  - Check if another user is accessing the system
  - Verify no other apps are connected
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## General Troubleshooting Steps

1. **Verify Basics**

- Panel powered on
- Serial cable properly connected
- GSM unit has power
- SIM card properly inserted
- That signals are being sent via Serial Cable.

2. **Check Programming**

- Correct serial port selected
  - FINMON mode enabled (for Orisec)
  - Account code programmed
  - User code valid
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## When to Contact Support

Contact Finmon support if:

- Error persists after all troubleshooting
- New error codes appear
- Hardware failure suspected
- Programming assistance needed

# Common Issues & Solutions

Cross-panel troubleshooting guide

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## Panel Not Sending Signals

### Check these first:

1. Account code programmed correctly (4 digits, 6 digits with FF)
2. Phone number is exactly 5555555
3. Contact ID enabled
4. Dialer enabled (check specific panel locations)
5. Sufficient dial attempts (minimum 6)

### Solutions:

- Power cycle the panel
  - Clear event buffer
  - Check for dial tone (if applicable)
  - Verify no other communication devices attached
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## Signals Send Once Then Stop

### Common Causes:

- Event buffer full
- Acknowledgment not received
- Incorrect format selected

### Solutions:

- Clear panel event buffer
  - Verify Contact ID format
  - Check kiss-off timeout settings
  - Ensure forced dialing enabled (Caddx)
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## Account Code Issues

### Rules across all panels:

- Never use leading zeros (0001 → 1001)
- Paradox: Try hex A (1AA1)

- DSC: Add FF suffix if needed (1234FF)
  - Ensure code in ALL required locations
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## Serial Connection Problems

### Universal Serial Troubleshooting:

1. **Never** connect serial with panel powered
  2. Always power cycle after connection
  3. Check cable color coding:
    - Grey = IDS805
    - Red = IDS806, Texecom
    - Pink = Paradox
  4. Draw power correctly:
    - IDS805: Serial power only
    - Others: Aux power, not serial
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## App Connection Issues

### Common Requirements:

- Correct app version for panel
- Valid user code with permissions
- Proper serial mode selected
- Location 196 = 000000 (IDS)
- FINMON mode (Orisec)

### Quick Fixes:

- Remove and re-add panel in app
  - Power cycle GSM unit
  - Check user code permissions
  - Verify serial port settings
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## Signal Strength Problems

### Improving Signal:

- Relocate GSM unit higher
  - Use extension antenna
  - Avoid metal enclosures
  - Check SIM card seating
  - Verify antenna connection
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# Power Issues

## Best Practices:

- Connect to battery directly when specified
  - Use adequate wire gauge
  - Check voltage at GSM unit (11-14V)
  - Separate power from serial data
  - Use dedicated power supply if needed
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## When All Else Fails

1. **Document everything:**
  - Panel model and version
  - Error codes/messages
  - LED states
  - What works/doesn't work
2. **Progressive testing:**
  - Test with known good equipment
  - Try alternative connection method
  - Isolate variables one at a time
3. **Contact support with:**
  - Panel type and version
  - GSM firmware version
  - Detailed symptoms
  - Steps already tried