

Common Issues & Solutions

Cross-panel troubleshooting guide

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
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