Chapter 8: Troubleshooting

- miAlarm Troubleshooting
- Common Issues & Solutions

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

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

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

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

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)

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

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

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

Signal Strength Problems

Improving Signal:

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

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

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