# 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

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