Guide to Basic Troubleshooting

This guide is for DSC PowerSeries systems/keypads only.

Trouble Lights	

Diagnosing Trouble light

Press # twice, is trouble light still there?

Press * then 2, What number do you see on your screen?

1= Service Required

-Press 1 to see what king of system trouble they are having, what number is on the screen now?

1	Low Main Panel Battery
2	Bell/Horn Trouble
3	General System Trouble (External module trouble)
4	General System Tamper (Tamper on an external module)
5	General System Supervisory (External module lost communication with panel)
6	RF Jamming (Wireless receiver is being jammed by an outside source)
7	5204 Power Supply Module Low Battery
8	5204 Power Supply Module AC Fail

AC Failure

- If AC Failure is suspected, have customer verify that transformer is plugged in securely (alarm panel has a wire running directly to an outlet to power alarm)
- If transformer is securely in wall, ask customer to test outlet with another device (verify outlet is working by plugging in something else i.e. a hair dryer or phone charger)
- If outlet is not working at all, have customer contact their electrician/electrical company to report power loss to outlet
- If outlet works for secondary device, but not for alarm, that means the transformer is bad and needs to be replaced. Schedule Service call.

3= Telephone Line Trouble

The alarm panel/system is not able to send signals to central station/monitoring. Have customer verify that house phone (landline) is functioning (is there a dial tone?). If there is no dial tone

and landline phone is not working, customer must call telephone service provider and report issue.

- If landline is functioning properly but Trouble Light 3 is still present, Verify landline/phone number on file by checking the alarm system in TMS/Rapid. Do phone numbers match? If not, customer may have more than one landline number and not be aware of it. Schedule Service call, technician needs to visit to connect the alarm system to the correct landline.

*For both instances, have customer call once Telephone company is on site and has fixed the issue, we can then verify if the alarm is sending signals BEFORE the phone company rep leaves

4= Failure to Communicate

- There is an issue with the system communicating to Central Station/monitoring. Verify customer (Name, Password, Address), and then put customer on test in TMS/Rapid for 1 hour. Once customer is on test (Verify in TMS/Rapid that customer is on test) have customer hold down medical emergency button (button with yellow triangle and exclamation point) for 2 seconds. Keypad should beep loudly once signal has been sent. Wait approximately 2 minutes then verify in TMS/Rapid that you can see signal. If no signal is visible, schedule Service Call. If signal is verified in TMS/Rapid, have customer press # twice, if in 2 minutes the yellow trouble light has not gone away, have customer call back to schedule service call.

*Note, if customer is calling you from landline associated with alarm panel, the alarm will cause the phone to hang up on you and customer (called a line seizure) once medical emergency signal is sent (that is normal/to be expected).

5= Zone Fault/Trouble

There is an issue with one of the zones. Press 5, keypad will display Zone # that is having trouble. Schedule Service call, and put Zone # in service ticket to assist Technician.

6= Zone Tamper

- There is an issue with one of the zones. Press 6, keypad will display Zone # that is having trouble. Schedule Service call, and put Zone # in service ticket to assist Technician.

7= Zone Low Battery

- One of the Zones is reporting a low battery. Press 7, keypad will display Zone # that is a low battery. Schedule Service call, and put Zone # in service ticket to assist Technician.

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Loss of System Clock + Daylight Savings Time Adjustment

The System Clock has been reset (most likely caused by brief loss of power). To reset clock to correct time (and remove trouble light):

1) Enter * then 6, followed by the customer's Master Code 2)
Press 1

3) Enter a-digit military time (i.e.   0100,   1945)

4) Enter 2-digit month (01= January, 12= December)

5) Enter 2-digit day

6) Enter 2-digit year

7) Press # twice to exit

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