

**Trouble** – your system is reporting a general problem with the alarm. These signals can happen even if your system is disarmed. These alarms alert you that there may be an equipment problem with your system. Check your keypad for more details on the problem.

**Supervisory** – this signal is a higher priority trouble signal that requires immediate attention, usually this has to do with your fire system, CO detectors, temperature and water sensors. Like a trouble alarm, check your keypad for more details on the problem.

**The following are types of Trouble and Supervisory low priority signals you may receive:**

**Power Loss** – Your alarm panel is reporting that it is not receiving power to it. The system is now running off the backup battery. Check for power outage in the area or all breakers on site.

**Low System Battery** – The backup battery for your system is reporting low. We recommend this battery be changed by our service department when this happens.

**Expander Module Fail** – This is a specific sensor usually located by your panel. This device can expand zones or communication abilities. We suggest you check your system to make sure power is on and there are no messages on your keypad.

**Missing Point** – This signal means that a certain sensor, or device, is no longer communicating with the system.

**Loss of Supervision** – This signal means that a “wireless sensor” may not be communicating with the system as well. This may be a power issue or a problem with the sensor.

**Low Battery** – These signals can come in for specific sensors that take batteries, such as motion sensors or fire/carbon monoxide alarms.

**Phone Line Fault** – The phone line connected to your alarm system is showing a problem. It may be disconnected or temporarily nonfunctioning. Contact our service department or your telephone provider if problem continues.

**Network Trouble** – The network connected to your alarm system is showing a problem. This is usually through our cellular provider, or your computer network.

**Communication Trouble/Failure to Communicate** – The alarm panel is not sending alarms to our central station as it normally would. This may be a problem with communication lines, or a problem with your panel.

**Questions or Concerns Contact Our Service Department:**

**1-800-444-7231 ext. 3**