

Simon XT User Guide

Troubleshooting



Trouble beeps

Your security system is able to automatically test itself for:

- Power failures
- Low batteries
- Nonworking sensors
- Communication troubles with the central monitoring station

When your security system detects one of the problems above, six rapid beeps sound every minute until the trouble condition is corrected. To stop the trouble beeps, press **STATUS** or arm/disarm the system while the trouble condition exists. Trouble beeps will resume four hours later unless the trouble condition is corrected.

The following list explains the trouble beep conditions:

AC power failure. This condition (if programmed by installer) occurs if your security system has been accidentally unplugged or if there has been an AC power outage. Any status lights go out immediately, and trouble beeps start after five minutes. If you press any button, the display will light and pressing **STATUS** will show the AC failure. If AC power is not restored within a programmed period of time (5 to 254 minutes) the system will call the central monitoring station. The backup battery, if fully charged, will last for 18 to 24 hours—depending on the load applied to the panel—with no AC power.

In a UL installation, a new, fully charged backup battery will last 24 hours with the panel in normal standby condition and still sound an alarm.

System battery failure. This condition occurs if the emergency backup battery has failed. Trouble beeps will start. Press the **STATUS** button and the display will show *System Low Battery*. If your AC power is not working, your security system will shut down once the battery has failed. If the condition does not clear after AC power has been restored and 24 hours have passed, call your security system dealer.

Restoration of power. This condition occurs after a complete loss of power (AC and battery). When power is restored, the panel will return to the arming state with the same zones bypassed it had prior to losing power.

Sensor failure. This condition occurs if a sensor is not communicating with the panel. Trouble beeps will start and the **STATUS** button will light. Press the **STATUS** button and the display will show what sensors have failed. Perform sensor tests. You may need to call your security system dealer if the problem continues.

Sensor low battery. This condition occurs if a system sensor has a low battery. The sensor may still be communicating with the panel. Trouble beeps will start and the **STATUS** button will light. Press the **STATUS** button and the display will show what sensors have a low battery. You may need to call your security system dealer to resolve this problem. Some sensor batteries can be replaced by the homeowner.

Fail-to-communicate. This condition occurs if your security system cannot communicate to the central monitoring station. Your system will try to report to the central monitoring station eight times before it tells you there is a fail-to-communicate problem. Trouble beeps will start and the **STATUS** button will light. Press the **STATUS** button and the display will show *Comm Test Fail* or *Comm Failure*. You may need to call your security system dealer if the problem continues.

Sensor open. This condition occurs if a door or window is open or a system sensor has been disturbed and not reset properly. For example, a door/window sensor magnet may have been removed from the sensor. Your system will indicate this condition to you by causing the **STATUS** button to light. When you press the **STATUS** button, the display shows, for example, *Sn 1 Front Door Open*. Correct the problem by resetting the sensor. If this condition continues, call your security system dealer.

Sensor tampered. This condition occurs when a sensor is physically tampered with, for example, the cover is taken off of one of the sensors. If the system is armed an alarm will occur. Your system will indicate this condition to you by causing the **STATUS** button to light. Trouble beeps will start. Press the **STATUS** button and the display shows *Sn # Name Tampered*. Correct the problem by resetting the sensor. If this condition continues, call your security system dealer.

RF jam detected. The panel receiver may be experiencing some interference. The system will call to notify the central monitoring station about this problem.

Clearing status. Some types of status conditions, such as the alarm history, must be cleared manually. To clear system status, press the **STATUS** button, read and/or listen to the status messages, then press **DISARM**. If the trouble condition was a low system battery, perform a sensor test. The **STATUS** light should turn off if all trouble conditions have been corrected.