

Touchpad and Connect+ Trouble Conditions

System troubles will appear in a yellow banner across the Touchpad or mobile app.

You may Silence Trouble Beeps by tapping the  symbol on the Dashboard. Note older versions may have a different icon and be in a different location.

BTLE Trouble - A HeliPad or another Bluetooth device has gone into supervisory.

Alarm cancel - The system has gone into alarm and was disarmed with a users access code or PIN.

CS Comm Fail - Communication with your monitoring station has been disrupted.

Network Fail - Not connected to communication path (ethernet, cellular, wifi).

ZonesOpen - A zone is currently reporting an open condition. Press the associated number to view the zone name. Accompanied by open door image on screen.

ZonesBypass - Selecting will show zones currently being bypassed.

ZonesLoBatt - Selecting will show zones with low battery.

ZonesSup - Supervisory condition has been reported for a zone.

Zones Tamper - Selecting will show zones with tamper condition.

ZonesAlarm - One or more zones with an active alarm.

AC Power Fail - Panel has no AC power.

Panel Low Batt - Panels back up battery is low.

Ethernet Trouble - Ethernet connection issue.

Slot1Fail - Slot 1 module has an issue.

Slot2Fail - Slot 2 module has an issue.

Slot3Fail - Slot 3 module has an issue.

Panel Cover Tamper - Panel cover tampered

Pan Wall Tamper - Panel wall tamper is open

Arm Protest - The system has protested an arming state due to one or more zones being open in the requested arming level.

Siren Trouble - Trouble condition pertaining to wireless siren.

Alarm Abort - Alarm condition cancelled during reporting delay, no signal sent to CS.

Alarm Cancel - Alarm condition cancelled after alarm condition was sent to CS.

RFJam Detect - RF jamming signal detected.

If the HeliPad has low batteries this image  displays where Resolution Products or Company logo appears.