

Troubleshooting

Failure to Communicate:

If your system indicates that it has a trouble condition for a "Failure to communicate" or "Phone line fault" you should test your system with our central station before you schedule a service call to determine whether the problem still exists or whether it was just a momentary glitch. When testing your system, follow these steps:

1. Place your system on test with our central station.
2. Arm your system for "Away" (as though you were leaving).
3. Open and close the door that you would usually leave from.
4. Allow the beeping (delay time) to stop and then open a back or side door (Perimeter) to set the alarm off.
5. Allow the siren to sound for approximately 1 minute before disarming your system.
6. Disarm system. You may need to disarm your system twice in order to clear up the alarm memory.
7. Call the central station to confirm whether they received signals or not. If signals were received then no further action is required; however, if signals were not received then you will need to call and schedule a service call to check your alarm system.

Power Failure:

If your system indicates that it has no power, but you have had no power outages, please follow these steps:

8. Locate the transformer that powers your system. It may be tan or white in color, and should be plugged into an electrical outlet in a secure location. Once you have located the transformer, check and verify that it is plugged in and, if so, check the wiring to make sure that the wires are intact. This is low voltage so there is no danger to you.
9. If the transformer is plugged in and the wires are intact, then you should unplug the transformer and check the outlet by plugging in a lamp or other device to make sure that the outlet has power.
10. If you have determined that the outlet does have power, then you will need to call and schedule a service call to have your system checked as the transformer may be blown. If the outlet does NOT have power, then you may want to check the circuit breakers in your electrical panel in the event that one of them may have tripped. If you are not able to correct the problem, unplug the transformer and plug an extension cord into another "working" outlet temporarily and plug in the transformer.

Low System Battery:

If your system indicates that it has a "Low Battery" and you have confirmed that it is from the main panel and not a wireless transmitter that has the low battery, you can replace it simply by removing the system battery (disconnect red lead and black lead, not in any specific order) and take the battery to your local Radio Shack for a replacement battery or call our office to schedule a service call (charges apply). **Note: It can sometimes take 4-12 hours for a "new" battery to come up to a full charge as they are not always at a full charge when you purchase them.**

Phone line or Telephone Provider Changes:

If you have made any changes to your phone line, phone service or telephone provider you should test your system with our central station to make sure that the changes have not affected your alarm system. Follow these steps for the following Providers/Services:

- **Comcast:** Test your alarm system with central station. If signals are not received you will need to schedule a service call as the phone line connection may need to be re-wired.

- **Verizon FIOS:** Test your alarm system with central station. If no signals are received you will need to schedule a service call as the phone line connection may need to be re-wired or you may need to install an alternative means of communication such as a cellular transmitter.
- **Time Warner:** Test your alarm system with central station. If no signals are received you will need to schedule a service call as the alarm system connection may need to be reprogrammed or you may need to install an alternative means of communication.

If you no longer use a land line phone, your home or business alarm system can still be monitored. Yes, the security systems of the past relied on phone lines to connect alarms to a central station; but today, secure wireless communications make it possible for your alarm system to be 100% independent of outdated land lines, by connecting through a wireless data device.

Many alarm dealers regard secure wireless communications as a “cellular backup” measure for customers whose land lines were cut by an intruder or interrupted by a power outage. But at Intercity Security, we recognize that households are abandoning their land line phones at a rapid rate. So, our secure wireless communications systems are designed to be *primary measures* – in other words, the only security system you need.

Our cellular communications systems provide a path for your alarm to reach the central station, as instantly and effectively as a land line connection would. Because your address is connected to your account and equipment, our operators still possess all the information necessary to get you the help you need.

Cellular Backup for Land Line Owners

Of course, those who still utilize land lines can benefit from cellular backup as well. Cut phone lines and power outages are realities that no family or business owner wants to be unprepared for. At ISS, we urge every customer to incorporate cellular backup as a valuable preventative measure.

Affordable Secure Wireless Communications

With any system our customers purchase, we offer our cellular backup/secure wireless communication add-on at an affordable price they can feel good about. It’s a reliable, cost-effective solution for those who live in the digital age – and want their home security system to live in it too.