



Safewatch & Ademco Troubleshooting

Includes the following systems:

- Safewatch Pro 2000
- Safewatch Pro 3000
- Safewatch Pro 3000EN

- Via 30+/Vista 10/4111XM
- Vista 10P
- Vista 10SE/30PSE
- Vista 15
- Vista 20
- Vista 20P/20PSIA/15P
- Vista 20SE/HWSE
- Vista 50P

- First Alert 145C
- First Alert 1220CV

- Ademco 4110DL/4110XM
- Ademco 4120XM/4140XMP

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Trouble Conditions

A trouble condition, or trouble code, is indicated by the word CHECK and continual beeping from the touchpad. Any key will silence the beeping. A display of CHECK + zone no. may indicate that a problem requires your attention. Check the specified zone area, close any open doors or windows and enter your security code and press [OFF]. If your system includes wireless sensors, the CHECK condition may be caused by some change in the environment of the protected area.

To silence trouble beeps, press any key or enter your security code and press [OFF].

Causes of Trouble Codes

Alpha Keypads	Standard Keypads	Trouble Condition
ALARM	ALARM	<p>The system has detected an intrusion while in armed mode. This message also appears during a fire alarm or audible emergency alarm. Your panel will display the protection zone that is in alarm.</p> <p>To cancel an alarm, press [security code] + [1].</p>
Bat or System Lo Batt	BAT	<p>This message indicates a low system battery. Refer to the Recharge or Replace a Battery page.</p>
Bat or Lo Batt	BAT	<p>The wireless device on the zone # listed has a low battery. To replace the battery, refer to the Find the Right Peripheral Battery page to determine which battery your peripheral device needs.</p>
BELL FAILURE	CHECK 70	<p>The system is experiencing siren trouble. Reset your system by entering [security code] + [1], [security code] + [1]. Verify the system is functioning properly by performing a System Test.</p>
Busy-Standby	dl	<p>The system is powering up from either manually being powered down or due to power issues where the backup battery was depleted. Wait 2-3 minutes and the message will clear on its own. If the message does not clear, power the system down and back up.</p>
CANCELED ALARM	CA	<p>The alarm has been canceled. This is an informational message. If desired, press [security code] + [1], [security code] + [1] to clear the keypad.</p>
CHECK [zone name]	CHECK [zone # 01-64]	<p>The system is experiencing trouble with one or more zone locations. The trouble message on the keypad will give the zone number(s) with the trouble condition. Refer to the Peripheral Device Troubleshooting page.</p>
CHECK 91	CHECK 91	<p>The system is experiencing trouble with a keypad or external module. If this error persists, please refer to the Contact Us page.</p>
		<p>The wireless receiver has been tampered. Locate the wireless receiver and secure the casing. Verify</p>

CHECK 100	CHECK 100	the system is functioning properly by performing a System Test .
CHECK 103	CHECK 103	The system's cell or radio unit is not working. Verify the system is functioning properly by performing a System Test .
CHIME	CHIME	<p>The Chime feature is activated. If this message appears as "CHIME BATT," please refer to the Chime Battery page.</p> <p>To turn CHIME on or off, press [security code] + [9].</p>
COMM FAILURE	FC	The system has failed to communicate with the Customer Monitoring Centers. Refer to the Communication Failure Troubleshooting page.
DIALER OFF	dO	The system's telephone dialer is not functioning or has been disabled. If this problem persists, please refer to the Contact Us page.
E4 or E8	E4 or E8	More zones were programmed than the wireless receiver is capable of using. Please refer to the Contact Us page
EXIT ALARM	EA	<p>The alarm has been triggered within 2 minutes of arming. This may occur when:</p> <ul style="list-style-type: none">• An Entry/Exit door was left open when the Exit Delay expired• A Burglar Alarm occurred within 2 minutes of the system being armed <p>This is an informational message; the police will not be called. You can clear this code by entering [security code] + [1], [security code] + [1].</p>
		<p>A fire alarm is present. This message will be accompanied by a display of the faulted zone.</p> <p>For a fire alarm, the keypad and siren will sound:</p> <p>3 pulses – pause – 3 pulses – pause – 3 pulses - pause...</p>

FIRE	FIRE	<p>To silence the system, press [security code] + [1]. To clear the keypad, press [security code] + [1] again.</p> <p>If the keypad does not clear, the smoke detector may still be detecting smoke or heat. Remove the source of the smoke or heat if it can be done safely. It may be necessary to fan the detector for 30 seconds to clear the smoke from the vicinity. The smoke detector may also be set off by dust or when an insect enters the detector. Gently remove the dust and/or insects (a vacuum may be used with care). It may be necessary to reset the smoke detector.</p> <p>When the problem has been corrected, press [security code] + [1] to clear the keypad.</p>
KEYPAD LOW BAT	00 BAT	<p>The wireless remote keypad has a low battery. To replace the battery, refer to the Find the Right Peripheral Battery page to determine which battery your peripheral device needs.</p>
LONG RNG TRBL	bF	<p>This message indicates radio backup failure. Ensure that your wireless communicator is plugged into a working outlet. Verify that your system is functioning properly by performing a System Test.</p>
MODEM COMM	CC	<p>This message appears when the ADT technician uploads system programming to the ADT server during installation or a service call. This is an informational message which will clear once the upload is complete.</p>
No AC or AC Loss	No AC or Ac Loss	<p>The system has lost AC power from the transformer that is plugged into your building's power. It is continuing to operate for a limited time on the backup battery. Refer to the AC Power Failure Troubleshooting page.</p>
		<p>The system cannot be armed due to one or more open zones. Press [*] to display the open zones. Check that the open doors and window are closed.</p>

Not Ready	Not Ready	<p>The system is ready to be armed when this message disappears, or the zone is bypassed, and the Ready light comes on.</p> <p>To bypass a zone, press [security code] + [6] + [2-digit zone # to bypass]. Note: to bypass zones 1 through 9, the zone number must be preceded by a zero (for example 03, 05, 09)</p>
OPEN CIRCUIT	OC	<p>The keypad is no longer in contact with the control panel, possibly due to loose or bad wiring, or damaged equipment. If the error persists, please refer to the Contact Us page.</p>
PHONE OKAY	Cd	<p>The system successfully sent a phone test. This is an informational message.</p>
RCVR Jam	CHECK 90	<p>The system is experiencing radio frequency (RF) interference which limits the ability for the system to communicate with the Monitoring Center. Refer to the RF Interference Troubleshooting page.</p>
TELCO FAULT	CHECK 94	<p>This message indicates telephone line failure – either the phone line has been disconnected or is experiencing low voltage. The system is unable to communicate with the Monitoring center over your phone line. Refer to the Communication Failure Troubleshooting page.</p>
TEST IN PROGRESS	dd	<p>The system is currently in Sensor Test mode. This test is initiated at the keypad by pressing [security code] + [5] + [0]. The system will test the siren, backup battery and keypad. You may also test sensors such as door and window sensors, and smoke detectors. This is an informational message.</p> <p>The system is not monitored while in Test mode. The keypad may beep periodically to remind you that it is still in test mode and whenever a sensor is tested. Once the test is complete, press [security code] + [1] to clear.</p>
		<p>The system program was successfully uploaded</p>

UPLOAD COMPLETE	dC	during installation or a service call by an ADT technician. This is an informational message.
UPLOAD FAILED	dF	The system program failed to upload the system program. The ADT technician on site for an installation or a service call will address this issue.

Related Topics:

[System Panel Troubleshooting](#)

Here you will find further information about your system

[Test Your System](#)

Here is information about how to place your system in Test mode when replacing a battery or performing troubleshooting

[Reset System](#)

Here is information about resetting your system

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