Select

Alarm Activity

Undertanding Your MyADT.com Alarm Activity Report

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Understanding the Alarm Activity Report

Your MyADT.com account will keep a detailed list of Alarm Activity events under My Alarm > Activity & Reports. These events can be filtered by date, exported to an Excel document, or emailed to you. To understand more about the Activity Key on the Alarm Activity page, select the blue event to open a detailed view.

Please note: Your MyADT.com Activity Report events are not the same as your system panel's trouble conditions. For a detailed list of your system panel's trouble conditions, please refer to the System Panel Troubleshooting page or to your system manual. To clear your system's trouble conditions, please refer to the Reset System page.

Alarm Activity Legend

Events: Actions that took place on the account.

Date: The date and time an event took place.

User ID: Displays if the verbal password (PIC) was provided on the phone.

CS Number: The system account number. If it has a -- (number), that is a zone that was tripped. For example, the following event means there was a Burglar Alarm from Zone 3 on this account:

- BA-BURGLAR ALARM, Mar 8, 2020 03:55 PM, MQ260000000--3

Alarm Activity Report Events

Event	Description	Explanation
BA	BURGLAR ALARM	ADT received a burglar alarm.
		The user entered a valid security pin on the alarm keypad after an alarm event

CA	CANCEL ALARM	was activated.
CA	REC'D AUTH'D CODE	The alarm was disarmed at the location with the authorized code.
CC	CRITICAL CONDITION	A device monitoring a critical environment (chemical storage, blood banks, medical labs, etc.) has detected a change.
CF	COMMUNICATIONS FAILURE	Potential loss of communication between protected premises and ADT.
CL	CLOSE	System is armed for the indicated location or zone.
CM	CARBON MONOXIDE	Carbon monoxide detected.
DE	DATA ENTRY	Internal ADT events which display certain types of changes to the account information.
EC	EARLY CLOSE	System was armed before the scheduled close time.
EO	EARLY/IRREGULAR OPEN	System was disarmed before the scheduled open time.
FA	FIRE ALARM	Signal from fire detection device.
FC	FAIL TO CLOSE	System was not armed before scheduled close time.
FO	FAIL TO OPEN	System was not disarmed before scheduled open time.
FR	FAIL TO RESTORE/RESET	Device (heat detector, hold-up button, etc.) has not reset (or restored) as expected.
FT	FAIL TO TEST	ADT did not receive an expected test signal.
GT	GUARD TOUR	A guard at the premises did not complete a scheduled event.
HU	HOLD-UP/PANIC/DURESS	Someone at the protected premises has pressed a button indicating that they require police response.
IB	OA-INBOUND CALL	ADT received a call from the customer.
IC	COMMUNICATIONS FAILURE	Potential loss of communication between protected premises and ADT.
IF	COMMUNICATIONS FAILURE	Potential loss of communication between protected premises and ADT.
IN	INFORMATION	These signals provide information about your system or account and do not require response from ADT.
IN	ON TST TO EXP (P)	The system disregard has expired.
IN	TIMER TEST	A communication test signal was received by ADT showing your system is communicating with the CMCs.
LB	LOW BATTERY	Indicates a system battery or sensor battery is low.
LC	LATE CLOSE	The system was armed after the late close window expired.
LO	LATE CLOSE	The system was disarmed after the late open window expired.

MA	MEDICAL ALARM	Someone at the protected premises has pressed a button indicating that Emergency Medical Services (EMS) may be required.
OA		Indicates actions taken by ADT operators.
OA	ACCOUNT ACCESS RE:SI	An ADT Employee accessed the account.
OA	ALARM SUPPRESSED	The zone received was placed on temporary disregard.
OA	ANS, UNKNWN DEVICE	The number the operator dialed was answered by an unknown device (typically a fax machine pick up).
OA	ANSWER MACH-MSG	The operator left a message on the number that was dialed.
OA	ANSWERED	The number the operator dialed was answered.
OA	BUSY	The number the operator dialed was busy.
OA	DIALING AHJ	The operator called the authorities.
OA	FULL CLEAR	The ADT agent cleared out of the account.
OA	FULL CLEAR SUPPRESS	The ADT agent cleared out of the account.
OA	HISTORY COMMENT	The ADT agent typed a note in the account. This information would include people the agent spoke with and any information that was obtained.
OA	NO ANSWER	The number the operator dialed rang six times and the operator disconnected the call.
OA	NOTIFY PD	The police were notified.
OA	PARTIAL CLEAR	The ADT agent cleared out of the account.
OA	PLACE ON TEST	The system was placed on a disregard.
OA	60 MINUTE RULE	A repeat burglar alarm or tamper signal is received and is within 60 minutes of the first trip.
OP	OPEN	System is disarmed for the indicated location or zone.
RA	RESUME ALARM	Internal ADT reminder signal, typically used to mark an account that requires follow-up.
RE	RESTORE-RESET	Device or zone has returned to normal status after generating an alarm or trouble signal. Signals from devices provided for supervision of a condition at the premises, such as high water and high/low temperature.
RE	RESTORE TO ZONE	The alarm zone has returned to normal status after generating an alarm.
SU	SUPERVISORY	Signals from devices provided for supervision of a condition at the premises, such as high water and high/low temperature.
TR	TROUBLE	Potential problem with an alarm system or device.

Related Topics

System Panel Troubleshooting

If your system panel displays a trouble code, you can use this page to quickly identify and resolve the issue.

Testing Your System

Express Pay is a one-time payment option featured on the MyADT homepage.

One Time Payments

Learn how to reset and clear the display after an alarm event for the most common ADT security system panels.

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