



BHS 3000 & 4000 Troubleshooting

Includes the following systems: BHS 3000A, BHS 3000C and BHS 4000A.

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Trouble Conditions

Your security system is able to automatically test itself for power failures, low batteries, nonworking sensors, and communication troubles with the central monitoring station. In the event that your system does have a trouble condition, refer to the tables below to identify the trouble code and resolve your issue.

To silence trouble beeps, press [CANCEL] twice.

Causes of Trouble Codes

Standard Keypad

Trouble Codes for the Premium Keypad, which includes an alpha-numeric display, are documented in the Premium Keypad section below.

Step 1 of 2: If the TROUBLE light is on, press [OPTIONS] + [9]. If a light is lit, use the following table. If no lights are lit, proceed to Step 2.

Light	Name	Trouble Condition
1	Instant	The system backup battery is low. Refer to the Recharge or Replace a Battery page.
2	Motion Off	The system has experienced a problem communicating with the Monitoring Center. Refer to the Communication Failure Troubleshooting page.
		Indicates zone trouble. To locate the zone with the trouble condition, press [OPTIONS] + [7]. The flashing light corresponds to the zone in trouble. For example, if light #2 flashes, zone #2 is the one with the trouble condition. Refer to the pop-up Zone Card on your

3	Bypass	<p>system keypad for zone identification.</p> <p>If no lights flash, then the troubled zone may be above zone 8. Please contact Customer Care for assistance.</p> <p>Troubleshoot the component of the troubled zone. Refer to Peripheral Device Troubleshooting. Press [OPTIONS] twice to silence the keypad beeping. Wait 30 minutes for the system to reset. If the system does not reset or the trouble returns, contact Customer Care for assistance.</p>
4	Enter Code	There is an issue with your billing account. Please log on to MyADT.com to view the status of your account.
5	Power	One of the following components has failed: Keypad, Telephone Control Module, Smart-Key (keyfob) Receiver, Zone Expander Module. Please contact Customer Care for assistance.
6	Chime	The system is experiencing a problem with the siren. Reset your system by pressing [CANCEL] twice and entering a valid keypad code. Verify the system is functioning properly by performing a System Test .
7	Trouble	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.
8	Enter User #	The telephone line used by the alarm system to communicate with the Monitoring center is not functioning or is experiencing low voltage. Refer to the Communication Failure Troubleshooting page.

Step 2 of 2: Press [OPTIONS] + [9] once more. Compare it to the table. If no condition exists, the keypad will return to its normal state.

Light	Name	Trouble Condition
1	Instant	The system re-programming failed to download or upload from the ADT central system. Refer to the Connection Failure Troubleshooting page.
		The system has lost AC power from the transformer that

2	Motion Off	is plugged into your building's power. It is continuing to operate for a limited time on the backup battery. Refer to the Power Failure Troubleshooting page.
3	Bypass	The Smart-Key (keyfob) 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.
4	Enter Code	Radio Communication Problem indication. Your system device that communicates to the Monitoring station using a radio frequency is experiencing low signal strength with the radio tower. It may be necessary to re-locate the system radio receiver to obtain a stronger signal. Please contact Customer Care to schedule service.

Premium Keypad

Message	Trouble Condition
CALL 800.445.0872	There is an issue with your billing account. Please log on to MyADT.com to view the status of your account.
CF TROUBLE	One of the following components has failed: Keypad, Telephone Control Module, Smart-Key (keyfob) Receiver, Zone Expander Module. Please contact Customer Care for assistance.
CH TROUBLE	The system re-programming failed to download or upload from the ADT central system. Refer to the Download/Upload Troubleshooting page.
CI TROUBLE	<p>The GSM or IP device has lost its connections and cannot send signals.</p> <p>If you use a cell phone network (GSM) to communicate with the Monitoring Center, there may have been a temporary network outage. The trouble message should clear itself in 20-30 minutes.</p> <p>If you use the internet (IP module) to communicate with the Monitoring center, check your internet connections and verify that the internet is available. Once the internet is connected properly, perform a System Test to verify communications.</p>
CJ TROUBLE	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.
	Radio Communication Problem indication. Your system device that

CL TROUBLE	communicates to the Monitoring station using a radio frequency is experiencing low signal strength with the radio tower. It may be necessary to re-locate the system radio receiver to obtain a stronger signal. Please contact Customer Care to schedule service.
CP TROUBLE	The system has failed to communicate with the Customer Monitoring Centers. Refer to the Communication Failure Troubleshooting page.
CS TROUBLE	The system is experiencing siren trouble. Reset your system by pressing [CANCEL] twice and entering a valid keypad code. Verify the system is functioning properly by conducting a System Test.
LINE CUT	The telephone line has been cut or the phone line is experiencing low voltage. Refer to the Communication Failure Troubleshooting page.
LOW BATT	The system backup battery is low. Refer to the Recharge or Replace a Battery page.
NO AC	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.
TROUBLE (beeping)	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. Troubleshoot the component of the troubled zone. Refer to Peripheral Device Troubleshooting. Press [OPTIONS] twice to silence the keypad beeping. Wait 30 minutes for the system to reset.
### TROUBLE LOW BAT USER	The Smart-Key (keyfob) 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.

Related Topics

[System Panel Troubleshooting](#)

Here you will find further information about your BHS 3000/4000 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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