



Common Technical Issues

If your ADT security system has a trouble condition, you may be able to resolve the issue without assistance from a technician. Below are links to the four most common causes of trouble conditions and steps to help you troubleshoot the issue.

[Power Failure](#)

[Radio Frequency Interference](#)

[Connection Failure](#)

[Communication Failure](#)

Power Failure

Power failure is a trouble condition that may affect your system's ability to function correctly. This trouble condition will appear when electrical power to the system has been interrupted. Your backup battery will provide power to your system while this condition exists.

For help troubleshooting a power failure condition, please refer to the [Power Failure Troubleshooting](#) page.

Radio Frequency Interference

Radio frequency interference (or "RF interference") is a trouble condition that may affect your system's ability to function correctly. High-frequency radio devices, such as wireless routers, HAM radios, etc., may interfere with your system's ability to send and receive signals.

For help troubleshooting radio frequency interference, please refer to the [Radio Frequency Interference Troubleshooting](#) page.

Connection Failure

Connection failure is a trouble condition that may affect your system's ability to function correctly. This condition may be caused by an interruption in internet connectivity while the system is in the process of downloading or uploading information.

For help troubleshooting radio frequency interference, please refer to the [Connection Failure Troubleshooting](#) page.

Communication Failure

Communication failure is a trouble condition that occurs when your system is unable to communicate with ADT's Customer Monitoring Centers.

For help troubleshooting radio frequency interference, please refer to the [Communication Failure Troubleshooting](#) page.

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