



# Communication Failure Troubleshooting

Connection failure is a trouble condition that may be caused by an interruption in internet connectivity while the system is the process of downloading or uploading information. Follow the troubleshooting steps below to resolve connection issue that your system may be encountering.

## Troubleshooting

### Troubleshooting:

#### Test your system

1. Place your system on test.
2. Check your alarm activity for signals sent during the test.
3. If signals were sent during the test, your security system is functioning correctly.
4. If signals were not sent during the test, your security system is not functioning correctly. Please proceed to the next step.

#### Is your security system connected via landline?

1. Check your telephone for a dial tone. If your telephone has a dial tone, verify that your security system is connected to the telephone jack.
2. If there is no dial tone, remove the security system's telephone cable from the telephone jack.
3. Check your telephone for a dial tone once again. If the telephone connection is now working, you may reconnect your security system.
4. If there was no dial tone in the previous step, reconnect your system and contact your telephone company for service.

#### Is your security system connected via cell unit?

1. Find out which carrier provides service for you cell unit.
2. Check for cell tower outages in your area.
3. If your cell unit's carrier is experiencing a tower outage, please wait 48 hours for the outage to be resolved, or contact the carrier.
4. If your cell unit's carrier is not experiencing a tower outage, please proceed to the last section on this page.

## Is your system connected to the Internet via an IP transmitter?

1. Confirm that you have internet connectivity.
2. If you are able to connect, disconnect the Ethernet cable from your IP transmitter, wait 15 seconds, and reconnect it.
3. Perform a communication test
4. If you are not able to connect, please contact your internet phone provider and test your system once connectivity has been restored.

## Unable to resolve your issue?

If you were not able to resolve this issue, make a note of the steps you tried and refer to the [Contact Us](#) page.

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