



DSC Impassa Troubleshooting

Includes the following systems: DSC Impassa, DSC 9047 and DSC 9155 Alexor.

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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. When a trouble condition is detected, the trouble indicator will turn on and the keypad will beep every 10 seconds. **Press [*] and [2] to view the trouble condition.** The trouble indicator will flash. **Use the [<] [>] keys to view trouble codes.**

To silence trouble beeps, press [#].

Causes of Trouble Codes

Displays	Trouble Condition
Alternate Communicator Trouble	<p>Indicates a problem with the device used to communicate with the Monitoring station. Press [<] [>] to scroll through individual trouble messages.</p> <p>3G Network Trouble: indicates poor or no signal strength with the cellular network. The problem should correct itself in 24 hours.</p> <p>Ethernet Trouble: please check that your cable connection to the internet is plugged in securely, and that internet service is available. The problem should clear once the internet connection is corrected.</p> <p>For all other conditions (SIM Card Lock, Central Station Receiver Trouble, Supervision Trouble and SMS Config Trouble), please contact Customer Care to schedule service.</p>
	<p>The keypad's batteries may be low. Replace the keypad's batteries with any brand of AA batteries.</p> <ol style="list-style-type: none"> Slide the keypad up and out from the mounting plate or desk stand. The

Blank Display/No Response	<p>bay for the 4 AA batteries is at the back of the keypad.</p> <ol style="list-style-type: none"> 2. Remove the old batteries and insert new ones, being sure to observe the correct polarity. 3. Slide the keypad back in place 4. Verify that the keypad is no longer blank and is now responsive 	
Failure to Communicate	The system has failed to communicate with the Customer Monitoring Centers. Refer to the Communication Failure Troubleshooting page.	
Loss of AC Power	The system has lost AC power; it receives AC power from your household/building power supply. It is continuing to operate for a limited time on the backup battery. Refer to the AC Power Failure Troubleshooting page.	
Loss of Time & Date	If complete power was lost (AC and battery), the time and date will need to be reprogrammed. Refer to the Change Date & Time page.	
Module/Sensor Fault	The system is experiencing difficulties with one or more modules or sensors. Continue pressing [5] to navigate through the zone, keypad and siren fault menus. Refer to the Peripheral Device Troubleshooting page.	
Module/Sensor Low Battery	The system has detected a low battery condition with one or more module or sensor on the system. Continue pressing [7] to display the zones, wireless keys, sirens and Prox Tags. Refer to the Find the Right Peripheral Battery page to determine which battery your peripheral device needs.	
Module/Sensor Tamper	The system has detected a tamper condition with one or more module or sensor. Continue pressing [6] to navigate through the zone, keypad and siren tamper menus to find the tampered module or sensor. Remove the cover of the sensor and then carefully secure it in place.	
Orange Trouble LED on the panel	The Wireless Receiver has been experiencing interference for at least 20 seconds and cannot communicate with one or more wireless devices. Refer to the RF Interference Troubleshooting page.	
Panel Response Not Received	The keypad has lost wireless communication with the panel. Occasional display of this message may be caused by local radio frequency interference. Refer to the RF Interference Troubleshooting page.	
	<p>Display</p> <p>Low Battery [zone]</p>	<p>Trouble Conditions</p> <p>This code indicates a low battery.</p> <p>If shown with a zone number, it indicates that a peripheral device has a low battery. Refer to the Find the Right Peripheral Battery page to determine which battery your peripheral device needs.</p> <p>If no zone number is shown, it indicates the system's main control</p>

Service Required (press [1] for more info)		battery is low. Check for AC power outage. Refer to the AC Power Failure Troubleshooting page. If AC power is available, refer to the Recharge or Replace a Battery page.
	System trouble.	This means the Wireless Receiver is in trouble. Go to the Event Viewer by entering [*], [6], [Master Code] and pressing [>] until the "Event Buffer" appears. Press [*] to view the fault. If "Hardware Fault" is displayed, please refer to the Contact Us page. For all other messages, ensure that your system is functioning properly by performing a System Test .
	System tamper	The control panel is open or has not been closed properly. Open the DSC Impassa's control panel and secure it properly.
	RF Jam detected	The Wireless Receiver is experiencing interference for at least 20 seconds and cannot communicate with one or more wireless devices. The LED Trouble light will appear orange. Refer to the RE Interference Troubleshooting page.
Telephone Line Fault	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.	

Related Topics:

[System Panel Troubleshooting](#)

Here you will find further information about your DSC Impassa 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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