



TSSC Troublshooting

Includes the following components: TSSC Base and TSSC Keypad

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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 the system is armed and there is a trouble condition, the keypad will display "Device Trouble." **To view more information on a trouble condition, press the [*] key.**

To silence trouble beeps, press [OFF].

Trouble Lights

TSSC Base LED Lights

The base unit has 5 LED lights to display the system status. Refer to the chart below for details about the trouble conditions.

Light	State	Green	Amber	Red	Off
Power	Solid	Has AC Power		AC Loss	
Battery	Solid	Normal	System Battery Charging	System Low Battery	
Status	Solid	Ready to Arm	System Trouble	Armed	Not Ready
	Flashing	Device Trouble – can arm	Trouble – Device cannot arm	In Alarm / Alarm Memory	
Network	Solid	Normal	Network Failure – not connected to alarm	Network Failure – no Ethernet link	
Cellular	Solid	Good Signal		Cellular Failure	Cell feature not installed
	Flashing		Cellular Failure	Cellular Failure - SIM Error	

TSSC Keypad LED Lights

The Wireless Keypad has 3 LED lights to display the status of the keypad and the system. Refer to the chart below for details about the trouble conditions.

Light	State	Green	Amber	Red	Off
Power	Solid	Keypad as AC power	Keypad Battery Charging	Keypad Low Battery	
	Flashing	AC Loss, Using System Backup Battery		AC Loss, Low System Backup Battery	
Trouble	Solid		Trouble - System		No Trouble
	Flashing		Trouble -Device		
Status	Solid	Ready to Arm		Armed	Not Ready
	Flashing			In Alarm / Alarm Memory	

Causes of Trouble Conditions

Displays	Trouble Condition
AC LOSS	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 system backup battery. Refer to the Power Failure Troubleshooting page.
ALARM 996	Indicates that the Medical Personal Emergency Alarm button was pressed from the wireless keypad, triggering an alarm. Reset the panel to remove the message.
ALARM 999	Indicates that the Police Personal Emergency Alarm button was pressed from the wireless keypad, triggering an alarm. Reset the panel to remove the message.
ALARM CANCELED	An audible alarm has been canceled by entering the code number. The alarm was not transmitted to the Monitoring Center.
BASE COVER TAMPER	The back case of the base unit is open. Close the back case and allow the system at least one hour to reset. If the system does not reset, power-off and then power-on the device.
CELLULAR FAILURE	The system cannot register with the cellular tower. Refer to the Communication Failure Troubleshooting page.

DOWNLOAD FAILURE	The system failed to connect with ADT to perform re-programming. Refer to the Connection Failure Troubleshooting page.
FIRE 995	Indicates that the Fire Personal Emergency Alarm button was pressed from the wireless keypad, triggering an alarm. Reset the panel to remove the message.
NETWORK FAILURE	The ethernet cable is disconnected or cannot ping the AlarmNet servers. Verify that the Ethernet cable is securely connected to the Base Unit and that internet service is available at the premises. Refer to the Communication Failure Troubleshooting page.
REPORTING FAILURE	Alarm reporting to the Central Monitoring Center has failed. Refer to the Communication Failure Troubleshooting page.
RF JAM	The system is experiencing radio frequency (RF) interference which limits the ability for the system to communicate with the Monitoring Center. Refer to the Radio Frequency Interference Troubleshooting page.
SYSTEM LOW BATTERY [zone #]	<p>The base unit has a low battery condition.</p> <p>If a zone number is displayed, it indicates 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 displayed, it indicates the system's main control battery is low. Refer to the Recharge or Replace a Battery page.</p>
TROUBLE [zone #]	<p>DEVICE: 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. Refer to the Peripheral Device Troubleshooting page.</p> <p>SYSTEM: If the Trouble light is solid amber, or no zone # is given, press [*] on the keypad to view the trouble condition messages. Follow the instructions for that trouble condition.</p>

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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