



# Troubleshooting: Safewatch & Ademco

Includes the following systems:

Safewatch Pro 2000 <a href="#">Safewatch Pro 3000</a> Safewatch Pro 3000EN	Via 30+/Vista 10/4111XM Vista 10SE/30PSE Vista 15 Vista 20 <a href="#">Vista 20P/20PSIA/15p</a> <a href="#">Vista 20SE/HWSE</a> Vista 50P	First Alert 145C First Alert 1220CV  Ademco 4110DL/4110XM Ademco 4120XM/4140XMP
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## Trouble Conditions

A trouble condition, or trouble code, is indicated by the word CHECK and continual beeping from the touchpad. Press any key to silence the beeping. A display of CHECK + zone no. may indicate that a problem requires your attention. Check the specified zone area, close any open doors or windows then enter your security code and press [OFF]. If your system includes wireless sensors, the CHECK condition may be caused by some change in the environment of the protected area.

**To silence trouble beeps, press any key or enter your security code and press [OFF].**

## Causes of Trouble Codes

Alpha Keypads	Standard Keypads	Trouble Conditions
ALARM [Zone # / Name]	ALARM [Zone # / Name]	The system has detected an intrusion while in armed mode. This message also appears during a fire alarm or audible emergency alarm. Your panel will display the protection zone that is in alarm.  To cancel an alarm, press [security code] + [1].
Bat or System Lo Bat	BAT	This message indicates a low system backup battery. Refer to the <a href="#">Recharge or Replace a Battery</a> page.
Bat or Lo Bat [Zone # / Name]	BAT [Zone # / Name]	The wireless device on the zone # listed has a low battery. To replace the battery, refer to the <a href="#">Find the Right Peripheral Battery</a> page to determine which battery your peripheral device needs.
BELL FAILURE	CHECK 70	The system is experiencing siren trouble. Reset your system by entering [security code] + [1], [security code] + [1]. Verify the system is functioning properly by performing a <a href="#">System Test</a> .



Alpha Keypads	Standard Keypads	Trouble Conditions
BUSY STANDBY	dl	The system is powering up from either manually being powered down or due to power issues where the backup battery was depleted. Wait 2-3 minutes and the message will clear on its own. If the message does not clear, power the system down and back up.
CANCELED ALARM	CA	The alarm has been canceled. This is an informational message. If desired, press [security code] + [1], [security code] + [1] to clear the keypad.
CHECK [zone name]	CHECK [zone # 01 -64]	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 <a href="#">Peripheral Device Troubleshooting</a> page.
CHECK 91	CHECK 91	The system is experiencing trouble with a keypad or expansion module. If this error persists, please refer to the <a href="#">Contact Us</a> page.
CHECK 100	CHECK 100	The wireless receiver has been tampered with. Locate the wireless receiver and secure the casing. Verify the system is functioning properly by performing a <a href="#">System Test</a> .
CHECK 103	CHECK 103	The system's cell or radio unit is not working and unable to transmit to the Monitoring center. Verify the system is functioning properly by performing a <a href="#">System Test</a> .
CHIME	CHIME	The chime feature is activated. If this message appears as "CHIME BATT," please refer to the <a href="#">Chime Battery</a> page.  To turn CHIME on or off, press [security code] + [9].
COMM FAILURE	FC	The system has failed to communicate with the Customer Monitoring Centers. Refer to the <a href="#">Communication Failure Troubleshooting</a> page.
DIALER OFF	dO	The system's telephone dialer is not functioning or has been disabled. If this problem persists, please refer to the <a href="#">Contact Us</a> page.
E4 or E8	E4 or E8	More zones were programmed into the system than the wireless receiver is capable of using. Please refer to the <a href="#">Contact Us</a> page.
EXIT ALARM	EA	The alarm has been triggered within 2 minutes of arming. This may occur when: <ul style="list-style-type: none"> <li>An Entry/Exit door was left open when the Exit Delay expired</li> <li>A Burglar Alarm occurred within 2 minutes of the system being armed</li> </ul> <p>This is an informational message; the police will not be called. You can clear this code by entering [security code] + [1], [security code] + [1].</p>

Alpha Keypads	Standard Keypads	Trouble Conditions
FIRE [zone name]	FIRE [zone number]	<p>A fire alarm is present. This message will be accompanied by a display of the faulted zone.</p> <p>For a fire alarm, the keypad and siren will sound: 3 pulses – pause – 3 pulses – pause – 3 pulses - pause...</p> <p>To silence the system, press [security code] + [1]. To clear the keypad, press [security code] + [1] again.</p> <p>If the keypad does not clear, the smoke detector may still be detecting smoke or heat. Remove the source of the smoke or heat if it can be done safely. It may be necessary to fan the detector for 30 seconds to clear the smoke from the vicinity. The smoke detector may also be set off by dust or when an insect enters the detector. Gently remove the dust and/or insects (a vacuum may be used with care). It may be necessary to reset the smoke detector.</p> <p>When the problem has been corrected, press [security code] + [1] to clear the keypad.</p>
KEYPAD LOW BAT	00 BAT	<p>The wireless remote keypad has a low battery. To replace the battery, refer to the <a href="#">Find the Right Peripheral Battery</a> page to determine which battery your keypad needs.</p>
LONG RNG TRBL	bF	<p>This message indicates radio backup failure. Ensure that your wireless communicator is plugged into a working outlet. Verify the system is functioning properly by performing a <a href="#">System Test</a>.</p>
MODEM COMM	CC	<p>This message appears when the ADT technician uploads system programming to the ADT server during installation or a service call. This is an informational message which will clear once the upload is complete.</p>
No AC or AC Loss	No AC or AC LOSS	<p>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 <a href="#">AC Power Failure Troubleshooting</a> page.</p>
Not Ready	Not Ready	<p>The system cannot be armed due to one or more open zones. Press [*] to display the open zones. Check that the open doors and window are closed. The system is ready to be armed when this message disappears, or the zone is bypassed, and the Ready light comes on.</p> <p>To bypass a zone, press [security code] + [6] + [2-digit zone # to bypass]. Note: to bypass zones 1 through 9, the zone number must be preceded by a zero (for example 03, 05, 09)</p>
OPEN CIRCUIT	OC	<p>The keypad is no longer in contact with the control panel, possibly due to loose or bad wiring, or damaged equipment. If the error persists, please refer to the <a href="#">Contact Us</a> page.</p>



Alpha Keypads	Standard Keypads	Trouble Conditions
PHONE OKAY	Cd	The system successfully sent a phone test. This is an informational message.
RECVR Jam	CHECK 90	The system is experiencing radio frequency (RF) interference which limits the ability for the system to communicate with the Monitoring Center. Refer to the <a href="#">RF Interference Troubleshooting</a> page.
TELCO FAULT	CHECK 94	This message indicates telephone line failure – either the phone line has been disconnected or is experiencing low voltage. The system is unable to communicate with the Monitoring center over your phone line. Refer to the <a href="#">Communication Failure</a> page.
TEST IN PROGRESS	dd	<p>The system is currently in Sensor Test mode. This test is initiated at the keypad by pressing [security code] + [5] + [0]. The system will test the siren, backup battery and keypad. You may also test sensors such as door and window sensors, and smoke detectors. This is an informational message.</p> <p>The system is not monitored while in Test mode. The keypad may beep periodically to remind you that it is still in test mode and whenever a sensor is tested. Once the test is complete, press [security code] + [1] to clear.</p>
UPLOAD COMPLETE	dC	The system program was successfully uploaded during installation or a service call by an ADT technician. This is an informational message.
UPLOAD FAILED	dF	The system program failed to upload the system program. The ADT technician on site for an installation or a service call will address this issue.

## Related Topics

### [System Panel Troubleshooting](#)

Here you will find further information about your Safewatch / Ademco 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