

QAS-CHEAT SHEET

TROUBLE SHOOTING GUIDELINE FOR POWERSERIES

RELEASE 1

Testing & Troubleshooting

Testing:

- Power up system
- Program options as required (See **Programming Section**)
- Violate, then restore zones
- Verify correct **Reporting Codes** are sent to the Central Station

Troubleshooting:

- Power up system
- Enter [*][2] to view **Troubles**
- Perform actions indicated in the tables below.

Trouble Summary:

Trouble [1] Service Required - Press [1] or * for more information
 Low Battery
 General System Trouble
 General System Tamper

Trouble [2] - AC Trouble
Trouble [3] - Telephone Line Trouble
Trouble [4] - Failure to Communicate
Trouble [5] - Zone Fault -Press [5] or * for more information
Trouble [6] - Zone Tamper - Press [6] or * for more information
Trouble [7] - Wireless Device Low Battery - Press [7] or * for more information
Trouble [8] - Loss of Time or Date - Press * to program date and time.

| Trouble | | Cause | Troubleshooting |
|------------------------------------|---|---|-----------------|
| Trouble [1] Service Required | | Press [1] to determine specific trouble | |
| Low Battery | Main panel battery less than 7.2VDC NOTE: This trouble condition will not clear until the battery voltage is 7.6VDC min., under load. | NOTE: If battery is new allow 24 Hrs. for battery to charge. <ul style="list-style-type: none">• Verify voltage measured across AC terminals is 16-18 VAC. Replace transformer if required.• Disconnect then reconnect battery leads. | |
| General System Trouble | The system has detected the presence of a RF Jam for 20s or communications with the wireless receiver have failed causing a Hardware Fault. | Check Event buffer to determine specific trouble. If Buffer logs RF Jam trouble: <ul style="list-style-type: none">• Check for external 433MHZ signal sources To disable RF Jam: enable Option [7] in program section [804] subsection [90]. <ul style="list-style-type: none">• If Buffer logs Hardware fault - Replace Panel | |
| General System Tamper | Cover tamper tripped | <ul style="list-style-type: none">• Verify that tamper button is installed into back plate• Verify that keypad (cover) is secured to backplate. | |
| Trouble [2] AC Failure | | | |
| | No AC at panel AC input terminals | <ul style="list-style-type: none">• Verify voltage measured across AC terminals is 16-18VAC. Replace transformer if required. | |
| Trouble [3] Telephone Line Trouble | | | |
| | Phone Line Voltage at TIP, RING on main panel less than 3VDC | <ul style="list-style-type: none">• Measure the voltage across TIP and RING on the panel:<ul style="list-style-type: none">• No phone off-hook – 50VDC (approx.)• Any phone off-hook – 5VDC (approx.)• Wire incoming line directly to TIP and RING.• If trouble clears, check wiring or the RJ-31x phone jack. | |



Trouble [4] Failure to Communicate

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| | Panel fails to communicate one or more events to central station | <p>Connect a headset to TIP and RING of the control panel. Monitor for the following conditions:</p> <ul style="list-style-type: none"> • Continuous dial tone <ul style="list-style-type: none"> • Reverse TIP and RING • Recorded operator message comes on <ul style="list-style-type: none"> • Verify correct phone number is programmed • Dial the number programmed using a regular telephone to determine if a [9] must be dialed or if 800 service is blocked. • Panel does not respond to handshakes. <ul style="list-style-type: none"> • Verify the format programmed is supported by the central station. • Panel transmits data multiple times without receiving a handshake <ul style="list-style-type: none"> • Verify that the account number and reporting codes are correctly programmed. <p>NOTE: Contact ID and Pulse formats</p> <ul style="list-style-type: none"> • Program a HEX [A] to transmit a digit [0] <p>SIA format</p> <ul style="list-style-type: none"> • Program a digit [0] to transmit a digit [0] |
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Trouble [5] Zone Fault

Press [5] to determine specific zones with a Fault trouble

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| | Hard-wired zone fault condition present. A short circuit is present on one or more zones with double end-of-line resistors enabled | <ul style="list-style-type: none"> • Remove the wire leads from I/O and COM terminals and measure the resistance of the wire leads. <p>Connect a 5.6K resistor (Green, Blue, Red) across the I/O and COM terminals. Verify the trouble condition clears.</p> |
| | One or more wireless devices have not checked in within the programmed time | <ul style="list-style-type: none"> • Perform a Module Placement Test – Program Section [904] and verify the wireless device is in a good location. <ul style="list-style-type: none"> • If bad test results occur, test the wireless device in another location • If the wireless device now tests good, the original mounting location is bad • If the wireless device continues to give bad test results replace the wireless device. |

Trouble [6] Zone Tamper

Press [6] to determine specific zones with a Tamper trouble

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| | An open circuit is present on one or more zones with double end-of-line resistors enabled | <ul style="list-style-type: none"> • Remove the wire leads from I/O and COM terminals and measure the resistance of the wire leads. • Connect a 5.6K resistor (Green, Blue, Red) across the I/O and COM terminals. • Verify the trouble condition clears. |
| | A tamper condition is present on one or more wireless devices | <ul style="list-style-type: none"> • Ensure device cover is secure • Ensure device is correctly mounted for wall tamper operation • Violate, then restore the tamper: • If tamper condition persists then replace wireless device |

Trouble [7] Wireless Device Low Battery

Press [7] to scroll through specific devices with a Low Battery Trouble

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| 1st press – Wireless Zones 2nd press – Wireless Keys | One or more wireless devices has a low battery NOTE: The event will not be logged to the event buffer until the wireless device low battery delay time expires Program Section [377] Opt 9 | <p>Replace Battery</p> <ul style="list-style-type: none"> • Verify zone operation • Verify that tamper and low battery condition is cleared and reported <p>NOTE: Replacing batteries will cause a tamper. Replacing cover will restore the tamper causing the associated reporting codes to be sent to the Central Station.</p> |
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Trouble [8] Loss of Clock/Date

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| | The main panel internal clock is not set | <p>To program the time and date:</p> <ul style="list-style-type: none"> • Enter [*][6][Master Code] then Press [1] • Enter the time and date (in military) using the following format: HH:MM MM/DD/YY <p>Example. For 6:00 pm, Nov. 30, 2007 Enter: [18] [00] [11] [30] [07]</p> |
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