Troubleshooting

This section provides information to help you diagnose and solve various problems that may arise while configuring or using your GE product and offers technical support contacts in case you need assistance. (See *Contacting technical support* on page 66.)

System status

To clear STATUS (alarm memory), do the following:

From a disarmed state press **STATUS**, listen to the status message, then press **DISARM**.

The panel displays and announces *Siren 1 failure*.

- Turn the *Hardwired Siren Supervision* option off if a hardwired siren or sensor is not connected.
- Check for the correct end-of-line resistor in *HW1 I/O* circuit.

Panel displays and announces *Low battery*.

- Check that panel backup battery is connected.
- Check panel backup battery voltage. If less than 5.4 volts, replace battery and clear system status message.
- Run sensor test.

The panel displays and announces *RF jam*.

- The control panel has detected RF interference.

The panel displays and announces that a sensor is open.

- See *Sensors* on page 65.

The panel displays *Set Time* and announces *System time is not set*.

- Set the system time.

Control panel

The panel displays and announces *Invalid*.

- This sensor is already programmed. Delete sensor if not correctly programmed.

Options (programmable by the homeowner)

The panel does not beep.

- Turn on *Piezo Beeps* option.

Latchkey does not function.

- Latchkey time is not set. Set latchkey time.
- Latchkey is not enabled. Enable latchkey by pressing **MOTIONS** twice.
- The phone number is not programmed properly. Reprogram the phone number.
- System time is not set. Set system time.

Sensors

A sensor does not work.

- Make sure the battery is good and installed correctly.
- Check for interference from metal objects. Move or rotate the sensor.
- Move the sensor to a new location.

Door or window is closed, but the panel announces it is open.

- Be certain the arrow on the magnet and the guide line on the transmitter are aligned and within 1/4 inch of each other.
- The sensor tamper switch may be open (cover off).

Motion sensors go off continuously.

- Be sure the sensor is mounted on a solid surface and the viewing field is free from sources of changing temperature.

Motion sensor does not respond to motion.

- Make sure the sensor battery is good and installed correctly. Wait 2 minutes after installing a new battery to test the sensor.
- Adjust the sensor mounting.
- Leave the area for 3 minutes, then retest.
- The environment is too hot or too cold. Outdoor sensors operate between 32 and 120°F (0 and 49°C).
- Dirt or dust may be causing the problem. Wipe the sensor with a clean, damp cloth.

X10 modules

All lamp modules or siren not working.

- Be sure the panel transformer is plugged into an outlet that is not controlled by a switch.
- Check that the panel is powered using the line carrier power transformer.
- Housecode was programmed incorrectly.

One lamp module or siren is not working.

- Unplug nearby equipment that may be causing interference (light dimmer switches, televisions, appliances with older motors).
- Check that the switch on the lamp or appliance is turned on and remains on.
- Make sure the lamp has a working bulb.
- Make sure the lamp or appliance is plugged into the Lamp/Appliance Module, the Module is plugged into the outlet and the outlet is not controlled by a switch.
- Make sure the House and Unit Codes are correct.
- Move the Module to a different outlet that is on the same phase (branch) of the household electrical circuit as the panel.

Time- or sensor-activated light not working.

- Make sure you have programmed the light to be activated by a timer or sensor.
- Make sure the system clock is set.
- Make sure these functions have been enabled. The functions are enabled if the appropriate icon is shown on the display.