



How to check a trouble condition on a DSC Power Series

When something is not right with your DSC Power Series burglar alarm, it lets you know by beeping and displaying an orange 'Trouble' light. Depending on your style of keypad, the light will be an oval, or a triangle as pictured below on a full English keypad.



There are 2 types of keypads that you most likely have: A full English keypad (displays both the time and date), or an LCD keypad (displays the time only). Determine which keypad you have, then follow the steps below:

If you have a full English keypad, follow steps 1-3.

If you have an LCD keypad, follow steps 4-6.

If you have any other type of keypad, call for help, 908-904-0040.

1. To determine what is causing the trouble, at any keypad press the star * key, then the number 2. The display will read 'View Trouble Service Req.' as seen below.



2. From this screen, press the star * key again, and the keypad will tell you exactly what is wrong. In this example, there is a low back-up battery.



3. Press the star * key again to see if there are additional trouble conditions. If not, press the pound # key twice to exit.
4. To determine what is causing the trouble, at any keypad press the star * key, then the number 2. One or more small numbers will appear in the screen. See below for what each number represents:

1-Press 1 on the keypad to reveal an additional number. If the #1 appears again, you have a low system battery. You can call us to schedule an appointment or we can ship you a battery to replace yourself. You can then follow the link in our help section on how to change a back-up battery. If any other number appears, call us at 908-904-0040.

****At this point, press the # key twice, then repeat step 4. If numbers 2-8 appear, see below. If not, press the # key twice to exit.**

2-AC power failure. The alarm lost power. Check to see if any electrical circuit breakers are tripped. If they are not, then check the alarm transformer that's plugged into the outlet, usually near the metal alarm box, typically located in the basement. If unable to resolve, call us, 908-904-0040.

3-Telephone line fault. Has anything has changed with your telephone provider? Most times, this requires a service call.

4-Fail to communicate. This could be an issue with your phone line or wireless communicator if applicable. Most times, this requires a service call.

5-Zone fault. Press #5, and a larger number will appear to show which zone is in fault. Press #5 again to see if there are additional zones. Will require a service call.

6-Zone tamper. Press #6, and a larger number will appear to show which zone is in fault. Press #6 again to see if there are additional zones. Will require a service call.

7-Zone low battery. Low battery on a wireless zone. Press #7, and a larger number will appear to show which zone has a low battery. Press #7 again to see if there are additional zones that require a battery change.

8-Loss of time and date. Even though the keypad only shows the time, it still stores the date internally. Follow the link in our help section for setting the time and date.