



DSC TROUBLE GUIDE

Some basic steps to troubleshoot a problem.

Remember to press the “#” key to silence the current trouble beep.

1. Press “*” then “2”. If your keypad is full English you will see the trouble written out for you. If so, press the “*” key to advance through the menu. If your keypad has no LCD screen you will see a light illuminate. This light corresponds to a trouble (as described in the chart below).

LED/ DIGIT	Trouble Condition	Comments
1	Service Required (Press [1] for more details)	(1) Low Battery (2) Bell Circuit (3) System Trouble (4) System Tamper (5) Module Supervision (6) RF Jam Detected (7) PC5204 Low Battery (8) PC5204 AC Failure
2	Loss of AC Power	If the building and/or neighbourhood has lost electrical power, the system will continue to operate on battery for several hours.
3	Telephone Line Fault	The system has detected that the telephone line is disconnected.
4	Failure to Com- municate	The system attempted to communicate with the monitoring station, but failed. This may be due to Trouble 3.
5	Sensor (or Zone) Fault	The system is experiencing difficulties with one or more sensors on the system. Press 5 to display the zone.
6	Sensor (or Zone) Tamper	The system has detected a tamper condition with one or more sensors on the system. Press 6 to display the zone.
7	Sensor (or Zone) Low Battery	The system has detected a low battery condition with one or more modules/sensors on the system. Continue to press 7 to display the zone, keypad, wireless key(s) and RF Delinquency low battery conditions. Press 7 again to see zone troubles.
8	Loss of Time & Date	If complete power was lost (AC and Battery), the time and date will need to be re-programmed.

2. If you have a “Loss of time & date” trouble, consult our Time & Date guide: http://www.eaglestarsecurity.com/wp-content/uploads/2015/01/DSC_Time_Date_Programming.pdf (The steps are generally the same for each panel)

3. If you have a sensor (or zone) low battery, consult our battery replacement guide: (or call us for service) <http://www.eaglestarsecurity.com/wp-content/uploads/2016/06/BATTERY-REPLACEMENT-DSC-EAGLESTAR.pdf>

4. If you have a panel low battery, the large battery in the alarm panel is low. These generally last 2-4 years. Call us for service/assistance with replacing this.

5. If you determine you have any other trouble, call us for service and further troubleshooting.

If you need a user manual for your system, visit our website at www.eaglestarsecurity.com and navigate to the “Alarm downloads” tab (under the heading “Existing customers”).