

# Troubleshooting and System Messages

Table 0-1 shows the messages that may appear on the Model 5230 Touchpad display and the codes that may appear on the 5207 built-in touchpad display.  
For troubleshooting, you can connect a 5230 temporarily if it is not part of the installation (see Section 5.5).

**Table 0-1. System Messages and Codes**

5230 Message	Description or Action	Touchpad Display or LEDs
(Cycling system messages)	Alarm reset. Alarm reset code is being entered via the LCD annunciator.	1-
(Cycling system messages)	The alarm memory has just been cleared.	2-
(Cycling system messages)	Dialer is being reset.	3-
(Cycling Messages) 0 - ENTER	A fire drill or system test is in progress. Enter <b>0</b> <b>ENTER</b> to do a manual test (see Table 7-1).	0- SET MODE LED on
(Cycling Messages) CALLING COMPUTER	Data is being uploaded to or downloaded from the central station computer.	4-
(Cycling Messages) DATA LOST	Data lost. Communicator has lost data it was trying to transmit to the central station.	DL
(Cycling Messages) FAILED	Dialer failed. The communicator has failed to report.	DF
(Cycling Messages) REPORTING	An event is being reported to the central station.	SET TIME LED flashes
(Individual option names)	The 5207 is in the Step Programming mode.	7- SET MODE LED on
(Channel data)	A zone test is being conducted.	- 5 SET MODE LED on

Table 0-1 continued on next page.

Table 0-1 continued.

5230 Message	Description or Action	Touchpad Display or LEDs
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     XXXX ALARM YY                 </div>	The alarm memory is being displayed. XXXX = Alarm type YY = Zone number	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">- n</div> n = The zone number
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     ALARM ZONE 1-16                 </div>	A trouble condition exists in the indicated zone.	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">1 - 16</div> ALARM LED flashing = fire LED on = supervisory
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     BAD EEPROM                 </div> 5230 buzzer goes on and off.	Problem with the EEPROM. Contact Silent Knight Technical Support for assistance (800-328-0103).	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">E 7</div> LEDs and panel buzzer go on and off
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     DISABLED: ZONE # ZONE DESCRIPTION                 </div>	Disabled (shunted or bypassed) zone. (The zone descriptions appear only if selected as a programming option.)	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">1 - 16</div>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     NORMAL                 </div>	No trouble, alarm, or other condition exists.	--
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     Y XX SEC TO ALARM                 </div> Y = Pre-alarm zone number XX = countdown (sec.)	An alarm condition exists in the indicated zone, but will not sound and report alarm until pre-alarm time has elapsed. During pre-alarm time, pressing <b>RESET ALARM</b> <b>ENTER</b> + Code will prevent sounding and reporting.	
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     SILENCED                 </div>	A trouble condition exists and the annunciator has been turned off.	SILENCE LED on
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     SMOKE ZONE #                 </div>	Smoke verification time, zone 1-16.	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">1 - 16</div>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     SPRINKLER ALARM X                 </div>	Sprinkler supervisory alarm. X = Zone number	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">1 - 16</div>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     TIME?                 </div>	The 5207 is in the Set Time mode.	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">- 9</div> SET MODE LED on

Table 0-1 continued on next page.

Table 0-1 continued.

5230 Message	Description or Action	Touchpad Display or LEDs
TROUBLE: X	Sprinkler supervisory trouble. X = Zone number	1 - 16
TROUBLE: KEYSTATION n	One or more of the Model 5230 annunciators is in trouble. n = Keystation number	F0 TROUBLE LED on
TROUBLE: AC	AC power has been lost. Check connection to AC power source.	AC TROUBLE LED flashes
TROUBLE: BATTERY	Battery power has been lost, or polarity has been reversed. Measure the battery voltage and replace the battery or reverse polarity if necessary.	DC TROUBLE LED on
TROUBLE: BELL X	A trouble condition exists on the indicated notification device. X = Bell number	A1 - A4 TROUBLE LED on
TROUBLE: POWER 3	<ol style="list-style-type: none"> <li>1. An earth to circuit ground fault condition exists. Use mode 25 to locate and correct the condition.</li> <li>2. Earth ground shorted to power. Use mode 25 to locate and correct the problem.</li> </ol>	P3 TROUBLE LED on P4 TROUBLE LED on
TROUBLE: LINE 1	A trouble condition exists on phone line 1.	L1 TROUBLE LED on
TROUBLE: LINE 2	A trouble condition exists on phone line 2.	L2 TROUBLE LED on
TROUBLE ZONE X	A trouble condition exists in the indicated zone. Refer to Section <b>Error! Reference source not found.</b> to find and correct the trouble condition. X = Zone number	1 - 16 TROUBLE LED on

Table 0-1 continued on next page.

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5230 Message	Description or Action	Touchpad Display or LEDs
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     TRY AGAIN                 </div>	A keystroke error has been made. Press <span style="border: 1px solid black; padding: 2px;">CLEAR</span> and enter the correct keystrokes.	---
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     WALK TEST                      SUN AM 12:19                 </div>	A walk test is being conducted. The top line of the 5230 display may also show the zone number in the trouble condition.	<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;"> <span style="border: 1px solid black; padding: 2px;">-2</span>                      SET MODE LED on                 </div>

When the 5230 touchpad is powered up, it will show its ID number (1 -7) followed by the cycle of messages describing conditions that are currently in effect.

While the 5207 is communicating with the central station, the LCD will show either of the following messages:

*(Cycling Messages)*  
 REPORTING

*(Cycling Messages)*  
 CALLING COMPUTER

If two or more zones are in alarm, the top line will cycle through the status messages for these zones. When the transmission is completed, the 5230 annunciator memory is reset (cleared) and the annunciator ID number is displayed.