

## Loss of ECP Supervision

### AlarmNet Device and High End Vista/First Alert

When used in ECP, 4204, or 2-4204 mode, the AlarmNet device supervises the ECP connection to the alarm control panel. If this connection is lost, or is interfered with, the AlarmNet device will generate an E355 or 5555 5515 5 message to central station.

The following are specific things that could cause an E355:

- Reversed ECP Yellow/Green.
- Open or Shorted connection on any of the four ECP wires.
- Over drawing current from power source.
- Not addressing the AlarmNet device to Address 03.
- Duplicate address on any ECP device.
- Second LRR device enabled in Device Programming
- Noise Interference into ANY ECP wire run.
- AlarmNet device ECP address mismatch to panel programming, or missing.

**SCOPE:** Determine whether this is a reoccurring E355/R355 or a consistent non-restoring E355. If it is a non-restoring E355, continue with the troubleshooting steps in Section I. If it is reoccurring E355/R355, skip to Section II Troubleshooting.

### **Section I Troubleshooting: Non-Restoring E355 or Not Sending Panel Alarms**

1. Verify the ECP address of the device by a tamper report (13410803) or by reviewing the root file using AlarmNet Direct. It is **Strongly encouraged** to always use address 03.
2. Verify the device is enabled in the Device Programming. Address 03 should be a type 06-LRR.

### **For Not-Restoring E355, skip to Step 11**

3. Is an account number programmed in panel? *\*32 Primary Account*
4. Is customer waiting for dialer delay to expire? *\*88 Comm Delay*
5. Is Dynamic Signaling set correctly, *\*56 Delay, \*57 Priority.*
6. Are all report types enabled to send to the LRR device? *\*58 Enables*
7. Is an account number programmed in panel? *\*32 Primary Account*
8. Do the zones/options being tested have report codes greater than "00" programmed for the first pair of digits?
9. *Check 3\*30 - Dialer Enable, if "0,0" then change to "1,0". This applies to FB and FBP panels only.*
10. Has the panel dialer been shutdown via Compass?
11. Verify the ECP connections at the device. Connections should be: Red to 3, Black to 4, Yellow to 5 and Green to 6.
12. Check all devices address connected to panel ECP. You may easily verify this by removing all devices except AlarmNet device and one keypad, at the panel with no field wiring.

13. Check Device Programming addresses 01 to 30.
  - a. Confirm that only one address is set for type 06-LRR, which should be 03.
  - b. Change any device type to 00 that was set to 06-LRR, except for address 03.

**Test using the following procedure.**

1. Set \*56-Dynamic Signaling Delay to 00 seconds.
2. Enable keypad panic zone 999 in panel, as zone type 07-Audible Panic, and to report, with a report code of, "First 11, Second 00".
3. Exit program mode and disarm twice.
4. Wait an additional 30 seconds, then press the asterisk and pound (\* & #) together to generate a keypad panic alarm.
  - The Yellow Message LED on the device should come on steady.
  - Next, the Yellow Message LED will blink rapidly, and finally go out.
5. Next, disarm system.
  - System may be disarmed just seconds after activating panic, since panic alarm reports never follow dialer delay.

Note: If the system didn't appear to send reports, first contact your Central Station. If no reports were received, contact AlarmNet Technical Support and have your City Code, CSID and Subscriber ID available. In addition, make sure you have access to the device, the control panel, and a multimeter prior to calling.

**Section II Troubleshooting: Reoccurring E355/R355**

***Note – 4204 Emulation Mode is not compatible with this line of panels if your device is Revision 2.0.10 or earlier. You may verify the revision by using the 7720P Programmer and the Shift+A command, or by contacting AlarmNet Technical Support (Your device must be registered to determine the revision without the 7720P Programmer.)***

Review Device Programming

1. Verify the ECP address of the device by a tamper report (134108**03**) or by reviewing the device's program using AlarmNet Direct or a 7720P programmer. It is **Strongly encouraged** to always use address 03.
  - a. Failing to use address 03 can cause intermittent E355/R355
2. If enabled for Direct Wire or Remote Access, check the "Keypad Address" in the device's programming.
  - a. This keypad address should be enabled in panel programming, with no other device on this address connected to the panel.
3. If the device is enabled for Multimode, check the Multimode Address in the device's programming.
  - a. The Multimode address should be enabled in panel programming as a type 04-Output Device, with no other device on this address connected to the panel.
  - b. If "2-4204 Sourced" is the selected Multimode, the next sequential address should also be enabled as a type 04-Output Device in the panel.

4. Check panel type and revision.
  - a. **Vista-128B, 128FB, 250FB, and 32FB.**
    - i. While in programming or online with Compass, the panel may send an E355 report.
    - ii. There are no revision upgrades to fix this.
  - b. **Vista-128BP, 128FBP, and 250FBP**
    - i. While in programming or online with Compass, the panel may send an E355 report.
    - ii. Vista-128BP, upgrade to Rev 3.2. Vista-128FBP or 250FBP, upgrade to Rev 3.0. Contact Honeywell Tech Support for upgrades.
  - c. **Vista 128BP, prior to Rev 3.2**
    - i. Revisions prior to Rev 3.2 can, **but not always**, exhibit a swinging E355/R355 report. Upgrade to Rev 3.2. Contact Honeywell Tech Support for upgrades.
  - d. **Vista-250FBP, Rev 2.0**
    - i. Does the system have wireless installed? If so, contact Honeywell Technical Support to upgrade to rev 3.0+.
  - e. **Vista-250BP Rev 3.0 and below.**
    - i. While in programming or online with Compass, the panel may send an E355 report.
    - ii. Can send intermittent E355/R355 report for no apparent reason.The fix for either of these issues is to change panel out to a 250BPE.

### Review Panel Programming

5. Verify that address 03 enabled as type 06-LRR?
6. If device was enabled for Direct Wire Download or Remote Services, check to ensure this address was enabled in device programming as a type 01-Alpha Console and not a second LRR.
7. If device was enabled for Multimode, check to ensure that the Multimode address was enabled in device programming as a type 04-Output Device.
  - a. If "2-4204 Sourced" is the selected Multimode, the next sequential address should also be enabled as a type 04-Output Device in them panel.
8. Enable Zone 803 as a zone type 05-Day/Night or zone type 19-24 Hour Trouble.
  - a. Only Fire panels have zone type 19-24 Hour Trouble.
9. Verify that no other address enabled as type 06-LRR?
  - a. This means check every address 01 to 30 looking for a LRR enabled.
  - b. You may want to come back to this step later, after checking connections.

### Check ECP Connections

10. Verify the ECP connections at the device. Connections should be: Red to 3, Black to 4, Yellow to 5 and Green to 6.
11. Remove all ECP devices except the AlarmNet device and a single keypad, connected at the panel with no field wiring, the keypad could also be removed.
12. Inspect and rework ECP connections at device and panel.
13. If AlarmNet device is not at the panel, bring it to the panel and connect alone – no field wiring.

Note: If the system continues to swing the Loss of ECP Supervision, contact AlarmNet Technical Support and have your City Code, CSID and Subscriber ID available. In addition, make sure you have access to the device, the control panel, and a multimeter prior to calling.