

FAQ,

or how to deal with potential problems when starting the control panel

● No connection with mobile application:

- GSM antenna not connected to the socket, next to the SIMCom module
- the SIM card is incorrectly installed (not latched in the slot, **inserted before switching on the control panel – the control panel must be switched off, and switched on again, together with the SIM card**)
- incorrect communication path selected for connection to the cloud; set in the configurator in the **Communication/Cloud tab: the correct communication channel (GPRS or TCP/IP), cloud data can be read from the sticker on the box or on the control panel board and on the website www.pulsonalarm.pl**

Attention! For installers, the control panel has preloaded settings in accordance with the sticker on the box or control panel board. After resetting the control panel, re-enter the communication parameters to the cloud and to the monitoring station (AMS).

- the control panel is not added to the server. Read the control panel serial number from the configurator (Update/Local update tab) or from the keyboard (enter the code, enter Menu, select QR code, System), save this SN and call the NSS support department
- no GSM coverage. To check the range, press the microswitch on the control panel board above the battery – in addition to the blue LED, the yellow or yellow and green LEDs must be on or flashing. If none of them are lit, relocate the antenna, replace it with a longer one
- incorrectly entered communication parameters in the mobile application: PBX SN number, port, server name. Check the data and compare in the configurator or on the control panel keypad
- message in the application: „Ooops, something went wrong” or „User does not exist” – check in NSS if the PBX is added to the server
- the user is not authorized to access the mobile application
- wrong PIN code for the SIM card or not entered PIN code for the card (if the card has the PIN code enabled. If the card has the PIN code disabled, the window may be empty or with the PIN code)
- no Internet data transmission on the SIM card
- no funds on the SIM card account (for prepaid cards)
- no connection via TCP/IP – Ethernet. Check the settings in the configurator: in the Communication/TCP/IP tab, select the Ethernet connection and select DHCP (then you do not need to enter IP data, Mask, etc.); incorrectly placed wire in the pin of the cable; the yellow, green, blue and red LEDs must be on/flashing
- no connection via TCP/IP – Wi-Fi. Check the settings in the configurator: in the Communication/TCP/IP tab, select the Wi-Fi connection; connect the Wi-Fi antenna to the socket on the ESP module; is there a range (press the microswitch on the control panel board above the battery – in addition to the blue LED, the yellow or yellow and green LEDs must be on or flashing); in the configurator, in the Communication/TCP/IP tab, enter the correct network name and password (watch out for invisible characters such as spaces or underscores); the blue and red LEDs must be on/flashing

● No connection with monitoring station:

- no connection via TCP/IP or GPRS – see notes above for No connection with mobile application
- in the configurator, in the Partitions tab, select the monitoring station you want to use
- in the Communication/Monitoring tab for the appropriate monitoring station (marked in the partition), **select the appropriate transmission channel (GPRS or LAN), enter the IP of the station, station data can be read from the sticker on the box or on the control panel board and at www.pulsonalarm.pl**
- in the Communication/Monitoring tab, in the Partition column, **enter the correct object identifier (DL, which you can read from the sticker on the box or on the control panel board and on the website www.pulsonalarm.pl)** for all enabled partitions
- remember that the DL number in the exchange should match the number entered in the facility card. Check if you have sent the same DL to the monitoring station (ARS)
- in the further settings of the Communication/Monitoring/Communication protocol tab, select TCP
- select what events in the system will be reported to ARC
- in the Communication/Communication options tab, select how often the test is to be sent. The entered parameter specifies how many hours the test transmission will be sent, not at what time
- in the Monitoring station tab, we do not change anything

● Keypad door open despite all zones being closed:

- check that all lines are intact/closed
- in the control panel configuration, in the Zones tab, make sure that any zone is not assigned to an inactive partition (this line should be unchecked)
- check in the control panel configuration, in the Zones/Reaction type tab, whether all unused zones have the Unused attribute selected
- after programming the system, restart the control panel (turn off the mains and battery power for 10 seconds)

● Bus Fault:

- check that there is no jumper left on the Default contacts of the control panel
- make sure that the bus wires are connected correctly on all system elements, according to colors. Is the wire not broken, is it properly inserted under the plate and tightened with a screw
- check if the bus cable is not severed

● System Tamper:

- make sure that the tamper switch of the control panel or expander housing is connected on the board to the TMP and COM terminals
- check the lever/plate of the tamper switch
- make sure that the control panel housing is securely closed and secured with screws

● Signaler/BELL fault:

- connect a 2.2 kohm resistor in parallel to the control terminals of the siren (install the resistor in the siren, not on the control panel board)
- check if the siren cable is not interrupted

● Keyboard not responding to buttons:

- scan bus. Check in the configuration what modules the control panel sees
- with several keypads in the system, check if the keypads do not have the same address (keypad addresses do not have to be consecutive, but they must be different)
- check the keyboard firmware version
- if the message Incorrect code is displayed, the keypad is locked for 90 seconds due to an incorrect code entry

● The control panel board does not start:

- Connect the 16–18V power supply correctly via the transformer
- check that the two red LEDs with the heart symbol are blinking on the control panel board
- reset the control panel

Attention! After restoring the control panel factory settings (after resetting the control panel), re-enter the communication parameters to the monitoring station (AMS) and to the cloud.

