

Panel modem will not answer and keeps ringing

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Symptom

When attempting to dial from the host to the panel modem, the panel modem will continuously ring and will never pick up.

Resolution

- 1) Power/turn the panel modem off.
- 2) Power/turn the host modem off.
- 3) Turn off the Intelligent System Controller (ISC).
- 4) Stop the Communication Server.
- 5) Power up the ISC and wait about a minute to allow it to boot up.
- 6) Power/turn on the host modem.
- 7) Power/turn on the panel modem.
- 8) Start the Communication Server.

After these steps, attempt to dial from the host modem to the panel modem and the panel modem should pick up.

Applies To

OnGuard (All versions)

Additional Information

None

