

Tamper-related alarms appear for NGP panel in Alarm Monitoring even though Enable wall tamper is disabled in System Administration

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Symptom

An NGP panel may display tamper-related alarms in Alarm Monitoring even though the **Enable wall tamper** setting is disabled (not checked) for the NGP panel.

To find this setting open System Administration and navigate to **Access Panels** and select the **Options** sub-tab on the **NGP** tab.

Resolution

To resolve the issue ensure that the rear tamper spring is properly installed behind the NGP panel.

If the rear tamper spring is not installed the **Enable wall tamper** setting will not function correctly.

Applies To

OnGuard 2010 Technology Update (6.4.500)
NGP

Additional Information

None
