

NGP: Panel does not dial out to central station

Last Modified on 12/21/2021 10:38 am EST

Symptom

The NGP panel attempts to report alarms to a central station, but cannot. An attempt is made, but the connection between the panel and receiver is never synchronized, causing the panel to try reporting the alarm repeatedly.

Resolution

Start by cycling power to the panel.

If cycling power to the panel does not solve the issue, then reset the panel to factory defaults, perform a database download, and then have the panel report to the central station again.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU1) or later
NGP

Additional Information

None
