

Clearing NGP POD troubles

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Symptom

NGP keypad shows POD troubles that will not clear.

Resolution

You must log in using the Service User Account (000000), with the panel door open or using the duress code, to view the POD troubles once. After viewing the troubles once, they will clear.

Note: using the duress code will send a duress alarm to Central Station.

Applies To

OnGuard (All versions)

Additional Information
