ALARM COM SEM300 Communicator Device User Guide

SEM300 TROUBLESHOOTING GUIDE

Contents

ADDRESSING THE KEYPAD

The default keypad address the SEM uses is Keypad 8 Device Address 23. If this keypad address is disabled, the SEM and panel will not communicate properly. However, at first power-up, the SEM will attempt to enable this address automatically. If unsuccessful, the address must be enabled manually via programming *196.

Keypad address	DIP switch setting	VISTA programming command
17	None—all OFF	*190
18	Switch 4 ON, others OFF	*191
19	Switch 3 ON, others OFF	*192
20	Switch 3 and 4 ON, others OFF	*193
21	Switch 2 ON, others OFF	*194
22	Switch 2 and 4 ON, others OFF	*195
23	Switch 2 and 3 ON, others OFF	*196

If another keypad is occupying this address already, a different address must be selected for the SEM. To select a different keypad address, manually adjust the dual in-line package DIP switches on the SEM to match the desired keypad address listed below. Then, exit programming via *99.

GATEWAY LED REFERENCE

The enclosure gateway LEDs can be used to indicate communication errors, panel communication, network communication, and signal strength.
Note: For advanced troubleshooting, open the cover to look at the Alarm.com module LEDs.

TROUBLE LED

The TROUBLE LED flashes 1 to 8 times in a four-second interval to indicate specific error conditions.

Flash pattern	Description
1	The Alarm.com module cannot communicate with the panel. Perform a power cycle on the panel. If the error persists, lift the Alarm.com module out of the SEM circuit board and re-insert it while power is disconnected from the system.
2 then 4	The Alarm.com module provisioning process could not be completed. Power-cycle the system. If the error persists, see Alarm.com CORE Technical Support.
2 then 5	The Alarm.com module provisioning process could not be completed because the module is currently roaming off the carrier's primary network.
3	The Alarm.com module is trying to register on the cellular network. If it persists for more than a few minutes, the module is having problems registering. Check L4 for signal level. If signal level is lower than 2 bars, change the panel's location or use a remote antenna option.
4	The Alarm.com module is registered on the cellular network but could not connect with Alarm.com. If the error persists, see Alarm.com CORE Technical Support.
5	The radio on the module is not working correctly. If this persists for more than a few minutes, the module may need to be replaced. This error is extremely rare, so please verify that the module is flashing 5 times.
6	This indicates an error only if it persists for more than a minute. Otherwise, it's an indication that the module is resolving an unusual condition regarding communication with the cellular network.
7	The SEM is unable to access panel programming. Check the panel wiring and installer code.

8 Email alarms@alarmsystemstore.com or call Alarm System Store for assistance: 888-811-0727

 **PATH LED**

The PATH LED flashes to indicate the active communication path (cellular, broadband, or both) to Alarm.com.

Flash pattern	Description
Steady long flash (~2 sec)	The cellular communication path is active.
Long flash (~2 sec) followed by a short flash (~0.5 sec)	Both cellular and broadband communication paths are active.
Steady short flash (~0.5 sec)	The broadband communication path is active. This should also accompany an error LED flash.
No flash	Both communication paths are not communicating. This should also accompany an error LED flash.

 **SIGNAL LED**

The SIGNAL LED flashes to indicate the cellular signal strength (0 to 6 bars).

 **PANEL LED**

The PANEL LED flashes with every communication to the panel.

POWER LED

The POWER LED illuminates solid when power is supplied.

SPECIFICATIONS

Power requirements	13.6 V nominal, 125 mA nominal (continuous), 230 mA maximum
Cellular network	4G LTE with 3G HSPA, 2G GSM fallbackTwo keypad BUS connections, 12 V power and ground Five LEDs (red, yellow, or green)
	Five LEDs (red, green, yellow, or blue)
Operating temperature	14 to 131°F (-10 to 55°C)
Storage temperature	-30 to 140°F (-34 to 60°C)
Humidity	90% relative humidity non-condensing
Enclosure dimensions	(L x W x D) 7.66 x 4.35 x 1.65 in. (19.46 x 11.05 x 4.19 cm)
Enclosure color	White
Case material	Fire-retardant PC/ABS, PC

Documents / Resources

	ALARM COM SEM300 Communicator Device [pdf] User Guide SEM300, Communicator Device, SEM300 Communicator Device