E355 Loss of Supervision
AlarmNet Device and High End Vista/First Alert

When used in ECP, 4204, or 2-4204 mode, the AlarmNet device supervises the ECP connection to the alarm control panel. If this connection is lost, or is interfered with, the AlarmNet device will generate an E355 or 5555 5515 5 message to central station.

The following are specific things that could cause an E355:
- Reversed ECP Yellow/Green.
- Open or Shorted connection on any of the four ECP wires.
- Over drawing current on power source.
- Duplicate address on any ECP device.
- Second LRR device enabled in Device Programming.
- Noise Interference into ANY ECP wire run.
- AlarmNet device ECP address mismatch to panel programming, or missing.

SCOPE: Determine whether this is a reoccurring E355/R355 or a consistent non-restoring E355. If it is a non-restoring E355, proceed with the troubleshooting steps in Section I. If it is reoccurring E355/R355 skip to Section II Troubleshooting.

Section I Troubleshooting: Non-Restoring E355

1. VERIFY the ECP address of the radio via GET DATA and AlarmNet Direct.
2. VERIFY the radio is enabled in the Device Programming.
3. VERIFY with a meter the AC voltage on terminals 1 & 2 of the radio.
4. VERIFY that the AC wires and ECP wires are NOT in the same jacketed cable.
5. Remove everything from the panel ECP bus; red, black, yellow and green.
6. Connect the radio directly to the panel ECP bus; red, black, yellow and green.
7. Connect one alpha keypad, at the panel without field wiring.
8. Verify that there are only two each, red, black, yellow and green wires connected on the panel ECP terminals.
9. If the 355 did not restore, verify ECP connections at the radio. They should be: Red to 3, Black to 4, Yellow to 5 and Green to 6.
10. Next, remove the keypad from the panel and connect it directly to the radio ECP terminals and verify operation. If the keypad does not operate, determine where the wiring fault is. The keypad should operate here piggybacked to the radio ECP terminals, if it was working on the panel.
11. With the keypad working on the radios ECP terminals, your radio should have sent a restoral of the E355. But, if you still have an un-restored E355, default the radio and reprogram via 7720P or default with the programmer then delete and re-add the radio using AlarmNet Direct and Send Data to the radio. After confirming the data transfer, triple click to re-register the radio.
12. At this point your radio should send a restore of the E355. If not, contact AlarmNet Technical Support.
Section II Troubleshooting: Reoccurring E355/R355

Note – Emulation Mode is Not Compatible with this line of panels if your device is Revision 2.0.10 or earlier. You may verify the revision by using the 7720P Programmer and the Shift+A command, or by contacting AlarmNet Technical Support (You device must be registered to determine the revision without the 7720P Programmer.)

1. VERIFY with a meter the AC voltage on terminals 1 & 2 of the radio.
2. Calculate power consumption and verify there isn’t an over current problem.
3. VERIFY that the AC wires and ECP wires are NOT in the same jacketed cable.
4. Determine whether the panel will send messages via the radio. If so, skip to Step 7.
5. VERIFY the ECP address of the radio via the GET DATA command and EDIT on AlarmNet Direct. We Strongly Recommend Using Address 03!
6. VERIFY the radio is enabled in the Device Programming at the address indicated on AlarmNet Direct. We Strongly Recommend Using Address 03!
7. VERIFY that all ECP device addresses are enabled correctly and that no other device is enable as a type 06-Long Range Radio.
   a. In addition, verify whether the Direct Wire Address is enabled in the radio. If so verify that it matches the corresponding Device Address in Device Programming as an Alpha Console, Partition 1; and must be properly connected with the VBPCOMKIT or VFBPCOMKIT.
8. Remove everything from the panel ECP bus; red, black, yellow and green.
9. Connect the radio directly to the panel ECP bus; red, yellow, black and green.
10. Connect one alpha keypad, AT THE PANEL.
11. Verify that there are only two each, red, black, yellow and green wires connected on the panel ECP terminals.
12. Review Alarm History and determine how often the E355/R355 message is occurring and if there is a pattern to its occurrence. This time interval will be used in the following steps.
13. Wait the amount of time determined in Step 12 and begin reconnecting the ECP wire runs one at a time, waiting the determined time between each wire run. If the E355 returns, locate the conflicting device or source of interference on the last ECP wire run connected which caused the E355 to reoccur.
14. If you have discovered which wire run is causing the problem, remember that not only a particular device on this run may be causing the E355, but it could be interference on the wire run itself. Test by stripping the run of its ECP devices and repeat the wait period.
15. If the E355/R355 cannot be traced to a specific device or wire run, contact AlarmNet Technical Support and please have the Panel Type and Revision available.