Troubleshooting AlarmNet Communicator ECP Problems
Vista High Panels

When used in ECP mode, the AlarmNet communicator supervises the ECP Data connection to the alarm control panel. If this data connection is lost or is interfered with, the AlarmNet device will generate and route an ECP failure message (13550000B) to the central station.

The end-user or field service tech may also see a “Check 8XX” on the alarm system keypad where XX is the device address of the communicator IF the device has been enabled for supervision in the panel programming. The communicator red fault LED should also be flashing.

Specific things that could cause an ECP data connection problem:
- ECP data wires (typically yellow/green) are reversed
- 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.
- Incorrect AlarmNet device and/or panel programming.
- Noise Interference into ANY ECP wire run.
- AlarmNet device ECP address mismatch to panel programming, or missing.

ECP problems are typically due to an install/programming issue. The following is a suggested troubleshooting checklist. See page 2 for more details on each step.

1. Verify panel type/revision and ensure it supports an ECP communicator.
2. Verify the communicator programming is set for ECP mode, with the correct ECP address.
3. Verify the communicator ECP address is enabled as DEVICE TYPE 6 (LRR) in panel programming (Device Programming in *93 menu).
4. Check all addresses *93 Device Programming to verify no other ECP address has been enabled for a LRR (Device type 06).
5. Verify no other device connected to the panel ECP circuit is set to the same ECP address as the communicator.
6. Calculate current load on panel AUX power output to ensure it is not being exceeded (refer to product installation instructions).
7. Rework/replace/verify correct ECP wiring connections (refer to product installation instructions).
8. Check the control panel ECP voltages at the communicator.
9. Isolate the radio to the control panel ECP bus.
10. At this point, if the ECP error persists please refer to additional details explained for each step on page 2.
Troubleshooting checklist with additional details and explanation:

1. **Verify panel type/revision and ensure it supports an ECP communicator.**
   
   You can find a panel to communicator compatibility chart on “MyWebTech” (Honeywell tech support website @ https://library.ademconet.com/MyWebTech/MyWebTech.aspx).

2. **Verify the communicator programming is set for ECP mode, with the correct ECP address.**

3. **Verify the communicator ECP address is enabled as DEVICE TYPE 6 (LRR) in panel programming (Device Programming in *93 menu).**

4. **Check all addresses *93 Device Programming to verify no other ECP address has been enabled for a LRR (Device type 06).**

   Double-check all 30 addresses!!!!! Having multiple LRR communicators enabled in Device Programming can cause the panel to become confused when trying to communicate to the device. This can cause communication issues between the LRR and the panel and can create a loss of ECP condition. Verify each of the device addresses in Device Programming are correctly setup and that no other device address has been enabled for a LRR communicator. This process should only take a few minutes to do and can save a lot of time when troubleshooting.

5. **Verify no other device connected to the panel ECP circuit is set to the same ECP address as the communicator.**

   Since all ECP devices on the high panels have to be manually assigned a unique ECP address, make sure no other device has been assigned the same ECP address. A common mistake made on these panels is having the LRR communicator set to the default ECP address of 3 with an alpha keypad or wireless receiver set to address 3 as well.

6. **Calculate current load on panel AUX power output to ensure it is not being exceeded (refer to product installation instructions).**

7. **Rework/replace ECP wiring connections and verify wiring is under correct terminals (refer to product installation instructions).**

   You may want to consider “re-working” the wire connections as opposed to just “looking at them.” After re-working the wires, lightly tug on each one to ensure each are securely in place and making good electrical contact.

8. **Check the control panel ECP voltages at the communicator.**

   With a multi-meter set to read DC voltage, check the following terminals for the correct voltage readings:
   - Terminal 4 (ground) to Terminal 3 (red wire) = 12-13VDC steady
   - Terminal 4 (ground) to Terminal 5 (yellow wire) = 9-13VDC fluctuating
   - Terminal 4 (ground) to Terminal 6 (green wire) = 0VDC approx

9. **Isolate the radio to the control panel ECP bus.**

   The best way to do this is to remove all other ECP connected devices from the panel and connect the communicator on a new set of wires right at the control panel (not on the existing field wiring).

10. **At this point, with all programming/wiring verified and with the communicator isolated to the panel, if the ECP error persists, a second communicator/panel should be tested.**