

After a Power Outage or a period of No Dial Tone on Phone Lines and still the Phone seems to have no dial tone or the Alarm Panel does not seem to be working:

July, 2018

Explanation: Some Alarm Panels read a default whenever the power goes out or the dial tone cannot be detected. As soon as this type Alarm Panel detects a return of power or dial tone, it seizes the phone lines and attempts to dial the Master Panel in the Security Office. Any disruption to this process, like not being able to connect to the Master Panel the first time or someone lifting a telephone extension starts the process all over again.

From HM Security Director: the next step is to

- 1) Plug the Alarm Panel in (if it is unplugged, otherwise, got to #2)
- 2) Clear the Alarm Panel by entering 1, 2, 3
- 3) Plug the phone line back into the Alarm Panel (If the phone line was unplugged, otherwise go to #4)
- 4) Don't touch anything, don't lift a telephone receiver, don't test anything, just wait for 10 minutes.