



Central Station Reporting Codes Update

Alarm.com Dealer Bulletin

Date: October 1, 2007

Impact: Alarm.com accounts utilizing contact ID (CID) reporting protocol.

Details:

GE Concord and Networx (NX) panels report contact ID code **351** ("phone 1 line cut") to the central station via the phone line ***AFTER*** the phone line has been restored. Since this report requires a functional phone line connection, Concord and NX panels cannot report a 351 while the phone line is disabled.

By contrast, Alarm.com Wireless Gateway Modules (all versions) report a communication failure (i.e. Fail to Communicate) as soon as the panel is unable to report via the phone line. Alarm.com recently made a change to its reporting so that this event is forwarded with a different contact ID code **350** (rather than 351, which had been used previously).

Central stations should interpret the codes in the following manner:

351 = The Concord or NX panel failed to communicate via the phone line some time ago. The panel is now able to report via the phone line, which it has just done (communication restored). This code can only be received by a central station when reported by the panel over a phone line.

350 = The Concord or NX panel failed to communicate through the phone line a few seconds ago. It is likely that the phone line is still down. A central station can only receive this signal from Alarm.com. Our Network Operations Center forwards it to the central station after it has been received from the Alarm.com Wireless Gateway Module.

If you have any questions or concerns regarding this Dealer Bulletin, please contact Alarm.com Support Services at 866-834-0470 9am-7pm EST Mon-Fri, or email support@alarm.com.

We appreciate your business - thank you for using Alarm.com!