Turn Off System Trouble Beeps using the Customer app

When there is an active trouble condition, Alarm.com customers can Turn Off System Trouble Beeps using the Customer app.

Overview

- The Turn Off System Trouble Beeps feature is only available using the Customer app.
- Using the Customer app, customers can turn off system trouble beeps that come from their security panel for active trouble conditions.
  - This turns off system trouble beeps for seven days.
- Customers can re-enable the trouble beeps at any time using the Customer app.

Benefits

- Customers can control whether their security panel beeps when trouble conditions are present, enhancing overall satisfaction.
- Panel maintenance is easier because you can schedule a truck roll when it is most convenient without the customer worrying about continuous panel beeps.
- Customers can continue to view all System Trouble Conditions in the Customer app.

Feature compatibility

This feature is supported on most Alarm.com compatible security panels:

Important: By default, if a panel has a smoke AND/OR carbon monoxide detector in the equipment list, this feature will not be available to the customer. The feature will not appear in the Customer app.

Compatible panel	Additional considerations
2GIG EDGE	There are no firmware requirements for the 2GIG EDGE. For additional considerations, see 2GIG panel compatibility.
2GIG GoControl	Panel firmware version 1.17.03+. For additional considerations, see 2GIG panel compatibility.
2GIG GC2e	There are no firmware requirements for the 2GIG GC2e. For additional considerations, see 2GIG panel compatibility.
2GIG GC3/e	Panel firmware version 3.2.6+. For additional considerations, see 2GIG panel compatibility.
DSC Impassa	There are no firmware requirements for the DSC Impassa.
DSC iotega	There are no firmware requirements for the DSC iotega.
Interlogix Concord 4	The panel must be disarmed for the pause trouble beeps command to be successful.
Interlogix Simon XT / XTi / XTi-5 / XTi-5i	There are no firmware requirements for these Interlogix Simon variants.
Qolsys IQ panels	There are no firmware requirements for any Qolsys panel variants.
SEM DSC PowerSeries	Panel firmware version 4.4+ and module firmware version 185+.
SEM Honeywell/ADEMCO Vista (Dual-Path)	• Module firmware version 187+ with the uploader/downloader feature enabled. • For more information about verifying the uploader/downloader feature, see SEM-Honeywell/ADEMCO Vista Dual-Path - Troubleshooting Guide.

2GIG panel compatibility

This feature functions differently on 2GIG panels since there is no way to indefinitely disable trouble beeps at all times.

- When a customer turns off trouble beeps in the Customer app, the trouble beeps are turned off only for the current trouble condition. There is not a way to pause all trouble beeps for seven days.

- If another trouble condition occurs more than 12 hours after the customer first turned off trouble beeps from the Customer app, the panel beeps and the active trouble conditions beeps can then be paused.
- When a trouble beep is turned off for a particular trouble condition, the beep does not return unless that trouble condition is resolved and occurs again later.
- The option to turn off trouble beeps using the *Security* card in the Customer app is not available.

Note: *Silence trouble beeps* is different from *Silence Trouble Beeps at Night*. For more information about *Silence Trouble Beeps at Night*, see Change system settings using the Customer app.

Turn Off System Trouble Beeps using the Customer app

The customer can turn off system trouble beeps using the Customer app by using one of the following methods:

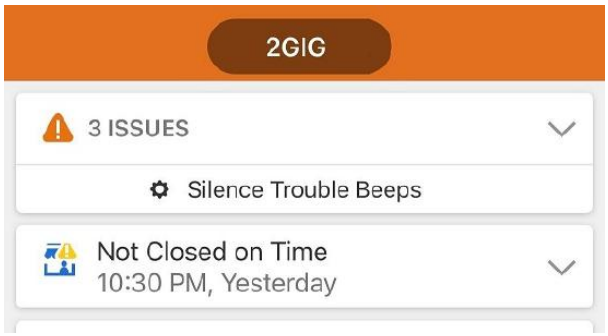
- By tapping **Silence Trouble Beeps** in the *Issues* card on the Home screen.
  - This option only appears if one of the following troubles is present:
    - *Panel Power Failure*
    - *Device Low Battery*
    - *Panel Low Battery*
    - *Sensor Tamper*
    - *Dual-Path Communication Failure - Broadband*
    - *Dual-Path Communication Failure – Cellular*
- By accessing the *Security System* settings page.

Turning off trouble beeps using the Customer app disables beeps at the panel, but the trouble condition remains on the customer's account until it is resolved.

Note: If the system trouble beeps continue at the security panel after performing the following steps, verify the panel and module are communicating properly. If the panel and module are not communicating, trouble beeps cannot be turned off using remote commands.

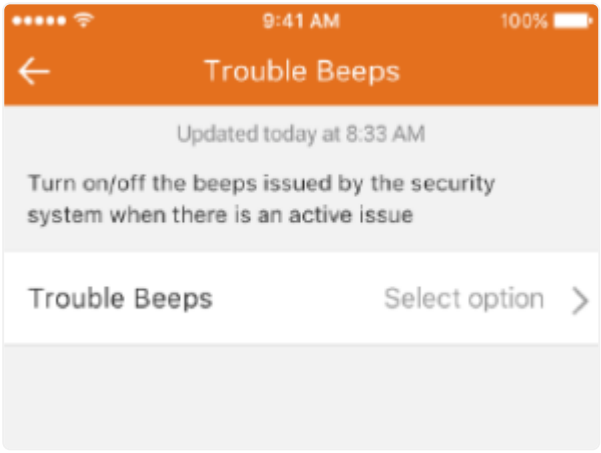
To Turn Off System Trouble Beeps from the *Issues* card:

1. Log into the Customer app.
2. Tap **Silence Trouble Beeps** in the *Issues* card on the Home screen when an active trouble condition is reported on the system.
   - If the user does not see this option, try to turn off system trouble beeps by accessing the *Security System* settings page. For more information, see To turn off System Trouble Beeps from the *Security System* card.

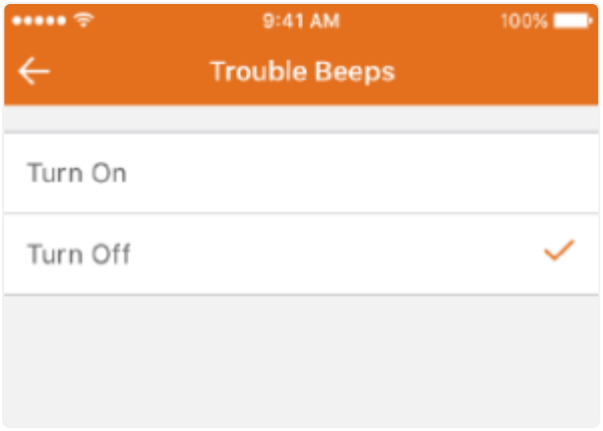


Important: For 2GIG panels, the following message for *Silence System Troubles* displays. Tap **Ok** to disable all trouble beeps for currently active trouble conditions until there is a new trouble detected. This is the only step available to take for 2GIG panels.

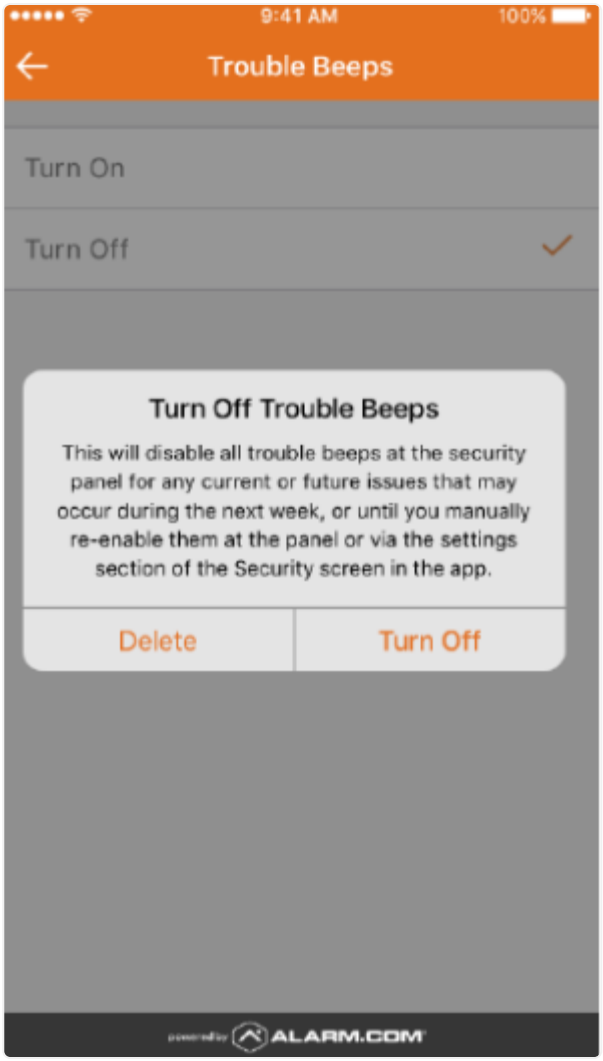
3. Tap **Trouble Beeps**.



4. Tap **Turn Off** to select it.



5. Tap **Turn Off** to confirm the selection. This turns off the trouble beeps for any current or future issues that occur during the next seven days, or until it is manually turned on again.



To Turn Off System Trouble Beeps from the *Security System* card:

Note: 2GIG panels do not have this option.

1. Log into the Customer app.
2. Tap **Security System**.
3. Tap ⚙ to access the *Trouble Beeps* page.
   - If the user does not see this option, verify the user's system is compatible. For information about compatibility, see Feature compatibility.
4. Tap **Turn Off** to select it.
5. Tap **Turn Off** to confirm the selection. This turns off the trouble beeps for any current or future issues that occur during the next seven days, or until it is manually turned on again.

Pause or disable system trouble beeps using the Partner Portal or MobileTech app

Dealer partners have the option to either pause or disable system trouble beeps.

- Pausing system trouble beeps is automatically re-enabled after seven days, similar to the customer's Turn Off System Trouble Beeps option. For more information, see Pause system trouble beeps using the Remote Toolkit.
- Disabling trouble beeps permanently turns off the trouble beeps until it is manually re-enabled. For more information, see Disable panel trouble beeps.