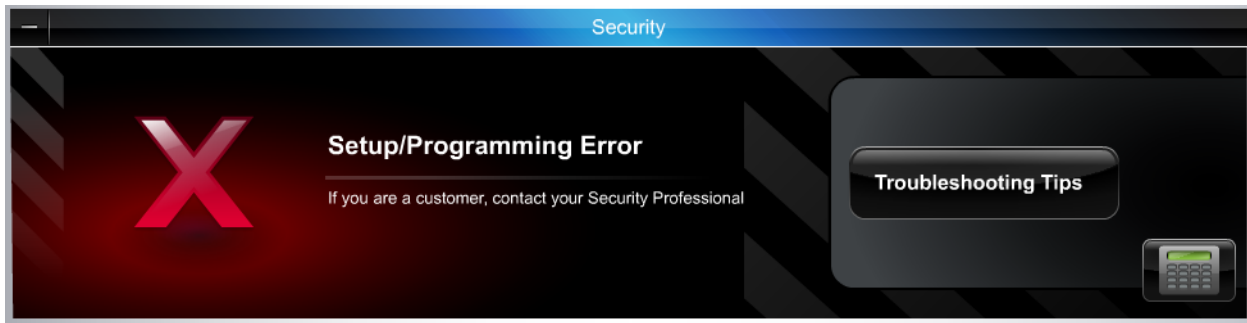


## Troubleshooting Error 1000 in Total Connect 2.0



Error 1000 is caused the lack of PSD (Panel Security Data) being sent from the Panel to the Total Connect 2.0 system. There are a few causes of this ranging from no initial PSD received to the Panel or Alarmnet Device programming.

1. Try arming and then disarming the system. This will cause a PSD message to be sent if everything is programmed properly.
2. Verify that the panel is enabled for RIS.
  - a. Vista 15/20/21iP \*91 should be 8, 2
    - i. Alarmnet Device must be set to 25
  - b. Vista Turbo one ECP address (recommended address 25) needs to be set to Type 12 RIS
    - i. Alarmnet Device multimode address needs to match in programming.
  - c. Lynx series panels need to have "Remote Access" Enabled and "Email Notifications" set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet Direct.
3. Power cycle or reboot the control panel to ensure the RIS address is applied.
4. Verify that the AlarmNet Device programming is correct in AlarmNet Direct.
  - a. iGSMV/GSMV/GSMX and 7847i ensure "Remote Access" Enabled and "Email Notifications" set to Total Connect 2.0 (Enhanced Rpts) and MultiMode Address is either 25 for Vista 10/15/20 or matches the panel for Vista Turbo.
  - b. Lynx series panels need to have "Remote Access" Enabled and "Email Notifications" set to Total Connect 2.0 (Enhanced Rpts) in AlarmNet Direct.
5. After verifying the AlarmNet device programming ensure that the data is in the device by performing a "Send Data" command from the "Show Programmed Devices" page of AlarmNet Direct.