
Alarm.com Fire Communicator (ADC-FC100) - Programming Guide

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Program the Alarm.com Fire Communicator (FC100)

Set monitoring station account number ^

Program the account number on the FACP per manufacturer instructions and use it when creating the customer account on Alarm.com.

Note: The monitoring station account number allows the panel to tell the central monitoring station which account a signal is meant for.

Set monitoring station phone number ^

By default, the Alarm.com Fire Communicator's phone number is set to "ANY" and doesn't require phone number validation.

Note: It is possible to change the phone number the Alarm.com Fire Communicator expects the panel to use by updating the *Communicator Phone Number* using the *Command Catalog* on the Partner Portal or MobileTech app.

To update the Communicator Phone Number after account creation:

1. Log in to the Partner Portal or MobileTech app.
2. Find the customer account.
3. Click **Command Catalog**.
4. In *Panel Settings*, click **Communicator Phone Number**.
5. In the *New value* field, either:
 - Enter **ANY** to turn off phone number validation and allow any phone number to be programmed locally for communication.
 - Or, enter the phone number to match the local FACP programming if phone number validation is required.

Set monitoring station signaling protocol[^]

The signaling protocol dictates the format of signals sent to the central monitoring station (i.e. CID or SIA). Verify which protocols the panel can use with the Alarm.com Fire Communicator. If the panel can use both CID and SIA, CID is recommended because that is what the Alarm.com Fire Communicator expects by default.

Important: If SIA must be used, it is possible to change the signaling protocol the Universal Communicator expects the panel to use by updating the *Reporting Protocol* using the Remote Toolkit on the Partner Portal or MobileTech app.

Note: If relays are used for reporting events, the Fire Communicator will transmit those events via CID, so the monitoring station receiver will need to be able to accept events via CID.

Program the Fire Alarm Control Panel (FACP)

Depending on the specific FACP model, use one of the following sets of steps:

FACPs using phone dialers (POTS/PTSN)[^]

Verify Phone Number in Local Panel Programming

Ensure a phone number is programmed in the FACP panel programming.

By default, the Alarm.com Fire Communicator's phone number is set to "ANY" and doesn't require the phone number to match for validation. If phone number validation is required, verify the phone number used in the FACP matches what is set for the FC100 *Communicator Phone Number* using the Command Catalog or during account creation on the Partner Portal or MobileTech app.

If local panel programming changes are needed, refer to the FACP manual for instructions on updating the phone number through the local panel's user interface.

Important: Changing the *Communicator Phone Number* on the Partner Portal or MobileTech app does *not* update the phone number stored in local panel programming. This action only modifies the phone number assigned to the FC100.

Verify Central Station Account Number in Local Panel Programming

Ensure the Central Station account number is programmed in the panel. If changes are needed, refer to your FACP manual for instructions on updating the account number through the local panel's user interface.

Important: Changing the account number in the Monitoring Station Settings page does *not* update the account number stored in panel programming.

Confirm Forwarding Protocol Compatibility

Verify that the forwarding protocol configured in the local panel programming matches both the FC100 settings and the protocol used by the central monitoring station receiver (either CID or SIA).

Example: If the panel is set to use Contact ID (CID), then:

- The FC100 must also be set to CID.
- The Central Station's receiver must be configured to accept CID transmissions.

Optional: Re-save monitoring station settings on the Partner Portal or MobileTech app.

For FACP's using relays ^

Validate the relay configuration and reporting

1. Ensure the relay outputs of the FACP are properly configured for the desired events. See the FACP installation manual for more information about configuring the relay output programming.
2. Match the communicator's input configuration (NO, NC, EOL, or DEOL) to the FACP's relay output.
3. Use the appropriate resistors for EOL or DEOL configurations.
4. Verify that all wiring connections are secure and within the specified wire gauge (22–16 AWG).

Example: The following represents an example relay wiring setup:

- **Trouble Relay Output** → I/O1 (Configured as NO with EOL 2.2kΩ resistors)
- **Supervisory Relay Output** → I/O2 (Configured as NO with EOL 2.2kΩ resistors)
- **Alarm Relay Output** → I/O3 (Configured as NO with EOL 2.2kΩ resistors)