Alarm.com Fire Communicator (ADC-FC100) - Alarms and other signals are not forwarding to the monitoring station

If alarms from the Fire Alarm Control Panel (FACP) are not being sent to the monitoring station, this issue may stem from one or more of the following factors:

- An incompatible service package is being used on the customer account.
  - Verify the customer account is *Interactive Fire.*
  - All other service packages are not compatible with the FC100 and may result in unexpected or unwanted behavior.
- Incorrect wiring and/or programming.
  - Depending on the specific FACP model, troubleshoot using one of the following sets of steps:

Expand all

FACPs using a phone dialer (POTS/PTSN)

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Verify that the FC100 is getting power and communicating with Alarm.com

Check for LED activity on the FC100. For more information about the LEDs, see Alarm.com Fire Communicator (ADC-FC100) - Module LED Guide.

Check Ring/Tip Wiring

Ensure the Ring/Tip wiring between the Fire Alarm Control Panel and the FC100 is correctly connected. Proper wiring is essential for reliable communication between the devices. For more information about wiring, see Alarm.com Fire Communicator (FC100) - Installation Guide.

If signals are not reaching the monitoring station, a recommended troubleshooting step is to reverse the ring and tip wiring, as they may be incorrectly connected. Additionally, if applicable, verify the dialer is set to touchtone in panel programming.

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.

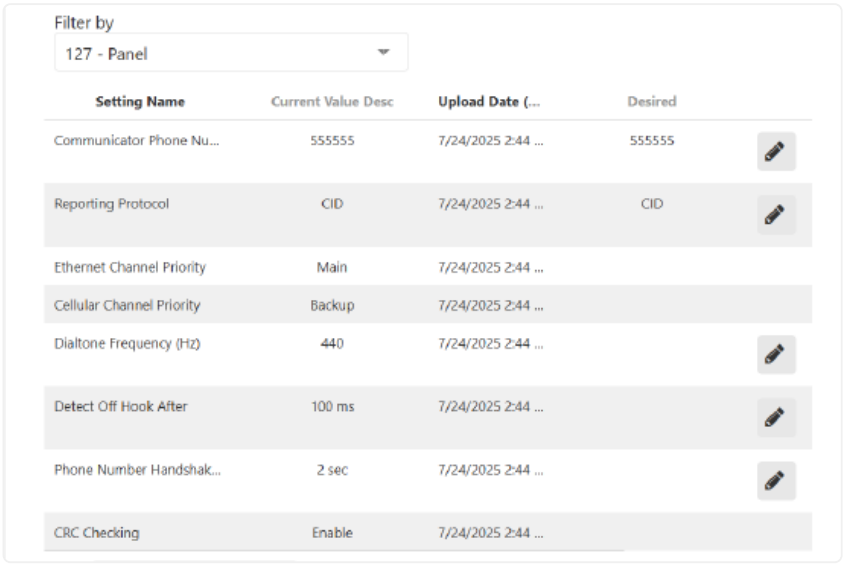
Verify Central Station Account Number in Local Panel Programming

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.

Verify Upload/Download Device Settings populate correctly

The Partner Portal should look similar to the following image for Upload/Download Device Settings:



If values are missing, send the command **Upload Filtered Device** and allow 3-5 minutes for the information to populate.

If the *Current Values* are blank, click ✎ to edit and send the programming to the Fire Communicator.

Note: Changing the programming for the FC100 in Upload/Download Device Settings only updates the FC100 settings and does not change the FACP local programming. After programming the communicator remotely, the FC100 will automatically reboot. Allow 3-5 minutes after sending programming before testing signals again.

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.

FACPs using relays^

The communicator has 3 I/O terminals that can be used as inputs to monitor the FACP's relay outputs using Contact ID (CID). Each input is pre-configured as Normally Open (NO). Each relay output on the FACP corresponds to a specific event type (e.g., fire alarm, trouble, supervisory). When the relay changes state, the communicator detects the change and transmits the event.

Important: 2.2kΩ resistors must be installed between each relay output when using relay reporting.

Example: The following represents an example relay wiring setup. All C wires will be wired to the Ground (GND) terminal on the FC100. You may use a Multiple Conductor Ferrule (MCF) to make the connections to GND.

FACP	FC100
Trouble Relay Output (NO) with a 2.2kΩ resistor	I/O1 Terminal
Supervisory Relay Output (NO) with a 2.2kΩ resistor	I/O2 Terminal
Alarm Relay Output (NO) with a 2.2kΩ resistor	I/O3 Terminal
Trouble, Supervisory, & Alarm Relay - Common (C) terminal(s)	Ground (GND) Terminal

Verify that the FC100 is getting power and communicating with Alarm.com

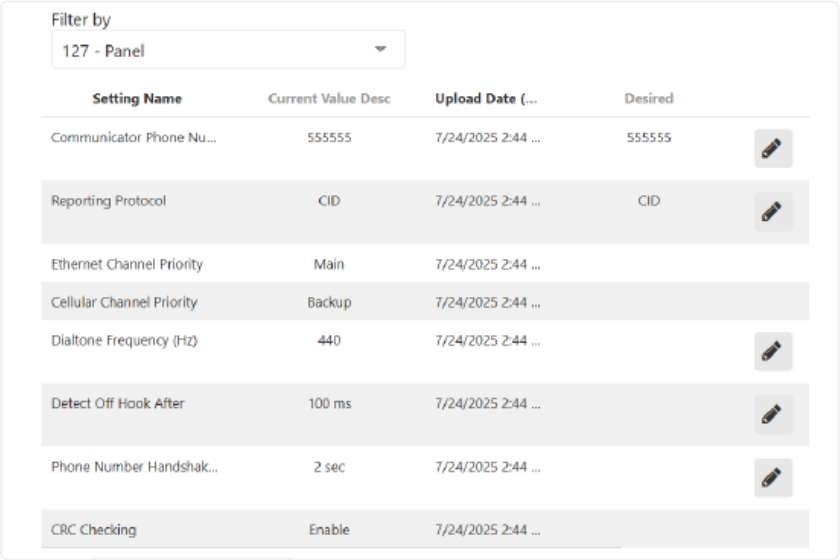
Check for LED activity on the FC100. For more information about the LEDs, see Alarm.com Fire Communicator (ADC-FC100) - Module LED Guide.

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 to the FACP's relay output.
3. Install a 2.2kΩ resistor on each of the relay outputs.
4. Verify that all wiring connections are secure and within the specified wire gauge (22–16 AWG).

Verify Upload/Download Device Settings populate correctly

The Partner Portal should look similar to the following image for Upload/Download Device Settings:



If values are missing, send the command **Upload Filtered Device** and allow 3-5 minutes for the information to populate.

If the *Current Values* are blank, click ✎ to edit and send the programming to the Fire Communicator.

Note: Changing programming for the FC100 in Upload/Download Device Settings only changes what the FC100 is set to, and will not change the FACP local programming. After programming the communicator remotely, the FC100 will reboot on its own. Allow 3-5 minutes after sending programming before testing signals again.

Confirm Forwarding Protocol Compatibility

Ensure the FACP's reporting protocol is set to CID, the FC100 is set to CID, and the central station receiver is also using CID.

Important: The FC100 can only report generic CID events over relays.

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