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

The following are some troubleshooting steps that can be performed for the Alarm.com Fire Communicator (ADC-FC100) when connected to a Fire Alarm Control Panel (FACP).

Important: To ensure proper functionality, the service package must be *Interactive Fire*.

All other service packages are not compatible with the FC100 and may result in unexpected or unwanted behavior.

Expand all

The FC100 is not communicating with Alarm.com^

1. Verify the customer's service package is set to *Interactive Fire*.
2. Check that the antennas and the Ethernet connection (optional) are snug and correct.
3. Verify that both SIM cards are flush in their seating.
4. Verify the FC100 is wired correctly and using the correct gauge and length.
 - Wires should be between 16 AWG and 22 AWG and no longer than 10 feet (3m).
 - For more information about wiring, see [Alarm.com Fire Communicator \(ADC-FC100\) - Wiring Guide](#).
5. Verify the FC100 is powered by checking the LED activity.
 - For more information about the LEDs, see [Alarm.com Fire Communicator \(ADC-FC100\) - Module LED Guide](#).
6. Verify programming:
 - Verify the signaling protocol (CID or SIA) matches at the FACP, FC100, and the central monitoring station receiver.
 - Verify that the desired signaling protocol is compatible with the FACP and FC100.
 - Verify the FACP is using the desired signaling protocol (CID or SIA).
 - Verify that the FC100 is using the same protocol (CID or SIA).
 - Verify the central station receiver is using the same protocol (CID or SIA).
 - Verify that the central monitoring station phone number matches at FACP and FC100.
 - Verify that the FACP is using the desired central monitoring station phone number.
 - Verify that the FC100 is using the same central monitoring station phone number.
 - Verify the FACP has a central monitoring station account number programmed.
7. Test with an alarm signal.
 - Validate that the alarm event is logged locally, if possible.
8. Replace wiring between the FACP and the FC100.
9. If the FC100 continues to fail to communicate after performing all preceding steps, perform a factory reset on the

FACP.

Important: Refer to the FACP manufacturer or the FACP installation guide for the steps to factory reset the panel.

10. If still not communicating, test connecting a different FC100.

None of the LEDs on the ADC-FC100 are on^

1. Remove power from the panel (AC, then battery).
2. Verify all wiring is correct.
3. Verify the length of the wire run from the FC100 to the FACP is no greater than 10 feet.
4. Verify the wire gauge is between 16 and 22 AWG.
5. Verify the voltage between the FACP and the FC100 to ensure it is within the specified range (12 to 28 VDC).

For more information about the LEDs, see [Alarm.com Fire Communicator \(ADC-FC100\) - Module LED Guide](#).

DTMF LEDs are solid red^

Verify the monitoring station is receiving signals.

- If no signals are being received:
 - Verify that central monitoring station settings are correct for the FACP and FC100.
 - Verify the service package is set to *Interactive Fire*.
 - Verify wiring between the FC100 and FACP is correct.
- If signals are being received:
 - Power cycle the FACP and FC100. Wait 5-10 minutes and test with another signal.

Alarm.com receives alarm or other signals, but does not forward to the monitoring station^

Re-save the monitoring settings in the Partner Portal or MobileTech app. Allow 3-5 minutes for the FC100 to reboot before testing the signals again. If signals are still being missed, please follow the troubleshooting steps outlined in [Alarm.com Fire Communicator - Alarms and other signals are not forwarding to the monitoring station](#).

Additional troubleshooting steps ^

The following are general troubleshooting steps that could resolve any other behaviors. Check the following in this order:

Note: Any one of these steps can fix issues, so it may be helpful to test signals and communication after each step.

1. Verify the customer's service package is set to *Interactive Fire*.
2. Verify that the wiring is correct, using the right gauge (16 to 22 AWG), and less than 10 feet from the FACP.
3. Check the power between the FACP and the FC100 to ensure it is within the specified range (12 to 28 VDC).
4. For panels using phone line reporting:

- a. Ensure the central monitoring station settings match on the FC100, the FACP, and the central monitoring station receiver.
 - b. Verify the FACP has a phone number and a central station account number programmed locally.
5. For panels using relay reporting:
 - a. Ensure a 2.2k ohm resistor is installed between each relay output (Alarm, Supervisory, and Trouble) on the FACP.
 - b. Verify that the relay output(s) are enabled and configured correctly in the FACP programming. For more information, refer to the specific FACP installation guide.
6. Re-save the central monitoring station settings on the Partner Portal or MobileTech app.

Note: This will cause the FC100 to reboot. Please allow 3-5 minutes for the communicator to reconnect before testing signals.

For further troubleshooting, contact Alarm.com CORE Technical Support.