

## Ping an Alarm.com Chime to verify proper communication

If the Alarm.com Chime does not appear to be communicating properly, verify the device's connection status using its LEDs.

For more information about the different LED patterns on Alarm.com Chimes, see:

- [What do the LEDs on the ADC-W114C mean?](#)
- [What do the LEDs on the ADC-W115C mean?](#)

### Send a device ping to an Alarm.com Chime

To verify an Alarm.com Chime is communicating properly, send a device ping using the Partner Portal or MobileTech app.

[Partner Portal steps](#) [MobileTech app steps](#)

#### Using the Partner Portal:

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Access Points, Chimes, and Gateways**.
5. Click to select the desired access point.
6. In *Additional Commands*, click **Ping Device**.
7. Click **History** to verify the device ping is sent. The command looks identical to a modem ping command.
  - The following is an example of a sent device ping command in the *Event History*:

| Type<br><small>hide</small> | Description<br><small>hide</small>                                  | Time (CDT)<br><small>hide</small> |
|-----------------------------|---------------------------------------------------------------------|-----------------------------------|
| Command                     | Modem Ping (Rep: ) [(Sent) ACK Token: 22] <a href="#">More Info</a> | 5/5/2025 12:52:00 pm              |

- If the device ping is unable to change from *Sent* to *Acknowledged* or if there is a long delay in the time it is acknowledged, the device may not be communicating properly. The following is an example of an acknowledged modem ping command:

| Type<br><small>hide</small> | Description<br><small>hide</small>                                                                  | Time (CDT)<br><small>hide</small> |
|-----------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------|
| Message                     | Modem Ping <a href="#">More Info</a>                                                                | 5/5/2025 12:52:03 pm              |
| Command                     | Modem Ping (Rep: ) [(Acknowledged at 5/5/2025 12:52:03 pm) ACK Token: 22] <a href="#">More Info</a> | 5/5/2025 12:52:00 pm              |

### Using the MobileTech app:

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. In *Access Points, Chimes, and Gateways*, tap the name of the desired chime.
5. Tap **Go To Device**.
6. In *Additional Commands*, tap **Ping Device**.
7. Tap  to expand the quick access menu, then tap **History** to verify the device ping is sent. The command looks identical to a modem ping command.

**Note:** Tap the event in the Event History for additional details.

- The following is an example of a sent device ping command in the *Event History*:

- If the device ping is unable to change from *Sent* to *Acknowledged* or if there is a long delay in the time it is acknowledged, the device may not be communicating properly. The following is an example of an acknowledged modem ping command:

