



Nighthawk Security
P.O. Box 25035
Woodbury, MN 55125
Phone/Fax: 1 (866) 472-3525
help@mynighthawk.com

Comm Fail Troubleshooting for end user

We have been made aware of systems having a Comm Failure (or "COMM. FAILURE") on a Total Connect 2.0 (TC 2.0) system indicates that the security control panel cannot connect to the monitoring station, the internet, or the cellular network. We are reaching out in a proactive manner to help ensure you get the best possible outcome for any such inconveniences.

Common Causes and Troubleshooting:

- **Internet/Wi-Fi Issues:** The panel has lost its Wi-Fi connection. Verify your router has power and internet access, then restart the router.
- **Cellular/Network Outage:** If using a cellular communicator, a temporary network outage or poor signal could be the cause.

Steps to Clear:

- **Restart/Reboot the Panel:** Power down the main control box and back up to reset the communication module. See page 2 for instructions
- **Test Signal:** Trigger a "Communication Test" or walk-test the system (contact our alarm central station first to put it in test mode (866) 472-3525).
- **Testing Instructions:** Testing instructions can be found on the FAQ section of our website www.mynighthawk.com

Tech support

We apologize if you are experiencing difficulties and we hope these troubleshooting steps help to clear your system. Should you need help, our tech support can be reached Monday-Friday 9AM to 5PM CST at (866) 472-3532. The Central Station can be reached 24/7/365 at (866) 472-355, just ask for the central station. If you cannot resolve the problems, a service call may be necessary to ensure the proper operation of your system.

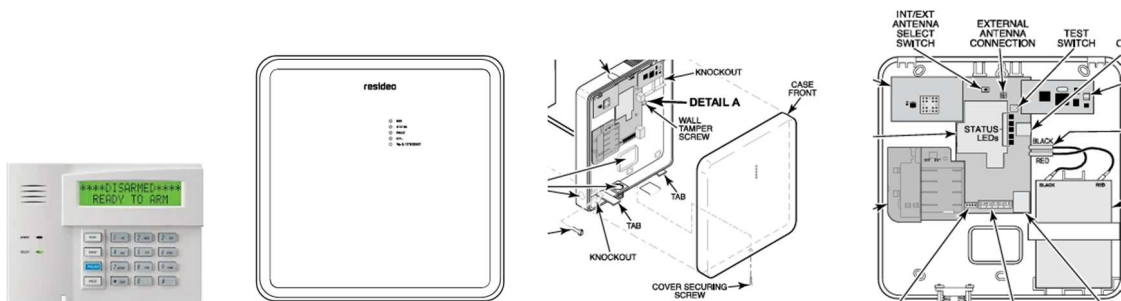


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ProA7Plus Panels:

To reboot a ProA7Plus access the Tools menu by tapping the three-line icon on the home screen, enter your master code, scroll down, and select Reboot System. The system will prompt you to confirm, and then it will shut down and restart, which takes about 5 minutes.



Vista Series Panels

To reset an AlarmNet communicator, physically locate the device and press and hold the test switch for 10 seconds to reboot it. For a full system reset, disconnect the backup battery and transformer power, then reconnect.

Key Reset Procedures:

- Communicator Reboot/Reset: Locate the physical module, press, and hold the test switch for 10 seconds to initiate a reset.
- Power Cycle: If a deeper reset is required, disconnect the backup battery and unplug the main transformer for a few minutes before powering back on.