

Module Malfunction

The *Module Malfunction* trouble condition is indicating a panel expansion failure. For a 2GIG panel, this is related to the panel's wireless sensor transceiver. For modular panels, this is related to a bus device failure.

Important: This trouble condition is not related to the Alarm.com cellular radio's status.

Dialer	BusSupervisors(1381 0) 35 secs - +18887881804 - CID - Successful by SMTP1-PHX COM 7 in 25428ms on attempt #1	4/1/2014 4:14:09 am
Message	Module Malfunction**	4/1/2014 4:13:34 am
Monitor	Panel Module Malfunction	4/1/2014 4:13:34 am

How to resolve:

For 2GIG panels:

Verify the wireless sensor transceiver is connected and functioning properly.

For modular panels:

For modular panels (i.e., SEM-Honeywell Vista, SEM-DSC PowerSeries, Interlogix Concord/NX, DSC PowerSeries Neo/Pro, etc.), check the keypad to see which bus device (module) is reporting a malfunction.

If only hardwired sensors are used (no RF sensors enrolled in the panel) and the user has an RF keypad, turn off the *Receiver Failure* option on the keypad to remove the trouble. For assistance with turning off the Receiver Failure on the keypad, contact the panel manufacturer. Alternatively, a non-RF keypad can be used to also remove the trouble for this scenario.

Note: Interlogix NX systems are not compatible with the NX-208E Smoke Expander module. An Alarm-enabled NX panel using an NX-208E will report an *Expander Trouble* locally and a *Module Malfunction* on Alarm.com. Smoke sensors wired into the NX-208E do not properly report to Alarm.com.