
Send a communication test from a DSC PowerSeries Neo

There are multiple methods of sending a communication test using the DSC PowerSeries Neo. Sending a communication test from the panel initiates communication and verifies that the module is communicating on the cellular network.

For this test to send a signal to the monitoring station, verify *Manual/Auto Tests* are selected as an *Event to Forward* in the customer's *Monitoring Settings*. For more information about updating the monitoring settings, see [Change the monitoring settings on a customer account](#).

If the cellular communication test fails or if the interactive services menu is not showing, see [Unable to send a communication test](#).

To send a communication test using an LCD keypad:

Using the long button hold:

- Press and hold the **[3]** key for two seconds to send a communication test. If the test is successful, the keypad screen displays *Test signal sent OK*.

Note: The HS2TCHP keypad does not support long-presses since it is a touchscreen. To send a communication test from touchscreen keypads, see [Using a touchscreen keypad](#).

Using Interactive Services:

1. Press **[*][8]**.
2. Enter the installer code.
3. Press **[851]** to enter *Interactive Services*.
4. Scroll to *Communication Test*, then press **[*]** to send a communication test. Upon completion, the keypad reads *Test signal sent OK*.

Using the master code:

Caution: This method causes the system to go into alarm along with sending a communication test.

1. Press **[*][6]**.
2. Enter the master code.
3. Press **[04]** to send a communication test.



To send a communication test using a touchscreen keypad:

1. Tap **Options**.
2. Tap **Installer Menu**.
3. Enter the installer code.
4. Tap **Keypad Mode**.
5. Tap **[851]** to enter *Interactive Services*.
6. Scroll to *Communication Test*, then tap **[*]**.
7. The screen navigates to *Start Cellular Test*, tap **[*]** to send the communication test.

To verify a successful communication test was received, check the customer's event history on the Partner Portal or MobileTech app for a *Panel Manual Test* monitor event. For more information about checking the event history, see [View the customer's system event history](#).

