



---

## "Your Installer Code has Not Been Validated. Signals (or alarm events) will not be sent" error from a DSC PowerSeries Neo

This message occurs on new installations if the panel has not yet communicated to Alarm.com. This message is to ensure that the installer code has been verified with the security panel.

The panel must be fully communicating and either programming must be entered locally using the correct installer code, or a command to validate the code must be sent using the Partner Portal or MobileTech app. If the command is not being accepted remotely, the security panel is likely not fully communicating.

### How to resolve:

Send a communication test to verify the panel is communicating with Alarm.com. For more information about sending a communication test, see [Send a communication test from a DSC PowerSeries Neo](#).

#### If the communication test is successful:

- Validate the installer code by either:
  - Typing in the correct installer code for the customer account on the Partner Portal or MobileTech app. For more information about verifying the installer code remotely, see [Verify the installer code remotely](#).
  - Navigating in and out of programming locally at the panel.

#### If the communication test is not successful:

1. Press and hold **[1]** to verify the correct serial number is connected.

#### If the serial number displays correctly:

The module may not be signaling properly.

1. Check L1 and L4 to check for signaling troubles. For more information about what the LED lights indicate, see [DSC PowerSeries Neo - Troubleshooting LEDs](#).
2. Ping the module and send other commands to see if they are acknowledged in the event history on the Partner Portal or MobileTech app. For more information about pinging the module, see [Ping the module to verify proper communication](#).

#### If the serial number does not display:

The panel is not communicating properly with the module. There may be a modem-panel communication error occurring.



1. Verify panel programming:
  - Verify section 382, option 5 is *Enabled*.
  - Verify section 300, option 001 is *Alt Comm Auto*.
  - Verify section 380, option 1 is *Enabled*.
  - Verify section 301 option 1 is set to *DCAA*.
2. Verify panel firmware and keypad model/firmware. For more information about verifying firmware, see [DSC PowerSeries Neo firmware compatibility](#).
3. Verify the wiring between the module and control panel is correct. For more information about wiring, see [DSC PowerSeries Neo - Quick Install Guide](#).
4. Verify voltage. For more information about power requirements, see [What are the power requirements for a DSC PowerSeries Neo?](#).
5. Once these are confirmed to be correct, reboot the system.
  - To reboot the system:
    - a. Disconnect the panel's AC power.
    - b. Disconnect the battery.
    - c. Wait 30 seconds.
    - d. Reconnect the battery.
    - e. Reconnect AC power.
6. Press and hold **[3]** to send a communication test.
7. Verify section 851 for the *Interactive Services* menu is accessible.
8. If the preceding steps do not resolve the behavior, replace the wiring.
9. If replacing the wiring does not resolve the behavior, the cellular module may need to be replaced.

For more information about the preceding troubleshooting steps, see [DSC PowerSeries Neo - Troubleshooting Guide](#).

If the trouble condition persists after troubleshooting, contact [Alarm.com CORE Technical Support](#).

