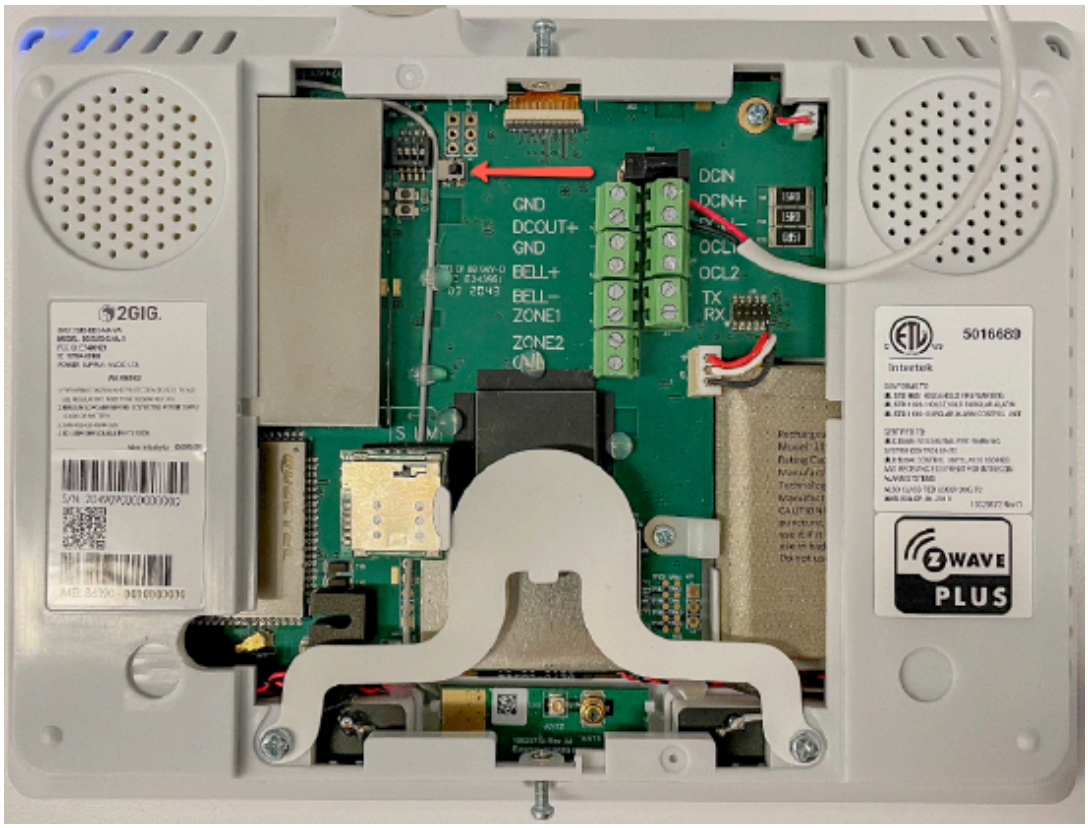
Clear a panel tamper on a 2GIG EDGE

When a panel tamper occurs on a 2GIG EDGE, it locally displays *Console Tamper* and the trouble condition appears on Alarm.com. If the panel is armed, the system also activates an alarm condition if a tamper switch is triggered while the system is armed.

The tamper switch on a 2GIG EDGE can be activated by either the wall tamper switch or cell radio tamper switch. The following image displays the location of the wall tamper switch:



How to resolve:

1. Affix the backplate onto the panel and verify the white plastic rectangle tamper piece is pressed down.
2. Once the device's tamper is restored, request an equipment list to verify that the trouble condition is resolved. For more information about updating the equipment list, see Request an updated sensor list.

If the trouble condition persists after troubleshooting, contact Alarm.com CORE Technical Support.

Additional panel settings

Disable panel tampers

On the 2GIG EDGE, panel tampers can be enabled/disabled in *Q409: System tamper causes trouble* of panel programming. The setting can be configured to either *Disabled* or *Enabled:*

- The default setting is *Enabled* to indicate that the panel tamper switch triggers a trouble when the system is disarmed and an alarm when the system is armed.
- If the setting is configured to *Disabled*, the system panel tamper switch does not trigger a trouble or alarm.

This setting can be configured locally using the panel or remotely using the Partner Portal or MobileTech app.

Expand all

To configure panel tampers using the Partner Portal:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Remote Toolkit**.
4. In *Command Catalog*, click to expand **Trouble Condition Settings**.
5. Click **Q409: System tamper causes trouble**.
6. Using the *New Value* dropdown menu, select **Enable** or **Disable**.
7. Click **Change**.

To configure panel tampers using MobileTech app:

1. Log into MobileTech app.
2. Find the customer account.
3. Tap **Remote Toolkit**.
4. Tap **Command Catalog**.
5. Tap to expand **Trouble Condition Settings**.
6. Tap **Q409: System tamper causes trouble**.
7. Using the *New Value* dropdown menu, select **Enable** or **Disable**.
8. Tap **Change**.

To configure panel tampers using the panel:

1. On the home screen, tap ⚙.

2. Enter the installer code.
3. Tap **Installer Toolbox**.
4. Tap **Panel programming**.
5. Tap **Advanced Programming**.
6. Tap **Troubles**.
7. Tap **Go Question**.
8. Enter **409** for *System tamper causes trouble.*
9. Tap **Enabled** or **Disabled**.
10. Once all desired changes have been made, tap

to save and exit panel programming.