

# Why do I not receive "Communication Lost" event from RC-E recorder?

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## Question

Why do I not receive "Communication Lost" events from RC-E recorder?

## Answer

NetEVS and RC-E recorders will always appear to be online in Alarm Monitoring. If a NetEVS or RC-E recorder goes offline, there is no indication that the devices from which the NetEVS/RC-E is recording are no longer recording or available. This is a recorder limitation.

## Applies To

OnGuard (All versions)  
SkyPoint

## Additional Information

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