

NGP POD trouble that will not clear on the keypad

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Symptom

An NGP panel is reporting POD Comm / Trouble messages on the Keypad status menu item. These messages continue to appear on the keypad and do not go away. The panel shows online in Alarm Monitoring with no sign of tampers or alarms related to the PODs showing issues on the keypad.

Resolution

The POD status messages that are displayed on the NGP keypad are persistent and will only be cleared when following the procedure listed below.

In order to clear POD messages displayed on the keypad you need to either:

Log on to the keypad as the Server User and scroll through the list of messages on the Status menu item on the keypad

OR

Log on to the keypad as an NGP panel user that has the 'Access service menu' permission profile setting checked. Scroll through the list of messages on the Status menu item on the keypad.

Note: The 'Access service menu' setting is an elevated privilege setting on the panel and is not configurable by default. Please contact TSG in order to assist in configuring this option so that it is available in OnGuard.

Applies To

NGP Panel

Additional Information
