

# Panel modem will not answer and keeps ringing

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## Symptom

When attempting to dial from the host to the panel modem, the panel modem will continuously ring and will never pick up.

## Resolution

- 1) Power/turn the panel modem off.
- 2) Power/turn the host modem off.
- 3) Turn off the Intelligent System Controller (ISC).
- 4) Stop the Communication Server.
- 5) Power up the ISC and wait about a minute to allow it to boot up.
- 6) Power/turn on the host modem.
- 7) Power/turn on the panel modem.
- 8) Start the Communication Server.

After these steps, attempt to dial from the host modem to the panel modem and the panel modem should pick up.

## Applies To

OnGuard (All versions)

## Additional Information

None

