Knowledge Base
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Dual-Path Communication Failure - Broadband

The *Dual-Path Communication Failure - Broadband* trouble condition indicates the panel is unable to communicate with the Alarm.com Operations Center through the broadband network.

When this occurs, signals are still sent to the monitoring station through the cellular network. If the customer has opted to have signals forwarded on a delay rather than immediately, the duration of the delay is based on the *Supervision Period* set in their service package.

Note: If the module is expected to only communicate using cellular, then change the communication settings to use only *Cell*. For more information about changing the Dual-Path communication settings, see Configure Dual-Path communication for a panel remotely.

How to resolve:

There are several possible reasons the broadband communication is not connected to Alarm.com:

- The router is not connected to the internet or is not receiving power.
- For panels with built-in Wi-Fi communication, the panel cannot connect to the router's Wi-Fi.
- For panels that use a bridge for broadband connection, ensure the bridge is powered up and is connected to the router with an Ethernet cable.
- If the panel allows for a static IP, make sure the values entered are correct.
- Disable and then re-enable Dual-Path Communication. For more information about this process, see Configure Dual-Path communication for a panel remotely.

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