Dual-Path Communication Failure - Cellular

The *Dual-Path Communication Failure - Cellular* trouble condition indicates the Alarm.com module is unable to communicate with the Alarm.com Operations Center through the cellular network, but can still communicate through the broadband network.

How to resolve:

Perform communication test

Perform a communication test from the panel to verify cellular communication. For information about sending communication tests from a specific panel, see the panel-specific guide in Panels.

If the communication test is unsuccessful, see Initial cell phone test during installation is unsuccessful.

Verify signal strength

Perform a signal strength test to verify the signal strength. For more information about requesting signal strength, see Remotely find the signal strength of a module.

If the signal strength is low, try to improve the signal strength by moving the module or antenna location. For more information about improving signal strength, see Poor Signaling.

Request updated system status

Once the behavior is resolved, request an update on the system status and/or run a system check on *Communications* to clear the trouble condition.

- For information about requesting an update on the system status, see Request an updated sensor list and system status.
- For information about running a system check, see System Check User Guide.

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