

View the Signaling Summary on a customer account

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The customer's signaling summary can be viewed using the Partner Portal or MobileTech app.

To view the customer's signaling summary using the Partner Portal:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Signaling**.

To view the customer's signaling summary using the MobileTech app:

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **Remote Toolkit**.
4. Tap **Communications**.
5. Tap to expand **Signaling**.

Signaling summary information

Communication Overview

This section displays the last communication activity, module information, and broadband information if applicable to the system.



Communication Overview

COMMUNICATIONS SYSTEM CHECK RUN 1/25/2017 12:15:58 pm (CDT)	LATEST SIGNAL RECEIVED 5/28/2019 10:46:45 am (CDT)
LAST BROADBAND PING 5/28/2019 10:39:13 am (CDT)	LAST CELL PING 5/28/2019 8:53:57 am (CDT)
EQUIPMENT LIST RECEIVED 5/24/2019 10:07:55 am (CDT)	SIGNAL FORWARDED TO MONITORING STATION 5/25/2019 10:07:55 am (CDT)

Module Information PANEL MANAGEMENT

MODEM SERIAL 0000000000	NETWORK Verizon (CDMA HSPA LTE Combo)
FIRMWARE VERSION IQ Panel 2-2.3.1	NETWORK GENERATION 4G LTE
PANEL COMM MODE Dual-Path	DAUGHTERBOARD Zigbee ADC, SRF 319 Mhz, Z-Wave AU
BUILT-IN RADIOS Bluetooth GPS Wi-Fi	FEATURE COMPATIBILITY Two-Way Capable

Broadband Information BROADBAND SETTINGS

NETWORK NAME Wi-Fissid	CURRENT STATUS Enabled, Connected
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The *Communication Overview* includes:

- Last communication system check performed in the Remote Toolkit
 - For more information about system checks, see [System Check User Guide](#)
- Last signal received from the system by the Alarm.com Operations Center
- Last broadband ping
 - For more information about pinging the broadband communication, see [Ping the system to verify Dual-Path communication](#)
- Last cell ping
 - For more information about pinging the cellular communication, see [Ping the module to verify proper communication](#)
- Last equipment list received from the system by the Alarm.com Operations Center
 - For more information about requesting a new equipment list, see [Request an updated sensor list](#)
- Last signal forwarded to the monitoring station

Module Information

Module Information includes:

- Modem serial number
- Network carrier (i.e., Verizon, AT&T, etc.)
- Panel firmware version
- Network generation (i.e., 3G, LTE, etc.)
- Panel communication mode
 - For more information about changing the communication mode, see [Enable or disable Dual-Path communication remotely](#)
- Daughterboard information (i.e., Image Sensor)
- Built-in radios (i.e., Z-Wave, Wi-Fi, etc.)
- Feature compatibility (i.e., Two Way Capable)



Broadband Information

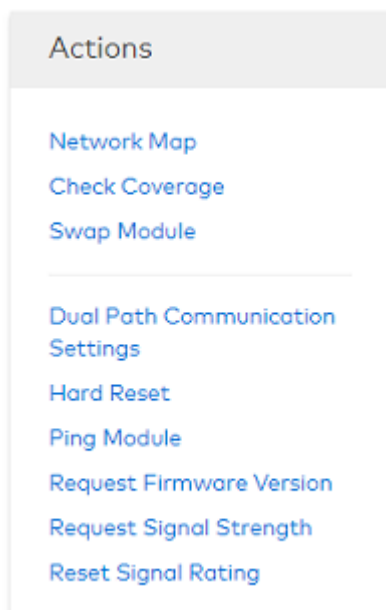
If the system is able to communicate over a broadband network, the *Broadband Information* displays the network name and the current connection status.

For more information about panels that can communicate over broadband, see [Which panels are compatible with Dual-Path communication?](#).

Actions menu

The *Actions* menu section displays commands that can be sent for the system's signaling and communication.

The *Actions* menu includes:



- Network Map navigates to the *Network Map* page
 - This is only available on the Partner Portal. For more information about the network map, see [View the network map](#)
- Check Coverage navigates to the *Check Coverage Location* page.
- Swap Module navigates to the *Module Swap* page.
- Dual Path Communicating Settings to configure the communication paths used by the account.
- Hard Reset to remotely power cycle the Alarm.com cellular radio module in the panel.
- Ping Module to verify cell connection.
- Request Firmware Version to request the firmware version to the radio module.
- Request Signal Strength to request a signal reading from the module.
- Reset Signal Rating to recalculate the signal rating after 30 days.

Signal Strength History

The *Signal Strength History* section displays signaling history information to help identify the signal health of the account.



Signal Strength History					REQUEST SIGNAL STRENGTH
SIGNAL RATING Good Learn About Signal Rating Reset Signal Rating		REGISTRATION EVENTS > 90 SECONDS 0 Learn about Registration Time			
PERCENTAGE OF TIME PANEL NOT RESPONDING 0.0 %		MESSAGES DELAYED 0			
AVERAGE SIGNAL STRENGTH (BARS) 4.0 Bars, Min 4, Max 4		AVERAGE SIGNAL STRENGTH (INTERNAL) 20.3 Internal, Min 20, Max 21			
Time Stamp (CDT) <small>hide</small>	Signal Strength (0-6 Bars) <small>hide</small>	Internal Signal Level <small>hide</small>	Registration State <small>hide</small>	Registration Time <small>hide</small>	
5/17/2019 5:01:24 am	4 Bars	20	In Network	0	
5/17/2019 5:01:23 am	4 Bars	20	In Network	0	
5/7/2019 8:00:18 am	4 Bars	21	In Network	0	
5/7/2019 8:00:18 am	4 Bars	21	In Network	0	
4/30/2019 3:00:17 am	4 Bars	20	In Network	0	
4/30/2019 3:00:16 am	4 Bars	20	In Network	0	
4/18/2019 3:19:46 am	4 Bars	20	In Network	0	
4/18/2019 3:19:46 am	4 Bars	20	In Network	0	
4/8/2019 6:18:41 am	4 Bars	18	In Network	0	
4/8/2019 6:18:40 am	4 Bars	18	In Network	0	

The *Signal Strength History* includes:

- Signal Rating shows the rating for the average external and average internal signal strength of the last 30 days
 - For more information about the signaling rating, see [View the signaling rating of a customer account](#).
- Registration Events over 90 seconds
 - If there are multiple registration times over 90 seconds, or the signal strength is under 2 bars on average, the signaling on the account should be addressed. For more information about registration time, see [What is registration time for a cellular module?](#).
- Percentage of time panel was not responding
 - For more information about how to resolve a panel not responding, see [Radio Not Responding](#).
- Average signal strength as bars
- Average signal strength as internal reading
- Signal strength history table

