

## Turn Off System Trouble Beeps using the Customer app

The customer can turn off system trouble beeps using the Customer app by using one of the following methods:

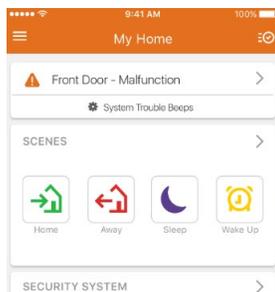
- By accessing current troubles in the *Issues* card on the Home screen.
- By accessing the *Security System* settings page.

Turning off trouble beeps using the Customer app disables beeps at the panel, but the trouble condition remains on the customer's account until it is resolved.

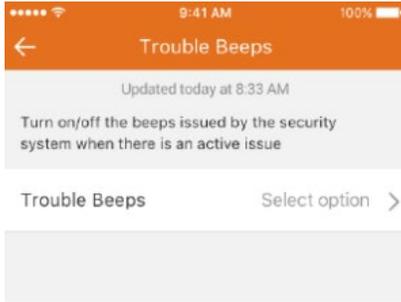
**Note:** If the system trouble beeps continue at the security panel after performing the following steps, verify the panel and module are communicating properly. If the panel and module are not communicating, trouble beeps cannot be turned off using remote commands.

### To Turn Off System Trouble Beeps from the *Issues* card:

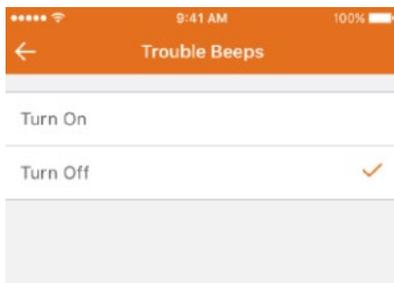
1. Log into the Customer app.
2. Tap **System Trouble Beeps** in the *Issues* card on the Home screen when an active trouble condition is reported on the system.
  - This option only appears on the *Issues* card of the Customer app if one of the following troubles is present:
    - *Panel Power Failure*
    - *Device Low Battery*
    - *Panel Low Battery*
    - *Sensor Tamper*
    - *Dual-Path Communication Failure - Broadband*
    - *Dual-Path Communication Failure – Cellular*
  - If the user does not see this option, try to turn off system trouble beeps by accessing the *Security System* settings page. For more information, see [To Turn Off System Trouble Beeps from the \*Security System\* card](#).



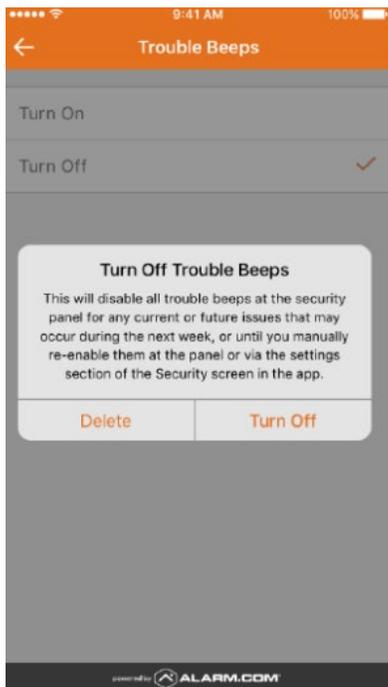
3. Tap **Trouble Beeps**.



4. Tap **Turn Off** to select it.

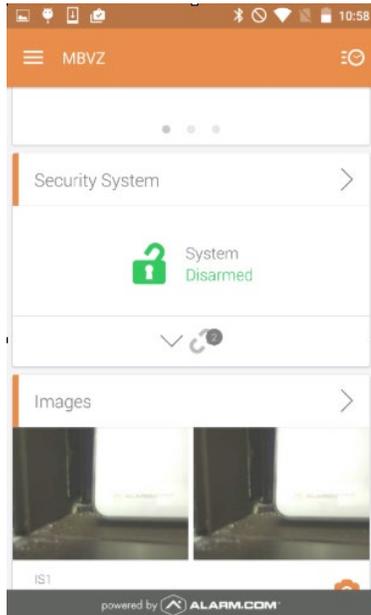


5. Tap **Turn Off** to confirm the selection. This turns off the trouble beeps for for any current or future issues that occur during the next seven days, or until it is manually turned on again.



## To Turn Off System Trouble Beeps from the *Security System* card:

1. Log into the Customer app.
2. Tap **Security System** on the Home screen.



3. Tap  to access the *Trouble Beeps* page.
  - If the user does not see this option, verify the user's system is compatible. For information about compatibility, see [Feature compatibility](#).
4. Tap **Turn Off** to select it.
5. Tap **Turn Off** to confirm the selection. This turns off the trouble beeps for for any current or future issues that occur during the next seven days, or until it is manually turned on again.