



Instructions to silence alarm keypad beeping

AT&T is shutting down the older 3G network in early 2022 and is switching to advanced LTE and 5g networks. If your alarm communication doesn't support LTE or 5g standards, it will no longer transmit alarm signals to the alarm company & the alarm keypad may start beeping. Follow the instructions below to turn off the beeping.

Honeywell Brand Keypads and Total Connect App

To silence the keypad, please follow these one-step instructions:

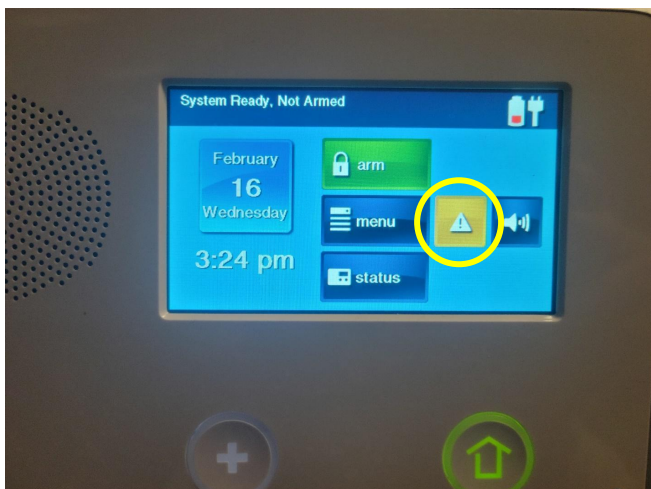
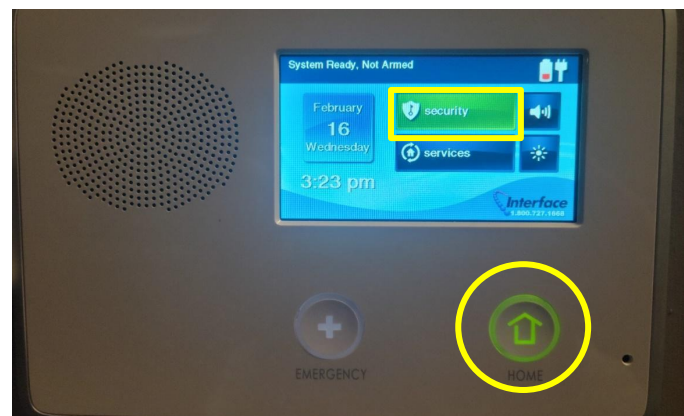
Enter your 4-digit alarm passcode, followed by the number 1.

(Example: Enter 1234 + 1, if your code is 1234)

2GIG Brand Keypads

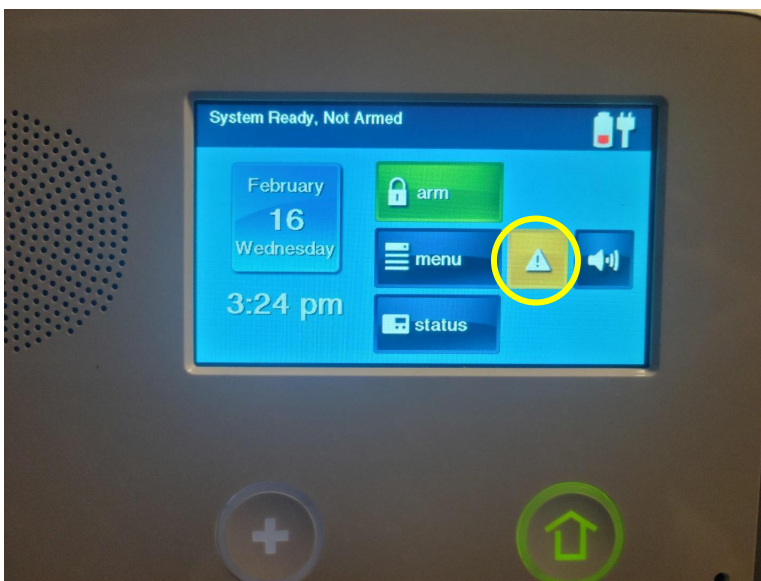
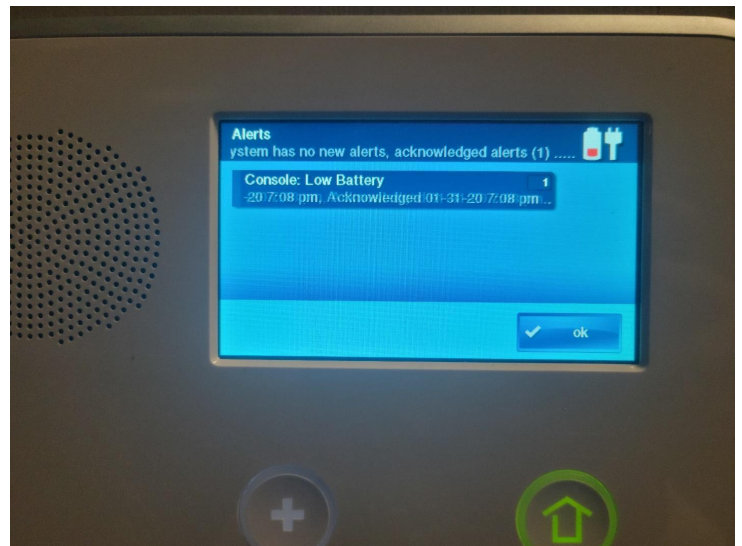
To silence the keypad, please follow these four-step instructions:

Step 1: Press the "HOME" button to bring up your touch screen, then select "SECURITY"



Step 2: You should see a flashing Yellow triangle from the Security screen. You should press the triangle to get to the next menu

Step 3: This menu will show the current trouble on the keypad. To silence and acknowledge your troubles, press the “OK” button in the nottom right corner



Step 4: If performed successfully, the triangle will change from a flashing icon to a solid one. This should stop the beeping.

Did not find instructions for your alarm keypad brand or unable to resolve the issue?
Please call Interface at 1.866.593.3487.