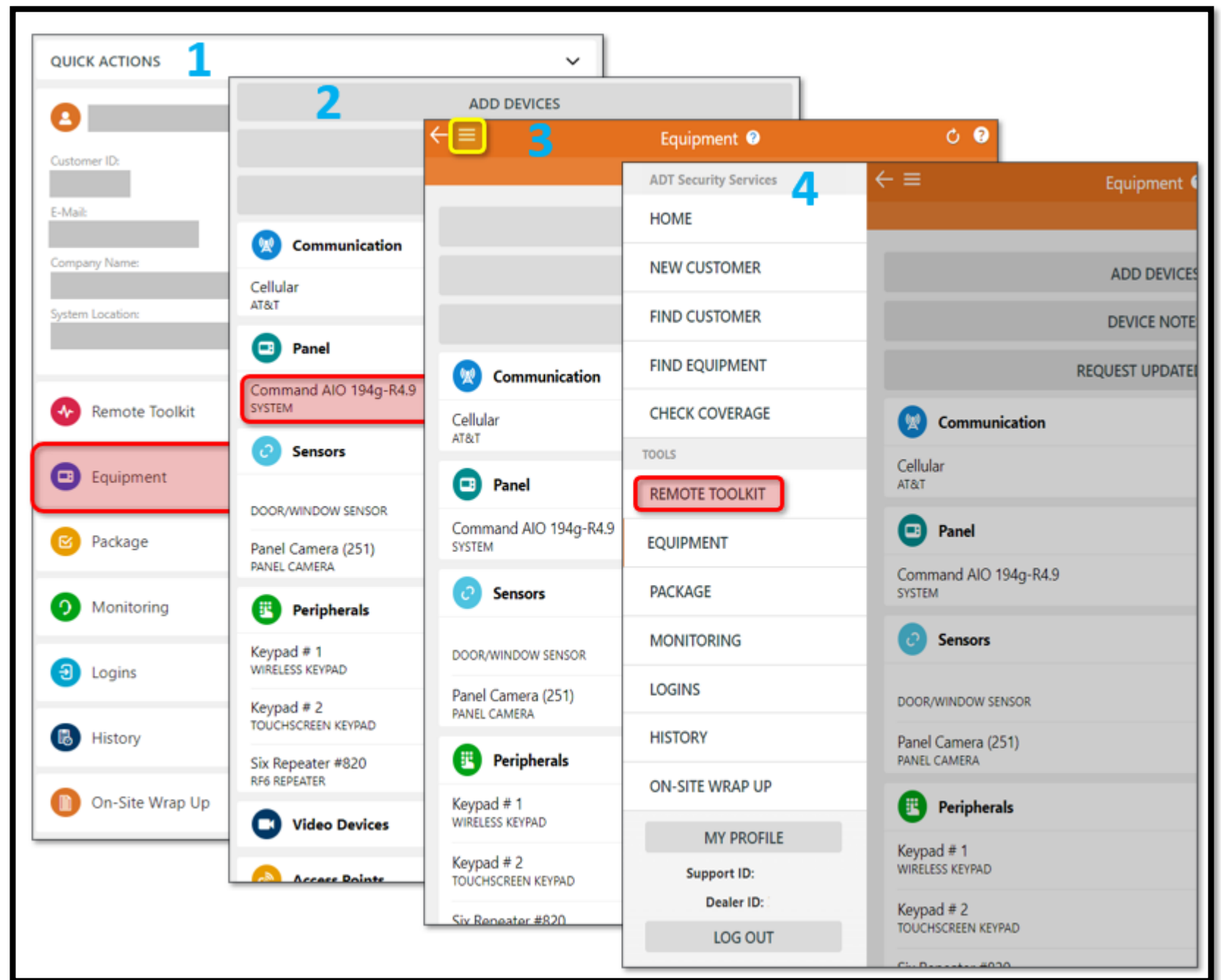


ADT Command Panel Replacement Process

ADT Command Panel Replacement Process will save a technician great amount of time in the event working on a service job due to an existing panel is not operational or having internal hardware issues causing not to respond. This Command panel replacement process will help the technician to move the entire data from ADC (Alarm.com) including sensor programming and Z-wave data from an old nonfunctional Command Panel to new ADT command system.

❖ *Access account in “Alarm.com”
Mobile Tech through 3PS!*

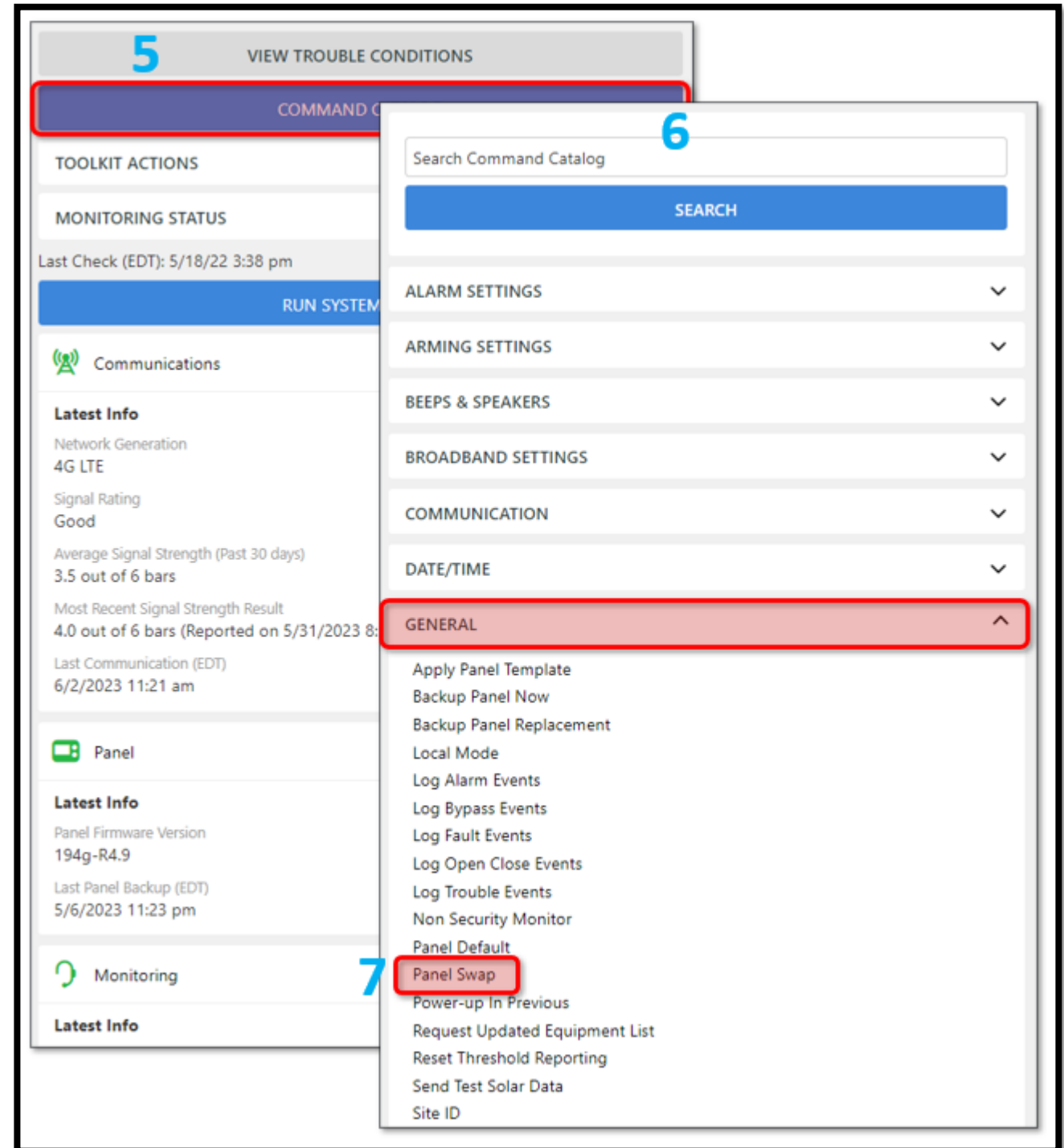
1. Tap on “Equipment”
2. Verify your old panel is R4 or higher
3. Tap on the hamburger menu
4. Choose “Remote Toolkit”



5. Tap on “Command Catalog”

6. Select “General”

7. Click “Panel Swap”



5 VIEW TROUBLE CONDITIONS

COMMAND CATALOG

TOOLKIT ACTIONS

MONITORING STATUS

Last Check (EDT): 5/18/22 3:38 pm

RUN SYSTEM

Communications

Latest Info

Network Generation
4G LTE

Signal Rating
Good

Average Signal Strength (Past 30 days)
3.5 out of 6 bars

Most Recent Signal Strength Result
4.0 out of 6 bars (Reported on 5/31/2023 8:00 am)

Last Communication (EDT)
6/2/2023 11:21 am

Panel

Latest Info

Panel Firmware Version
194g-R4.9

Last Panel Backup (EDT)
5/6/2023 11:23 pm

Monitoring

Latest Info

Search Command Catalog

6 SEARCH

ALARM SETTINGS

ARMING SETTINGS

BEEPS & SPEAKERS

BROADBAND SETTINGS

COMMUNICATION

DATE/TIME

GENERAL

Apply Panel Template

Backup Panel Now

Backup Panel Replacement

Local Mode

Log Alarm Events

Log Bypass Events

Log Fault Events

Log Open Close Events

Log Trouble Events

Non Security Monitor

Panel Default

7 Panel Swap

Power-up In Previous

Request Updated Equipment List

Reset Threshold Reporting

Send Test Solar Data

Site ID

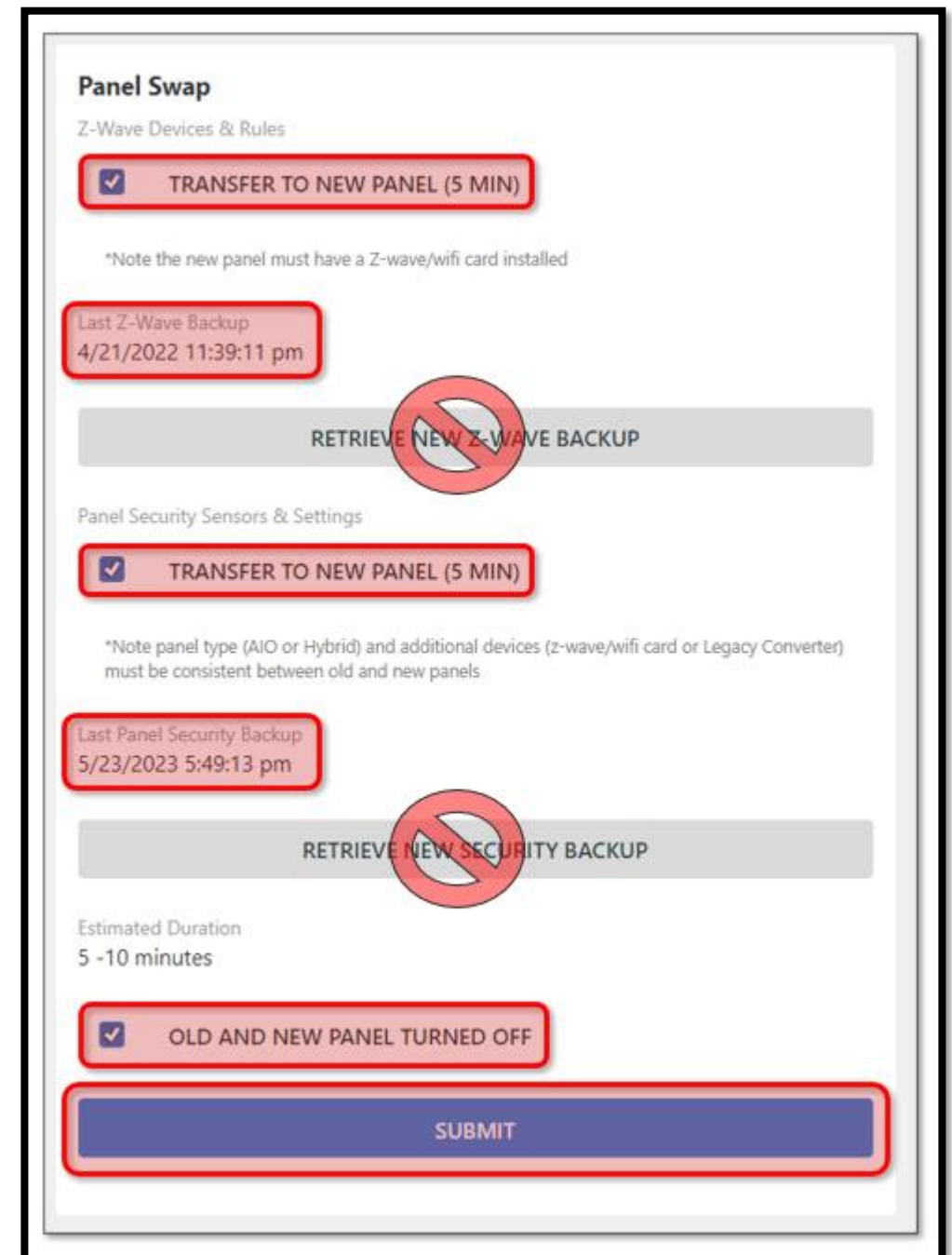
Click “Transfer To New Panel” under Z-Wave Devices and Panel Sensors & Settings

DO NOT click “Retrieve New Backup” IF your old panel is dead or not communicating. If you do this, you could lose your sensors that are on file.

The new panel will pull the backup that is stored on Alarm.com. The time and date of the last backup is listed here.

Make sure both old and new panels are powered down, then click “OLD AND NEW PANEL TURNED OFF”

Tap on “Submit”



The screenshot shows the 'Panel Swap' configuration page. It is divided into three main sections: 'Z-Wave Devices & Rules', 'Panel Security Sensors & Settings', and 'Estimated Duration'. In the 'Z-Wave Devices & Rules' section, there is a checked checkbox for 'TRANSFER TO NEW PANEL (5 MIN)' and a note stating 'Note the new panel must have a Z-wave/wifi card installed'. Below this is a box showing 'Last Z-Wave Backup' as '4/21/2022 11:39:11 pm' and a disabled button labeled 'RETRIEVE NEW Z-WAVE BACKUP' with a red prohibition sign over it. The 'Panel Security Sensors & Settings' section has a checked checkbox for 'TRANSFER TO NEW PANEL (5 MIN)' and a note: 'Note panel type (AIO or Hybrid) and additional devices (z-wave/wifi card or Legacy Converter) must be consistent between old and new panels'. It also shows 'Last Panel Security Backup' as '5/23/2023 5:49:13 pm' and a disabled button labeled 'RETRIEVE NEW SECURITY BACKUP' with a red prohibition sign. The 'Estimated Duration' section shows '5 -10 minutes' and a checked checkbox for 'OLD AND NEW PANEL TURNED OFF'. At the bottom, there is a large blue 'SUBMIT' button.

- ✓ At this time, you can insert the old radio into the new panel and power it up
- ✓ The new panel will download the backup on file
- ✓ The process is estimated to take 10-15 minutes

During this time, do not touch the panel or send any commands to the panel through ADC

ADC will update this screen with **“Completed”** when it's done!

