



## Why is my Alarm Sensor Losing RF Supervision?

RF (radio frequency) supervision loss occurs when an alarm does not receive a radio frequency check-in signal from one or more of its wireless devices for a specified period. An alarm sensor will send this signal to the receiver every 70 to 90 minutes.

For most alarm panels, if the system does not receive a check-in signal from a supervised wireless device for a 12-hour period, it will generate an RF Supervision message. This check-in signal is typically designated by a 'Check' condition, (2) digit zone number of the wireless device experiencing the loss of supervision. This will let you know which wireless devices are not being seen by your security system.

If the RF supervision trouble shows up after a low battery signal, the wireless sensor may have stopped transmitting after its battery fully drained. A low battery indication usually comes up about one month before the battery dies completely. Replacing the battery within the wireless device, then performing two disarm commands should clear the trouble display.

The more common reason for a loss of RF supervision is an **environmental** factor that is preventing the wireless signal from reaching the wireless receiver. Any large metal object located between the wireless receiver and the wireless sensor will oftentimes cause an RF supervision loss. Disruptive wireless radio waves can come from your neighbor's house, a new device in your home, or anywhere.

Sometimes a wireless booster is needed. Sometimes even if a system has been working for years, it will need a booster due to environmental changes. The booster extends the wireless range of your wireless devices, these are also called wireless repeaters.

If you're having issues with RF Losses and need help, please contact us.