Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-1	Internal error detected for stored panel version. Note: this error can also be generated from the Main Page or from the Panel System Settings page in order to warn of potential issues arising from firmware mismatches.	Reselect version numbers from the Edit Panel Options. The panel firmware and Selcom firmware versions did not match. There are two ways to handle this: 1) By checking the panel firmware version directly: • Check version number on the panel's firmware chip and make a note of the version that is written on the sticker. • Open Selcom and select your panel from the main page drop down list. • From the top menu options select Edit ➔ Edit Panel Data then click on "Select Version" button located in Firmware box of the Panel Configuration section. • Choose the firmware version that best matches your panel version. • Click finished to return to main page, click Automatic Interface and try calling the panel again. 2) You can perform a "Get Config No Checking". If you are not sure what type of panel you have or the panel is difficult to get to you can perform a "**Get Config No Checking**" task from the Automatic Interface page: • Simply select your panel, Click the yellow cell under "**Config**" and select the "**Get Config No Checking**". An "N" will appear in the cell you just clicked, then Click **Start Comms** which will automatically get the full configuration parameters of your panel. • Once cell turns green try calling the panel again.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-2	Panel sent a “timed out” message.	Panel did not receive a response in time and sent a timeout message. Check all parts of communications link (phone line, serial, Ethernet), PC settings and retry.
-3	Panel Full	Call dealer
-4	Log is empty	No log available. Not strictly an error unless a log is expected. Manually check panel log.
-5	No log exists	Usually occurs when a log is requested from a panel without a clock.
-6	Data protocol failure	Retry and if symptom persists call dealer
-7	Error in panel log retrieval process	Check log manually – may need to reset log
-8	Modem index in database is not valid Not used from 7.1.0	Can occur after upgrading PC or buying a new modem. Edit panel and reselect modem.
-9	Carrier detect lost during communications. Not used from 7.0.2 b196	Can occur through interference from features such as Call Waiting.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-10	Modem in database is not valid. Not used from 7.0.2 b196	Can occur after upgrading PC or buying a new modem. Edit panel and reselect modem.
-11	Phone number missing. Not used from 7.0.2 b196	A phone number is required for the modem to dial. Enter a phone number in Edit Panel.
-12	Modem missing Not used from 7.0.2 b196	Can occur after removing an old modem. Edit panel and reselect modem.
-13	Connection Buffer Unconfirmed	After initially connected, panel no longer responds. Wait for 2 minutes then retry.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-14	Port error detected	The Comms port returned an error (check communications status in Comms page). This could be because of the following: the modem has failed, the modem is not connected properly to the phone line, or the telephone network on the panel motherboard has failed. Can be noisy phone line (try to connect in Terminal mode to test connection and noise on the line). Always do this first for this error code. If noisy line showing in terminal mode, then get phone line cleaned up…if connection is made correctly, check the modem and/or drivers and type of modem using. • Open Selcom and select your panel from the main page drop down list. • From the top menu options select Communications ➔ Menu Driven Direct then “Place a Call”. • Wait for the message at the bottom of screen to say Connected, then the word password will appear on the blue screen top left corner. • Enter the panel’s six digit password. You should now be in the panel’s program mode (Main Menu) which confirms connection via Direct (Terminal) Mode. If you don’t get this far, update your computers modem or replace it with the Hiro 50228 USB Modem.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-15	No response from panel	Panel communications device did not respond to initial prompts. Panel may be accepting visitors, not powered up or have failed. Check the communications settings for this panel (phone #, IP address etc.). If a new modem is installed, check that ***it is installed correctly*** and ***is selected in Selcom for this site***.
-16	Data not received in time	Panel did not respond during normal communications in Ethernet mode. The Ethernet connection has been broken during communications. Retry the communications and if problem persists check the IP settings.
-17	Port failed to open	The communications port (modem etc) did not open on request. May need to restart PC
-18	Unable to close network socket	The network socket used would not close on completion. Restart Selcom.
-19	Preparation for Erase Log was not accepted by panel	Communications may have disconnected. Try again – if error repeats – call dealer.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-20	Send error	Call dealer
-21	CD holding error.	Check operating system drivers for modem/serial port and modem settings
-22	Communications timeout has occurred Not used after 7.0.0	Can occur if the line is broken or shared with another device using the line, or if other features such as Call Waiting is on the line.
-23	Log has errors – cannot upload	The log has syntax errors which are preventing upload. Call dealer.
-24	Log Erase not confirmed	Communications may have disconnected. Try again – if error repeats – call dealer.
-25	TCP/IP error during Get Log process. Not used from 7.1.0	Communications may have disconnected. Try again – if error repeats – call dealer.
-26	TCP/IP Direct Response not received. Not used from 7.1.0	Communications may have disconnected. Try again – if error repeats – call dealer.
-27	TCPIP Incomplete Initial Response	Communications may have disconnected. Try again – if error repeats – call dealer.
-28	Dir Erase not confirmed	Communications may have disconnected. Try again – if error repeats – call dealer.
-29	Preparation for Erase Dir was not accepted by panel	Communications may have disconnected. Try again – if error repeats – call dealer.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-30	No data received	Check communications
-31	Too many codes in directory when sending. In Selcom 7, this occurs when the number of codes used, allowing for deletions, still exceeds the code capacity.	Usually occurs when codes have been added without deleting old codes. Can also occur if most recent Get Directory from panel added new codes. Check the database Directory.
-32	Directory is full – no space	Usually occurs when trying to send updates without deleting old codes.
-33	Directory corrupt	Call dealer
-34	Too many phones in directory when sending. In Selcom 7, this occurs when the number of phones used, allowing for deletions, still exceeds the phone capacity.	Usually occurs when phone numbers have been added to directory without removing dead numbers. Check the database Directory. Can also occur if most recent Get Directory from panel added new phones.
-35	VOIP Delay prevents Date/Time Update	Delays can be experienced when communicating with a specific site via modem. This can be due to VOIP implementation either by your own service carrier, or the service carrier at the location of the panel with which you are communicating, or both. This error is a warning that the “Allow for Delays During Login” checkbox in System Settings is already set and will prevent you from updating the date/time from the Automatic Communications page. You can try unchecking the checkbox and then retry the communications, but if this fails you will need to update date/time manually.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-36	Phone number is incomplete	Check phone number – edit and try again
-37	Modem required is not in devices list	Reselect modem. If necessary restart Selcom – modem may have been removed
-38	Directory is full – no space Not used from 7.1.0	Usually occurs when trying to send updates without deleting old codes.
-39	Directory is full – no space Not used from 7.1.0	Usually occurs when trying to send updates without deleting old codes.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-40	Modem required is not in devices list	Reselect modem. If necessary restart Selcom – modem may have been removed
-41	Authentication failure	Unable to verify or complete authentication (login) to panel
-42	Unable to get configuration	Check communications settings and equipment and try again. If it still fails with this error, call your Dealer.
-43	Excessive time delay Not used from 7.1.0	Check phone line. Call dealer
-44	Communication ended unexpectedly Not used from 7.1.0	Check phone line. Call dealer
-45	Communication ended unexpectedly Not used from 7.1.0	Check phone line. Call dealer
-46	Auto comms mode not accepted Not used from 7.1.0	Call dealer
-47	Input data receive failure Not used from 7.1.0	Call dealer
-48	Carrier detect failure Not used from 7.0.0	Check connection and that line is dedicated.
-49	Unable to confirm connection buffer	Panel is not answering or is on a noisy phone line Check communications settings and equipment and try again. If it still fails with this error, call your Dealer.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-50	User aborted communications by clicking the Stop Call or Stop All button	The user terminated the communications session. If this was because of an unexpected delay, try again and allow a two minutes to see if an error is returned by Selcom.
-51	Password Failure	Self-explanatory: the password used was not correct for the called panel.
-52	Panel response timed out during Update Date/Time process	Many possible reasons range e.g. bad password, poor communications line, an incoming call, dialer or fax on an undedicated line, modems not talking to each other; update date/time failure.
-53	Failed to open comm port	Check comm port selected
-54	No response from any panel during initial comms Not used from 7.0.0	Check lines at both ends, modems and communications settings.
-55	Both too many codes and phones in directory when sending	Panel codes and phone capacities are both exceeded. See errors -31 an -34.
-56	Authentication failure	Unable to verify or complete authentication (login) to panel
-57	Too many retries getting panel version	Check lines at both ends, modems and communications settings.
-58	Configuration check failure Not used from 7.2.0	The database configuration is inconsistent with the panel configuration. Check the configuration details
-59	Connection failure Not used from 7.1.0	Responses expected after initial connection have not been received. Check phone line.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-60	Pre-7.2.x CD holding error 7.2.0 onwards	Check operating system drivers for modem/serial port and modem settings. Excessive noise received by PC communications device (e.g. modem, serial or Ethernet port). Possible causes are: 1. The connection has been terminated abruptly 2. There is poor or degraded grounding/wiring 3. There was a power cycle in the panel or serving connection equipment (e.g. local ATA), 4. Another device tried to take hold of the line (phone line dialer or fax device)
-61	Too many retries getting ring count	Check lines at both ends, modems and communications settings.
-62	No directory, updates or deletions to send	Review current directory in Selcom. Check the name of the directory database e.g. Ndb0006.mdb in Edit panel data to make sure the correct database is being used.
-63	Update warning heeded	Directory updates are present. Aborted to prevent them being overwritten
-64	Failure to open data to send Not used from 7.2.0	Check database number is valid. Check version number of panel firmware. Data may already be open.
-65	Too many NAKs received	Noisy communications – check connections
-66	Panel full	Panel has used full capacity
-67	Panel response timed out	Check panel communications and lines
-68	Too many bells	Unable to log into panel
-69	Panel response has timed out	Panel did not receive a response in time and sent a timeout message. Check all parts of communications link (phone line, serial, Ethernet), PC settings.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-70	Major firmware version mismatch	Check version messages in Progress Indicator and correct database selection The firmware in Selcom was not selected to match the panel firmware. Do a **Get Config No Checking** or go to panel and verify correct version firmware and match with Selcom under Edit, Edit panel date, select version. • Open Selcom and select your panel from the main page drop down list. • From the top menu options select Edit ➔ Edit Panel Data then click on “Select Version” button located in Firmware box of the Panel Configuration section. • Choose the firmware version that best matches your panel version. • Click finished to return to main page • Click Automatic Interface and try calling the panel again.
-71	Panel and database ID’s do not match. This refers to the Ring Count.	The Ring Count in the database and panel do not match. Common causes are the database default was not changed to match the panel ring count when creating a new panel, and, when converting a panel to an MUI, the MUI ID should be used instead of the non-MUI ID in System Settings. In the software, select panel, then System settings on the bottom row, far right in purple unit ID section, put correct ring count number assigned to the unit. • Open Selcom and select your panel from the main page drop down list. • Click the System Settings icon on the main page. • On the right side in the Existing Identifications box set the Unit ID to match the panel’s Unit ID (default Unit ID is 3).

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-72	Error acquiring raw log New at 7.1.0	Raw log was not received as expected. Retry attempt to get raw log.
-73	Panel or database code capacity error New at 7.2.0	Check the actual values of panel and database code capacities. This can most often occur after a panel is reset and cleared e.g. in response to a watchdog event
-74	Communications error Not used at 7.1.3	Call dealer
-75	Too many retries	Repeatedly, data packets received were incorrect and Selcom has stopped retrying
-76	Data not received in time	Expected response was not received before Selcom timed out
-77	Character receive timeout Not used from 7.1.0 From 7.2.2 Too many characters received	To 7.1.0 A character was not received before being timed out From 7.2.2 Many more characters (>1000) were received than were expected. Usually indicative of a very noisy modem connection. Check the phone line is clean and ring and tip are not reversed.
-78	Panel phone capacity is smaller than database	The phone capacity set in the database is larger than the panel configuration. Either reduce the number of phones in the database or increase the panel phone capacity by calling your dealer.
-79	Panel code capacity is smaller than database	The code capacity set in the database is larger than the panel is configured for. Either reduce the number of codes in the database or increase the panel code capacity by calling your dealer.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-80	No response from server	Please have your Dealer contact SES to investigate. SES will need the stored Serial Number, Dealer Code and phone number of the unit.
-81	Incomplete or unexpected response from server	Please have your Dealer contact SES to investigate. SES will need the stored Serial Number, Dealer Code and phone number of the unit.
-82	Panel ID not confirmed or no response **ID Menu Location:** For TEC1, TEC2 and CAT the ID is in Comms Setup at menu item 9. For TEC1A the ID is located in Systems Parameters menu item 3.	1) In the panel at the site a) **For TEC1, TEC2 or CAT**, check panel DIP switches: DIP 2 down, DIP 4 up and that a NIC3 is installed. **For TEC1A** check that shunt on the Comms board is in position UL1. b) Apply panel power and login on the keypad. c) (TEC1, TEC2, CAT only) In Main Menu, select Comms Setup (press 4), then check (item 2) RS232 BAUD = 5. Set this to 5 if needed. d) Check the ID (see **ID Menu Location** to the left). 1st digit: panel major firmware version; last 5 digits must match the printed main label serial number (ignore the leading letter), Note this ID. e) Logout of the panel (press * and 0 together). 2) In Selcom, select menu Edit->Edit Panel. Ensure that the Cellular Connection option radio button is selected and review the following: a) The phone number listed in “Panel Cellular Phone #” should match the SIM phone number assigned by the cellular service carrier. If in doubt please contact your cellular service carrier. b) The ID listed in “Serial #” should be the same as that found in the panel menu in 1 c) above. After checking the above steps, please try again. If you still have no connection, please contact your Dealer. The Dealer will need the ID and panel phone number.

Selcom Error List – Selcom Premium, Selcom Basic		
Error #	Meaning	Suggestions to Check
-83	Wrong response to Panel ID request	The ID of the installed panel should match that listed in Selcom. Please review the steps in error -82 to confirm that the Panel ID and Selcom Panel ID match.
-84	Server unable to complete connection	Please have your Dealer contact SES to investigate. SES will need the ID and phone number of the unit.
-85	Failure to open TCPIP connection	Check the TCPIP settings (IP address and port number) of the panel being called. Unless the router serving the panel TCPIP connection has specifically-assigned port forwarding, the calling PC and panel would normally expect to be addressed within the same subnet. For example, if the Selcom PC's IP is 192.168.2.10, the panel would also normally be on that subnet i.e. 192.168.2.xxx, where xxx lies between 1 and 255 and is not already used by another network device. This error can also occur if the IP address of the panel has not been reserved in the router against the panel's NIC Mac address. In this case a power cycle can easily cause the router to assign another IP address to the panel, and Selcom will never know until it is manually updated. Additional information can be found at the SES website https://www.selectses.com/technical-support-notes/ in technical support notes TSN-015, TSN-019 and TSN-020.
-86	Future – reserved	
-87	Future – reserved	
-88	Future – reserved	
-89	Future – reserved	