

Dual-Path Communication Failure - Cellular

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

Dual-Path Communication Failure - Cellular indicates that your panel is currently unable to communicate through the cellular network and is only communicating through broadband network/Wi-Fi. Until resolved, your panel is without back-up communication and will stop working if you lose power or you experience a broadband/WiFi outage.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2023-11-20

Procedure

How to resolve

If possible, move metal or electrical objects away from the panel to improve cellular network signaling.

If you need additional support, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Trouble_Condition_Help/Dual-Path_Communication_Failure_-_Cellular

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Revision #1

Created 2026-09-01 00:30:09 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:09 UTC by Jerdenn Calag