

ContainerPower Energy Solutions

Small communication base station battery is stopped



Overview

Why is my SimpliSafe base station not charging?

If you are having issues charging your SimpliSafe Base Station's batteries, below are a few possible causes: You may be using the wrong type of batteries. SimpliSafe Base Stations use Nickel Metal Hydride (NiMH) rechargeable batteries, hence why the base stations can be recharged. If you use the wrong batteries, your base station might not charge.

Why does my SimpliSafe base station stop talking?

If your base station stops talking, rebooting the base stations will usually help fix the issue. To reboot your SimpliSafe base station, unplug it from the electric outlet and open the battery covers. Remove the batteries from the base station for a few minutes, then reinstall them and wait for the base station to restart.

Why is my SimpliSafe base station not chiming?

If a reboot doesn't fix the issue, contact SimpliSafe Support. If your base station doesn't chime when it's supposed to, a simple reboot should solve the problem. To reboot your SimpliSafe base station, unplug it from the electric outlet and open the battery covers.

Why is my base station not charging?

Your base station cable is damaged. A less likely but still possible reason is that the base station's charging cable is damaged. Check for any breakage, cuts, or burns in the cable. If your cable looks damaged, this may be the reason the batteries aren't charging. The batteries are bad.

Why does my base station keep announcing 'alarm off'?

If your base station keeps announcing "Alarm Off", check to ensure your Key Fob isn't being pressed (if you have one). Your SimpliSafe Key Fob can arm/disarm your alarm system with the press of a button. If the Key Fob is

pressed (knowingly or unknowingly), this could cause an “Alarm Off” announcement.

Why does my SimpliSafe base station keep blinking blue?

There is likely some technical issue with the base station itself that is preventing its batteries from charging properly. A blinking blue light on your SimpliSafe base station is usually a sign from the base station that there’s a message on the Keypad that you need to see.

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Contact Us

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