
Bypass a sensor on a DSC PowerSeries Neo


On the DSC PowerSeries Neo panel, there are multiple options to bypass sensors when arming a system from the Customer Website or Customer app.

- The Customer Website can only *Force Bypass* sensors that would prevent the system from arming (e.g., open, tamper, low battery, offline, etc.).
- The Customer app can:
 - *Force Bypass* sensors that would prevent the system from arming (e.g., open, tamper, low battery, offline, etc.), regardless of the module firmware version.
 - Select specific sensors to bypass, regardless of the sensor's status. This is only available on module firmware version 189a+.


For more information about when a force bypass occurs, see [Why is Force Bypass automatically selected in the app when attempting to arm the system?](#)

To bypass a sensor using the Customer Website:

Note: The website can only *Force Bypass* sensors that would prevent the system from arming. If the user wants to select specific sensors to bypass, they must use the Customer app and the system's module must be on firmware version 189a+.

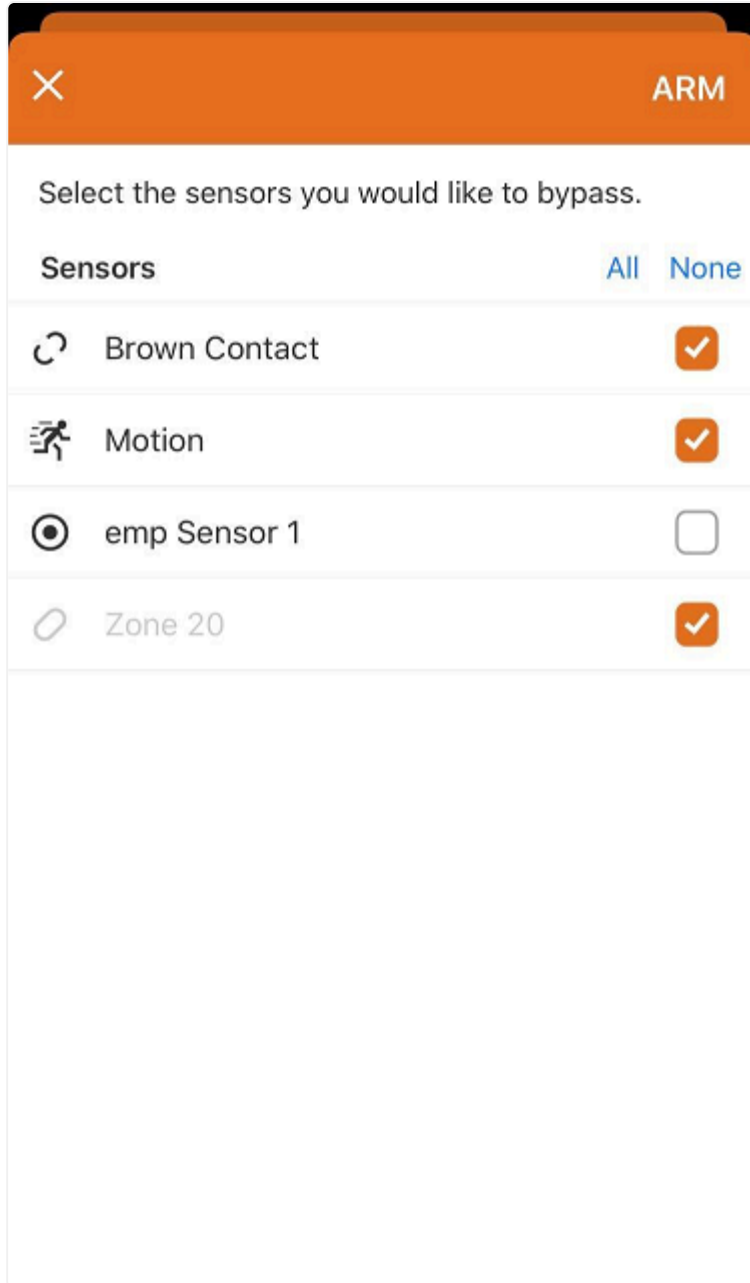
1. Log into the Customer Website.
2. In the *Panel* card, click .
3. Click to select **Force Bypass**.
4. Click either **Stay** or **Away**, depending on the type of arming command desired.
5. When sensors are bypassed, the *Recent Activity* card displays the sensors as *Bypassed*.

To bypass a sensor using the Customer app:

1. Log into the Customer app.
2. In *Security System*, tap .
3. Arming options can be selected:
 - To select which sensors to bypass, tap **Bypass Specific Sensors**.
Important: Bypassing specific sensors using the Customer app requires module firmware version 189a+.
 - To bypass all sensors that would prevent the system from arming, tap **Force Bypass**.
4. Tap either **Arm (Stay)** or **Arm (Away)**, depending on the type of arming command desired.

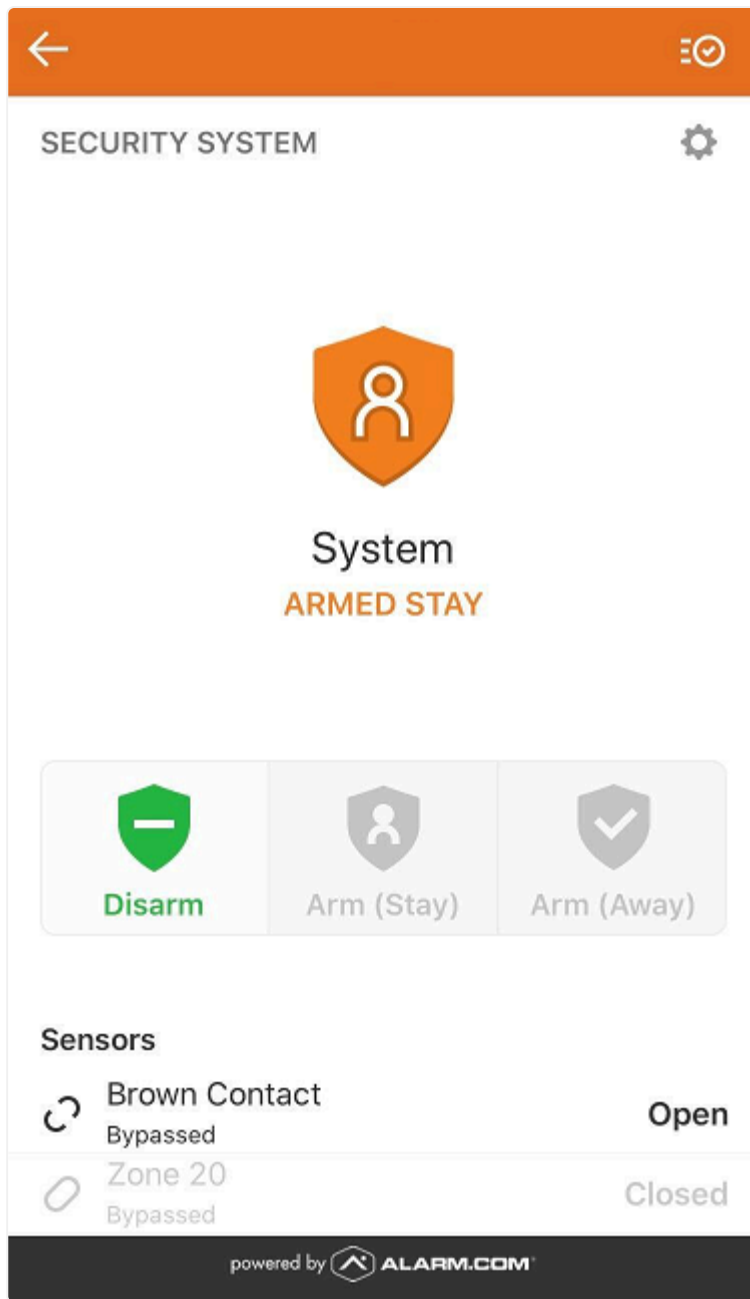


5. If *Bypass Specific Sensors* was selected, tap to select which sensors to bypass and then tap **Arm**.
Note: When selecting specific sensors to bypass, only the first 32 bypassable sensors appear for the option. Life safety zones do not appear and cannot be selected to be bypassed.



6. When sensors are bypassed, the *Security System* card displays *Sensors Bypassed*.





Additional information

If a zone is programmed to not allow the system to arm when it is bypassed or if a zone is programmed to not be able to be bypassed, the system will not be able to arm from a remote command. Refer to the zone's programming in the panel or through the Partner Portal if a zone is suspected of being programmed to not allow the system to arm.

A motion sensor that has been activated, such as one that has recently detected motion, would not be bypassed if the panel is being armed away.



For more information on how to bypass a sensor directly from the security panel, see [DSC PowerSeries Neo User Guide](#).

