

# ADC IMAGE SENSOR FAQ'S

## 1. What is the Image Sensor?

- The Image Sensor is a PIR motion detector with built-in camera. The sensor is designed to take motion activated images to provide additional information for alarm events, disarms, and other events of interest. The Image Sensor can be configured to capture images unrelated to security events (alarms) to allow you to capture events that are important to you, but may not require response from emergency services.

## 2. How does the Image Sensor work?

- When the Image Sensor PIR detects motion, the Image Sensor captures images based upon your custom configurations, as well as the default settings that are pre-loaded into your sensor. When images are captured on your sensor, they are stored locally on the sensor until you request them. Some images, such as those tied to an alarm event, are automatically uploaded.

## 3. Will the Image Sensor set off the alarm if an intruder enters?

- Just like a traditional PIR motion sensor, the Image Sensor is enrolled into sensor group/type and it will trip an alarm at the appropriate time for that group.

## 4. What is the maximum number of Image Sensors allowed per panel?

- Only 3 image sensors supported per panel

## 5. When the Image Sensor trips an alarm, what device ID does it report to the Alarm.com website and central station?

- On all panels the Image Sensor will report the device ID that the individual Image Sensor is enrolled in to the website, central station and customer notifications.

## 6. What types of batteries does the Image Sensor use?

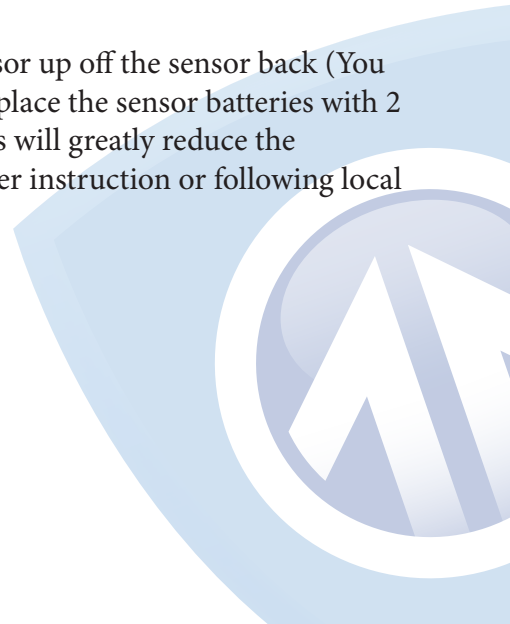
- The Image Sensor operates on 2 AA Ultimate Energizer Lithium batteries (included with sensor).

## 7. How long do Image Sensor batteries last?

- The batteries last ~10 months using Energizer lithium batteries.

## 8. How do I change the batteries in the Image Sensor?

- To change the batteries on the Image Sensor, carefully slide the front of the sensor up off the sensor back (You do not need to remove or un-mount entire sensor back and mounting arm). Replace the sensor batteries with 2 AA 1.5v Energizer Ultimate Lithium batteries. Using standard alkaline batteries will greatly reduce the life of the batteries. Dispose of used batteries according the battery manufacturer instruction or following local regulations.



### 9. When does the Image Sensor capture images?

- By default, the Image Sensor captures images on motion when the panel is Armed Away (at most every 10 seconds), during an alarm (at most every 10 seconds), and the first motion event after the panel is disarmed from Armed Away. There is an up to 30 second delay before an Image Sensor can capture images from an Armed Stay or instant alarm (such as panic, smoke sensor, etc) 60 seconds on Go!Control. Alarm images are part of both the Image Sensor Alarm and Image Sensor Plus service plans.
- With the Peek-In feature, the Image Sensor can capture images on-demand. Through the Peek-In subtab on the website or mobile apps, you can request a Peek-In Now (taken right away, regardless of motion) or Peek-In Next Motion (taken next time the sensor detects motion). These images will be captured and uploaded automatically. The Peek-In feature is available with the Image Sensor Plus service plan.

### 10. When does the Image Sensor upload images?

- During an alarm, the Image Sensor automatically uploads up to 5 sets of images from motion events. If additional alarm images are captured, they can be uploaded from the Upload Images subtab of the website or from a mobile app. Images from other events (such as a disarm) are not uploaded automatically, but can be requested from the Upload Images section or from a mobile app. Peek-Ins and Daily View images are uploaded and sent according to the settings you have specified (Image Sensor Plus Plan).
- Images that have been captured by the Image Sensor and not automatically uploaded are stored locally in the Image Sensor until requested. Approximately the last 50 events captured on each sensor are available to be requested. Once a captured event has been overwritten on the sensor, it will be shown in the event history as “not available” and cannot be retrieved.

### 11. How long do Image Sensor images remain on the website?

- The Image Sensor Gallery displays images captured in the past 60 days. Images can be downloaded from the Customer Website for permanent storage.
- Images are only displayed in the gallery if they are from Image Sensors currently installed in the system. Images from deleted Image Sensors are shown for one week after the sensor has been deleted, or until any Image Sensor is re-enrolled into the system (whichever comes first). If an Image Sensor is re-added to the system, images are shown as of the most recent installation date.

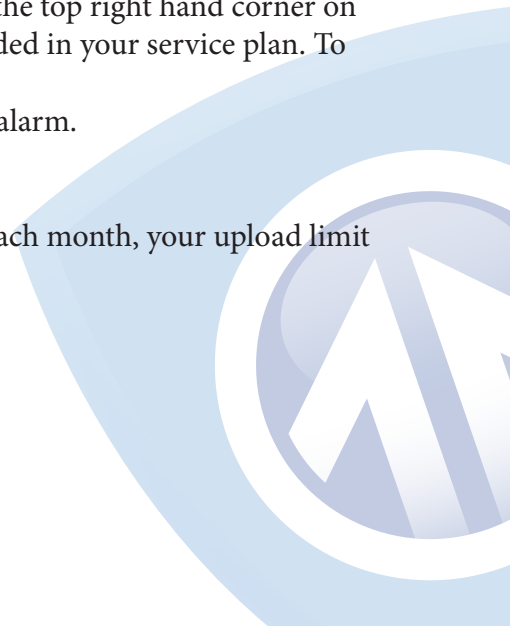
### 12. How many images can I upload per month?

The customer can view the amount of images they can upload per month, as well as how many images you have remaining this month, on the top of the Upload Images and Peek-In sub-tab. In the top right hand corner on these pages you will see an upload meter indicating how many uploads are included in your service plan. To increase your monthly upload limit, please contact.

\*Note: Regardless of upload limit, images will always be taken in the event of an alarm.

### 13. Will my unused uploads carry over to the next month?

- No, unused uploads will not carry over from month to month. On the first of each month, your upload limit will reset.



14. What does the blinking LED on the Image Sensor mean?

<b>Image Sensor Red Status LED Activity Reference</b>		
<b>Device Status or Error</b>	<b>LED Pattern</b>	<b>Duration of LED Pattern</b>
<b>Sensor Power-Up</b>	Solid for 5 Seconds	Approximately first 5 seconds after powering.
<b>Sensor Joins or Rejoins Network</b>	Solid for 5 Seconds	First 5 seconds after sensor joins a new network (during enroll process) or rejoins its existing network.
<b>Searching for Network to Join</b>	Fast Blink for 5 Seconds at a Time	Repeats pattern for up to 60 seconds after powering until the sensor enrolls in a network.
<b>Attempting to Rejoin Network</b>	Slow Blink for 5 Seconds at a Time	Repeats pattern for up to 60 seconds after power cycle until the sensor reconnects to its network. (Note: This means the sensor has already been enrolled into a network and is trying to connect to it. If attempting to enroll sensor in a new network, hold reset button for a full 10 seconds (until LED blinks rapidly) to clear the old network before adding to new network.)
<b>Motion Test Mode</b>	Solid for 3 Seconds at a Time	Repeats for each motion activation during the 3 minutes after sensor joins network, has been tampered, or is placed in PIR test mode. (Note: In test mode, there is an 8 second “sleep” timeout between motion trips.)
<b>Network Communication Problem</b>	Fast Blink for 1 Second at a Time	Pattern begins after 60 seconds of searching for (and unsuccessfully joining) a network and repeats until RF communication is restored. Pattern persists as long as the sensor is not enrolled in a network or cannot connect to current network.

