Image Sensor FAQs

Image Sensor Overview

- 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.

- 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.

- 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.

Hardware Compatibility

- Which panels are the Image Sensor compatible with?
    - Interlogix Simon XT: The Simon XT requires an Alarm.com module version 146 & up with an Image Sensor daughterboard (attaches to module) and is compatible with Image Sensor model ADC-IS-100-LP and ADC-IS-200-LP. On Simon XT, zone 39 must be reserved for the Image Sensor daughterboard, which is hardwired to the panel.

    - Interlogix Simon XTi: The Simon XTi requires an Alarm.com module version 151 & up with an Image Sensor daughterboard (attaches to module) and is compatible with Image Sensor model ADC-IS-100-LP and ADC-IS-200-LP.

    - Interlogix Concord 4.0: The Concord requires an Alarm.com module version v177 & up on CDMA or v173 & up on HSPA with an Image Sensor daughterboard (attaches to module) v104.0 & up. The Concord is compatible with Image Sensor model ADC-IS-100-LP and ADC-IS-200-LP.

    - 2GIG Go!Control: The Go!Control requires panel firmware version 1.10, the 900 MHz XCVR2 transceiver and is compatible with Image Sensor model ADC-IS-100-GC and ADC-IS-200-GC.

    - Qolsys IQ Panel: All firmware versions of the Qolsys IQ panel is compatible with the Image Sensor. Required communication hardware is built-in to the panel so no additional daughterboard is required. The IQ Panel is compatible with Image Sensor model ADC-IS-200-IQ.

    - DSC Impassa: Compatible with all module versions and all Image Sensor daughterboards. The daughterboards come already attached to the modules: SKUs 3G8055(I) or CD8055(I). The DSC

Impassa is compatible with both the ADC-IS-100-LP and the ADC-IS-200-LP.

- What is the maximum number of Image Sensors allowed per panel?
  - 3 on Interlogix Simon XT/XTi, Interlogix Concord, 2GIG Go!Control, and the DSC Impassa
  - 5 on Qolsys IQ Panel

- What is the difference between the Image Sensor models?
  - Model ADC-IS-100-LP and ADC-IS-200-LP are compatible with the DSC Impassa and Interlogix panels, ADC-IS-100-GC and ADC-IS-200-GC are compatible with the 2GIG Go!Control panel, and ADC-IS-200-IQ is compatible with the Qolsys IQ Panel.

	ADC-IS-100-GC	ADC-IS-200-GC	ADC-IS-100-LP	ADC-IS-200-LP	ADC-IS-200-IQ
Compatible Panels	2GIG Go!Control w/ firmware 1.10 & up	2GIG Go!Control w/ firmware 1.10 & up	Interlogix Simon XT 1.3 & up Interlogix Simon XTi 1.0 & up Interlogix Concord 4.0 DSC Impassa	Interlogix Simon XT 1.3 & up Interlogix Simon XTi 1.0 & up Interlogix Concord 4.0 DSC Impassa	Qolsys IQ Panel
Required Radio	XCVR2 900 MHz Transceiver (also used for TS1's)	XCVR2 900 MHz Transceiver (also used for TS1's)	Alarm.com Image Sensor Daughterboard	Alarm.com Image Sensor Daughterboard	Built-in to panel
Remote Enroll	No	No	Yes	Yes	Yes
RF Range (open air)	550 ft	550 ft	400 ft	400 ft	400 ft
Signal Strength Readings	No (Can verify communication via Sensor Test as "pass/fail". No % readings)	No (Can verify communication via Sensor Test as "pass/fail". No % readings)	Yes (Strength % viewable on panel* and Dealer Site)	Yes (Strength % viewable on panel* and Dealer Site)	Yes (Strength % viewable on panel* and Dealer Site)
Battery Life	10 months	2 years	1 year	2 years	2 years
Polling Period	60 seconds	60 seconds	30 seconds	30 seconds	30 seconds
Local Trouble Condition Alerts	Follows panel protocol for native sensors	Follows panel protocol for native sensors	Configurable on Dealer Site*	Configurable on Dealer Site*	Follows panel protocol for native sensors

*Not support on Interlogix Concord

Alarm Reporting

- When the Image Sensor trips an alarm, what device ID does it report under at the control panel?
  - Interlogix Simon XT: The alarm hardware "IS HW" enrolled in device ID 39
  - Interlogix Simon XTi: The device ID that the sensor is enrolled in
  - Interlogix Concord: The alarm hardware manually enrolled into the panel
  - 2GIG Go!Control: The device ID that the sensor is enrolled in
  - Qolsys IQ Panel: The device ID that the sensor is enrolled in

- DSC Impassa: The device ID that the sensor is enrolled in

- 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.

Enrollment & Testing

- What device IDs are they enrolled in? In what order?
    - On XTi/XT, the Image Sensor is enrolled in the first available device ID starting with 38 and counting down. For example, in a new panel, the first Image Sensor is enrolled in 38, then 37, then 36. If 38 is already taken by another sensor, the first Image Sensor is enrolled in device ID 37.
    - On Concord, the Image Sensor is enrolled in the first available device ID starting with 92 and counting down. For example, in a new panel, the first Image Sensor is enrolled in 92, then 91, then 90. If 92 is already taken by another sensor, the first Image Sensor is enrolled in device ID 91. It is important to note that the Image Sensors will NOT show up in the device list at the panel, but the device IDs must still be reserved for the sensor. The full device list will show on the Alarm.com Dealer Site or MobileTech.
    - On DSC Impassa, the Image Sensor is assigned the next available device ID in descending order starting with [064] down to [001].
    - On Go!Control and the Qolsys IQ Panel, the device ID is selected by the installer.

- Where is the default sensor group for Image Sensor when enrolled into a control panel?
    - On all three Interlogix panels (Simon XT/XTi and Concord), Image Sensors default to sensor group 17.
    - On Go!Control, the sensor groups are chosen by the installer during the installation process.
    - On the IQ Qolsys Panel, the Image Sensor defaults to sensor group 17.

- On the DSC Impassa, the default sensor group for the Image Sensor is sensor group 5. Where can I find the Image Sensor menus on the control panel?
    - On Simon XT/XTi the Image Sensors menu is found in 'System Programming' → 'Interactive Services'.
    - On Concord, there are no local menus available. The Alarm.com Dealer Site or MobileTech must be used.
    - On Go!Control, the Image Sensors are enrolled in the 'system configuration' menu inside of 'installer toolbox'. The 'image sensor' configuration menu is also inside of the 'installer toolbox'.
    - On IQ Panel, the Image Sensors are enrolled through the standard sensor menu. Image Sensor test and configuration can be found under "Settings" → "System Tests" → "Image Sensor Test".
    - On DSC Impassa, the Image Sensor menu is access by *8 → Installer Code → 851 (to enter the Interactive Services menu) → scroll using the arrows (< or >) to 'Image Sensor Setup' menu and

press * to select the menu.

- Can the Image Sensor be enrolled remotely?
  - Model ADC-IS-100-LP and ADC-IS-200-LP for the Interlogix Simon XT/XTi, Concord, and the DSC Impassa can be remotely enrolled through the Alarm.com Dealer Site or Mobile Tech using the sensor's MAC address.
  - Model ADC-IS-200-IQ for the Qolsys IQ Panel can be remotely enrolled through the Alarm.com Dealer Site or Mobile Tech using the sensor's MAC address.
  - Model ADC-IS-100-GC and ADC-IS-200-GC for the 2GIG Go!Control cannot be enrolled remotely.

- How can I take test images?
  - Free "Installer Test" images can be requested through www.alarm.com/MobileTech through the Image Sensor section on a specific customer's account. For privacy reasons, images may only be requested while the installer is on-site. A phone test (comm. test) must have been performed within the past 5 minutes to gain access to this section of the site.
  - Images can also be requested through www.alarm.com/ImageSetup, a stand-alone image test site. To access this site, the installer must enter the module serial number from the account and retrieve an authorization code from the panel to verify they are on-site. Instructions for retrieving the code are provided on the site's homepage.

Battery Life

- What types of batteries does the Image Sensor use?
  - The Image Sensor operates on 2 AA Ultimate Energizer Lithium batteries (included with sensor). For more information on batteries options visit www.alarm.com/ImageSensorInfo

- How long do Image Sensor batteries last?
  - For model ADC-IS-100-LP on Interlogix Simon XT/XTi and Concord, the batteries last about 1 year using Energizer lithium batteries.
  - For model ADC-IS-200-LP for Interlogix Simon XT/XTi, Concord and DSC Impassa and model ADC-IS-200-IQ for Qolsys IQ Panel, the batteries last around 2 years using Energizer lithium batteries.
  - For model ADC-IS-100-GC on 2GIG Go!Control, the batteries last around 10 months using Energizer lithium batteries and for the model ADC-IS-200-GC, the batteries last around 2 years using the Energizer lithium batteries.

- How do I change the batteries in the Image Sensor?
  - Visit www.alarm.com/ImageSensorInfo to view a video showing proper battery replacement.
  - 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 dismount 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.

Customer Website & Features

- 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 (Capture After Disarm from 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) on the Simon XT/XTi, Concord, Qolsys IQ Panel, and the DSC Impassa and 60 seconds on 2GIG 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.

    - With the *Daily View* feature, the Image Sensor can also be configured to automatically capture and upload the first motion event during a specific time period each day. To set up this feature, go to the *Rules & Alerts* section and click *Add a Rule*. The *Daily View* feature is available with the Image Sensor Plus service plan.

    - *Activity Alert* allows customers to take images of the first motion after a designated period of inactivity and is useful for customers who anticipate multiple new visitors to the premise during a certain time frame. *Activity Alert* captures automatically upload on the customer portal and is available with the Image Sensor Plus service plan.

    - *Background Capture* is also available with the Image Sensor Plus service plan but is only available on ADC-IS-200-LP, ADC-IS-200-IQ, and ADC-IS-200-GC models. This features takes images after a period of inactivity and privacy schedules are set by the customer via the customer portal. This features allows the customer to build a repository of images without having set up specific rules. The captures are not automatically uploaded to the customer portal.

- 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*, *Daily View*, *Capture After Disarm from Away, and Activity Alert* 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 50-80 events

captured on each sensor are available to be requested on the ADC-IS-100-LP and ADC-IS-100-GC. The ADC-IS-200-LP, ADC-IS-200-GC and ADC-IS-200-IQ has more memory and around the last 800-1200 events 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.

- 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.

- 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 your security provider.
    *Note: Regardless of upload limit, images will always be taken in the event of an alarm.

- 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.

- An intruder destroyed the panel during a Crash & Smash. Is there any way to retrieve the images from the Image Sensor?
  - In order to retrieve images when a panel has been destroyed or otherwise not functioning, power down the Image Sensor as soon as possible by removing the batteries and contact Alarm.com Support for additional assistance. For privacy reasons, images cannot be retrieved by enrolling the sensor into a new system.

Troubleshooting

- What does the blinking LED on the Image Sensor mean?
  - If the Image Sensor's LED is blinking, refer to the following chart for troubleshooting diagnostics.

Image Sensor Red Status LED Activity Reference		
Device Status or Error	**LED Pattern**	**Duration of LED Pattern**
Sensor Power-Up	Solid for 5 Seconds	Approximately first 5 seconds after powering.
Sensor Joins or Rejoins Network	Solid for 5 Seconds	First 5 seconds after sensor joins a new network (during enroll process) or rejoins its existing network.
Searching for Network to Join	Fast Blink for 5 Seconds at a Time	Repeats pattern for up to 60 seconds after powering until the sensor enrolls in a network.
Attempting to Rejoin Network	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.)
Motion Test Mode	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.)
Network Communication Problem	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.