

Image Sensor

GoSafer Security procedures and references for Image Sensor.

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Image Sensor

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

This GoSafer Security section brings together resources for Image Sensor, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	General / Device
Content type	How-to / Configuration
Source last updated	2026-03-26

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Image_Sensor

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

Create an Image Sensor Activity Alert rule

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

Image Sensor Activity Alert rules can capture and automatically upload images from the first motion events after a specified period of inactivity.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create an Image Sensor Activity Alert rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Automation.
3. Click Add New Rule.
4. Click Image Sensor Rule.
5. Click Activity Alert.

6. Enter the name of the new Image Sensor Activity Alert rule.

Using the When no activity is detected for dropdown menu, select the desired period of inactivity.

Using the Capture first motion event on dropdown menu, select the Image Sensor you would like to capture the image.

In During this time frame, click to select either of the following

At All Times to have the rule trigger every time motion is detected after the specified amount of time.

Only During the Following Times to specify the days and times the rule can be triggered.

In Recipients, click Add to add notification recipients.

1. Click to select the desired recipients from the Address book, or add an unlisted recipient by clicking New.
2. Click Close.
3. Verify the rule is configured with the correct settings.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Rules_and_Alerts/Create_an_Image_Sensor_Activity_Alert_rule

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

Create an Image Sensor Daily View rule

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

Image sensor Daily View rules can capture the first motion event detected during a specified timeframe.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To create an Image Sensor Daily View rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Automation.
3. Click Add New Rule.
4. Click Image Sensor Rule.
5. Click Daily View.
6. Enter the desired name for the new Image Sensor Daily View rule.

In When motion is reported by, click to select the motion sensors that the rule applies to.

Note: If multiple sensors are selected, only the first image sensor to detect motion uploads an image.

In During this time frame, click to select either of the following

At All Times to have the rule trigger every time the first motion event is detected.

Only During the Following Times to specify the days and times the rule can be triggered.

In Recipients, click Add to choose notification recipients.

1. Click to select the desired recipients from the Address book, or add an unlisted recipient by clicking New.
2. Click Close.
3. Verify the rule is configured with the correct settings.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Rules_and_Alerts/Create_an_Image_Sensor_Daily_View_rule

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

Create an Image Sensor alarm rule

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

By default, Image Sensors will capture motion events during system alarm events.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To add notification recipients to an Image Sensor alarm rule

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Automation.
3. Click Rules.

In Capture Images During Alarms, click [Edit].

In Recipients, click Add.

In the Address Book, select the desired recipients.

To add an unlisted recipient, click New.

1. Click Close.
2. Verify all desired recipients are included.
3. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Rules_and_Alerts/Create_an_Image_Sensor_alarm_rule		

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

Enable/edit Background Capture for an Image Sensor

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

The Background Capture rule can be enabled/disabled using the GoSafer Security customer portal.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

Background Capture is designed to give a collection of images that covers occurrences that are not scheduled events. It can be used to capture images of first motion events periodically after sensor inactivity. The Background Capture rule for an Image Sensor can be enabled and edited using the GoSafer Security customer portal (powered by Alarm.com).

Note: To view Background Capture images, captured images need to be specifically requested for them to upload to the *Event Gallery*. For more information, see [Upload captured images to the Image Sensor Gallery](#).

To enable Background Capture for an Image Sensor:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. In the *Image Sensor* card, click **Icon Chevron Right**.

View Gallery button outlined

View Gallery button outlined

3. Click **Rules**.
4. On the *Background Capture* rule, click the toggle switch to enable/disable the rule. The following image shows an enabled Background Capture rule:

Enabled Background Capture rule

Enabled Background Capture rule

Note: If Background Capture is unable to be enabled on an Image Sensor, contact your service provider.

To edit Background Capture for an Image Sensor:

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

2. In the *Image Sensor* card, click **Icon Chevron Right**.
3. Click **Rules**.
4. Click **Icon Edit** on the Background Capture rule.
5. Click to select which Image Sensors will trigger the Background Capture rule.
6. Click to select desired conditions when Background Capture will not capture images.
 - For *Arming State*, you have the option to select for the system to not capture images when the system is **Disarmed** and when it is **Armed Stay**.
 - For *Alarm.com Places*, you have the option to select for the system to not capture images when selected **Geo-Devices** are inside a selected **Geo-Fence**.
 - For *Time frame*, you have the option to select **hours of each day of the week** that Background Capture will not be enabled to capture images.
7. Verify all desired settings are selected.
8. Click **Save**.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Rules_and_Alerts/Enable_edit_Background_Capture_for_an_Image_Sensor

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

Image Sensor Rules and Alerts

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

This GoSafer Security section brings together resources for Image Sensor Rules and Alerts, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2026-03-26

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Rules_and_Alerts

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

Delete an image from the Image Sensor Gallery

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

Image Sensor Gallery images can be deleted from the website and the app.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To delete an image from the Image Sensor Gallery using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Images.
3. Tap the image you would like to delete.
4. Tap [Delete].
5. Tap Delete Image.

To delete an image from the Image Sensor Gallery using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

In the Image Sensor card, click [Details].

1. Click the thumbnail of the image to be deleted.
2. Click [Delete] to delete the image.
3. Click Yes.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/Delete_an_image_from_the_Image_Sensor_Gallery

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

Download an image from the Image Sensor Gallery

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

Image Sensor Gallery images can be downloaded from the website.

Platform	App + Web
Content type	Reference
Source last updated	2025-06-04

Procedure

To download an image from the Image Sensor Gallery using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Images.
3. Tap the image you would like to download from the Gallery.
4. Tap [Download].

To download an image from the Image Sensor Gallery using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

In the Image Sensor card, click [Details].

1. Click the thumbnail of the image to be downloaded.
2. Click [Download].

Source and support

For GoSafer Security assistance, visit gosafersupport.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/Download_an_image_from_the_Image_Sensor_Gallery

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

How long are Image Sensor images stored online once they are uploaded?

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

Once uploaded to your Gallery, images are stored for up to 60 days.

Platform	App + Web
Content type	Reference
Source last updated	2026-03-26

Procedure

Once uploaded to your Gallery, images are stored for up to 60 days.

During this time, you can download images from the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com) to your computer or mobile device for permanent storage.

For more information about downloading Image Sensor Gallery images, see [Download an image from the Image Sensor Gallery](#).

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/How_long_are_Image_Sensor_images_stored_online_once_they_are_uploaded

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

How many Image Sensor images can be uploaded per month?

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

The number of Image Sensor images that can be uploaded per month can be viewed when you log in to the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com). For more information about updating your monthly upload limit, contact your service provider. Note: Unused Image Sensor uploads do not carry over from month to month. The upload limit is reset on the first day of each month. If the upload limit is reached in the previous month, the Image Sensor will resume uploading images according to its capture rules the following month.

Platform	App + Web
Content type	Reference
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

The number of Image Sensor images that can be uploaded per month can be viewed when you log in to the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

For more information about updating your monthly upload limit, contact your service provider.

Note: Unused Image Sensor uploads do not carry over from month to month. The upload limit is reset on the first day of each month. If the upload limit is reached in the previous month, the Image Sensor will resume uploading images according to its capture rules the following month.

View your current upload limit

A customer's current Image Sensor upload limit for the month can be viewed using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

To view the Image Sensor upload limit for the month using the Alarm.com app:

Note: The Alarm.com app only displays the number of uploads remaining. To view the number of image uploads used and the total monthly upload limit use the GoSafer Security customer portal (powered by Alarm.com).

1. Log in to the Alarm.com app.
2. Tap **Images**.
3. Tap **Upload**. This page displays the number of image uploads remaining for the current month.

The following image displays that the user has 15 image uploads remaining for the current month.

Image upload app

Image upload app

To view the Image Sensor upload limit for the month using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. On the Image Sensor card, click **Details**.
3. Click **Past Events**. This page displays how many uploads have been used for the month, how many uploads are remaining for the month, and the total number of uploads available per month.

In the following image, the user has used 25 image uploads, has 15 images left, and their total monthly upload limit is 40 image uploads.

Image upload page

Image upload page

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/How_many_Image_Sensor_images_can_be_uploaded_per_month

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

Image Sensor Usage

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

This GoSafer Security section brings together resources for Image Sensor Usage, including setup, configuration, everyday use, and troubleshooting. Choose the related page that matches your device, feature, or task, and follow the current manufacturer guidance linked on that page.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2022-01-14

Procedure

Browse the related pages in this chapter to open the specific procedure, configuration guide, or troubleshooting article you need.

Source and support

For GoSafer Security assistance, visit [gosaferssecurity.com](https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage).

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage

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

Take an Image Sensor image (Peek-In)

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

Image Sensor Peek-Ins allow users to take on demand Image Sensor snapshots from the app and website.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-06-04

Procedure

To request an Image Sensor Peek-In using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Images.
3. Tap [Peek In].
4. Tap Peek-In Now to have the Image Sensor capture an image immediately.

5. Tap Peek-In Next Motion to have the Image Sensor capture an image the next time the Image Sensor detects motion.

The image will be uploaded to the Image Sensor Event Gallery. When the image is available for viewing a notification will be sent to all Peek-In notification recipients.

To request an Image Sensor Peek-In using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

In the Image Sensor card, click [Peek In].

Next to the desired Image Sensor, click either

[Peek In Next Motion] to have the Image Sensor capture an image the next time the Image Sensor detects motion.

[Peek In Now] to have the Image Sensor capture an image immediately.

The image will be uploaded to the Image Sensor Event Gallery. When the image is available for viewing a notification will be sent to all Peek-In notification recipients.

To configure Peek-In recipients using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Automation.

On the Peek-Ins & Manual Image Uploads rule, click [Edit].

To choose notification recipients, click Add.

1. Click to select your desired recipients from the Address book, or add an unlisted recipient by clicking New.
2. Click Close.
3. Verify the rule is configured with the correct settings.
4. Click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/Take_a_n_Image_Sensor_image_Peek-In

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

View the Images Event Gallery

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

The Image Sensor Gallery can be viewed from the website and the app.

Platform	App + Web
Content type	Reference
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

The *Images* Event Gallery displays the images uploaded by your devices (i.e., Image Sensor). Images are taken according to the rules that are set for the image devices on your account and are available on the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com).

For more information about how to create rules, see [Upload captured images to the Image Sensor Gallery](#).

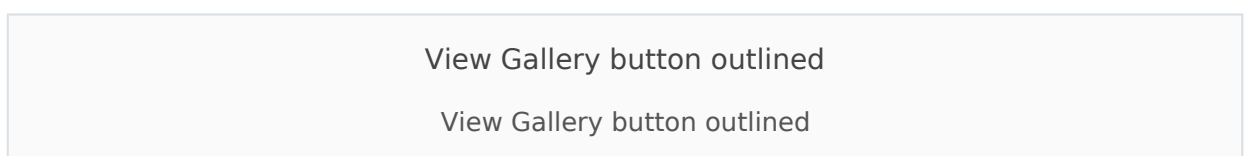
To view the Images Event Gallery using the Alarm.com app:

1. Log in to the Alarm.com app.
2. Tap **Images**.
3. In the *Gallery*, view all saved images and tap on any image to enlarge it. Search parameters can also be applied to find specific events:

1. Tap **Filter**.
2. In *Show*, tap to select a specific time frame.
3. In *Events*, tap to select and type of events to search for.
4. Tap **Apply**.

To view the Images Event Gallery using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. On the Images card, click **Details** as outlined in the following example image.



3. In the *Event Gallery*, view all images. Search parameters can also be applied to find specific events:

1. Select a specific date/time by clicking .
2. Select the specific events to search for using the *All Reasons* dropdown menu.
3. Click **Go**.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
[https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/View the Images Event Gallery](https://answers.alarm.com/Customer/Website_and_App/Image_Sensor/Image_Sensor_Usage/View_the_Images_Event_Gallery)

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