

Alarm.com Flex IO® sensor - LED Patterns and Troubleshooting

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 following table displays what the red and yellow LEDs indicate on the Alarm.com Flex IO® sensor.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-11-15

Procedure

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

The following table displays what the red and yellow LEDs indicate on the Alarm.com Flex IO® sensor.

State/Description	Red LED behavior	Yellow LED behavior
Device booting up	None	1 blink Flex io booting up Flex io booting up
Device reboot	None	None
Diagnostic mode (Bluetooth troubleshooting activated) For more information, see the signal strength table on Alarm.com Flex IO® sensor - Installation Guide .	Signal strength indicator, repeats every 8 seconds Pattern based on signal strength. Rate of 1 blink per second. Flex io Signal strength Flex io Signal strength Note: This mode prevents any other pattern from displaying.	Signal strength indicator, repeats every 8 seconds Pattern based on signal strength. Rate of 1 blink per second. Flex io Signal strength Flex io Signal strength Note: This mode prevents any other pattern from displaying.
Device in idle mode	None	None
Device cell modem unable to connect to cell tower To troubleshoot, contact flexsupport@alarm.com .	2 blink, repeats every 2 seconds Flex IO Cell modem unable to connect Flex IO Cell modem unable to connect	None
Device cell modem/SIM not provisioned with carrier To troubleshoot, contact flexsupport@alarm.com . Device will likely need to be returned.	3 blink, repeats every 2 seconds Flex IO Cell modem SIM not provisioned Flex IO Cell modem SIM not provisioned	None

State/Description	Red LED behavior	Yellow LED behavior
Device unable to connect to Alarm.com To troubleshoot, contact flexsupport@alarm.com .	4 blink, repeats every 2 seconds Flex IO Cell modem unable to connect to ADC Flex IO Cell modem unable to connect to ADC	None
Contact sensor opens If the device is not reliably reporting open/close events, confirm the magnet position setting matches the installation orientation.	None	2 blink Flex io status change Flex io status change
Contact sensor closes If the device is not reliably reporting open/close status, confirm the magnet position setting matches the installation positions.	None	2 blink Flex io status change Flex io status change
Battery door tamper	1 blink, repeats every 2 seconds Flex io battery door tamper Flex io battery door tamper	None
Device mount tamper	Alternate Red & Yellow (Red, Yellow, Red, Yellow, 5 second Pause, Repeat) Flex io mount tamper Flex io mount tamper	Alternate Red & Yellow (Red, Yellow, Red, Yellow, 5 second Pause, Repeat) Flex io mount tamper Flex io mount tamper

State/Description	Red LED behavior	Yellow LED behavior
Device low battery	1 long Red blink (5 seconds) Will occur only following an open/close activation and will follow the normal yellow activity blinks. Flex io low battery Flex io low battery	None

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Cellular_Sensor/Alarm.com_Flex_IO_sensor/Alarm.com_Flex_IO_sensor_-_LED_Patterns_and_Troubleshooting

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

Revision #1
Created 2026-09-01 00:29:49 UTC by Jerdenn Calag
Updated 2026-09-01 16:52:22 UTC by Jerdenn Calag