

Sensor Tamper

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 Sensor Tamper trouble condition indicates a sensor on the system is reporting a tamper condition. Tamper reports are issued by the system for a device whose tamper switch is released.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-11-20

Procedure

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

The *Sensor Tamper* trouble condition indicates a sensor on the system is reporting a tamper condition. Tamper reports are issued by the system for a device whose tamper switch is released.

How to resolve:

For wireless devices, verify the device's battery cover is tightly secured to ensure the tamper switch is closed. Securing the tamper switch varies for each device. For specific information about resolving the sensor's tamper locally, refer to the sensor's installation guide.

Access Control tampers

Tamper trouble conditions for Access Control controllers, expansions, and OSDP doors have additional troubleshooting steps that may help resolve the trouble condition.

To resolve an OSDP door tamper:

1. Verify the reader or keypad is OSDP capable and correctly configured to output OSDP.
2. Verify the reader or keypad is wired to the correct reader terminal on the controller or expansion.
3. Verify the reader or keypad wiring has not been severed or disconnected from the controller or expansion.
4. Verify the reader or keypad has not been removed from its wall mount and/or has been placed in a position other than its required upright position.
5. Verify the reader or keypad has not been damaged.

For more information about Access Control device tampers, see any of the following:

Access Control controllers and expansions	Troubleshooting article
Access Control Door Controller (ADC-ACC1-17)	Access Control Door Controller (ADC-ACC1-17) is showing tamper
LP1501 PoE Door Controller (ADC-AC-LP1501)	LP1501 PoE Door Controller (ADC-AC-LP1501) is showing tamper
Access Control LP1502 Door Controller (ADC-AC-LP1502)	Access Control LP1502 Door Controller (ADC-AC-LP1502) is showing tamper
Single Reader Expansion Module (ADC-ACX1)	Single Reader Expansion Module (ADC-ACX1) is showing tamper
Two Reader Expansion Module (ADC-ACX2)	Two Reader Expansion Module (ADC-ACX2) is showing tamper

Access Control controllers and expansions	Troubleshooting article
MR50 Single Reader Expansion Module (ADC-AC-MR50)	MR50 Single Reader Expansion Module (ADC-AC-MR50) is showing tamper
X1100 Door Controller (ADC-AC-X1100)	X1100 Door Controller (ADC-AC-X1100) is showing tamper

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Trouble_Condition_Help/Sensor_Tamper

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

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