

Alarm.com Flex IO® sensor - Installation Guide

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 is primarily a video or reference page. Open the original article link below for the current content.

Platform	Customer Website
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

1. Enter the device serial number

The device serial number is printed inside the battery compartment as shown in the following image.

[Flex Imei Location]

Insert the batteries

1. Remove the front card.

Install the included batteries.

Close the battery compartment door, and tighten the screw securely.

Make sure the battery door screw is securely tightened to clear the battery door tamper. This will also ensure a waterproof seal.

If this screw is not fully tightened, the LED will show a single red blink every 2 seconds.

Caution: Be careful to not over-torque the screw. Power tools should be avoided.

Note: Throughout the installation process the LED will start blinking at multiple intervals. This is normal.

[Battery Compartment]

Battery compatibility

Lithium batteries are required for this device. Under normal conditions, battery life is expected to be 2 years.

Any 1.5 V lithium battery should work. Alkaline batteries or any battery greater than 1.5 V (e.g., the Saft 3.6 V) should not be used.

Note: If batteries are not installed, a Low Battery trouble condition appears on the account.

Name your sensor

Give your Alarm.com Flex IO® sensor device a name to help you identify it (e.g., Shed or Fence).

Check for device signal

To check for device signal

Bring the sensor to the location you would like to install it.

1. Press the tamper button to check the signal. This tamper button must be fully pressed (until you hear a clicking sound).

The install wizard will look for the device signal.

A Success message should appear if successful.

If unable to get a signal from your device, try again. If you continue to experience issues, contact flexsupport@alarm.com for additional support.

[Flex Io Tamper]

1. Select magnet position

Like a standard door/window contact, the Alarm.com Flex IO® sensor can be installed with the accompanying magnet to detect activity at potential entryways.

To determine your installation orientation, consider the following

Three separate magnet positions are available. Only one magnet position can be active at a time.

Use the tick marks on the sides of the device for guidance

| = Position 1

|| = Position 2

||| = Position 3

The magnet should be positioned no more than 1.25 inches from the device.

[Flex Magnet Positions]

In the following example photo, Position 1 would be selected since the magnet is to the left of the sensor.

If Position 2 or 3 were selected, the sensor would not accurately report when the door opens/closes.

[Flex Io Example]

Mounting options and installation

The Alarm.com Flex IO® sensor can be mounted using either screws or zip ties.

Important: A mounting tamper is located on the back of the Alarm.com Flex IO® sensor. This tamper button must be fully pressed (until you hear a clicking sound) to avoid reporting a mounting tamper malfunction.

If using screws

1. Remove batteries to avoid damage to the batteries. Screw mounting holes are located in the battery compartment.

Use two #8 Phillips screws to puncture the gasket and securely mount the Alarm.com Flex IO® sensor.

Take care not to over-torque the screws. Power tools should be avoided. If pilot holes are necessary, a drill bit size of 5/64" is recommended.

Once mounted, insert the batteries and close the battery door.

[Flex Io Mounting Screw Locations]

If using zip ties

The batteries and battery cover can remain installed.

Use the zip tie grooves at the top and bottom of the Alarm.com Flex IO® sensor to ensure a secure installation so that the Alarm.com Flex IO® sensor is mounted flush to the surface. The magnet also has a zip tie groove across the center.

Zip ties should have a maximum width of 0.34 inches. UV resistant zip ties are recommended.

To establish the connection with your Flex, open the battery door and close it tightly.

[Flex Io Zip Tie Mounting]

Sensor test

1. Verify that your magnet is in closed position.

[Magnet Closed]

1. Open the magnet to trigger the sensor. The LED should blink yellow twice when the device is tripped. This prompts the Alarm.com Flex IO® sensor to communicate.

The install wizard will verify if your device is working properly. If there are no errors, the sensor installation is now successfully complete.

[Magnet Opened]

If you receive a Mounting Tamper Error

Ensure the mounting tamper is fully pressed against a surface, and then click Try Again.

You will hear a clicking sound when the tamper button is fully pressed. A mounting tamper is also indicated by an alternating single Red and Yellow LED pattern.

If this is not possible, you can also disable the mounting tamper error by disabling the Mounting Tamper Error Enabled toggle switch.

[Flex Io Tamper]

If you receive a Battery Door Error

1. Verify the battery door is screwed closed otherwise water damage may occur.

Ensure the magnet is in closed position, open the magnet to trigger the sensor, and then click Try Again.

[Flex Battery Door]

If you receive a Communication Error

1. Verify the magnet is less than 1.25 inches away from the Alarm.com Flex IO® sensor.

Move the magnet and Alarm.com Flex IO® sensor closer to each other, and then click Try Again.

[Flex And Magnet Distance]

Specifications

Ingress Protection

IP56

Temperature

Battery life will be optimal between temperatures of 32°F to 131°F (0°C to 55°C), though the device can operate from -40°F to 131°F (-40°C to 55°C).

Reed Switches

3 unique reed switch locations to choose from that can be activated with included magnet.

Loop Input

The Alarm.com Flex IO® sensor can be powered by battery or external power.

Dry Contact, Normally Open (NO), or Normally Closed (NC).

Optional EOL resistor can be 300 kΩ or higher.

Relay Output

If used, the Alarm.com Flex IO® sensor must be externally powered (not compatible with battery power).

Up to 24 V (AC or DC), 40 mA max current.

Can be used only for control lines/dry contact.

Caution: Can never be connected directly to control electrical loads. This will damage the device.

Dimensions

Main unit: 6.8 x 2.2 x 1.3" (17.3 x 5.6 x 3.3 cm).

Magnet: 3.1 x 0.68 x 0.87" (7.9 x 1.7 x 2.2 cm).

1. Power

Works with DC-wired power or battery power (battery backup recommended for wired installations).

Supply Voltage: 6 to 15 VDC

Device Max Current Draw: 500 mA

Max Power Consumption: Up to 7.5 W (at 15 VDC)

Battery Power

Four 1.5 V AA lithium batteries (iron disulfide).

2+ years of battery life, depending on battery chemistry and operating temperature.

Maximum Installation Height

2000 meters above ground level

Regulatory Information

Important: The Alarm.com Flex IO® sensor is a monitoring device that is not intended for life safety use cases.

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions

this device may not cause harmful interference, and

this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

ISED

This device contains licence-exempt transmitters(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs exemptés de licence conformes à la norme Innovation, Sciences, et Développement économique Canada. L'exploitation est autorisée aux deux conditions suivantes:

L'appareil ne doit pas produire de brouillage.

L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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_-_Installation_Guide

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

Revision #1

Created 2026-09-01 00:29:48 UTC by Jerdenn Calag

Updated 2026-09-01 00:29:48 UTC by Jerdenn Calag