

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

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]

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]

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]

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]

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]

None

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]

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]

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]

Battery door tamper

1 blink, repeats every 2 seconds [Flex Io Battery Door Tamper]

None

Device mount tamper

Alternate Red & Yellow

(Red, Yellow, Red, Yellow, 5 second Pause, Repeat) [Flex Io Mount Tamper]

Alternate Red & Yellow

(Red, Yellow, Red, Yellow, 5 second Pause, Repeat) [Flex Io Mount Tamper]

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]

None

Source and support

For GoSafer Security assistance, visit gosafersecurity.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.

