Interlogix Concord Image Sensor Version 3 - Installation Guide

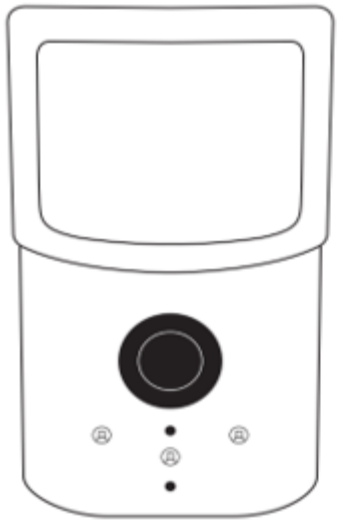
This guide contains instructions for installing an Image Sensor Version 3 (ADC-IS-300-LP) on an Interlogix Concord 4 panel.

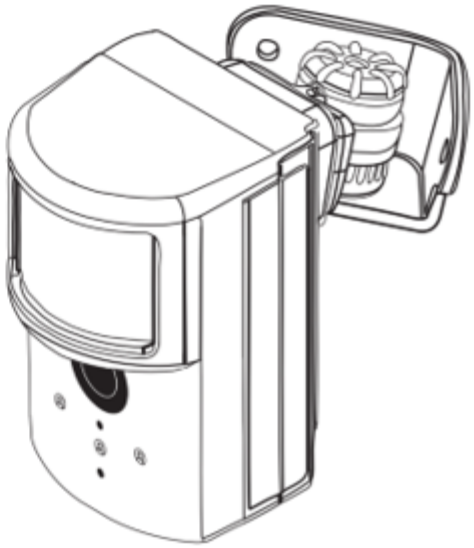
Product summary and technical specifications

The Image Sensor is a pet immune PIR (passive infrared) motion detector with a built-in camera designed to capture images during alarm or non-alarm events when motion is detected.

Product features:

- Communicates wirelessly to the security control panel
- 35 foot detection range with a 90 degree horizontal FOV
- Configurable PIR sensitivity and pet immunity settings
- Image: VGA 640x480 pixels
- Color Images (except in night vision)
- Night vision image capture with infrared flash (black & white)
- Tamper detection, walk test mode, supervision
- All systems can support up to three Image Sensors
- UL 639 certified





Technical specifications:

- Alarm.com Model Number: ADC-IS-300-LP
- Power Source: Recommended 2 AA 1.5v Energizer Ultimate Lithium Batteries.
- Batteries: Refer to the Batteries section for details
- Operating Temperature Range: 60° to 80°F
- Weight: 3.1 oz. (with batteries and without mounting accessories)
- Dimensions: 3.1'' h x 1.8'' w x 2.3'' d
- Supervisory Interval: 100 minutes (sensor), 3 hours (alarm hardwire)
- Wireless Signal Range: Greater than 400 ft open air
- Color: White
- Recommended Mounting Height and Angle: Refer to the Recommended Install Height and Angle Table
- Motion Profiles & Sensor Range: Refer to the PIR Sensitivity Settings Table

Hardware compatibility

Notice: Newly manufactured Interlogix Concord modules firmware version 189f+ will no longer support the Image Sensor effective in July 2022. For more information about verifying if the Image Sensor radio is built-in, see Verify which radios are built in to an Alarm.com module. All existing modules in the field will continue to support the Image Sensor.

Control panel	Concord 4.0+

Module requirements	Dual-Path LTE modules: • Verizon: Firmware version 187f-189f, no daughterboard is required since it is built-in to the module • AT&T: Image Sensors are not compatible on firmware version 189a Non-Dual-Path modules: • CDMA/LTE VZW: Firmware version 177-185 with an Image Sensor daughterboard version 104.0+ attached to the module • HSPA: Firmware version 173-185 with an Image Sensor daughterboard version 104.0+ attached to the module **Note**: If an Image Sensor is associated with an Interlogix Concord 3G CDMA/HSPA module that is being replaced with a Dual-Path LTE module, see Swap an Image Sensor from a 3G to a Dual-Path LTE Interlogix Concord module
Available zones	One zone per Image Sensor installed. One additional zone is required for the daughterboard (if required). Up to 3 Image Sensors may be added per system. All Image Sensors must be enrolled in the same partition.
Additional required equipment	• Blue alarm hardwire is required for local alarm activations • 2kohm resistor

Important: The hardware installation process is different for the Dual-Path module versus the non-Dual-Path module for Interlogix Concord. Also note that the Dual-Path module does not have LEDs associated with Image Sensor enrollment.

Service package requirement

Image capture features require a service package that includes one of the following Image Sensor add-ons:

- *Images - Alarms:* Includes upload of images from panel alarm events only.
- *Images - Limited*: Includes uploads of images from panel alarm events and disarm events.
- *Images - Plus:* Includes upload of images from panel alarm events, disarm events, and non-alarm events.

For additional information about Image Sensor add-ons, see What image captures are included in each Images service package?.

Create Alarm.com customer account

Select service package (including Image Sensor add-on) and register the Alarm.com module serial number on the Alarm.com Partner Portal (www.alarm.com/dealer).

Installation: Preparing panel for enrollment

For Dual-Path modules, only the hardwire needs to be installed if enabling local alarm activation.

For non-Dual-Path modules, the hardwire needs to be installed if enabling local alarm activation as well as the Image Sensor daughterboard must be installed.

To prepare a Dual-Path module for Image Sensors:

To prepare a Dual-Path Interlogix Concord module for Image Sensor enrollment, verify the hardwire is installed to enable the Image Sensor to trigger local alarm activations.

To install the hardwire on a Dual-Path module:

Note: The panel LCD displays an alarm on the alarm hardwire regardless of which Image Sensor tripped the alarm. The Alarm.com Customer Website and notifications, and the monitoring station report indicates the specific Image Sensor that tripped the alarm.

1. Connect the provided 2.2k ohm resistor from *Z1* to *GND* terminals on the module gateway.

   Important: Any hardwire sensor connected to the Concord gateway, including the IS HW trip wire, must have a 2.2k ohm resistor on the terminal used. If this is not installed, the panel issues a trouble on this sensor.

2. Then connect the included blue alarm hardwire from the *Z1* terminal of the gateway to the input labeled *HW* on the Dual-Path LTE module.
3. Reconnect the battery and then AC power. Enroll the hardwire in the panel after enrolling the Image Sensor.

To prepare a non-Dual-Path module for Image Sensors:

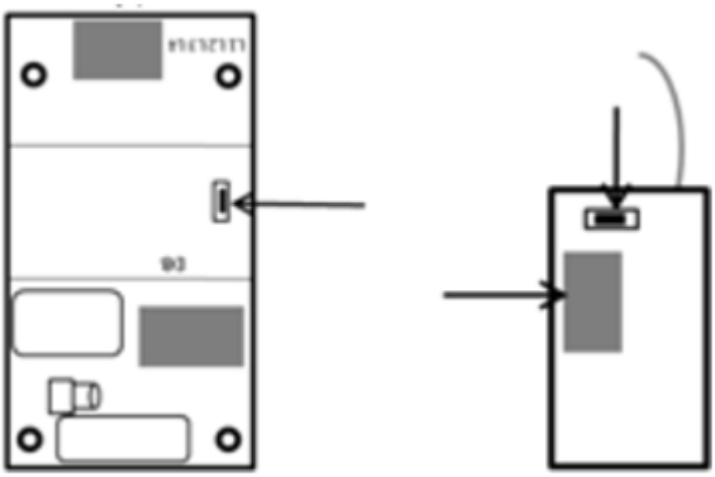
To prepare a non-Dual-Path Interlogix Concord module for Image Sensor enrollment, verify the daughterboard is installed properly and the hardwire is installed to enable the Image Sensor to trigger system alarms.

To install the daughterboard on a non-Dual-Path module:

1. Locate the connector on the back of the daughterboard.
2. Remove the green backing from the daughterboard mounting adhesive.

3. While the module is powered down, align the daughterboard and module connector. Press to secure.
4. Route the white daughterboard antenna down off the module into the bottom of the gateway.

Important: Verify module compatibility before attaching. Once attached, daughterboard is difficult to remove and removing may damage hardware.



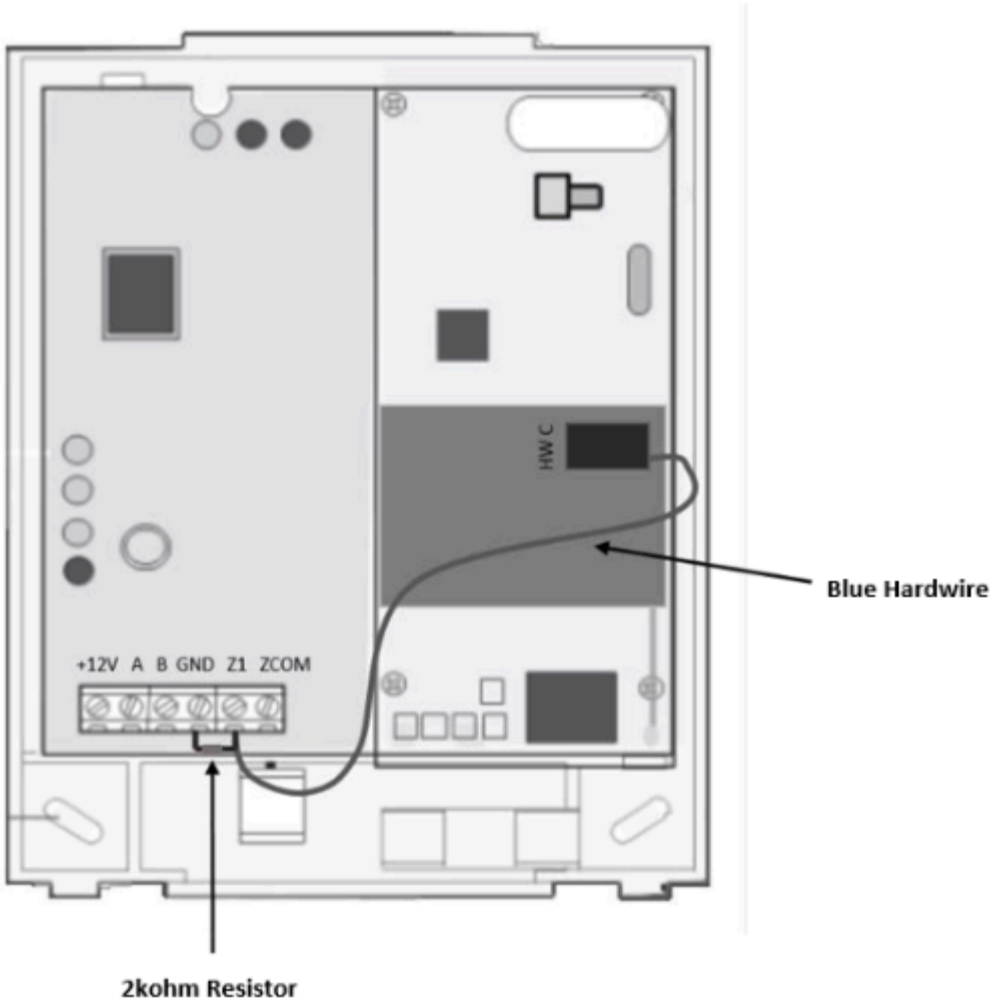
To install the hardwire on a non-Dual-Path module:

The alarm hardwire enables local alarm activations.

Note: The panel LCD displays an alarm on the alarm hardwire regardless of which Image Sensor tripped the alarm. The Alarm.com Customer Website and notifications, and the monitoring station report indicates the specific Image Sensor that tripped the alarm.

1. Connect the included blue alarm hardwire from the *HW* hardwire output located on the daughterboard (use *HW* not *C*) to the *Z1* terminal on the gateway (not ZComm) to enable local alarm activations.
2. Connect a 2kohm resistor from *Z1* to *GND* on the Alarm.com gateway. Enroll the hardwire in the panel after enrolling the Image Sensor.

   Important: Any hardwire sensor connected to the Concord gateway, including the IS HW trip wire, must have a 2.2k ohm resistor on the terminal used. If this is not installed, the panel issues a trouble on this sensor.



Installation: Register module and test

Power up the panel and initiate a communication test to ensure the Alarm.com module is properly installed and communicating with the Alarm.com NOC. For more information about sending a communication test, see Send a communication test from an Interlogix Concord 4.

Installation: Enroll Image Sensor alarm hardwire

Image Sensors may be enrolled in groups 15, 17, 20, or 25. The Image Sensors must follow the partition and group of the alarm hardwire and cannot be individually configured. The alarm hardwire must be enrolled locally.

To enroll the IS alarm hardwire using the keypad:

1. Press **[8]**.
2. Enter the installer code.
3. Press **[00][#]** to enter *System Programming.*
4. [*Security*] Press **[A]** to navigate to *Sensors*.

5. [*Learn Sensors*] Press **[#]** to navigate to *Sensor PTN.* Select the partition number for the hardwire.
6. [*Sensor PTN 1*] Press **[#]** to navigate to *Sensor group*. Select the sensor group for the hardwire.
7. [*TRIP SENSOR*] To trip the hardwire:
    - Using a Dual-Path module, press the Z-Wave button on the module. There is no LED indication for successful enrollment.
    - Using a non-Dual-Path module, press the button on top of the daughterboard. While the button is pressed, *Z2* (green LED) is off and *Z1* (red LED) turns off for the duration of the button press to indicate that a trip has been successful.
8. Exit system programming. The Image Sensors are now assigned to the group and partition of the hardwire.

The Image Sensor LED alternates between green and yellow while the customer's device list is updated with Alarm.com. The LED will turn solid green when the Image Sensor has been successfully added to the customer's account.
Note: If you move (tamper) the Image Sensor after the LED has turned solid green, the Image Sensor enters test mode for 3 minutes indicated by red LED when motion is detected. You may continue with the mounting portion of the installation when in test mode. See the Image Sensor LED Reference Chart for more details.

Installation: Enrolling Image Sensor to panel

The Image Sensor enrollment process is different for the Dual-Path LTE module versus the non-Dual-Path module.

The Image Sensor does not show in the panel's sensors menu as occupying a panel zone, but the zone must be reserved for the Image Sensor. The Image Sensor is enrolled in the first empty zone starting with zone 92 and counting down. The Alarm.com Partner Portal equipment list shows the Image Senor in its enrolled zone. By default, the sensors are enrolled in partition 1 and group 17. During the next step, the Image Sensors are reassigned to follow the partition and group of the hardwire.

Enroll the Image Sensor on a Dual-Path module

Image Sensors can only be enrolled remotely using the Partner Portal or MobileTech app for an Interlogix Concord Dual-Path LTE module.

To enroll an Image Sensor using the Partner Portal:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Image Sensors**.
5. In *Image Sensor Management*, click **Add New Image Sensor.**
6. To enroll the Image Sensor, click **Add Image Sensor**.
7. Once the panel is in Learn Mode, insert the batteries into the Image Sensor to trigger it to enroll in the module.
    - The LED on the Image Sensor changes from blinking red to solid red to blinking yellow. This indicates the Image Sensor is in learn mode.

8. When the Image Sensor is successfully added, it appears in *Devices Added*.
    - The LED on the Image Sensor turns solid yellow indicating that it has successfully found the panel. Then the Image Sensor LED alternates between green and yellow while the customer's device list is updated with Alarm.com. The LED turns solid green when the Image Sensor has been successfully added to the customer's account. For more information about the Image Sensor Version 3 LEDs, see the Image Sensor LED Reference Chart.
9. Once all Image Sensors are enrolled, exit the page and rename the sensors as desired.
10. Perform a panel communication test to be sure that Alarm.com receives the updated device equipment list. This speeds up the sensor initialization process.
11. After enrollment, be sure to keep the sensor and panel powered so the sensor can complete an initialization process with the Alarm.com Network Operations Center. This process takes several minutes. Images cannot be captured until initialization is complete. Check by verifying if the rules are confirmed on the Partner Portal or MobileTech app.

To enroll an Image Sensor using the MobileTech app: ^

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. Tap **Image Sensors**.
5. Tap **Add Image Sensor.**
6. To enroll the Image Sensor, tap **Add Image Sensor**.
7. Once the panel is in Learn Mode, insert the batteries into the Image Sensor to trigger it to enroll in the module.
    - The LED on the Image Sensor changes from blinking red to solid red to blinking yellow. This indicates the Image Sensor is in learn mode.
8. When the Image Sensor is successfully added, it appears in *Devices Added*.
    - The LED on the Image Sensor turns solid yellow indicating that it has successfully found the panel. Then the Image Sensor LED alternates between green and yellow while the customer's device list is updated with Alarm.com. The LED turns solid green when the Image Sensor has been successfully added to the customer's account. For more information about the Image Sensor Version 3 LEDs, see the Image Sensor LED Reference Chart.
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Enroll the Image Sensor on a non-Dual-Path module

Image Sensors can be enrolled remotely using the Partner Portal or MobileTech app, or locally using the panel for an

Interlogix Concord non-Dual-Path module.

Note: If enrolling remotely is unsuccessful, delete and re-enroll the Image Sensor locally at the panel's location.

To enroll an Image Sensor using the Partner Portal:

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Image Sensor**.
5. In *Image Sensor Management*, click **Add New Image Sensor.**
6. In *MAC Address*, enter the Image Sensor's MAC address number.
7. Click **Add Sensor**.
8. Perform a panel communication test to be sure that Alarm.com receives the updated device equipment list. This speeds up the sensor initialization process.
9. After enrollment, be sure to keep the sensor and panel powered so the sensor can complete an initialization process with the Alarm.com Network Operations Center. This process takes several minutes. Images cannot be captured until initialization is complete. Check by verifying if the rules are confirmed on the Partner Portal or MobileTech app.

To enroll an Image Sensor using the MobileTech app:

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. Tap **Add Devices**.
5. Tap **Image Sensor**.
6. In *MAC*, enter the Image Sensor's MAC address number.
7. Tap **Add Sensor**.
8. Perform a panel communication test to be sure that Alarm.com receives the updated device equipment list. This speeds up the sensor initialization process.
9. After enrollment, be sure to keep the sensor and panel powered so the sensor can complete an initialization process with the Alarm.com Network Operations Center. This process takes several minutes. Images cannot be captured until initialization is complete. Check by verifying if the rules are confirmed on the Partner Portal or MobileTech app.

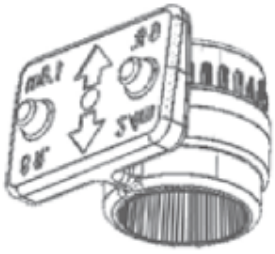
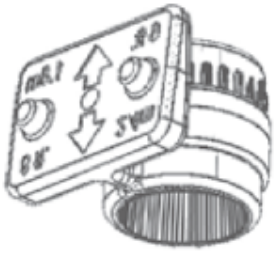
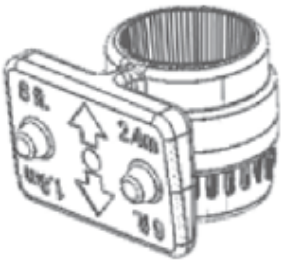
To enroll the Image Sensor using a non-Dual-Path module:

1. Begin with the batteries removed from the sensor and ensure the panel is not in System Programming.

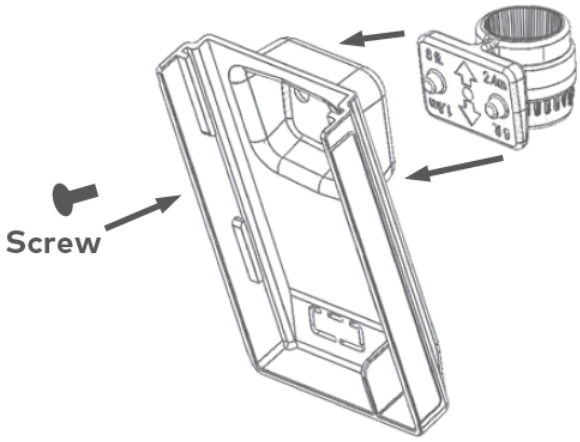
2. Press the button on the IS daughterboard to enter Add Mode. The green LED *Z2* starts a 4-blink pattern indicating that the daughterboard is in Add Mode.
3. Insert the batteries into the Image Sensor.
    - The LED on the Image Sensor changes from blinking red to solid red to blinking yellow. This indicates the Image Sensor is in learn mode.
4. *Z2* is solid for 60 seconds to indicate that the sensor has been added.
    - The LED on the Image Sensor turns solid yellow indicating that it has successfully found the panel. Then the Image Sensor LED alternates between green and yellow while the customer's device list is updated with Alarm.com. The LED turns solid green when the Image Sensor has been successfully added to the customer's account. For more information about the Image Sensor Version 3 LEDs, see the Image Sensor LED Reference Chart.
5. Perform a panel communication test to be sure that Alarm.com receives the updated device equipment list. This speeds up the sensor initialization process.
6. After enrollment, be sure to keep the sensor and panel powered so the sensor can complete an initialization process with the Alarm.com Network Operations Center. This process takes several minutes. Images cannot be captured until initialization is complete. Check by verifying if the rules are confirmed on the Partner Portal or MobileTech app.

Installation: Mounting Image Sensor

1. Choose the desired location and mounting angle for the Image Sensor using the information in the chart. There are three options:

Intended Operation	**Pet Immunity**	**Larger Rooms**	**Smaller Rooms**
Mounting Height	6 Feet	8 Feet	8 Feet
Angle	Shallow, 6°	Shallow, 6°	Deep, 18°
Bracket Orientation	Teeth Up 	Teeth Up 	Teeth Down 
Coverage Distance	30 to 35 ft.	30 to 35 ft.	15 to 20 ft.

2. Screw the bracket to the backplate of the Image Sensor.

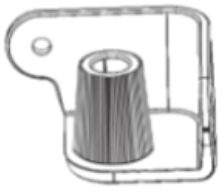


3. Determine the location to mount the sensor.
   - Best practices for installing Image Sensors: Do's and Don'ts

Do	Don't
▪ Center the target capture area in the middle of the frame. ▪ Enroll and install within 100 ft. of panel. Installation site conditions can reduce range considerably. ▪ Make sure people will walk across the sensor coverage area instead of directly toward the sensor. ▪ Avoid backlit conditions (for example, facing a window or other light source) because it may result in poor image quality.	▪ Set sensor on a flat surface. ▪ Set sensor across from mirrors or reflective surfaces. ▪ Face sensor toward or close to areas that have metallic objects or electronics (to avoid interference with RF communication). ▪ Install in an area where there are obstructions in front of or around the camera lens (for example, walls and ceilings within 90 degrees and 2 ft. around the camera). This type of installation will result in washed out night captures. ▪ Install outdoors. Sensor is for indoor use only.

4. Choose applicable mounting bracket. The sensor hardware packet contains two mounting brackets for different mounting scenarios. Use the provided large screws and anchors to attach the bracket to the wall. Leave at least 3 inches of clearance above the sensor to allow for battery replacement without uninstalling the mounting bracket.

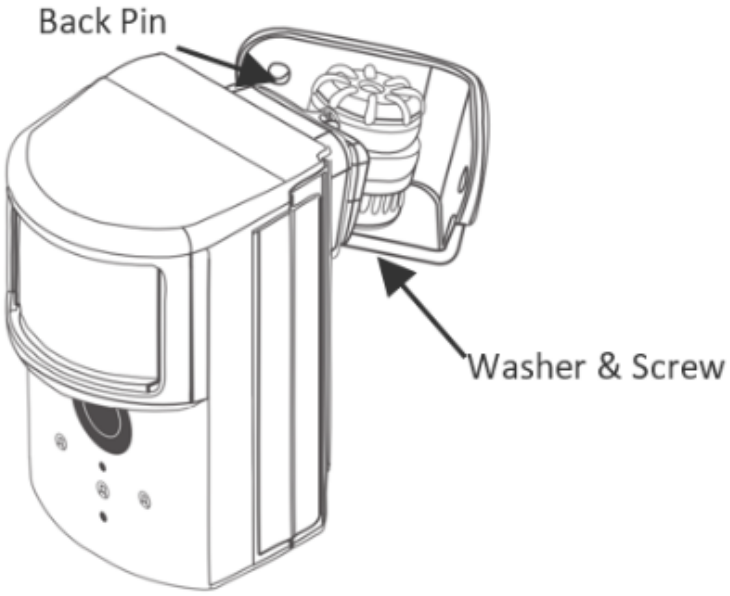
Flat Wall Mount



Corner Wall Mount

5. Place and secure the Image Sensor on the arm and secure the arm on the mounting bracket in the desired location. Adjust the horizontal positioning of the sensor to point towards the desired coverage area.

6. Secure the mounting arm location by sliding lock pin into the hole. Use the washer and remaining small screw to secure the lock pin by screwing upwards through the bottom of the hole in the mounting bracket.



7. Set the PIR Sensitivity Settings using the panel or remotely using the Partner Portal or MobileTech app. For information about setting the PIR Sensitivity Settings, see Change Image Sensor sensitivity.

   The following three options can be set:

Normal	Default setting
High	More sensitive motion profile with potential higher risk of false alarm.
Low	Less sensitive profile with pet immunity for pets up to 40 lbs.

Verify and test Image Sensor setup

1. Verify that rules are confirmed via the Partner Portal or on MobileTech app.
   - Look for the word *Yes* in the Image Sensor Equipment List in the *Rules Confirmed* section. Resend rules if they are not confirmed.
2. Verify RF Coverage by checking that the signal strength is above 40%. The signal strength must be greater than 30% for sensor to function properly.
3. Conduct a walk test and test image captures.
   - To conserve the customer's monthly image upload quota, automatic alarm uploads are disabled for the first four hours after any new sensor (Image Sensor or other) is installed into the system. Installers can also test by requesting image uploads and motion image uploads via MobileTech app. Installers are required to be onsite to test by running a comm test at the panel.
4. Test night image captures by darkening the room as much as possible (turn off the lights and close the shades).

Other feature compatibility

Two-Way Voice Compatibility

Images cannot be transmitted while a Two-Way Voice call is in session. When the Image Sensor is installed on a system with Two-Way Voice over the cellular network, image transmission during an alarm may be interrupted by the two-way session. The image transmission resumes once the call has terminated.

Pet immunity settings

Two parts to making the Image Sensor pet immune:

1. Set PIR sensitivity settings to *Low.*
2. Mount set at a height of 6 feet, and install the sensor with the 6 degree mounting angle.

PIR activation and test mode

By default, the image sensor LED does not illuminate when activated by motion unless the sensor is in test mode. The LED can be enabled by tampering the device or on the panel for each Image Sensor on a customer's account. The Image Sensor must have successfully completed the enrollment process with a panel. When enabled, the red LED illuminates for 3 seconds upon motion activations (at most every 3 minutes while disarmed).

Test mode cannot be activated from the Interlogix Concord 4 panel.

Tamper

A built-in accelerometer detects movement or repositioning of the Image Sensor and will initiate a tamper whenever a change in sensor orientation is detected. The tamper automatically clears after the sensor is returned to the upright position and no movement has been detected for 5 minutes. A tamper can also be cleared by resetting the sensor.

Trouble conditions

By default, trouble conditions (malfunction, tamper & low battery) are displayed on the panel LCD. Enable or disable trouble condition messages on the control panel LCD via the Alarm.com Partner Portal. Trouble conditions are always reported to the Alarm.com Customer Website and customers will receive tamper/low/malfunction notifications if they are subscribed, regardless of the panel setting.

Expand all

Batteries

Battery type	The Image Sensor uses 2 AA 1.5v Energizer Ultimate Lithium batteries (UL compliant).

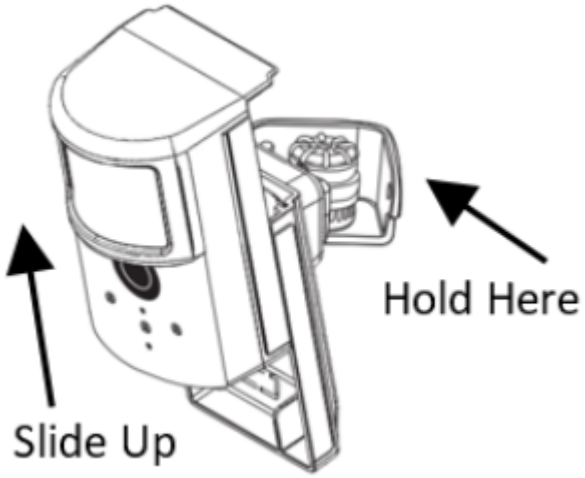
Expected battery life	Approximately 4 years with lithium batteries.
Voltage thresholds	With lithium batteries, low battery alerts are issued at 3.05V. The sensor cannot operate when the voltage reads below 2.30V.
Low battery notification	Panel displays a low battery alert for the sensor and/or notifications are issued via the Alarm.com platform if the customer has subscribed to this notification type.
Replacing batteries	To replace the sensor batteries, slide the front of the sensor up off the sensor-back. Dispose of used batteries per the battery manufacturer instructions and following local regulations. 

Image Sensor LED reference chart^

LED Reference Guide

Status

Blinking Red
Sensor Power Up | ~3 seconds

Solid Red
Memory Check | ~10 seconds

Blinking Yellow
Searching for Unknown Network | ~2 minutes

Blinking Green
Searching for Known Network | ~2 minutes

Intermittent Rapid Blinking Red
Network Connectivity Error | Continuous
See Troubleshooting section on page 9.

Solid Yellow
Sensor Found Network | ~5 seconds

Blinking Yellow & Green
Syncing | Up to 5 minutes

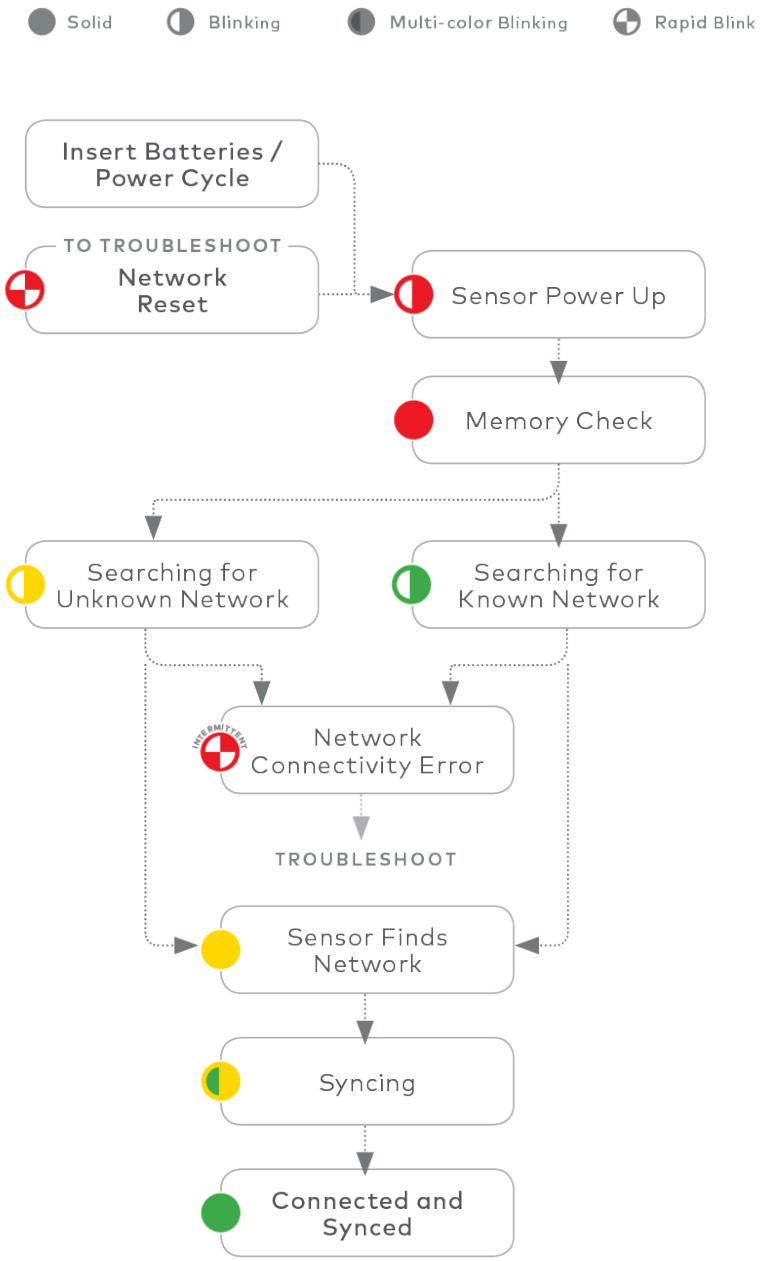
Solid Green
Connected and Synced | ~5 seconds

Troubleshooting

Rapid Blinking Red
Network Reset | Hold the Reset button for 10 seconds or until the LED blinks rapidly.

LED Status Chart

LED Pattern Key



Resetting the Image Sensor

There are two ways to reset the Image Sensor.

Power Cycle

If you have issues connecting the Image Sensor to the account, power cycle the Image Sensor in one of two ways:

- Take out and reinsert the batteries, or
- Use a paperclip to quickly press and release the Sensor Reset button. Only press the reset button if the LED has been off for at least 10 seconds and the panel is not in Add mode.

After a successful power cycle, the Image Sensor will enter the Sensor Power Up state (Blinking Red) followed by the memory check state.

Network Reset

An Image Sensor must be network reset when it has been previously enrolled on a different panel. The Image Sensor indicates that it is enrolled on a panel by blinking green after the memory check.

Important: A network reset only works if the Image Sensor is not actively communicating with a network. If the Image Sensor is within range of the original panel, it is required that the Image Sensor first be deleted from the panel it was previously learned into before being able to perform a network reset on the Image Sensor. See instructions on how to properly delete the Image Sensor from the panel.

To perform a network reset:

1. Power up the Image Sensor.
2. Press and hold the reset button down with a narrow tool (such as a paperclip) for a full 10 seconds or until the red LED flashes rapidly.
3. Release the reset button as soon as the red LED starts flashing rapidly. A successful network reset results in the LED blinking yellow after the memory check. Panel association is now cleared from the Image Sensor's memory and it should be available for enrollment.

After releasing the reset button, the Image Sensor enters sensor power-up mode (blinking red LED) followed by memory check (solid red LED) followed by either a blinking green or blinking yellow light. For the full list of status indicators and expected behaviors, see the Camera LED reference chart.

Deleting Image Sensor from panel

Instructions on how to properly delete and Image Sensor from a system. It is important to do the steps in order.

1. Delete the Image Sensor from the account using the panel’s Interactive Services, Partner Portal, or MobileTech app.
2. Perform a network reset of the Image Sensor. This can only be completed after the Image Sensor is deleted from the account, or if the Image Sensor is out of range of its current network.

PIR lens and camera coverage diagrams

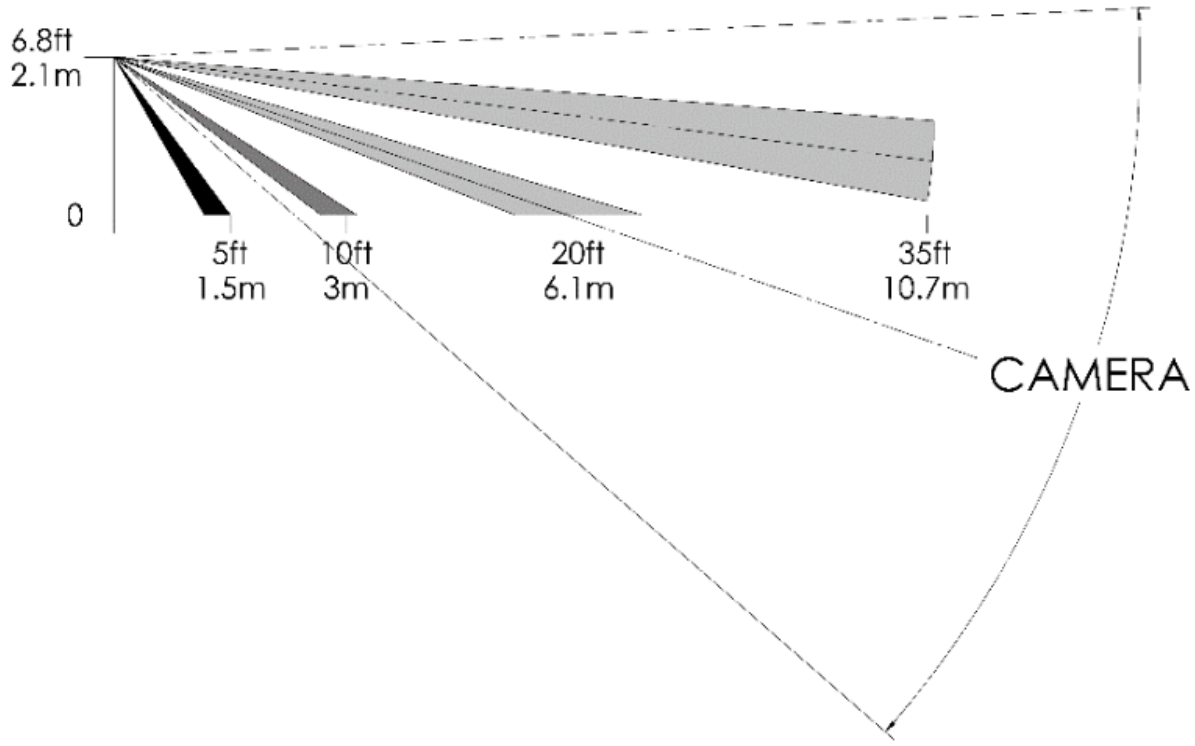


Figure 3. Side View: PIR Lens Coverage

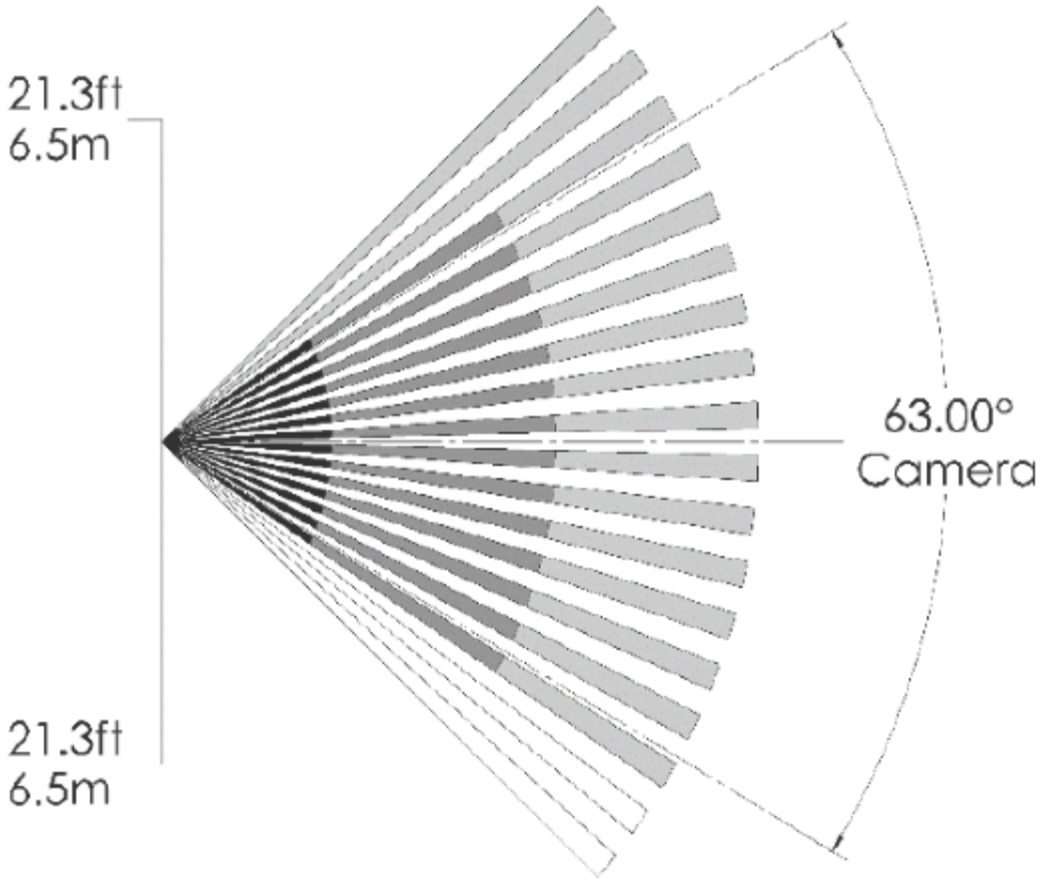


Figure 4. Top View: PIR Lens Coverage

As indicated in Figure 4, the camera coverage area is narrower than the PIR coverage area. When installing, mount sensor where subjects are likely to be centered in or across PIR and camera field of view.

Troubleshooting^

General troubleshooting steps

- Verify module signal strength
- Verify Image Sensor RF signal strength: The signal strength must be above 30% for the sensor to function properly.
- Verify Images service package: Image capture functionality depends on the customer's service package. Verify the proper Image Sensor service package is selected.

Enrollment

- Verify sensor is receiving power: After inserting batteries, the sensor LED should illuminate or flash within 10 seconds.
- Verify sensor is not communicating with another network: If the sensor has been previously enrolled in a different

system or daughterboard, delete the sensor from the system and hold the sensor reset button for 10 seconds to clear the sensor from the old network before attempting to enroll the sensor in a new network. The sensor cannot be cleared if it is currently communicating with its network. In this case, the sensor must be deleted from the system first through the control panel or remote command.

Sensor non-responsive

- Verify range: Verify in the panel's Image Sensor menu that the sensor is registering a strong signal. If the signal strength is low, move the non-responsive sensor closer to the control panel, verify signal strength, and see if communication resumes. If applicable, verify the Image Sensor daughterboard antenna is correctly routed as described in the installation procedure.
- Replace batteries: Check the battery level in the panel's Image Sensor menu, and install fresh Energizer Ultimate Lithium batteries if needed.

Images not captured

- Verify sensor rules: Verify the Image Sensor initialization process has been completed. Verify rules have been confirmed in the *Rules Confirmed* column on the Partner Portal or MobileTech app. If not, resend Image Sensor rules. For more information about resending rules, see Image Sensor Rules Not Confirmed.
- Enable auto uploads: During the first four hours after any sensor is enrolled onto the system, alarm images will not automatically be uploaded to Alarm.com. Automatic uploads are automatically enabled after four hours. For more information about enabling uploads sooner, see Configure automatic Image Sensor uploads.

False motion activations

- Check Environmental Elements: Heating or cooling elements may adversely affect sensor performance. Test sensor with and without these elements to determine interference. Check if there are any reflective surfaces facing the device (e.g., mirror).
- Check Sensor Positioning: The sensor may not be properly positioned to capture the desired motion. Check horizontal positioning of sensor and re-mount as necessary.
- Check PIR Sensitivity Setting: Verify that the proper sensor motion profile has been selected through the setup menu or select a less sensitive profile.