Select

« [Help Center](#)

Motion Detector / Sensor Troubleshooting

[How They Work](#)   [Test Your Detector](#)   [Troubleshooting](#)   [Related Topics](#)

How They Work

Your passive infrared motion sensor detects movement across the path of the device protection area. It measures the contrast of infrared energy (heat energy) within the room to detect a moving human. The device activates based on 3 paths being triggered for spot detection which means it does not cover every inch of the floor.

Test Your Motion Detector

To test your motion detector:

1. Place your <u>system on test</u>.
2. Arm your system to Away.
3. Before the exit delay expires, open and close an exit door.
4. Wait five minutes.
5. Confirm that the system panel's LED light turns on or that the keypad displays the zone as faulted.
6. Remove your <u>system from test</u>.

Troubleshooting Your Motion Detector

Sensor Behavior	Possible Causes & Troubleshooting Tips
Low Battery	If you have determined that your motion sensor has a low battery and you are ready to replace it, you can get video and step-by-step instructions on the Motion Detector Battery Replacement page.
Sending False Signals	A motion sensor may send a false alarm signal for multiple reasons. These include things like balloons, stray air drafts, direct sunlight, large insects, rapid temperature changes (caused by fireplaces or heating systems), small animals (such as mice, rats, birds, cats, etc.) or faulty equipment.
	Hardwired: • Motion sensor has lost power • Wires may have been damaged or pinched

Showing Faulted State	Motion sensor cover is not securely fastened **Wireless:** • Motion sensor cover is not secure • Sensor has a low battery
Not Activating	Motion sensors detect movement across a path within a certain time period (milliseconds). If a person is walking directly at the device, it may not pick up the movement until the person is directly underneath the device. Waving hands may not be sufficient to trigger at least 3 fingers.
Displaying Trouble Condition	**Hardwired:** • Motion sensor has lost power • Wires may have been damaged or pinched • Motion sensor cover is not securely fastened **Wireless:** • Motion sensor cover is not secure • Sensor has a low battery

Related Topics

Testing Your System

Here are instructions for placing your system in Test mode, and for removing it from Test mode once the test is complete.

Motion Detector Battery Replacement

Step-by-step instructions on how to change the battery in your motion sensor.

Find the Right Peripheral Battery

Identify which battery goes with your peripheral device.

Return to Top