



Peripheral Device Troubleshooting

Your ADT residential or small business security system will be installed with peripheral devices, such as door and window contacts, motion detectors, glassbreak detectors, smoke or heat detectors, and carbon monoxide detectors. These may be hardwired to your system or they may be wireless devices that are powered by internal batteries.

[Carbon Monoxide Detectors](#) [Door Sensors](#) [Garage Door Sensors](#) [Glassbreak Detectors](#) [Motion Sensors](#) [Smoke & Heat Detectors](#) [Window Sensors](#) [Related Topics](#)

Carbon Monoxide Detectors

Your carbon monoxide detector/sensor is designed to monitor the levels of CO gas in residential dwellings, and give early warning when potentially dangerous levels exist.

For help troubleshooting your carbon monoxide detector, please refer to the [Carbon Monoxide Detector Troubleshooting](#) page.

For help replacing your carbon monoxide detector's battery, please refer to the [Carbon Monoxide Detector Battery Replacement](#) page.

Door Sensors

Two Piece Door Contacts/Sensors

A door or window sensor is usually a two-piece magnetic contact sensor. When the alarm is set and the door or window is opened, the two magnetic sensors are separated from each other, tripping the alarm.

For help troubleshooting your door or window sensor, please refer to the [Door and Window Sensor Troubleshooting](#) page.

For help replacing your door or window sensor's battery, please refer to the [Door and Window Sensor Battery Replacement](#) page.

Door Rollerball Contacts/Sensors

Rollerball contacts are a single-piece with a rolling-ball component. These sensors are usually installed on metal door frames, attached on the hinged-side of the door. The device has a Rollerball that spins freely within the contact casing. As the door closes, the ball is pushed inward, closing the circuit. These are usually hardwired devices.

For help troubleshooting your door rollerball contact, please refer to the [Door and Window Sensor Troubleshooting](#) page.

For help replacing your door rollerball contact's battery, please refer to the [Door and Window Sensor Battery Replacement](#) page.

Garage Door Sensors

The garage door sensor allows you to control and monitor the status of your garage door using your ADT Pulse Touch Screen, Web Portal, Mobile App or Voice App.

For help troubleshooting your garage door sensor, please refer to the [Door and Window Sensor Troubleshooting](#) page.

For help replacing your garage door sensor's battery, please refer to the [Door and Window Sensor Battery Replacement](#) page.

Glassbreak Detectors

Your glassbreak detector is designed to sense the sound of breaking glass.

For help troubleshooting your glassbreak detector, please refer to the [Glassbreak Detector Troubleshooting](#) page.

For help replacing your glassbreak detector's battery, please refer to the [Glassbreak Detector Battery Replacement](#) page.

Motion Detectors/Sensors

Your passive infrared motion sensor detects motion 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.

For help troubleshooting your motion sensor, please refer to the [Motion Detector Troubleshooting](#) page.

For help replacing your motion detector's battery, please refer to the [Motion Detector Battery Replacement](#) page.

Smoke & Heat Detectors

Your smoke detector is designed to sense particles of smoke from a fire. Your heat detector monitors for a rapid increase in heat or when the temperature reaches a defined setting.

For help troubleshooting your smoke or heat detector, please refer to the [Smoke and Heat Detector Troubleshooting](#) page.

For help replacing your smoke or heat detector's battery, please refer to the [Smoke and Heat Detector Battery Replacement](#) page.

Window Surface Contacts/Sensors

Contact sensors are made up of two pieces: the contact and magnet. The dimensions are about 2/3 inches long by 1/4 in wide. The contact is usually mounted on the lower side of a double hung or casement window frame, and the magnet is mounted on the window itself. Contact sensors may be hardwired or wireless.

For help troubleshooting your window sensors, please refer to the [Door and Window Sensor Troubleshooting](#) page.

For help replacing your window sensor's battery, please refer to the [Door and Window Sensor Battery Replacement](#) page.

Related Topics

[Finding the Right Peripheral Battery](#)

Here you can locate the correct size and type of battery for your device.

[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.

[Silence Low Battery Beeping](#)

Here are instructions for silencing your keypad when it has detected a low battery condition.

[Return to Top](#)

