Olarm FAQ’s + Basic Manual
Need help?
See some of our most asked questions

How does Olarm work?

Olarm is an extra keypad to your alarm, except the new keypad is now an app on your phone.

Is my alarm supported?

Olarm works with most of the Paradox alarm systems and selected models from DSC, Texecom and IDS.

Do you report the zone that triggered the alarm?

Yes, we report all the active zones. In fact, every single zone event is sent to your app instantly and continuously whether your system is armed or disarmed.

Push notifications?

You will receive a push notification instantly for any change in alarm mode. For example – if your system is disarmed from your spouse's phone, or even the keypad, a push notification is sent to you. This applies for stay mode, arming, disarming, and an actual alarm.

Are multiple areas supported?

Multiple areas are supported. Olarm conforms to the manner in which your alarm was programmed. If your alarm programming changes or you introduce a new sensor, Olarm automatically adapts to the new configuration.

I need to leave my dog in the living room while I am out for dinner, can I deactivate that zone?

Yes we support bypassing a zone temporarily. This is often useful for a faulty zone or a plant blowing in the wind causing false alarms. To bypass a zone your system must be disarmed.

Do I need to have WiFi at home to use Olarm?

No. Olarm has it’s own Cellular modem and your home does not require you to have an internet connection.

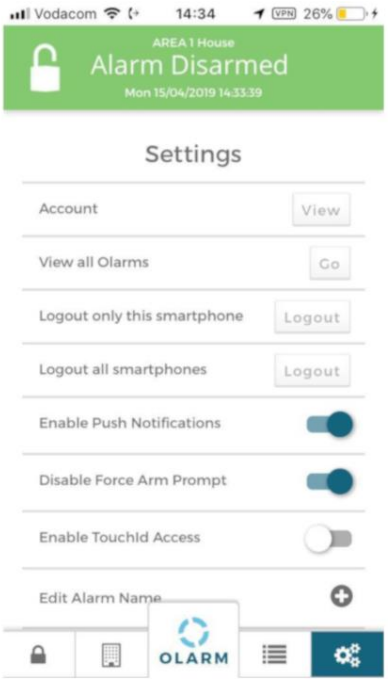
Notifications Not Showing

Push notifications not showing on notifications bar/screen

Written by Olarm Support
Updated over a week ago

Before reading this article please make sure you have the latest version of the App via the respective app store.

Go to the settings tab in the app and find the settings labeled "Enable push Notifications:



Disable this setting and close the app completely, i.e.; close the app and clear it from recent apps.

Now go to the phones notification settings, for Android go to Apps & notifications -> App info -> Olarm -> App Notifications -> Then ensure all settings are enabled. Please note that this may vary per version of android. For IOS/IPhone go to settings -> Scroll down to Olarm -> Notifications -> Then ensure all settings are enabled.

Also ensure that the Battery Optimization setting is not enabled or the App, this can be found under the Battery Settings of the phone, if you go to the 3 dots in the top right corner.

Go back and open the Olarm app now and enable the push notifications, go back to the settings in the picture above, and make sure it is enabled. Again, completely close the app and re-open the app.

To test if the notifications are working, close the app (you do not need to close it completely this time, just minimize it), then arm/disarm your alarm via the keypad. If you still do not receive notifications please contact us at support@olarm.co.

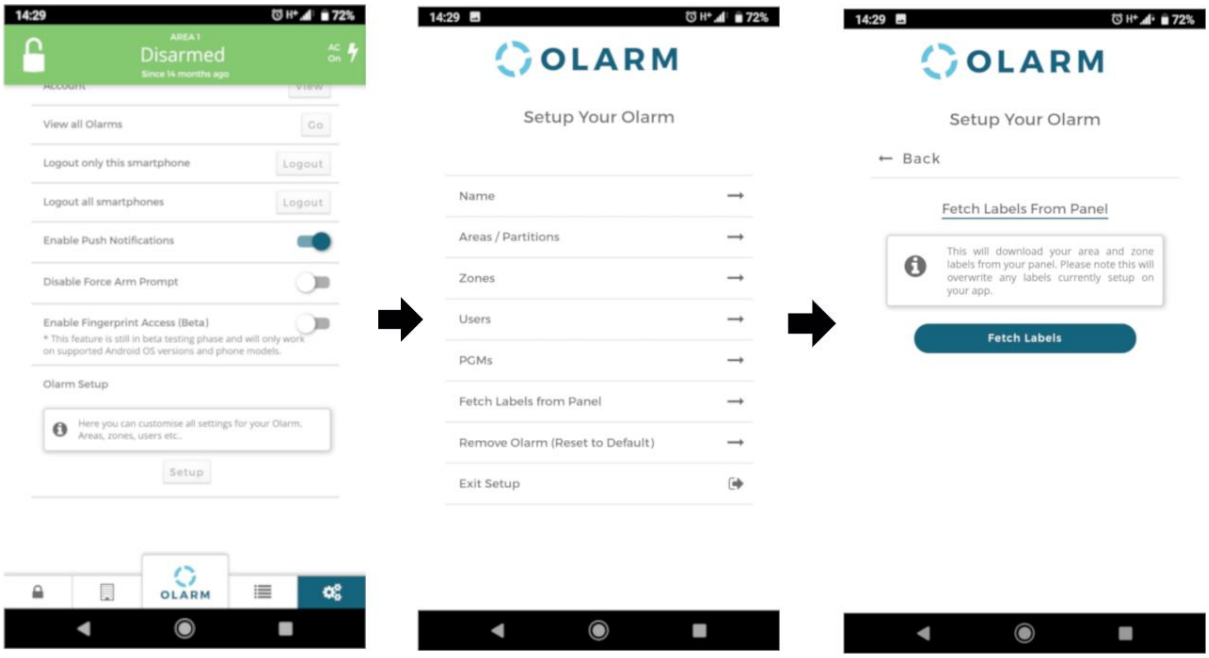
*Please note you will not receive any notifications when the app is open.
**Please note that notifications do not work properly on android versions below V5, unfortunately the only fix is to update your android to a later version.

How to get new zone labels

A manual to help clients understand how to rescan for new zone labels if the Olarm has been plugged in before programming labels

Written by Olarm Support
Updated over a week ago

Within the Olarm app, go to the settings tab:



*Click on the setup button at the bottom of the settings page. Once the menu has loaded, click on the option labeled "Fetch Labels from Panel", a new menu will load, click on the button that says "Fetch Labels".

You can now go back to using the app as normal, please allow 5 minutes for the zone labels to update. Please note you will also need to refresh the app by closing and re-opening it.

*Please note only the Primary user will be able to see these settings.

How to signup for Olarm using the app

Manual on how to sign up for Olarm using the app

Written by Olarm Support
Updated over a week ago

In order to signup for Olarm please download it via the Android play-store or Apple App Store:

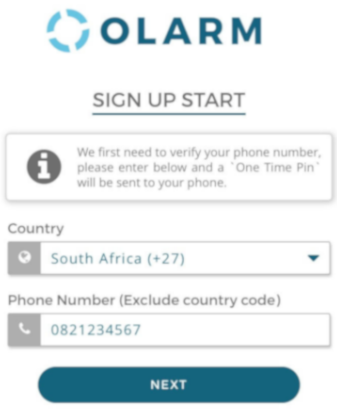
Android Link

IOS Link

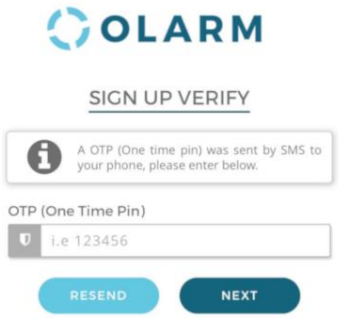
Once you have downloaded the respective app for your phone then follow the signup process on screen or described below:

Once you open the app you will see the screen depicted in the picture below:

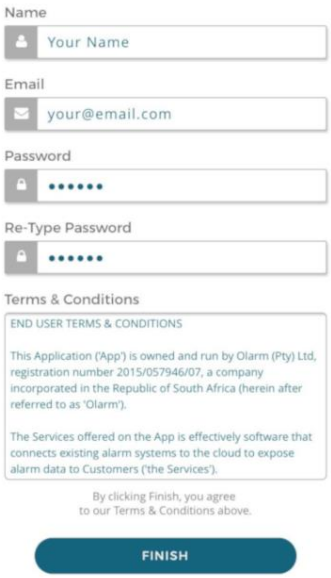
Press the "Sign up" Text/button , this will take you the screen depicted in the picture below:



Select the country you are signup up from* and then enter in your cellphone no. in the field provided below. Click 'Next" and a One Time Pin will be sent to the no. you provide. Enter the One Time Pin into the app on the screen that will pop up after clicking "Next", and depicted below:



Once you have entered in the OTP, you can then clicked "Next" you will then need to enter in additional information (Name. Email, Password), in the next screen and depicted in the picture below:



Once you have entered in all your details, click the "Finish" button. You are then done with the signup process.

If you are signing up in order for another user to grant you access to their Olarm, you are done with the sign-up process and don't need to follow the rest of this manual.

If you are signing up as the owner of a new Olarm, please enter in the details for your new Olarm on the screen that shows up after signing up and depicted below:

The Serial no. is the no. found on the box and on the bottom of the Olarm device, on the label, under the bar code. You can give the Olarm any name you choose, this will just be a label used for you to identify the Olarm and where it is. Once you have entered in the details correctly click "Submit" and you are done with signup and registering your Olarm to your profile.

*If your country does not show up please send us an email at Support@olarm.co and we will get back to you as soon as possible.

How to reset password for the App

Manual on how to reset password in the app

Written by Olarm Support
Updated over a week ago

When on the login screen, click on the " Reset" button/text under the "Sign in" button. Please see the picture below for a reference of what you should be looking for:

You will then be asked to enter in your cellphone no. you signed up with.
You will then be sent a One Time Pin which you will need to use to verify your account. Once you have verified it is you then you will be able to reset your password.

Once you have set a new password you can login with your new password via the login screen.

Did this answer your question?