

Access Control door status displays as "Unknown" on the website and app

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 door status will display as Unknown if the door has been unable to communicate with its parent controller. This could be due to a network interruption or an issue with the controller's configuration. [Unknown Door Status]

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2023-10-30

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

The door status will display as *Unknown* if the door has been unable to communicate with its parent controller. This could be due to a network interruption or an issue with the controller's configuration.

Unknown door status
Unknown door status

How to resolve:

If the door does not come back online by itself, [contact your service provider](#). The controller may need to be reset or reconfigured.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Commercial/Access_Control/Access_Control_door_status_displays_as_Unknown_on_the_website_and_app

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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