

Alexa app displays, “Discovery could not be completed. All of your Alexa devices are offline.”

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

This is primarily a video or reference page. Open the original article link below for the current content.

Platform	Mobile App
Content type	Troubleshooting
Source last updated	2026-01-07

Procedure

If this error message appears

"...All Alexa devices are offline"

When all Alexa devices are offline, the Alarm.com Smart Home devices cannot be discovered.

Plug in the Amazon Alexa devices or power cycle them.

Interact with the Alexa device. If that does not work, verify the status of the Amazon Alexa devices.

"...One Alexa device is offline"

The Alarm.com Smart Home devices were discovered.

1. Tap Echo & Alexa in Devices the Alexa app to confirm.
2. Verify the status of the Amazon Alexa devices.

To verify the status of the Amazon Alexa devices

1. Open the Amazon Alexa app.
2. Tap [Amazon Devices].

If a device is offline, it will display Offline below the name of the device.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Amazon_Alexa_Smart_Home_Skill/Alexa_app_displays_Discovery_could_not_be_completed_All_of_your_Alexa_devices_are_offline

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

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