

Amazon Alexa does not understand the names of the devices

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

Amazon Alexa does not understand the names of the devices

Platform	General / Device
Content type	Troubleshooting
Source last updated	2026-03-26

Procedure

If Alexa is having trouble understanding the names of the devices

Do not use special characters (e.g., *(&%'#_) in the device names.

Avoid typos or grammatical errors.

Do not use conjunctions (e.g., and, or, etc.)

Avoid using device names that are homophones of each other (e.g., Aaron's Lights and Erin's lights, etc.).

For more information on changing device names, see [Change a device name in Amazon Alexa](#).

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/Amazon_Alexa_does_not_understand_the_names_of_the_devices

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

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