Amazon Alexa says, “I found several devices matching that name.”

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	General / Device
Content type	How-to / Configuration
Source last updated	2026-03-26

Procedure

If Alexa says, "I found several devices matching that name"

Try saying the name of the device more clearly.

If you are trying to control multiple devices using a general command (e.g., "turn off all the lights”), create a group name for the devices (e.g.,The Lights) and include all of the devices you would like

to control.

For more information about how to create a group, see Smart Home Skill - Create a group of Amazon Alexa Smart Home devices.

Note: Unlike the Alarm.com skill, the Alarm.com Smart Home skill does not support general light commands.

1. Verify that your device name follows the naming guidelines. For more information, see Amazon Alexa does not understand the names of the devices.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

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

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

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