

Amazon Alexa says, “Sorry, I couldn’t find a device or group name on the account.”

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

If the name is correct and meets the naming guidelines, try your command again. For more information about the naming guidelines, see [Alexa does not understand the names of the devices](#). If the command did not trigger a device action, and the device follows the naming guidelines, check the Alexa app to confirm Alexa heard your request correctly.

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

Procedure

To verify the device name using the Alexa app

1. Open the Amazon Alexa app.
2. Tap Devices.
3. Tap All Devices.

To view what Alexa heard using the Alexa app

1. Open the Amazon Alexa app.
2. Tap [Alexa Icon].
3. Tap Activity History.

Identify the command on the list to view what Alexa heard.

If Alexa did not hear the command correctly, retry the command.

If Alexa did hear the command correctly but spelled the device name differently than how the user has it spelled, change the device name to match the spelling of what Alexa hears. For more information about changing the device name, see Smart Home Skill - 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_says_Sorry_I_couldnt_find_a_device_or_group_name_on_the_account

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

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