

Amazon Alexa says, “Sorry, the device appears to be malfunctioning.”

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

When Alexa says, “Sorry, the device appears to be malfunctioning”, the Alarm.com device is currently in a malfunctioning state.

Platform	App + Web
Content type	Reference
Source last updated	2022-11-16

Procedure

If lights are malfunctioning

To confirm the devices are malfunctioning, verify on the GoSafer Security customer portal (powered by Alarm.com). The light bulb symbol should display the malfunction icon. For more information about verifying the status, see [View the status of Z-Wave lights](#).

The most common cause of a malfunction is a loss of power due to turning off a switch or unplugging a lamp. After confirming the light is plugged in, send a command through the GoSafer

Security customer portal (powered by Alarm.com) or Alarm.com app to confirm that it is now working. If the light is now working, try the Alexa command again.

If the light continues to stay in malfunction, see Light device is in malfunction.

If thermostats are malfunctioning

The most common cause of a malfunction is a loss of power due to low or dead batteries.

To change the batteries

1. Turn off the Heat/AC and all power to the thermostat using your breaker box.

Replace the batteries in your thermostat.

Restore power to the thermostat.

Send a remote command to your thermostat from the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app to confirm that it is now working.

If the thermostat continues to stay in malfunction, see Thermostat is in malfunction.

Source and support

For GoSafer Security assistance, visit gosafersupport.com.

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

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

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