

Geo-Service device is 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

One common cause for a Geo-Service device malfunctioning is that the device may have been deleted but not completely removed from the account. The best way to clear a Geo-Service device malfunction is to completely remove the device from the account before attempting to reattach the device to the account. It is recommended to remove Geo-Devices that are not active or currently in use on the account in order to avoid Geo-Service device malfunctions. For more information about how to remove a Geo-Device, see [Delete a Geo-Device](#). For more information about how to manage the Geo-Devices on an account, see [Geo-Devices](#).

Platform	App + Web
Content type	Troubleshooting
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Procedure

To clear a Geo-Service device malfunction

Note: Clearing the Geo-Service device in malfunction trouble condition only clears the trouble condition once. The following steps need to be used each time the trouble condition occurs.

Complete the following steps for all Geo-Devices that are in malfunction or no longer in use on the account

1. Log in to the Alarm.com app on the device in malfunction.
2. Tap [Menu].
3. Tap App Settings.
4. Tap Location Services.
5. Tap the toggle to turn Location Services off.

Log out of the Alarm.com app.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com). Refresh the page if you were already logged in.
2. Click Settings.
3. Click Places.

If the malfunctioning/not in use device is listed in Geo-Devices

1. Click the desired device.
2. Click [Delete] to remove the Geo-Device from the account.
3. Click Ok.

While staying logged into the GoSafer Security customer portal (powered by Alarm.com), log in to the Alarm.com app once again on the Geo-Service device.

1. Tap [Menu].
2. Tap App Settings.
3. Tap Location Services.
4. Tap the toggle to turn Location Services on.

On the GoSafer Security customer portal (powered by Alarm.com), refresh the page or log in if necessary.

Make sure the device is showing in the Geo-Devices.

If the trouble condition persists after troubleshooting, contact your service provider.

To disable the malfunction report

If you do not want a malfunction report, you can turn off the report using the GoSafer Security customer portal (powered by Alarm.com).

Important: This only applies to Android devices.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Geo-Services
4. Click the name of the Geo-Device to be edited.
5. Click to deselect Report Malfunction if Device fails to check in for 24 hours.
6. Click Save.

Source and support

For GoSafer Security assistance, visit [gosaferssecurity.com](https://answers.alarm.com).

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Geo-Service_device_is_malfunctioning

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

