

How can I change the batteries in my device?

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 batteries in a device need to be changed, a Device Low Battery trouble condition should appear in the Alarm.com app. [Issues Card]

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

If the batteries in a device need to be changed, a *Device Low Battery* trouble condition should appear in the Alarm.com app.

Issues card
Issues card

To learn how to change the batteries in a device:

1. Log in to the Alarm.com app.
2. In *Issues*, tap the **Device Low Battery** trouble condition for the relevant device.
3. Tap **Fix It**.
4. Follow the instructions to change the batteries.

Caution: When removing and replacing batteries, always take precautions (e.g., ensuring the device is powered off, any panel-specific requirements, etc.).

Note: If instructions to replace the batteries are not available, refer to the installation guide packaged with the device or on the manufacturer's website, or [contact your service provider](#) for assistance.

Source and support

For GoSafer Security assistance, visit gosafersupport.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/How_to_change_the_batteries_in_my_device

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

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