

Remote commands are not opening or closing the garage door

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

Procedure

If the garage door does not open or close remotely

1. Verify the device sending the command has Internet access

To verify the device has Internet access, open a web browser (e.g., Edge, Google Chrome, etc.) and navigate to a website (e.g., www.alarm.com). If the website opens, the device has Internet access. If the website is unable to open, the device needs to be reconnected to the Internet in the device's settings.

Test whether the garage door can open or close at all

Use the garage door's wall button to verify that it can open and close manually. If the garage door does not function at all, contact the garage door manufacturer for assistance.

After opening or closing the garage door, log in to the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com) and verify that the garage door is reporting the correct status.

For LiftMaster MyQ Accessories, verify that the device's location has a consistent Internet connection. LiftMaster MyQ Accessories (i.e., MyQ Smart Garage Hub and MyQ Internet Gateway) rely on Internet access for it to be successfully controlled using the Alarm.com app. A solid green LED light on the LiftMaster MyQ Accessories indicates that it has an active Internet connection.

If the garage door can open remotely but not close remotely

If remote commands open the garage door but are unable to close the garage door, verify that the garage door operator's safety sensors are aligned and not blocked.

Note: Safety sensors are required for all garage doors that are compatible with Alarm.com. These sensors ensure the safety of anyone that may be in the path of the garage door when it is closing. If the sensors are misaligned or blocked, the garage door cannot close.

1. Additional assistance

If the garage door displays with a Malfunction or Offline status, refer to the troubleshooting information in Garage door opener is in malfunction.

For further troubleshooting, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Garage_Doors/Remote_commands_will_not_open_or_close_garage_door		

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

Revision #1

Created 2026-09-01 00:29:57 UTC by Jerdenn Calag

Updated 2026-09-01 00:29:57 UTC by Jerdenn Calag