Troubleshooting Alarm.com Places

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

By enabling Location Services on mobile devices, the device is allowed to check-in and relay its location relative to the radio tower or router the device connected to. For this feature, enable Alarm.com Places on your mobile devices and ensure that you have a data connection (e.g., 3G, 4G LTE, Wi-Fi).

Platform	App + Web
Content type	Troubleshooting
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Procedure

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

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Alarm.com Places tips

- The lower the data connection and/or coverage in the area, the less accurate Alarm.com Places will be. The more data connection and/or coverage in the areas, the more accurate Alarm.com Places will be.
- Staying close to Geo-Fences, or only barely crossing it can mean that the Geo-Device will never triangulate outside of the Geo-Fence. This can cause notifications or actions to incorrectly trigger or not trigger occur at all.
- Increasing the Geo-Fence radius provides more accurate notifications based on location.
- Wi-Fi can be used as data connection for triangulation. The device does not need to be connected for triangulation to occur.
- The more accurate Geo-Fence radius sizes are around or larger than 2 to 2.5 miles radius. The minimum radius can be one mile but is not recommended.

  Note: If the customer account is in Canada, the minimum distance is 1.5 kilometers for a Geo-Fence.

To manage Alarm.com Places using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Settings**.
3. Click **Places**.

Important: Only the login permissions of Master Control, Full Control, and Custom with *Notification settings* enabled can manage Alarm.com Places on a customer account.

Troubleshooting Alarm.com Places:

Verify Alarm.com Places is set up properly

Verify you have the proper Alarm.com Places notifications and rules set up on your account. For more information, see Configure Alarm.com Places.

Verify Location Services is turned on

Verify Location Services is turned on for the device and also for the Alarm.com app. For more information on enabling Alarm.com Places in the app, see Add a new Geo-Device.

Important: iPhones and Android phones also require Location Services to be turned on specifically for the Alarm.com app through phone settings.

To enable Location Services on an Android phone:

Note: These steps may vary depending on the model of the Android phone.

1. Tap to open the **Settings** application.

2. Tap **Connections**.
3. Tap the **Location** toggle switch to enable Location Services.

To enable Location Services on an iPhone:

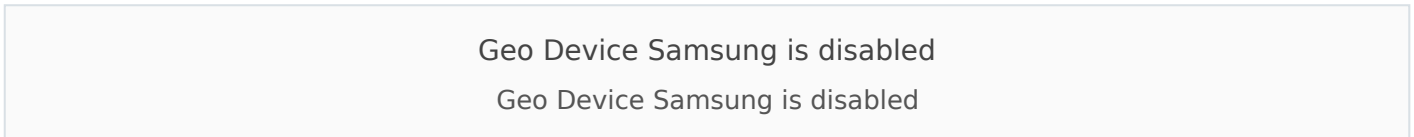
Important: In order for this option to appear, Alarm.com Places needs to be enabled on the app.

1. Tap to open the iPhone's **Settings** application.
2. Tap **Alarm.com**.
3. Tap **Location**.
4. In *Allow Location Access*, tap **Always**.

Verify the correct device is enabled for Alarm.com Places

The user can verify the correct device is enabled by turning Alarm.com Places off in the app, then log in to the website to verify a correlating device was paused. A device that is paused will be grayed out.

In the following image, the Geo-Device named *iPhone* is enabled and the Geo-Device named *Samsung* is disabled.



Geo Device Samsung is disabled

Important: Remember to re-enable the Geo-Device in the Alarm.com app after this test.

Increase the Geo-Fence size

Increase the Geo-Fence size to a minimum of 2 to 2.5-mile radius. If it is already set to a 2.5-mile radius, increase the Geo-Fence radius to 5 miles.

Enable Wi-Fi on the Geo-Device

Enable Wi-Fi on the phone that is a Geo-Device on the account. This may help with triangulation if there are not many towers in that area. Turning on Bluetooth can also help.

Note: The Geo-Device is not required to be connected to a Wi-Fi or Bluetooth network to function.

Verify settings that can affect Alarm.com Places on Android devices

For Android phones, there are several settings that can affect consistent Alarm.com Places functionality. The Alarm.com app also displays possible settings that are affecting functionality.

To verify Alarm.com app settings on an Android device:

1. Log in to the Alarm.com app.
2. Tap **Menu**.
3. Tap **Places**.

4. Tap **Manage my location settings**.
5. In *Location Services*, tap **Resolve detected issues**.

Android Places1

Android Places1

6. In *Resolve Issues*, tap **Details** next to an existing issue to resolve it.

Android Places2

Android Places2

Verify the Android device settings have the best corresponding values:

Note: The names of settings may vary on Android devices.

- *Location* or *Location services* should be toggled on.
- *Locating method* or *Location mode* should be set to high accuracy.
- *Wi-Fi scanning* and *Bluetooth scanning*, which may be in the *Improve accuracy* setting, should both be toggled on.
- *Power saving mode* and *Ultra power saving mode* should both be toggled off.
- *Battery optimization* or *Optimize battery usage*, which may be in the menu option of the *Battery* setting*,* should be toggled off for the Alarm.com app, Google Play Services, Wi-Fi, and Bluetooth.

- When selecting the option to *Turn Battery Optimization for this App Off* from the Alarm.com app, the phone displays the devices that do not have optimization on. Tap the arrow under *Battery optimization* to select **All Apps,** then tap **Alarm.com** to verify that *Don't Optimize* is selected.

  The following image is an example of turning off battery optimization on an Android device:

  Battery Optimization on Android

  Battery Optimization on Android

For information on how to clear Geo-Device malfunctions, see Geo-Service device is malfunctioning .

If the issue is still unresolved:

Important: Perform the following steps in this order:

1. Disable Alarm.com Places in the Alarm.com app.
   - To disable Alarm.com Places:
     1. Log in to the Alarm.com app.
     2. Tap **Menu**.
     3. Tap **Places**.

4. Tap **Manage my location settings**.
5. Tap the *Location Services* toggle switch to disable it.

2. Delete the Geo-Device on the GoSafer Security customer portal (powered by Alarm.com).
3. Force close the Alarm.com app.
4. Re-enable Alarm.com Places in the Alarm.com app.
5. Add the device back to the Geo-Fence rules or notifications.
6. Sync the Geo-Device by crossing in and out of the Geo-Fence.
7. Test by crossing the fence again.

Note: Alarm.com Places uses triangulation to conserve battery power. The device should pass a significant distance over the Geo-Fence in either direction to register crossing the Geo-Fence.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Mobile_Features/Alarm.com_Places/Troubleshooting_Alarm.com_Places

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

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