

View a door lock's battery status

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

The battery status of a door lock can be viewed from the website.

Platform	Customer Website
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

To view a door lock's battery status using the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

In the Locks card, click [Details].

[Lock Card With Details Icon Outlined]

Mouse over [Battery Level Icon] for the remaining battery life percentage.

Note: Low Battery displays when the lock's battery percentage is below 30-40% (depending on lock model).

If the Low Battery status does not clear once the batteries are changed, click [Refresh] to request an updated battery life percentage.

If you have a low battery or the lock is showing as malfunction/offline, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Locks/View_a_door_lock's_battery_status

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

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