

What does Radio Not Responding mean for broadband hubs?

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 “Radio Not Responding” trouble condition means the Building36 Hub or hub36 is not connected to the internet and cannot communicate with Alarm.com.

Platform	General / Device
Content type	FAQ / Explanation
Source last updated	2026-03-06

Procedure

If the Building36 Hub radio is not responding

1. Power down your Building36 Hub by removing its power cable. Leave it unplugged for now.
2. Power down your router by removing its power cable.

Leave your router powered down for 2 minutes. This 2 minute period is important, so do not power it up prematurely.

1. Wait for your router to completely boot up and for the router's internet connection to be restored.

Reapply the power cable to your Building36 Hub. The indicator light on the hub will then cycle through orange, green, and white. It will then start flashing white.

1. Wait a few minutes for the indicator light to turn solid white. This indicates that the hub has established a connection with the internet.
2. Wait a few more minutes for the Building36 Hub to process any backed-up commands, then try controlling your thermostat remotely.

If the hub36 radio is not responding

1. Power down your hub36 by removing its power cable. Leave it unplugged for now.
2. Power down your router by removing its power cable.

Leave your router powered down for 2 minutes. This 2 minute period is important, so do not power it up prematurely.

1. Wait for your router to completely boot up and for the router's internet connection to be restored.

Reapply the power cable to your hub36.

1. Wait a few minutes for the green indicator LED to turn solid green. This indicates that the hub has established a connection with the internet.
2. Wait a few more minutes for the hub36 to process any backed up commands, then try controlling your thermostat remotely.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/System_Management/System_Usage/What_does_Radio_Not_Responding_mean_for_broadband_hubs

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

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