

Clear a duress, panic, or smoke alarm

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

A duress or smoke alarm message can only be cleared using the website. It cannot be cleared using the mobile app.

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

Procedure

To clear a duress or smoke alarm alert

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
- In the Welcome card, click [Details] for Panel Duress, Panic, or Smoke Sensor Must Be Reset.
- [System In Duress]
- You can also click View in the System in Alarm banner to navigate to the Alerts & Issues page.

If you do not see the Welcome card, you may have it hidden. For more information about locating and arranging the Welcome card, see Rearrange Home page of website or app.

In Alerts & Issues

For a duress alert, click Stop Alarm and confirm to stop the alarm.

For a smoke sensor reset alert, click Remove Alert.

Once it's confirmed to stop or remove the alert, it acknowledges the alarm and clears the alert message from the GoSafer Security customer portal (powered by Alarm.com) and Alarm.com app.

[Clear A Duress Or Smoke]

For more information about this feature, 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/System_Management/System_Usage/Clear_a_duress_panic_or_smoke_alarm		

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

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