

Device is in malfunction

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 Malfunction trouble condition indicates a device is unable to properly communicate.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2024-01-22

Procedure

If a device is in malfunction

1. Verify which device is in malfunction.

It is possible that the device in malfunction may be a Geo-Device. This is usually indicated by the name of the device that is in malfunction matching the name of a device that is serving as a Geo-Device. If the device appears to be a Geo-Device (e.g., smartphone), see Geo-Service device is in malfunction.

1. Verify that the device is still active and powered on.
2. Power cycle the device, if possible. If applicable, power off the device for a couple of minutes, and then power the device back on.

3. Verify there is nothing that could be interfering with communication, such as range or interfering devices. If possible, move the device closer to the main system.

Trigger the device, if possible (e.g., open and close a sensor). Verify if the status is able to update.

If the device is still in malfunction, contact your service provider for further assistance.

Troubleshooting by device type

Some device types have troubleshooting articles dedicated to that device type

Connected Car is in malfunction

Garage door is in malfunction

Geo-Service device is in malfunction

Light is in malfunction

Shade control device is in malfunction

Lock is in malfunction

Thermostat or remote temperature sensor is in malfunction

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/Device_is_in_malfunction

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

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