

Turn off system trouble beeps using the app

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

System trouble beeps coming from the security panel can be turned off using the mobile app.

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

Procedure

Feature compatibility

This feature is supported on most Alarm.com compatible security panels.

Some panels require the system to be disarmed to successfully turn off the trouble beeps.

This feature functions differently on 2GIG panels since there is no way to indefinitely disable trouble beeps at all times.

If there is a smoke or carbon monoxide detector associated with the system, this feature is not available and will not appear in the Alarm.com app.

If this feature does not appear in the Alarm.com app when a trouble condition is present, contact your service provider for assistance.

1. Turn off System Trouble Beeps

You can access the Trouble Beeps page when there is an active trouble condition on the security system using one of the following methods:

By tapping Silence Trouble Beeps in the Issues card on the Home screen.

This option only appears if one of the following troubles is present

Panel Power Failure

Device Low Battery

Panel Low Battery

Sensor Tamper

Dual-Path Communication Failure - Broadband

Dual-Path Communication Failure - Cellular

By accessing the Security System page.

If the system trouble beeps continue at the security panel after performing the following steps, verify the panel and module are communicating properly. If the panel and module are not communicating, trouble beeps cannot be turned off using remote commands. Contact your service provider for further assistance.

To turn off System Trouble Beeps from the Issues card

1. Log in to the Alarm.com app.
2. Tap Silence Trouble Beeps in the Issues card on the Home screen when an active trouble condition is reported on the system.

If you do not see this option, try to turn off system trouble beeps by accessing the Security System settings page. For more information, see [To turn off System Trouble Beeps from the Security](#)

System card.

[Silence Trouble Beeps]

Important: For 2GIG panels, the following message for Silence System Troubles displays. Tap Ok to disable all trouble beeps for currently active trouble conditions until there is a new trouble detected. This is the only step available to take for 2GIG panels.

[2Gig Silence System Troubles Message]

1. Tap Trouble Beeps.

[Trouble Beeps Page On App]

1. Tap Turn Off to select it.

[Trouble Beeps Turn On Off Options]

1. Tap Turn Off to confirm the selection. This turns off the trouble beeps for any current or future issues that occur during the next 7 days, or until it is manually turned on again.

[Turn Off Trouble Beeps Confirmation On App]

To turn off System Trouble Beeps from the Security System card

Note: 2GIG panels do not have this option.

1. Log in to the Alarm.com app.
2. Tap Security System.
3. Tap [Settings] to access the Trouble Beeps page.

If you do not see this option, your panel may not be compatible. For information about compatibility, see [Feature compatibility](#).

1. Tap Turn Off to select it.

2. Tap Turn Off to confirm the selection. This turns off the trouble beeps for any current or future issues that occur during the next 7 days, or until it is manually turned on again.

Note: If the system trouble beeps continue at the security panel after performing the preceding steps, contact your service provider.

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/Turn_off_system_trouble_beeps_using_the_app

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

Revision #1

Created 2026-09-01 00:30:08 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:08 UTC by Jerdenn Calag