

Z-Wave Troubleshooting Wizard

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 Z-Wave Troubleshooting Wizard provides users with step-by-step resolutions for a host of supported devices, including lights, thermostats, water devices, and more. The wizard is accessible through both Trouble Conditions Help, as well as from the Manage Devices section of the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com).

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

Procedure

To access the Z-Wave Troubleshooting Wizard using the Alarm.com app

To access the wizard from the Trouble Condition alert on the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Details] on the Trouble Condition alert.
3. Tap Fix It.
4. Verify the device is connected to power and turned on.

If the device is powered on, tap Get Started. If the device will not power on, tap My Device Won't Turn On.

[Z Wave Troubleshooting Intro Mobile App]

The wizard will evaluate the device, troubleshoot or advise the next necessary steps.

Caution: Do not interact with the devices while troubleshooting is in progress.

To access the wizard from the Manage Devices page on the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Manage Devices.
4. Tap [More Options] on the desired device.
5. Tap Troubleshoot.
6. Verify the device is connected to power and turned on.

If the device is powered on, tap Get Started. If the device will not power on, tap My Device Won't Turn On.

[Z Wave Troubleshooting Intro Mobile App]

The wizard will evaluate the device, troubleshoot or advise the next necessary steps.

Caution: Do not interact with the devices while troubleshooting is in progress.

To access the Z-Wave Troubleshooting Wizard using the GoSafer Security customer portal (powered by Alarm.com)

To access the wizard from the Trouble Condition alert on the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Fix It on the Trouble Condition alert.
3. Verify the device is connected to power and turned on.

If the device is powered on, click Get Started. If the device will not power on, click My Device Won't Turn On.

[Z Wave Troubleshooting Intro Desktop]

The wizard will evaluate the device, troubleshoot, or advise the next necessary steps.

To access the wizard from the Manage Devices page on the GoSafer Security customer portal (powered by Alarm.com)

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Settings.
3. Click Manage Devices.
4. Click [More Options] on the desired device.
5. Click Troubleshoot.
6. Verify the device is connected to power and turned on.

If the device is powered on, click Get Started. If the device will not power on, click My Device Won't Turn On.

[Z Wave Troubleshooting Intro Desktop]

The wizard will evaluate the device, troubleshoot, or advise the next necessary steps.

Caution: Do not interact with the devices while troubleshooting is in progress.

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/Z-Wave_Troubleshooting_Wizard

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

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