

Change the Wi-Fi network settings of a video device

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

You can change a video device's network information manually using the GoSafer Security customer portal as long as the device has power and is still connected to an active network.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-12-08

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

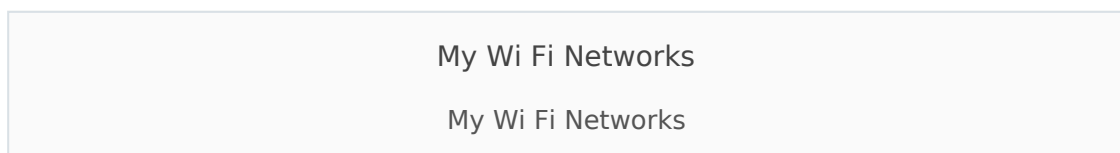
You can change a video device's network information manually using the GoSafer Security customer portal (powered by Alarm.com) as long as the device has power and is still connected to an active network.

To change a video device's Wi-Fi settings

Important: These settings can only be changed if the video device is connected to power and is currently connected to the internet. For more information, see [Reconnect a camera to a wireless network if the router, equipment, or Wi-Fi settings change](#).

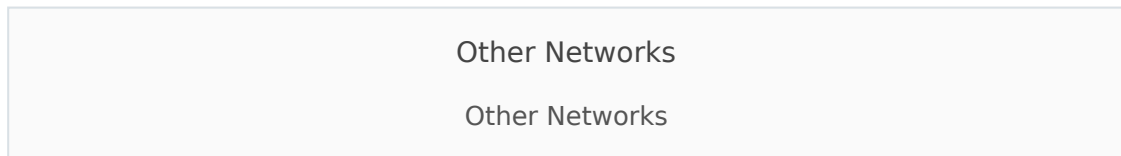
Using the GoSafer Security customer portal (powered by Alarm.com):

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Video**.
3. Click **Settings**.
4. Select the desired video device.
5. Click **Network**.
6. Click **Change Network**.
 - In *My Wi-Fi Networks*, you can view a list of networks that you have previously used with your Alarm.com account. To connect to one of those networks, click the name of the network.



Note: You do not need the Wi-Fi password to connect to a network listed in *My Wi-Fi Networks*.

- In *Other Networks*, you can view a list of networks currently detected by your video device that are not associated with your account. To connect to one of those networks, click the name of the network.



- Click **Manual Setup** to manually enter the *Network Name (SSID)*, *Password*, *Security type*, and *Encryption type* of the desired network. Once you have confirmed the information is inputted correctly, click **Connect**.

To change a Skybell Doorbell Camera's Wi-Fi settings:

Whenever the wireless network information is changed, the SkyBell Doorbell Camera must be re-enrolled. This may involve deleting the SkyBell Doorbell Camera from the account.

For more information about how to change a SkyBell Doorbell Camera's wireless network settings, see [Reconnect a SkyBell Doorbell Camera if the wireless network or router changes](#).

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Change_the_Wi-Fi_network_settings_of_a_video_device

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

Revision #1

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