

Configure Alarm.com video devices with a static IP address

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

Video devices have the capability to have static IP addresses for advanced networking applications.

Platform	Customer Website
Content type	Troubleshooting
Source last updated	2025-12-08

Procedure

To apply a static IP address to a video device

Once a video device has been added to an account, it is possible to set a static IP address for the device using the GoSafer Security customer portal (powered by Alarm.com).

Important: These settings should only be adjusted by a networking expert who is familiar with the network.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).

If the account is part of an Enterprise group, select the desired location.

Use the dropdown menu to select the location. Enterprise groups have [Group Property] next to the Enterprise name, whereas locations will have [Enterprise Open] for commercial accounts or [Single Property] for residential accounts next to the location name.

1. Click Video.
2. Click Settings.
3. Select the desired video device.
4. Click Network.
5. Click Advanced Network Setup and Testing.
6. Click to select Use Fixed IP Address (For networking experts only).
7. Verify or enter the following information:

IP Address - This information should populate automatically

Subnet Mask - This information should populate automatically

Gateway Router - This information should populate automatically

HTTPS Port - This information should populate automatically

Primary DNS - This information should populate automatically

If it does not populate automatically, use Google's primary DNS, 8.8.8.8

Secondary DNS - This information may have to be manually entered

Either copy and paste the primary DNS information or use Google's secondary DNS, which is 8.8.4.4

1. Click Save.

Run a connectivity test

After setting up port forwarding for a video device, it is recommended to run a connectivity test to update the public IP and IP works flag immediately.

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 Advanced Network Setup and Testing.
7. Click Test Remote Access.

For further assistance with configuring or troubleshooting a static IP address, contact an IT or networking professional.

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/Configure_Alarm.com_video_devices_with_a_static_IP_address

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

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