

How can a camera be reconnected to a Wi-Fi network if the router, network equipment, or wireless settings change?

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

When your wireless settings or networking equipment change, the Wi-Fi cameras connected to the old network will disconnect from the internet. This is because they are still programmed with the old Wi-Fi information. Once the cameras have the new Wi-Fi information, they can reconnect. Note: If your cameras are connected to an Alarm.com Smart Gateway, they will stay connected even if your network changes.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2022-12-05

Procedure

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

When your wireless settings or networking equipment change, the Wi-Fi cameras connected to the old network will disconnect from the internet. This is because they are still programmed with the old Wi-Fi information. Once the cameras have the new Wi-Fi information, they can reconnect.

Note: If your cameras are connected to an Alarm.com Smart Gateway, they will stay connected even if your network changes.

Prepare for a future network change

Let your service provider know that your networking equipment or wireless settings are going to change. They can then be prepared to help you reprogram your cameras after the change if necessary. For more information about contacting your service provider, see [Contact your service provider](#).

Depending on how comfortable you are with reprogramming your camera's wireless information, you can also attempt to reprogram the camera yourself.

How to reconnect a disconnected camera to a Wi-Fi network

The GoSafer Security customer portal (powered by Alarm.com) and Alarm.com app have built-in troubleshooting wizards that you can access to get personalized reconnection steps. For more information about how to initialize the wizard, see [Video Troubleshooting Wizard](#).

For general steps, there are three possible ways to reconnect a disconnected camera. Using WPS is the easiest method, but Access Point (AP) mode or Ethernet may also be an option if WPS does not work.

Expand all

To reconnect a camera using WPS mode:

Icon Chevron Up

Use your router's WPS button to quickly reconnect your cameras to the network. WPS functions as a way for the router to share its Wi-Fi credentials with another device without the user having to enter the credentials. Both the router and the camera need to be in WPS mode at the same time for the camera to connect successfully.

Important: Some routers do not have WPS. If your router does not have a WPS button, or if the button is disabled (i.e., if the LED for the WPS button blinks red or does not light up when you press it), try using Access Point (AP) mode or Ethernet instead. For more details about whether WPS is available on your router, refer to the manufacturer's user manual.

1. Press and hold the **WPS** button on your router until the LED starts flashing. Typically this button is labeled with the letters *WPS*, two arrows forming a circle, or a lock icon.
2. While the router's WPS button is flashing, press and hold the **WPS/Reset** button on the camera for 3 seconds. Release the button as soon as the LED starts flashing blue.

Caution: Holding the **WPS/Reset** button too long (i.e., over 7 seconds), could result in the camera resetting to its factory default settings. The camera's LED will flash red and green to indicate it is resetting, after which the camera must be removed and re-enrolled on the account.

3. Wait for the LED on the camera to turn solid green. This can take up to 5 minutes, and the camera might go through a few different LED patterns.
4. Once the camera's LED is solid green, verify you can see live video on the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app. If the LED does not turn solid green, see [LED troubleshooting](#).

https://player.vimeo.com/video/535041228?h=1b07814220badge=0&autoplay=0&player_id=0&app_id=58479

If this video is blocked by the publisher's privacy settings, [open it on the original Alarm.com article](#).

To reconnect a camera using AP mode: **Icon Chevron Up**

Use a Wi-Fi enabled device (i.e., a smartphone, tablet, or computer) to connect your cameras to the network. Access Point (AP) mode functions by letting you connect to the camera directly and make changes to its Wi-Fi settings without the camera being connected to the internet.

1. Press and hold the WPS/Reset button on the camera for 5 seconds. Release the button as soon as the LED starts flashing white. The camera is now broadcasting its own Wi-Fi network.

Caution: Holding the **WPS/Reset** button too long (i.e., over 7 seconds), could result in the camera resetting to its factory default settings. The camera's LED will flash red and green to indicate it is resetting, after which the camera must be removed and re-enrolled on the account.

2. Using a computer, smartphone, or tablet, connect to the Wi-Fi network name that starts with either *ALARM* or the device name, followed by (XX:XX:XX). The numbers in

parentheses are the last six digits of the video device's MAC address.

Example: The network name for an ADC-V723/723X could read *ALARM (XX:XX:XX)* or *ADC-V723/723X (XX:XX:XX)*.

3. Open a web browser on the device and enter the camera's Access Point web address (e.g., <http://v723install>, <http://522irinstall>, etc.) or **192.168.1.1** in the address bar and follow the onscreen instructions.
 1. Click **Scan for wireless networks**.
 2. Click to select your Wi-Fi network.
 3. In *Security Key*, enter your Wi-Fi password.
 4. Click **Save**.
 5. Click **Ok** in the pop-up window that appears asking to refer to the website.
4. Once the camera's LED is solid green, verify you can see live video on the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app. If the LED does not turn solid green, see [LED troubleshooting](#).

https://player.vimeo.com/video/535042537?h=60a550d2b1badge=0&autoplay=0&player_id=0&app_id=58479

If this video is blocked by the publisher's privacy settings, [open it on the original Alarm.com article](#).

To reconnect a camera using Ethernet:

Icon Chevron Up

Use an Ethernet (i.e., Cat5) cable to connect your camera directly to the router, then reprogram the camera's wireless settings using the GoSafer Security customer portal (powered by Alarm.com).

Note: Some cameras do not have an Ethernet port. If that is the case, try using WPS or AP to connect the cameras.

1. Remove power from your camera.
2. Attach one end of an Ethernet cable to the camera and the other end to your router.
3. Power on your camera.
4. Wait for the camera's status LED to turn solid green. This can take up to 5 minutes.
5. Configure your camera's Wi-Fi settings. For more information about configuring your camera's Wi-Fi settings using the GoSafer Security customer portal (powered by Alarm.com), see [Change a video device's wireless network settings](#).
6. Remove the Ethernet cable and power cycle (i.e., remove power and then reapply it) your camera.
7. Once the camera's LED is solid green, verify you can see live video on the GoSafer Security customer portal (powered by Alarm.com) or Alarm.com app. If the LED does not turn solid green, see [LED troubleshooting](#).

https://player.vimeo.com/video/542850304?h=6803e9a82cbadge=0&autoplay=0&player_id=0&app_id=58479

If this video is blocked by the publisher's privacy settings, [open it on the original Alarm.com article](#).



LED troubleshooting

Some troubleshooting steps vary between the connection methods. Look for the method (i.e., WPS mode, AP mode, or Ethernet) you are currently attempting to get accurate steps. If a method is not specified, it applies to all three.

LED color	Function	Troubleshooting
<div>Flashing green</div> <div>Led Blinking Green</div>	The camera is able to speak to the router but does not have a full internet connection.	<div>1. If the LED is flashing green for more than 2 minutes, power the camera down for a few seconds then apply power.</div> <div>2. Allow the camera to boot up. If the LED is still flashing green after a few minutes, remove power from the router for at least one minute, and restore power.</div> <div>3. Wait a few minutes for the internet connection to be re-established.</div>

<p>Solid red</p> <div data-bbox="119 190 239 336"> <p>Led Solid Red</p> </div>	<p>The camera is unable to connect to a wireless network.</p>	<p>AP mode or Ethernet:</p> <ol style="list-style-type: none"> 1. Double-check the Wi-Fi password and verify that you are entering the correct one. 2. Retry the same connection method. 3. If another attempt is unsuccessful, try a different method of reconnecting the camera. <p>WPS mode:</p> <ol style="list-style-type: none"> 1. verify that WPS is enabled in the router. The router manual should have information about WPS. 2. Retry the same connection method. 3. If another attempt is unsuccessful, try a different method of reconnecting the camera. <p>Note: If the router is verified to have WPS enabled, it may indicate that the camera is too far away for WPS to take effect.</p>
<p>Alternating red and green</p> <div data-bbox="119 1456 239 1697"> <p>Led Alternating Red Green</p> </div>	<p>Ethernet:</p> <ul style="list-style-type: none"> • The password entered may be incorrect <p>WPS or AP mode:</p> <ul style="list-style-type: none"> • The video device is resetting (AP or WPS methods) 	<p>Ethernet:</p> <ul style="list-style-type: none"> • If the flashing starts after saving Wi-Fi settings, repeat steps for To reconnect a camera using Ethernet and enter the wireless information again. <p>WPS or AP mode:</p> <ul style="list-style-type: none"> • If the flashing starts after holding the WPS/Reset button on the video device, the video device is resetting. Contact your service provider for assistance.

Need more help?

If you have tried multiple reconnection methods and the camera is still not reconnecting, contact your service provider for further assistance. For more information about contacting your service provider, see [Contact your service provider](#).

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference:
[https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/How_can_a_camera_b
e_reconnected_to_a_Wi-Fi_network_if_the_router_network_equipment_or_wireless_settings_change](https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/How_can_a_camera_be_reconnected_to_a_Wi-Fi_network_if_the_router_network_equipment_or_wireless_settings_change)

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

Revision #2

Created 2026-09-01 00:30:17 UTC by Jerdenn Calag

Updated 2026-09-01 22:36:46 UTC by Jerdenn Calag