

How do I use the Device Status History?

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 device status history can be used to help you understand your device's function over a long period of time. This data can provide insight into any patterns you may see regarding your device's online or offline status and can assist users in identifying roadblocks to a reliable connection. Things you can ask yourself: An automated connectivity check is run approximately every 8 hours. If two tests fail in a row we send a Video Device not Responding push notification to users set up to receive the system event notification. For more information please, see [Create a system event notification](#).

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-10-12

Procedure

The device status history can be used to help you understand your device's function over a long period of time. This data can provide insight into any patterns you may see regarding your device's online or offline status and can assist users in identifying roadblocks to a reliable connection.

Things you can ask yourself

Does the device drop offline at certain times of day or days of the week?

Were there any issues with power, internet, severe weather, etc.?

Did my network change?

Has there been an increase in bandwidth usage on my network since installation?

An automated connectivity check is run approximately every 8 hours. If two tests fail in a row we send a Video Device not Responding push notification to users set up to receive the system event notification. For more information please, see [Create a system event notification](#).

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_do_I_use_the_Device_Status_History

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

Revision #1

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

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