

Live Video Door Controls

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

Live Video Door Controls allows customers to connect Access Control doors and Z-Wave locks to nearby cameras, providing real-time visibility of entry points and enabling remote buzzing, locking, or unlocking all from a single interface. Live Video Door Controls showcases the powerful capabilities of the Alarm.com for Business unified platform, seamlessly combining video surveillance and Access Control to streamline security management.

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

Procedure

Features

Seamless integration of Access Control and Video

Observe activity at entry points while remotely granting access

Mitigate any door tailgating

How it works

When a door is locked, the customer will have the options to do the following

Unlock: Unlocking disengages the lock, allowing continuous access until it is locked again.

Buzz Open: Buzzing a door open is a brief, remote action where the lock disengages momentarily (i.e., 5 seconds by default), allowing a person to open it immediately. After a few seconds, the lock automatically re-engages, restoring security.

When a door is unlocked, the customer will have the option to do the following

Lock: The customer can lock the door. When this happens, its mechanism engages, keeping it closed and inaccessible without a key, keycard, or authorized electronic access.

Note: Z-Wave locks do not buzz open and can only lock/unlock. Access Control Doors can lock/unlock or buzz open.

Access Live Video Door Controls

Live Video Door Controls can be accessed using the Alarm.com app and GoSafer Security customer portal (powered by Alarm.com).

Important: Before Live Video Door Controls can be accessed, a continuously recording video device must be associated with a lock or Access Control door. For more information, see Associate a security device to a continuously recording camera.

To access Live Video Door Controls using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Video.
3. Tap Live Video.
4. Tap [Live Video Door Controls Icon], then tap Buzz Open or Lock/Unlock.

To access Live Video Door Controls 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 Live Video.

Mouse over [Live Video Door Controls Icon], then click Buzz Open or Lock/Unlock.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Live_Video/Live_Video_Door_Controls

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

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