

Update a video device's firmware

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 device firmware can be updated remotely through the device's network connection.

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

Procedure

To update a video device's firmware

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Settings.
4. Select the video device to update.
5. Click General.
6. Click Firmware Version.
7. Click Update Firmware to send the update to the video device.

Note: If the video device is up to date, the Update Firmware link is hidden.

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/Update_a_video_device's_firmware

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

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