

Voice Notifications User Guide

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

Voice Notifications is a feature that allows you to receive a phone call for notifications. There are two types of Voice Notifications: If there is an alarm, there is a prompt to disarm. If there is a non-alarm event, a notification update is sent.

Platform	App + Web
Content type	How-to / Configuration
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Procedure

To add Voice Notifications using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap [Menu].
3. Tap Users.
4. Tap [More Options], then [Edit] for the user to receive voice notifications.

In Contact Information, tap Add Contact.

1. Tap Phone Number.

In the Phone Number field, enter the phone number that will receive the notifications.

Using the Type dropdown menu, select the type of phone that will receive the notifications.

1. Tap Save.
2. Tap [Back].
3. Tap [Menu].
4. Tap Notifications.
5. Tap [Settings].
6. Tap [Details] on the notification to add voice notifications.
7. Tap Add.
8. Tap on users with a Voice number, then tap Close.

For Alarm notifications, all recipients added using the Alarm.com app will have the notification order position set to 1ST by default. Notification order position for recipients (i.e., 1ST, 2ND, and 3RD) can be adjusted using the GoSafer Security customer portal (powered by Alarm.com).

Note: Up to three voice notification numbers can be added to an Alarm notification. Once the Voice Notification successfully connects with a recipient, it will not perform additional notification attempts.

1. Verify the recipients are set up correctly, then tap Save.

To add Voice Notifications 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 Users.
3. Click [More Options], then [Edit] for the user to receive voice notifications.

In Contact Information, click Add Contact.

1. Click Phone Number.

In the Phone Number field, enter the phone number that will receive the notifications.

Using the Type dropdown menu, select the type of phone that will receive the notifications.

1. Click Save.
2. Click Notifications.
3. Click [Edit] on the notification to add voice notifications.
4. Click Add.
5. Click on users with a Voice number, then click Close.

For Alarm notifications, select a notification order position for recipients (i.e., 1ST, 2ND, and 3RD). Each selection represents a notification attempt and recipients can be selected for multiple attempts. Any recipient that has 1ST selected will receive the first notification attempt and if the alarm is not canceled after an attempt, the next attempt will be made about 90 seconds later.

Note: Up to three voice notification numbers can be added to an Alarm notification and a notification order position must be selected for the recipients of Alarm notifications. Once the Voice Notification successfully connects with a recipient, it will not perform additional notification attempts.

1. Verify the recipients are set up correctly, then click Save.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original Alarm.com reference:
https://answers.alarm.com/Customer/Website_and_App/System_Management/Notifications/Voice_Notifications_User_Guide

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

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