

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
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Procedure

To reconnect a camera using WPS mode

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.

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.

1. 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.

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.

To reconnect a camera using AP mode

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.

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).

1. 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.
2. Click Scan for wireless networks.
3. Click to select your Wi-Fi network.

In Security Key, enter your Wi-Fi password.

1. Click Save.
2. Click Ok in the pop-up window that appears asking to refer to the website.

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.

To reconnect a camera using Ethernet

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.

Attach one end of an Ethernet cable to the camera and the other end to your router.

1. Power on your camera.
2. Wait for the camera's status LED to turn solid green. This can take up to 5 minutes.

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](#).

1. Remove the Ethernet cable and power cycle (i.e., remove power and then reapply it) your camera.

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](#).

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/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.

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