

Resolve a Camera or SVR - Firmware Out of Date trouble condition

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

If you see a trouble condition on your account labeled Camera - Firmware Out of Date or SVR - Firmware Out of Date, your video device's firmware is out of date and an updated version is available for ...

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

Procedure

Requirements

Video device is installed on the account

Video device has power

Video device is connected to the internet

To upgrade the 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 Update Firmware to send the update to the video device.

Note: The Upgrade Firmware option only appears when there is an available update for the video device.

If you are having trouble updating your video device's firmware, contact your service provider for further assistance. For more information about how to find your service provider's contact information, see [Contact your service provider](#).

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[https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Resolve_a_Camera_or_SVR - Firmware Out of Date trouble condition](https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Resolve_a_Camera_or_SVR_-_Firmware_Out_of_Date_trouble_condition)

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

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