

Video device does not trigger recordings or upload clips

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

There are several reasons why video clips would not be triggered to record. A video device requires a strong network connection as well as the proper configuration settings to record clips and upload them to the customer account.

Platform	App + Web
Content type	FAQ / Explanation
Source last updated	2026-04-15

Procedure

To view video clips filtered to Other using the Alarm.com app

To view video clips filtered to Other using the GoSafer Security customer portal (powered by Alarm.com)

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Recording_Video/What_can_I_do_if_a_video_device_does_not_trigger_clip_recordings%3F		

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

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