

Video Troubleshooting Wizard

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

The Video Troubleshooting Wizard guides you through basic steps for bringing your video devices back online after they become disconnected.

Platform	App + Web
Content type	Troubleshooting
Source last updated	2025-06-04

Procedure

To access the Video Troubleshooting Wizard using the Alarm.com app

1. Log in to the Alarm.com app.
2. Tap Video.
3. Tap to select the video device.
4. Tap Troubleshoot.

[Troubleshoot Wizard]

1. Tap Get Started.

[Video Troubleshooting Wizard Get Started (Customer App)]

Proceed through the wizard until the device is found and successfully connects.

To access the Video Troubleshooting Wizard 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 Video.
3. Click Live Video.

In the camera feed window of the malfunctioning device, click Troubleshoot.

[Unable To Load Video (Customer Site)]

1. Click Get Started.

Proceed through the wizard until the device is found and successfully connects.

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/Video_Troubleshooting_Wizard

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

Revision #1

Created 2026-09-01 00:30:18 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:18 UTC by Jerdenn Calag