
Live video streaming

Live video can stream from the customer website or customer app. It offers customers greater awareness of their property even when they are away.

Live video and video recordings happen independently of each other. A camera can take a recording based on recording rules or commands even while a user is streaming live video.

For the customer's privacy, the Partner Portal does not stream any live or recorded video. Use the Login with Access feature and select **Video & Images** to request access to view live video. For more information about Login with Access, see [Using Login with Access](#).

Functionality

Mobile device compatibility

Streaming live video is available on the customer app. The customer app is available on iOS and Android. For more information about device compatibility, see [Alarm.com app - Device compatibility](#).

Additionally, any web-enabled cell phone with an HTML browser can view real-time live video using the customer website. Streaming video is also available on some phones with full HTML browsers. The data charges by the cellular service provider can be significant for using video features on cell phones. For more information about supported browsers, see [Which browser versions does Alarm.com support?](#).

Note: iPhones and iPads should use the customer app to display live video. Most mobile browser versions are not able to view live video.

Web browser compatibility on computers

Alarm.com video features are available on Edge, Firefox, Safari, and Chrome on both Windows and Macintosh computers. For more information about browser requirements, see [What internet browser software is needed to use Alarm.com video devices?](#).

Note: For SkyBell Doorbell Cameras, live video can only be streamed using the customer app. Saved clips can be viewed using both the customer website and customer app.

Live video stream time out

Through the customer app, live view times out within 3 minutes after the live stream starts. However, continuous live-streaming video is available through the customer website and these devices/platforms:

- SVR playback with an external monitor
- Amazon Fire TV*
- Apple TV*
- Android TV*

*The Live Video Connection: Speed Up Remote Connection Initiation feature needs to be disabled to allow continuous streaming on Amazon Fire TV, Apple TV, and Android TV.

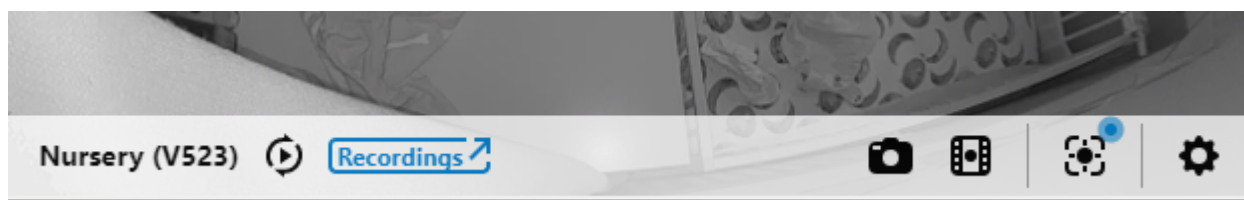
For more information about SVR/CSVRs, see [Stream Video Recorder \(SVR\)](#) or [Commercial Stream Video Recorder \(ADC-CSVR2000P/2008P/2016P\)](#).

Continuously stream live video using the customer website

To continuously stream live video using the customer website, a customer will need one of the following video devices with firmware 0.6.7.852+:

- 1080p Indoor Wi-Fi Camera (ADC-V523/523X)
- 1080p Outdoor Wi-Fi Camera (ADC-V723/723X)
- 1080p Outdoor Wi-Fi Camera with Two-Way Audio (ADC-V724/724X)
- Pro Series 1080p Mini-Bullet Camera (ADC-VC727P)
- Pro Series 1080p Dome PoE Camera (ADC-VC827P)
- Pro Series 4MP Bullet PoE Camera with Varifocal Lens (ADC-VC728PF)
- Pro Series 4MP Varifocal Turret Camera (ADC-VC838PF)
- Pro Series 1080p Dome PoE Camera with Varifocal Lens (ADC-VC847PF)

If the video device is unable to maintain a continuous connection, it will revert to the standard web view with a 3-minute timeout. To confirm the continuous live stream is active, verify  displays when mousing over the live view.



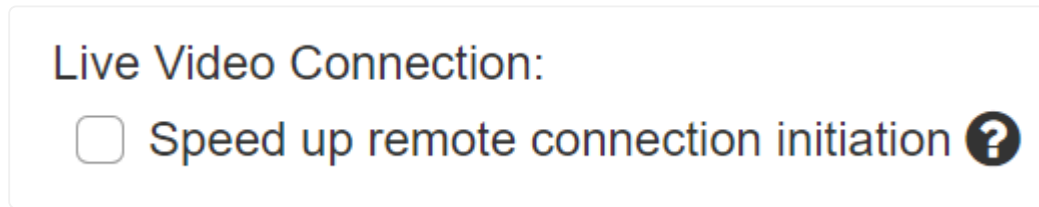
To learn more about Two-way Audio and continuous live streaming for the customer website, see [Two-Way Audio and Continuous Live View for the customer website](#) and [What is end-to-end video streaming?](#).

Speed Up Remote Connection Initiation

When Speed Up Remote Connection Initiation is enabled, the video loads faster while you are far away from the camera's location. This feature needs to be disabled to continuously stream from the Alarm.com for TV apps.

To disable speed up remote connection initiation:

1. Log into the customer website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the desired video device.
5. Click **Live Video**.
6. Click **Speed up remote connection initiation** to disable the feature.



7. Click **Save**.

4MP live video streaming

The ADC-VC728PF and ADC-VC838PF cameras can stream at 4MP resolution. This live view setting can be adjusted using the customer website.

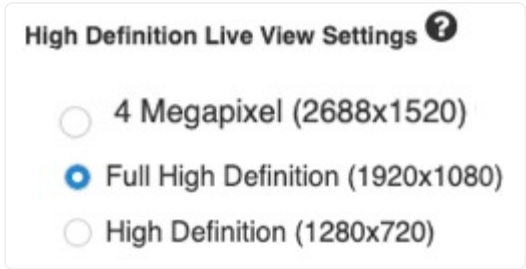
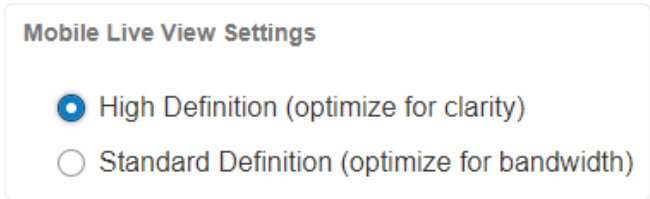
Note: The incoming stream's resolution does not change when using the customer app, but it will adjust to match what the mobile device renders if the incoming stream's resolution is greater than the pixels available through the device.

To adjust the live view resolution:

1. Log into the customer website.
2. Click **Video**.
3. Click **Settings**.
4. In the *Video Device* dropdown menu, select the desired camera.
5. Click **Live Video**.
6. Select the desired resolution.

Options for resolution

How option displays

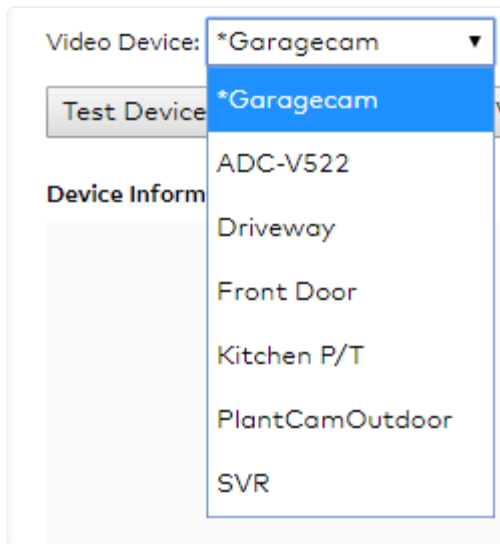
If there are no continuous recording schedules, or all continuous recording schedules are set at the standard definition, the resolution options are <i>High Definition (1280x720)</i>, <i>Full High Definition (1920x1080)</i>, and <i>4 Megapixel (2688x1520)</i>.	
If there is a HD recording schedule, the customer will be able to choose between the resolution selected for continuous recording as well as the resolution selected for saved clips. All other options will be grayed out.	
The live view resolution can also be adjusted for the customer app. The resolution options are <i>Standard Definition (optimize for bandwidth)</i> and <i>High Definition (optimize for clarity)</i>.	

7. Click **Save**.

How video devices are listed

Cameras are listed Alphabetically in the Partner Portal, customer website, and customer app.

Example: When selecting a camera using the Partner Portal, the *Video Device* dropdown menu displays the video devices Alphabetically. This also applies to menus on the customer website and customer app.



Features

Digital zoom

Users can use the video interface to digitally zoom in/out on a live video feed and pan around when zoomed in, but the camera's video quality and optical zoom level will remain the same.

Note: Digital zoom is not available on saved clips.

Digital zoom using the customer website

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1. Log into the customer website.
2. Click **Video**.
3. Mouse over the desired video, then click 
 - To zoom in, click **+**.
 - To zoom out, click **-**.
 - To pan, click **>**, **<**, **^**, or **v**.
 - To reset to default, click .
 - Alternatively, use the scroll wheel to zoom and click and drag to pan while mousing over the video.

Note: On the Onboard 24/7 and SVR Timelines, this feature is unavailable when the live feed is paused on the customer website.

Digital zoom using the customer app[^]

Note: This feature requires Alarm.com iOS app versions 4.1+ or Android app versions 4.2+.

1. Log into the customer app.
2. Tap **Video**.
3. Tap the desired video.
 - To zoom in, move two of your fingers apart while they are touching the live video feed.
 - To zoom out, move two of your fingers together while they are touching the live video feed.
 - For a quick reset to default zoom, double-tap the video.

Digital and physical pan-tilt-zoom

Integrated digital or physical pan-tilt-zoom (PTZ) features use a similar interface to digital zoom that allows users to save and apply preset orientations in addition to the zoom and pan controls. Video devices with integrated PTZ are as follows:

- ADC-V622/ADC-V622-WELL (digital)
- ADC-V620PT (physical)
- ADC-610PT (physical)

For more information about how to use PTZ presets, see the *User Guide* section of the desired pan-tilt camera in [Video Devices](#).

Simultaneous viewers

For information about simultaneous viewers, see [How many users can view the live video stream simultaneously?](#)

View multiple live video streams

For more information about viewing multiple live video streams at a time, see [How many video devices can a user view at once?](#)

Multi-camera live view and group management for mobile



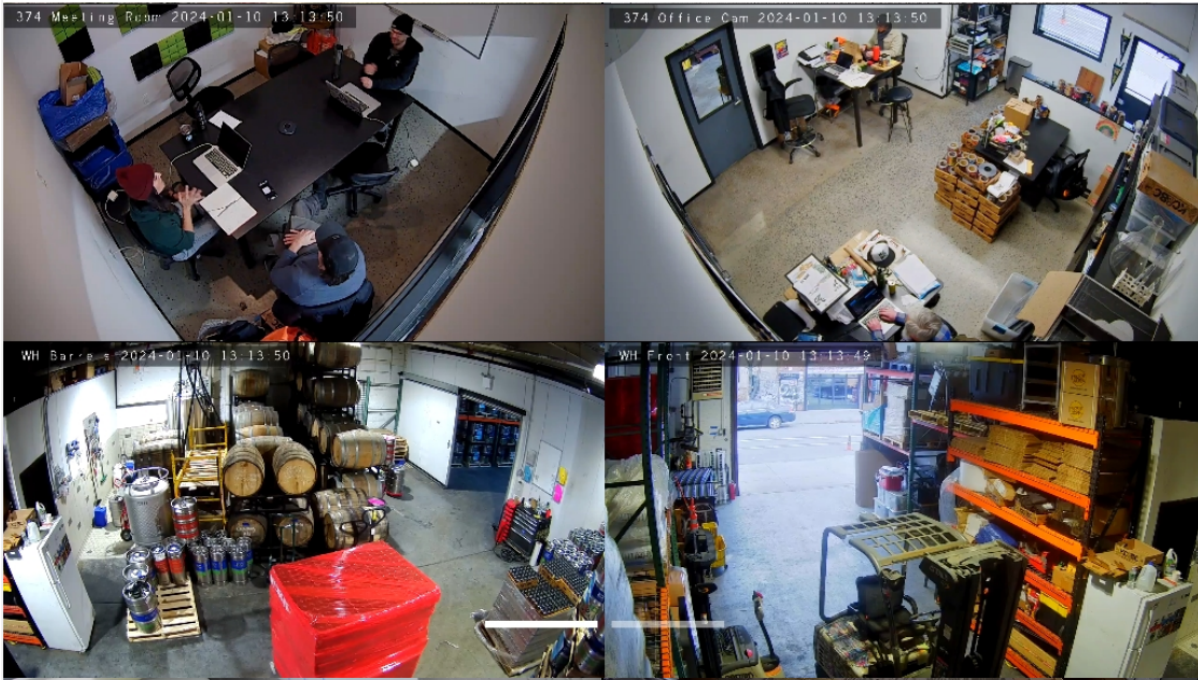
Multi-camera live view for mobile allows customers to view up to 4 live streams simultaneously when using the customer app.

Multi-camera view layout options

After logging into the customer app, tap ► in the *Video* card to begin the live streams.

- To change the live view:
 - Tap a single camera to view the individual live stream. Tap 𐄂 to return to the multi-camera live view.
 - Tap the *All Cameras* dropdown menu to select the desired camera group through the *Video* card on the home page and the expanded view.

VIDEO



▼ All Cameras



- Tap  to expand or minimize the multi-camera live view.
- Swipe left/right to change the cameras and groups in both the expanded and minimized view.

Video recording

Users can request that the video device record a clip using the live video interface. For information about on-demand recording, see [Manually record video clips](#).

Enterprise live view

When logged into an Enterprise account through the customer website, users can view live camera streams across multiple locations simultaneously. Additionally, video devices across different locations can be grouped together using camera groups. For more information about camera groups, see [Create/edit a camera group](#).

Camera groups

Create and edit camera groups from the *Manage Camera Groups* page, which includes a preview of each camera. For more information about camera groups, see [Create/edit a camera group](#).

Toggle high definition

Click  to toggle between high definition and non-HD. High definition offers the best quality resolution, but non-HD allows the user to reduce the quality if bandwidth is a concern.

Search for cameras

Type a name into the camera search bar to find individual cameras.

Note: This option appears while on a camera group containing five or more video devices.

Expand / Full screen

Using the customer website, view live video in full screen by clicking , view in theater mode by clicking , or view the expanded live video by clicking .

Using the customer app, view live video in full screen by tapping .

Layout options

Note: The live video streams will automatically resize to fit the screen.

Using the customer website, users can view up to 25 live video streams at a time.

-  is the default live video stream layout. Click  or  to decrease or increase the amount of cameras displayed up to a 5+5 layout.
- To arrange live video streams with a preset layout, click  and select the desired layout.
 - Click  to arrange streams in a 1+3 layout.
 - Click  to arrange streams in a 1+5 layout.
 - Click  to arrange streams in a 1+7 layout.
 - Click  to arrange streams in a 2+8 layout.
 - Click  to arrange streams in a 4+2+4 layout.

Note: Live video stream layouts will not display if the customer does not have enough cameras to fill it.

- For accounts with more than 25 cameras, click < or > to view additional stream pages.

Using the customer app, the live video streams are arranged in a grid based on screen size.

- Flick up or down to scroll between streams.

Swipe between live video feeds

Using the customer app, users can swipe between different cameras on the mobile app dashboard.

Note: This feature requires Alarm.com version 4.5+ for iOS and 4.5.1 for Android. For more information about finding the Alarm.com app version, see [Find the customer app version on a device](#).

To swipe between live video feeds:

1. Log into the customer app.
2. On the *Video* card, swipe left/right between cameras.
3. Tap ► to play live video.

