

Stream live video from Alarm.com cameras on Qolsys panels

Alarm.com customers with compatible Qolsys panels can view live streams on the security panel from their compatible Alarm.com video cameras.

Compatibility requirements

Service package compatibility

A service package that supports at least one video device.

Note: For the Two-Way Audio feature for non-doorbell cameras, the *Audio for Non-doorbell Cameras* add-on must also be included in the customer's service package and the customer will need to accept the *Audio recording Agreement*. For more information, see [Audio recording Agreement](#).

Panel hardware compatibility

The following IQ panels are compatible with live video streaming:

IQ Panel 2

- Panel software version 2.7.0+ is required for the ADC-VDB780B.
- Panel software version 2.5.3+ is required for the ADC-VDB770.
- Panel software version 2.2.1+ is required for all other video devices.

IQ Hub

- Panel software version 3.1.0+ is required for the ADC-VDB780B.

IQ Panel 4 / IQ4 Hub

- Panel software version 4.1.0+ is required for the ADC-VDB780B.
- Panel software version 4.6.0+ is required for the ADC-V731B.

IQ Panel 5 / IQ5 Hub

- Any panel software version is compatible.
- 780B VPN by Proxy (aka 780B Direct) is not supported on this panel series, so an Alarm.com Chime is required when using this camera.

Live video streaming is also supported on the IQ Remote. For more information about configuring the IQ Remote, see [Stream live video from Alarm.com cameras to the IQ Remote](#).

Camera compatibility

Important: The ADC-VDB775 is only compatible with IQ Panel 4 and IQ Panel 5.

At least one compatible Alarm.com video camera on the latest firmware connected to the customer account.

The user can stream as many cameras as their service package includes. For more information about how many cameras can be included, see [How many video cameras can be enrolled to an account?](#).

Search:

Video device	Two-Way Audio	Two-Way Audio minimum firmware version
1080p Indoor Wi-Fi Camera (ADC-V515)	✓	-
1080p Indoor Wi-Fi Camera (ADC-V516)	✓	-
Indoor Fixed with IR (ADC-V521IR)	✓	IP8137-ALAM-0100d1+
Indoor Fixed with IR (ADC-V522IR)	✓	IP8168-ALAM-0100b9+
1080p Indoor Wi-Fi Camera (ADC-V523/523X)	✓	-
1080p Outdoor Wi-Fi Camera with Two-Way Audio (ADC-V724/724X)	✓	-
4MP Outdoor Wi-Fi Spotlight Camera (ADC-V730)	✓	-
4MP Indoor/Outdoor Battery Camera with Two-Way Audio and Integrated Spotlight (ADC-V731B)	✓	-

Video device	Two-Way Audio	Two-Way Audio minimum firmware version
180° HD Camera/Wellcam (ADC-V622/ADC-V622-WELL)	✓	-
1080p Mini-Bullet Camera (ADC-VC727P)	✓	-
4MP Outdoor Camera Floodlight (ADC-V729/V729AC/VC729P)	✓	-
SkyBell Doorbell Camera (ADC-VDB101/102/105/106/105x/106x)	✓	-
Alarm.com Video Doorbell (ADC-VDB750)	✓	-
Alarm.com PoE Video Door Station (ADC-VDB755P)	✓	-
Alarm.com Video Doorbell (ADC-VDB770)	✓	-
Alarm.com Wireless Video Doorbell (ADC-VDB780B)	✓	-
Alarm.com Premium Video Doorbell Camera (ADC-VDB775)	✓	-
Outdoor Wireless (ADC-V722W)	-	-
1080p Outdoor Wi-Fi Camera (ADC-V723/723X)	-	-
Indoor/Outdoor Mini Bullet (ADC-VC725 or ADC-VC726)	-	-
Indoor/Outdoor Dome (ADC-VC825 or ADC-VC826)	-	-
Indoor/Outdoor Turret Camera (ADC-VC836)	-	-
Indoor/Outdoor Bullet Camera (ADC-VC736)	-	-
Pro Series 1080p Dome PoE Camera (ADC-VC827P)	-	-

Video device	Two-Way Audio	Two-Way Audio minimum firmware version
Pro Series 1080p Dome PoE Camera with Varifocal Lens (ADC-VC847PF)	-	-
Pro Series 4MP Bullet PoE Camera with Varifocal Lens (ADC-VC728PF)	-	-
Pro Series 4MP Varifocal Turret Camera (ADC-VC838PF)	-	-

Note: Doorbell cameras must be on the same network as the panel.

WebRTC Direct connection streaming

Streaming continuously from Two-Way Audio cameras using a WebRTC Direct connection is possible using the IQ Panel 4 and IQ4 Hub as long as the camera and panel are on the same LAN, the panel is on firmware 4.6.1+, and the camera has the *Speed up remote connection initiation* setting disabled. It is also possible with the IQ Panel 5.

[Expand all](#)

To disable the *Speed up remote connection initiation* setting using the Customer app: ^

1. Log in to the Customer app.
2. Tap  or .
3. Tap .
4. Tap to select the desired video device.
5. In *Settings*, tap **Video**.
6. Tap the *Speed Up Remote Connection Initiation* toggle switch to disable.

To disable the *Speed up remote connection initiation* setting using the Customer website: ^

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Settings**.
4. Select the desired camera.
5. Click **Video**.
6. In *Live Video Settings*, click the *Speed Up Remote Connection Initiation* toggle switch to configure the setting as desired.
7. Click **Save**.

Wi-Fi compatibility

- The video devices and panel must each be connected to a stable Wi-Fi network. Doorbell cameras are required to be on the exact same network as the panel.
- The video devices to be streamed should meet their minimum network requirements for the best performance.

For more information about video device network requirements, see the following:

- [What are the network requirements of the SkyBell Doorbell Cameras?](#)
- [What are the network requirements of the ADC-VDB770?](#)
- [What are the internet service and bandwidth requirements for Alarm.com video devices?](#)

Set up live stream

Pre-setup checklist

Verify that the customer has the required service package, hardware, and software versions

For more information, see [Feature requirements](#).

For more information about general video features, see [Live video streaming](#).

Verify the Qolsys panel is connected to the customer's Wi-Fi network

To perform a Dual-Path test to test Wi-Fi connection using the Qolsys panel:

1. Flick down on the home screen to see the menu.
2. Tap **Settings**.
3. Tap **Advanced Settings**.
4. Enter the dealer or installer code.
5. Tap **System Tests**.
6. Tap **Dual-Path Test**.
7. Tap **Start** to initiate the test.
8. If the test fails, verify the panel is connected to an active Wi-Fi. For more information about connecting the panel to Wi-Fi, see [Wi-Fi Not Connected](#).

Verify the IP video cameras are communicating with the customer's Wi-Fi network

Video devices streaming to the panel should be connected to the customer's desired network. All doorbell cameras must be connected to the same network as the panel.

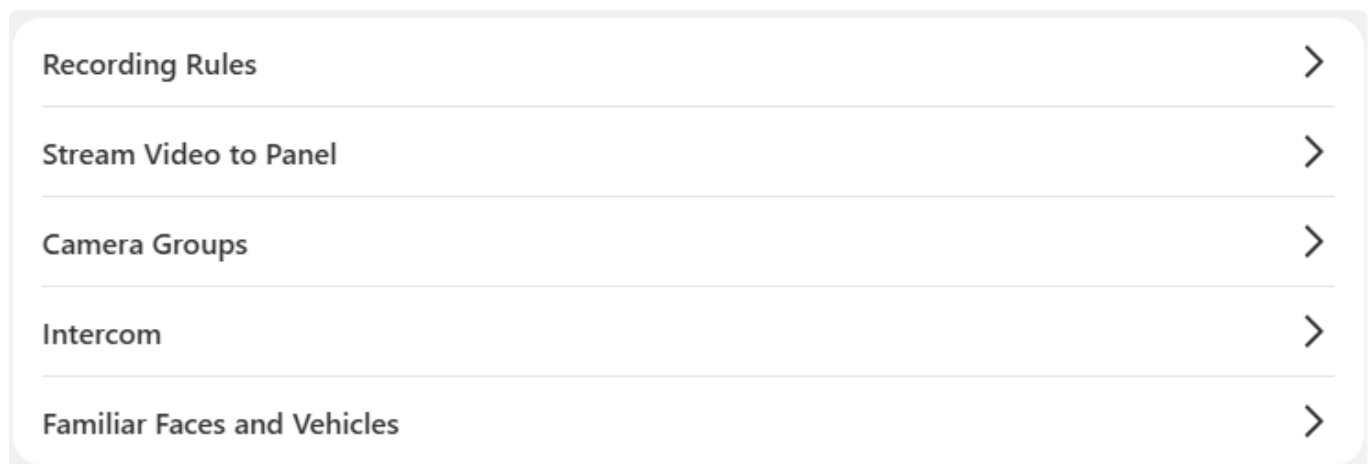
- To verify camera communication, do either of the following:

- Test the video device using the Partner Portal or MobileTech app. For more information about testing the device on the Partner Portal or the MobileTech app, see [Test video device connection using the Partner Portal or MobileTech](#).
- Verify live stream from the video device using the Customer website or Customer app.

Enable live stream to the panel

To enable live stream to the panel using the Customer website: ^

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Settings**.
4. Click **Stream Video to Panel**.



5. In *Select Cameras*, click to select each camera to view the live camera stream on the Qolsys panel's screen.
6. Click **Save**. Allow a few minutes for the settings to save to the panel. The panel may need to be power cycled.

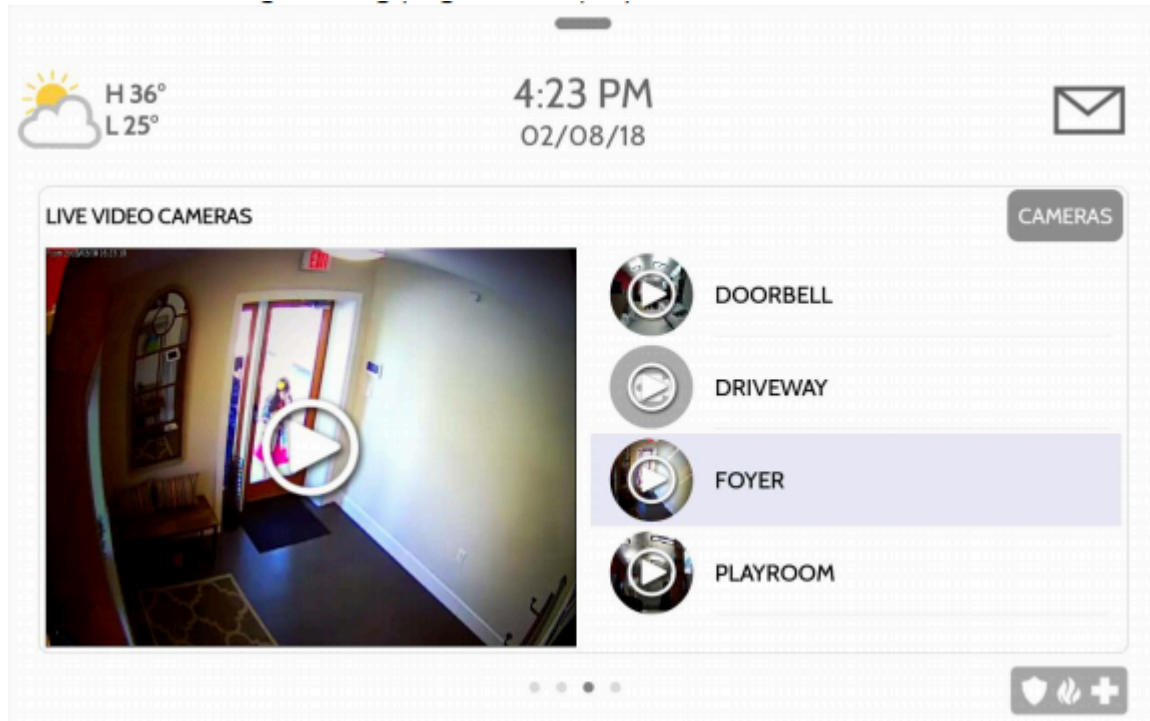
To enable live stream to the panel using the Customer app: ^

1. Log in to the Customer app.
2. Tap **Security System** or **Video**.
3. Tap ⚙.
4. Tap **Stream Video to Panel**.
5. Tap to select the desired cameras to stream to the panel.
6. Tap **Save**. Allow a few minutes for the settings to save to the panel. The panel may need to be power cycled.

To stream live view on the panel:

Note: If the panel is armed while streaming live view on the Qolsys panel, the screen exits the video stream and returns the panel to the arming screen. However, Z-Wave and other panel commands continue as normal without interrupting the live video stream on the Qolsys panel.

1. Swipe left on the Qolsys panel's home screen until you reach the *Live Video Cameras* page.



2. Tap to select the camera to view.
3. To view the live video stream from the selected camera, tap .
4. To end the live video stream, tap



or .

Features for devices that support Two-Way Audio

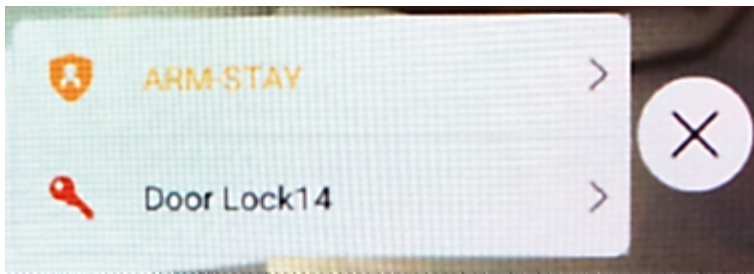
- To talk through the camera, tap and hold



- To adjust the audio coming from the camera, tap and drag the **volume** slider.
- To end the live stream, tap



- Additionally, for doorbell cameras, the system can be disarmed from the live video on the panel.
 - To disarm the system, if the system is armed:
 - a. Tap .
 - b. Tap > on where it states the current status of the security system (i.e. *Arm Stay*, *Arm Away*, or *Disarmed*).
 - c. Tap **Disarm**.
 - d. Enter a user code to disarm the system.
 - If the user has Z-Wave locks, the locks can be unlocked/locked from the live video on the panel. To unlock/lock Z-Wave locks:
 - a. Tap .
 - b. Tap > for the lock.



- c. Tap **Unlock** if the door is currently locked, or tap **Lock** if the door is currently unlocked.



Troubleshooting

Unable to view a list of live video cameras on the panel

If the customer is unable to see a list of cameras on the panel screen, try the following steps.

1. Verify the video camera settings are set up properly to allow authorization for streaming to the panel on the Customer website. For more information, see [To set up live stream](#).
2. Verify the video cameras are connected to the customer's Wi-Fi network with internet access. For more information about connecting the panel to a Wi-Fi network, see the panel-specific [Connect a Qolsys panel to a Wi-Fi network](#).
3. Power cycle the panel.
4. Verify the panel is connected to the customer's Wi-Fi network with internet access. Perform a Dual-Path test on the Qolsys panel to test the Wi-Fi connection.

5. Un-authorize and then re-authorize the cameras to show live stream to the panel using the Customer website.
 - To un-authorize and re-authorize live stream to panel:
 - a. Log in to the Customer website.
 - b. Click **Video**.
 - c. Click **Settings**.
 - d. Click **Stream Video to Panel**.
 - e. In *Select Cameras*, click to deselect each camera to disable it.
 - f. Click **Save**.
 - g. After disabling each camera, click to select each camera to re-enable for live camera streaming on the panel.
 - h. Click **Save**. Allow a few minutes for the settings to save to the panel. The panel may need to be power cycled.
6. Verify the panel is on the latest software version. For more information about upgrading the panel, see the panel-specific [Upgrade the firmware on a Qolsys panel](#).
7. Verify the camera is on the latest firmware version. For more information about upgrading the camera, see [Update the firmware of a video device](#).

The panel's live video screen reads **Video device not responding**

If panel's live video screen read *Video device not responding*, check power and network connection, try the following steps.

1. Verify the IP cameras are communicating successfully with Alarm.com. To verify communication, test the video device using the Partner Portal or MobileTech app, and verify live stream from the video device using the Customer website or Customer app.
 - If the Customer website or Customer app is unable to view live video, the camera is not properly connected to the internet. Try power cycling the camera and the router. Also, verify the video device's location has a working internet connection. For more information about troubleshooting video cameras, see [Video Device - Not Responding](#).
2. Power cycle the panel.
3. Verify the panel is connected to the user's access point Wi-Fi network with internet access. Perform a Dual-Path test on the Qolsys panel to test the Wi-Fi connection.
4. Test live view on the panel again.

For further troubleshooting, contact Alarm.com CORE Technical Support.