
View saved video clips

Saved video from video devices can be viewed and played back from the customer website or the customer app. Specific clips can be found using the search function.

Caution: Video clips cannot be retrieved once deleted. Video clips can only be viewed and deleted with a customer's login. Viewing and deleting video clips cannot be done using *Log In with Access*. For more information about logging in with access, see [Using Log In with Access](#).

View the most recent saved video clips

The most recently saved video clips can be viewed using the customer website or the customer app.

To view saved video using the customer website: ^

1. Log into the customer website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Click ► on the desired clip to play it.

To view saved video using the customer app: ^

1. Log into the customer app.
2. Tap **Video**.
3. Tap **Saved**.
4. Tap ► on the desired clip to play it.

Find a specific clip

A specific clip can be found using the customer website or the customer app.

To filter clips using the customer website: ^

Note: The customer website returns a maximum of 500 clips per search. If the customer is having trouble finding the

clip, use as narrow a date range as possible to ensure it appears.

1. Log into the customer website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Click **Filter**.
5. Choose any desired filters.
6. Click **Apply** to filter the results.

Note: Only the *Other* filter is saved for future visits to the page. All other filters must be selected again.

To filter clips using the customer app:

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Note: The customer app returns a maximum of 50 clips per search. If the customer is having trouble finding the clip, use as narrow a date range as possible to ensure it appears.

1. Log into customer app.
2. Tap **Video**.
3. Tap **Saved**.
4. Tap ☰.
5. Choose any desired filters.
6. Tap **Apply** to filter the results.

Note: All filter preferences are removed after logging out or closing the customer app.