

Calibrate a device for Video Analytics

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

You can calibrate certain video devices for Video Analytics using the app or website.

Platform	App + Web
Content type	How-to / Configuration
Source last updated	2025-12-08

Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

For written steps, see [Calibrate a camera for the first time](#) or [Recalibrate a camera](#). Both of which are further down the page.

Some video devices require calibration in order to enable Video Analytics. You can calibrate video devices for Video Analytics using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com). The calibration process involves taking five still images of a person in different locations visible to the camera.

Important: The video device needs to be recalibrated whenever it is moved to another location.

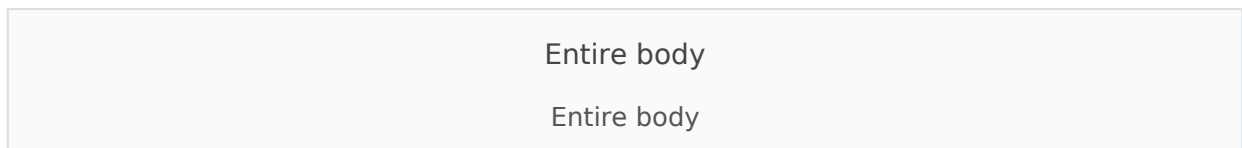
The following video devices require calibration before you can create a Video Analytics recording rule. For more information about creating a Video Analytics rule, see [Change a camera's Video Analytics settings](#).

Video devices that require calibration include:

- 180° HD Camera (ADC-V622)
- 1080p Outdoor Wi-Fi Camera (ADC-V723/723X)
- 1080p Indoor Wi-Fi Camera (ADC-V523/523X)
- 1080p Outdoor Wi-Fi Camera with Two-Way Audio (ADC-V724/724X)
- Pro Series 1080p Dome PoE Camera (ADC-VC827P)
- 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)
- 1080p Mini-Bullet Camera (ADC-VC727P)
- 4MP Outdoor Camera Floodlight (ADC-V729/V729AC/VC729P)

Calibration best practices

1. Verify that the person's entire body is in the field of view for each photo.



2. After taking each photo, take a few steps backward relative to the field of view instead of side to side.

Move backwards

Move backwards

3. Use the Alarm.com app to make it easier to move around and take photos.

mobile recommendation

mobile recommendation

To calibrate a camera during Video Analytics setup

Users can calibrate their cameras using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com). Using a mobile device to complete the calibration is recommended because you can take the calibration images without needing another person to stand in the camera's view.

Expand all

To calibrate the camera during Video Analytics setup using the Alarm.com app: **Icon Chevron Up**

1. Log in to the Alarm.com app.

2. Tap **Video**.

3. Tap **Settings**.
4. Tap **Recording rules**.
5. Tap **Add**.
6. Tap Video Analytics.
7. Tap to select the video device to be calibrated.

Note: The camera's existing Video Motion Detection (VMD) rules will be removed, but they can be added back later. Tap **Ok** to delete the VMD rules and continue with calibration.

8. After the camera completes Video Analytics setup, tap **Close**.
9. Tap to select the video device to be calibrated.
10. Tap **Continue**.
11. Verify the person is in the camera's field of view, then tap **Take Photo**.
12. Tap **Next**.
13. Repeat the previous two steps for each photo having the person move a few steps further from the camera each time.
14. After five photos are captured, tap **Submit**.
15. Once the calibration is complete, tap **Done**. The camera is now ready for a Video Analytics rule. For more information about how to create a Video Analytics rule, see [Configure a Video Analytics rule](#).

To calibrate a camera during Video Analytics setup using the GoSafer Security customer portal (powered by Alarm.com):

Icn Chevron Up

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Video**.
3. Click **Recording rules**.
4. Click **Add New Rule**.
5. Click Video Analytics.
6. Click to select the video device to be calibrated.

Note: The camera's existing Video Motion Detection (VMD) rules will be removed, but they can be added back later. Click **Ok** to delete the VMD rules and continue with calibration.

7. After the camera completes Video Analytics setup, click **Close**.
8. Click to select the video device to be calibrated.
9. Click **Continue**.
10. Verify the person is in the camera's field of view, then click **Take Photo**.
11. Click **Next**.
12. Repeat the previous two steps for each photo having the person move a few steps further from the camera each time.
13. After five photos are captured, click **Submit**.
14. Once the calibration is complete, click **Done**. The camera is now ready for a Video Analytics rule. For more information about how to create a Video Analytics rule, see [Change a camera's Video Analytics settings](#).

To calibrate a camera

To calibrate a camera using the Alarm.com app: **Icon Chevron Up**

1. Log in to the Alarm.com app.
2. Tap **Video**.
3. Tap **Settings**.
4. Tap to select the video device to be calibrated.
5. Tap **Video**.
6. Tap **Calibrate Video Device**.
7. Tap **Continue**.
8. Verify the person is in the camera's field of view, then tap **Take Photo**.
9. Tap **Next**.
10. Repeat the previous two steps for each photo, having the person move a few steps further from the camera each time.
11. After five photos are captured, tap **Submit**.
12. Once the calibration is complete, tap **Done**. The camera is now ready for a Video Analytics rule. For more information about how to create a Video Analytics rule, see [Change a camera's Video Analytics settings](#).

To calibrate a camera using the GoSafer Security customer portal (powered by Alarm.com):

Icn Chevron Up

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click **Video**.
3. Click **Settings**.
4. Select the video device to calibrate.
5. Click **Video**.
6. In *Recorded Video Settings*, click **Calibrate Video Device**.
7. Click **Continue**.
8. Verify the person is in the camera's field of view, then click **Take Photo**.
9. Click **Next**.
10. Repeat the previous two steps for each photo having the person move a few steps further from the camera each time.
11. After five photos are captured, click **Submit**.
12. Once the calibration is complete, click **Done**. The camera is now ready for a Video Analytics rule. For more information about how to create a Video Analytics rule, see [Change a camera's Video Analytics settings](#).

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/Calibrate_a_device_for_Video_Analytics

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

