

Change the number of days to keep video clips before deletion

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

Recorded video clips can be deleted after a user customized duration or kept indefinitely.

Platform	Customer Website
Content type	How-to / Configuration
Source last updated	2025-12-08

Procedure

To change how many days a video clip can stay in online storage

This setting applies to individual cameras. Each camera on the account must be configured separately for clips to be deleted and at a specific age.

Note: The maximum available for the Limit the number of days to keep clips setting is determined by your service provider. If you have questions regarding this maximum, please reach out to your

service provider for additional details.

1. Log in to the GoSafer Security customer portal (powered by Alarm.com).
2. Click Video.
3. Click Settings.
4. Select the desired video device.
5. Click Video.

In Recorded Video Settings, use the Keep Clips for the Selected Duration dropdown menu to select the number of days to keep clips before automatic deletion.

Caution: Changing Limit the number of days to keep clips to anything other than Unlimited will remove protected clips along with unprotected clips. For more information about protecting a video clip, see Protect a video clip.

1. Click Save.

Video clips do not stay on the account long enough

If your video clips are being overwritten too quickly, your camera may be recording too much or the storage on your account may be too small. Contact your service provider for assistance. For help reaching your service provider, see Contact your service provider.

To learn more about online storage and upload limits, see What happens when an account's video clip online storage limit is reached?.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original	Alarm.com	reference:
https://answers.alarm.com/Customer/Website_and_App/Video/Saved_Video/Change_the_number_of_days_to_keep_video_clips_before_deletion		

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

