

What is the frame rate for video?

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

The video frame rate determines how smooth the playback appears. The higher the number, the smoother the video. Live video and saved video frame rates can differ between each other.

Platform	App + Web
Content type	FAQ / Explanation
Source last updated	2025-12-08

Procedure

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

The video frame rate determines how smooth the playback appears. The higher the number, the smoother the video. Live video and saved video frame rates can differ between each other.

Live video frame rate

Alarm.com video devices stream live video with the highest frame rate the network and video device permit.

On a local area network (LAN), the maximum FPS may be achieved but can be lower if the available bandwidth is too low, shared by multiple cameras, or shared by multiple simultaneous viewers. Reducing resolution or image quality may increase the FPS when viewing live video from remote connections.

Adjust live video image quality and resolution

Select whether you are changing a camera's live video image quality using the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com).

Alarm.com app

1. Log in to the Alarm.com app.
2. Tap **Doorbell Video Call** or **Video**.
3. Tap **Settings**.
4. In *Video Devices*, tap to select the desired camera.
5. In *Settings*, tap **Video**.
6. In *Live Video Resolution*, tap the desired live video image quality.

Note: Only some video devices' settings can be changed using the Alarm.com app. If the resolution options are not available for the camera, use the GoSafer Security customer portal (powered by Alarm.com) to change them.

7. Tap **Save**.

GoSafer Security customer portal (powered by Alarm.com)

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**.
6. In *Live Video Resolution*, click to select the desired image quality.

Note: The available options can vary slightly between video devices. Some video devices allow for different quality settings for the GoSafer Security customer portal (powered by Alarm.com) and the Alarm.com app at the same time.

7. Click **Save**.

Saved video frame rate

Users can choose the target frame rate for saved video. The available frame rates can range from 1 FPS to 30 FPS depending on the video device. A Stream Video Recorder (SVR) or Onboard Recording rule can match the chosen frame rate of each individual video device. The maximum frame rate an SVR or Onboard Recording rule can match is 30 FPS.

Note: Internet speeds, browser performance, and/or bandwidth can affect the quality of the image when viewing from the Alarm.com app or GoSafer Security customer portal (powered by Alarm.com). For best results or to see true image quality, it is suggested to download the clip.

Adjust saved video settings

Alarm.com app

1. Log in to the Alarm.com app.
2. Tap **Video**.
3. Tap **Settings**.
4. Select the desired video device.
5. Tap **Video**.
6. Adjust the saved video settings as desired.
 - Using the *Clip Resolution* dropdown menu, tap to select the desired saved clip resolution.
 - Tap **Clip Quality Settings** to adjust the image quality and frame rate of saved clips.
 - Tap **Clip Length Settings** to adjust alarm, camera-triggered, and event-triggered clips.

Change clip resolution in app

Change clip resolution in app

7. Tap **Save**.

GoSafer Security customer portal (powered by Alarm.com)

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**.
6. Adjust the saved video settings as desired.
 - Using the *Clip Resolution* dropdown menu, select the desired saved clip resolution.
 - Click **Clip Quality Settings** to adjust the image quality and frame rate of saved clips.
 - Click **Clip Length Settings** to adjust alarm, camera-triggered, and event-triggered clips.

Saved video settings

Saved video settings

Note: Some settings cannot be changed on select cameras. If the setting is unavailable, it will be grayed out on the GoSafer Security customer portal (powered by Alarm.com).

7. Click **Save**.

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/What_is_the_frame_rate_for_video

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

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