

Where does the thumbnail for cameras come from in the app?

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 thumbnail for the Alarm.com app camera live feeds are periodically pulled from saved videos that were captured by the camera. For more information about creating recording rules for cameras, see [Recording Video](#). For more information about deleting saved videos, see [Delete a video clip](#).

Platform	Mobile App
Content type	How-to / Configuration
Source last updated	2023-03-29

Procedure

The thumbnail for the Alarm.com app camera live feeds are periodically pulled from saved videos that were captured by the camera.

For more information about creating recording rules for cameras, see [Recording Video](#).

For more information about deleting saved videos, see [Delete a video clip](#).

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/Where_does_the_thumbnail_for_cameras_come_from_in_the_app

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

Revision #1

Created 2026-09-01 00:30:18 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:18 UTC by Jerdenn Calag