Why does live video appear dark when attempting to view the livestream?

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

This is primarily a video or reference page. Open the original article link below for the current content.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2025-04-02

Procedure

If live video appears dark

1. Verify that the camera lens is free of dust and smudges.
2. Verify the display is not causing the darkness; try live video on another device.

Adjust the Video Device Image settings. For information about what settings can be adjusted, see Change a camera's brightness, contrast, saturation, sharpness, exposure, or night vision

sensitivity.

If changing the Video Device Image settings washes out the image, try changing the positioning or angle of the camera so exposure is more desirable.

Example: If the camera is placed in a dark room facing outside, bright sunlight may cause the camera to adjust its exposure to dark areas and, as a result, render the image too dark. Attempt to include more of the dark area in the view to lessen exposure-related issues.

Note: When HDR is enabled on compatible cameras, the exposure setting is set to Automatic and cannot be manually changed. The VDB755P and VDB750 will always be Automatic as HDR cannot be turned off for those models.

For further troubleshooting, contact your service provider.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Video/Live_Video/Why_does_live_video_appear_dark_when_attempting_to_view_the_livestream

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

Revision #1
Created 2026-09-01 00:30:14 UTC by Jerdenn Calag
Updated 2026-09-01 00:30:14 UTC by Jerdenn Calag