

Change a camera's live video image quality

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

Live video image quality can be optimized for motion and clarity.

Platform	App + Web
Content type	Reference
Source last updated	2025-12-08

Procedure

Change a camera's live video image quality

1. 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].

In Video Devices, tap to select the desired camera.

In Settings, tap Video.

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.

1. 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.

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.

1. 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/Video_Settings/Change_a_camera's_live_video_image_quality

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

