
Export saved video from an SVR/CSV

Clips of saved recordings from an Alarm.com Stream Video Recorder can be downloaded locally or uploaded to the Alarm.com cloud using the Customer website. Downloaded clips are in .mp4 format and can be up to 15 minutes long, depending on the SVR/CSV. Uploaded clips count towards clip upload and storage limits for the account and can be up to 5 minutes long for compatible SVRs and CSVs.

Note: Saved recordings can also be exported using the local interface of SVRs and CSVs. For more information, see:

- [Export video using the local interface for the ADC-SVR210](#)
- [Export video using the ADC-CSV126 local interface](#)
- [Export video using the local interface for 20XP and 21XP series CSVs](#)

Export clip duration options

Important: Third-party camera footage exports using the Customer website are limited to a duration of 5 minutes. For steps and information about exporting clips longer than 5 minutes for third-party cameras, see [Export video using the local interface for 20XP and 21XP series CSVs](#).

Clips of saved recordings can be exported using the Customer website in a variety of different lengths.

SVR/CSV model	Download clip durations	Upload clip durations
ADC-SVR100	30 seconds	Incompatible
	1 minute	
ADC-SVR122	2 minutes	
	3 minutes	
ADC-CSV126	4 minutes	
	5 minutes	

SVR/CSVR model	Download clip durations	Upload clip durations
ADC-SVR210	30 seconds	
ADC-CSVR2000P	1 minute	30 seconds
ADC-CSVR2008P	2 minutes	1 minute
ADC-CSVR2016P	3 minutes	2 minutes
ADC-CSVR2016P	4 minutes	3 minutes
ADC-CSVR2016P	5 minutes	4 minutes
ADC-CSVR2108P	10 minutes	5 minutes
ADC-CSVR2116P	15 minutes	

To export saved video from an SVR/CSVR:

1. Log in to the Customer website.
2. Click **Video**.
3. Click **SVR Timeline**.
4. Mouse over the desired video feed, and then click ⬇.
5. Click **Export Video**.
6. In the *Export Video* pop-up modal:
 - Click on the calendar to select the date to export footage from.
 - Using the *Start Time* dropdown menu, select the time of day the exported footage should start from.
 - Using the *Duration* dropdown menu, select the duration of the clip to export.
 - Select *Include Audio* if you want the downloaded clip to include the device's audio.

Note: This option is only available for devices that support audio for local recordings.

 - Using the *Export Option* dropdown menu:
 - Select *Direct Download* to download the footage to local storage.
 - Select *Add to Saved Video Clips* to upload the footage to the Alarm.com cloud.
 - Select *Direct Download and Add to Saved Video Clips* to perform both of the above actions for the footage.

Export Video

March 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Wed, Mar 6

Camera

ADC-VC827P

Start Time

02:04:10 PM

Duration

30 seconds

Export Option

Direct Download

EXPORT

- Click **Export**.
- Click **Continue**.
- Direct Download clips will begin downloading to the computer being used as an .mp4 file.

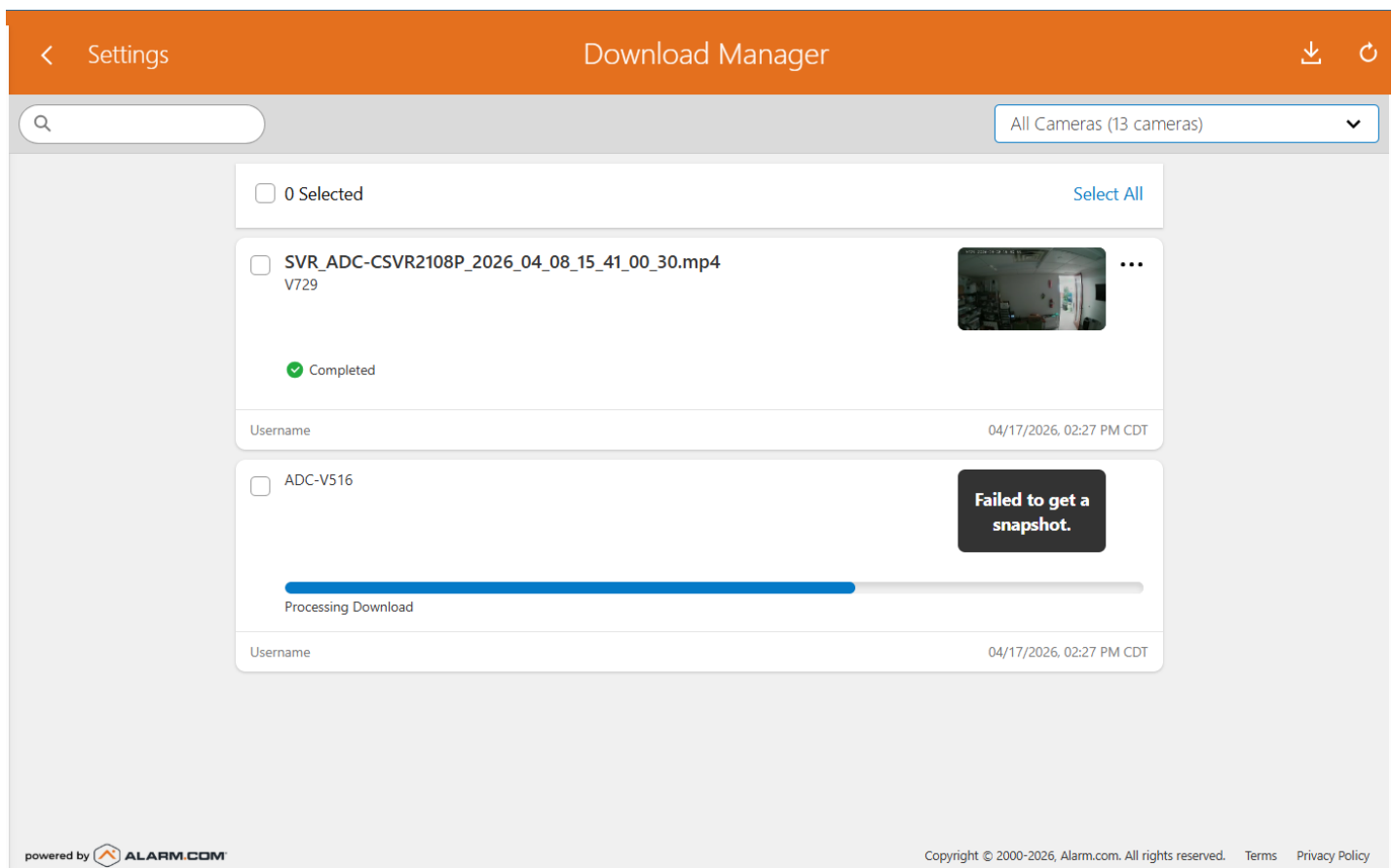
Note: If the request to download the video clip times out, reduce the clip duration and try to download the video again.

Manage exports in the Unified Download Manager

Users can track current export progress and view details for all exports on the customer account over the last 24 hours from the Unified Download Manager page using the Customer website. The Download Manager syncs export requests across devices, so it is possible to request a clip export on the Customer website and view the progress of that export using the Customer website on a different device as needed.

Important: While it is possible to view download entries and their corresponding download link on all platforms, the actual video file will only be saved to the specific device where the export process was started.

- Track download progress and file download details across devices
- Retry downloads that fail, or re-download a file that was successfully downloaded on a different device
- Clear completed or failed downloads from the list to keep the page organized and up to date
- Bulk actions allow for retrying or clearing multiple or all downloads on the page



Feature limitations

- This feature is for downloading clips to the local disk drive. This feature does not include exporting clips to the Alarm.com cloud from an SVR.
- This feature is only available using the Customer website. Clip downloads are not supported using the Customer app.
- Exports for the ADC-SVR100, ADC-SVR122, and ADC-CSVR126 cannot display thumbnail previews on the Unified Download Manager page.
- The download progress bar is not available for SVR clip exports at this time.

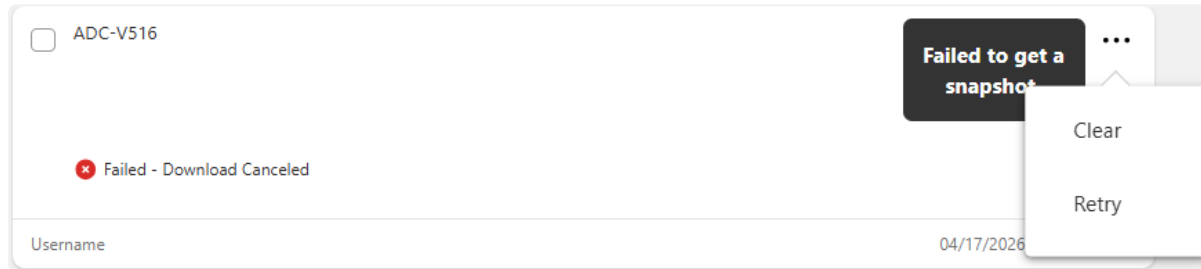
To view the Unified Download Manager

1. Log in to the Customer website.
2. Click **Settings**.
3. Click **Download Manager**.

To retry an export from the Unified Download Manager

Note: If you have already navigated to the *Download Manager* page, start at Step 4.

1. Log in to the Customer website.
2. Click **Settings**.
3. Click **Download Manager**.
4. Click **...**.
5. Click **Retry** to attempt to export the file to the current device.

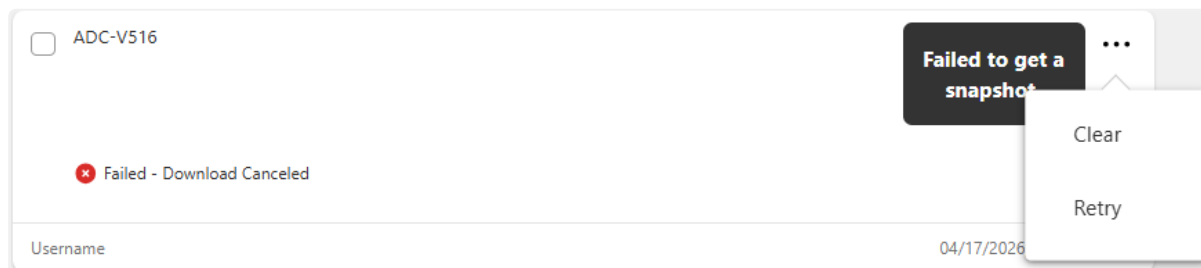


Important: If you are unable to retry the export process and see the error *Source Unavailable* pop up on the page, the original footage is no longer available for access on the local hardware (e.g., it has been overwritten). In this case, the footage cannot be retrieved. The *Clear* action removes the entry from the Download Manager list, but it does not delete the saved video file from your device's local storage.

To clear exports from the Unified Download Manager

Note: If you have already navigated to the *Download Manager* page, start at Step 4.

1. Log in to the Customer website.
2. Click **Settings**.
3. Click **Download Manager**.
4. Click **...**.
5. Click **Clear** to remove the download card for a completed or failed export.



Important: The *Clear* action removes the entry from the Download Manager list, but it does not delete the saved

video file from your device's local storage.