
Third-party camera integration - Frequently Asked Questions

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How should a third-party camera be configured to be compatible with Alarm.com? ^

- Verify the credentials for an ONVIF or VAPIX user profile on the camera are available
- The camera is configured to use DHCP
- The camera is configured to use H.264 encoding
- The camera is connected directly to the Pro Series Commercial Stream Video Recorder (CSVR 20XXP and 21XXP series) using an Ethernet cable

What is the maximum recording resolution? ^

The ADC-CSVR2000P/08P/16P has a maximum recording rate of 100Mbps. This maximum is shared across all cameras associated with the SVR.

What is the maximum remote streaming resolution? ^

Remote connections to the ADC-CSVR2000P/08P/16P through the cloud are limited to 8 Mbps. This figure is shared across all devices connected to the SVR.

Are the camera's advanced settings accessible while it is connected to Alarm.com? ^

Cameras manufactured by AXIS, Hanwha, or OpenEye allow a direct connection to the camera's internal webpage using the Alarm.com interface. You will be able to adjust any settings available on this page.

How do third-party cameras obtain their time/date? ^

Third-party cameras are unable to request date and time from external NTPs while attached to the Alarm.com platform. On screen displayed timestamps can be configured in one of three ways:

Disable the camera's local on-screen displayed timestamp and use the Alarm.com-generated timestamp provided by the supported SVR

For more information about supported SVRs, see [Third-party camera installation guide](#).

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Settings**.
4. Select the desired third-party camera.
5. Click **Video**.
6. In *Live Video Settings*, click **Image Settings**.
7. Click the *Onscreen Display* toggle switch to configure the setting as desired.
8. Click **Save**.

Set the appropriate date and time in the third-party camera's local display

Refer to the third-party camera's documentation for information on how to make this local change.

Set the CSVR as the camera's NTP server via IP address or sync with server option, if available

The NTP server IP address can be either:

- The connected CSVR's internal IP address, accessible via the Customer website or Partner Portal
- The connected CSVR's camera-side IP address:
 - CSVR2000P: 192.168.51.1
 - CSVR2008P/16P: 192.168.50.1
 - CSVR2108P/2116P: 192.168.50.1
 - SVR210: 192.168.50.1