



What cameras are compatible with the SVR?

The SVR currently only supports the ADC-V520, ADC-V520IR, ADC-V521IR, ADC-V522IR, ADC-V620PT, ADC-V720, ADC-V720W, ADC-V721W, ADC-V722W, ADC-V820, ADC-V821, ADC-VC725*, ADC-VC825*, ADC-VS120, ADC-VS121, and ADC-VS420. **The 2GIG-HD100 and older generation ADC cameras: the ADC-V510, ADC-V610PT, ADC-V700X and ADC-VS1, do NOT work with the SVR.**

Can the SVR and cameras be on different networks?

The SVR must be on the same network as the connected cameras. Typically this requires the SVR and the cameras to be on the same router to record. However, if the router is configured as an access point, the SVR and cameras may be able to connect. The SVR will not work if the camera and the SVR are not at the same physical location, connected only over the internet.

Can you view the SVR without an internet connection?

No. Currently the SVR is only accessible via the Alarm.com website or apps. This allows Alarm.com to provide top security for video recordings. All recorded video can only be accessed by the Alarm.com customer account. Each login attempt is logged and saved so there is no ambiguity about who can view recorded video. However, the SVR may still continue to record if the internet goes out provided the power and router are still up and running.

Why does video automatically pause?

The video stream times out after 3 minutes of continuous playback, and then pauses. The paused stream can be resumed by re-pressing the play button on the timeline control. While the exact timeout window may change in the future, the stream pauses to prevent the SVR from streaming indefinitely.

Does playback happen locally?

It depends. On the mobile apps, if the user is on the same network as the SVR, the playback stream will go directly from the SVR to the app. If the mobile app is used on a different network from the SVR, the playback stream will flow from the SVR, to the Alarm.com backend over the internet and then back to the client. However, over web, currently the SVR stream is always sent over the internet to Alarm.com and then back to the web user. In the future, the web browser will also work locally, but currently, the SVR stream must be converted in the Alarm.com servers into a format that can be viewed in a web browser.

How many cameras can the SVR support?

The SVR supports up to 8 cameras.

How should I configure the hard drives in the SVR?

Alarm.com recommends that the SVR be installed with two hard drives in a backup or RAID configuration for all applications where data loss is not acceptable. It is important to remember that all drives eventually fail, so if the SVR is not configured with two drives in RAID, when the drive fails, all data will be lost and non-recoverable.

*Requires firmware version ND8220-ALAM-1.4.0.3j and up.

How much storage can the SVR support?

The SVR has two hard drive bays, and each bay can support up to 2 TB of storage. Hard drives larger than 2TB are not supported. The SVR also reserves around 10% -15% of each hard drive's space to maximize performance.

Does the USB have any functionality?

No, the SVR100 does not have USB functionality.

Can the hard drives be replaced by the user?

Yes. The SVR was made to have easily replaceable drives. Step by step instructions and drive tests can be found on the Video Device Info page. Alarm.com recommends using the Western Digital purple series hard drives for all replacements. These drives have been tested with the SVR and are specifically made for surveillance applications.

How can I control the resolution of the SVR recordings?

The resolution of the SVR recordings is set by the camera's local recording schedule. You can find, add and edit the local recording schedule by visiting the Local Recordings page of the Recording Schedule link under the Video tab.

How many SVRs can be used on a single account?

8 SVRs for a total of 64 connected cameras can be added to a single account. Each SVR requires its own service plan add-on to be added onto the given account before it can be installed.

Will cameras be able to record when connected wirelessly as well as hardwired?

Yes, the cameras that are connected to the camera can be in either wireless or wired mode. The only part that matters for the SVR is that they are all on the same network.

How can I download video clips?

SVR video can be downloaded from the SVR via the customer website and saved to a local device. Video will be downloaded in the same resolution and framerate as is selected in the camera's recording schedule.

How can I delete video from the SVR?

Video that is saved to the SVR cannot be manually deleted. This restriction is to ensure that important data isn't removed from the SVR. When the hard drives are full, video will be automatically overwritten, a full day at a time, in a first in, first out basis.

Will the SVR continue to record video if I lose my internet connection?

Yes, as long as the cameras and SVR remain connected to the router and powered on, the cameras will continue to record.

How does the SVR handle recording gaps?

The SVR will continue to play through gaps in recording but will alert you with an error message. If multiple cameras are playing and only one has gaps, the others will continue as normal while an error message is shown for the camera with the gap in recording. If all cameras have a gap at the same time, an error message will be shown, and the playback will jump to the next available time with video recordings.