

Navigating the Alta Video mobile app.

A simple guide to live viewing, playback, and video exports.



About this document

This guide provides clear, step-by-step instructions for navigating and using the Alta Video mobile app, including how to view live video, search past footage, and export clips. It is designed for everyday users with all levels of technical experience. Screens, options, and features may vary depending on your device, app version, and permissions assigned by your organization.

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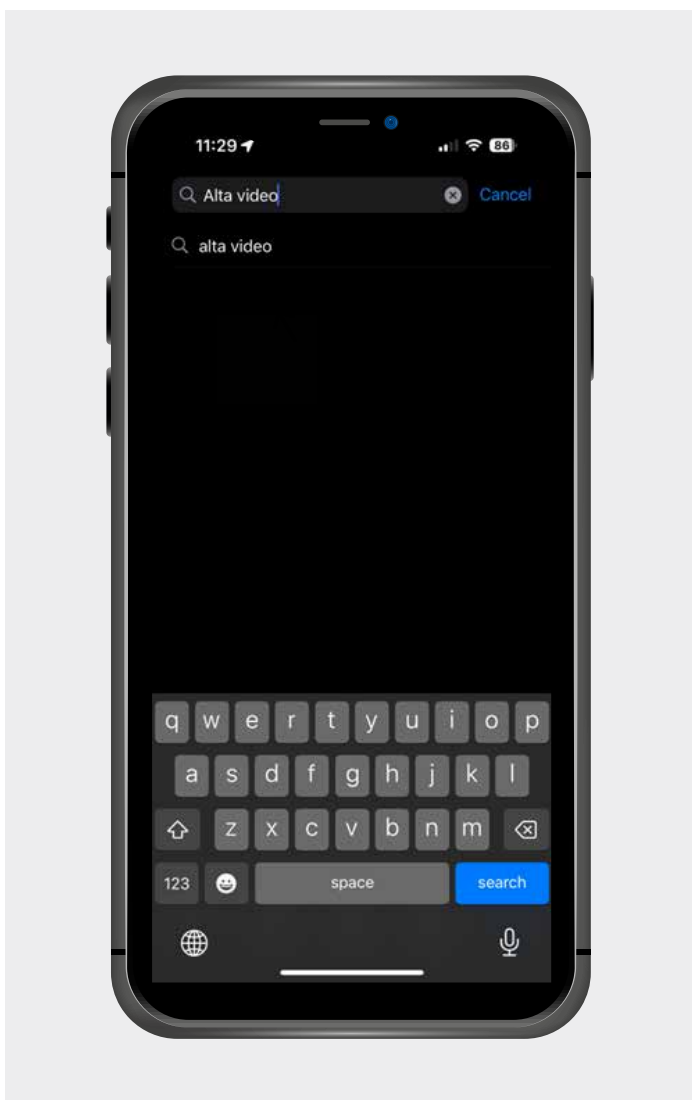
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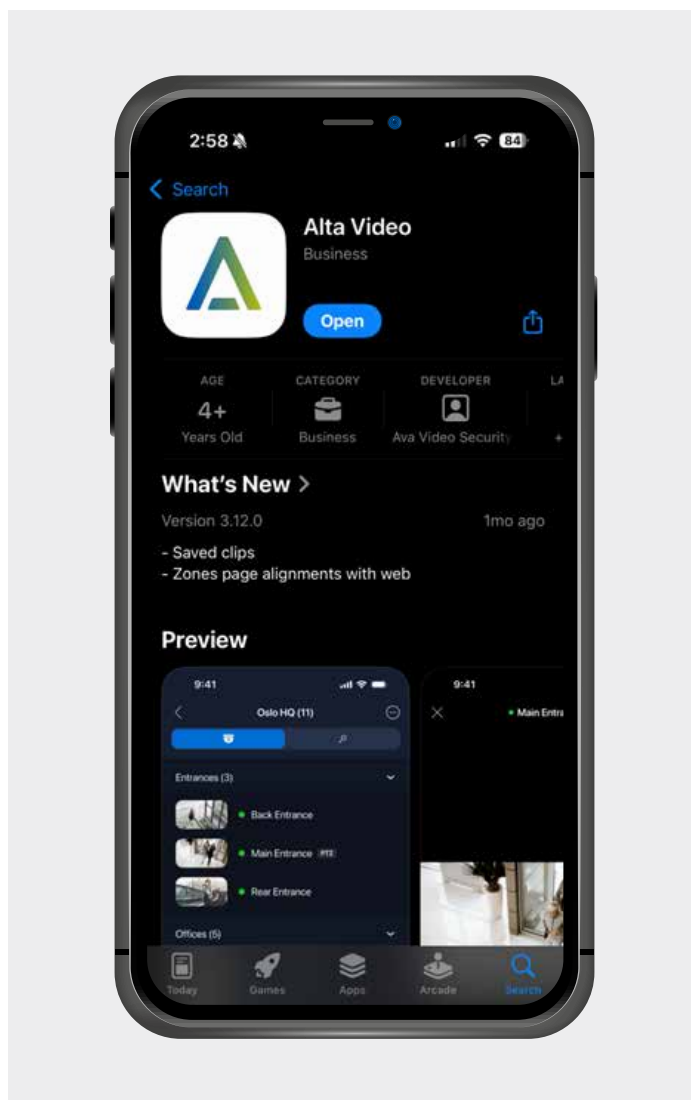
Download the mobile app

Before you start:

You should have received an email with instructions to set your password. Open the email, tap the link, and follow the steps to create your password before downloading the app.



Step 1. On your phone, open the **App Store** (iPhone) or **Google Play** (Android), then search for **Alta Video**.

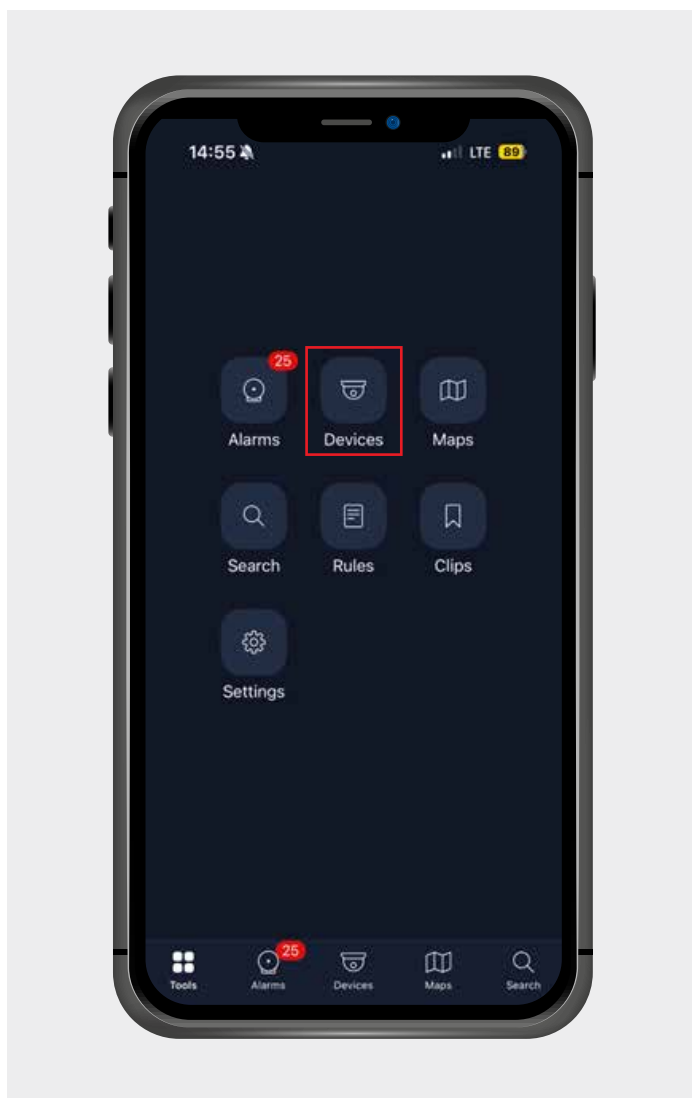


Step 2. Tap **Install** to download and install the Alta Video app on your device. When it finishes, tap **Open**.

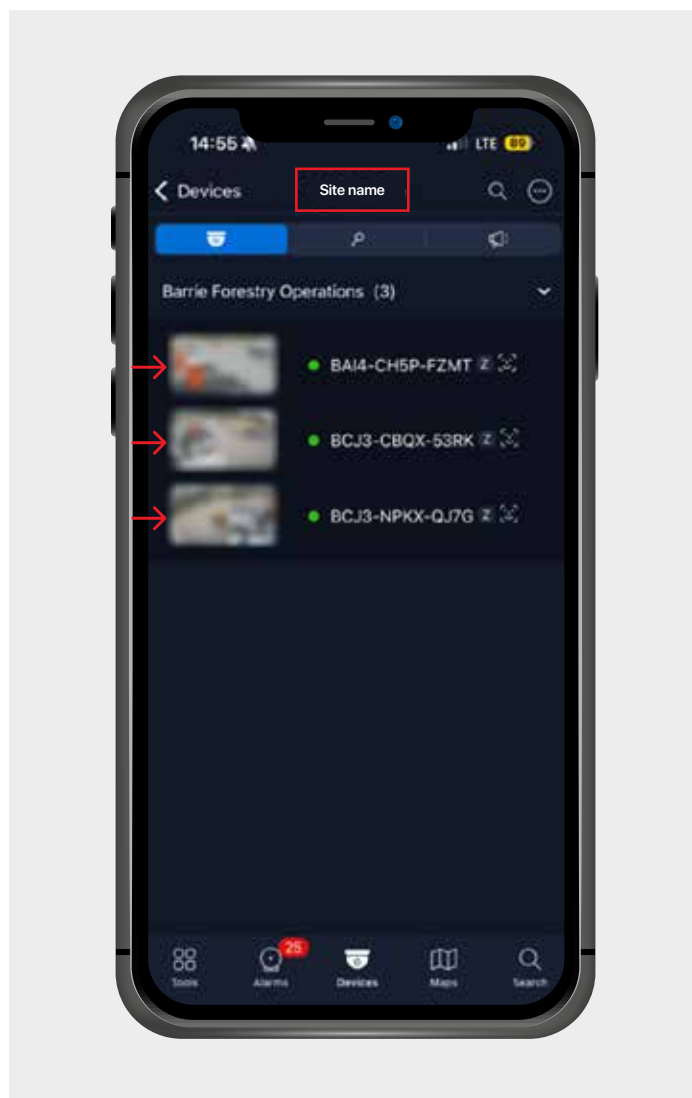
Next: You're ready to sign in for the first time. Keep your login details handy.

Accessing live & recorded video

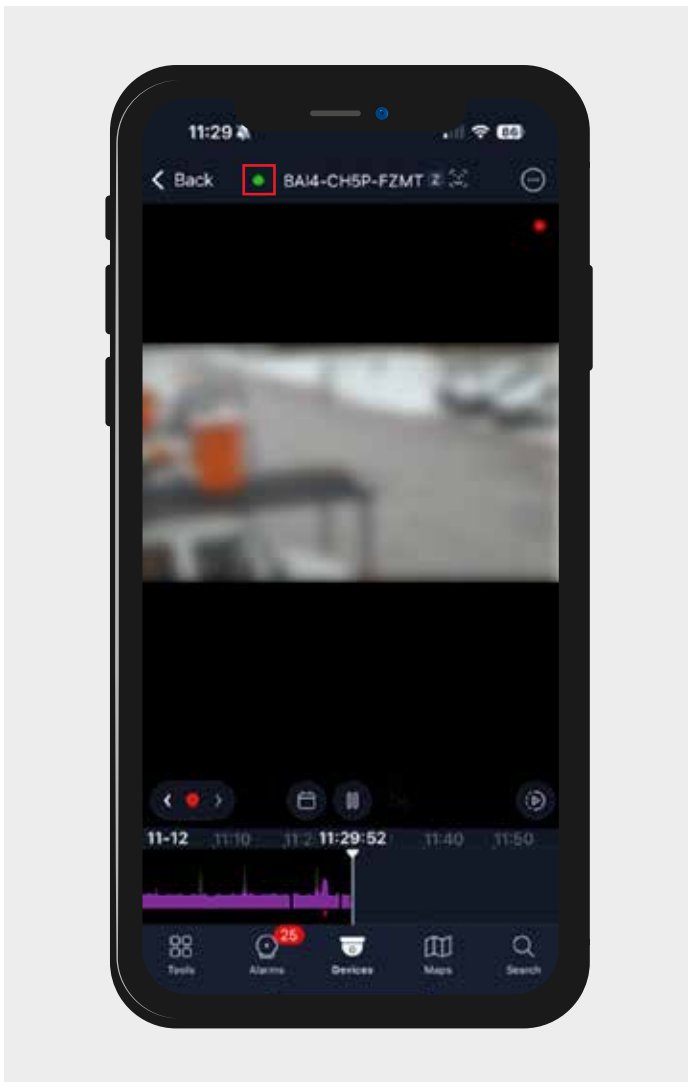
View live and recorded video from your cameras in just a few taps.



Step 1. Open the app, then go to **Devices**.

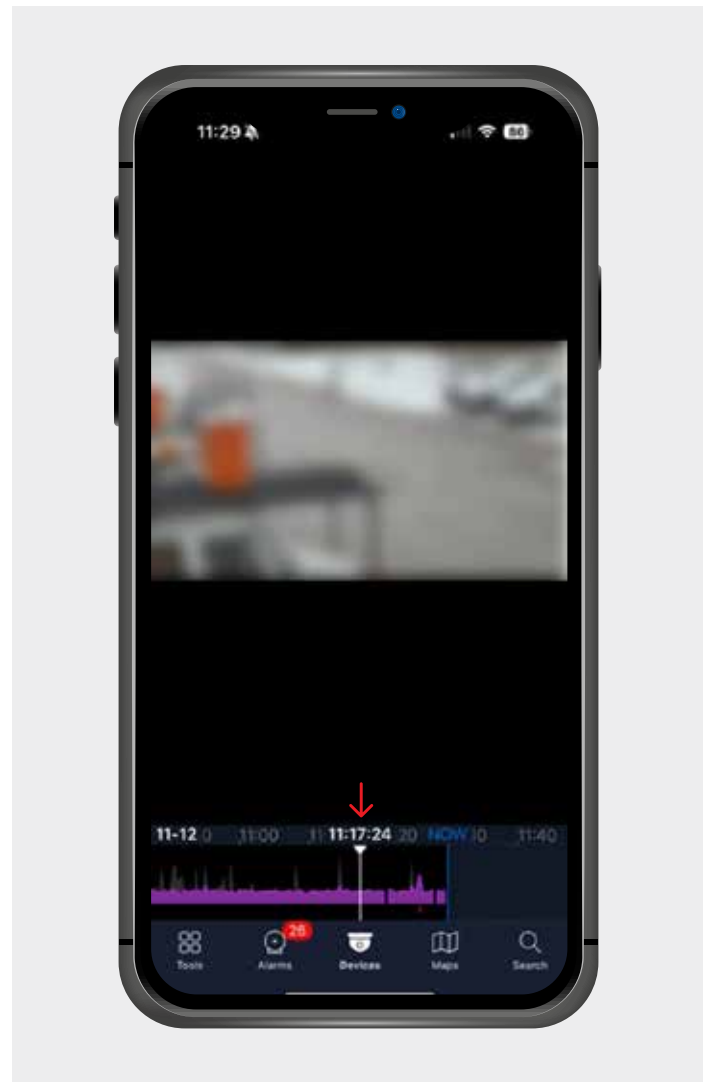


Step 2. Select the **site name**, then choose one of the listed cameras.



Step 3. The live video feed will appear on your screen.

- A green dot beside the camera name confirms it is online.

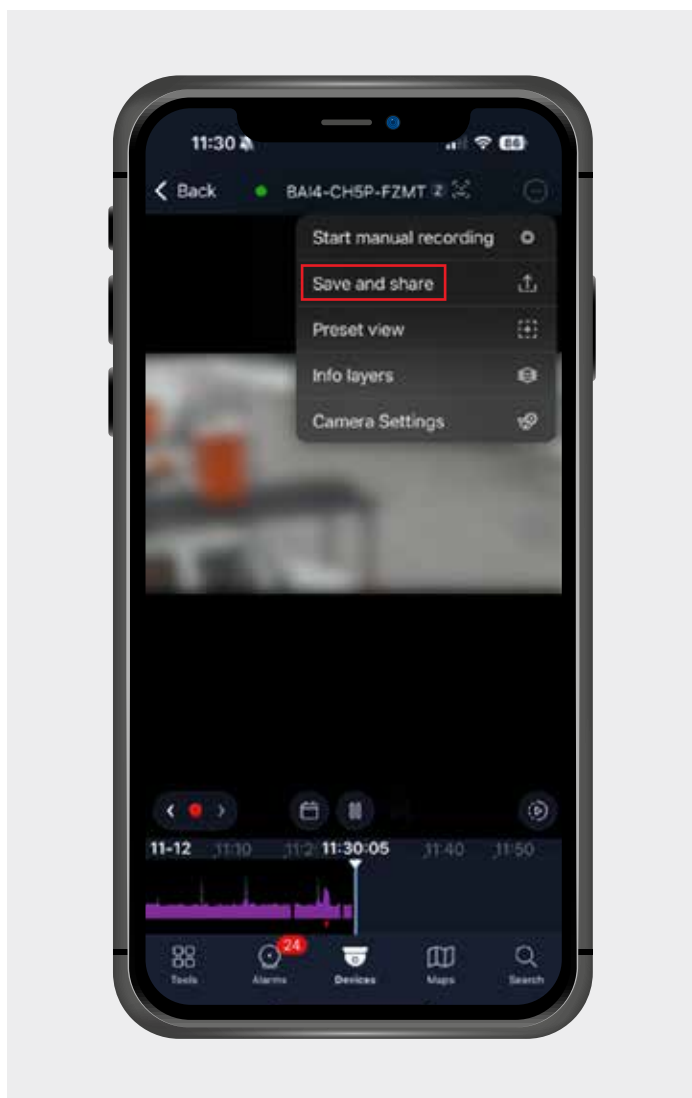


Step 4. To view recordings (Playback): drag the **white bar** along the timeline to the desired time. The video will automatically play from that moment.

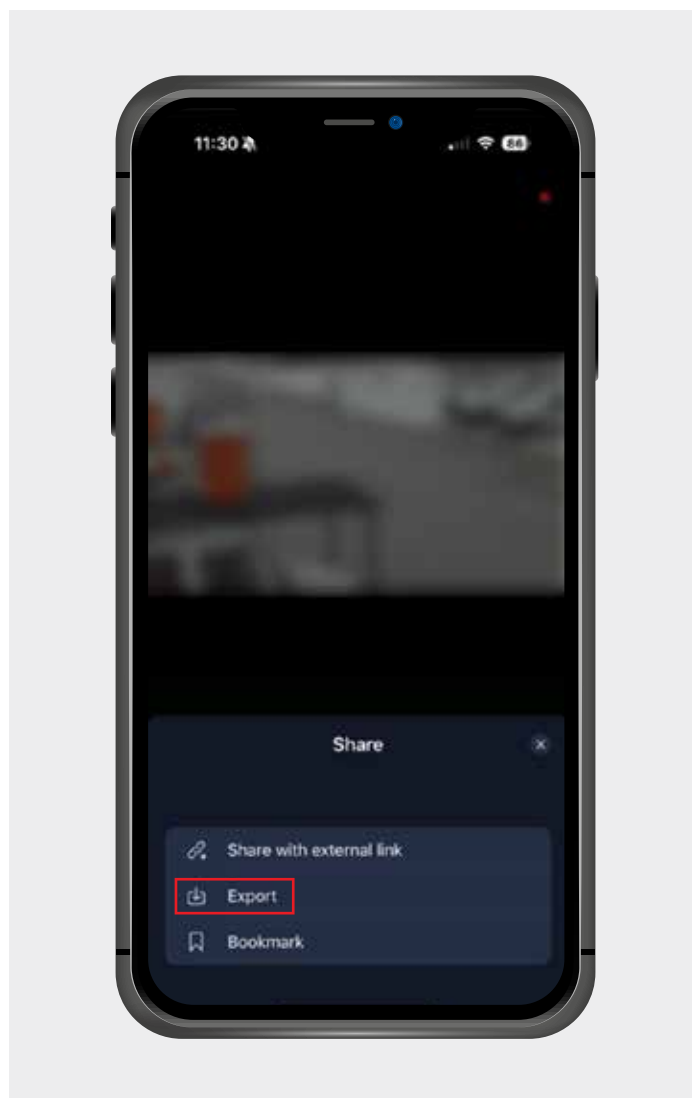
Tip: You can tap the icons at the bottom to **pause, record, or capture** a snapshot during playback.

Exporting video clips

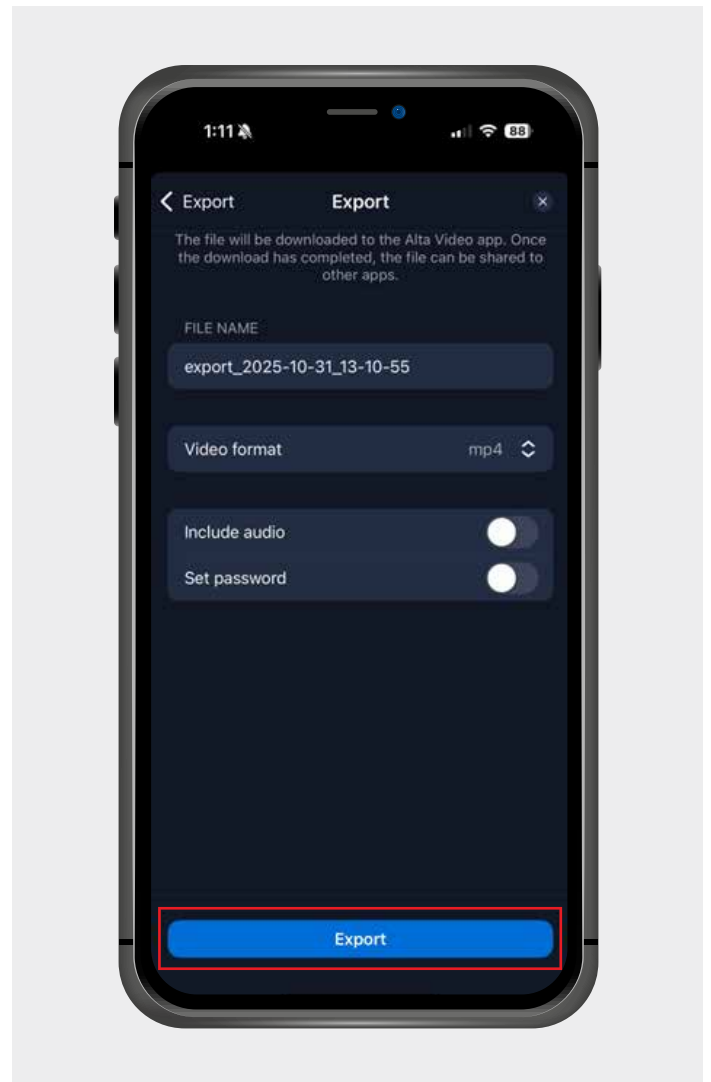
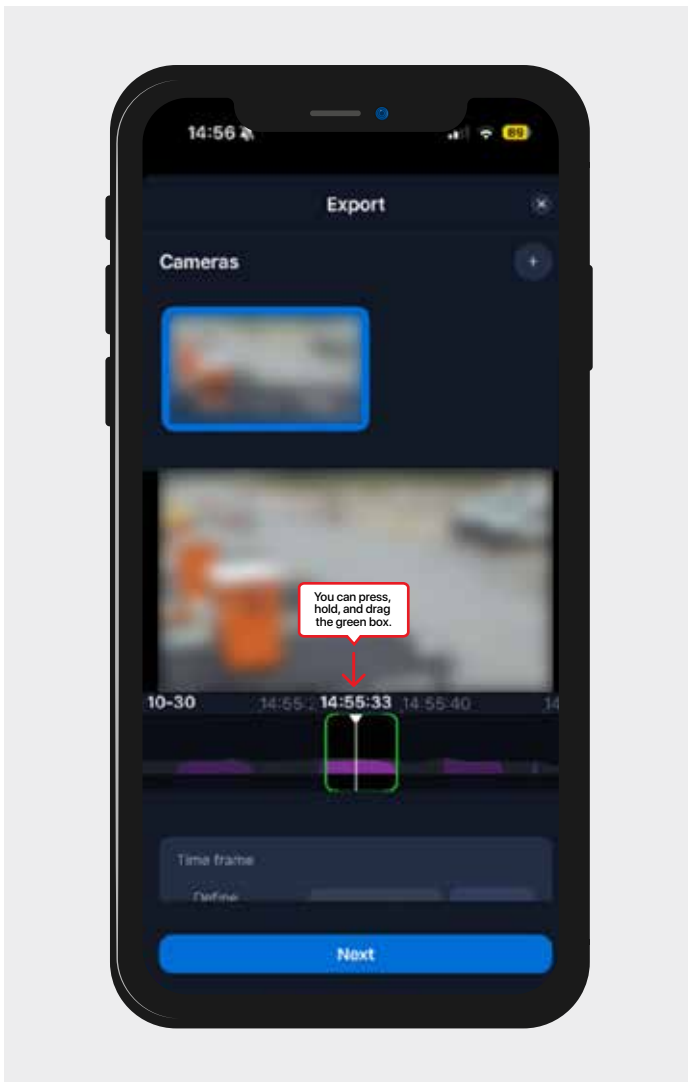
Save and share recorded video directly from the app to your phone in just a few steps.



Step 1. To export a video, tap the **three dots** in the top right corner of the live or playback view. Select **Save and share** from the menu.



Step 2. From the Share options, choose **Export**.

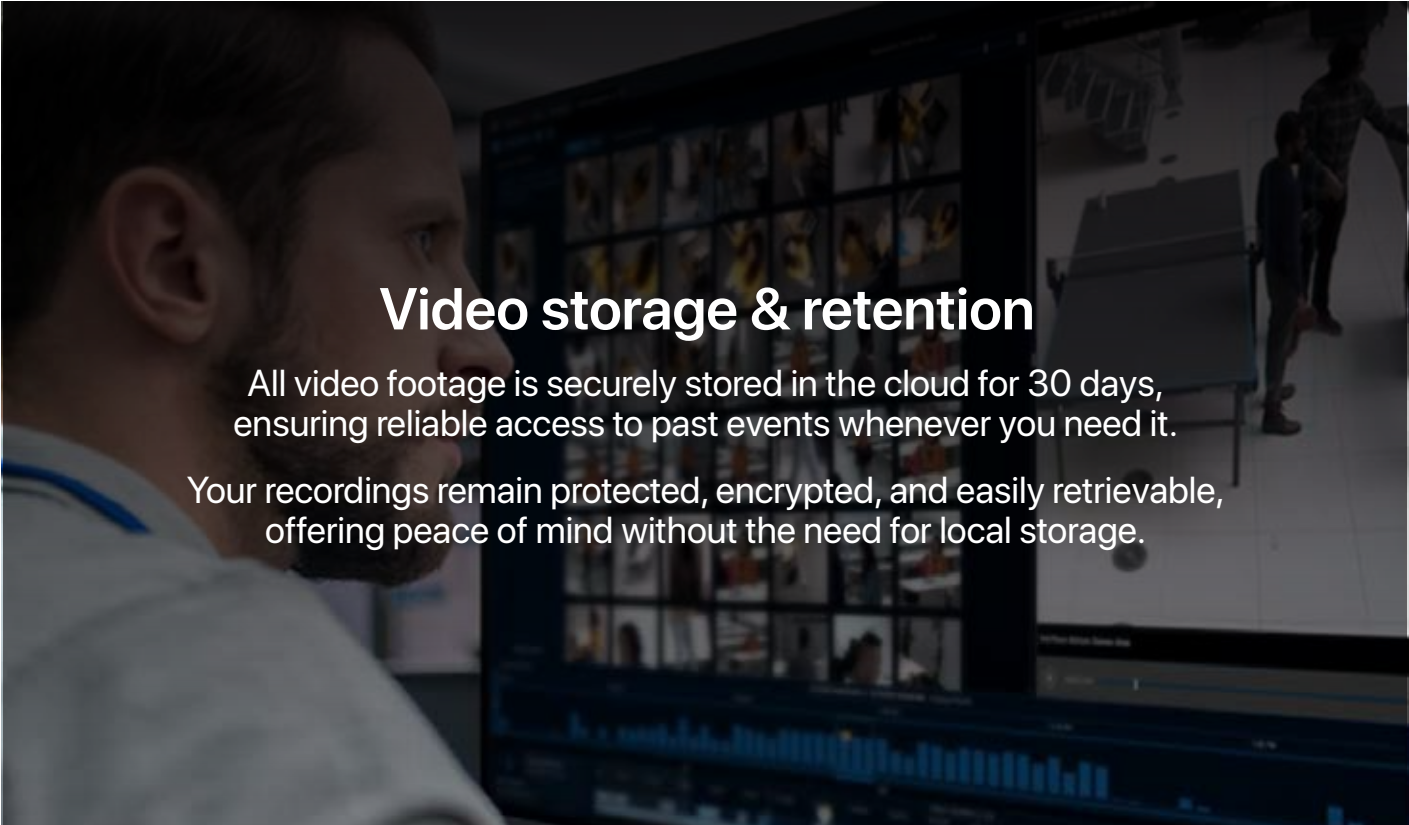


Step 3. Choose the time range you want to export by adjusting the **green selection box** on the timeline. To move the entire selection, press and hold the center of the green box, then drag it to your desired start and end time.

Step 4. When ready, tap **Next**, then **Export**. The video will be downloaded directly to the **Alta Video app** on your phone.

Tip: You can enable audio or set a password for extra protection before exporting.

To finish: Once downloaded, your clip can be shared or sent through other apps right from your device, making it simple to keep or forward important footage when needed.



Video storage & retention

All video footage is securely stored in the cloud for 30 days, ensuring reliable access to past events whenever you need it.

Your recordings remain protected, encrypted, and easily retrievable, offering peace of mind without the need for local storage.



Privacy & acceptable use

The Alta Video app is designed to protect your privacy while providing secure, reliable access to your video system.

All video streams and recordings are encrypted and can only be viewed by authorized users. Do not share login credentials or exported files with anyone who is not permitted to access the system.

Users must use the app responsibly and in compliance with privacy laws and company policies. Recording or sharing video content for purposes other than security or operational monitoring is strictly prohibited.

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For any questions or assistance, please contact our support team. We are dedicated to prompt problem resolution and mutual success.

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