



Tech Tip 090008

PRO Series Vigil DVR System Recommended Settings to Prevent Digital Video Delay

Tech Tip Number:	090008
Date:	March 18, 2009
Product Affected:	Vigil Server
Purpose:	This bulletin provides recommended settings for the prevention of video delay when displaying digital video from PRO Series DVR Systems.

Situation: Digital Video displayed from a PRO Series Vigil Server DVR can become delayed up to 1 second under certain circumstances. The following settings resolve this issue.

Symptoms:

- When controlling a PTZ camera using a joystick, the camera appears delayed when watching live digital video of the camera.
- The video appears slightly delayed on the live view in software rendered mode or on a digital video output in comparison to analog video of the same camera.

Recommended maximum Settings when recording more than 2 cameras per bank*:

Option 1: This option does not require any changes to the CODEC settings

Resolution: 704 x 240

Capture Board Speed: 15 FPS

Option 2: This option requires manual changes to the Bitrate in the CODEC settings window.

Resolution: 704 x 480

Capture Board Speed: 15 FPS

CODEC Settings Bitrate: 1000

Warning: Changes to either the Resolution or the Capture speed will automatically change the Bitrate back to default - the Bitrate MUST be 1000 or less for 704 x 480 with 15 fps or the delay will return.

For a complete listing of Service Bulletins, please go to <http://www.3xlogic.com>

Recommended maximum settings for DVRs recording 2 or less cameras per bank*:

Resolution: 704 x 480
Capture Board Speed: 30 FPS
CODEC Settings Bitrate: 2000

Warning: Changes to either the Resolution or the Capture speed will automatically change the Bitrate back to default - the Bitrate MUST be 2000 or less for 704 x 480 with 30 fps or the delay will return.

* Note: To view a visual representation of the banks within the capture card, select the Vigil Server settings Camera Setup tab, click the Advanced Settings button. The video capture card banks are not visible on the exterior of the DVR.

Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLogic Technical Support:
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