



TECHNICAL BULLETIN

Date: 03/04/03
Subject: Intellex v3.0 Mis -Configuring Video Standards

Technical Bulletin TB_030403

Purpose: This bulletin identifies symptoms associated when cameras connected to an Intellex have mixed video standards or the Intellex is incorrectly configured for either NTSC or PAL.

Issue: Intellex can support either NTSC or PAL video but not both simultaneously. If even one camera is wrongly configured for video, numerous symptoms may occur including

- Rebooting every 2 minutes
- No video from the camera(s) set different than the Intellex
- Intermittent video freeze from the camera(s) set different than the Intellex
- Increased data storage rates
- Black and white video from a color camera that is set different than the Intellex

Solution: Verify the correct video standard is selected.

Note: A quick check to verify if the Intellex is configured for either NTSC or PAL without logging out of the GUI is to check IPS rate in **Schedule**.

⚡⚡ **NTSC:** If 60IPS is a selectable setting from the menu then the Intellex is set for NTSC.

⚡⚡ **PAL:** If 50IPS is a selectable setting from the menu then the Intellex is set for PAL.

To change video standard selection in Intellex:

1. Log out of Intellex GUI. You will need to know Intellex password, 98374252.
2. Two icons appear in the Windows desktop, **NTSC** and **PAL**. Select the appropriate icon and the video standard is automatically configured for all cameras. The batch file takes less than one second to execute; there is no completion message.

Note: To reduce inadvertent clicking of these batch files, the shortcut from desktop is being removed. The appropriate batch file can be found using My Computer or Search.

⚡⚡ For **NTSC** use: C:\Windows\Intellex\ntsc.bat

⚡⚡ For **PAL** use: C:\Windows\Intellex\pal.bat

Alternate Solution: Remove incorrectly configured cameras from Intellex. Remove one camera at a time until no symptoms are exhibited then verify problem camera's video standard. If the video standard is selectable on the camera, then change it to the correct standard. If it is not selectable, then replace the camera with one supporting the correct standard.

Alternate Solution: If the two suggestions above do not solve the problem, verify that all video signals into the Intellex are within specification. A degraded video signal can cause the same symptoms as having mixed the video standard between NTSC and PAL.

⚡⚡ **Note:** Faulty cameras, incorrect labels and incorrect settings are just some of the potential causes for incorrect or degraded video signal.

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