

VIDEO SYSTEMS

Adding Intelligence to Video

TECHNICAL BULLETIN

Date: 06/06/02
Subject: Intellex, External Modems

Technical Bulletin TB_062002

Purpose: This bulletin identifies a work around solution for Intellex dial up connection issues related to challenging transmitting environments.

Issue: In most applications and environments the internal dial up modem in Intellex works well. However in challenging telephone-transmitting environments, dial up issues using Intellex internal modems have been reported. Symptoms included difficulties connecting and frequent disconnections.

Preferred Solution: The preferred solution is to use a better networking connection method. Dial up and transmitting video over phone lines is not the ideal method in terms of reliability and transmitting performance.

Alternate Solution: If dial up is the only option, then improved dial up performance can be realized by using an external modem. There are many contributing factors that influence the performance of a modem such as the compression algorithm, the error-correcting algorithm, CPU usage, how frequently the data has to be resent and the capability of a modem to consistently lock on to a higher transmission rate. After extensive engineering testing, the recommended external modem as of 6/02/02 is Hewlett Packard 56K USB e-Modem UM9100-U.

Information furnished by Tyco Video Systems is believed to be accurate and reliable. However, no responsibility is assumed by Tyco Video Systems for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Tyco Video Systems.