



TECH BULLETIN – Network Client

Date: Tuesday, August 7, 2001

Subject: Network Client 2.0 Frequently Asked Questions

Bulletin No. 080701

Network Client Frequently Asked Questions

Q: I have Network Client 2.0; will it work with my 2.0x Intellex's?

A: Network Client 2.0 can only be used with Intellex 2.1x

Q: Can I load my copy of Network Client 2.0L on more than one computer?

A: Yes you can. However, the only client that will be able to view "live video" will be the client with the "dongle key" attached to their computers parallel port.

Q: Will I be able to control my Delta Dome's pan and tilt action through Network Client?

A: Network Client does not support remote pan and tilt functionality at this time.

Q: While using Network Client I can download previously recorded images from my Intellex, but I've noticed that the "Live Display" icon is not highlighted.

A: Two things can cause this scenario: One is the client computer does not have the "hardware dongle key" attached to its parallel port. The other would be that they have the wrong "hardware dongle key" attached.

Q: Will Intellex Network Client 2.0L work on my computer which is running Microsoft's Millennium Edition software?

A: Intellex Network Client only supports the following operating systems: Windows 98, Windows 2000, Windows NT 4 with service pack 4 or higher.

Q: I'm using Intellex v 2.1L with Network Client v 2.0L the "Live Display" icon is highlighted yet I cannot view "LIVE" video.

A: From within Network Client go to the "Setup" dropdown menu, select "Display Configuration". From within the "Display Configuration" screen deselect "Enable Directdraw". Refresh instruments and try viewing "Live Video" again.

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SENSORMATIC One Blue Hill Plaza, PO Box 1710, Pearl River, New York, 10965

Technical Support: (800) 507-6268

FAX: (845) 624-7685

Q: I'm trying to view "Live Video" through Network Client 2.0L, I have the right "Dongle Key" and the "Live Display" icon is highlighted. How do I view live camera images?

A: Once Network Client has located the instrument (Intellex) that your trying to view click on the desired instrument (Intellex). The software will then display the available cameras directly below the instrument selected. Next, click on the "Live Display" icon. Black boxes should appear on the right side of the screen. The number of boxes displayed depends on which grid selection you have chosen (2x2, 3x3, 4x4,etc.) With your mouse "left" click on the desired camera on the left side of the screen and drag the "camera" over to one of the boxes within the grid and release the "left" mouse button. Within seconds the desired "live" camera image should appear.

Q: Can my Intellex be viewed using Network Client 2.0L via a WAN?

A: Yes, the Intellex can be viewed across a WAN using Network Client 2.0L. However, the Intellex you're trying to view must possess a unique Internet IP Address.

Q: If I have no access to the Internet nor do I have a LAN available to hook my Intellex up to, is there any way for me to view my Intellex remotely?

A: Although it is significantly slower than using a LAN or a WAN the Intellex can be viewed remotely using Network Client and "dial up" modems. This would require a modem to be installed in both the Intellex as well as the computer running Network Client.

Q: What are the typical bandwidth requirements of Network Client 2.0L assuming a 100Base T Ethernet LAN?

A: On an Ethernet LAN, image transmission rate is primarily limited by host resources for compression and decompression of the images and not by network bandwidth. Peak rates measured on an otherwise idle 100BaseT network are about 1.6 Mbit/sec but typical bit rates are around 120 Kbit/sec.

Q: While attempting to retrieve prerecorded video from an Intellex that is either on a LAN, WAN or dial-up, I receive the message " No video is found for the camera and duration specified"

A: Assuming the Intellex that you are trying to access is within the same time zone it may still be necessary for you to synchronize the time between your Intellex and your Network Client computer. To do this, select the dropdown menu "Setup" and select "Time Synchronization".

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