

Intellex: Switching from Playback to Live causes Frozen or Black Video Images in v2.5.5 Software

TB_20040426

2004-Apr-26

INTELLEX VERSION 2.5.5 DISPLAY ISSUE

Intellex units with software version 2.5.5 may display frozen live images or black video images after you switch from Playback to Live mode. This problem is traced to a specific combination of hardware, software, and Intellex setup configuration.

Description

Intellex units with software version 2.5.5 and a call monitor board can experience black or frozen live images, and eventually reboot after switching from Playback to Live mode. This problem occurs when the Playback to Monitor selection is set to “Yes” at the time the unit is rebooted or Intellex is restarted. You use the Playback to Monitor selection on the Intellex Display Setup screen to direct playback video to the VACD board composite video output.

Current Solution

There are two necessary conditions for this problem to occur:

- There must be a Call Monitor board, and
- The Playback to Monitor setting must be “Yes” when the Intellex is restarted or rebooted.

There are two solutions that resolve this issue:

1. Set the Playback to Monitor to “No”.

This action causes the VACD composite video output to always display live camera video. If it is necessary to send playback video to the composite output occasionally, you can temporarily set Playback to Monitor to “Yes.” Change the setting back to “No” as soon as possible in case you must reset the Intellex.

2. Disable the Call Monitor function.

To do this, remove the internal 10 conductor ribbon cable between the VACD and the Call Monitor board. This is the short (~15 cm) ribbon cable that runs across the top of the boards.

Permanent Solution

A permanent solution in the form of a software update is in process and should be available in a few weeks.

DOCUMENT REVISION

Rev	Edited by	Notes/Changes	Date	
01	Mark Novak, Maureen Edmond	Initial Release	2004-Apr-26	

CONTINUOUS IMPROVEMENT STATEMENT

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the owner/author of this document as listed below.

Author/Owner

Jen Beckwith

jbeckwith@tycoint.com

Initial publication 2004-Apr-26

CONTACT INFORMATION

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

Toll Free 800-507-6268, Option 2
International: 561-912-6259, Option 2
Fax: 845-624-7658
Email adtechservices@tycoint.com.

Information furnished by American Dynamics is believed to be accurate and reliable. However, no responsibility is assumed by American Dynamics 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 American Dynamics.