



Subject: Distorted Video/Digital blocking
Product: KOL4000
Number: 1400-0022-01-00
Date: 06/17/02

PRODUCT: KOL4000 using any PTZ in the Surveyor line (S1K, S2K, S99, V7) combined with any other non-Surveyor cameras.

PROBLEM: The Surveyor series of PTZ's have a slightly different value for DC Offset than other cameras in the Vicon product line. When Surveyor PTZ model cameras are used on the same Kollektor, along with any other non-Surveyor camera, distortions may appear on the S1K/S2K video. The distortions are minor and only show up on the VGA display of the Kollektor in full & quad screen but are not on the recorded video.

SOLUTION: To overcome the DC offset differential, a V235GLTA Ground Loop Transformer or a video distribution amp must be used in-line with the video inputs (Typically the Surveyor inputs only).

NOTES: A brief description of the symptoms include a digitized black "block" following the horizontal scan lines. In addition, bright portions of a scene may show tearing. And there may be a slow (typically, about 5 seconds) fades in to camera video when switching between the Surveyor cameras and other fixed cameras.

It should be noted that these symptoms could occur with other manufacturers cameras as well. A good practice to avoid this issue would simply be avoid mixing camera types and manufacturers until this issue is resolved.