



TECH NOTE

VICON TECHNICAL SERVICES GROUP

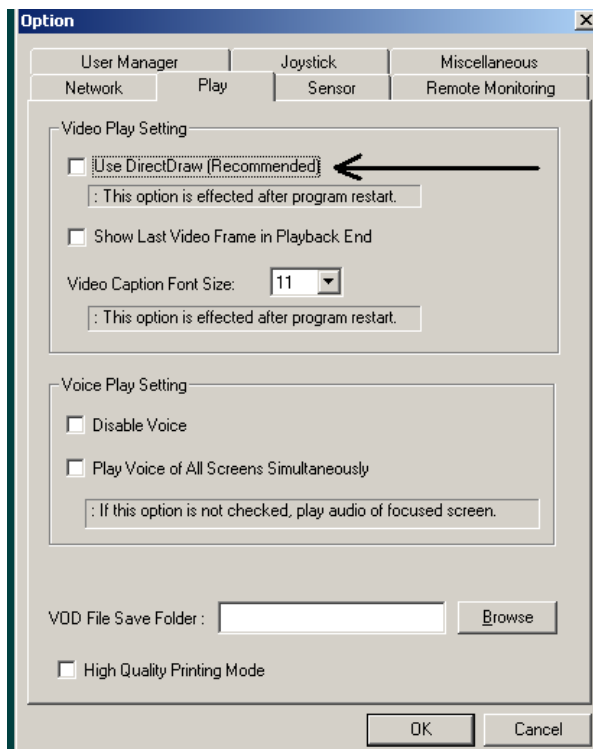
Subject: Lines in pix of KOL-LMSW
Product: KOL-LMSW 3.0
Number: 1400-0001-47-00
Date: 2/5/03

SYMPTOM:

Lines or 'double images' in the Kollector picture display screens of LMSW.

PROBABLE CAUSE / FIX

- Go to setup (click ! On the main screen)
- Select the Play tab as below, uncheck "Use Direct Draw"
- Click OK, then exit and restart LAN master.
- Pictures from a connected Kollector should display normally (no lines)



NOTE: Monitor settings should be 1024x768 24bit color.

DIRECT DRAW INFO: DirectDraw is one of five components of DirectX (provided by Microsoft) DirectDraw is an interface that defines two-dimensional images, specify textures, and manage double buffers (a technique for changing images) DirectX is designed so that some functions can be performed on a graphics accelerator card, freeing the microprocessor for other work. The video card accelerator manufacturer provides a driver especially for DirectX. Occasionally, conflicts with video drivers, operating systems and applications may create image problems. Disabling DirectDraw as suggested usually fixes these image problems.