



INTELLIGENT  
VIDEO

## Technical Note: Setting unit time

The unit's time can be synchronised without a site visit using the Remote Administration Tool program. Changing the time can lead to the following side-effects which you should be aware of:

A) All footage is timestamped using the system time when recorded. Changing the time does not retrospectively alter these timestamps so, for example, footage recorded yesterday when the unit time was two hours fast will remain timestamped two hours fast. Going forward, footage recorded after synchronisation will be timestamped accurately.

B) If the unit clock is to be moved back in time, some footage will have overlapping duplicate timestamps which can be problematic when subsequently trying to review it. If the time is two hours fast, the previous two hours of footage (and the next two) will be affected. If footage from this period is likely to be of interest in the future, please make an archive of it first, before altering the time as reviewing footage from this time may require technical support from us for which there would be a charge.

C) As the unit uses it's clock as a reference when monitoring key system functions, it is important to follow the steps below in order. The unit is likely to reboot if this advice is ignored.

To find the unit's time:

- 1) Connect to site with the Remote Administration Tool
- 2) Click 'Remote Controller' found at the top of the left-hand pane
- 3) Click the 'Extras' tab found next to 'Processes' on the right-hand side. If not present, please request a firmware update by email to [techsupport@intelligentvideo.tv](mailto:techsupport@intelligentvideo.tv) stating unit serial number and ip address. Time-sync'ing will not be possible until updated.
- 4) Click 'Refresh' to show the unit's time and your PC's time. If your own PC's time is not accurate, please correct this at this point.

To synchronise the unit to your PC's time:

- 5) Click the 'Services' tab on the right-hand pane
- 6) Click 'Teleprecision Watchdog' to highlight then click the 'Pause' button, if a failure warning is shown click 'Refresh', the service should now report 'Paused' in the table
- 7) Click 'Teleprecision Sentinel' to highlight then click the 'Stop' button
- 8) Click 'Teleprecision Playback' to highlight then click the 'Stop' button
- 9) Move to the 'Extras' tab and click 'Sync. Time'. A warning dialog will be displayed asking your to confirm that steps 1-8 above have been completed, click 'OK' to apply the change. Click 'Refresh' to verify the time is synchronised.
- 10) Highlight 'Teleprecision Sentinel' and click 'Start', highlight 'Teleprecision Playback' and click 'start', then highlight 'Teleprecision Watchdog' and click 'Continue'.

Technical Support Team

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