

Tech Tip 180009

VIGIL Client – All Audio – Disabling Synchronized Playback

Tech Tip #:	180009-1
Date:	March 8 th , 2017
Product Affected:	VIGIL Client v8-v10
Purpose:	This tech tip is intended to instruct a user on the process of disabling synchronized playback to allow use of the All Audio playback feature.

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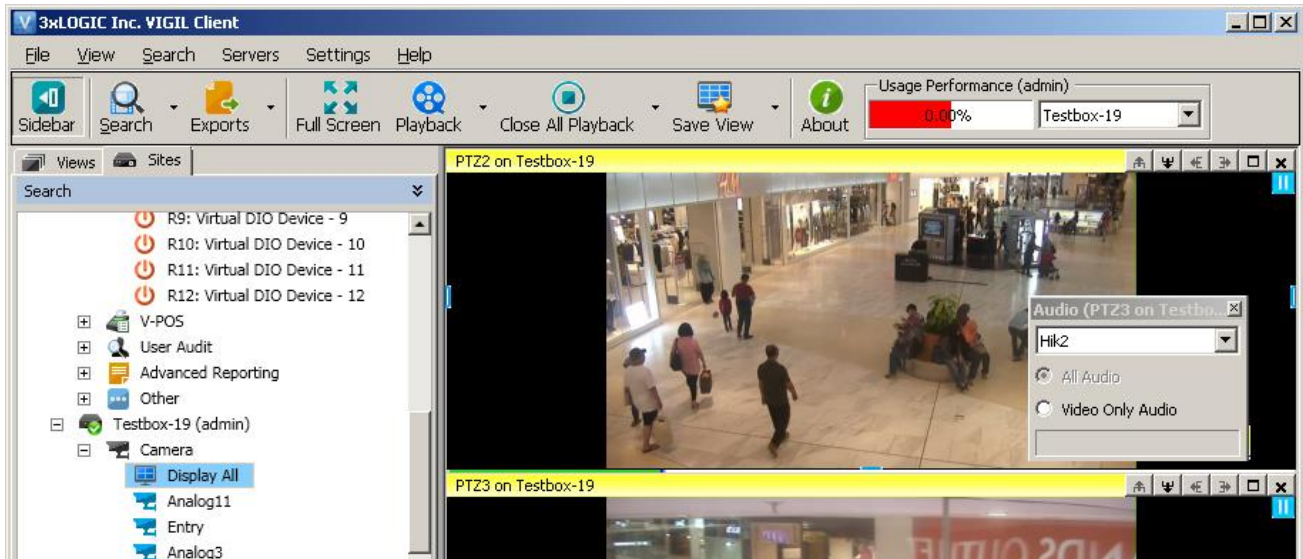
1 Introduction

The All Audio playback feature in VIGIL Client allows a user to hear audio during portions of the playback where no video frames exist (i.e due to the absence of motion for Motion Record mode). This allows for a continuous playback of all captured audio regardless of the presence of video frames.

In order to utilize the *All Audio* playback feature for a camera, the camera cannot be in the playback synchronization pool. The *All Audio* option is greyed out and unavailable for use when camera playback is synchronized. For instructions on desynchronizing camera playbacks, proceed to the next section of this guide.

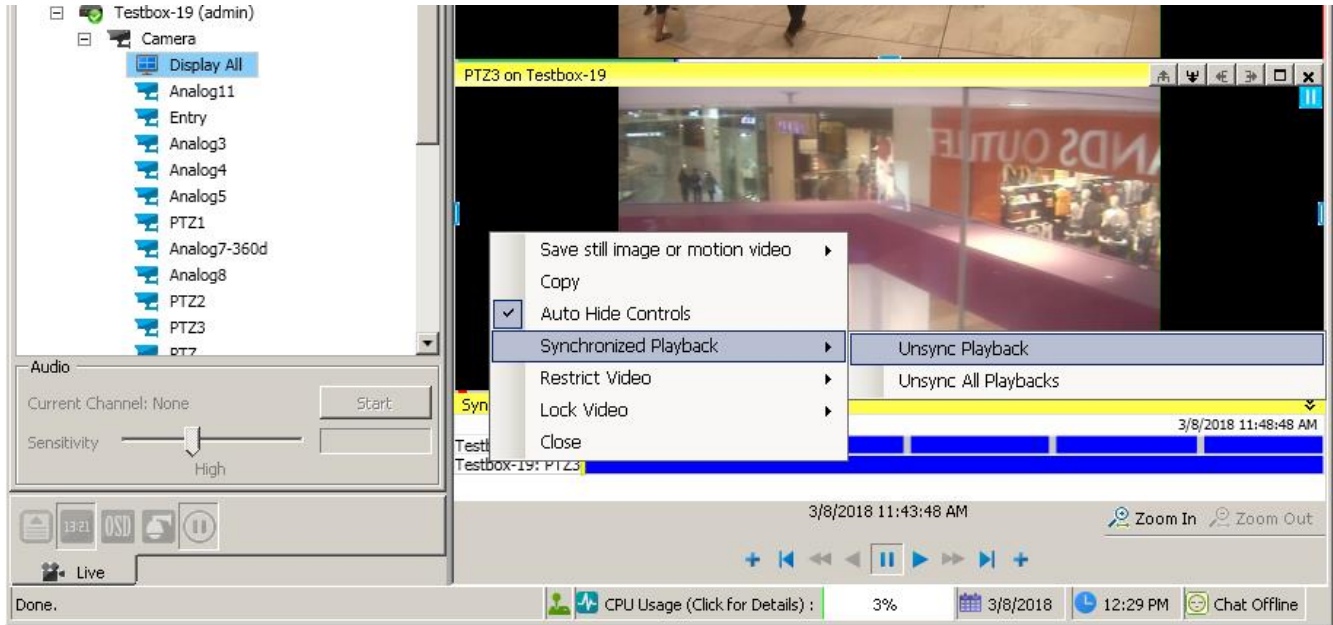
2 Desynchronizing Playback to Enable All Audio Feature

When a playback from a camera is synchronized, the *All Audio* feature will remain unavailable as pictured below.



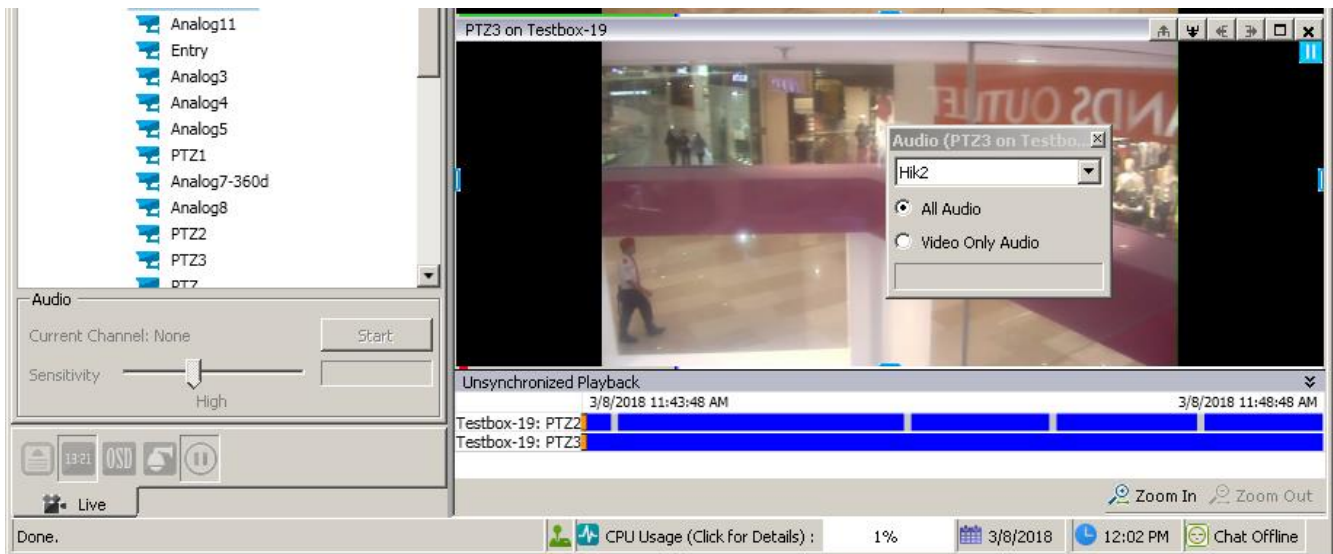
To enable use of the *All Audio* feature for a playback stream, the playback must be desynchronized. To desynchronize playback:

1. Right-click within a synchronized playback frame. The right-click menu will deploy.



2. Mouse over *Synchronized Playback* and select **Unsync Playback**.

The playback clip will now be desynchronized. The *All Audio* feature will now be available for this camera, as pictured below.



3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

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