

How to adjust hardware acceleration

Last Modified on 01/12/2022 12:16 pm EST

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Procedure Steps

If live or recorded video does not appear as expected, the workstation may need to have hardware acceleration disabled for Alarm Monitoring or VideoViewer.

In Alarm Monitoring or VideoViewer:

- 1) Open a video player window. Click [Launch Video] on a camera.
- 2) Select **Options > Performance**.
- 3) To adjust hardware acceleration, move the slider at the bottom all the way to the left (None).

If this does not fix the video playback issues, disable hardware acceleration on the entire workstation:

- 1) Right-click anywhere on the desktop.
- 2) Select **Properties**.
- 3) On the Settings tab, click [Advanced].
- 4) Select the Troubleshoot tab.
- 5) Move the **Hardware acceleration** slider all the way to the left (None).
- 6) Click [OK].
- 7) Restart the computer.

Applies To

OnGuard (All versions)
LNVR (All versions)

Additional Information

None
