Poor audio quality (distorted and choppy) from camera speakers

Last Modified on 05/30/2025 11:14 am EDT

Symptom

When audio data is sent to a camera supporting audio output, the audio output quality from the camera's speakers may be poor, distorted, and choppy.

Resolution

To resolve the issue, perform these steps:

1. On the workstation running Communication Server, open the **ACS.INI** file for editing. If there is more than one Communication Server in the OnGuard system, open the **ACS.INI** file on the workstation whose Communication Server is communicating with the camera's LNVR.
2. Add the following lines to the **ACS.INI** file. If the [DigitalVideo] section exists, add only the second line below. Otherwise, add both lines:
   [DigitalVideo]
   AudioSendPacketSize=240

   The default value is 240. The value can be increased in multiples of 240 (240, 480, 720, and so on) to increase audio quality.
3. Save and close the file.
4. If audio quality is still not acceptable, repeat steps 1-3. For step 3, increase the value by a multiple of 240 until audio quality becomes acceptable.

Applies To

OnGuard 2008 Plus (6.1.222) or later

Additional Information

None