

Why is the Remote Monitor screen blank every time it is opened?

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Question

Why is the Remote Monitor screen blank every time it is opened?

Answer

Upon exit, the Remote Monitoring Application loses video cell information. When the Remote Monitor Application comes back online, it must be synchronized using the Download Database command in Alarm Monitoring.

Applies To

OnGuard (All versions)

OnGuard Enterprise (All versions)

Remote Monitor application

Additional Information
