

## [FAQ]

# Why does it show “Video Not Updated” on Control Center’s Matrix view?

**Article ID: GV2-13-07-05-k**

**Release Date: 07/05/2013**

### Applied to

GV-Control Center V3.0 or later

### Question

Why does it show “Video Not Updated” on Control Center’s Matrix view?



### Answer

The message appears when the video transmitting failed. Since the video is not coming through, users should check if the bandwidth is enough for both the device and the PC installed with the Control Center.