

[FAQ]

Why does the GV-IP Decoder Box / GV-Pad show the “Resolution Error” or “Codec Error” message?

Article ID: GV04-03-31-c

Release Date: 12/02/2013

Revised Date: 03/31/2014

Applied to

- GV-IP Decoder Box / GV-Pad firmware V1.05 or later

Question

Why does the GV-IP Decoder Box / GV-Pad show the “Resolution Error” or “Codec Error” message?

Answer

To display live view on GV-IP Decoder Box / GV-Pad, at least one of the connected device’s streams must be set to the following:

- H.264 codec and
- a resolution of 1280 x 720 or lower (under quad-view); 5 MP or lower (under single view)

Upon connection, the GV-IP Decoder Box / GV-Pad will first connect with stream 1 and only attempt to connect to stream 2 if any of the codec or resolution settings are invalid. When you see the “Resolution Error” or “Codec Error message”, check the resolution and codec settings of the connected IP device.