

[FAQ]

Why is there garbled text in ERM's Single CH Live View Text Overlay even though DVR/NVR & ERM Windows language settings are already set to Simplified Chinese?

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Applied to

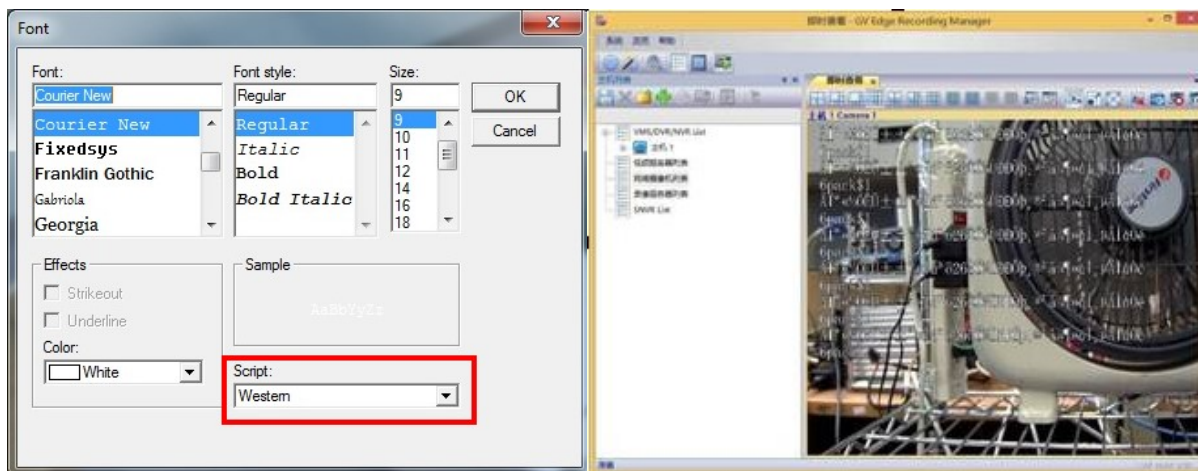
GV-DVR/NVR and remote apps such as GV-Control Center and GV-ERM(For Windows)

Question

Why is there garbled text in ERM's Single CH Live View Text Overlay even though DVR/NVR & ERM Windows language settings are already set to Simplified Chinese?

Answer

Even though NVR and ERM's Windows language are set to Simplified Chinese, if DVR/NVR's Text Overlay script settings are set to non-Simplified Chinese (as below) then there will be garbled text displayed in remote applications' Stream 1:



This can be solved by changing the DVR/NVR Text Overlay script settings to Chinese language. RD will also change the way remote application decodes text by using GV-NVR PC's Windows region/language settings instead of following the script settings in GV-NVR's Text Overlay in the future

Note:

1. GV-ERM(for Windows) and Control Center's Stream 2 will not have the above issue. This is because stream 2 is already encoded with Text Overlay in NVR before being sent to remote apps. This is also the reason why Text Overlay is normal when viewing multiply layouts(stream 2) and garbled when viewed in single CH(stream 1).
2. GV-DVR/NVR Text overlay script settings will not affect NVR's live view Text Overlay. This is because live view Text Overlay follows the Windows region/language settings while playback follows the Text Overlay script settings. Therefore, wrong language selected in Text Overlay script settings will cause GV-DVR/NVR's local playback to display garbled text.

Reference Chart:

GV-DVR/NVR Text Overlay font Script Setting	GV-DVR/NVR (簡體中文 Windows)		GV-Control Center / GV-ERM (簡體中文 Windows)	
	Live View POS Text Overlay	Playback POS Text Overlay	Stream 1 POS Text Overlay	Stream 2 POS Text Overlay
GB2132 (簡體語文)	Pass	Pass	Pass	Pass
Other (西歐語文)	Pass	Fail	Fail	Pass

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw