

GATEKEEPER

Wireless Troubleshooting

Slow video playback - Slow video can be caused by one of two things:

1. PC performance:

- Please follow our G4V+ Requirement document: <https://www.gatekeeper-systems.com/wp-content/uploads/2022/02/G4ViewerPlus-Client-Requirements.pdf>
- Reducing the number of simultaneous video channels will help until an appropriate computer can be found.

2. Insufficient Bandwidth:

- Due to the limitations of WIFI you may experience slow playback when streaming interior and exterior cameras together. In this situation GATEKEEPER recommends:
 - Streaming only the cameras you need; I.E., interior cameras only or exterior cameras only).
 - Streaming Substream video.

Specific DVR not connecting to G4 Enterprise:

- The DVR will shut down after a preset time (ex. two hours) once the ignition signal has been removed. Turn the Vehicle on and allow up to 5-10 minutes for the DVR to bootup and connect to G4E.
- Is the bus parked in its normal location and in range of the WIFI?
- If the DVR is powering up but not connecting to G4E, make sure the antenna connection on the back of the DVR is tight.

I'm trying to playback video but I only see GPS:

- You're looking at video under Playback → Server. Go to Playback → Online to view directly from the DVR storage.

I want to play recorded video but it won't load:

- Make sure the DVR is online.
- If DVR is online but not playing video. Confirm the Vehicle is within effective range of the Access point (If WIFI).
- If still not playing video, contact your system administrator or GATEKEEPER.

When playing back video, the quality seems low:

- You may be unintentionally playing back Sub Stream video. Right click your video and select Main stream.