



**Network problems can cause ViewWatch™ video to appear “choppy” or “jerky”. A common cause and corrective action are described.**

e-Watch® live video viewed in ViewWatch™ should be smooth and steady. If the video appears to be “choppy” or “jerky”, the most common cause is a network problem that interferes with delivery of the IP data packets to the ViewWatch station.

PhotoTelesis Corporation provides a diagnostic tool to assist in identifying network problems that adversely affect e-Watch video. Beginning with SiteWatch Version 3.0, the e-Watch Diagnostic Package is included on the SiteWatch installation CD. Run “setup.exe” in the **diagnostic package** folder to install the software. The Diagnostic Package User Guide is included in the **documentation** folder.

One common problem is failure of the ViewWatch station’s network adapter to auto-detect a 100Mbps connection to the switch. A 10Mbps connection is usually not adequate to deliver high-resolution e-Watch video and support the computer’s other network traffic.

To check the connection speed, open the Windows Control Panel, then double-click Network Connections. Right-click the network connection icon, then click Status in the context menu. The connection speed is shown in the Connection box.

If the connection speed is 10Mbps or less, configure the switch and the ViewWatch station’s network adapter to a fixed 100Mbps Full Duplex connection. The details of making this configuration change depend on the specific switch and network adapter in use. The network adapter can usually be configured by opening the adapter’s properties page from the Windows Device Manager.

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