



DW Technical Bulletin

To: DW INTERNAL STAFF

Date: January 22, 2025

Re: DWC-INTCAM02 G711U Audio
Codec Fix

Known Issue: DWC-INTCAM02 G711U Audio Codec

Affected Model: *DWC-INTCAM02*

Release Date: January 22, 2025

Known Issue

A bug has been identified with the DWC-INTCAM02 camera's G711U audio codec, which causes abnormal background noise.

- R&D plans to release a beta firmware version with a fix by January 22, 2025.
- The PM team will test and verify the beta firmware before official release is made available.

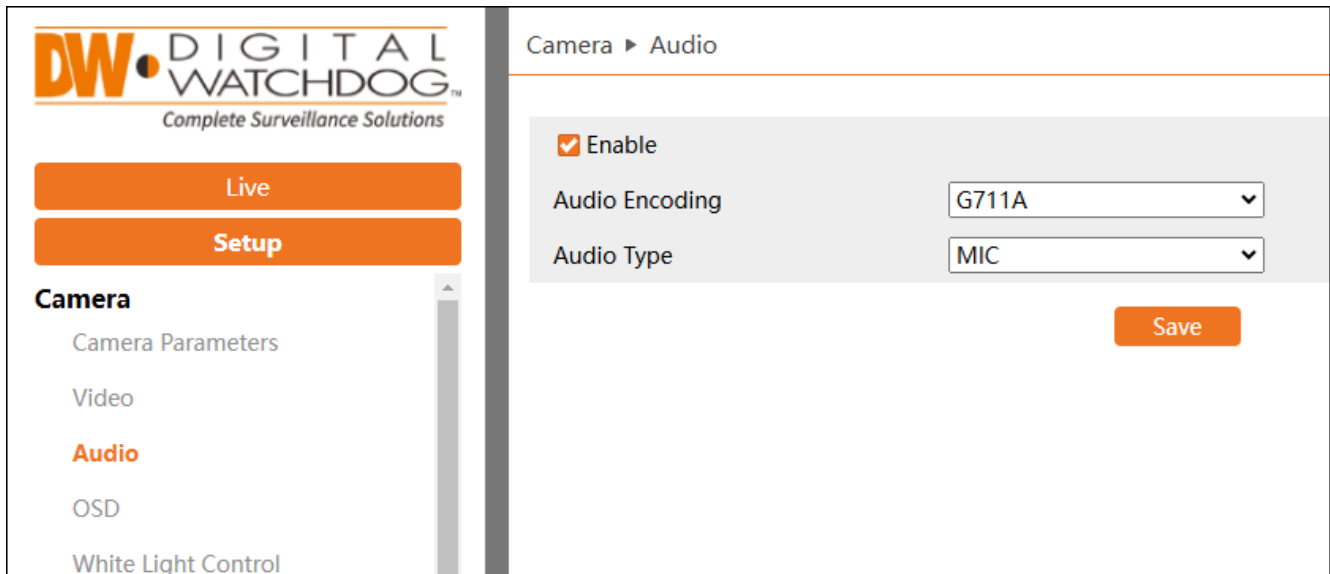
Audio Codec Workaround

To work around the G711A audio codec issue:

- 1) In the DWC-INTCAM02 camera's Setup Menu, select the "Audio" tab.

Enable the audio codec and configure the following:

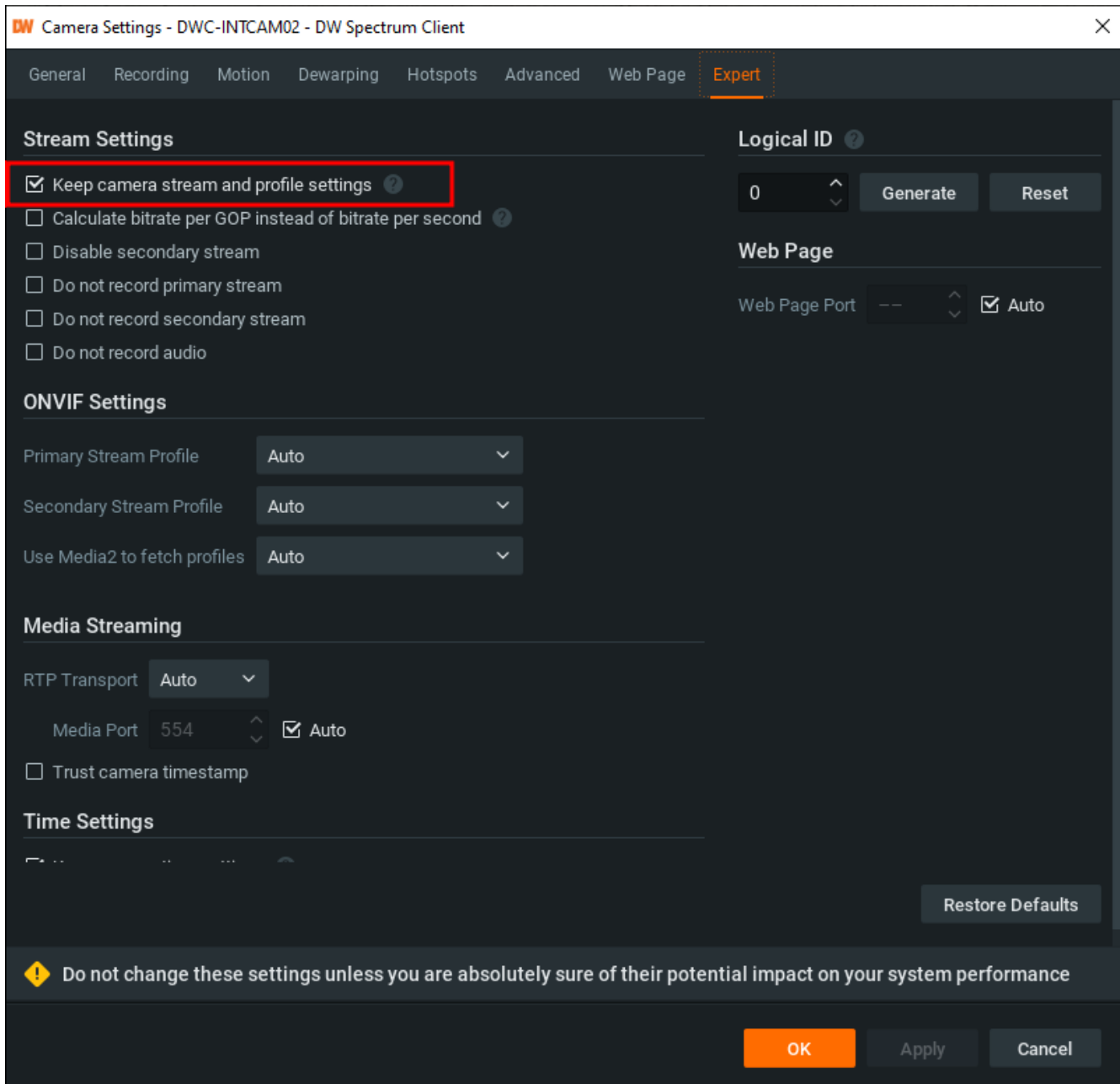
- Audio Encoding: G711A
- Audio Type: MIC



2) In DW Spectrum, G711U is the default audio codec and DW Spectrum will attempt to automatically change the camera's audio/video codec to its default value.

To prevent this, in the DW Spectrum Client, open the Camera Settings menu for the DWC-INTCAM02. Navigate to the "Expert" tab and enable "Keep camera stream and profile settings."

Apply and save the settings. DW Spectrum will keep the camera's G711A audio codec settings.



For More Information or Technical Support

DW Technical Support:

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