FIELD SERVICE BULLETIN

FSB NUMBER: 6000151
REVISION: A
DATE: 3/28/2024

Description: Video Delay on GCS during flight

PRIORITY: Safety Critical Mission Critical Informative

PURPOSE:

Time clock desynchronization between aircraft and GCS may cause increasing video latency.

There are times where the Video stream on the ground station in QGC becomes delayed and gets more delayed over time.

If you connect to the drone, and then switch to Wi-Fi and the time is updated, when you switch back this is when it will start to delay the video.

TAC system time changes while connected to the drone will result in Video being delayed on the TAC.

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ACTION:

With Wifi

1. Have a drone previously paired, and the TAC in “Drone” network mode.
2. Power on the drone and TAC
3. Wait for the TAC to establish the connection to the drone.
4. Switch the selected network on the TAC to Wi-Fi.
5. Wait for the WiFi to fully connect.
6. Reboot the tablet.
7. When you get back into the Tablet, switch the mode back to Drone Network
8. The video will not be delayed.

Without Wifi

1. Have a drone previously paired, and the TAC in “Drone” network mode.
2. Power on the drone and TAC
3. Wait for the TAC to establish the connection to the drone.
4. Manually set time on TAC
    1. Android 10 exit teal focus/settings/ general management/Date and Time
    2. Android 14 info/date time
5. Restart the Tablet
6. Reconnect to the Teal 2
7. The video will not be delayed.

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IMPACT:

System Safety Impact: Unmitigated -

Mitigation:

Airworthiness Impact:

Operator not seeing Realtime video and must rely on visual line of site navigation.

AFFECTED PRODUCTS:

CONTACT SUPPORT

Contact Teal Drones Technical Support, Program Manager, or other point of contact for further information.

Teal Drones Technical Support: (385) 281-8415 | support@tealdrones.com

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