

# FAQ



Cloud 10

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### **What is the latency of BirdDog Cloud compared to Parsec?**

Parsec is pretty cool, but the use case is different. With Parsec you get remote control but you can't pull those feeds back into a central switcher.

### **How many channels of Dante Audio (in audio only mode) do you support from point to point?**

BirdDog Cloud is licensed to support a maximum of 32 channels. However, it's important to note that in a single connection, the AAC codec has a limitation of 8 channels. To fully utilise the 32 channels, additional Dante channels can be added as separate audio feeds. Users may also use up to 32 channels in a Uncompressed Audio connection. Please be aware that the actual number of supported channels may also be influenced by the processing power of the BirdDog Cloud hardware.

### **Do you need a specific type of GPU for AV1 support?**

Yes, Nvidia is the supported GPU over SRT, in Cloud Connect we support CPU AV1 encoding.

### **Will AJA card support be forthcoming?**

We're prioritizing this relative to other features.

### **Is there an ability to schedule events in advance - like recording? Is there a Cloud Storage component in the pipeline?**

We don't have the "scheduler" yet. But we do have recording. However, there is an API so you can use that and have a 3rd party run down or automation system set up streams and schedule it that way.

### **Does the BirdDog Cloud and Apps come with SSO integration?**

No. Not currently.

### **How does the SRT streams go between 2 endpoints?**

BirdDog Cloud SRT streams go point to point between the endpoints. This is to reduce latency and keep better security as you have full control over how you want to route your streams. If you configure the endpoints to use local IP addresses, the streams do not have to leave your internal network. In addition, there is no added traffic cost by us doing it this way.

### **Are all signals from one Cloud point in sync?**

If you use our Multistream function, but it does require high spec hardware. High single core performance (high CPU clock) is needed. Real life test shows sync within 1 frame deviation.

### **Should we use DX in a situation where IT has totally locked down ports etc?**

Yes. Or if you have a customer where you want SRT in ones Cloud VPC (AWS) or GCN (Google Cloud). Northbound still must be enabled for the UDP traffic. The point is that both TX and RX initiates the traffic north bound (as Callers) so no southbound (Listener) is needed except on the DX side. It is important to notice that DX needs port forward for all ports needed since it will be the listener.

### **We're upgrading our P200 to SI2. Can we now use the P200 as an endpoint without a PC?**

No. Not currently.

### **How do you get the Dante license for BD Cloud?**

You have to license it directly from Dante Activator inside Dante Controller. The process is described in the user manual found in the Downloads section inside the BirdDog Cloud Admin.

### **Dante Audio is a wonderful feature, can Cloud work with Dante video?**

Not currently.

### **There are so many connection profile options. Are there any best practices/recommendations you could share for various use cases?**

Typically we find the default profiles work in most cases. The knobs are there for tuning purposes. Quality vs Latency as an example. It is also important to tailor the configurations towards your available bandwidth.

### **What's the use case of SI2 for P200?**

This would allow you to stream P200 to an SRT receiver on Cloud. But you won't get PTZ control, WB, Iris etc.

### **Can I share endpoints to another person's Cloud account? Temporarily make one of my endpoints available to another user?**

Yes, you can! You share the endpoint with the client and they can use it for a while, then you can manually stop the sharing and take control back. While sharing you cannot use the EP yourself for connections.

### **What kind of latency can one expect, in a best case scenario, when using Cloud as a remote multiviewer?**

Over Cloud Connect, the encoding itself takes 2-4 frames, then network latency comes in addition. Hardware performance also makes a difference.

### **What is the spec of hardware needed for "full" Cloud function for DX?**

It really depends on how many streams, for one stream a relatively low specked instance type should do. Changing them is easy to tailor to your need. Example on AWS could be a t2.medium.

### **Specific license for BD Cloud?**

There is no license for BirdDog Cloud or its connected apps. All users pay for is how many connections they need to have running at any given time. Prices are in the shop or can be found [here](#).

For more information head to [BirdDog.Cloud](https://BirdDog.Cloud)

To watch the Cloud 10 Demo and Update head over to our [Youtube Channel](#).