

Missing Files on SD card

AFFECTED:

SD4D, SD4W, SD4C

SD4HD, SD4HW, SD4HC

SD8D, SD8W, SD8C

FHD4G, FHD4W, FHD4C

As well as their Reseller Designation versions

Please note:

Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

FIELD SERVICE MEMO #31

Issue Date

May 4, 2016

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Topic	Missing Files on SD card aka PC cannot read SD card
Problem	PC drivers not loaded when application opened
Complaint	When SD card is inserted into PC the PC cannot read SD card
Manufacturer Notice	N/A as this is not a problem but incorrect opening of the application program. This is a learning curve issue, once opened correctly the application functions properly.
Manufacturer Action Taken	N/A as this is not a problem but incorrect opening of the application program. This is a learning curve issue, once opened correctly the application functions properly.
ABV Solution	This application incorporates watermark and a level of encryption to protect the integrity, admissibility in litigation as expert witness and restrict unauthorized assess to the video evidence files on the SD memory card. To correctly open the application; Right click of the mouse on the application icon or shortcut of application icon, it will open a popup window of user choices, select "Run as administrator", this will load the required device drivers enabling PC to recognize the encrypted files on the SD memory card. Then insert the SD card and the PC will recognize it.
ABV Actions Required To Correct	We have created this Service Memo to post online for those who may have received these DVRs from a third party like a reseller who may not have advised them of this service issue.