

Time / Date Note erasable

AFFECTED:
SD4HD, SD4HW, SD4HC
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 #37

Issue Date
August 20, 2018

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Topic	Time / Date & Vehicle ID# not erasable using DVR Remote
Problem	There was a large quantity production run that exceeded one of the available resources for the standard DVR, that item in shortage was the standard remote control for the DVR. In order to continue production a different DVR remote had to be selected and there is one difference in this new DVR remote.
Complaint	Time / Date & Vehicle ID# not erasable using DVR Remote
Manufacturer Notice	<p>On August 15, 2018 ABV has notified the manufacturer that the DVR was not responding to the DVR remote for deleting Time/Date & Vehicle ID numbers.</p> <p>On August 20, 2018 the manufacturer programmer responded that in order to continue production a different DVR remote had to be selected and there is one difference in this new DVR remote, it no longer uses the Arrow button on the bottom Left of the DVR remote to ease numbers in the Time, Date and Vehicle ID setting data fields.</p> <p>It uses the Square Stop button on the top of the remote the is also used to Stop DVR playback functions when viewing the video files from the DVR directly.</p>
ABV Solution	ABV has tested and verified the above solution for the problem.
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.

