

Audio Sync Failure & Latency

**AFFECTED:
SD4HD & SD4HW
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 #38

**Issue Date
September 20, 2018**

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Topic	Audio Sync Failure & Latency during Video Playback on PC
Problem	there is a audio video index sync problem that presents on a very small number of DVRs
Complaint	There have been 3 customer reports of considerable Audio latency or time delays of more then 7 seconds between the video and audio when playing back on a PC A quick test of the system will be something like a clap of hands on the video and how long it may take in the audio playback to hear the clap.
Manufacturer Notice	<p>On September 15, 2018 ABV notified the manufacturer that the DVR was experiencing long delays of Audio latency indicating the sync or indexing between Audio and Video was not working properly.</p> <p>On August 20, 2018 the manufacturer programmer responded that the units they tested displayed less than a second maximum latency and that was in line with other manufacturer DVRs tested and likely a function of the compression encryption functions of the program.</p> <p>Knowing we had 3 customers experiencing this issue they created a new version of the DVR firmware to update the DVRs that might display this problem. They also created a new DVR_Player Video Playback version that must be used with the DVR firmware update.</p>
ABV Solution	<p>ABV has tested and verified the above solution for the problem.</p> <p>ABV has updated the firmware on several hundred DVRs in stock too insure no future customers receive a DVR the might experience this audio latency issue.</p>
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.
Download links	<p>Firmware Download: https://www.americanbusvideo.com/CUSTOMER-FTP/SD4HD,%20SD4HW%20&%20SD4HC/Firmware%20Upgrades/</p> <p>DVR_Player Download: https://www.americanbusvideo.com/CUSTOMER-FTP/SD4HD,%20SD4HW%20&%20SD4HC/Video%20Playback%20Software/DVR_Player%20setup%20V2.37.18.85%20EN/</p> <p>DVR Firmware Update Process Flowchart pictured below:</p>

Updating Guide File

1st Step


 **Connect with Computer and format**


 **Unpack the updating software**


 **Remove the file to SD card**




2nd Step

 **MDVR Off and without any SD card**

 **Insert SD card into SD2**

 **Start MDVR to see the video screen on Monitor**



 **Shut off MDVR and pull off SD from MDVR**