

## GPS Loss of Signal

**AFFECTED: SD4m, SD4mX, SD4mXC  
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 #26

Issue Date

November 5, 2014

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<b>Topic</b>	GPS Loss of Signal
<b>Problem</b>	No vehicle speed shown, loss of mapping location during playback
<b>Customer Complaint</b>	Customer using AVPlayer notice vehicle speed not functional and no On Screen Mapping during video file playback from a PC connected to high speed Internet. This problem was experienced by a single customer on multiple units in their fleet.
<b>Manufacturer Notice</b>	On 10-28-2014 we confirmed the problem using AVPlayer notice vehicle speed not functional and no On Screen Mapping during video file playback from a PC connected to high speed Internet and contacted the manufacturer for a solution.
<b>Manufacturer Action Taken</b>	On 10-31-2014, we were provided a firmware update file to correct the problem experienced by of customers. The software corrected function on test units that were provided by the customer.
<b>ABV Actions Required To Update Firmware</b>	<p>We have been informed by the manufacture that the problem is not hardware related, and should be correctable by simple firmware update.</p> <p>Those who experience loss of vehicle speed and On Screen Mapping during video playback on AVPlayer from a PC with Internet connection.</p> <p><b>Instructions to Update Firmware to correct this problem are listed below:</b></p> <p>Visit our ABV Resource Site by clicking the below link: <a href="http://www.americanbusvideo.com/CUSTOMER-FTP/SD4mX/">http://www.americanbusvideo.com/CUSTOMER-FTP/SD4mX/</a></p> <p>Download the Firmware Update File named: S8R15+AF8-141031+AF8-Defezdvr+AF8-en+AF8-NTSC+AF8-GSensor.tar</p> <p>If you download the zipped version named: S8R15+AF8-141031+AF8-Defezdvr+AF8-en+AF8-NTSC+AF8-GSensor.tar.zip You will need to first unzip the file before the raw file can be accessed.</p> <p>Place the file named: S8R15+AF8-141031+AF8-Defezdvr+AF8-en+AF8-NTSC+AF8-GSensor.tar Into the root directory of the SD card. Stated another way copy the file to the SD card, but do not place into any existing folders on the card.</p>

Insert the SD card into the DVR to be upgraded.

Using a LCD to access the Main Menu:

Go to Main menu

Go to System menu

Go to System Information

Go to Update the Application

Select "Update the Application"

Select "YES" to initialize the new upgrade.

The system will then restart.

Once it has restarted you will need to go into the Peripherals menu and change the default "Baudrate" from 9600 setting to 4800 setting.

Note:

The older GPS antennas have text "GPS" imprinted into the plastic top portion with a Red LED that can be seen on the top of the GPS antenna. Older style antenna correct Baud Rate is 4800.

The newer style GPS antennas have no text or LED on the top of the antenna. New style antenna correct Baud Rate is 9600.