

Video System Mapping Problem

**AFFECTED: SD1m, SD4m, SD4mX
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 #20

**Issue Date
January 11, 2014**

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Topic	Video System Mapping Problem
Problem	Customers have noticed map display problems with the AVPlayer software
Customer Complaint	SD4mX customers contacted ABV on 1-10-2014 reporting they had noticed; the Google pointer on their AVPlayer software mapping tile was missing, the map was moving erratically, followed by program freezing
Google Mapping Changes	Google is the map program of choice for many mobile DVR software products. When Google makes changes in their mapping program, that improve their product function on occasion this adversely affects those mobile video software programs using the product. It is possible a couple new features recently added to the Google program Map - <u>Terrain check box</u> added to enable or disable Satellite - <u>Labels check box</u> added to enable or disable
Manufacturer Notice	On 1-10-2014 we made the manufacturer aware of the problem. We tested several other manufacturer products that also demonstrated the same problem.
Manufacturer Action Taken	Within 12 hours of the reported problem, ABV received a corrected CMS software program, that was tested and mapping function verified to properly function.
Customers Recommended Actions	At this time we are recommending all customers of the above listed "Affected" products Uninstall & Delete the ViewPro, AVPlayer & CMS Software currently on your PC. Update the AVPlayer & CMS Software to "2014.1.11 V2.35 G-Sens Mosaic" New AVPlayer & CMS Software available for free download at: http://www.americanbusvideo.com/CUSTOMER-FTP/SD4mX/Video%20Player/Video%20Player%20V2.35%20G-Sens%20Mosaic/ Direct Link Download if supported by your browser: MDR_Client_V2.35_EN(2).exe MDR_Client_V2.35_EN(2).exe.zip It is recommended that this process be completed ASAP to insure proper function of all software features
Advice To New Users	New customers can simply download the latest software program online