

Event Marker Button Freeze Up

AFFECTED:

SD4mX, SD4mXG, SD4mXF

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 respect a customer right to know what they are getting and any problems & solutions

FIELD SERVICE MEMO #38

Issue Date

October 13, 2017

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Topic	New Style Event Marker Button causes DVR to freeze up and stop operation
Problem	New Style Event Marker Button causes DVR to freeze up when used in older DVRs
Complaint	DVR will not record when new style Event Marker button is used with an older model DVR that did not come with that style button.
Manufacturer Notice	ABV has notified the manufacturer that 1 customer has had DVR freeze up when they used the new style DVR event marker button with the older model DVRs that originally came with the small round Event Marker button. This condition has been duplicated in our shop during testing and this is a confirmed bug for a small portion of the older DVRs. (failure in 2 units of 10 older DVR models when tested with the new Event Markers)
ABV Solution	<p>Best Solution: Use the correct version Event Marker button for the DVR you have. Stated another way if the DVR came with the smaller round Event Marker button then use only this version to avoid any potential problem with the new style event marker button.</p> <p>Complex Solution: The problem was identified by the program engineer at the manufacturer; some LANC indicators cause the MCU of the mainboard into download mode, so we need add a resistor on mainboard to avoid this. If you add a 1K or 10K ohm in 0603 package, the problem will be solved.</p> <p>The process is simple, but this requires manual soldering, and if the DVR is no longer under warranty, this will be chargeable. Image of the PCB and where the resistor is needed is below.</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.

Add a 1K ohm resistor here

