

SD4mX DVR Upgrade to H.265



**AFFECTED: 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 #45

**Issue Date
October 17, 2019**

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Topic	SD4mX Gen2 has been Upgraded to H.265
Problem	DVR Remote Failure & Short Memory Storage on SD cards
Customer Complaint	Customers had issues with DVR remotes, and complained the storage on the SD cards was short requiring them to purchase much larger and more expensive SD cards.
Manufacturer Notice	<p>In October the older style DVR with H.264 compression was upgraded to a new higher compression version with H.265 compression to greatly extend the recording time on the same size memory cards. The DVR remote was eliminated and a USB mouse Menu Navigation was added.</p> <p>The main differences between the old Gen1 and new Gen2 model are:</p> <ol style="list-style-type: none">1. SD4mX Gen1 uses H.264 video compression technology, while SD4mX Gen2 uses H.265, and is compatible with H.264.2. SD4mX Gen1 uses remote controller for menu configuration, while SD4mX Gen2 uses a USB computer mouse (not included).3. SD4mX Gen1 supports CVBS output, while SD4mX Gen2 uses HDMI/CVBS outputs.4. The size of SD4mX Gen2 remains the same as SD4mX Gen1.5. Both of them use the same tamper-proof case, key lock and support the same event button & GPS module.6. Gen2 is Black Case, Gen1 is Blue case to avoid confusion, and differentiate them
ABV Actions Taken	<p>While this is not a problem with the system, Gen1 to Gen2 changes in the DVR has a equipment requirement change in that the new Gen2 version is no longer supplied with a DVR remote and now requires a customer supplied computer USB mouse.</p> <p>Due to this change this Service Memo to let customers know of this difference, also printed on all new Quotes, should they not be made aware of this in some other way.</p>
	<div style="display: flex; justify-content: space-around; align-items: center;"><div style="text-align: center;"><p>SD4mX Gen1 (2013 - 2018)</p></div><div style="text-align: center;"><p>SD4mX Gen2 (2019)</p></div></div>

Please note; All DVR hardware specifications, features, GUI features/representations, subject to change without notice.