

## Cable Connector Gender

**AFFECTED: SD4D, SD4W, SD4C  
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 #30

**Issue Date  
April 24, 2015**

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<b>Topic</b>	Short production run shipped with incorrect cable gender
<b>Problem</b>	Some DVRs were shipped with incorrect cable adapter
<b>Complaint</b>	DVR to Camera cable had wrong gender on BNC (Video) and RCA Audio cable connectors.
<b>Manufacturer Notice</b>	On 20150424 ABV was notified of the problem by a customer in MI, and when verified, we notified the manufacturer of the problem so they could correct the problem at the source.
<b>Manufacturer Action Taken</b>	We have been informed by the manufacture that the problem will be corrected in all future production runs for ABV.
<b>ABV Actions Required To Correct Cable Gender</b>	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. Orders shipped from ABV in the last 60 days will be followed up and those customers who received the order will receive replacement cables or connector gender reversal couplers at no cost.

