

Title:	Black and White Image Issue on DS-73xxHQHI-SH	Version:		Date:	011717
Product:	DS-73xxHQHI-SH DVR			Page:	1 of 1
Action Required:	Possible product replacement				

Summary

Customers have reported black and white image issues and/or no video stream after TVI or CVBS cameras were connected to a DS-73xxHQHI-SH DVR for a period of time.

Affected Products

DVR: DS-73xxHQHI-SH

Specific Anomalies

- After connecting TVI cameras to a DS-73xxHQHI-SH DVR for a period of time, images in the screen were in black and white or displayed “No Video.”
- When the black and white image or “No Video” issue occurred, it usually happened on a bank of four channels. Example: Channels 1-4, 4-8, 9-12, or 13-16.
- If a TVI camera had the black and white image or “No Video” issue, a CVBS camera would experience the same problem if it was connected to the same channel.
- The ambient temperature affects anomalies differently. Anomalies can occur easily under high temperature(s) (140° F, 60° C, or greater). Cooling can eliminate anomalies.

Root Cause

Both issues are due to the poor crystal oscillator in the chip. It occurs in some products with manufacture dates between 3/1/2016 and 7/31/2016.

Solution

Contact Hikvision RMA for replacement or repair.