



To: Digital Watchdog® Customers
Date: November 8, 2017
Re: How to Tell VMAX® A1™ 1st and 2nd Generation Apart

How to Tell VMAX® A1™ DVR 1st and 2nd Generation Apart

Applicable Models: DW-VAONE4, DW-VAONE8, DW-VAONE16, DW-VAONE16-L, DW-VAONE32

Issue:

There are two (2) different VMAX® A1™ hardware, each with its own line of firmware releases. Users may need to know whether their DVR is a 1st or 2nd generation in order to update the firmware properly.

Solution:

There are two ways to tell whether you have a 1st or 2nd generation hardware:

1. By the hardware's serial number:
 - 1st Generation DVRs will have a serial number starting with the letters HDS.
 - 2nd Generation DVRs will have a serial number starting with the letters HDR.
2. By the hardware's firmware naming system:
 - 1st Generation DVRs will have firmware starting with 7.x.x.x.x.
 - 2nd Generation DVRs will have firmware starting with 8.x.x.x.x.

To tell whether you have a 1st or 2nd generation VMAX® A1™ hardware using the firmware version:

1. Right-click anywhere on the DVR's screen and select MENU.
2. Go to SYSTEM > SYSTEM> INFO
3. The current firmware's version number will appear under 'Version'.

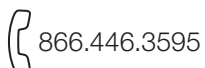


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