

PRODUCT BULLETIN

Date	07/09/2021
PRODUCTS AFFECTED	
Part Number	Hikvision ColorVu GEN2 cameras including but not limited to: 114-104-x, 114-105-x, 114-106-x, 114-107-x, 114-108-x
Description	Hikvision ColorVu cameras with LiveGuard feature (/SL)
ISSUE	<p>Enable White Light trigger by selected Events</p> <p>NOT A FAULT THIS ADVISORY DESCRIBES AN ENHANCEMENT FOR EARLIER MODEL GEN2 COLORVU CAMERAS</p>
DETAIL	<p>The White Light source on ColorVu cameras was originally designed for fill-in lighting under dark conditions.</p> <p>In 2021 a customization was added for the Australian market to allow the White Light to be triggered by events.</p>
REMEDY	<p>If you have ColorVu cameras manufactured prior to 2021 and want to add the "White Light Trigger By Events" feature, then upgrade the cameras to one of the firmware versions below.</p> <p>Any firmware <i>not</i> listed below does not have the feature.</p> <ul style="list-style-type: none"> • G5 platform: G5_V5.5.111_210225 ColorVu event trigger LED • G3 platform 4MP ColorVu camera: G3_V5.5.134_201014 G3 4MP ColorVu_G3 ColorVu event trigger LED • G3 platform 8mp ColorVu camera: G3_V5.5.154_210104 for 8MP ColorVu event trigger LED G3_EN_STD_5.5.154_210714 8MP
How to identify G3/G5 Platform	<p>Method 1: On the camera packaging, G5 models are identified by the letter "C" printed below the barcode. G3 cameras do not have C in the model name.</p> <p>Method 2: In the camera's web interface, go to System Settings > Firmware Version Property. G3 or G5 is identified in this box.</p>

www.ness.com.au

Ness Corporation Pty Ltd ABN 28 069 984 372 Private Bag 23 Seven Hills NSW 1730 Australia Ph +61 2 8825 9222 Fax +61 2 9838 8508 Email: ness@ness.com.au



Quality
ISO 9001
NSW Head Office only

Sydney
4 / 167 Prospect Hwy
Seven Hills NSW 2147
Phone 02 8825 9222
Fax 02 9674 2520
sales@ness.com.au

Melbourne
4 / 56 Norcal Rd
Nunawading VIC 3131
Phone 03 9875 6400
nessmelb@ness.com.au

Brisbane
Unit 5 / 16 Metroplex Ave
Murarrie QLD 4172
Phone 07 3399 4910
nessbris@ness.com.au

Adelaide
Unit 1 / 22 Ware St
Thebarton SA 5031
Phone 08 8152 0000
adelaide@ness.com.au

Perth
1 / 9 Inverness St
Malaga WA 6090
Phone 08 9328 2511
nessper@ness.com.au