

Title:	NTB DS-2CEF7T Series PAL Default Issue	Version:	v1.0	Date:	022117
Product:	DS-2CEF7T Series TurboHD Cameras			Page:	1 of 4
Action Required:	None, Information Only				

Dear Valued Hikvision Dealer Partner,

There is an issue with specific DS-2CEF7T Series cameras released from November 2016 to the present. Upon power up and connection to a DVR, they default to PAL video format. There is a simple solution that requires resetting the camera to the NTSC video format default. Upon completion of this procedure, the camera is restored to its normal NTSC video format.

Affected TurboHD Cameras

- DS-2CE56F7T-VPIT3Z (2.8 mm to 12 mm)
- DS-2CE56F7T-IT3Z (2.8 mm to 12 mm)
- DS-2CE56F7T-VPIT (3.6 mm)
- DS-2CE56F7T-ITM (2.8 mm)

Manufacturer Date Code Range

The affected model listed above were manufactured from 6/18/16 through 11/1/16.

Specific Anomalies

The cameras power up in PAL mode.

Root Cause

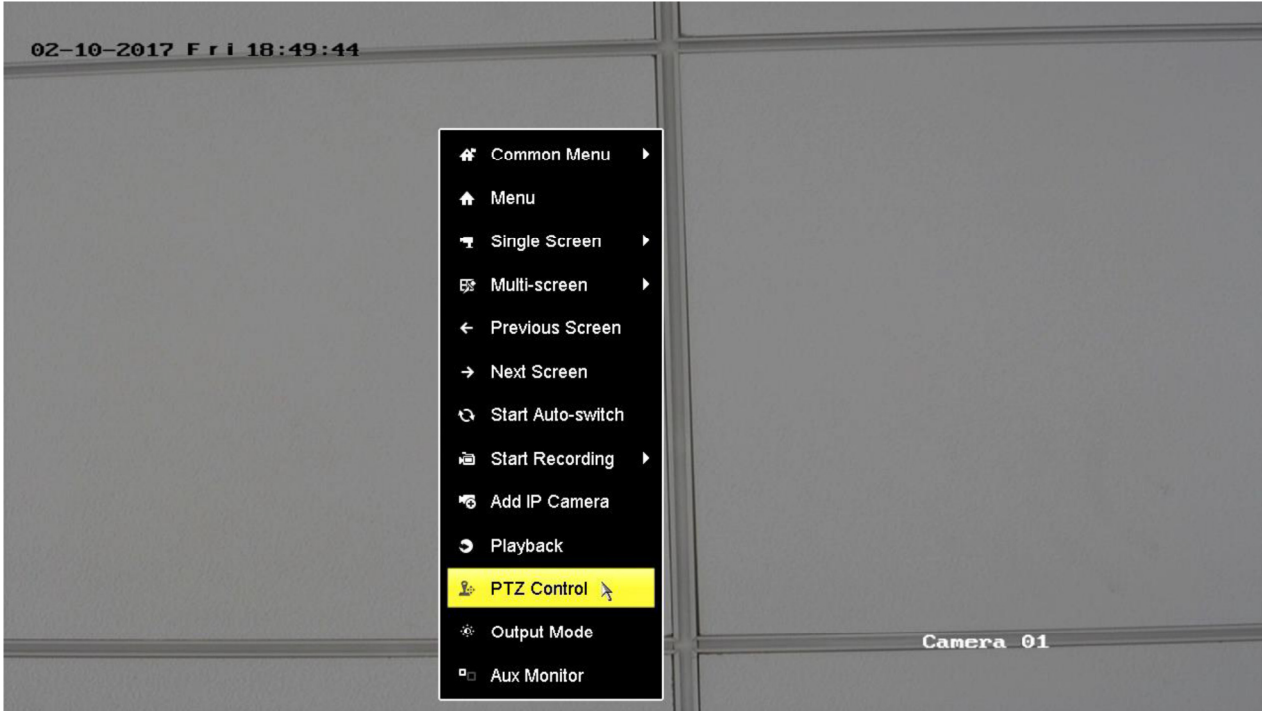
An error in the factory configuration of these cameras causes them to default to the PAL video format. Fortunately, this default is easily correctable with the procedure explained in this document.

Solution

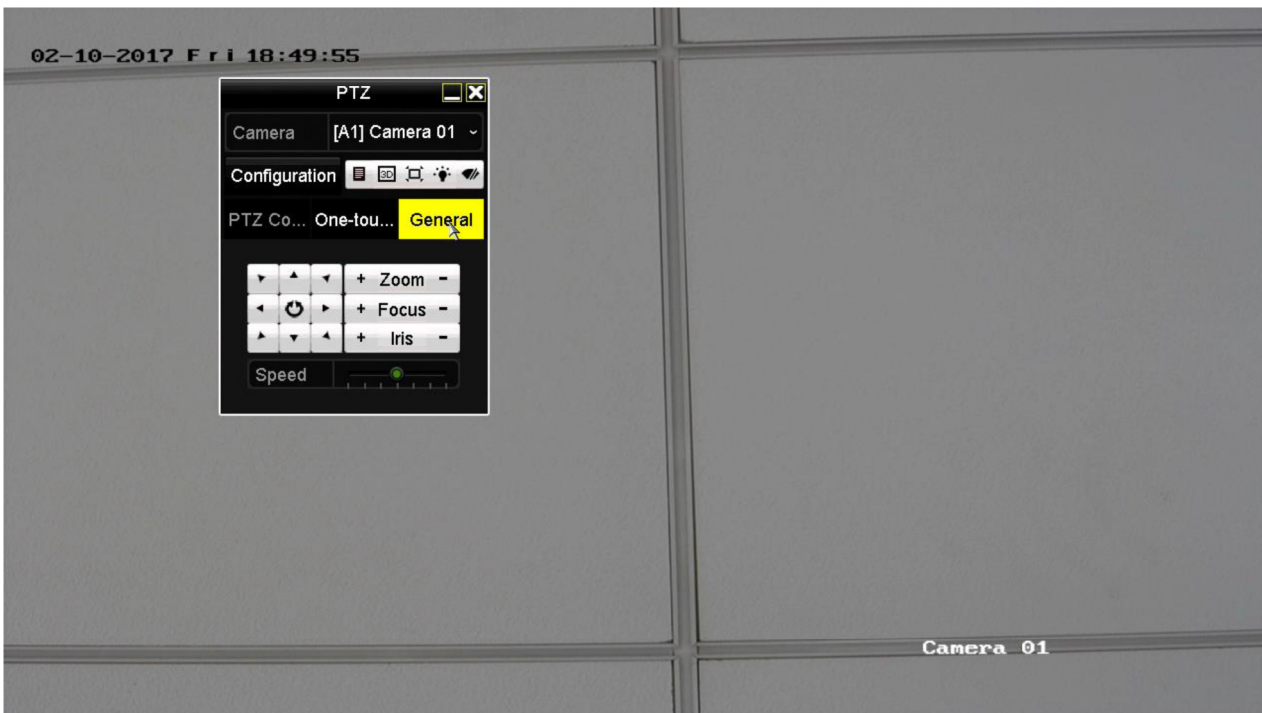
Follow the procedure in this Technical Bulletin to reset the camera and restore the video format from PAL to the NTSC standard in 3 MP TurboHD cameras.

1. Connect the 3 MP camera to an HUI Series DVR and operate remotely or locally.
2. Right click to open the **PTZ Control** locally.

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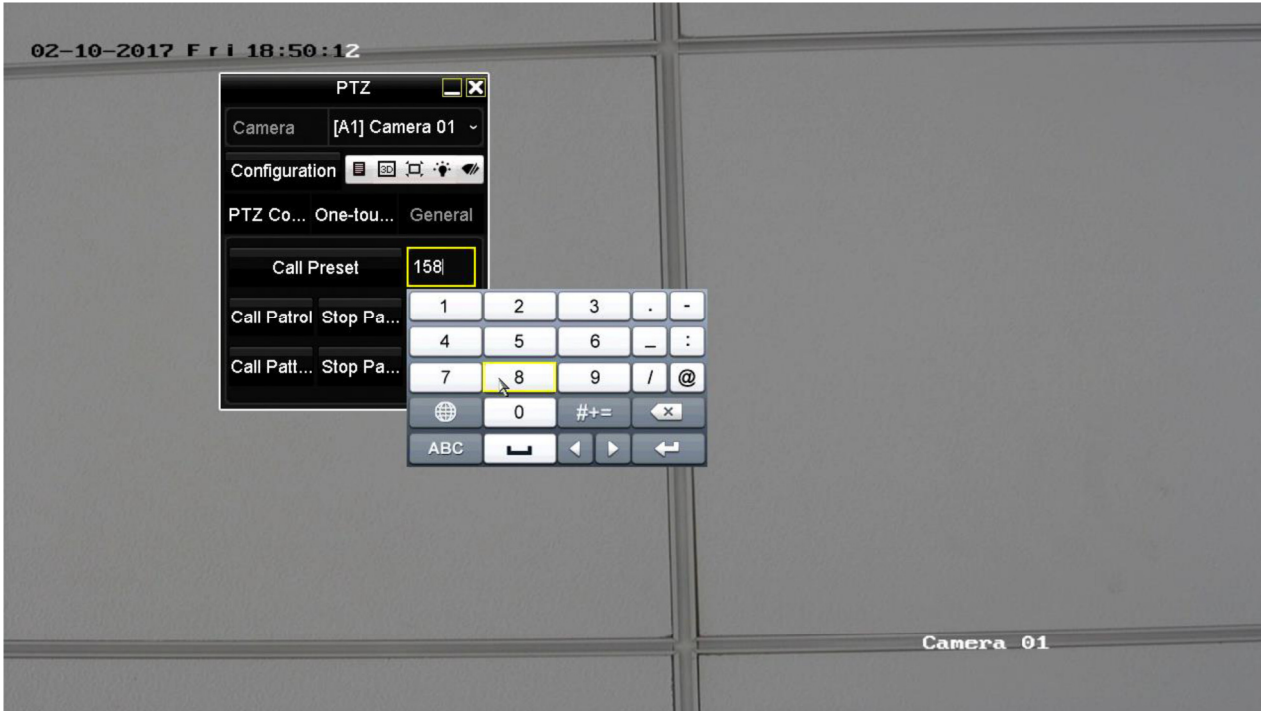


3. Click **General** to call preset.



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4. Input **158** in Call Preset.



5. Click Call Preset to change PAL to NTSC. The image will flash, indicating the system has been changed successfully.

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6. You also can operate via the DVR's Web interface.

