

Marketing Bulletin

Product Update



Subject: Product Update - Off QA Hold

Audience: Distribution

Product Manager: [Mark Openshaw](#)

Product range: HDZ Temporary Sales Off Quality Hold

HDZ Series IP cameras available NOW

Honeywell is pleased to announce the release of the HDZ IP PTZ cameras from quality hold. The HDZ cameras were placed on quality hold due to reports from the field of instances where the HDZ IP camera appeared to go offline occasionally. The camera could still recover by performing a power cycle. This issue appeared to only affect a small number of sites, but while we investigated these reports, we took the decision to stop further sales of these products.

We are also pleased to announce that we now have improved the performance with updated firmware and new cameras can now be ordered as normal. Please note that for customers requiring field upgrades for the installed base, it is important to note that existing installed HDZ IP cameras will continue to operate in accordance with all previous specifications, however at the next maintenance opportunity, we recommend that the new firmware is loaded into these cameras.

In the table below are listed the impacted product part numbers:

Part Number (PAL)	Part Number (NTSC)
HDZ20HDX	HDZ20HD
HDZ20HDEX	HDZ20HDE
HDZ22HDZ	HDZ20HDIN
HDZ30HD	HDZ22HD
HDZ22HDEX	HDZ22HDE
HDZ30HDE	HDZ22HDIN
HDZ30X	HDZ30HD
HDZ36EX	HDZ30HDE
	HDZ30HDIN
	HDZ30
	HDZ36E

NOTE: This issue did not impact the Analogue HDZ products.

Availability

All HDZ Series cameras are available to order now.

This issue does not impact the Analogue HDZ products.

Questions

For more information about the subject of this bulletin, please contact your Honeywell marketing leader.

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