

Technical Bulletin: # TB-00013-00-041229

Product Line(s) Affected: Intellex, 2.X & 3.X, Software Rev

Description: Incompatible CD-RW Drives

Date of Issuance: 29 December 2004

This technical bulletin # TB-00013-00-041229 informs you of an issue recently discovered in *Intellex 2.2, 2.3, 2.4, 2.5 & 3.0, 3.1 systems* regarding *CD-RW drives*. The primary issue is that the older CD-RW drives 2025-0339-02, -06, -07, -08, & -09 have become obsolete from the manufacturer(s). Installing the current CD-RW drive (2025-0339-10) can create compatibility problems due to the lack of the correct driver in the Intellex application to support the newer drive.

- *No CD/RW found or Error Code 105.*

Current Solution

The current workaround for this problem is to have the customer go to the American Dynamics website and download the latest version of Intellex software upgrade for their particular system. If the customer is running an Intellex Version 2.2, 2.3 or 2.4 system they should download the Version 2.5.9 upgrade which is free on the website. If the Customer is running an Intellex Version 3.0 or 3.1 system then they should download the Version 3.1.35 upgrade which is also free on the website. After upgrading to the appropriate version of Intellex application with the correct driver for the new CD-RW drive, the Intellex unit will function normally.

CONTINUOUS IMPROVEMENT STATEMENT

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the owner/author of this document as listed below.

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Initial publication 2005-01-04

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