



TECHNICAL BULLETIN

Date: 4/29/03
Subject: Intellex V3.0 Tile Freeze

Technical Bulletin TB_042903

Purpose: This bulletin identifies firmware update that fixes an issue where one or more of the live image panes freeze occasionally on DV16000 and DV8000 systems with Intellex 3.0 software.

Issue: Intellex 3.0 camera tile (1,8,9,16) freeze during normal operations. Note only the display freezes, recorded video is unaffected.

Solution: The Intellex V3.0 Sybil FW Update Software is available on the AD website. The download is available on <http://www.AmericanDynamics.net>. Click on Software Downloads and look under the heading Updates for Intellex 3.0 Firmware Update. Click on this link to display more information on this update and detailed instructions for downloading. After you have downloaded this update, copy it to a floppy disk for installation on the Intellex unit.

Note: This firmware update can be installed only on Intellex units with software version 3.0.11 or 3.0.15. Do not attempt to install this update on any other version of Intellex or else damage to your unit may result. To see what version of Intellex software you have, click on **Utility**, then **About Intellex**. The version number is displayed on the screen. If the version is 3.0.11 or 3.0.15, then you can install this update.

Intellex 3.0 Firmware Update

Installation Instructions

1. Exit Intellex to the Windows desktop by clicking on **Utility**, **Exit**. Enter the Exit PIN number, 98374252 when prompted.
2. Insert the floppy disk containing the Intellex 3.0 Firmware Update into the floppy drive on the Intellex unit.
3. Double click on the **My Computer** icon on the desktop
4. Double click on the floppy drive icon.
5. Double click on the program IntellexSybilUpdate.exe to start the installation. Click on the appropriate buttons when prompted during the installation process.
6. When the installation is complete, close the **My Computer** window and double click on the Intellex icon to start Intellex. Verify that the update was installed properly by clicking on **Utility**, **About Intellex**, **System** and confirming that the message "Sybil FW Update 0720-0248-0100" is displayed.

Information furnished by American Dynamics is believed to be accurate and reliable. However, no responsibility is assumed by American Dynamics for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of American Dynamics.