

VIDEO SYSTEMS

Adding Intelligence to Video

TECHNICAL BULLETIN

Date: 07/10/02

Technical Bulletin TB_071002

Subject: Intellex 2.2 DV8000 Series Lock Ups

Purpose: This bulletin announces the availability of an Intellex DV8000 software patch that can be downloaded from our website. The patch is to prevent a lock up condition on Intellex DV8000 Series, software version 2.2.

Issue: DV8000 units shipped on or before April 16th 2002 or DV8000 units with serial numbers lower than 105A0216xxxxxx, where 02 is the year and 16 is the sixteenth week of the year, may exhibit lock up. The mouse cursor, live images on the video display, and the clock on the Graphical User Interface locks up (no movement) after long periods of inactivity.

Solution: Here is the URL link to our software download webpage:

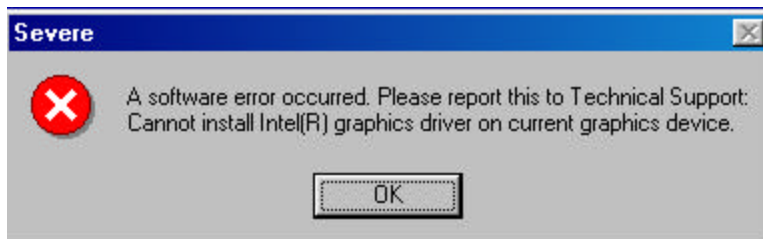
http://www.tycovideo.com/softDownloads_home.asp

Note: Recommend using this patch only if Intellex is exhibiting lock up problems.

Note: This software patch is **not** to be used on:

1. DV16000 Series Intellex
2. DV8000 unit manufactured after April 16h or with a serial number greater then 105A0216xxxxxx.
3. DV8000 units manufactured before April 16th that have already been repaired.
4. Intellex DV8000 hardware that has been upgraded to Intellex 2.4 software.
5. Intellex Version 2.2 - DV8000 unit with an ATI PCI SVGA (AGP - Video Card).

If this software patch is loaded onto an Intellex that does not need it, the following error message will appear. Clicking OK will abort simply abort install.



If you are experiencing lock up and your DV8000 does **not** meet above criteria, please call Technical Support for assistance. This patch will not resolve your problem.

Information furnished by Tyco Video Systems is believed to be accurate and reliable. However, no responsibility is assumed by Tyco Video Systems 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 Tyco Video Systems.