



## **SUPPORT SERVICE BULLETIN**

**VIQ Support Services – January 10, 2008**

**This is a Service Bulletin provided by VIQ Solutions Support Services to aid in providing our clients, customers and Value Added Resellers (VAR) with important information that may effect the overall installation and operation of a VIQ Digital Recording Software Solution. Service Bulletins will be updated regularly as well as published on a month by month basis. Contact VIQ Support Services if there are any concerns or questions regarding the listed bulletins.**

### **DIGIGRAM LAPTOP PCMCIA DRIVERS**

Using **Digigram VXPocket 440** MPEG recording cards in some Gateway, Dell Latitude and Inspiron Laptops combined with Windows XP Pro SP2 or above, may cause unusual system behaviour. This appears to be due to a change in restricted memory addressing used by the Digigram card driver version 6.54 and earlier. A preloaded card driver seems to be the cause of this issue. The reserved I/O addresses are being addressed by competing requests. VIQ Solutions has reported these errors to Digigram who are investigating and will likely release driver updates. In the meantime Digigram has advised us of a work-around which follows. This can be requested directly through support or your dealer contact. More information can be found at <http://www.digigram.com/support/hwnotes.php> .

### **USING THE VXPOCKET 440 WITH DELL LAPTOPS CAUSES INTERMITTENT WHITE NOISE**

Using **Digigram VXPocket 440** MPEG recording cards in some Dell Latitude and Inspiron Laptops may cause certain audio channels to record white noise after a few minutes. This behavior has been reported with 4 channel cards where a pair of the channels will function normally while the other pair will record white noise. VIQ Solutions and Digigram continue to test this condition and look for permanent solutions.

### **USING THE VXPOCKET 440 WITH GATEWAY LAPTOPS CAUSES ONE OR MORE CHANNELS TO BE SKIPPED**

Using **Digigram VXPocket 440** MPEG recording cards in some Gateway Laptops may cause a certain audio channels to be skipped (grayed out). VIQ Solutions has reported these errors to Digigram who are investigating and will likely release driver updates.

### **FOLLOW-UP**

New drivers are being requested that we believe will resolve this issue. In the meantime Digigram has suggested a work-around which can be provided by our Support team if so desired. This work-around should only be attempted if you are very familiar with the manipulation of memory addresses.