

SUPPORT SERVICE BULLETIN

VIQ Support Services – June 20, 2007

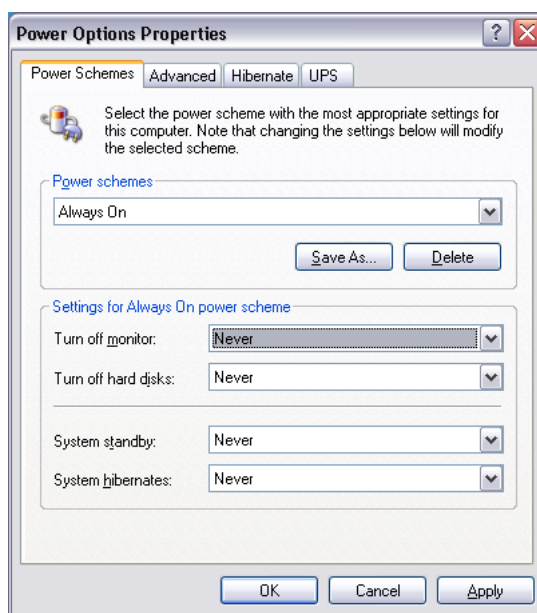
This is a Service Bulletin provided by VIQ Solutions Support Services to provide our dealers, customers and Value Added Resellers (VARs) with important information that may affect the maintenance of a VIQ Digital Recording Solution. Service Bulletins will be updated regularly as well as published as required. Contact VIQ Support Services if there are any concerns or questions regarding the listed bulletins.

RecordIAB Maintenance History

RecordIAB series solutions are constantly undergoing improvements and functional enhancements. In particular we strive to keep the hardware current with new OEM releases of motherboards, drives, CPU and other components. As each iteration is tested, new software components are incorporated to ensure the integrity and quality of the solution. This means that certain drivers, operating system and BIOS settings may change to reflect these improvements. The following are some common settings that should be verified:

- **RecordIAB v 2.5 Console LCD “Freezes”**

Some customers have set or have used a Power Scheme that sets the Power Options found in the Control Panel to “Power Off the Monitor after 20 minutes” or more. This turns off the built-in LCD panel including the touchscreen which can not be reactivated. The Power Options must all be set to “NEVER.”



- **RecordIAB v. 2.5 Windows Automatic Updates**

To avoid any software conflicts between Windows updates and the RecordIAB software, please ensure that the Windows Automatic Update settings are set to “Turn off Automatic Updates.”

