



SUPPORT SERVICE BULLETIN

VIQ Support Services – March 22, 2007

This is a Service Bulletin provided by VIQ Solutions Support Services to aid in providing 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.

CONSOLE HARDWARE ADVANCES

The latest motherboards have been incorporated in the newest RecordIAB Consoles. As a result, several internal wiring changes were made to accommodate a different variety of connectors on these new motherboards. The RecordIAB software was modified to leverage these new capabilities. As a result, when servicing new RecordIAB Consoles it is very important to contact **VIQ Solutions Support Services** to ensure that correct drives are included in the software matching the particular component mix for that unit serial number.

RecordIAB UPDATE HISTORY - IMPROVEMENTS AFFECTED BY SERIAL NUMBER RANGE.

The RecordIAB Consoles have had improvements made starting at the RecordIAB serial number listed below:

RecordIAB S/N	IAB060329-V30061->	Upgraded Audio Card, Cable Upgrade
RecordIAB S/N	IAB060205-V30079->	IAB v2.0 Mar 31
RecordIAB S/N	IAB060205-V30095->	Upgraded Mixer v3.2a
RecordIAB S/N	IAB060205-V30097->	IAB v2.1
RecordIAB S/N	IAB060619-V300106->	Hard-Drive Upgraded 160GB SATA
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RecordIAB S/N	IAB061120400141->	Motherboard Upgraded new settings CPU Upgraded to 2.8Ghz LCD Control Upgraded to PCI Serial IAB V2.5
RecordIAB S/N:	IAB061120400153->	Power Supply Unit Upgraded
RecordIAB S/N	IAB061120400173->	DVD Drive Upgraded to 18x, new drivers

Please note that some RecordIAB units have been upgraded, as such there are exceptions to the ranges above. To confirm the specific hardware combinations please speak with **VIQ Solutions Support Services** technicians. It is very important that the RecordIAB software match the components associated with specific RecordIAB units.

*** NOTE: UPGRADES ABOVE THE LINE ARE DIFFERENT FROM THOSE BELOW THE LINE**