



## **SUPPORT SERVICE BULLETIN**

### **VIQ Support Services – May 11, 2010**

#### **Earlier DELL Optiplex Models are Not Recommended for Running VIQ Encompass Continuum Products**

DELL Optiplex 760 Models in particular are **not** recommended for use with the latest **VIQ Solutions Encompass Continuum** products.

There is a conflict in the way resources are assigned to devices (i.e. several physical devices sharing one common system resource). This causes intermittent problems such as with access to the recording device that uses the same common system resource as the VIQ Encompass Continuum Software.

VIQ will not be responsible for problems that arise with recording hardware on the DELL Optiplex 760 models. DELL is aware of this and has since produced the **Optiplex 960 Model** which addresses the shared resources conflict by providing the ability to manually adjust resources via the new Optiplex 960 BIOS.

Any users currently running VIQ Encompass Continuum software on DELL Optiplex 760 models and experiencing intermittent errors when accessing recording hardware should contact DELL directly for any updates/resolutions they can provide or upgrade to the latest DELL Optiplex 960 Model.

VIQ Support Services has no information from DELL Support that permits either troubleshooting or resolving these intermittent issues with these earlier Optiplex models.

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