

Technical Bulletin: # TB-00133-00-071219

Product Affected: Intellex Ultra, DVMS, IP and LT running software version 2.x, 3.x and 4.x

Description: DVD and CD Drive Compatibility Update

Date of Issuance: DD MONTH YEAR

Purpose

This technical bulletin # TB-00133-00-071219 addresses a problem which occurs when installing replacement DVD drives and CD drives in Intellex Ultra, DVMS, IP and LT.

The primary symptom is:

- When you try to export a clip using the Intellex software the CD/DVD drive is not detected.

The following DVD drives are supported for Intellex Ultra and DVMS.

DVDRW SOHW-1693S	2025-0462-03
DV-W516E	2025-0462-03
DVDRW SHW-160P6S	2025-0462-04
DVDRW SHM-165P6S	2025-0462-05
DV-W516GD 0x1405	2025-0462-05
DVDRW LH-18A1P	2025-0462-06
DVDRW LH-20A1P	2025-0462-07
DVDRW DH20A4P	2025-0462-07

The following CD drives are supported for Intellex DVMS and LT.

CD-RW CRX230EE	2025-0339-14
CD-W552GB	2025-0339-14
CD-RW SOHR-5239V	2025-0339-14
CDR LH-52R1P	2025-0339-15
CDR DH-52R2P	2025-0339-16

The following DVD drives are supported for Intellex IP.

RW/DVD GCC-4243N	CD/DVDW SN-S082D
CDRWDVD TSL462C	CDRWDVD TSL462D
CDRW/DVD GCC4244	CDRW/DVD GCCT10N
CDRW/DVD SN-324S	CDDVDW SN-S082H

Permanent Solution

To solve the problem of the CD-DVD drive not being detected it necessary to update the Intellex software by installing the CD-DVD Compatibility Patch, part number 0720-2641-0100.

You will require an active Internet connection to download the software patch, either on your Intellex Unit, or on another PC.

Procedure

- Follow **Procedure 1** if you have an active Internet connection on your Intellex unit.
- Follow **Procedure 2** if you have an active Internet connection on another PC.

NOTE: If the recovery disk is used to recover your machine in the future the patch will need to be re-applied.

Procedure 1

1. Exit the Intellex program by selecting **Utility > Exit**. When prompted “Do you wish to quit the program?” select **Yes**.
2. At the password screen enter the pin code and select **OK** to exit the Intellex application.

NOTE: Contact Technical Support for your pin code.

3. Download the software patch from the American Dynamics website:
<http://www.americandynamics.net/support/downloads.....>
4. When prompted select **Run** to run the software from its current location. Follow the details provided by the installation file.
5. Once the installation is complete, restart the Intellex unit.

Comment [A1]: The web address for this download will be activated when the bulletin is approved for release.

Procedure 2

1. Using a PC with an active Internet connection and removable storage media, download the software patch from the American Dynamics website:
<http://www.americandynamics.net/support/downloads.....>
2. Save the software patch to the removable storage media.
3. Exit the Intellex program by selecting **Utility > Exit**. When prompted “Do you wish to quit the program?” select **Yes**.
4. At the password screen enter the pin code and select **OK** to exit the Intellex application.

NOTE: Contact Technical Support for your pin code.

Comment [A2]: The web address for this download will be activated when the bulletin is approved for release.

5. Insert the removable storage media into the Intellex unit and run the software patch. Follow the details provided by the installation file.
 6. Once the installation is complete restart the Intellex unit.
-

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

Contact Address

adbulletins@tycosp.com

Initial publication DD Month YY

Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

Toll Free	800 507 6268, Option 2
International	561 912 6259, Option 2
Fax	450 444 2029
Email	adtechservices@tycoint.com

In Europe, contact Technical Services at:

EMEA AD Technical Support	+800 CALLTYCO or +800-2255 8926
Direct	+31 475 352 722
Fax	+31 475 352 725
UK only	+44 (08701-238 787)
France only	+33 (04 72 79 14 83)
Spain only	+900 (10 19 45)
Email	tfsemea.support@tycoint.com
Website	www.tycosafetyproducts-europe.com
Hours	09:00 – 18:00 CET

Information furnished by American Dynamics is believed to be accurate and reliable. However, no responsibility is assumed by American Dynamics 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 American Dynamics.
