

Technical Bulletin: # TB-00100-00-070724**Product Affected: Intellex Ultra, DVMS and LT running software version 3.2 and 4.x****Description: Intellex software is not detecting replacement DVD and CD drives****Date of Issuance: DD MONTH YY**

Purpose

This technical bulletin # TB-00100-00-070724 addresses a problem arising when installing the replacement DVD drives DVDRW LH-18A1P (Part No. 2025-0462-06), DVDRW LH-20A1P (Part No. 2025-0462-07), and the replacement CD drive CDR LH-52R1P (Part No. 2025-0339-15) in Intellex Ultra, DVMS and LT.

The primary symptoms are:

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

To solve this problem it is necessary to update the Intellex software by installing the Intellex DVD Drive 06 and 07 Web Patch (Part No. 0720-2539-0100)

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

- 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.

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>.....
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.

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>.....
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.

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.
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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.

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