



IMAGE TECHNICAL VAULT FIELD BULLETIN



Date May 2008
Subject PRO-Command Auto-Update Patch
Issue By Image Vault LLC. - a member of FireKing Security Group
Issue To Image Vault Sales
Document 80501

OVERVIEW

A patch for the auto-update feature is available for and must be installed on all 9.2.1 and earlier PRO-Command recorders before any other updates may be installed on those recorders. For example, when upgrading a PRO-Command recorder (Version 9.0 to 9.2.1) to Version 9.3.0, this auto-update patch must be installed first.

PRODUCTS AFFECTED

PRO-Command DVRs Version 9.0 to 9.2.1.

ACTION REQUIRED

- Download the patch from our website (image-vault.com, click on Downloads):
http://www.fireking.com/products_digital_resource_software.html
- Remote Install Method: Use the remote update feature to upload zip files. Detailed instructions on using the remote update feature can be found in your playback software help file.
- Local Install Method: Unzip contents of the downloaded zip file and copy those files to a blank CD. Insert the CD in the DVR and reboot the DVR. After the DVR is fully rebooted and operating normally, remove the disk.

ADDITIONAL INFORMATION

During the reboot, the DVR will stop temporarily at a red screen and will reboot itself automatically a second time. If the DVR fails to perform the second automatic reboot and gets stuck at the red screen (failure indicated by remaining on this screen until a continuous alarm sounds), manually reboot the DVR. Do not remove the CD until the DVR is fully rebooted and operating normally. For any additional questions contact Image Vault Customer Service at 1-888-462-4382.