



June 25, 2012

Re: End of Support for SRX Series

To all of our customers and partners;

Effective November 1, 2012, i3 International will no longer offer technical support for SRX Series software.

The SRX-series software will reach the end of its life cycle in October 2012, five years since the last SRX-based DVR was sold.

i3 International will continue to provide SRX software serial numbers to SRX-series software users; however both *software activation key* and *i3 Server serial number* must be provided by the user.

Note: i3 Server serial number is a 6-digit number located on a white sticker on the inside of the DVR's front panel door.

A trade-in program has been established for SRX-based i3 Server owners, who will receive a \$500 credit that may be applied towards the purchase of a new SRX-Pro HVR unit.

The credit may be applied towards the purchase of a new SRX-Pro DVR unit **only**. The following DVR models are excluded from the trade-in program: SRX-Pro 1i0008, 3L1600, 3P1604, 4L1000 and 4L1600.

To receive the \$500 trade-in credit, the SRX-based i3 Server owner must complete the following steps:

- Call i3 Technical Support and provide them with the i3 Server serial number (1XX-XXX)
- Obtain an RMA number from i3 Technical Support
- Ship both i3 SRX-Series capture card **and** i3 control (I/O) card to i3 International Inc.

Please contact your RSM representative or technical support at support@i3international.com or by phone: 1.877.877.7241 if you have any questions or issues.

i3 International Inc.
Technical Support and Services
1.877.877.7241
support@i3international.com