

May 14, 2009

Re: Discontinuation of PCIe VGA Adapters. Stage I.

To all of our customers and partners;

In pursuit of the increased durability and technological advancement of i³DVR product lines, the new SRX-Pro/iP-Pro software release, version 1.520, will fully utilize the on-board VGA adapter instead relying on the additional VGA card. Eventually, this change will affect all i³ DVR and NVR surveillance systems; this transition will happen in two stages.

- Stage I.** Effective July 15, 2009, 60 days after release of this notice, SRX-Pro Hybrid 24020C DVR models and iP-Pro IPP00C-series NVR models will start utilizing on-board video and will no longer come with a VGA adapter card.
- Stage II.** Once the new ATX Intel Motherboard is approved and introduced into production, all DVR and NVR models, including all Rackmount DVR and NVR models, will utilize on-board video and will no longer come with a VGA adapter card. Further official release notes will follow as the Stage II production release date approaches.

The following facts have contributed to the change:

1. The high quality on-board video is sufficient to substitute a VGA card without any loss in performance. Eliminating VGA adaptors will reduce overall system failure - less moving parts will ensure increased system stability.
2. Eliminating VGA adaptors will eradicate VGA failure due to unseating of the card during shipping. This will further reduce the need for RMA and technical support.
3. Low customer demand for software features that require VGA card, such as real-time viewing.

Please contact technical support at support@i3dvr.com or by phone: 1.877.877.7241 if you have any other questions or issues. Thank you very much for your attention and cooperation.

Best regards,



Bob Hoang
Technical Support and Services
1.416.261.2266 x107
bob@i3dvr.com