

July 21, 2009

Re: Remote Bandwidth Requirement

To all of our customers and partners;

This technical bulletin addresses the effect that your remote connection bandwidth will have on the performance of the SRX-Pro Remote software.

This bulletin is to advise you that SRX-Pro Remote performance may be compromised if the bandwidth of your remote connection drops to zero for one (1) second or longer. This is not uncommon for low-bandwidth connections such as laptop wireless cards or satellite connections.

Among other symptoms, dropped bandwidth of the remote connection may result in an error message when trying to save settings on the SRX-Pro Server remotely.

If you have any questions regarding the above, please contact our technical support at 1.877.877.7241 or support@i3dvr.com

Thank you very much for your attention and cooperation.

Best regards,

A handwritten signature in black ink that reads "B. Hoang" with a stylized flourish above the name.

Bob Hoang
Technical Support and Services
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