

December 4, 2008

Re: HW Acceleration Black Screen Issue

To all of our customers and partners;

This bulletin addresses the black screen issue that may be experienced by some i³ SRX-Pro Remote and i³ WebSearch users.

Scenario: When connecting to the remote Server through SRX-Pro Remote (DirectX setting) or Internet-based WebSearch application, the customer observes black screens instead of the live video feeds.

Solution: Access the video card's properties and set the Hardware Acceleration to **Full**. (Image 1). If the Hardware Acceleration is set to **None**, black screens will be displayed instead of live video.

Thank you very much for your attention and cooperation. Please contact our technical support line 1.877.877.7241 for further details.

Best regards,

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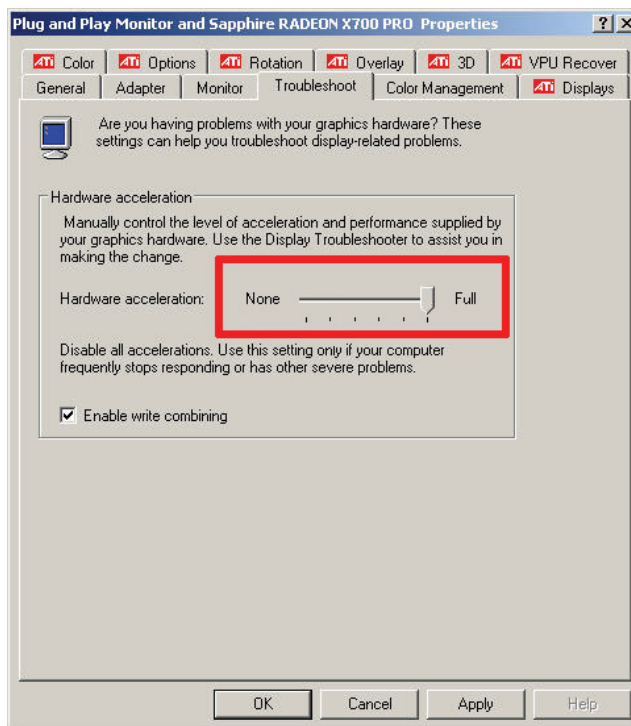


Image 1. Video Card Properties window.
Settings will vary depending on a video card.