



October 19, 2012

For immediate release:

Re: SRX-Pro Mobile Remote iOS App Data Streaming

To all of our customers and partners;

A recent issue has been discovered with the iPhone/iPad SRX-Pro Mobile Remote App. Upon closing the remote app, the application may not properly close the data stream being sent from your phone or tablet.

This issue may cause you to incur charges on your cellular phone bill depending on the data package you currently have.

Please follow the below steps to manually stop the SRX-Pro remote from running in the background:

1. Double-click the **Home** button (Circle button at the bottom of the screen). You will see a row of all the apps that are currently running.
2. Touch and hold the SRX-Pro app icon in the row. Do not lift off your finger from the screen until the icons start to jiggle (apple term).
3. Press the red circle with a line across in the centre to end SRX-Pro app process.

NOTE: These instructions may not work on phones that have been altered in any way.

i³ would like to apologize for any inconvenience that may have caused you. A new release of the SRX-Pro Mobile Remote app is currently in the development that will allow closing the click/touch of a single button. The new release will be available January 2013.

In the meantime, please follow 3 steps above to manually close the SRX-Pro app process.

Please contact technical support at support@i3international.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.

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