

TO: Niles IntelliControl ICS Dealers and Sales Reps

FROM: Niles Technical Support

DATE: April 21, 2008

RE: Firmware Update of IntelliControl ICS Systems

Niles Technical Support continues to receive calls from dealers asking what the correct procedure is for updating the firmware of existing IntelliControl ICS systems when integrating newer products such as IM-Server cards, Niles VS-6 Component Video Switcher, and Niles IRG Infrared Gateways. Niles recommends the following procedure for optimal results.

1. Make sure to download the latest IntelliFile 3 software from the Niles website.
2. Do a complete firmware update of the existing system before adding any of the new products.
3. Power down and unplug the power cord of the IntelliControl ICS system.
4. Install all of the new items into the existing IntelliControl ICS system according to the installation manuals.
5. Power up the IntelliControl ICS system in the proper order.
 - a. Power up the Master Audio Chassis (GXR2)
 - b. Power up all of the other connected Niles and IntelliControl ICS products.
6. Do another Firmware update of the entire system now that the new products have been installed.

Should you have any questions, please feel free to contact Niles Technical Support at 1-800-289-4434 between the hours of 8am and 7pm Eastern Time, Monday - Friday.