



Date: October 18, 2001
To: All Niles Dealers and Representatives
From: The Technical Support Department
Subject: IntelliControl Tabletop Device

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In the past few months we have noticed an increase in technical support calls regarding IntelliControl lock up. At first glance it appears as if the lock up is due to a radio frequency (RF) transmission problem.

However, upon closer examination we have determined that the problem is due to the remote control tabletop device and is not a RF problem. When the tabletop device is set down on a hard surface or is jolted the batteries may shift and cause a momentary loss of contact. If contact is lost for two microseconds or more the microprocessor in the tabletop device will reset itself.

This means that when a master key is selected and it's RF command is received by the main system unit (MSU) the MSU will prepare to receive a function key command for that master key. Should a momentary loss of contact occur and the tabletop microprocessor reset itself, the tabletop will not send a function key command. The MSU, not seeing any command, will react and cause the IR/RF test to light red, leading you to believe that the MSU has locked up.

It is important to understand that if you encounter a problem that appears to be related to RF interference, it may be due to the above-described anomaly. In order to determine if there is a problem with a tabletop device, press a master key, and then tap the device with your hand or on a hard surface, notice if the master key light goes out. If the master key light goes out, you can assume that the tabletop device reset itself and will require attention.

There are several ways to attend to tabletop devices to make their operation more reliable:

1. A quick fix is to prevent the momentary loss of contact by preventing the batteries from shifting in the tabletop device. There should be foam pads in the tabletop device for this purpose. Additionally, bending the positive battery terminal contact plates out by using a small screwdriver to pry the center of the contact plate toward the center of the battery compartment will help to keep positive contact.
2. A more permanent solution is to reprogram the microprocessor in the tabletop device so that it does not reset upon momentary contact loss. This cannot be done in the field and must be done at the Niles Service Center. Should you wish to have a tabletop device reprogrammed there are two options available to you.
 - a. Send the unit into the Niles Service Center for reprogramming. We will perform the necessary service and return the unit to you.
 - b. Request an advance replacement tabletop device that is reprogrammed. We have a limited supply of B-stock tabletop units prepared for this purpose. In this case an advance replacement is issued and your returned unit is refurbished and returned to the advance replacement supply.

In either case, only the tabletop device needs to be serviced and there is no need to return the MSU for service or advance replacement.

For more information contact the Niles Service Center or Technical Support at 800-289-4434.

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