



Date: 12/4/02
To: All Niles Dealers and Representatives
From: The Technical Support Department
Subject: ZR-4630 / Escient and Audio Request Compatibility

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Following the introduction of the Escient Fireball, we discovered that it could not be controlled by current versions of the ZR-4630 (versions 1.00, 1.01 and 1.02). The same incompatibility has been discovered with the Audio Request ARQ-1PRO. Niles has discovered that many products in this category use IR codes that can be difficult to capture and repeat. A firmware change is being implemented that enables the ZR-4630 to control both the Fireball and ARQ-1PRO. ZR-4630 units complete with the firmware change are designated version 1.03 and will begin to ship during the first quarter of 2003.

This firmware change allows installers to program the Fireball or ARQ-1PRO into the ZR-4630 using the ZR-4630 Source Library and Archiving Software along with the Source Library files specifically created for the Fireball and ARQ-1PRO. The ZR-4630 Source Library and Archiving Software and the Source Library files are available on the Niles Technical Support Website at www.nilesaudio.com/techsupport.

Dealers who wish to have current versions of the ZR-4630 upgraded with new firmware may do so by contacting the Niles Service Center. The upgrade can be completed in approximately seven days. The cost of the service upgrade is \$200.00.

Additionally, until version 1.03 units ship, dealers may order the service upgrade when ordering the ZR-4630. To do so, make a note in the Special Instructions section of the order form that says, "Upgrade for Escient Fireball" or "Upgrade for Audio Request ARQ-1PRO". The \$200.00 service upgrade service charge will be reflected on the invoice.

Should you have any questions, please feel free to contact Niles Technical Support at 800 289-4434 between the hours of 8:00 AM and 7:00 PM Eastern Time, Monday through Friday.