

TO: Niles IntelliControl ICS Dealers and Sales Reps

FROM: Niles Technical Support

DATE: November 13, 2007

RE: IntelliControl ICS/ Audio Request Server Update

Several months ago Request released an update to their music server software. Shortly after this release Niles Technical Support began receiving calls concerning operational issues with the Request server when installed on a Niles ICS system. After extensive research Request has determined the problems lay in their version 4.0 software and *not* the ICS system. Request has addressed these problems and will post, in the next few days, version 4.5.2 of their music server software. Niles Engineering has received an advance copy of this software and validated that it corrects most of the operational anomalies of the previous version. There is, however, one issue remaining to be addressed and one operational change to the Request server:

1. In version 4.5.2 of the Request software "Shuffle" does not work. Request is aware of this and will implement a fix in a future build.
2. When a song is selected in the "Song Menu" only that song will play. This is an intentional change in the way the Request software functions.

Important:

*Any Request server that will be used as a source on a Niles ICS system **must** use either Request software version 2.2.7 or 4.5.2 to insure proper operation.*

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.