



August 31, 2006

SERVICE BULLETIN

Subject: Wireless Intercom Software.

Distribution: All customers running ITC Host version 1.0.

Issue: Wireless intercom systems are losing the battery levels too quickly.

Resolution: You must uninstall the old version of the software from the Windows control panel, and install the new version 1.1

New Features:

- A. If the Windows sound board becomes disabled or inoperative, the software automatically uses the "BEEP" feature in Windows.
- B. The software now has a feature where you can set the time of day you are open for business. Under normal circumstances, you should be placing the intercoms into the sleep mode when you close, so now this is automatic. This new feature will really help your battery life.
- C. On the main window of the intercom software, the battery indicator will start to flash when the battery level is too low to operate. You MUST plug in the charger to bring the battery level back to a safe operation level.
- D. A new **RED X** will appear on the intercom station if the station is defective or if the battery is completely discharged or defective.

If your batteries have been discharged completely, they MUST be replaced. The batteries are not designed for ZERO voltage before charging.

Using the new software eliminates the possibility of the intercom software trying to use the batteries when the charge falls below 4.9 volts, therefore your batteries can be charged again and may not need to be replaced.

Instructions:

- a. Click the start button, settings, then control panel.
- b. Click "Add or remove programs".
- c. Find the program called ITC Host click on it, then click the Change/remove button.
- d. Install the new software by double clicking the setup.exe file from where you downloaded the new software.
- e. Make sure you create a shortcut in the startup folder so the intercom software runs every time you start the computer.

Conclusion: The new software needs to be configured for your days and hours of operation. Right click on the Steltronic intercom title bar, and select shared options.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Osdale".

Jim Osdale
US Steltronic, LLC