

CUSTOMER NOTIFICATION



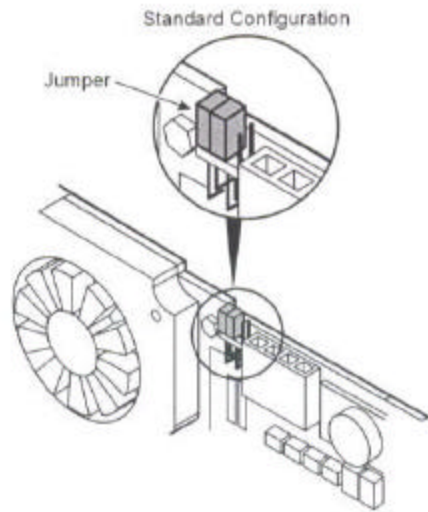
Title VolumePro 1000 with 512 MB Jumper Configuration.

Date	CN No.	Contact	Contact Information
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Product	Part Number	Description
VolumePro 1000	02-0020	VolumePro 1000 board with 512 MB memory

ISSUE:

We have recently discovered a possible issue with shipped VolumePro 1000 with 512 MB boards. Boards may have been shipped from the factory with an incorrect JP1 jumper setting. The correct number of jumpers and jumper installation locations are shown below. The jumper can be found on the front top edge of the board between the fans and one of the power input plugs. These jumpers are provided to allow flexibility in system configuration. The standard two jumper installation shown is best for most applications.



Missing jumpers or jumpers installed at incorrect locations may cause unstable system behavior such as:

- Board/driver not starting
- Board works fine, then suddenly does not response after re-boot
- System does not boot

Operating the board improperly configured will not damage the board or the computer.

If you have already contacted TeraRecon support and have been instructed to use a non standard jumper setting please ignore this message.

ACTION:

Please inspect your board to verify it has the correct jumper setting.

If the board jumper settings are wrong, please correct per the above diagram.

If the board is missing jumpers you can:

- install needed jumper if you have it
- contact us and we will ship you any you may need. Please provide an appropriate address for us to immediately send the jumpers to. Please send your request to the above contact person.

TeraRecon has taken corrective action to ensure that this issue is resolved to prevent a recurrence.

PARTS REQUIRED:

None