

| Service Note | | |
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| Products | Description: | Service note no. |
| VoiceLive 3 Extreme | Fails to be recognized as a Voicelive 3 Extreme | SNo-T211 |

Reason for note:

We have seen a few incidents where a VoiceLive 3 Extreme can't be recognized when trying to update through Voicesupport

Actions:

If all other functions works the problem is most likely that the serial number is out of range or corrupted. The serial number can be checked in the "Product info" menu and must be in the interval from 17735200 to 17785199. If not there is nothing else to do but exchange the main board.

IMPORTANT:

This repair should only be carried out by skilled technicians.

Please handle this as a standard repair