

## Wi-Fi Data Download

**AFFECTED: SD4m, SD4mX  
As well as their Reseller Designation versions**

Please note:  
Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

## FIELD SERVICE MEMO #25

**Issue Date  
June 10, 2014**

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<b>Topic</b>	ViewPro Crashing
<b>Problem</b>	ViewPro for Wi-Fi file download application crashing
<b>Customer Complaint</b>	Customer using ViewPro to download data files have been experiencing frequent crashes of the applications.
<b>Manufacturer Notice</b>	On 6-9-2014 we confirmed the problem with the ViewPro crashing during data download and contacted the manufacturer for a solution.
<b>Manufacturer Action Taken</b>	On 6-10-2014, we were notified of a program related issue that was not correctable in the current program. The manufacturer advised the solution would require a completely different version of the program to better support Automated Data Download.
<b>ABV Actions Taken</b>	<p>In light of the problem related to the ViewPro Wi-Fi data download function, we have decided to remove promotion of, and reference to the Wi-Fi features until the new ViewPro application can be provided that corrects this program related problem.</p> <p>When provided the new ViewPro application and once tested and verified for functionality, we will then place online for all to download at no cost. At that time we may start promotion and advertising that features once it is fully functional again.</p> <p>This problem is related to the ViewPro software and is beyond the control of ABV to correct, so at this point we must advise all who place orders that if their order is tied to Wi-Fi data download we cannot accept the order as for some the Wi-Fi data download feature may not function.</p>