

We have received reports that some users have experienced intermittent computer USB communication issues with the USB version of the ACCENT CCD Direct Digital X-Ray Sensor.

At the present time, known documented cases have occurred with computers supplied with the **DQ35JO motherboard**. To avoid potential communication issues, please insure that any computer installed with the ACCENT USB Sensor does not utilize this motherboard.

Note: It is highly important that each individual case is verified and documented. Should you experience this phenomenon, please contact one of our technical support call centers at:

800-822-2899 **11:30am through 8:00pm Eastern Time**
800-247-8324 option 2 **8:45am through 5:00pm Eastern Time**

Please have the model and serial number of your product available at the time of the call.

We will publish any viable corrective actions that are established as a result of this investigation.