Technical Service Bulletin

To: ANDI and NeXGen Service Personnel

From: Allied Electronics Technical Support

Date: November 29, 2012

Re: Wayne iX "Blank Screen" Issue

Allied's help desk has received sporadic reports of "blank" prompts on some Wayne iX card reader displays. These reports are typically coming from sites with either newly installed Wayne iX dispensers & displays **or** sites that have recently upgraded the software version at the Wayne iX card reader.

Field service technicians report that **_re-loading the iX CAT software_** resolves the issue.

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619
SupportRequest@AlliedElectronics.com

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