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444 Oxford Valley Rd.
Suite 300
Langhorne, PA 19047
215-359-3900 Tel
215-949-2580 Fax

TECHNICAL ALERT A09-003 – FIELD ACTION REQUIRED

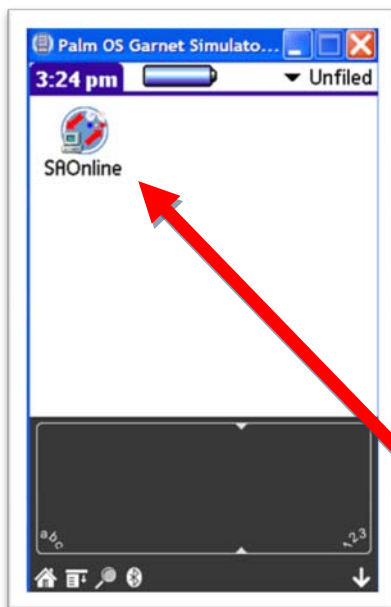
DATE: 9/30/2009

MODEL: SERVICE ASSISTANT

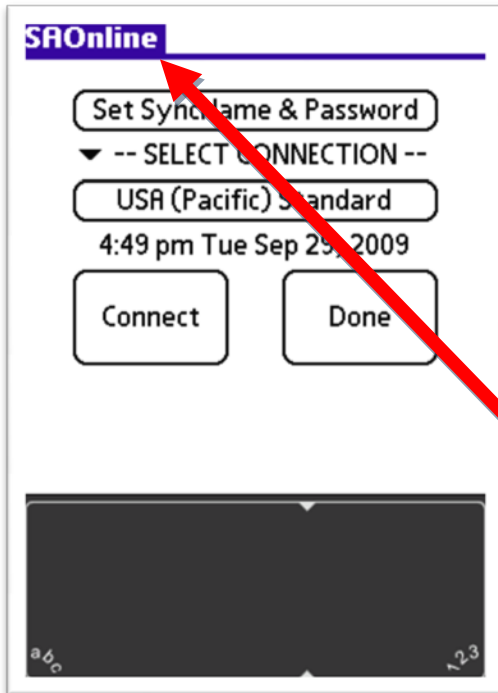
COMPONENT: PALM TX, ANY PDA RUNNING FDSI PalmOS SOFTWARE

SUMMARY OF ISSUE: Field Diagnostics relocated offices, changing Internet Service Providers in the process. The change might affect the IP addresses that the Palm PDAs uses to Sync. **If your Palm PDA is currently using IP address 146.145.96.70, you may have trouble syncing when the IP address is unassigned October 1, 2009.**

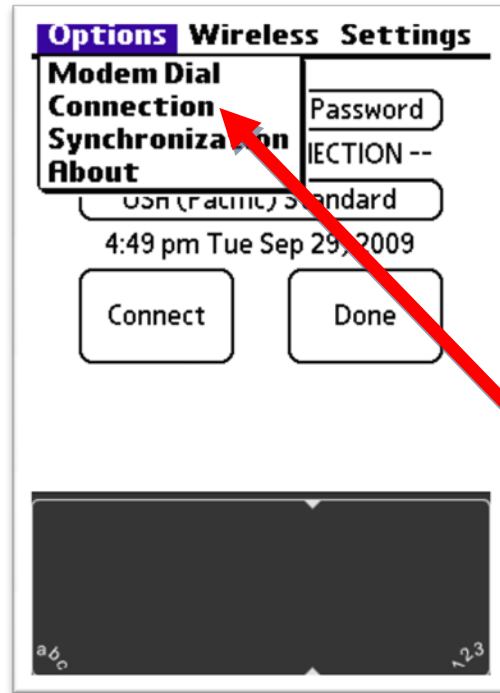
SOLUTION: Please follow the five steps below to reconfigure the IP address used for syncing on the Palm PDA. **If you experience any problem or have questions, please call our technical service department at 215-359-3916.**



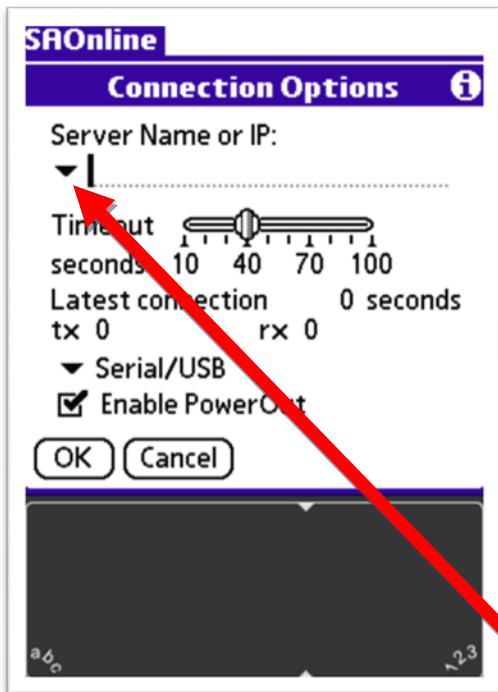
STEP 1: Using the Palm, start the SAOnline Application by tapping on the icon.



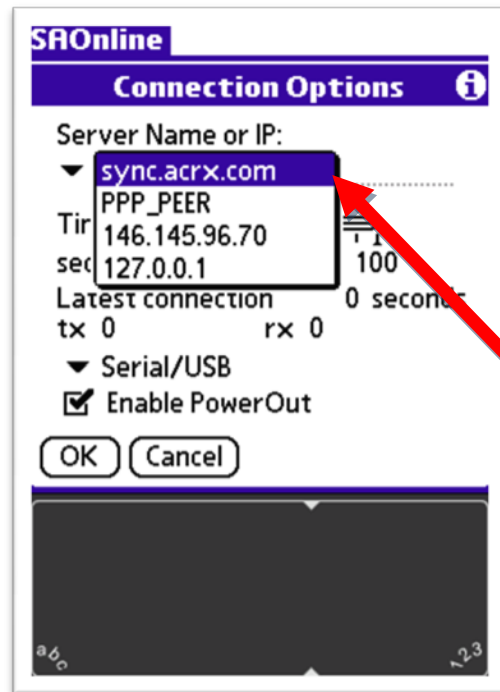
Step 2: Tap the blue tab in the upper left corner titled “SAOnline.” This will display a drop-down menu.



Step 3: Tap “Connection” on the drop-down menu.



Step 4: Tap the arrow below “Server Name or IP” to display another drop-down.



Step 5: Tap to select “sync.acrx.com.” Leave other settings as they are; Tap OK to proceed with sync.