

# SERVICE BULLETIN



**Bulletin Part Number:** 294963-B2

**Product:** FreeSpace® 4400 Business Music Systems

**Subject:** FreeSpace 4400 Installer software is incompatible with Windows® 7 and later versions.

**Disposition:** Install and run the FreeSpace 4400 Installer software under XP mode in Windows 7.

**Symptom:** FreeSpace 4400 Installer software will not run under Windows 7 and later.

**Reason:** Software is incompatible with Windows 7 and later.

**Solution:** The FreeSpace 4400 Installer software is required in order to troubleshoot and repair a FreeSpace 4400 amplifier. **Note:** If you do not want to install XP mode, you can use a stand-alone PC that has the XP operating system installed and is physically disconnected from the Bose network and the internet and can disregard the below procedure.

1. Download the FreeSpace 4400 Installer software from the Bose Professional Products web site at <http://pro.bose.com>.

1.1 Click on the Discontinued Products link at the bottom of the window. Scroll down to the FreeSpace 4400 Business Music System link and click on it. On the page that opens you will see a link for Software Downloads. Click on the link and you will see a link for the FreeSpace 4400 Installer software v1.0.1. Download the file to your computer.

2. Go to the Microsoft® web site to download and install the Windows XP mode software and the Windows Virtual PC software. The link to the XP Mode web page at Microsoft.com is here: <http://windows.microsoft.com/en-us/windows7/install-and-use-windows-xp-mode-in-windows-7>.

2.1 Follow the instructions on the web page to set up XP mode for first time use and to install the FreeSpace 4400 Installer software into your XP virtual PC. Once you have XP mode set up properly, you will be able to install the FreeSpace 4400 Installer software into your Windows XP Virtual PC operating system.

**WARNING:** When operating your PC in XP mode, your Windows 7 antivirus software **WILL NOT** protect your PC from security issues. Bose CIS **REQUIRES** any Bose PC operating in XP mode to be disconnected from the Bose intranet AND the internet during XP mode usage.

2.2 Open your Network and Sharing Center from your taskbar, click on Change Adapter Settings and you **MUST** disable your Ethernet and wireless connections. Failure to do so will leave your PC and the Bose network open to potential security attacks due to inherent security issues in Windows XP.

- Disconnect your PC from the Bose network. Ensure all connections are disabled.
- Open XP mode on your PC.
- Locate the FreeSpace 4400 Installer software download on your computer and install the software into your XP Virtual PC using the instructions on the Microsoft XP mode page.
- Open the FreeSpace 4400 Installer software and connect to your unit under test.

Once you have completed working in XP mode, close the XP Virtual PC and go back into the Network and Sharing Center and re-establish your network connections.

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