



FIELD COMMUNICATION

April 13th, 2007

Windows Vista Compatibility Issue

Escient Models Affected:

E2, SE, DVDM, AVX, and MX series FireBall Media Managers with internal hard drives.

Problem

When copying audio files, backgrounds, photos, and any other compatible files from a PC running **Windows Vista** to a FireBall via Windows File Sharing, the FireBall's internal hard drive may become corrupt.

Solutions

Windows XP or MacOS X

PCs running Windows XP and MacOS X computers are not affected. You may use Windows XP or Mac OS X to transfer files to your FireBall without risk.

Escient Software Update

Escient has released a software update for customers with Windows Vista computers. Please make sure your FireBall is updated to the latest software before attempting to use your FireBall with a Windows Vista PC.

Press the **Setup** key on the FireBall remote and note the software version number which is located at the bottom right corner of the screen. Refer to the following chart to determine the proper course of action for your FireBall:

Current Software Version	Action	FireBall Compatible Software Version
<i>2.1.3.42</i>	<i>No action required. Vista is compatible.</i>	<i>2.1.3.42</i>
<i>4.1.7.8</i>	<i>Must update FireBall to version 4.1.7.12</i>	<i>4.1.7.12</i>
<i>4.2.0.24 or 4.2.0.25</i>	<i>Must update FireBall to version 4.2.5.6 or later</i>	<i>4.2.5.6</i>
<i>4.2.3.4</i>	<i>Must update FireBall to version 4.2.5.6 or later</i>	<i>4.2.5.6</i>

If your FireBall requires a software update, please use the **Setup / Utilities / Update Software** function to update your FireBall to the latest release.

If you have any questions feel free to contact Escient Support at: support@escient.com