

Service Bulletin

Bulletin Part Number: 273029-B1

Product: Bose® 3•2•1 and 3•2•1GS Series II Home Entertainment Systems

Subject: DVD Region Codes 2-6.

Disposition: Change the region code at the customer's request.

Symptom: A customer moves from one DVD region to another and needs to have the media center's region code changed.

Reason: To control the release of movies, DVD disc manufacturers region code DVDs and require DVD player manufacturers to design their players to only play DVDs manufactured for a particular region of the world. If a customer moves from one region to another, the region code of the media center needs to be changed to match the region code of DVD discs sold in that particular region.

Solution: The Bose 3•2•1 and 3•2•1GS Series II Systems are sold worldwide. We recognize the fact that customers may move from one DVD region to another. By pushing the following buttons on the remote control, you can update the media center to be compatible with the new region. Perform the following two procedures.

1. Initialize the Media Center:

To initialize the media center so its region code can be changed, place a DVD in the unit and select DVD. After the system displays "Invalid Region Code", press the following buttons in the sequence below on the media center's remote control.

- Right Navigation Arrow
- Up Navigation Arrow
- Shuffle Button
- Stop Button
- Mute Button

2. Set the Region Code:

With the Media Center on, open the DVD tray and insert a DVD disc. While the DVD tray is open, press the following buttons in the sequence below on the media center's remote control.

- Stop Button
- Shuffle Button
- Region number of the DVD disc you inserted in the tray (i.e. for region 4, press the number 4 button)
- Enter

Note:

1. The region code setting will remain unless it is changed via the step 2 method or power is removed.
2. The DVD will resume play at the point it was ejected. If the region map is displayed and cannot be bypassed, clear the cache by one of the following methods - press stop twice (clears disc cache), remove and reapply power (erases cache).

Important Note:

Currently this capability is only available on 3•2•1 and 3•2•1GS Series II Systems sold in DVD region 2-6. Early production units may not respond to this procedure and will require a software update to have this capability. Contact Bose Corporation in your country for software update instructions.

3-2-1 Home Entertainment System How to Check the Software/Firmware Revision

Viewed on 3-2-1 Series II console display method:

You can obtain system information directly from the media center display by pressing a few buttons. Follow the steps below.

- Connect the media center and bass module as instructed in the owner's guide.
- Connect the system to AC mains.
- With the media center turned off, press and hold the ENTER button on the media center.
- When holding down the ENTER button, pressing the ON/OFF button will bring up the console system information on the console display. For each additional press of the ON/OFF button, you will get additional information. See the list below.
- Once you are done viewing the information, press the POWER button to clear the display.

Video Format: Press the ON/OFF button down once. You should see the video format information, similar to VIDEO: NTSC COMPOSITE + S. This indicates the video format the console is set to.

Console Software Revision: Press the ON/OFF button a second time. You should see the console software revision, similar to CON: 01.01.05, which indicates that the console software revision is 01.01.05. Most recent: 02.01.00

Console Variant Information: Press the ON/OFF button a third time. You should see the console variant information, similar to the following. CONSOLE VARIANT: 129.

Bass Module Software Revision: Press the ON/OFF button a fourth time. You should see the bass module software revision level, similar to BASS BOX SOFTWARE: 0101BF. 01.03.01

Tuner PCB Software Revision: Press the ON/OFF button a fifth time. You should see the tuner software revision level, similar to TUNER SOFTWARE: 01.00.BC. 01.02.00

Console Serial Number: Press the ON/OFF button a sixth time. You should see the console serial number level, similar to CONSOLE SERIAL #: 035666941400018AZ.

Console Main PCB Serial Number: Press the ON/OFF button a seventh time. You should see the main PCB serial number, similar to MAIN BOARD SERIAL #: xxxxxxxxxxxx274256xx0001.

Console Tuner PCB Serial Number: Press the ON/OFF button an eighth time. You should see the tuner PCB serial number, similar to TUNER BOARD SERIAL #: xxxxxxxxxxxx274257xx0001.

Console Region Code Setting: Press the ON/OFF button a ninth time. You should see the console region code setting, similar to DVD REGION CODE 1.

Console DVD Drive Software Revision and Hardware Information: Press the ON/OFF button a tenth time. You should see the DVD drive software level and drive information, similar to DVD DRIVE: 1B10 IBA DVD-ROM SD-M1712.

~~1B10~~ X B07

Console Main PCB Test Information: Press the ON/OFF button an eleventh time. You should see the test information for the console main PCB, similar to MAIN BD FUNCTIONAL: PASSED.

Console Tuner PCB Alignment Information: Press the ON/OFF button a twelfth time. You should see the tuner PCB alignment information, similar to TUNER BD ALIGNMENT: FF.

Console Serial Port (BoseLink Port) Information: Press the ON/OFF button a thirteenth time. You should see the serial port information, similar to SERIAL PORT: SMART SPEAKER.

Region	Region Code
U.S., Canada, U.S. Territories	1
Japan, Egypt, South Africa, Europe, Middle East	2
Korea, Philippines, Indonesia, Hong Kong, Taiwan, Southeast Asia, East Asia	3
Australia, New Zealand, Mexico, Pacific Islands, Central America, South America, Caribbean	4
Russia, India, Africa, D.P.R. of Korea, Mongolia, Former Soviet Union, Eastern Europe	5
China	6
Reserved	7
Special international venues such as airplanes, cruise ships	8