

# User's Guide/Warranty and Support Guide

## HP Media Center Extender

you + hp



invent

Before contacting HP Total Care, it's important to have the following information handy.

Please take a moment to write down your product information for future reference.

Product Name: \_\_\_\_\_

Model Number: \_\_\_\_\_

System or  
Product Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

# Media Center Extender User's Guide

## System Requirements

The Media Center Extender has the following system requirements:

Must have an HP Media Center PC or HP Digital Entertainment Center running Windows XP Media Center Edition 2005.

Must have a high speed network connection between the HP Media Center PC or HP Digital Entertainment Center and the Media Center Extender device. If you are using a wireless network, the HP Media Center PC or HP Digital Entertainment Center must still be connected to the network with an Ethernet cable. The Media Center Extender can be wireless (additional Media Center Extenders must be wired, see the following table). Only approved wireless routers may be used. For more information about approved routers, go to [www.microsoft.com/mcx](http://www.microsoft.com/mcx)

The HP Media Center PC or HP Digital Entertainment Center must have *at least* a 2.8GHz processor with 256MB RAM to power one Media Center Extender device. An HP Media Center PC or HP Digital Entertainment Center can support multiple Media Center Extender devices simultaneously based on the below table:

Media Center Extender devices	HP Media Center PC or HP Digital Entertainment Center CPU speed	HP Media Center PC or HP Digital Entertainment Center Memory
1	2.8 GHz	256 MB
2	2.8 GHz	512 MB
3–5	3.4 GHz	1 GB

---

**IMPORTANT!** When using multiple Media Center Extenders over a wireless network, only one Media Center Extender may be wireless. All others must be connected to the network with an Ethernet cable. In addition, even with additional wired extenders, network bandwidth limitations may impact system performance, especially when using video files.

---

## For more information and help

More information about Media Center Extender is available on the HP Media Center PC or HP Digital Entertainment Center.

## To open Media Center Extender Help

- 1 Go to the HP Media Center PC or HP Digital Entertainment Center.
- 2 On the **Start** menu, point to **All Programs**, point to **Accessories**, point to **Media Center**, and then click **Media Center Extender Help**.

### NOTES

- Use the **Contents** tab to display the table of contents. You can browse by feature area.
- Use the **Search** tab to find a specific word. Type the term you want to find, and then press ENTER to get a list of topics that contain that term.
- Use the **Index** tab to see a list of commonly used terms. Click the term to see the topics associated with a specific term.

## Media Center Extender Tools

Three tools are available for you to maintain the Media Center Extender and monitor its performance. These tools are installed onto the HP Media Center PC or HP Digital Entertainment Center.

### Media Center Extender Manager

Use the Media Center Extender Manager to add another Media Center Extender to your HP Media Center PC or HP Digital Entertainment Center, or to update the software for the Media Center Extender.

To use the Media Center Extender Manager, go to the HP Media Center PC or HP Digital Entertainment Center and, on the **Start** menu, point to **All Programs**, point to **Accessories**, point to **Media Center**, and then click **Media Center Extender Manager**.

---

**IMPORTANT!** You should only update the Media Center Extender if you are absolutely sure you should do so. If you are having problems with your Media Center Extender and believe you need an update, contact HP for more information.

---

### Media Center Extender Network Performance Tuner

The Media Center Extender Network Performance Tuner tests how well your wireless network supports the Media Center Extender. If you have problems receiving video information such as Live TV or Recorded TV on the Media Center Extender, use the Network Performance Tuner to determine the strength of the network signal and capacity. In addition, the Network Performance Tuner provides information about how to improve network performance between the Media Center Extender and the HP Media Center PC or HP Digital Entertainment Center.

To use the Media Center Extender Manager, go to the HP Media Center PC or HP Digital Entertainment Center and, on the **Start** menu, point to **All Programs**, point to **Accessories**, point to **Media Center**, and then click **Media Center Extender Network Performance Tuner**.

### Media Center Extender Resource Monitor

To quickly see the status of system sources in use by the Media Center Extender, use the Media Center Extender Resource Monitor. This tool shows you the status of four important HP Media Center PC or HP Digital Entertainment Center resources: CPU Use, Disk Usage, Network Usage, and Memory Available.

If an experience you are using on the Media Center Extender such as watching TV suddenly worsens, check the Media Center Extender Resource Monitor to see if the HP Media Center PC or HP Digital Entertainment Center is running low on one of these resources. You can use the Turn On Notifications option to have the Media Center Extender Resource Monitor notify you if one of the resources is beginning to reach its maximum level.

To use the Media Center Extender Resource Monitor, go to the HP Media Center PC or HP Digital Entertainment Center and, in the notifications area, right-click the Media Center Extender Resource Monitor icon. Then select **Show System Resources**.

### STANDBY button

The STANDBY button located on the front of the Media Center Extender can be pressed to turn the Media Center Extender on or place the Media Center Extender on standby.

## Windows Media Center START button

The Windows Media Center START button is a green button located on the front panel of the Media Center Extender. Press the button to display the Media Center Start page on the Media Center Extender. No matter what page you are viewing, you can press the button to return to the Start page.

---

**NOTE:** The Media Center START button on the front of the Media Center Extender works the same as the Media Center Start button on the remote control.

---

## Arrow keys

On the front panel of the Media Center Extender you will find four arrow keys (Up, Down, Left, and Right or four related arrow buttons) that can be used for navigation in the menus. These arrow keys are identical to the arrow keys on the remote control.

There are two additional navigation buttons, BACK and ENTER. The BACK button navigates to the previous page on screen while the ENTER button selects buttons on screen. These buttons are identical to the BACK and OK buttons on the remote control.

## Power Light

On the front of the Media Center Extender, the power light shows the current status of the Media Center Extender. The power light will display one of three colors (green, red, and yellow) and the light will either be solid, flashing slowly, or flashing quickly. The table below lists the status of the lights and what they represent.

Power Light Status	Extender Status
Solid green	Starting up
Solid green	Normal operation
Fast blinking green	Extender software is updating
Fast blinking yellow	Extender is resetting
Fast blinking red	A system failure has occurred
Slow blinking green (on/off)	Test mode

A separate red light on the front panel of the Media Center Extender displays when an infrared (IR) command is received from the remote control. The light displays only when a command is accepted.

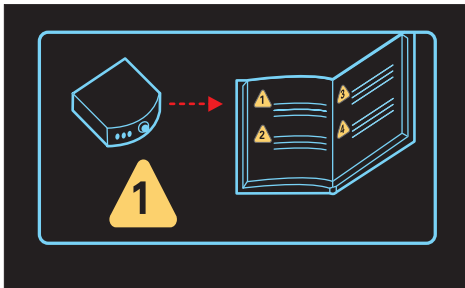
## Rear Panel

The rear panel of the Media Center Extender includes the following ports (connections) and switches:

Port/Switch	Use
Ethernet port	Connect an Ethernet cable to this port if you are using a wired (Ethernet) home network.
Audio ports	Red and white ports for right and left audio output cables.
Universal Serial Bus (USB) port	Not used at this time.
Video Selection switch	Set this switch to match the type of cable you used to connect the Media Center Extender to your TV or other video component. If you have connected the Media Center Extender to your TV using component video cables, set this switch to Component. If you used an S-video cable or a composite video cable, set this switch to S-video.
Ethernet switch	Under normal circumstances, this switch is not used. If you need to use a crossover cable to connect the Media Center Extender to the HP Media Center PC or HP Digital Entertainment Center, this switch should be in the OUT position.

## Troubleshooting

The Media Center Extender might display an error code on screen such as the following picture:



If this screen appears, the number in the triangle on the lower-left corner will be a 1, 2, 3, or 4. Use the following table to determine what the error means and action you need to take to correct the error.

Error Code	Error	Action Required
1	The Media Center Extender is defective and must be returned for repair.	Contact HP to determine how to return the Media Center Extender.
2	The Media Center Extender software is either damaged or missing and must be restored.	Contact HP for information about restoring your Media Center Extender software.
3	The Media Center Extender software update is incorrect or the HP Media Center PC or HP Digital Entertainment Center is not ready to upgrade.	Contact HP for more information about updating the Media Center Extender software.
4	There is a problem with the Media Center Ethernet connection or the Ethernet cable is defective.	Make sure the Ethernet cable is properly installed or replace the Ethernet cable with another one.

## Update and Restore

You should update the Media Center Extender only if you are absolutely sure you should do so. If you are having problems with your Media Center Extender and believe you need an update, contact HP for more information.

*This product is protected by certain intellectual property rights of Microsoft Corporation. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft Corporation or an authorized Microsoft Corporation subsidiary.*

# Don't Forget to Register!

**Go to: <http://register.hp.com>**

Registration is quick, easy and offers:

- E-mail updates containing notifications about product enhancements, the most recent support alerts, and driver updates specific to the product(s) you own.
- The HP newsgam, our monthly online magazine packed full of product news, support tips, project ideas, and much more. Visit us at: **<http://subscription.support.hp.com>**

## Where to Get Help

HP offers a wide variety of service and support options, which are available around the clock for HP customers with products that are either in or out of warranty.

### Options to use when you need help:

- 1** Check the setup poster and product documentation for help with setting up and using your product.
- 2 HP Customer Care Web support.** For Product information, driver updates, troubleshooting and much more, go to: **<http://www.hp.com/support>**
- 3 Email a support specialist to solve your problem.** Available through the HP Customer Care support & drivers: **<http://www.hp.com/support>**
- 4** If you have not solved the problem, call **HP Total Care** by phone 24 hours a day, seven days a week in English, Spanish (U.S. only) and French (CA only) at **1-(800)-474-6836** [1-(800) HP invent] (U.S. & Canada)

*Or*

**905-206-4663** (local to Mississauga)

When you call, please have your product model number, serial number, and date of purchase available. Telephone support is free during your limited warranty period.

# Warranty and License Information

## HP Total Care

HP Total Care provides fast, friendly, and effective expert advice for all your HP products. If you have a question or if a problem arises, we offer extensive service and support options around the clock to better handle your needs. For more information on your support and services options visit:

<http://www.hp.com/home/ownerservices>

## When should I contact HP phone service and support?

- You either do not have Internet access, or cannot connect to the Internet to use the HP Customer Care Web support site to email a support specialist.
- There is obvious damage or a mechanical breakdown with your product and it does not work.

HP Total Care Technical Agents are available 24 hours a day in English, Spanish (U.S. only), and French (CA only) via:

**1-(800)-474-6836** [1-(800) HP invent] or **905-206-4663** (local to Mississauga) to provide expert assistance.

---

**NOTE:** Support options, availability and hours vary by product, country/region, and language and are subject to change.

---

## If Necessary: Get Repair

### Customer-replaceable Parts

You can easily replace many of external Media Center Extender parts yourself. This is the fastest method of repair, where the part is conveniently sent with next-day service to your home or business. We pay the shipping and handling. Detailed instructions are included to guide you through an easy repair, and if you have questions, call us for assistance. This service is free for the duration of the hardware warranty period.

In some cases, HP will ask for a credit card as collateral for the part and will charge you for the retail price of the part if the failed part is not returned within thirty (30) days.

Availability of this program may vary depending on your country/region.

## Advanced Unit Replacement Warranty Service

Your HP Limited Warranty may include an advance unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, if a unit is diagnosed as defective, HP will ship a replacement product directly to you. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally fifteen (15) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement product.

## Software Support

HP provides technical software support for ninety (90) days from the date of purchase. This support includes assistance with installation, setup, and basic configuration of software included by HP with the PC, excluding system optimization, customization and network configuration. Support for technical issues caused by viruses or spyware is available for a fee.



## HP Out-of-Warranty Support Options

Even after your warranty has ended, HP can still provide you with service and support options:

- For Visa and MasterCard holders in the United States or calls from Canada, please call **1-(800)-474-6836** [1-(800) HP invent] or **905-206-4663** (local to Mississauga).
- 1 time technical support, \$40\* U.S. per call
- 1 year unlimited technical support \$75\* U.S.

\*Prices are subject to change without notice and may vary based on your product.

Fees are charged to your Visa or MasterCard.

## Protect Your Investment

### Obtaining a Warranty Upgrade

Upgrade your standard factory warranty to two or three years with an Extended Service Plan. Service coverage begins on product purchase date and you must purchase the service within the first year after purchasing the product. The hardware service offering will be determined based on the outcome of system self-test programs run by the customer through the initial call to HP Total Care.

**For more information please visit:**

**US Only** <http://www.hp.com/home/ownerservices>

**Canada Only** <http://www.hp.ca/ownerservices>

**or call: 1-(866)-234-1377**

## Recycle — HP Planet Partners

HP is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. HP will help you recycle your old equipment even if it is not an HP product; we take back all makes and models. Visit our Web site to find out how easy it is to recycle:

<http://www.hp.com/recycle>

## Hardware Limited Warranty

### General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. Please refer to HP's Web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HP MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. Some states or countries/regions do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries/regions, some exclusions or limitations of this Limited Warranty may not apply to you.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries/regions and may be enforced in any country/region where HP or its authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country/region to country/region and may also be subject to registration requirements in the country/region of purchase. If so, your HP authorized service provider can provide you with details.

This Limited Warranty applies only to HP-branded and Compaq-branded hardware products (collectively referred to in this Limited Warranty as "HP Hardware Products") sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country/region distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. The term "HP Hardware Product" is limited to the hardware components and required firmware. The term "HP Hardware Product" DOES NOT include any software applications or programs; non-HP products or non-HP branded peripherals. All non-HP products or non-HP branded peripherals external to the HP Hardware Product — such as external storage subsystems, displays, printers and other peripherals — are provided "AS IS" without HP warranty. However, non-HP manufacturers and suppliers, or publishers may provide their own warranties directly to you.

HP warrants that the HP Hardware Products that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP, or from the date HP completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

## **Exclusions**

HP DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HP IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE HP HARDWARE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user replaceable HP or HP approved parts if available for your product in the servicing country/region.

**YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.**

## **Exclusive Remedy**

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS — INCLUDING REPRESENTATIONS MADE IN HP SALES LITERATURE OR ADVICE GIVEN TO YOU BY HP OR AN AGENT OR EMPLOYEE OF HP — THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP HARDWARE PRODUCT. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

## **Limitation of Liability**

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY/REGION TO COUNTRY/REGION. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY/REGION LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS

## **Limited Warranty Period**

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

<b>Products</b>	<b>Limited Warranty Period and Service Delivery Method*</b>
Hardware:	
Original Systems	1 year parts / 1 year labor
Technical phone assistance to diagnose potential hardware issues —	1 year

**\*Warranty Service indicated in this table reflects base level warranty offerings. Enhancements to base warranty may be included with your HP Hardware Product. For current warranty information, contact the nearest HP Sales office.**

## Types of Warranty Service

To enable HP to provide the best possible support and service during the Limited Warranty Period, you may be directed by HP to verify configurations, load most recent firmware, install software patches, run HP diagnostics tests, or use HP remote support solutions where applicable.

HP strongly encourages you to accept the use of, or to employ available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. Listed below are the types of warranty support service that may be applicable to the HP Hardware Product you have purchased.

### Advanced Unit Replacement Warranty Service

Your HP Limited Warranty may include an advance unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, if a unit is diagnosed as defective, HP will ship a replacement product directly to you. On receiving the replacement unit you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally fifteen (15) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement product.

### Customer Self Repair Warranty Service

In countries/regions where it is available, your HP Limited Warranty may include a Customer Self Repair warranty service. If applicable, HP will determine in its sole discretion that Customer Self Repair is the appropriate method of warranty service. If so, HP will ship approved replacement parts directly to you to fulfill your HP Hardware Product warranty service. This will save considerable repair time. After you contact HP and the fault diagnosis identifies that the problem can be fixed using one of these parts, a replaceable part can be sent directly to you. Once the part arrives, replace the defective part pursuant to the provided instructions and documentation. If further assistance is required, call the HP Technical Support Center and a technician will assist you over the phone. In cases where the replacement part must be returned to HP, you must ship the defective part back to HP within a defined period of time, normally fifteen (15) days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective product may result in HP billing you for the replacement. With a Customer Self Repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. If Customer Self Repair applies to you, please refer to your specific HP Hardware Product announcement. You can also obtain information on this warranty service on the HP Web site at: <http://www.hp.com/support>

### Service Upgrades

HP has a range of additional support and service coverage for your product that can be purchased locally. However, some support and related products may not be available in all countries/regions. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP Web site at: <http://www.hp.com/support>

## Options and Software Limited Warranties

The Limited Warranty terms and conditions for most HP-branded options (HP Options) are as set forth in the Limited Warranty applicable to the HP Option and are included in the HP Option product packaging. If your HP Option is installed in an HP Hardware Product, HP may provide warranty service for either the period specified in the warranty documents (HP Option Limited Warranty Period) that shipped with the HP Option or for the remaining warranty period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer, but not to exceed three (3) years from the date you purchased the HP Option. The HP Option Limited Warranty Period starts from the date of purchase from HP or an HP authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the HP Option, is your warranty start date. See your HP Option Limited Warranty for more details. Non-HP options are provided "AS IS". However, non-HP manufacturers and suppliers may provide warranties directly to you.

EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE PROVIDED UNDER LOCAL LAW, SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP ARE PROVIDED "AS IS".

HP's only warranty obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement provided with that software. If the removable media on which HP distributes the software proves to be defective in materials or workmanship within ninety (90) days of purchase, your sole remedy shall be to return the removable media to HP for replacement. For blank tape removable media please refer to the following Web site:

**[http://h20000.www2.hp.com/bizsupport/  
TechSupport/Document.jsp?objectID=lpg50101](http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=lpg50101)**

It is your responsibility to contact non-HP manufacturers or suppliers for their warranty support.

## Software Technical Support

Software Technical Support for your HP Software, HP pre-installed third-party software and third-party software purchased from HP is available from HP via multiple contact methods, including electronic media and telephone, for ninety (90) days from date of purchase. See "Contacting HP" for online resources and telephone support. Any exceptions to this will be specified in your End User License Agreement (EULA).

Software Technical Support includes assistance with:

- Answering you installation questions (how to, first steps, and prerequisites).
- Setting up and configuring the software (how-to and first steps). **Excludes** system optimization, customization and network configuration.
- Interpreting system error messages.
- Isolating system problems to software usage problems.
- Obtaining support pack information or updates.

Software technical support does NOT include assistance with:

- Generating or diagnosing user generated programs or source codes.
- Installation of non-HP products.

## Contacting HP

If your product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can receive support by doing the following:

- Locate your nearest HP Support location via the World Wide Web at: **<http://www.hp.com/support>**
- Be sure to have the following information available before you call HP:
  - Product serial number, model name, and model number
  - Applicable error messages
  - Add-on options
  - Operating system
  - Third-party hardware or software
  - Detailed questions

# DECLARATION OF CONFORMITY

According to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company

**Manufacturer's Address:** Hewlett-Packard Company  
10500 Ridgeview Court  
Cupertino, CA 95014

## declares, that the product(s)

**Product:** Personal computer  
**Model Number(s):** S0000, SR1000, SA3000, m000, m1000, m5000, d1000, a000,  
t000, 8000, 9000, x5000 series  
**Product Options:** All

## conforms to the following Product Specifications:

**Safety:** IEC 60950: 1999 / EN60950: 2000  
IEC 60825-1:1993 +A1 / EN 60825-1:1994 +A11 Class 1 (Laser/LED)  
GB4943: 2001

**EMC:** CISPR 22: 1997 / EN 55022: 1998 +A1 Class B  
CISPR 24: 1997 / EN 55024: 1998  
IEC 61000-3-2:2000 / EN 61000-3-2: 2000  
IEC 61000-3-3:1994 + A1: 2001 / EN 61000-3-3: 1995 + A1: 2001  
GB9254: 1998  
FCC Title 47 CFR, Part 15 Class B / ICES-002, issue 2  
AS/NZS CISPR 22: 2002

**Telecom:** TBR 21: 1998, EG 201 121: 1998

**Radio:** ETSI 300-826 General EMC requirements for Radio equipment.  
ETSI 300-328 Technical requirements for Radio equipment.

## Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, the EMC Directive 89/336/EEC and the R&TTE Directive 1999/5/EC and carries the "CE Marking " accordingly.

This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cupertino, CA USA Aug. 1, 2004

Signature / Manager: \_\_\_\_\_  
Ervin Gomez, Hardware Quality Eng. Manager

## For regulatory compliance information only, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130

European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Straße 140, 71034 Böblingen, Germany  
(FAX: +49-7031-14-3143)

North America Contact: Hardware Quality Eng. Manager, Hewlett-Packard, CPC, 10500 Ridgeview Ct., Cupertino, CA 95015-4010  
Phone: (408)-343-5000

# Regulatory and Safety Information

---



**WARNING:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment, loss of information, bodily harm, or loss of life.

---



**WARNING:** Please read the “Additional Safety Information” located later in this document before installing and connecting your device to the electrical power system.

---

## FCC Regulatory and Safety Information (USA Only)

Federal Communications Commission (FCC) Radio Frequency Interference Statement

---



**WARNING:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet that is on a circuit different from the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The system RFI and Radiated Immunity tests were conducted with supported peripheral devices and shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the power cord supplied with this unit.

---



**WARNING:** When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Do not use this product near water; for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack, or internal components.
- If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.

**SAVE THESE INSTRUCTIONS**

---

## Additional Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

### AC Power Safety Warning

---



**WARNING:** Install the device near an AC outlet. The AC power cord is your device's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your device has a grounded plug. Always use the power cord with a properly grounded wall outlet, to avoid the risk of electrical shock.

---



**WARNING:** For your safety, always unplug the device from its power source and from any telecommunications systems (such as telephone lines), networks, or modems before performing any service procedures. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.

---

© 2004 Hewlett-Packard Development Company, L.P.

[www.hp.com](http://www.hp.com)

Printed in



5 9 9 1 - 1 3 5 6