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## HEALTH WARNING

Use of a keyboard or mouse may be linked to serious injuries or disorders.

When using a computer, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation, or stiffness, **DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL**, even if symptoms occur when you are not working at your computer. Symptoms like these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, or other parts of the body. These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, and other conditions.

While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including: overall health, stress and how one copes with it, medical and physical conditions, and how a person positions and uses his or her body during work and other activities (including use of a keyboard or mouse). The amount of time a person performs an activity may also be a factor.

Some guidelines that may help you work more comfortably with your computer and possibly reduce your risk of experiencing an MSD can be found in the "Healthy Computing Guide" installed with this device's software. If this device did not come with software, see the "Healthy Computing Guide" section of the "Getting Started" manual. You can also access the "Healthy Computing Guide" at [www.microsoft.com/hardware](http://www.microsoft.com/hardware) or (in the United States only) by calling 1 (800) 360-7561 to request a CD at no charge.

If you have questions about how your own lifestyle, activities, or medical or physical condition may be related to MSDs, see a qualified health professional.



## Warning

To protect against risk of fire, bodily injury, electric shock or damage to the equipment:

- Do not immerse any part of this product in water or other liquid.
- Do not spray liquid on this product or allow excess liquid to drip inside.
- Do not use this product if it has sustained any type of damage.
- Disconnect this product or remove its batteries before cleaning.



# Welcome

Congratulations on your purchase of a Microsoft® wireless mouse, which includes:

1



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- 1 Wireless mouse
- 2 Receiver (desktop or notebook version, depending on your mouse model)
- 3 One or more batteries for your wireless mouse, depending on your mouse model
- 4 This *Getting Started* manual



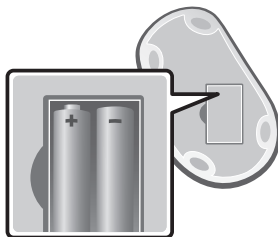
**Important** Check the system requirements (located on the packaging) to make sure that your system is compatible with the product that you purchased.

# 1 | Insert the Batteries

Whenever you insert batteries, always make sure that each of them is new. Alkaline batteries provide maximum battery life and are included in the package.

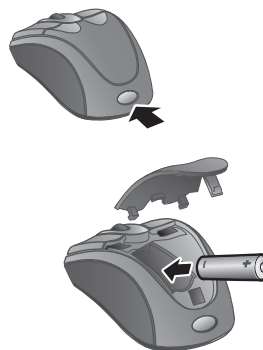
## Desktop Mouse

- 1 Remove the battery compartment cover.
- 2 Insert the batteries, making sure to correctly orient the positive (+) and negative (-) ends as specified by the battery compartment labels.



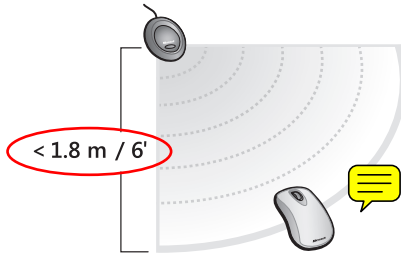
## Notebook Mouse

- 1 Press the Microsoft Optical Technology Logo button on the top of the mouse, and then remove the battery compartment cover.
- 2 Insert the battery, making sure to correctly orient the positive (+) and negative (-) ends as specified by the battery compartment labels.

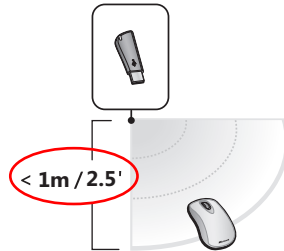


## 2 | Position the Wireless Mouse and Receiver

For optimum performance, position the receiver away from any items that might cause interference, such as computer monitors, large metal objects (including metal furniture), desktop fans, or fluorescent lights. Make sure that the distance between the mouse and receiver is within the wireless range specified in the following graphics.



Desktop mouse positioning

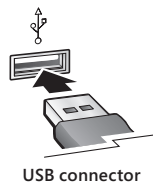


Notebook mouse positioning

### 3 | Connect the Receiver to the Computer

- Turn on your computer, and then plug the rectangular **USB connector** into your computer's rectangular USB port.

⚠ **Important** If you're running Windows® 98, you may be prompted to insert the Windows 98 CD when you plug the connector into your computer's USB port. The required USB driver is located in the Win98 folder of the Windows 98 CD.



### 4 | Test the Mouse

Try using the mouse. If it doesn't work as expected, make sure that you completed the following procedures as specified earlier in these instructions:

- The battery or batteries are new and inserted correctly.
- The receiver and mouse are correctly positioned within their wireless range and there are no nearby items that might cause interference.
- The receiver is correctly connected to the computer.

If the mouse is still not working, try reconnecting the mouse to the receiver.

#### **To reconnect the mouse to the receiver**

- 1 Make sure that the mouse and receiver are positioned as specified earlier in this manual.
- 2 Press the button on the receiver, and then immediately press the **Connect** button on the bottom of the mouse. Using the tip of a pen may make it easier to press smaller buttons.

**Important** Before boarding any aircraft, remove the batteries from the wireless mouse or snap the receiver into its slot on the bottom of the notebook mouse (turning it off). The wireless mouse can transmit radio frequency (RF) energy, much like a cellular telephone, whenever batteries are installed and the mouse is activated either by touch or button press. The notebook mouse can transmit RF energy whenever batteries are installed and the receiver is detached from its slot on the bottom of the mouse (turning it on).

## Storing the Receiver in the Mouse (notebook mouse models only)

For added portability or when the mouse isn't in use, you can snap the receiver into its slot on the bottom of the mouse. Attaching the receiver to the mouse in this way automatically turns the mouse off.



# Healthy Computing Guide



## Introduction

This guide is designed to help you be more comfortable and productive while using your computer. It may also help you reduce your risk of experiencing painful and disabling injuries or disorders described in the Health Warning earlier in this manual.

It only takes a moment to read, but the benefits can be lasting.

For information about arranging your workstation and developing habits that may help to reduce your risk of experiencing an MSD, read this “Healthy Computing Guide.” Because there are a variety of factors that may contribute to MSDs, this guide cannot provide everything you need to know to prevent an MSD or reduce your risk of experiencing one. For some people, following the suggestions may reduce their risk of experiencing an MSD. For others, it may not. However, many people experience greater comfort and productivity when following these suggestions. Keep in mind that this guide is not a substitute for the advice of a qualified health professional or an employer health policy or program. If you have questions about how your own lifestyle, activities, or medical or physical condition may be related to MSDs, see a qualified health professional.

## Position Yourself

Whether you are working or playing, it is important to avoid awkward postures and position your body comfortably. Not only can this improve your overall productivity, it may help you avoid musculoskeletal disorders (MSDs). Keep in mind that changing your posture during extended tasks may also help you avoid discomfort and fatigue.



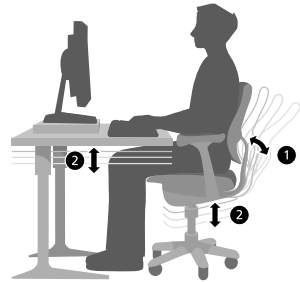
When working or playing at the computer, adapt your surroundings and arrange your computing equipment to promote a comfortable and relaxed body posture. Setting up your workstation to avoid discomfort depends on your unique body size and work environment. However, the following suggestions may help to provide you with a more comfortable environment.

**To support your back, try the following:**

- Use a chair that supports your lower back (see detail ❶).
- Adjust your work surface and chair height to assume a comfortable and natural body posture (see detail ❷).

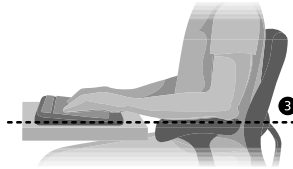
**To promote comfortable leg postures, try the following:**

- Clear away items from beneath your desk to allow comfortable leg positioning and movement.
- Use a footrest if your feet do not rest comfortably on the floor.



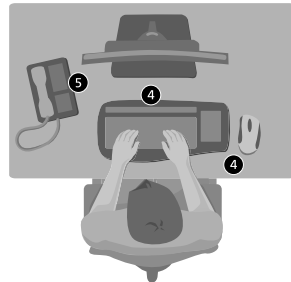
**To minimize reaching and to promote comfortable shoulder and arm postures, try the following:**

- Place your keyboard and mouse or trackball at the same height; these should be at about elbow level. Your upper arms should fall relaxed at your sides (see detail 3).
- When typing, center your keyboard in front of you with your mouse or trackball located close to it (see detail 4).
- Place frequently used items comfortably within arm's reach (see detail 5).



**To promote proper wrist and finger postures, try the following:**

- Keep your wrists straight while typing and while using a mouse or trackball. Avoid bending your wrists up, down, or to the sides. If your keyboard has legs, extend them if this helps you maintain a comfortable and straight wrist position.
- Type with your hands and wrists floating above the keyboard, so that you can use your whole arm to reach for distant keys instead of stretching your fingers.





### To minimize neck bending and twisting, try the following:

- Position the top of the screen near eye level (see detail 6). Bifocal wearers may need to lower the screen or talk to a qualified health professional about glasses customized for computer work.
- Center your monitor in front of you. If you refer to your documents more frequently than your monitor, consider placing your documents directly in front of you and the monitor slightly to the side.
- Consider using a document holder to position your documents near eye level.



### To minimize eye strain, try the following:

- Position your monitor about an arm's length away from you when seated comfortably in front of it.
- Avoid glare by placing your monitor away from light sources that produce glare, or use window blinds to control light levels.
- Remember to clean your screen. If you wear glasses, clean them also.
- Adjust your monitor's brightness and contrast.
- Adjust onscreen font sizes to make viewing more comfortable for you, if your computer program has this feature.

### Go Lightly

Physical forces continuously interact with our bodies. We may think that only high-impact forces, such as car crashes, are likely to injure our bodies. However, low-impact forces may also result in injuries, discomfort, and fatigue if they are repeated or experienced over long periods of time.



**Some types of low-impact forces include:**

**Dynamic force:** A force that you exert through movement, such as pressing the keys while typing or clicking the mouse buttons.

**Static force:** A force that you maintain for a period of time, such as holding your mouse or cradling the phone.

**Contact force:** A force that occurs when you rest on an edge or hard surface, such as resting your wrists on the edge of your desk.

**To reduce the effects of low-impact forces on your body, try the following:**

- Type with a light touch, keeping your hands and fingers relaxed, because it takes little effort to activate keyboard keys.
- Use a light touch when clicking a mouse button or when using a joystick or other gaming controller.
- Hold the mouse with a relaxed hand and do not grip the mouse tightly.
- Avoid resting your palms or wrists on any type of surface while typing (see detail 7). The palm rest, if provided, should only be used during breaks from typing.
- Relax your arms and hands when you are not typing or using your mouse. Do not rest your arms and hands on edges, such as the edge of your desk.
- Adjust your chair so the seat does not press into the back of your knees (see detail 8).



## Take Breaks

Taking breaks can help your body recover from any activity and may help you avoid MSDs. The length and frequency of breaks that are right for you depend on the type of work you are doing. Stopping the activity and relaxing is one way to take a break, but there are other ways, also. For example, just changing tasks - perhaps from sitting while typing to standing while talking on the phone can help some muscles relax while others remain productive.

### **To vary your daily activities and to work productively, try the following:**

- Plan your work and play so that you are not doing the same thing for extended periods of time (such as performing the same activity or using the same part of your body).
- Use different input devices, such as your mouse and keyboard, to accomplish the same task. For example, to perform a scrolling task, you can use the wheel on the mouse and the arrow keys on the keyboard.
- Work more efficiently by using software and hardware features to reduce your effort and increase your productivity. For example, you can press the Windows logo key to open the Windows Start menu.
- Learn about software and hardware features by reading the information that accompanied these products. For example, if you frequently highlight text, activate the mouse ClickLock feature.

## **Be Healthy**

A healthy lifestyle can help you perform and enjoy your everyday activities, including the time spent at your computer. Also, learning more about your health is an important step in staying comfortable and productive while using your computer.

### **To help maintain good health, try the following:**

- Eat a balanced diet and get adequate rest.
- Exercise for overall fitness and to improve the strength and flexibility of your body. Consult a qualified health professional to help you choose the stretches and exercises that are right for you.
- Learn to manage stress. One way to reduce stress at work is to plan your work area and schedule so that noise and distractions are kept to a minimum.
- See a qualified health professional if you have questions about how your medical and physical conditions may be related to MSDs. While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including previous injuries, diabetes, hormonal changes (such as pregnancy), and rheumatoid arthritis.

### **Conclusion**

Learning more about working comfortably and productively, as well as your overall health, are important ways to help you enjoy your computing experience.



## Microsoft Product Support Services

If you have a question about your Microsoft hardware product, do the following:

- Check the system requirements for your product (located on the packaging) to make sure your system is compatible.
- Read through this manual.
- For additional product information, go to the Microsoft Hardware Web site at: [www.microsoft.com/hardware](http://www.microsoft.com/hardware)
- For up-to-date help about using or troubleshooting your device, go to the Microsoft Product Support Services Web site at: <http://support.microsoft.com>
- See the customer support options in this section to find the appropriate support option.

### Customer Support Options

**Product Name:** Microsoft Mouse Products

**OEM Distributed:** If this product came with a new computer or device, the hardware manufacturer provides technical support. Please contact your manufacturer directly for support.

**Self-Help Support:** Search our Knowledge Base, watch videos for solving common problems, and download available updates by visiting <http://support.microsoft.com>

**Chat & E-mail Support:** Chat immediately, or send an e-mail message to a Microsoft Support Professional by visiting <http://support.microsoft.com>  
Note that e-mail response may be delayed by several hours.



**Phone Support:** In the United States, call **(866) 833-7088**  
In Canada, call **(800) 876-8533**  
For all other regions, see the "International Technical Support Numbers" later in this section.

**TTY Users:** In the United States, call **(800) 892-5234**  
In Canada, call **(866) 857-9850**  
For all other regions, see the "International Technical Support Numbers" later in this section.

**Conditions:** Microsoft support services are subject to then-current prices, terms, and conditions, which are subject to change without notice. Toll charges may apply to all non-toll-free numbers listed.

### **International Technical Support Numbers (partial list only):**

**Note** For regional support policy details and more, go to <http://support.microsoft.com/international> and select your country or region from the list. If there is no Microsoft subsidiary office in your country or region, please contact the establishment from which you obtained your Microsoft product.

## **Patent Information**


United States and/or international patents pending.



## Important Battery Information

**Caution** Use and replace only with AA (LR6) Alkaline, Zinc-Carbon, or Zinc-Chloride Batteries.

### General Precautions

- Keep batteries out of reach of children.
- Insert the batteries in the proper direction as indicated by the positive (+) and negative (-) markings on the battery and battery compartment.
- Do not mix old and new batteries or batteries of different types (for example, carbon and alkaline batteries).
- Always remove old, weak, or worn-out batteries promptly and  or dispose of them in accordance with Local and National Disposal Regulations.
- If a battery leaks, remove all batteries and recycle or dispose of them in accordance with the battery manufacturer's instructions and Local and National Disposal Regulations. Before inserting new batteries, thoroughly clean the battery compartment with a damp paper towel, or follow the battery manufacturer's recommendations for cleanup. If fluid from the battery comes into contact with skin or clothes, flush skin with water immediately.
- Remove the batteries if your device is to be stored for an extended period of time without being used.

### Special Precautions

The precautions below are to prevent the sudden release of electrolytes, which these prohibited actions can cause:

- Do not install the batteries incorrectly. Carefully observe the positive (+) and negative (-) markings on the battery for proper installation.
- Do not open, puncture, or mutilate the batteries.
- Do not heat batteries.
- Do not use a fire to dispose of batteries.

Released battery electrolyte is corrosive, can cause damage to the eyes and skin, and may be toxic if swallowed.

## Regulatory Information

Tested to comply with FCC (U.S. Federal Communications Commission) Standards. For home or office use. Not intended for use in machinery, medical or industrial applications. Any changes or modifications not expressly approved by Microsoft could void the user's authority to operate this device.

This product is for use with NRTL Listed (UL, CSA, ETL, etc.), and/or IEC/EN 60950 compliant (CE marked) Information Technology equipment. No serviceable parts included.

This device is rated as a commercial product for operation at +41°F (+5°C) to +95°F (+35°C).

This Class B digital apparatus complies with Part 15 of the U.S. Federal Communications Commission (FCC) rules, Canadian ICES-003, RSS-Gen, RSS-210 and RSS-310. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil numérique de la classe B est conforme aux normes NMB-003, CNR-Gen, CNR-210 et CNR-310 du Canada. Son fonctionnement est assujéti aux deux conditions suivantes : (1) Cet appareil ne peut pas provoquer d'interférences nuisibles et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement non désiré.

Microsoft Corporation; One Microsoft Way; Redmond, WA 98052-6399; U.S.A.

United States: (800) 426-9400 Canada: (800) 933-4750

## RF Technical Specifications

RF output power: < 54 dBµV/m at 3 m

Keyboard with two channels – RF frequencies: 27.095MHz (channel 1), 27.195MHz (channel 2)

Keyboard with a single channel – RF frequency: 27.195MHz

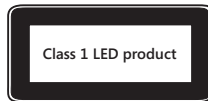
Mouse with two channels – RF frequencies: 27.045MHz (channel 1), 27.145MHz (channel 2)

Mouse with a single channel – RF frequency: 27.145MHz

## Information About LED Devices

This product has been evaluated to comply with International Standard IEC 60825-1:1993/A2:2001.

This product uses LEDs that are inherently Class 1.



## Information About Laser Devices

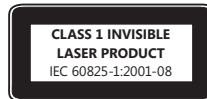
This device complies with International Standard IEC 60825-1:2001-08 for a Class 1 laser product. This device also complies with 21 CFR 1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated July 26, 2001.

- This device emits a collimated (parallel) beam of infrared light (invisible to the user).
- Maximum output of the laser radiation: < 716 microwatts (at 832 nanometers) to 834 microwatts (at 865 nanometers).
- Emitted laser wavelength(s): nominal: 850 nanometers, range: (832-865 nanometers).
- This optical device has no serviceable parts.

**Caution** Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

- **Do not** disassemble the device.
- **Do not** use the device outside of its specified operating temperature range +41°F (+5°C) to +95°F (+35°C). If the device is exposed to an environment outside of its prescribed operation, unplug the device or remove the batteries (if wireless) and allow the temperature to stabilize within the specified operating range before using the device.

A Class 1 laser product is safe under reasonably foreseeable conditions of operation as described by IEC 60825-1 and 21 CFR 1040.10. However, it is recommended that you **not** direct the laser beam (which is emitted from the bottom of the mouse) at anyone's eyes.



## Product Disposal Information

Dispose of this product in accordance with local and national disposal regulations (if any), including those governing the recovery and recycling of waste electrical and electronic equipment (WEEE).



## Declaration of Conformity

We, the undersigned,

**Company:** Microsoft Corporation  
**Address:** One Microsoft Way, Redmond WA 98052-6399  
**Country:** U.S.  
**Telephone number:** +1 425-882-8080  
**Fax number:** +1 425-936-7329  
**Internet:** <http://www.microsoft.com>

declare that the following equipment:

**Product Description/  
Intended use:** 27MHz low power wireless computer keyboard, pointing devices and associated receiver for home and office use

**EU/EFTA member states  
intended for use:** All EU/EFTA member states

**Restrictive use:** None

**Manufacturer:** Microsoft Corporation

**Brand:** Microsoft

**Models:** All 27MHz low power wireless computer keyboards, pointing devices and associated receivers

are tested to and conform with the essential test suites included in the following standards:

EN 300 220-3

EN 301 489-03

EN 60950

EN 60825-1 1994/A2:2001

and therefore complies with the essential requirements and other relevant provisions of the Directive(s)

**1999/5/EC.**

The technical documentation as required by the Conformity Assessment procedure is kept at the following address:

**Company:** Microsoft Ireland Operations Ltd.  
**Address:** Atrium Building Block B  
Carmenhall Road, Sandyford Industrial Estate, DUBLIN 18  
Ireland  
**Country:**  
**Telephone number:** +353 1 295 3826  
**Fax number:** +353 1 706 4110  
**Internet:** <http://www.microsoft.com/ireland/>



## Limited Warranty

IMPORTANT—PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS! The term "Hardware Device" means the Microsoft hardware product. The term "You" means either an individual or a single legal entity who will be referred to in this Limited Warranty as "You" and "Your".

### A. WARRANTIES.

1. Express Warranty. Subject to the terms and conditions of this Limited Warranty and in lieu of any other (if any) express warranties, Microsoft warrants that the Hardware Device is fit for normal use and service, on the date of acquisition as shown on Your receipt or similar proof of payment and for the period of time stated below for the applicable Hardware Device (hereafter each defined as the "Warranty Period"), that the Hardware Device will substantially conform with the accompanying Microsoft packaging and documentation. As to any defects discovered after the Warranty Period, there is no warranty or condition of any kind.

Warranty Period:

For all Microsoft keyboard and mouse desktop sets: Three (3) years

For all Microsoft keyboard devices: Three (3) years

For Microsoft mouse devices:

Comfort Optical Mouse 3000; Wireless Optical Mouse 2000; Wireless Optical Mouse 1000; Optical Mouse 1000; Basic Mouse; Basic Notebook Optical Mouse; Compact Optical Mouse; Mobile Optical Mouse; Notebook Optical Mouse; Optical Mouse by Starck; Standard Wireless Optical Mouse; Wheel Mouse; Wheel Mouse Optical: Two (2) years

Wireless Laser Mouse 5000; Laser Mouse 6000; Wireless Notebook Laser Mouse 6000; Wireless Notebook Optical Mouse 5000; Wireless Notebook Optical Mouse 4000; Wireless Optical Mouse 3000; Wireless Notebook Optical Mouse 3000; Notebook Optical Mouse 3000; Basic Optical Mouse; Cordless Wheel Mouse; IntelliMouse; IntelliMouse Explorer; IntelliMouse Trackball; Mouse 2.0; Optical Mouse; Trackball Optical; Wireless Notebook Optical Mouse; Wireless Optical Mouse; Wireless Wheel Mouse: Three (3) years

Wireless Laser Mouse 6000; Wireless Optical Mouse 5000; IntelliMouse Optical; IntelliMouse Pro; IntelliMouse with IntelliEye; Trackball Explorer; Wireless IntelliMouse Explorer; IntelliMouse Explorer for Bluetooth; Wireless IntelliMouse Explorer with Fingerprint Reader: Five (5) years

For other Microsoft devices:

Microsoft Fingerprint Reader: Three (3) years

This Limited Warranty does not cover, and no warranty of any kind is provided with respect to any subjective or aesthetic aspects of the Hardware Device. The express warranty stated above is the only express warranty made to You and is provided in lieu of all other express or implied warranties and conditions (except for any non-disclaimable implied warranties that exist), including any created by any other documentation or packaging. No information or suggestions (oral or in a record) given by Microsoft, its agents, affiliates or suppliers or its or their employees or agents, shall create a warranty or condition or expand the scope of this Limited Warranty.

2. Limitation on Duration of Implied Warranties. If you are a consumer, You may also have an implied warranty and/or condition under the laws of some jurisdictions, which is hereby limited to the duration of the Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the foregoing limitation may not apply to You.

B. EXCLUSIVE REMEDY. Subject to applicable law and the following, and provided that You return the Hardware Device to Your place of acquisition (or, if that place will not accept the return, to Microsoft) with a copy of Your receipt or other bona fide proof of payment during the Warranty Period, Microsoft will, at its option and as Your exclusive remedy for breach of this Limited Warranty and any implied warranties:

repair or replace the defective Hardware Device; or

make payment to You for the allowable damages that You incurred in reasonable reliance, but only up to the amount You paid (if any) for the Hardware Device less reasonable depreciation based on actual use.

The above remedy is subject to the following:

Any repaired or replaced Hardware Device will be new or refurbished or serviceably used, comparable in function and performance to the original Hardware Device, and may include third party items;

Any Hardware Device repaired or replaced under this Limited Warranty will be warranted for the remainder of the original Warranty Period or 30 days from the date of shipment of the item back to You, whichever is longer.

Except as otherwise required by legislation in Your jurisdiction, costs associated with transport (including packaging) for warranty service shall be at Your expense; and

Microsoft, its agents, affiliates and suppliers do not provide any warranties regarding any other services provided under this Limited Warranty and disclaim all duties (if any) of workmanlike effort or of lack of negligence regarding such services.

C. NO OTHER WARRANTIES. The express warranty stated above is the only express warranty made to You and is provided in lieu of all other express or implied warranties and conditions (if any) including any created by any other documentation or packaging. No other warranties or conditions are made with respect to the Hardware Device or the warranty services by any person, including but not limited to Microsoft, its agents, affiliates and suppliers. No information (oral or written) or suggestions given by Microsoft, its agents or suppliers or its or their employees, shall create a warranty or condition or expand the scope of this Limited Warranty. Also, there is no warranty or condition of title, quiet enjoyment, or noninfringement in the Hardware Device. You may have greater rights existing under legislation in your jurisdiction.

D. EXCLUSION OF OTHER DAMAGES.

TO THE FULL EXTENT ALLOWED BY LAW, MICROSOFT AND ITS AGENTS, AFFILIATES AND SUPPLIERS ARE NOT LIABLE FOR ANY:

(i) CONSEQUENTIAL OR INCIDENTAL DAMAGES;

(ii) DAMAGES OR LOSS OF ANY NATURE WHATSOEVER RELATING TO LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR PRIVACY OR CONFIDENTIALITY, ANY INABILITY TO USE ALL OR PART OF THE HARDWARE DEVICE, PERSONAL INJURY, OR ANY FAILURE TO MEET ANY DUTY (INCLUDING BUT NOT LIMITED TO ANY DUTY OF NEGLIGENCE, GOOD FAITH OR OF WORKMANLIKE EFFORT); OR

(iii) INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING IN ANY WAY TO THE HARDWARE DEVICE. THE FOREGOING APPLIES EVEN IF MICROSOFT OR ANY AGENT, AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES; AND EVEN IN THE EVENT OF FAULT, TORT (INCLUDING NEGLIGENCE), STRICT OR PRODUCT LIABILITY, MISREPRESENTATION OR OTHER REASON.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to You.

E. EXCLUSIONS FROM COVERAGE. This Limited Warranty shall not apply and Microsoft, its agents, affiliates and suppliers have no liability under this Limited Warranty if the Hardware Device:

- is used for commercial purposes (including rental or lease);
- is modified or tampered with;
- is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defects in the Hardware Device;
- is damaged by programs, data, viruses, or files, or during shipments;
- is not used in accordance with the accompanying documentation and use instructions; or
- is repaired, modified or altered by other than a Microsoft authorized repair center and the unauthorized center causes or contributes to any defect or damage.

F. REGISTRATION. You need not register Your acquisition of the Hardware Device for the Limited Warranty to be effective.

G. BENEFICIARY. To the extent allowed by applicable law, the Limited Warranty is only made to You, the first purchaser of the Hardware Device, and there are no third party beneficiaries of the Limited Warranty. It is not intended for and does not apply to anyone else (except as required by law), including anyone to whom You make any transfer of the Hardware Device.

H. GOVERNING LAW; EXCLUSIVE FORUM. If You acquired the Hardware Device in the United States of America, all parts of this Limited Warranty shall be construed under and controlled by the laws of the State of Washington, U.S.A., and You irrevocably consent to exclusive jurisdiction and venue in the federal courts sitting in King County, WA unless no federal subject matter jurisdiction exists, in which case You irrevocably consent to exclusive jurisdiction and venue in the Superior Court of King County, WA. If You acquired the Hardware Device in Canada, except where expressly prohibited by local laws, the laws in force in the Province of Ontario, Canada apply and each of the parties hereto irrevocably attorns to the jurisdiction of the courts of the Province of Ontario and further agrees to commence any litigation which may arise hereunder in the courts located in the Judicial District of York, Province of Ontario. If You acquired this Hardware Device outside of the countries listed above, then local laws may apply.

I. FURTHER INFORMATION. Microsoft is the warrantor under this Limited Warranty. To receive instructions for obtaining performance of this Limited Warranty You must either contact the Microsoft subsidiary serving your country, or write to: Microsoft Sales Information Center, One Microsoft Way, Redmond, WA 98052-6399, USA, or visit Microsoft on the World Wide Web at <http://www.microsoft.com>.

You must also:

1. Submit proof of payment in the form of a bona fide, dated receipt, or invoice (or a copy) evidencing that You are the beneficiary of this Limited Warranty and that Your request for a remedy is made within the Warranty Period;
2. Follow Microsoft's shipping and other instructions if it determines that all or part of your Hardware Device requires return. To obtain the Limited Warranty performance, you must take or deliver the item in either its original packaging or packaging that provides an equal degree of protection to the location specified by Microsoft. Except as otherwise required by legislation in your jurisdiction, costs associated with transport (including packaging) for warranty service shall be at Your expense.

Failure to follow the above instructions may result in delays, cause you to incur additional charges, or may void your warranty.



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## **International Technical Support Numbers (partial list only):**

**Note** For regional support policy details and more, go to <http://support.microsoft.com/international.aspx> and select your country or region from the list. If there is no Microsoft subsidiary office in your country or region, please contact the establishment from which you obtained your Microsoft product.

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Servicios al Cliente: (5411) 4316-4600  
Fax: (5411) 4316-4698  
Soporte Técnico: (5411) 4316-4664

### **Australia**

Technical Support Phone: 13 20 58  
Technical Support Fax: (61) (2) 9023 5021

### **Bolivia**

Atencion al Cliente: 0800-2029  
Soporte Técnico: 0800-3443

### **Brasil**

Teléfono: (55) (11) 5504-2155  
Fax: (55) (11) 5504-2227 / 5504-2228  
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### **Caribe**

Teléfono: (787) 268-8528  
Fax: (787) 273-3636  
Soporte Técnico: 1-877-672-3842  
Correo Electrónico para soporte técnico: [mscasup@microsoft.com](mailto:mscasup@microsoft.com)  
Centro de Servicios: (800) 297-5982, para códigos de áreas 787 & 809 solamente, 506-298-2000 (para otras áreas)  
Correo Electrónico para Atención a Usuarios: [msccatus@microsoft.com](mailto:msccatus@microsoft.com)

### **Centroamérica**

Soporte Técnico: (506) 298-2020

Correo Electrónico para soporte técnico: mscasup@microsoft.com

Customer Service/Centro de Servicios: (506) 298-2000

Customer Service E-mail/Correo Electrónico para Atención a Usuarios:  
msccatus@microsoft.com

### **Chile**

Teléfono: 800-330-6000

### **Colombia**

Teléfono: (571) 524-0404

Para llamadas desde fuera de Bogotá: 9800-5-10595, 9800-9-10595

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### **Ecuador**

Teléfono: (593) (2) 258 025

PBX: (593) (2) 263-820

Fax: (593) (2) 262-894

### **France**

(33) (0) 825 827 829, followed by 0 and code 10 20 #

Telex: MSPARIS 604322F

### **Germany**

Standard Support (Installation and Handling): (01805) 67 22 55

General information about Microsoft support in central Europe:

Telephone: (01805) 25-1199

Fax: (01805) 25-1191

### **Japan**

Microsoft Support Contact Center

TEL: (81) (3) 5354-4700

FAX: (81) (3) 5388-8253

### **México**

Aplicaciones y Sistemas Operativos de Escritorio: (52) (5) 267-2199

[mslowend@msmexico.com.mx](mailto:mslowend@msmexico.com.mx)

Herramientas de Desarrollo y Sistemas Avanzados: (52) (5) 267-2190

[mshighend@msmexico.com.mx](mailto:mshighend@msmexico.com.mx)

Atención a Clientes: (52) (5) 267-2191 [clientes@msmexico.com.mx](mailto:clientes@msmexico.com.mx)

Atención a Distribuidores: (52) (5) 267-2110 [directmx@msmexico.com.mx](mailto:directmx@msmexico.com.mx)

Fax: (52) (5) 267-2119

### **New Zealand**

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Correo Electrónico para soporte técnico: [mscasup@microsoft.com](mailto:mscasup@microsoft.com)

Centro de Servicios: (800) 506-0001

Correo Electrónico para Atención a Usuarios: [msccatus@microsoft.com](mailto:msccatus@microsoft.com)

### **Paraguay**

Microsoft Paraguay

Atención al Cliente: +595 (21) 498190

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## **Perú**

Atención al Cliente - Microsoft: (511) 215-5002

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Centro de Servicios: (800) 297 5982 para códigos de áreas 787 & 809 solamente

Correo Electrónico para Atención a Usuarios: msccatus@microsoft.com

## **South Africa**

Phone: (27) (11) 257 0000 or 0860225567 (inside South Africa)

Technical Support Fax: (27) (11) 257-0424

## **United Kingdom**

Tel: 0870 60 10 100

Customers phoning from Ireland: +353 1 706 5353.

## **Uruguay**

Soporte Técnico (598) 2-908-0998/1998

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## **Venezuela**

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Fax: (582) 276-0600

Soporte Técnico: (58)(212)0500-MICROSOFT (0500-6427676)

Correo Electronico para Atención al Cliente: msven@microsoft.com.ve

Correo Electronico para Soporte Técnico: mssoporte@microsoft.com.ve

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