

APPENDIX H
: USER'S MANUAL

HW Hyun Won Inc.

Phone : 82-54-338-6000

Facsimile : 82-54-337-3075

Homepage : <http://www.m-any.com>

e-mail : many@hyunwoninc.com

333-1 Shindae-Ri, Kumho-Eup, Youngcheon-City, KyoungBuk 770-803, South Korea



MATE

Digital Music Player + Hands Free

Owner's Manual



Digital Music Player + Hands Free
Multi Format **MP3+WMA** digital audio player

Table of Contents

• Before Using

Welcome to the world of T MATE	3
What's MP3 and WMA file?	4
What's Portable Digital Audio Player?	5
About the Battery	6
Parts and Features	9
Accessories	10

• Operation and Function of T MATE

Description of Parts	11
LCD Panel	14
Listening to the sample music	15
Installing EQ	19
Installing Mode	20
Holding Function	22
REC button Function	23
About T MATE	31
How to Connect	34

Table of Contents

• Installation and Using M-ANY T MANAGER

How to Install the Software CD	35
How to Use M-ANY T Manager	38
About the Icon	40
Specific Names and Installation of USB Port	41
How to Download Files	42
How to Upload Files	45
How to Update OS	48
How to Format	49
How to Adjust bell Function	50

• Others

Check these points before you call for service	53
Warranty Service	55
About Services	56
Warranty	57
Troubleshooting Problems	59

Welcome to the World of T MATE

We would like to thank you for purchasing our product, portable digital audio player, T MATE.

T MATE is a MP3 Player in a solid tiny and simple design.

This Player has the telephone call function, addition to the digital music player function and hands free-featured figure.

The memory capacities vary from 64MB, 128MB, and to 256MB.

T MATE is manufactured to be lawful with the copyrights as it is available to provide a new music format using Digital Signal Processor which also allows his player to be upgraded.

Please visit the Hyun Won Inc. website at <http://www.m-any.com> for the latest update of Operating system.



What's MP3 and WMA Files?

Before
getting
started

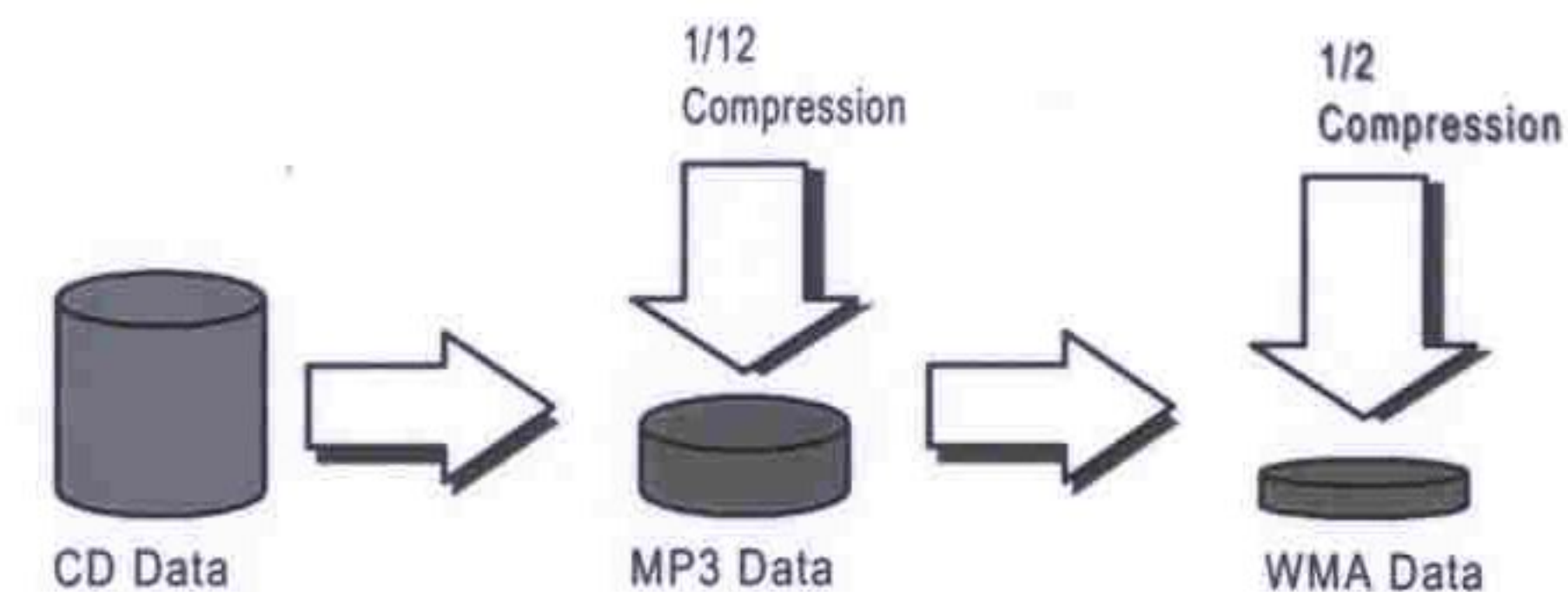
● What's MP3?

It's a music file, which is condensed (1/12) in the MPEG1-Layer3 form from the CD music data, for the use at PC. It provides qualified sound as CD does.

● What's WMA file?

It's a technology to condense the music data in 'Window Media Technologies' with the multimedia codec of the MicroSoft.

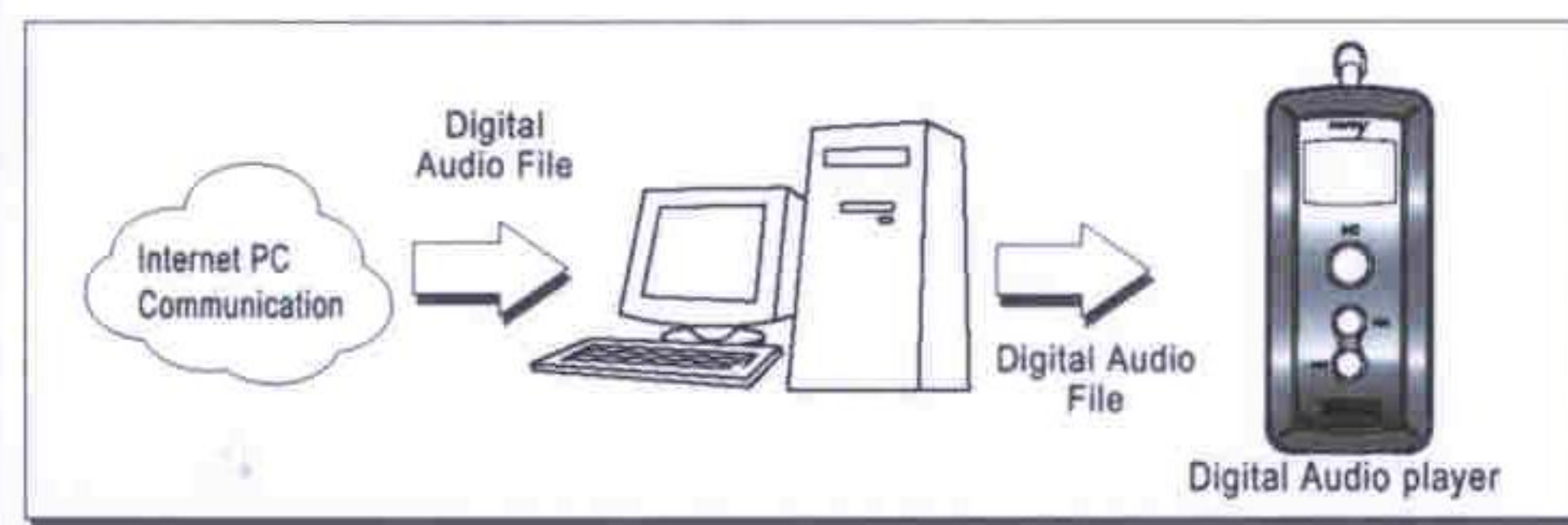
With the half capacity of MP3,



Over 32Kbps of WMA file is available to play.

What's the portable digital audio player?

-It is a portable player that store the digital audio file and retrieve it, which has been available in PC.



You can purchase audio files or content files from a pay Internet site.

Battery

Use a AAA size battery



- ❶ Open the battery cover by pushing in the direction of the arrow.
- ❷ Load the battery as indicated in the illustration, making sure that it is positioned correctly. (+ to +, and - to -)
- ❸ Replace the battery cover.
※1.5V AAA type 1EA battery.

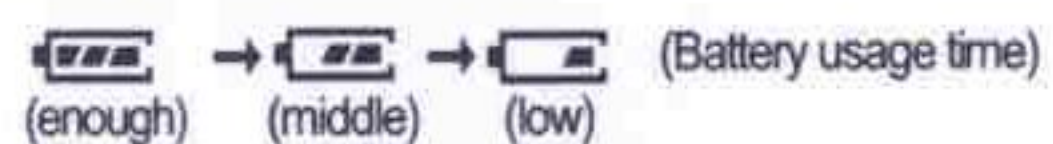
⚡ Please check carefully the polar points of the battery to prevent the product damage.

Before
getting
started

Battery


Icons indicating the remaining capacity of the battery

- ① When initially operating, the icons of the remaining capacity may not be readable.



- ② When using a general battery, the player could stop working, even though the battery capacity icon shows medium level, due to the peculiarity of the battery.
(In this case, please change the battery into a new one.)

※ Please change into a new battery as the following cases.

- ① When the icon blinks the signal of 'empty'. 
- ② When the player stops working immediately after pushing any button.
- ③ When the panel of the indicator doesn't change with any button in the body on.

Battery

Playing Time of a Battery

Batteries	Playing Time
Alkaline Battery	6 hours

1. Use a AAA size battery

- ① Open the battery cover by pushing in the direction of the arrow.
- ② Load the battery as indicated in the illustration, making sure that it is positioned.
- ③ Playing time may vary depending on usage conditions, manufacture company, or kind of batteries.

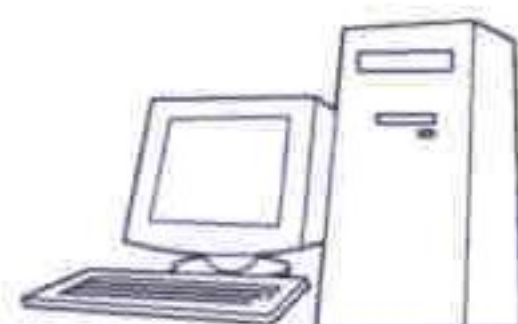
Before
getting
started

Specifications of T MATE and PC System Requirements

PC System Requirements

The following PC specifications are required for T MATE compatibility.

Microsoft (Windows 98, ME, 2000, XP)
CD-ROM Drive
Pentium 200 MHz or higher processor
32MB RAM 64MB for Windows ME or 2000) or greater
128MB free Hard Disk Space (more for digital audio file storage)
USB port capability












Specifications

Size (W x H x D): 81 x 36 x 16 mm
Weight (w/o battery): 35g
Memory (on-board): 64 / 128 / 256MB
Power Supply: AAA size Battery
Output power: 5 mW max
S/N Ratio: 90 dB
Frequency Response: 20Hz ~ 20KHz

Accessories

Included Components with your T MATE

- | | | |
|---|---|---|
| A. Software CD | B. Earphones | C. Manual |
|  |  |  |
| D. DC Line-in Cable | E. AAA size Battery | F. Cellular Phone Connection Cable |
|  |  |  |
| G. USB Cable | H. Carrying Case | I. Necklace Strap |
|  |  |  |



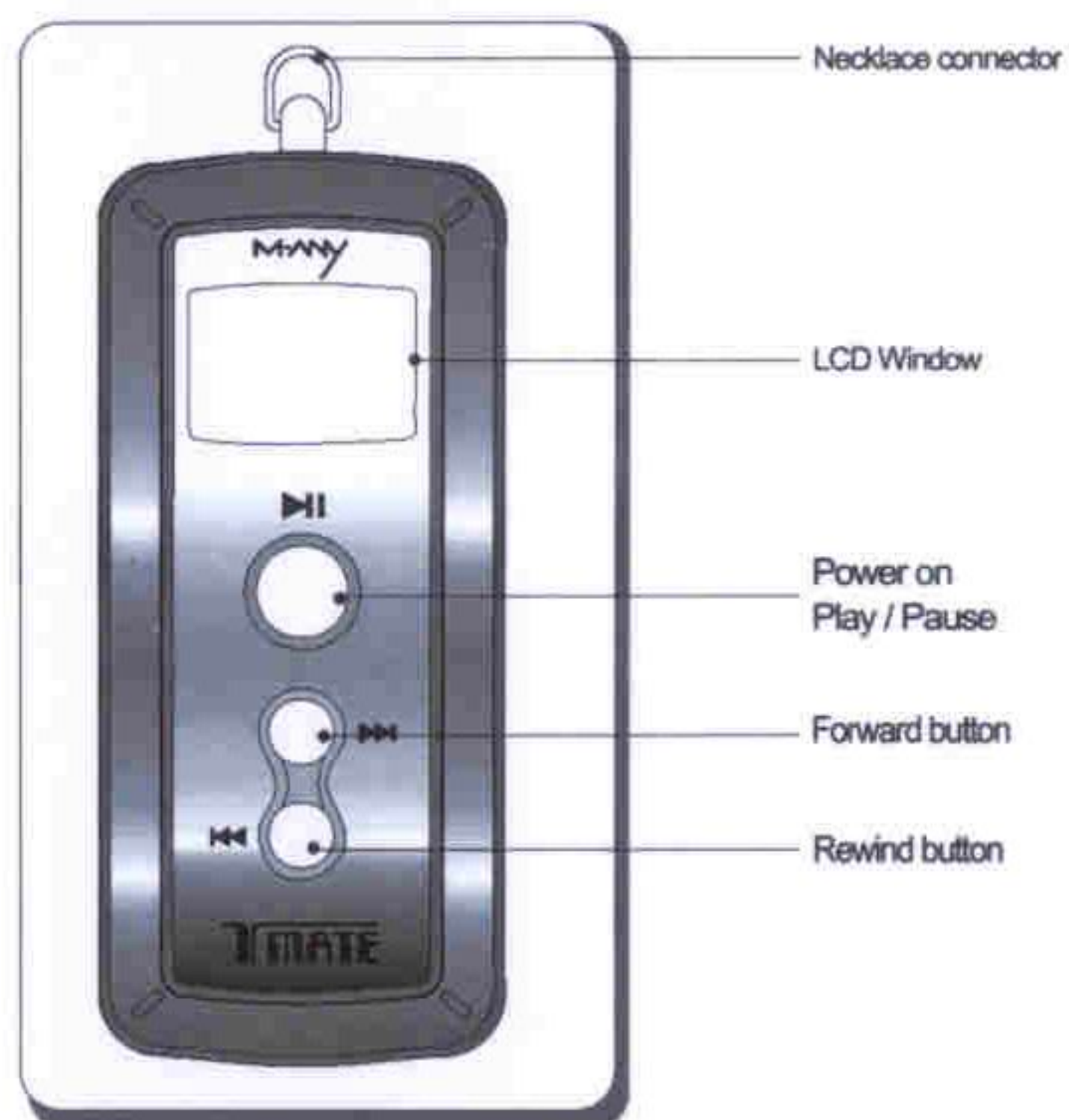
Caution

1. Accessories and optional items are subject to change.
2. Please check at <http://www.m-any.com> for the latest in T MATE accessories and software upgrades.

Before
getting
started

Names of Parts

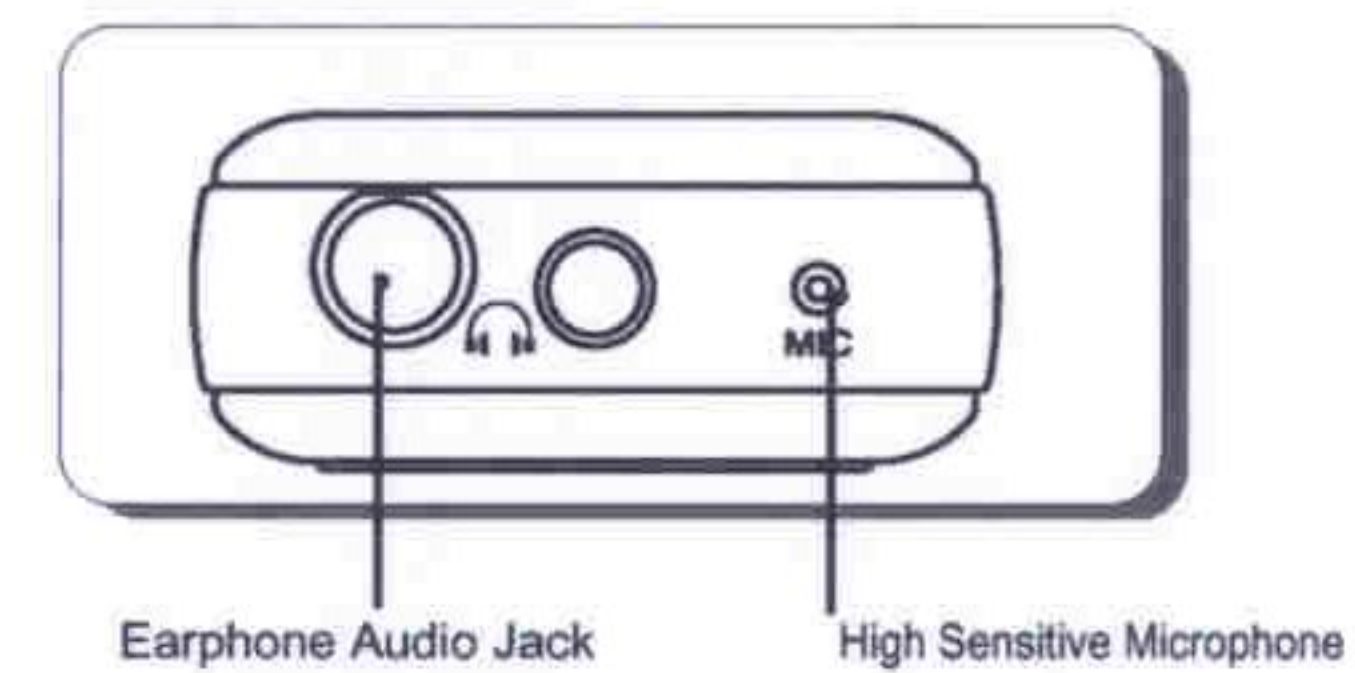
Front Panel



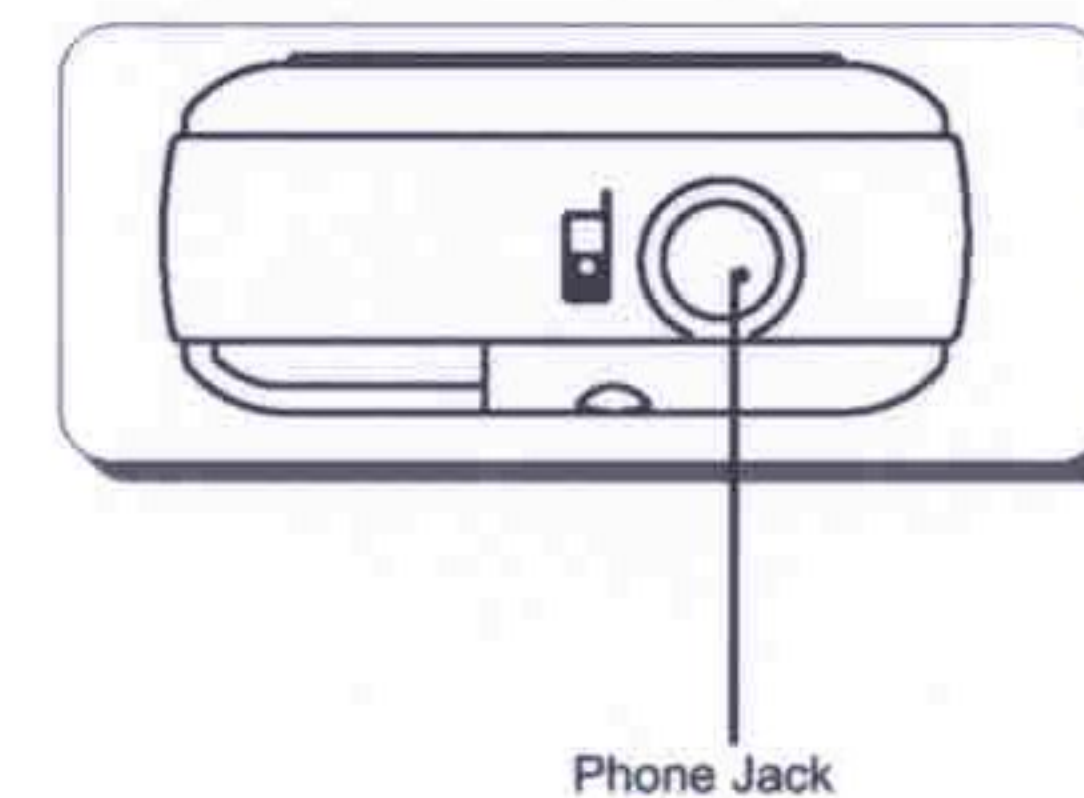
11

Names of Parts

Top Panel



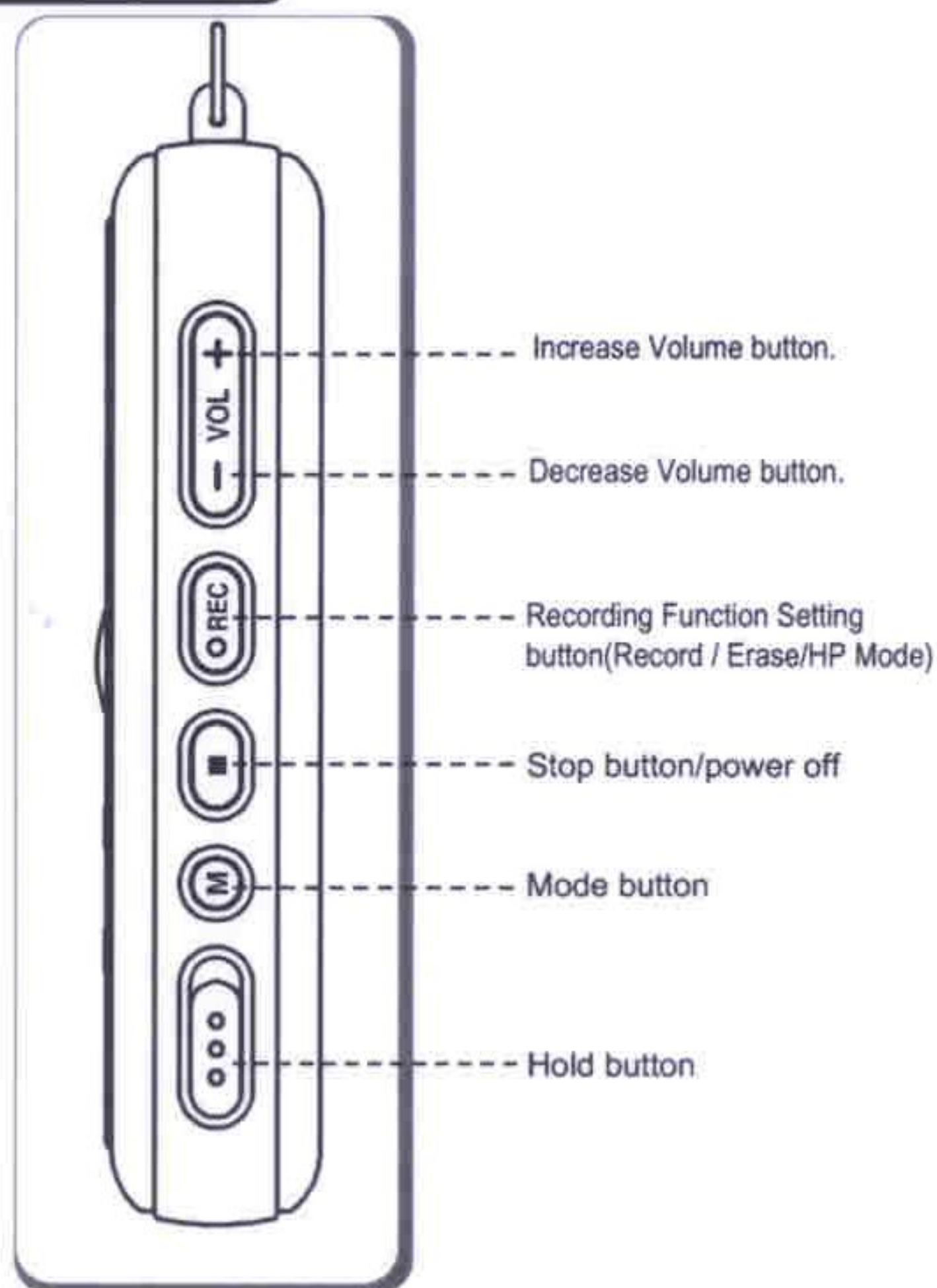
Bottom Panel

T MATE
Function

12

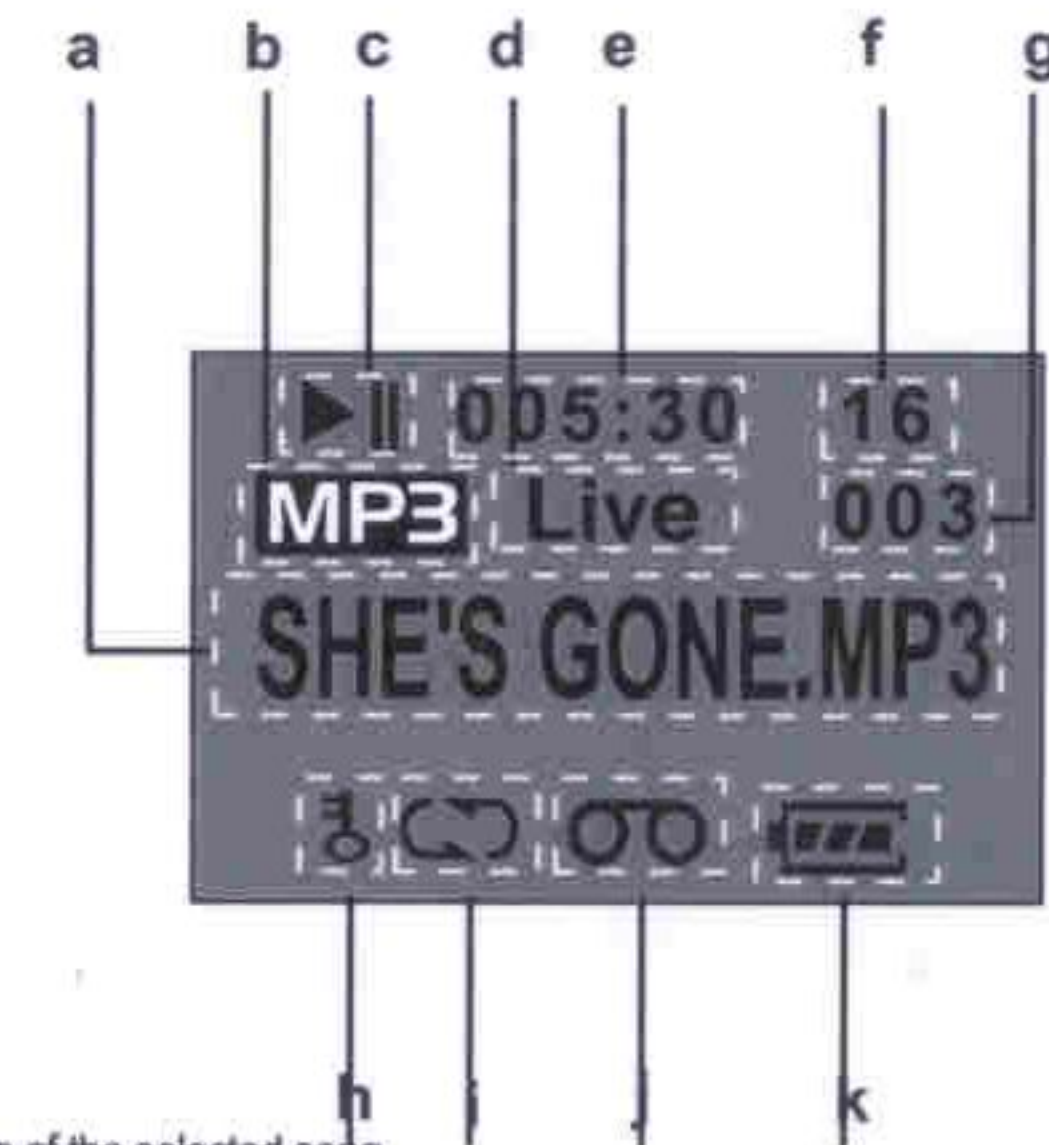
Names of Parts

Side Panel



13

LCD Window



- a. Display title of the selected song
- b. Display present file format
- c. Display present condition (PLAY ► PAUSE ■)
- d. Display present equalizer
- e. Display playtime of the selected song
- f. Display volume of the present playing song
- g. Display track number of the selected song
- h. Display Hold position
- i. (◀) Repeat a selected song, (▶) Repeat all songs.
- j. (◀) When blinking, all songs will be played back disorderly,
- k. (▶) When blinking, all songs will be repeated disorderly
- l. Display Voice recording and music recording
- m. Display the remaining battery capacity

T MATE
Function

14

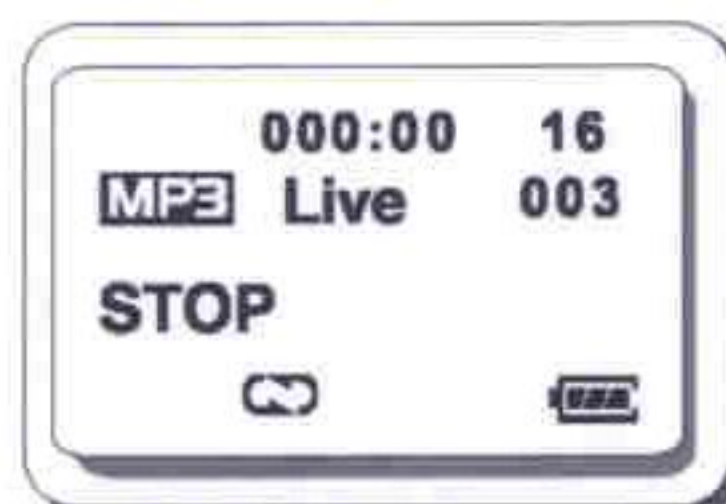
Listening to Sample Music

*Sample MP3 files are stored in T MATE Player.

You can learn the usage of buttons by executing playback of the files.

1. Power On / Playback

Press the play button more than 2 seconds to turn the player on.
Press the button again to change the Stop mode into the Play mode.

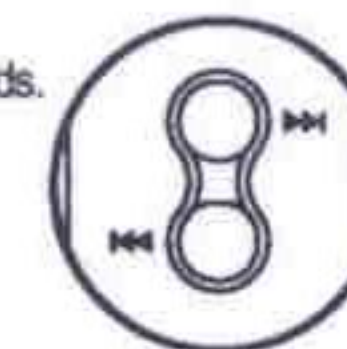


Time Table can be different with original MP3 files.
(Please Use Original MP3 files to avoid this problem.)

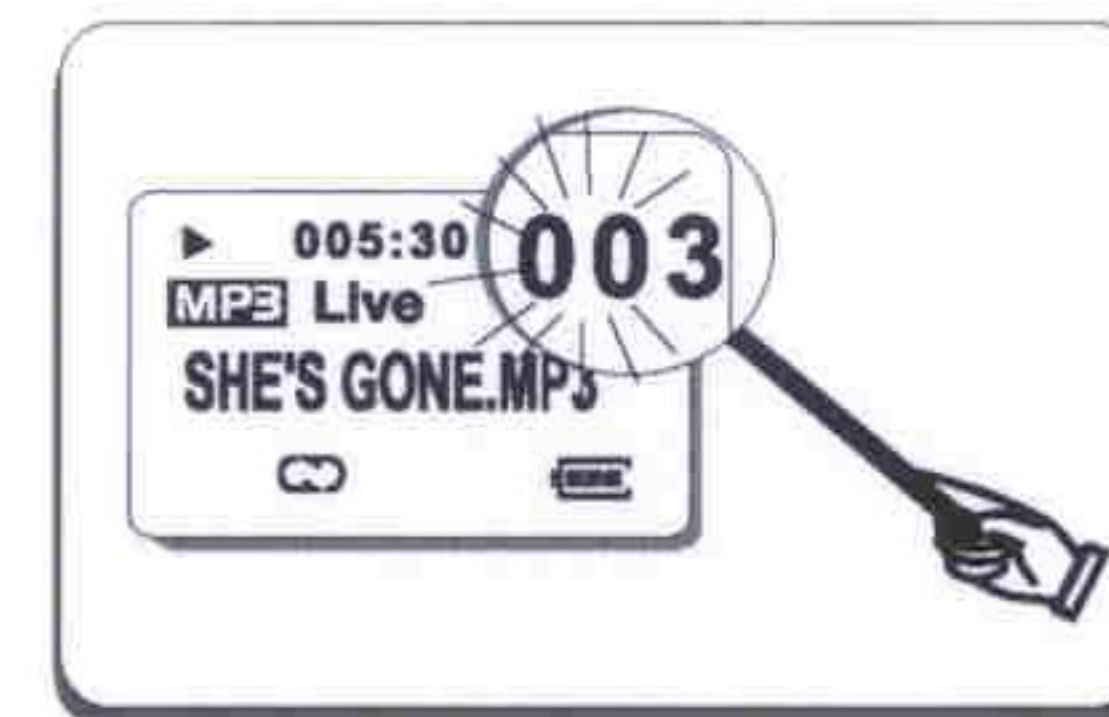
Listening to Sample Music

2. Selecting Songs

⏮: To select the previous song, press the REWIND button for seconds.
⏭: To select the next song, press the FF button for seconds.




T MATE
Function



Search Speed : Search speed will be increased as 4X -> 8X -> 16X -> 32X after 5 sec.

Listening to Sample Music


3. Pause Function

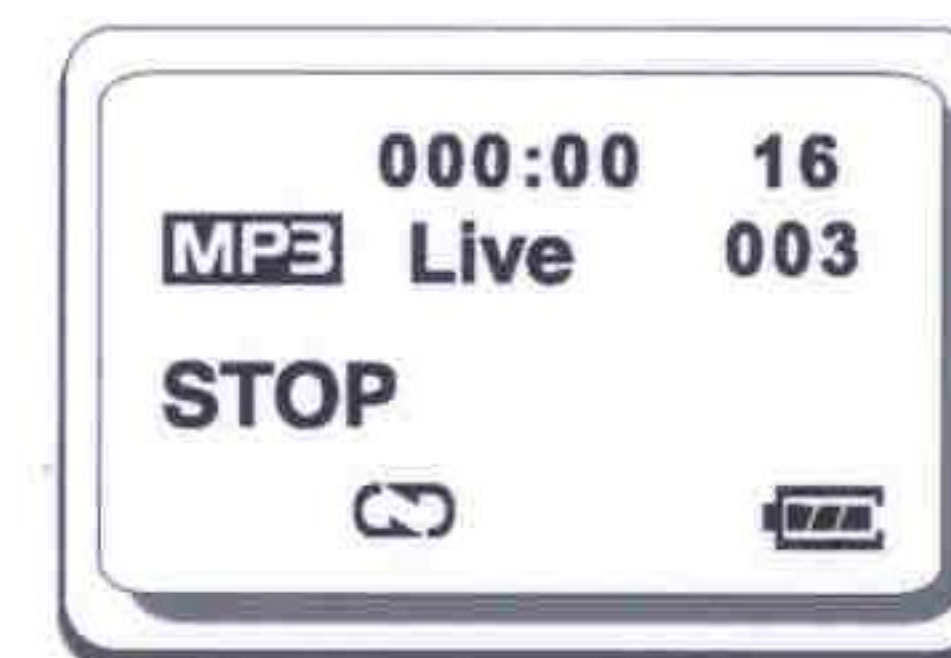
While playing, press the PAUSE  button quickly to pause and press it again to play.



Listening to Sample Music

4. STOP Function

Press the STOP  button to stop and hold it for more than 3seconds to power the player down.



T MATE
Function

Installing EQ



During playback, press the PLAY button for seconds to change EQ mode automatically, as the EQ mode goes forth as like

Live → Latin → Jazz → Rock → Dance → User

*Due to the variety of the musical quality, the quality of sound could be lower. In this case, press the Volume Down button to reduce the problem and enjoy better quality of sound.

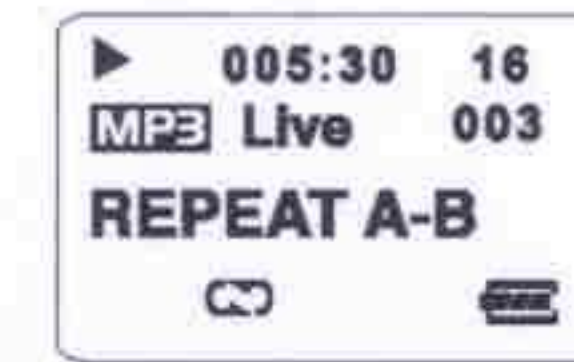
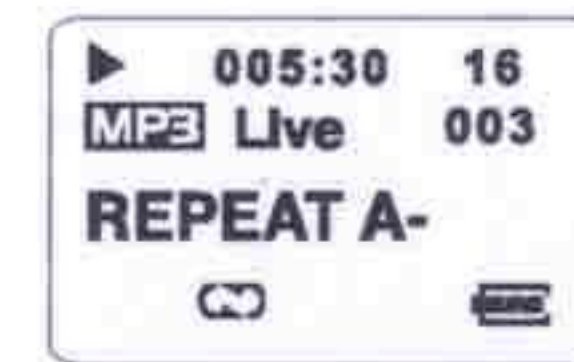
MODE Setting

Sectional Repeat Function

Press REC button for short time during playback will display "REPEAT A-" on LCD. Press REC button one more time will display "REPEAT A-B" on LCD and repeat from A to B, if B section is not defined end of music file will be recognized as B.

If B section is selected in shorter than 3 sec after select A or A is selected 3 sec before end of music, this function will not work.
(User EQ mode is not working while in "Repeat A-" mode.)

T MATE
Function



When Press Volume UP/DOWN buttons while Repeat mode, volume is changing but will not display on LCD.
Press STOP button for short time will quit repeat A-B mode, and play music file again.
Press FF/REW button to quit repeat mode.

MODE Setting

During playback, press MODE button for short time to change the mode, as it goes.
NORMAL → REPEAT → REPEAT-ALL → RANDOM → RANDOM-ALL



:Stops after all the files has been played sequently.



:Repeats the selected song continuously.



:All the files are played sequently and continuously.



:Files are selected disorderly. After the playback goes through all the files, it turns into the STOP Mode and stops.

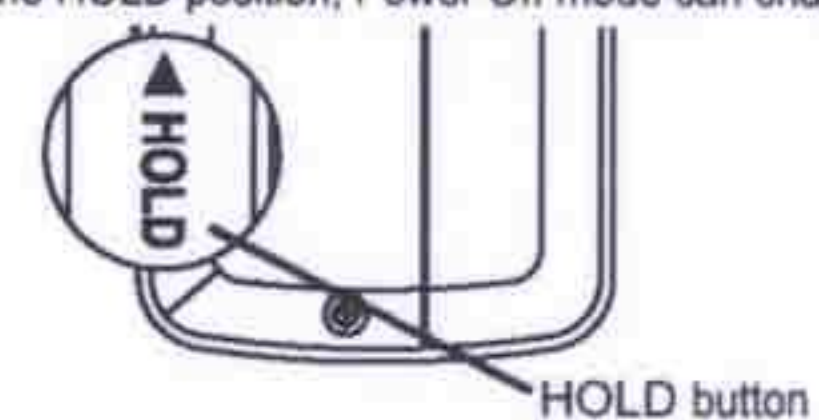


:Same as Random function but play without stop.

HOLD Function

HOLD Function

- All button except Hands-Free button are not operated.
- The player can't be entered the PLAY mode, if it's in the HOLD position. Though in the HOLD position, Power Off mode can change into Power On mode.



HOLD button



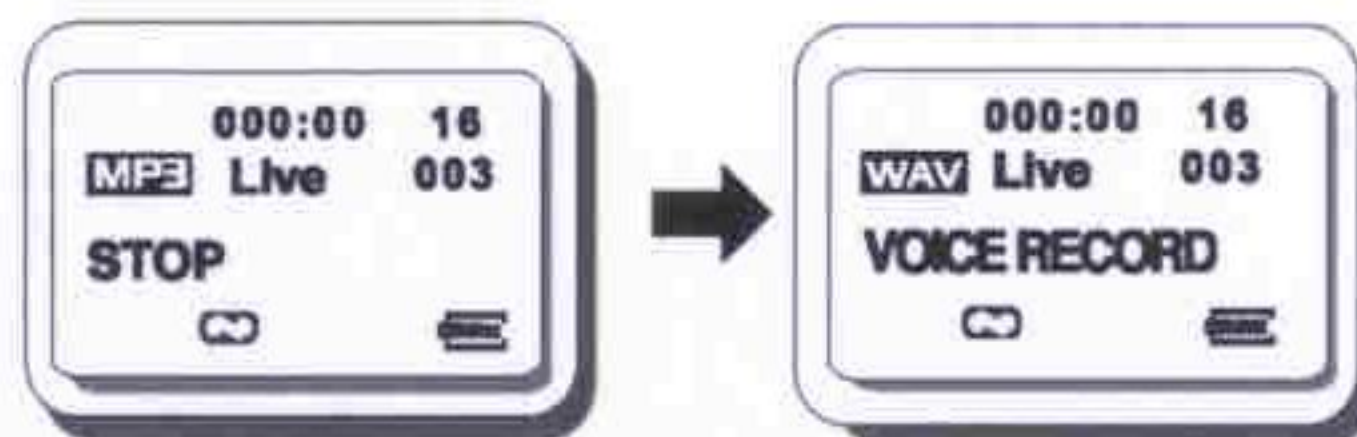
REC button Function

RECORD MODE

- 1) Mode setting is possible in the STOP position.
- 2) If you press the REC button and hold for seconds, "VOICE RECORD" will be displayed on the LCD window.
- 3) With pressing the button again, the icons will change into "MUSIC RECORD" → "ERASE MODE" → "HP MODE" → "VOICE RECORD"

● Voice Recording

- 1 Recording Function is possible in the STOP mode.
- 2 Press REC button and hold it for seconds in the STOP mode until VOICE RECORD MODE is displayed on the LCD window.



To play recorded voice file, Press Play button for 4 sec then change WAV file mode. To change MP3 file mode do same as above.

REC button Function

- 3 Press REC button quickly again to start voice recording. In the bottom of the LCD window, recording icon will be turned on and "Recording" displayed.



- 4 Press STOP button to stop recording.



- 5 Press PLAY button to play the recorded files. During playback, the recorded files will be displayed as like V001, V002, V003, ...



Problem with recording?

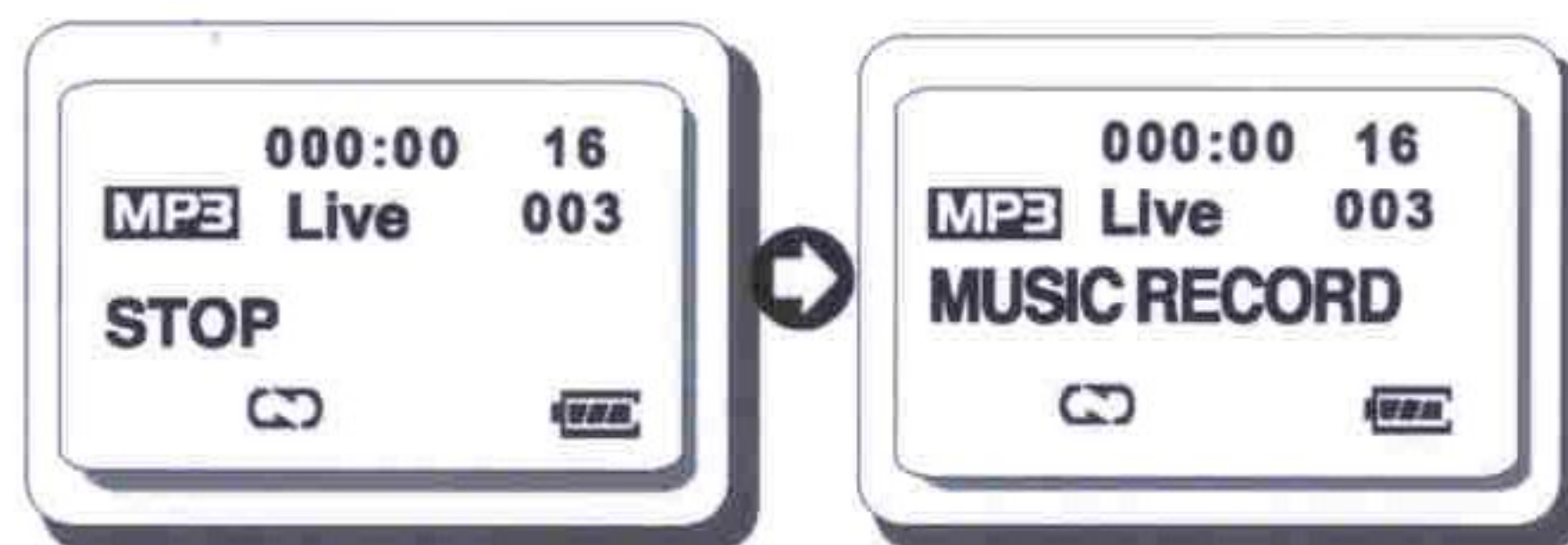
When the lack of memory capacity or the remaining battery capacity, it will be failed to enter REC mode.

T MATE
Function

REC button Function

•Music Recording

- 1 Plug Line-in cable to player and plug other side to line-in or earphone jack of other audio device.
- 2 Press REC button for a long time in voice record mode will display "MUSIC RECORD MODE" on LCD.
- 3 Press REC button for short time to record music.
(“Recording” and Record icon will display on LCD.)



25

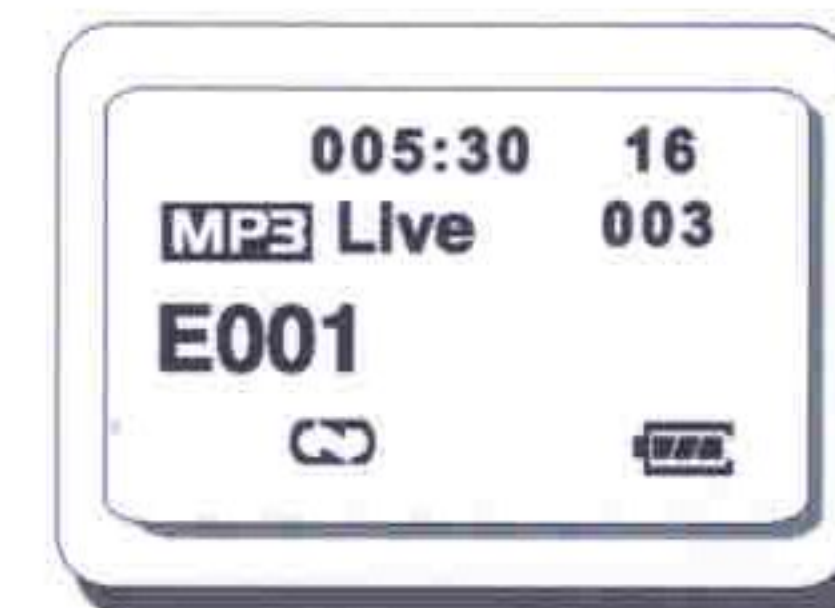


Warning!

For recording music. You should turn off the HP MODE. While HP MODE is on, Music will be recognized as bell.

REC button Function

- 4 Press STOP button to stop recording.
- 5 Press PLAY button to play recorded files and the list of recorded files will appear on the LCD window as to E001, E002, E003, ...



It is a function that enables the user to check recording through earphones. When looping back, there might be a little noise, but recorded file will be fine.

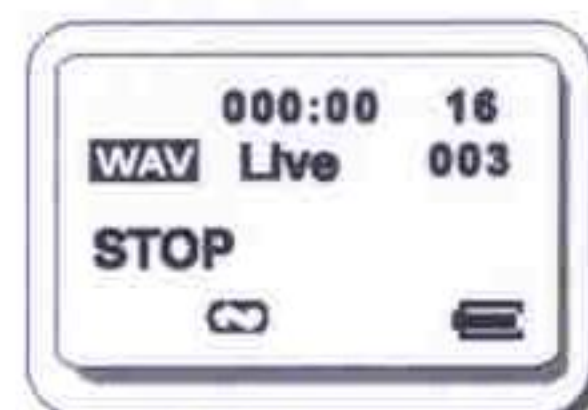
T MATE
Function

26

REC button Function

•Erase MODE

1 Possible in the STOP position.

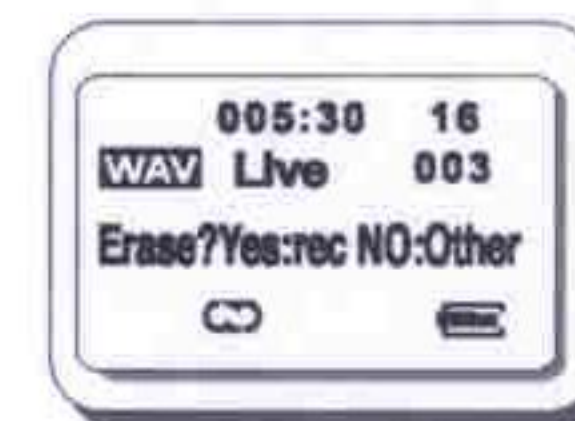


2 Press REC button for long time in MUSIC RECORD MODE will display "ERASE MODE" on LCD. Press REC button for short time will get in erase mode and file name will show up.

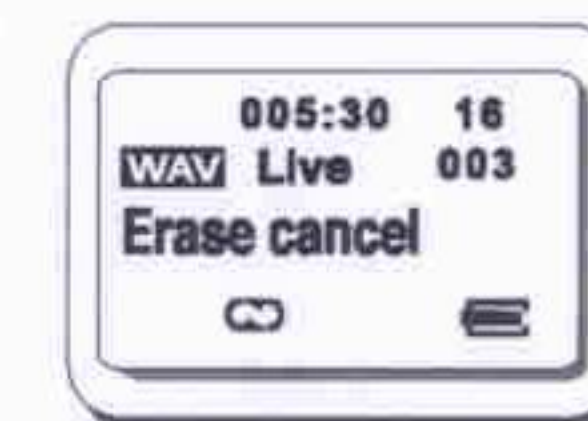


REC button Function

3 Choose file to erase with FF/REW button and press REC button for short time then "Erase? Yes:rec No:Other" message will display on LCD.



- To erase music press REC button for short time then "Erasing" will display on LCD and file will be removed.
- To cancel press any button except REC button then "Erase Cancel" will display on LCD and quit Erase mode.



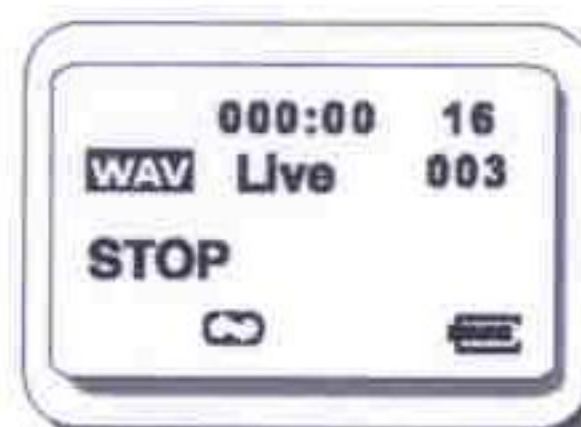
Erase Function?
Erase file without M-Any T-Manager.

T MATE
Function

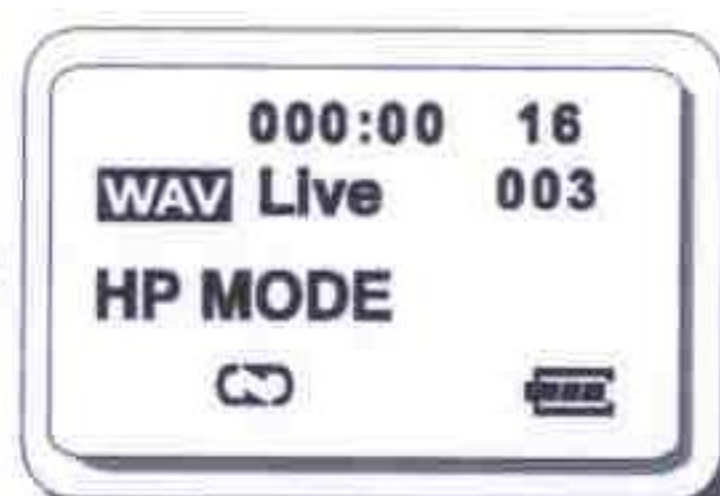
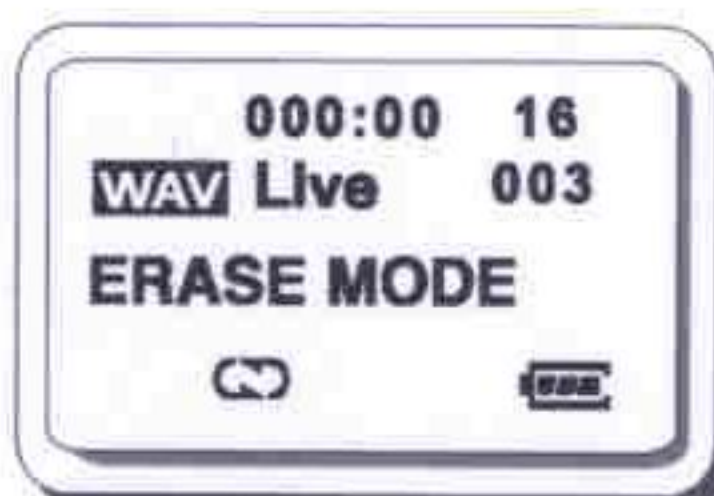
REC button Function

•HP MODE

1 Only available in the STOP mode.



2 Press REC button for long time in "ERASE MODE" then "HP.Mode" will be display on LCD. Then press REC button for short time to select "HP MODE"



REC button Function

3 Press REC button for short time in "HP MODE" then "HP On" will display on LCD. Press REC button for short time one more time then "HP Off" will display on LCD.



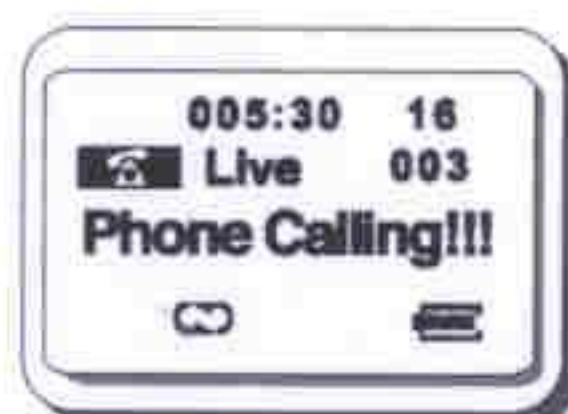
- Conversation through phone is available in "HP On" mode and not available in "HP Off" mode.
- Press any button except "REC" button to quit "HP MODE".

T MATE
Function

About T MATE

Multifunction Digital Music player (Music Player + Hands-free + Record conversation)

- 1 If you have phone, call player will inform there's call.
- 2 Player will stop and play default bell music file. "Phone Calling!!" message will display on LCD.



- 3 Press Hands-Free button to start phone call.

- 4 Press Hands-Free button, it will start conversation and "Talking" message will display on LCD.



About T MATE

- 5 All function except "RECORD MODE" is working during conversation. (To record conversation press "REC" button. "Recording.." message will display on LCD and conversation will saved in player.)
After start conversation with phone press FF/REW button to choose music file and Press play button to listen music with T MATE.

Press REC button to record conversation to ADP file.
Press REC button one more time to go back to conversation.



- 6 Press STOP button after conversation then "STOP" message will display on LCD.



Warning

During conversation, Hold button is work except Hands-free button.

T MATE
Function

About T MATE

- 1** Press "MODE" button for long time in STOP mode will display "Bell select" and bell is play after 2 sec.



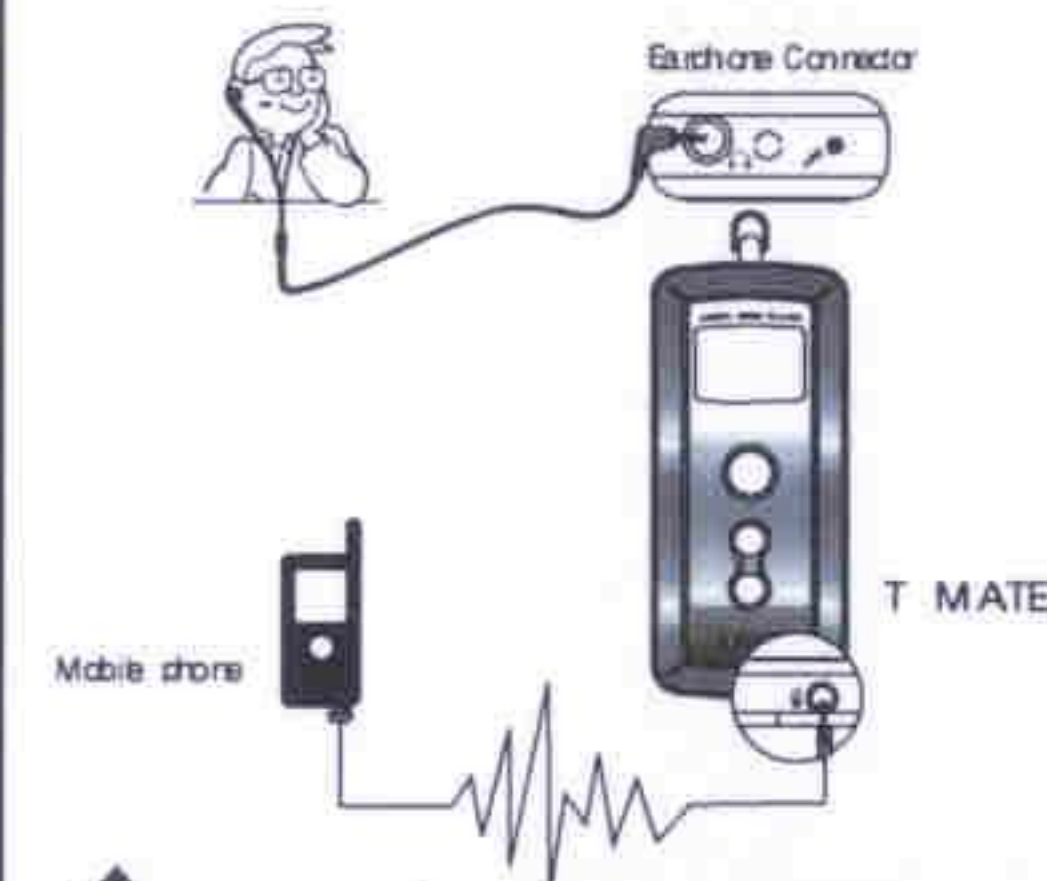
- 2** Choose bell with FF/REW button then press MODE button for short time. Selected bell set up as default bell and quit "Bell select" mode. After select default bell, when you have phone call, default bell will ring. (If you choose bell, bell file name will display on LCD and bell file will be played.)



Default bell will be fixed until user changes bell to another bell.

How Player and phone connected?

Digital Music Player
+Hands-Free



T MATE
Function

Phone function is not working and "Phone calling" message will not display on LCD when T MATE's battery is low.

-When connect cable to T MATE or when turn off T MATE, Mobile phone can be operated. Please check mobile phone after connect to T MATE.

With connecting player to Mobile Phone, Use player as hands-free and use selected music as bell is enabled.
Easily answer phone with earphone which use to listen music.
Also T MATE can record conversation and listen music with your friend while conversation.

How to install CD

Install M-ANY T Manager as following next instruction, in order to connect T MATE into PC and move files..

Cautions

After installing M-ANY T Manager, connect T MATE into USB Cable.

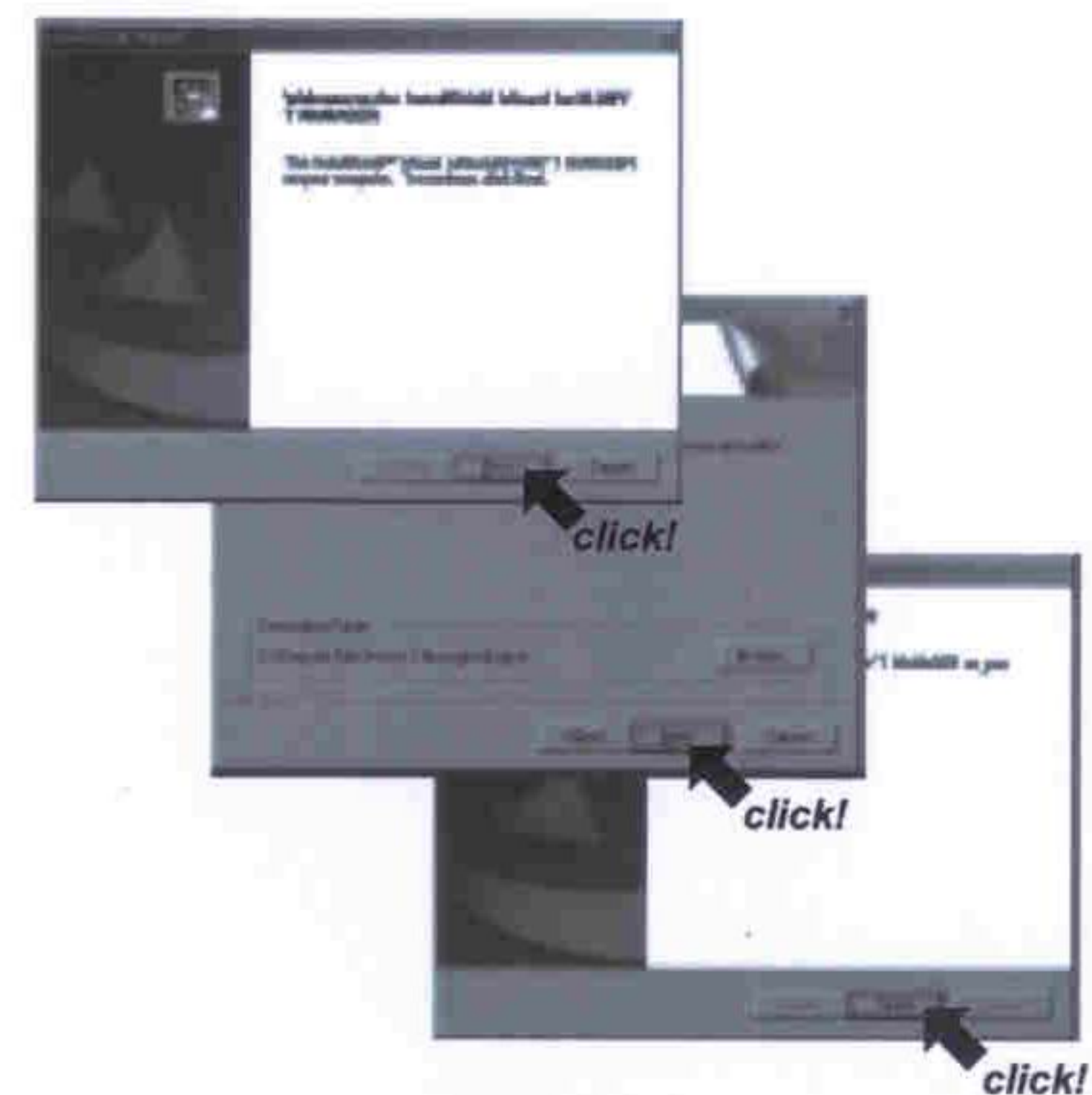
1. Insert M-ANY T Manager CD into CD ROM Drive and you can see the below screen.



2. If you can see Setup Program installed automatically, follow instruction of Setup Program. If you can not see Setup Program installed automatically, install CD by using install.exe file from CD ROM Directory.

How to install CD

3. If you click an arrow, you can see the below screen.
(If you click an arrow in order , installation will be completed)



Install &
use
manager
program

How to install CD



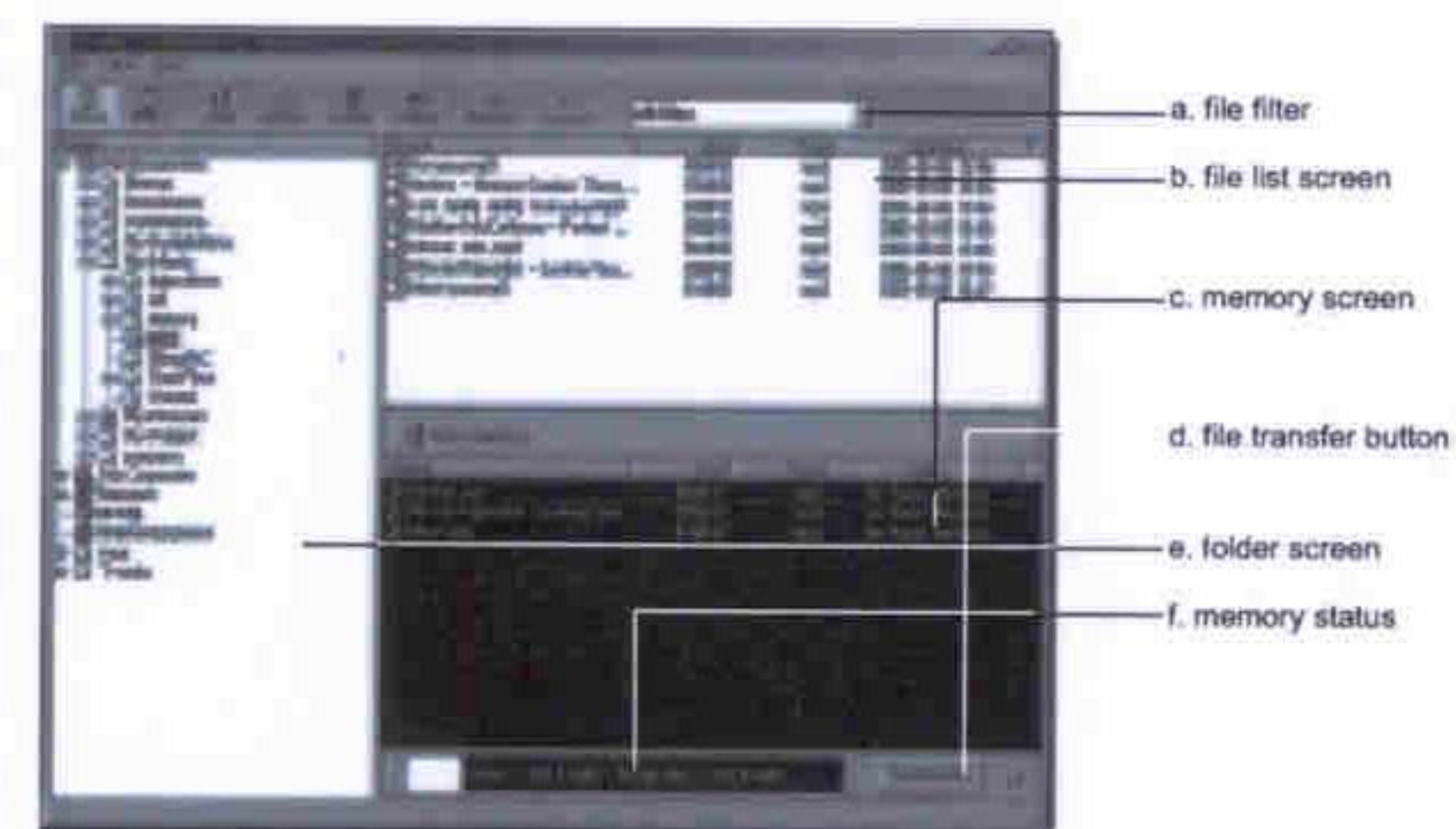
4. After you finish program installation, if you click an exit icon on the main screen of installation program. The installation program is finished completely and the shortcut icon to M-ANY T MANAGER will be created on the desktop.



How to use M-Any T Manager

Main screen

If you do double click an icon to go to M-ANY T Manager, you can see the below screen. The below main screen of M-ANY T Manager enables files download and upload but music files are restricted to upload to the PC.



Install &
use
manager
program

How to use M-Any T Manager

A. File filter

Makes it possible to select files by type.

B. File list window

This window displays the files contained in the selected folder enabling you to selectively download files to the flash memory.

C. Memory contents window

This window shows the title, size, type of file and the downloading status of memory card.

D. button to Transmit Files

This button is for transmitting selected music files to the player.

E. Folder window

This window is for browsing the files in a certain folder to easily select music files.
If folder is selected, files in the folder will show up in the file list window.

F. Memory status

This indicates the amount of memory available, the amount of total memory and memory connection status.

This window may indicate "No Memory Found" in the case that T MATE is not connected.

* Install Manager from Program CD.

* Install screen can be change due to condition.

About Icons

G.Functional Icons



Selects the flash memory.



Adds selected files to the selected memory card.



Uploads the selected files to the selected PC folder.



Deletes the selected files from the memory.



Formats the memory card. All files in the selected memory card are deleted except 'bel' file downloaded by Bell Maker.



The selected memory is refreshed.



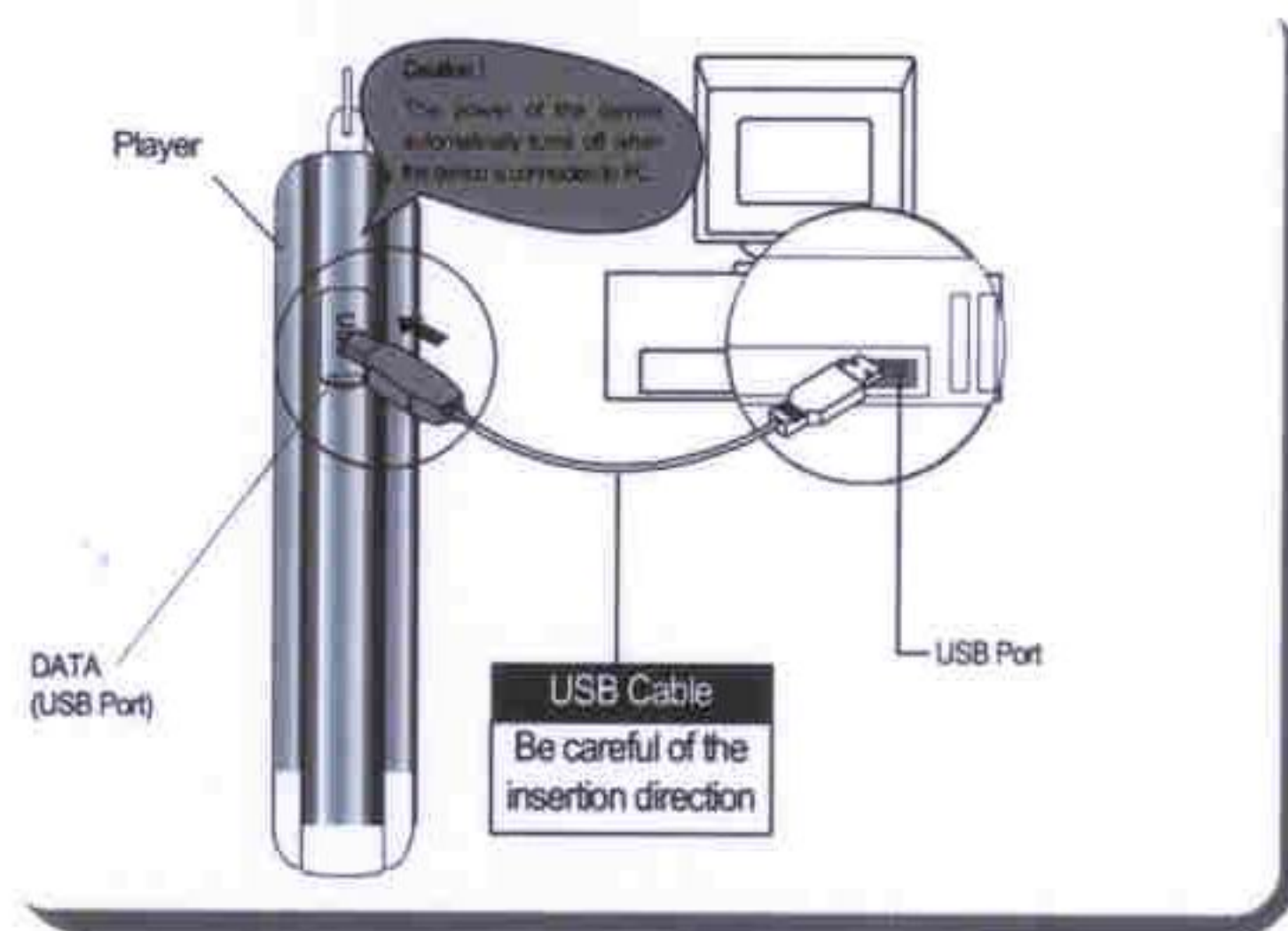
Cancels file transfer between T MATE and PC.

Install &
use
manager
program

Specifications and Installation of USB Port

- Please make sure that you finished installation process and device selection before connecting the USB cable.

To make the T MATE and your PC share Files, connect T MATE with the USB cable which is supplied in the accessories, as following picture



- It's an abbreviation of Universal Serial Bus and a new connection way between PC and a player.
- The maximum band width is 12 Mbps. More than 127 USB could be connected to a PC.

How to Download Files

Please follow next instructions to transfer files from PC to MP3 Player.

- 1 Buy the MP3 files or any available audio files that you want from contents provider and save them on your PC.
- 2 Run the "M-ANY T Manager" by clicking shortcut icon on the desktop.
- 3 Connect T MATE to your PC using USB cable.
- 4 Select a memory on the menu bar which the files are to be downloaded to.



Install &
use
manager
program

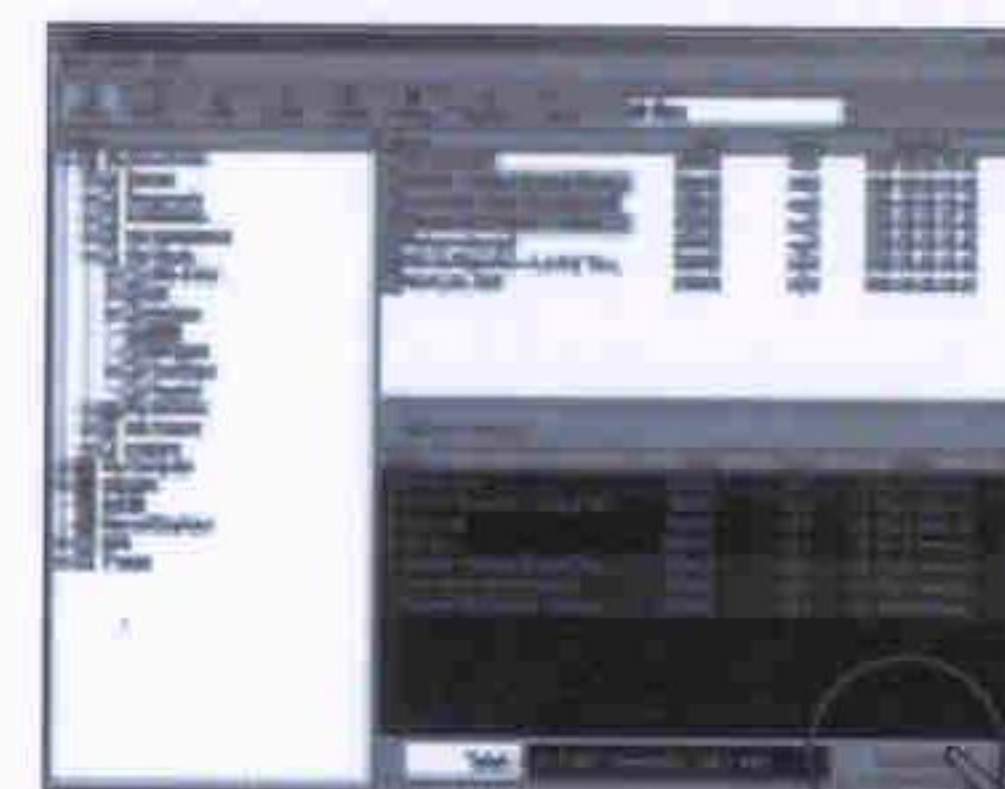
How to Download Files

- 5** Select a folder where the files to be downloaded are saved so that the files are displayed on the file list window. Then select the desired files. Click "Add" icon on the menu bar to display the files on the memory contents window as "Ready to transfer".



How to Download Files

- 6** Press 'Transfer'(F6) in the bottom and the selected files will be downloaded.



Click!

Note

Files can be downloaded by using Drag & Drop.

Install &
use
manager
program

How to Upload Files

- To upload files from T MATE to your PC, carry out the following descriptions.

Note : M-ANY T Manager does NOT upload music files (MP3 and WMA) to your PC because it could infringe a copyright.

To upload files

- Select a directory or folder on the PC Directory display panel.
(The files of the selected directory or folder will be displayed on the PC Files display panel)



How to Upload Files

- Select files in the file list of Memory Window and click "upload" button. Then, the selected file(s) will be up-loaded into the selected directory or folder of your PC.

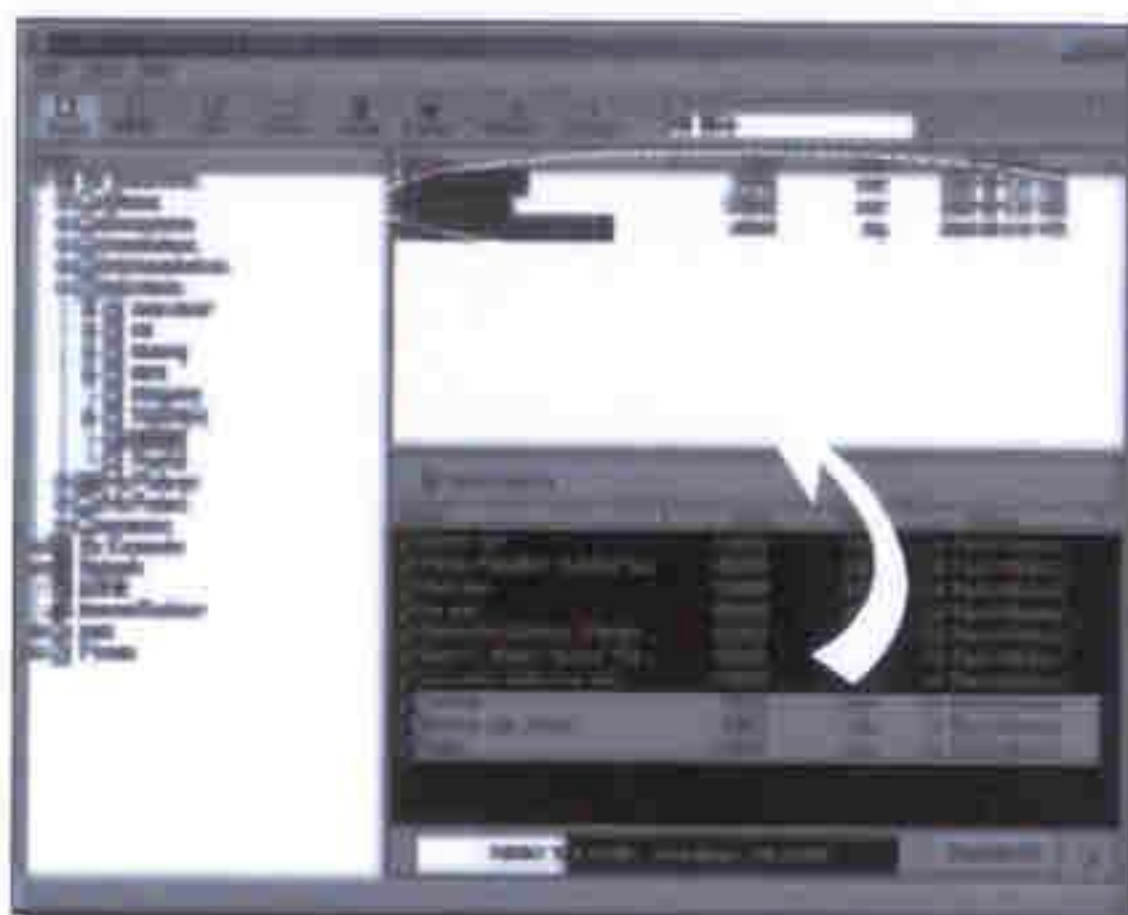


Note

Files can be uploaded by using Drag & Drop.

Install &
use
manager
program

How to Upload Files



You can upload files by Drag & Drop as well.

When up/downloading files to or from the digital audio player,

Files other than digital audio files can be uploaded or downloaded.
(Not upload "WMA" and "MP3" files)

Uploading/downloading is possible when batteries are not in the digital audio player,

Files cannot be played on the digital audio player during communication.

Noise can be heard through an earphone during communication.

Other USB communication cables than the provided USB cable should not be used.

OS Update



Install &
use
manager
program

Local operating system update

Local operating system update means OS update of device by installed program.

Network operating system update

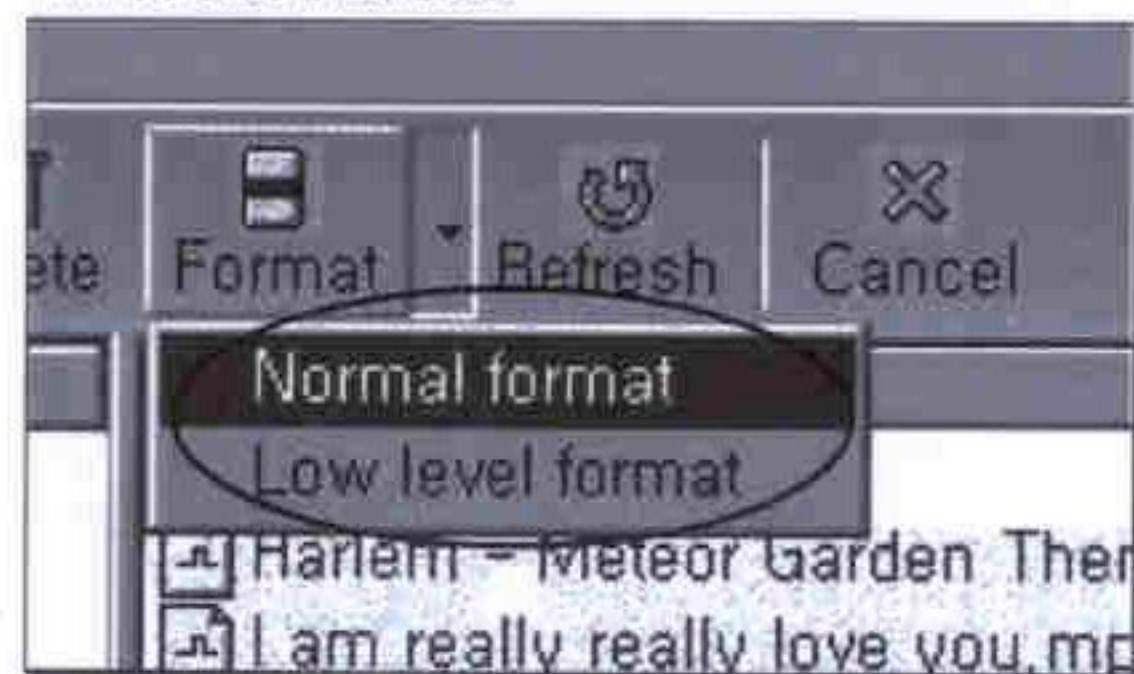
Network operating system update means OS update of device by the last version of OS from the server set in the menu "preferences".

If Network operating system update is done, the OS saved in program is automatically Updated.

For Network OS Update, your PC should connect to Internet.
The memory capacity will be lower as much as the amount of OS update.

Format

- To format the memory card or to erase all files in the memory card, clicking on 'Format' button will initialize the memory card. However, if formatting the memory card, all settings including 'play back position' will be also initialized.



● Normal format

Deletes only the information saved in the memory card of the audio player and the deletion is quickly done.

● Low level format

Like formatting the entire floppy disk, the entire memory card is initialized and so it takes some time.

Note

Once formatting begins, do not stop the process. Removing the communication cable to stop the process by force can give some error to the operation of the digital audio player.

Bell Download

bell download service for computer



One sample bell file is saved in T-MATE, 4 more files can be saved in player.



- 1 Folder Browser will be shown up after click this button then MP3 will be played

Install &
use
manager
program

Show bell files in the default bell folder.

Default bell folder of M-ANY T Manger is "Bell" folder where manager is installed.

Showing bell files in T-MATE player.

This is default bell.
This file can't be removed
You can select default bell by double click on the bell.

Maximum length of bell is 15 seconds, and time analysis function is included.


Bell Download

bell download service for computer

- 2** Press RecBell button on the place you want to make bell. The red capital "R" will be display on LCD, and time will show up.
Ex) 6 Per 15 Sec - file record for 6 sec can be used as bell file.



If Rec time is more then 15 sec or press RecBell before 15 sec will be display file save window. Save file name as you want. If you save bell files to default folder files will added to play list.

- 3** Click STOP button (■), and  use this button to add bell files to play list.



- 4** Choose files from Play list then click "Add" button will add files to memory list Files will display as "Ready to transfer"
- 5** Click "Transfer" button to download files to player.

* Files downloaded from Bell Maker will not show up on T MATE manager's Memory list.

Bell Download

Open MP3 files

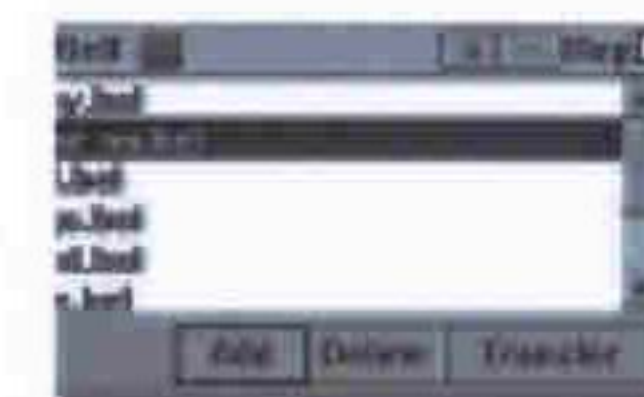
1st Click : Starting make bell files and time start to count on LCD.
2nd Click : Stop and save bell file as user defined.



Install & use manager program



Download files from Memory List.





+ : add bell files from Play List
- : Remove files from Play List

Add : Selected file will be on memory list and display as "Ready to transfer"
Delete : Remove files from the memory list.




Caution
+, -, Add, Delete, Transfer button and set default button are not working while Play MP3 or bell file is playing.

Check before calling A/S

Status	check	follow instruction
No function of button 	▶ did you insert a battery	▶ after checking + or -
	▶ did you spend all power?	▶ change a battery or recharge a battery
	▶ did you check Hold button?	▶ release a Hold key
Wrong function of LCD 	▶ did you check a connection?	▶ insert a battery correctly of battery and close completely.
	▶ did you handle a button?	▶ push a necessary button wrongly exactly.
	▶ did you check battery power?	▶ change a battery or recharge a battery

Check before calling A/S

Status	check	follow instruction
No Mp3 file Play 	▶ did you check a music file inside of memory?	▶ download a music file into the memory.
	▶ did you check a external memory inserted completely?	▶ insert completely.
No upload & download	▶ did you check a USB cable connection?	▶ check again and connect completely.
Not enough memory	▶ did you check a external Memory card capacity?	▶ check memory capacity and delete unnecessary file.
Memory Error	▶ did you check what kind of memory it is?	▶ refer to Help word of Mp3 explorer.

LIABILITY FOR DAMAGES TO THE CUSTOMERS

Description of Damages			Action to be taken	
			During the warranty period	After the warranty Period expires
Defects in materials and workmanship occurring under normal use (within the retention period of parts)	A defect or defects requiring important repair within ten(10) days from the date of purchase.		Replacement or refund of the purchase price	Repair at charge
	A defect or defects requiring repair of any important part or parts within one(1) month from the date of purchase.		Replacement	
	A replaced product requiring important repair again within one(1) months from the date of purchase.		Refund of the purchase price	
	In case that it is impossible to replace the product.		Repair at no charge	
	Repairable	In case that a defect occurred	Replacement or refund of the purchase price	Refund of the amount of the product appraised on the basis of straight-line method of depreciation plus ten(10) percent.
		In case that the same defect has occurred four times after being repaired.		
	In case that it is impossible to repair the product.			
	In case that it is impossible to repair the product because of no parts available for repair.			
	In case that the company has lost the Product returned for repair by the customer.			
	Damages caused during shipment or installation of the product.			
Defects resulting from the customer's faults	In case that it is possible to repair the product.		Repair at charge	Repair at charge
	In case that it is impossible to repair the product.		Replacement after receiving the payment of fees equal to the amount that are to be charged in case of repair at charge	
	<div>■If a defect resulted from acts of Gods, including but not limited to fire, salt damage, earthquake, storm and flood.</div> <div>■If a defect resulted from the use of abnormal power or defective connecting devices.</div> <div>■If consumable parts are to be replaced with new ones.</div> <div>■If a defect resulted from any cause other than those not ascribed to the product.</div> <div>■If a defect resulted from any repair or modification done by any persons other than authorized engineers at Hyun Won's agents or service center.</div>		Repair at charge	Repair at charge

55



We are not guarantee Lost of Data in Player in case of customer's carelessness

WARRANTY SERVICE

Customers are entitled to warranty service for a period of one(1) year from the date of purchase. Warranty service does not apply to defects resulting from customer fault or acts of God.

1. Infiltration of foreign matter, such as water, liquid, or sand.
2. Breakage due to dropping or severe impact.
3. Damage to or deformation of the outer case caused by organic solvents, such as benzene.
4. Use of parts other than those certified by the manufacturer.
5. Loss or breakage of any parts or components caused by unauthorized disassembly.
6. Repair or modification done by any persons other than manufacturer authorized personnel.
7. Acts of God, such as lightning, storm or flood.

Other

56

WARRANTY FORM

Product Name :

Model Name :

Date of Purchase: (date) (month) (year)

Customer's Name: Phone:

Address :

Agent's Name : Phone:

Address :

HW Hyun Won Inc.

This Warranty Form with the date of purchase must be presented for warranty service. Please keep this warranty form well.

1. This product shall be entitled to warranty service as specified in the warranty form.
2. As the warranty period begins on the date of purchase, please ask the agent to enter the date of purchase in the warranty form when you purchased the product.
(In case that it is impossible to confirm the date of purchase, the warranty period shall be considered to begin after six months from the date of manufacture.)
3. This warranty form shall not be reissued.

The specifications of the product are subject to changes without notice for the purpose of improvement.

57

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FCC RF INTERFERENCE STATEMENT

NOTE :

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 try 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio, TV technical for help.
- Only shielded interface cable should be used.

Finally, any changes or modifications to the equipment by the user not expressly approved by the grantee or manufacturer could void the users authority to operate such equipment.

THIS DEVICE COMPLIES WITH PART 15 OF THE 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 UNDESIRE OPERATION.

Other

58

Troubleshooting Problems

Services

Within the warranted year

After the warranted year

Defects in function or capability of the product caused in the normal use

(Within the period of possessing accessories)

Problems resulted from user's misuse or fault

The case that the main accessories need fixing in a month from the date of purchase

The case that essential repair is required in ten days from the date of purchase

The case that the replaced product needs repair in a month from the date of replacement

No replacement

Available to repair

When defects occur

When defects on the same part occur repeatedly, as many as four times

Cases of no repair

Case that there are no extra accessories for the problem

Case that the company has lost the product that the user has sent for repair

Case that damage occurs during installation or shipment of the product

Cases that repair service is available

No-warranty service

- Damage caused by natural calamity such as fire, storm, flood, or earthquake
- Damage caused by the malfunction or deformation of batteries and adaptor
- Accessories that is subject to be consumed by natural use
- Damage to or deformation of the outer cause.
- Repair or modification done by a non-authorized repair center or personnel of Hyun Won, Inc.

Replacement or refund of the purchase price

Replacement

Refund

No charge service

Replacement or refund of the purchase price

Replacement

MEMO

MEMO

MEMO