



# User Manual

## TX-WN

The color and the appearance may differ depending on the product, and the specifications are subject to change without prior notice to improve the performance.

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## Copyright

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- An administration fee may be charged if either
  - (a) an engineer is called out at your request and there is no defect in the product (i.e. where you have failed to read this user manual).
  - (b) you bring the unit to a repair centre and there is no defect in the product (i.e. where you have failed to read this user manual).
- The amount of such administration charge will be advised to you before any work or home visit is carried out.

# Before Using the Product

## Icons used in this manual

	The following images are for reference only. Real-life situations may differ from what is shown in the images.
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## Symbols for safety precautions

 Warning	A serious or fatal injury may result if instructions are not followed.
 Caution	Personal injury or damage to properties may result if instructions are not followed.
	Activities marked by this symbol are prohibited.
	Instructions marked by this symbol must be followed.

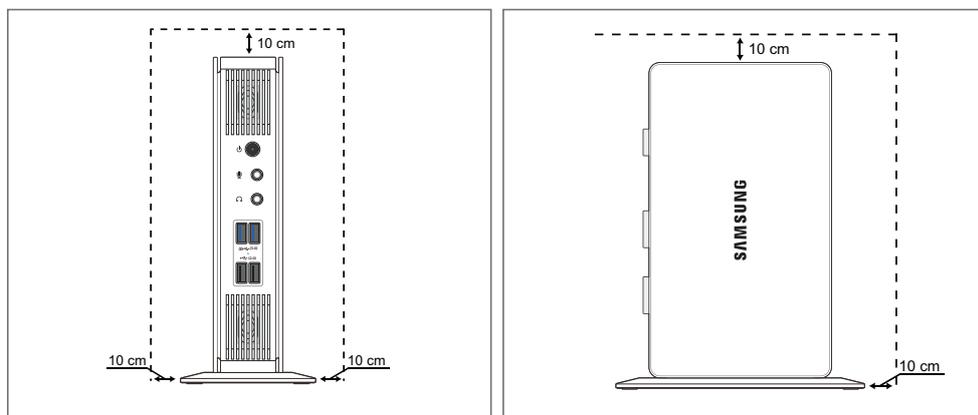
# Before Using the Product

## Securing the Installation Space

Ensure some space around the product for ventilation. An internal temperature rise may cause fire and damage the product. Be sure to allow the amount of space as shown below or greater when installing the product.



- The exterior may differ depending on the product.
- This product can be installed in portrait or landscape orientation.



## Precautions for storage



- For information on how to clean the inside of the product, contact the service center first. (A service fee will be charged.)

# Before Using the Product

## Safety Precautions



The following images are for reference only. Real-life situations may differ from what is shown in the images.

### Electricity and Safety

#### **Warning**



Do not use a damaged power cable or plug, or a loose power socket.

- An electric shock or fire may result.



Do not plug many products into the same power socket.

- Otherwise, the socket may overheat and cause a fire.



Do not touch the power cable with wet hands.

- Otherwise, an electric shock may result.



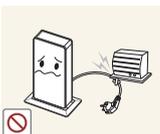
Insert the power cable all the way in so it is not loose.

- An unstable connection may cause a fire.



Ensure you connect the power cable to a grounded power socket. (type 1 insulated devices only).

- An electric shock or injury may result.



Do not bend or pull the power cable with force. Do not weigh the power cable down with a heavy object.

- A damaged power cord may cause an electric shock or fire.



Do not place the power cable or product near heat sources.

- An electric shock or fire may result.

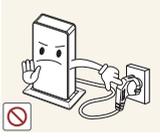


If the power cable pins or power outlet is covered with a foreign substance (dust, etc.), wipe it off using a dry cloth.

- Otherwise, a fire may result.

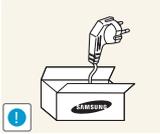
# Before Using the Product

## Caution



Do not unplug the power cable when the product is in use.

- The product may become damaged by an electric shock.



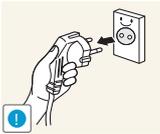
Do not use the power cable for products other than authorized products supplied by Samsung.

- An electric shock or fire may result.



Keep the power socket where the power cable is connected unobstructed.

- If any problem occurs in the product, unplug the power cable to completely cut the power to the product.
- You cannot cut the power off completely using only the power button on the product.



Hold the plug when disconnecting the power cable from the power socket.

- An electric shock or fire may result.

## Installation and Safety

## Warning



DO NOT PLACE CANDLES, INSECT REPELLANTS OR CIGARETTES ON TOP OF THE PRODUCT. DO NOT INSTALL THE PRODUCT NEAR HEAT SOURCES.

- Otherwise, a fire may result.



Avoid installing the product in a narrow space with bad ventilation, such as a bookshelf or wall closet.

- Otherwise, a fire may result due to an increased internal temperature.



Keep the plastic packaging bag for the product in a place that cannot be reached by children.

- Children may suffocate.

# Before Using the Product



Do not install the product on an unstable or vibrating surface (insecure shelf, sloped surface, etc.).

- The product may fall and break or cause a personal injury.
- Using the product in an area with excess vibration may damage the product or cause a fire.



Do not install the product in a vehicle or a place exposed to dust, moisture (water drips, etc.), oil, or smoke.

- An electric shock or fire may result.



Do not expose the product to direct sunlight, heat, or a hot object such as a stove.

- Otherwise, the product lifespan may be reduced, or a fire may result.



Do not install the product within the reach of young children.

- The product may fall and injure children.



Edible oil, such as soybean oil, can damage or deform the product. Do not install the product in a kitchen or near a kitchen counter.

## **Caution**



Take care not to drop the product when moving it.

- Otherwise, product failure or personal injury may result.



Put down the product carefully.

- The product may fall and break or cause a personal injury.

# Before Using the Product



Installing the product in an unusual place (a place exposed to a lot of fine particles, chemical substances or extreme temperatures, or an airport or train station where the product should operate continuously for an extended period of time) may seriously affect its performance.

- Be sure to consult Samsung Customer Service Center (page 47) before installation if you want to install the product at such a place.



Do not leave or install the product on the floor.

- Abrupt force such as kicking or extra weight such as stepping on the product may cause a product failure or personal injury.

## Operation and Safety

### Warning



High voltage runs through the product. Do not attempt to disassemble, repair, or modify the product on your own.

- An electric shock or fire may result.
- Contact Samsung Customer Service Center (page 47) for repair.



Before moving the product, turn off the power and disconnect the power cable and all other connected cables.

- Otherwise, the power cord may be damaged and a fire or electric shock may result.



If the product generates a strange noise, a burning smell, or smoke, remove the power cable immediately and contact Samsung Customer Service Center (page 47).

- An electric shock or fire may result.



Ensure children do not sit on the product or kick the product.

- The product may fall, and your child may become injured or seriously harmed.



If the product falls or the exterior is damaged, power off the product, remove the power cable, and contact Samsung Customer Service Center (page 47).

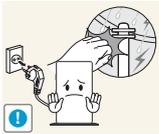
- Otherwise, an electric shock or fire may result.



Do not sit on the product.

- The product housing or connectors may get damaged or personal injury may result.

# Before Using the Product



During a lightning or thunderstorm, power off the product and remove the power cable.

- An electric shock or fire may result.



Do not drop objects on the product or apply impact.

- An electric shock or fire may result.



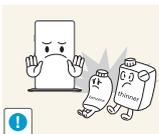
Do not move the product holding only by the power cable or a signal cable.

- Otherwise, the cable may be damaged and product failure, an electric shock or fire may result.



If a gas leakage is found, do not touch the product or power cable. Also, ventilate the area immediately.

- Sparks can cause an explosion or fire.



Do not use or keep combustible spray or an inflammable substance near the product.

- An explosion or fire may result.



Do not insert metallic objects such as a chopstick, coin or hair pin into the vent or ports of the product. Do not insert inflammable objects such as paper or a match into the vent or ports of the product.

- If water or any foreign substance enters the product, be sure to power off the product, remove the power cable, and contact Samsung Customer Service Center (page 47).
- Product failure, an electric shock or fire may result.

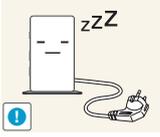


Do not place objects containing liquid (vases, pots, bottles, etc) or metallic objects on top of the product.

- If water or any foreign substance enters the product, be sure to power off the product, remove the power cable, and contact Samsung Customer Service Center (page 47).
- Product failure, an electric shock or fire may result.

# Before Using the Product

## Caution



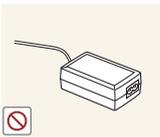
Disconnect the power cable from the power socket if you do not plan on using the product for an extended period of time (vacation, etc.).

- Otherwise, a fire may result from accumulated dust, overheating, an electric shock, or electric leakage.



Do not put DC power adapters together.

- Otherwise, a fire may result.



Remove the plastic bag from the DC power adapter before you use it.

- Otherwise, a fire may result.



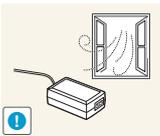
Do not let water enter the DC power adapter or get the adapter wet.

- An electric shock or fire may result.
- Avoid using the product outdoors where it can be exposed to rain or snow.
- Be careful not to get the DC power adapter wet when you wash the floor.

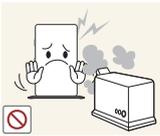


Do not put the DC power adapter near to any heating apparatus.

- Otherwise, a fire may result.



Keep the DC power adapter in a well-ventilated area.



Do not use humidifiers or stoves around the product.

- An electric shock or fire may result.



Store the small accessories used with the product out of reach of children.

# Before Using the Product



Do not place heavy objects on the product.

- Product failure or personal injury may result.



Do not increase the volume too high when using headphones (earphones).

- Sound particularly at a higher volume could potentially affect long-term hearing.

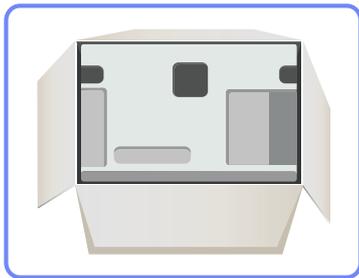
## 1.1 Checking the Contents

### 1.1.1 Removing the Packaging

- 1 Open the packaging box. Be careful not to damage the product when you open the packaging with a sharp instrument.



- 2 Remove the styrofoam from the product.



- 3 Check the components and remove the styrofoam and plastic bag.



- The appearance of actual components may differ from the image shown.
- This image is for reference only.

- 4 Store the box in a dry area so that it can be used when moving the product in the future.

## 1.1.2 Checking the Components



- Contact the dealer from whom you purchased the product if any item is missing.
- The appearance of the components and items sold separately may differ from the image shown.

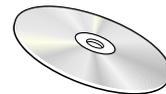
### Components



Quick setup guide



Warranty card  
(Not available in some locations)



User Manual



Product



Power cable



DC power adapter



Cradle

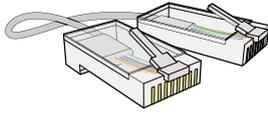


Components may vary depending on the country.

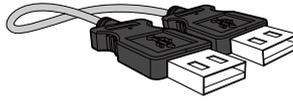
## Items sold separately



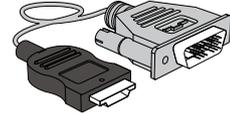
The following items can be purchased at your nearest retailer.



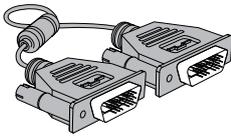
LAN cable



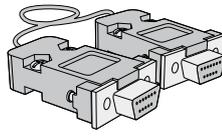
USB cable



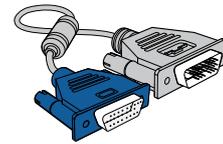
HDMI-DVI cable



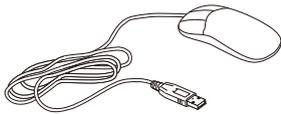
DVI cable



RS232C cable



DVI-RGB cable



Mouse (USB)



Keyboard



MIC



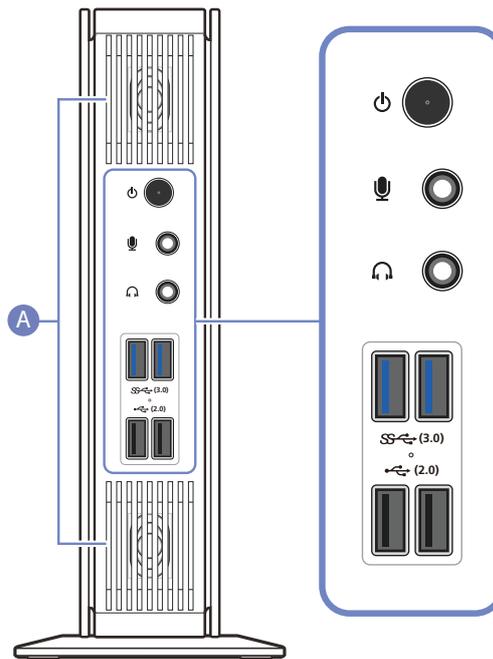
Headphone

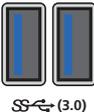
## 1.2 Parts

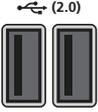
### 1.2.1 Front view



The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



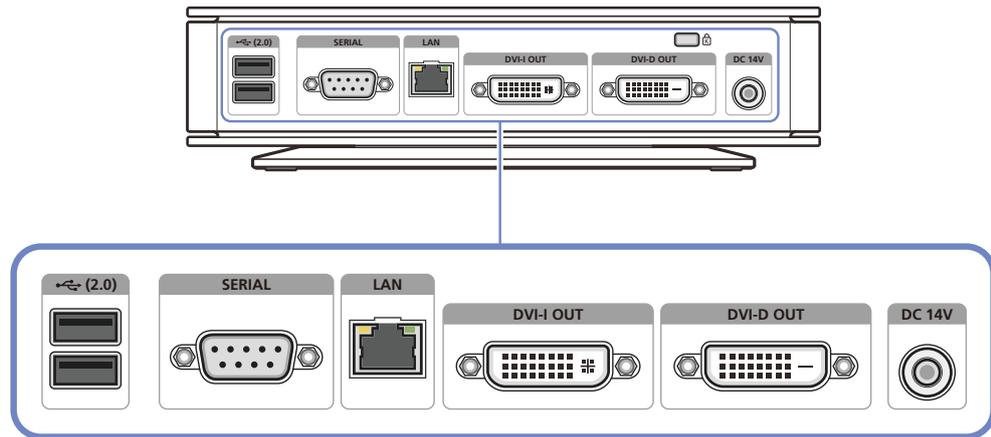
Ports	Description
	Power on or off the product.
	Connect to a microphone.
	Connect to an audio output device such as headphones.
	Connect to a USB device. <ul style="list-style-type: none"> <li>• Connect a device that supports USB 3.0 to the USB 3.0 port for optimal performance.</li> <li>• Keyboard and mouse devices are required to connect to USB 2.0.</li> <li>• Wake up function is not supported on USB 3.0 ports.</li> </ul>

Ports	Description
 USB (2.0) Two USB Type-A ports are shown side-by-side. Above them is a USB symbol and the text "(2.0)".	Connect to a USB device.
 A	Speaker

## 1.2.2 Reverse Side



The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



Ports	Description
	Connect to a USB device.
	Connect to a device that supports an RS-232C connection (interface).
	Connect to a network using the LAN cable.
	Connect to the monitor using the DVI cable. The port supports both digital and analog output. To use an analog output, connect a device to the port using a DVI-RGB cable (sold separately).
	Connect to the monitor using the DVI cable. The port only supports digital output.
	Connect to the DC power adapter.

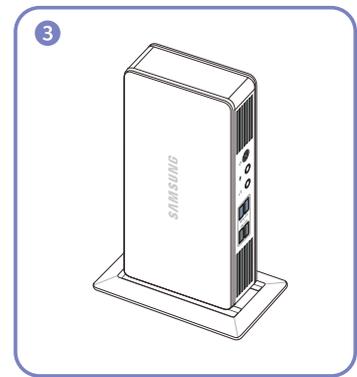
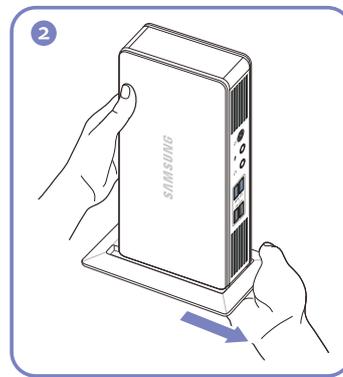
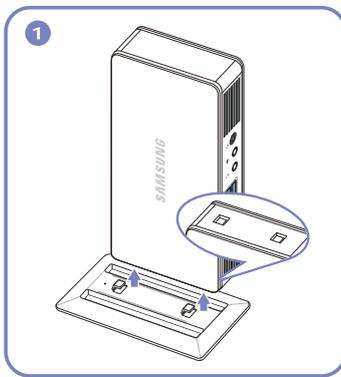
## 1.3 Installation

### 1.3.1 Attaching the cradle

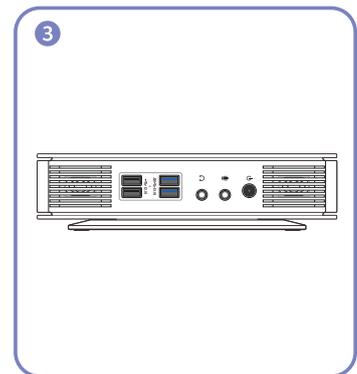
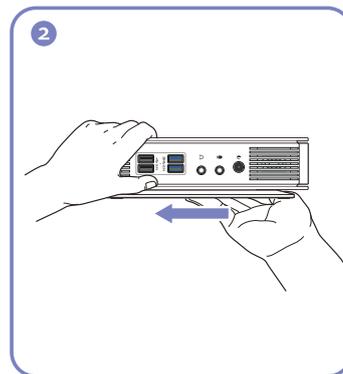
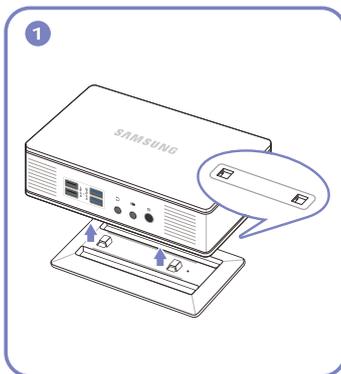


- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.
- This product can be installed in portrait or landscape orientation.

#### Vertical Type

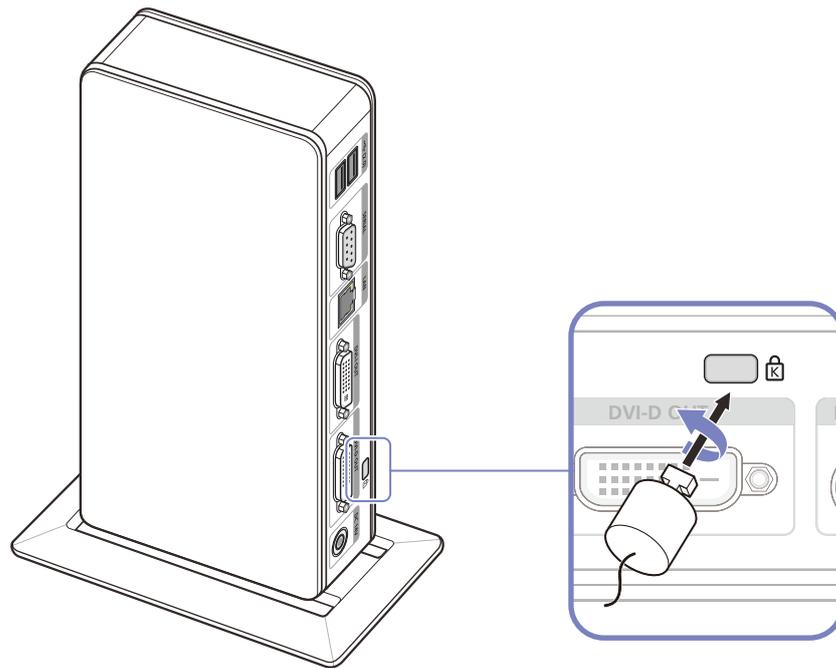


#### Horizontal Type



### 1.3.2 Anti-theft Lock

An anti-theft lock allows you to use the product securely even in public places. The locking device shape and locking method depend on the manufacturer. Refer to the user guide provided with your anti-theft locking device for details. The lock device is sold separately.



#### To lock an anti-theft locking device:

- 1 Fix the cable of your anti-theft locking device to a heavy object such as a desk.
- 2 Put one end of the cable through the loop on the other end.
- 3 Insert the locking device into the anti-theft lock slot at the back of the product.
- 4 Lock the locking device.



- An anti-theft locking device can be purchased separately.
- Refer to the user guide provided with your anti-theft locking device for details.
- Anti-theft locking devices can be purchased at electronics retailers or online.

## 2.1 What is "Windows Embedded Standard 7" Client?

The **Microsoft Windows Embedded Standard 7 (WES7)** client uses the **Microsoft Windows Embedded Standard 2011 OS**. When the WES client is connected to a server where **Citrix XenDesktop**, **VMWare View Client**, or **Microsoft Remote Desktop Connection** service is available, the keyboard, mouse, audio/video, and display data will be forwarded to the client through the network between the client and server.

### Connectable Servers

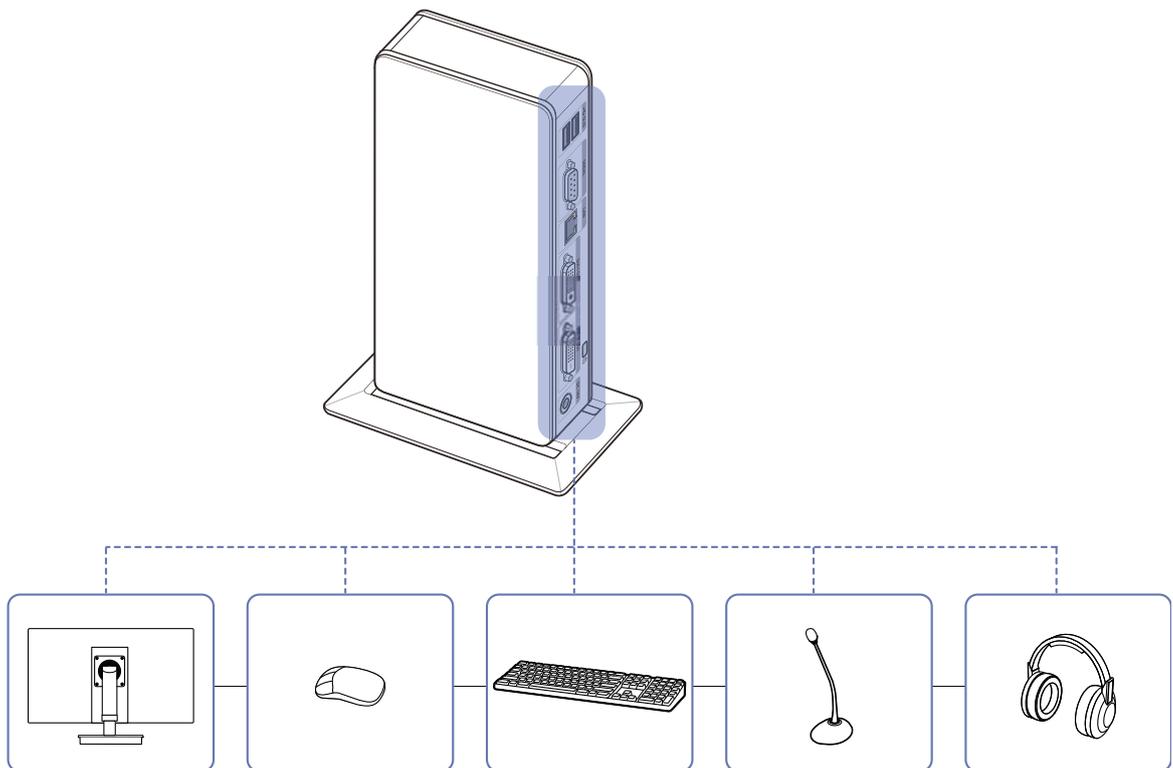
- A **Citrix XenDesktop** Server
  - **Microsoft Windows 2000/2003/2008** Server where the **Terminal Service** and **Citrix XenServer** are installed
- A **VMWare View Client** Server
  - **Microsoft Windows 2000/2003/2008** Server where the **Terminal Service** and **VMWare Server** are installed
- A **Microsoft RDP (Remote Desktop Protocol)** Server
  - **Microsoft Windows 2000/2003/2008** Server where the **Terminal Services** are installed
  - **Microsoft Windows 7 Professional**



This manual describes the functions provided by the **WES** Client. However, it does not explain general functionalities of **WES**. For more general information on **Windows 7**, refer to Windows 7 Help provided by **Microsoft**.

## 2.2 Connection to Use "Windows Embedded Standard 7"

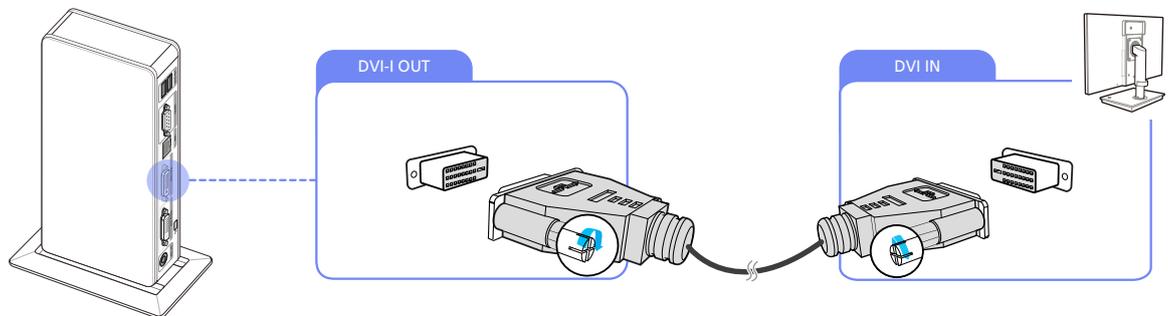
### 2.2.1 Before Connecting



#### Pre-connection Checkpoints

- Before connecting a source device, read the user manual provided with it. The number and locations of ports on source devices may differ from device to device.
- Do not connect the power cable until all connections are completed. Connecting the power cable during connection may damage the product.
- Check the types of ports at the back of the product you want to connect.
- The port names may vary depending on the monitor.
- For details on how to change the input source for your monitor, refer to the monitor user manual.
- The monitor images in this manual are for reference only. Monitor is sold separately.

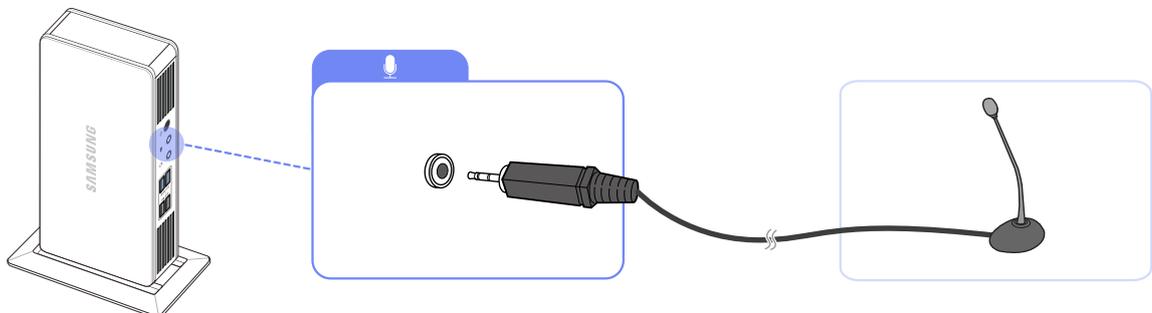
### 2.2.2 Connection Using the DVI Cable



1 Connect the DVI cable to [DVI IN] at the back of the monitor and [DVI-I OUT] or [DVI-D OUT] on the product.

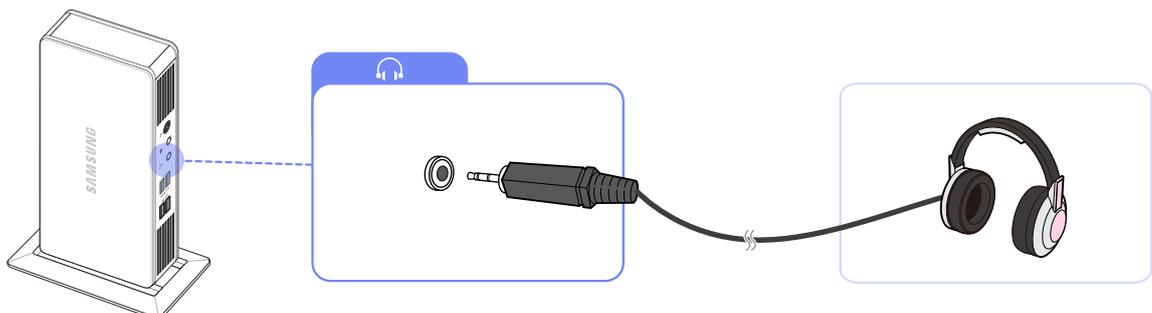
-  • The [DVI-I OUT] port supports both digital and analog output. To use an analog output, connect a device to the port using a DVI-RGB cable (sold separately).
- The [DVI-D OUT] port only supports digital output.

### 2.2.3 Connecting a Microphone



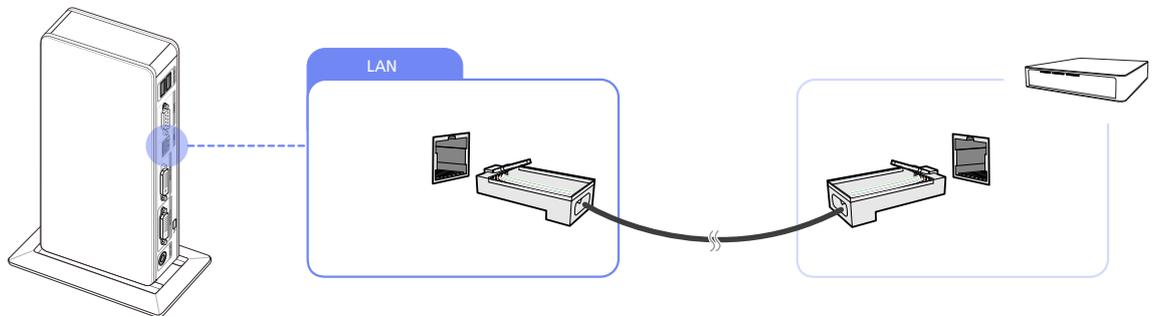
1 Connect the microphone to [  ] on the front of the product.

### 2.2.4 Connecting to Headphones



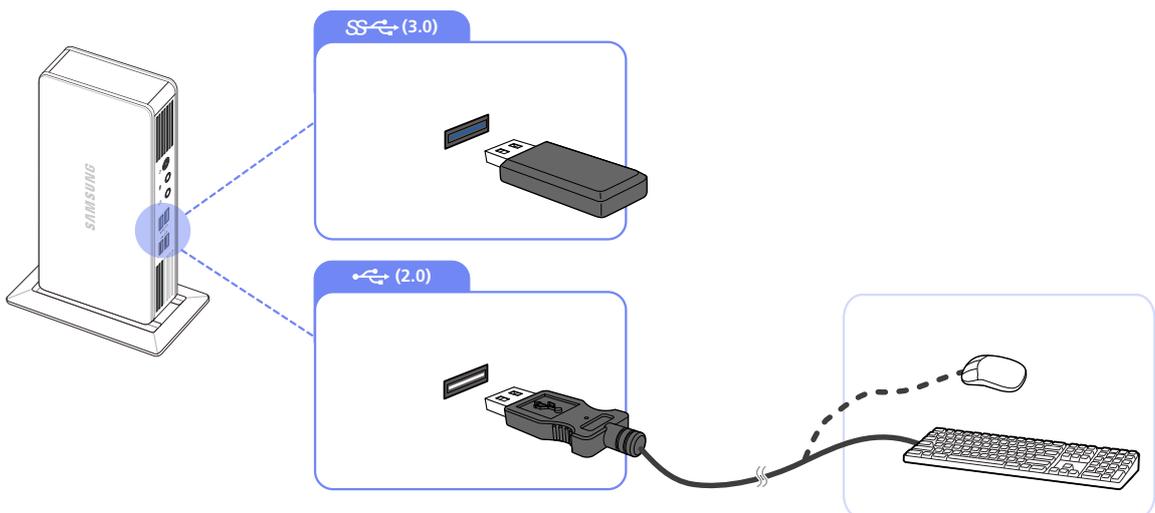
1 Connect the headphones to [  ] on the front of the product.

### 2.2.5 LAN Connection



- 1 Connect the LAN cable to the [LAN] port at the back of the product.

### 2.2.6 Connecting USB Devices

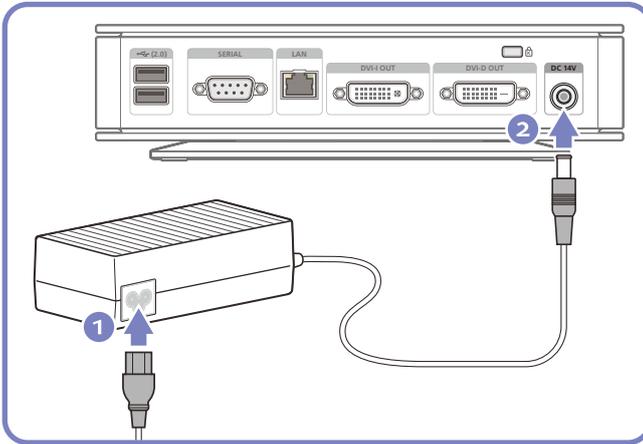


- 1 Connect USB devices to 3.0 or 2.0 of the product.

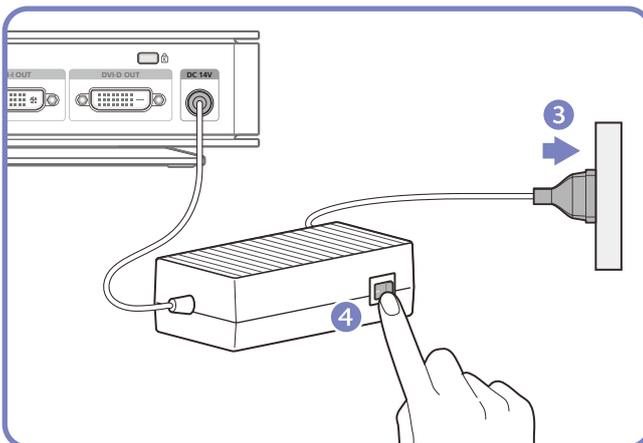


- Connect a device that supports USB 3.0 to the USB 3.0 port for optimal performance.
- Wake up function is not supported on USB 3.0 ports.
- Keyboard and mouse devices are required to connect to USB 2.0.

## 2.2.7 Connecting the Power



Connect the power cable to the DC power adapter. Connect the DC power adapter to [DC 14V] on the product.



Connect the power cable to the power outlet and turn on the switch on the DC power adapter.



- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.
- For details on how to connect the power cable to the monitor, refer to the monitor user manual.

## 2.3 Using "Windows Embedded Standard 7"

### 2.3.1 Logon

When the client starts, you can logon to the server by entering your username and password. By default, you are automatically logged in with an **Administrator** account and a blank password.

### 2.3.2 "Windows Embedded Standard 7" Desktop

#### Standard User

When logged on as a **Standard User**, there are many restrictions that protect the system from incorrect user actions. You cannot access the system drives and there are restrictions on configuring properties for them. To configure the client's advanced and detailed settings, log on as an **administrator**.



It is recommended to create **Standard User** accounts for general users that use the product.

#### Administrator

The **Administrator** account has privileges to configure the system settings and install/uninstall software. If it is required to restrict access privileges for security or administrator privileges are not needed, it is recommended to create **Standard User** accounts for general users.

The audio volume icon, Enhanced Write Filter status icon, and system time are displayed on the **Administrator** Taskbar. The **Administrator** privilege is required for adding and removing programs.

#### Log off, Restart, Shut down

- To log off the current session, shut down or restart your client, use the **Start** menu. [**Start** → **Shut down**]. The **Shut Down** Windows dialog box is displayed. To shut down the client immediately, select [**Start** → **Shut down**]. To select **Log off**, **Restart**, etc., move the mouse over the ► icon next to [**Shut down**]. Alternatively, you can perform Log off or **Shut down** using the Windows Security Dialog box by pressing [**Ctrl + Alt + Del**]. If 'Force Auto Log on' is activated, you will be immediately logged on after each log off.
- The Client **Log off**, **Restart** and **Shut down** take effect on the operations of the EWF (Enhanced Write Filter). To keep the changed system configuration, you must save a cache for the current system session into flash memory. Failing to do so will cause the changed configuration to be lost when the client is shut down or restarted. (In the case of logging off, the configuration is remembered when logging in again.) For more information on the **Enhanced Write Filter**, refer to the Program Help.

## 2.3.3 Programs

### Remote Desktop Connection

You can control a running terminal server or another computer (**Windows 95** or later) remotely through a remote desktop connection.

- **Remote Desktop**

- **Windows 7 Professional** or **Windows 2000/2003/2008 Server** must be installed on the computer to be controlled remotely. This computer is called a host.
- A remote computer running on an operating system later than **Windows 95** is required. This remote computer is called a client. The client software for the remote desktop connection must be installed on the client.
- You must also be connected to the Internet. A broadband Internet connection is good for high performance. However, because the remote desktop transmits a minimum set of data including the display data and keyboard data to control the host remotely, a broadband Internet connection is not required. You can run a remote desktop on a low bandwidth Internet connection.



When running a remote desktop on **Windows 7 Professional**, you cannot use the operating system of your computer.

- **Enabling Your Computer as the Host**

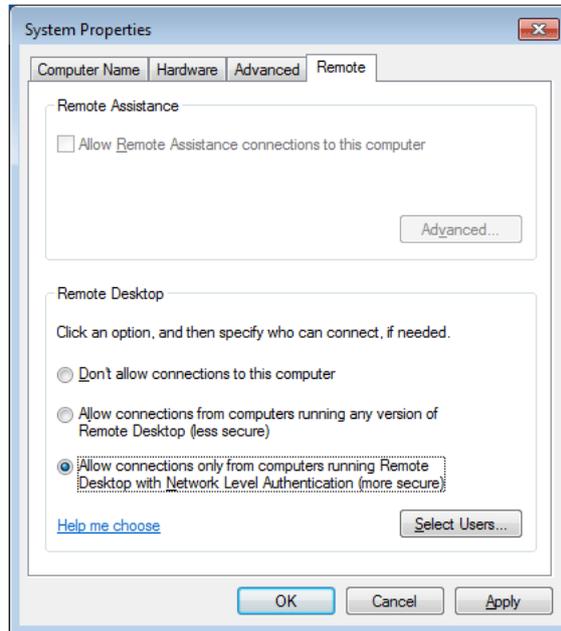
You must enable the **Remote Desktop** feature to control it from another computer. You must be logged on as an **Administrator** or a member of the **Administrators group** to enable **Remote Desktop** on your computer. Follow these steps:

- 1 Open the **System** folder in the **Control Panel**.
- 2 Go to [**Start** → **Control Panel** → **System and Security** → **System**], and click **Remote settings**.
- 3 If you want to block other PCs from accessing your PC using **Remote Desktop** or **RemoteApp**, select "**Don't allow connections to this computer**".



- To allow a remote PC to access your PC using any version of **Remote Desktop** or **RemoteApp**, select "**Allow connections from computers running any version of Remote Desktop (less secure)**". This option is suitable if you do not know the **Remote Desktop Connection** version being used on other PCs. Note that this option is less secure than the next option (option 3).
- To allow a remote PC to access your PC using a **Remote Desktop** or **RemoteApp** version requiring a network level authentication, select "**Allow connections only from computers**".

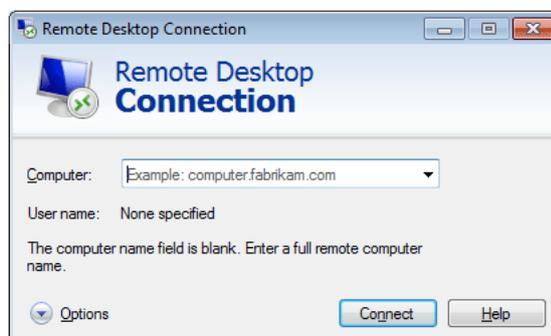
running **Remote Desktop with Network Level Authentication (more secure)**" to run **Remote Desktop** using network-level authentication.



- Start a Remote Desktop Session on the Client

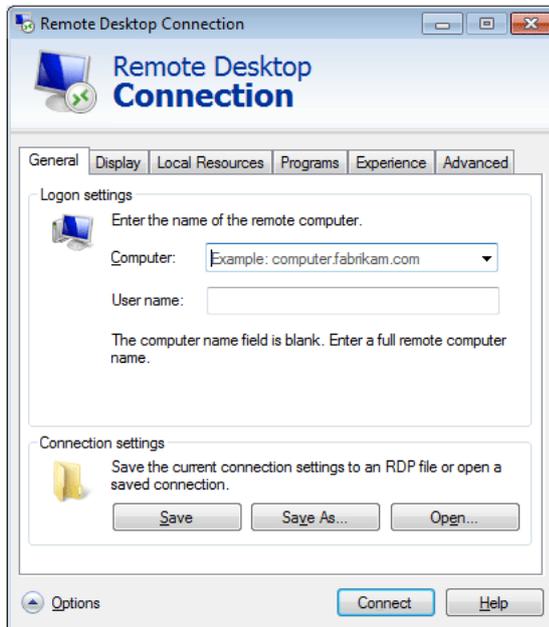
Once you have enabled your host computer to allow remote connections and installed the client software on a Windowsbased client computer, you are ready to start a **Remote Desktop** session. You must first establish a virtual private network connection or remote access service connection from your client computer to your host computer. To connect to another remote desktop, follow the instructions below.

- 1 Go to [Start → All Programs → Accessories → Remote Desktop Connection] or double-click the **Remote Desktop Connection** icon to open **Remote Desktop Connection**.
- 2 Enter the host computer name. You can configure detailed settings by clicking the **Options** button.

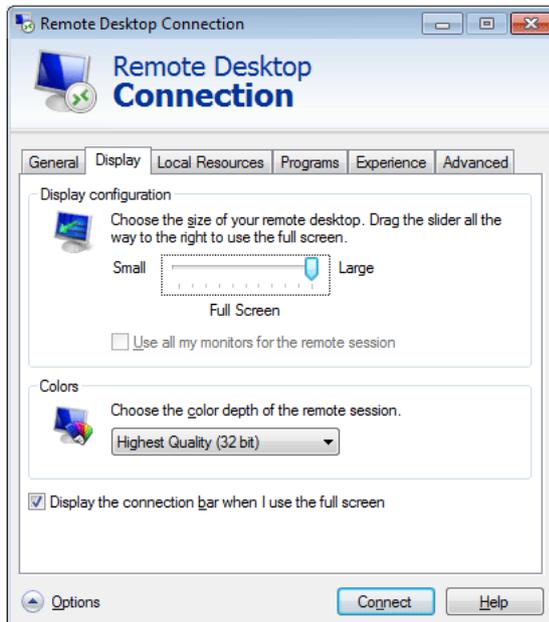


## 3 Options

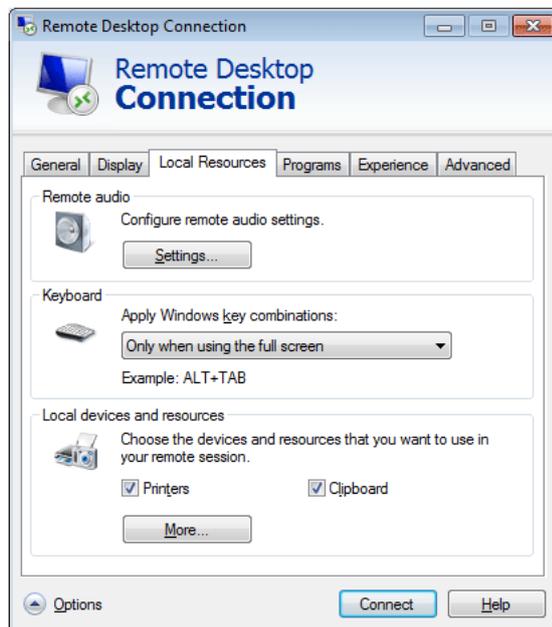
- **General** : Enter in the login information for the host computer. To log in automatically, enter in the user name and password.



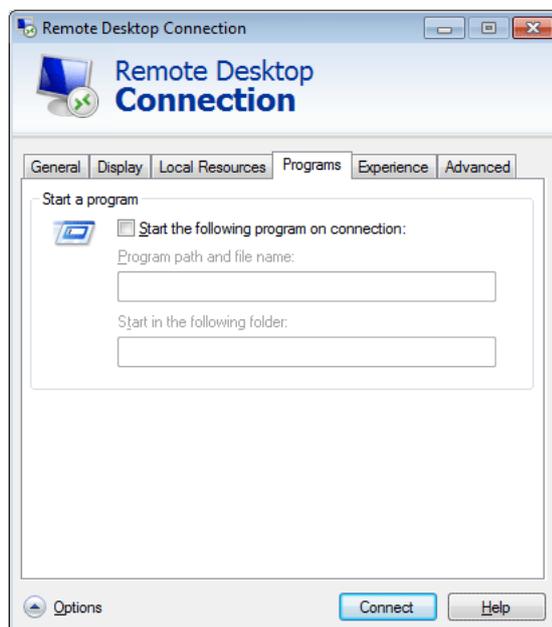
- **Display** : The **Remote Desktop Connection** sends and receives compressed screen data. If you set the resolution and color quality to the high option, the speed may become slow.



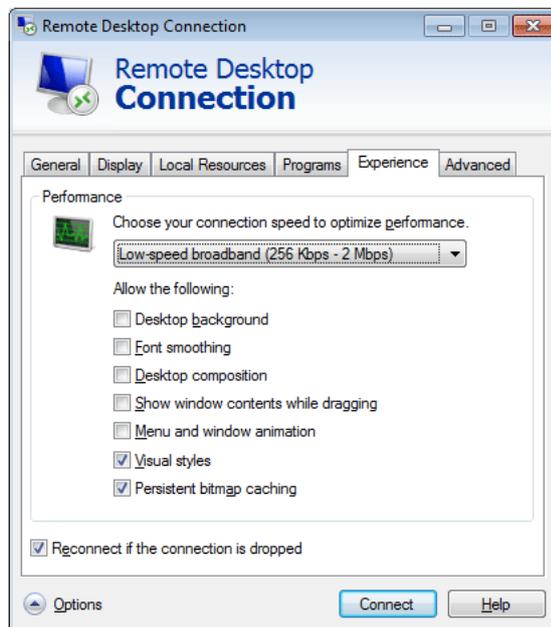
- **Local Resources** : Specify whether to use the hard disks and ports.



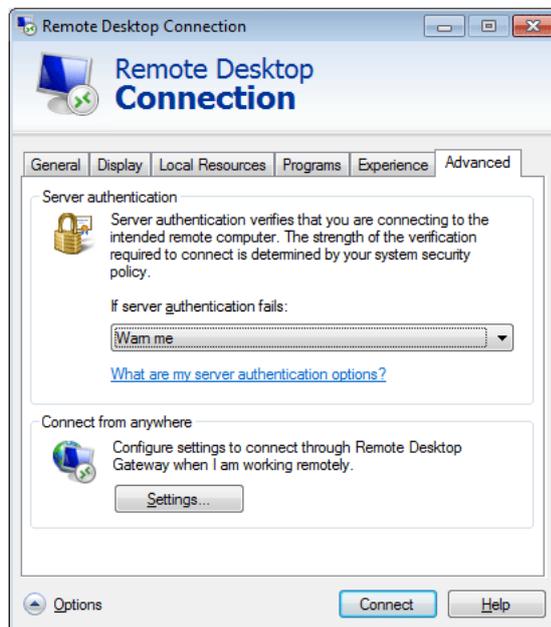
- **Programs** : Select an application and specify the folder where you want to run the application when a connection is established to the host PC.



- **Experience** : Specify the connection speed and the menu items you want to use on the remote PC connected. The settings specified will be shared with the host PC.



- **Advanced** : Protect your personal information when a connection is established.



- 4 Click **Connect**. The Log On to Windows dialog box appears.
- 5 In the "Log On to Windows" dialog box, type your username, password, and domain (if required), and then click **OK**. The **Remote Desktop** window will open and you will see the desktop settings, files, and programs that are on the host computer.



For more information on **Remote Desktop Connections**, visit the **Microsoft** web site.

### Internet Explorer

A WES Client includes **Internet Explorer**. This program is permitted for all users. **Microsoft** website.



For more information on Internet Explorer, visit the Microsoft website.

### Enhanced Write Filter (EWF)

**Enhanced Write Filter (EWF)** protects a flash volume from write access and consequently, preserves the durability of the flash device. **EWF** provides read and write access through a cache to the client instead of allowing direct access to a flash volume.

If **EWF** is activated, data is not stored to the flash. The data stored in the cache is only effective while the client is operating. The cached data will be lost when restarting or shutting down your client. Therefore, to store the data written to the registry, favorites and cookie folders, etc., the content stored in the cache should be transferred to the flash. An error message is displayed when it is not possible to write to the cache due to a lack of memory. If this message is displayed, you have to deactivate **EWF** to flush the **EWF** cache. The user can double-click the **EWF** icon on the tray at the bottom right of the screen to call the **EWF** Manager. A user can also change the **EWF** configuration by entering **EWF** management commands at the command prompt. This task requires the **Administrator** privilege.



- **Enable write filter and restart the system.**

If the **EWF** is disabled, enable it. If this item is selected, the cache is flushed and the **EWF** is enabled. After restarting your computer, the configurations and file system information for the client are written to a cache. You can also perform this operation by entering "**ewfmgr.exe c: -enable**" at the command prompt and restarting your computer.

- **Disable write filter and restart the systems.**

This item is activated when the **EWF** is running. If this item is selected, the current states of the client (saved in a cache) are saved to a flash volume and the **EWF** is disabled. After restarting your computer, the configurations and file system information for the client are written to a flash volume.

You can also perform this operation by entering "**ewfmgr.exe c: -commitanddisable**" at the command prompt and restarting your computer.

- **Commit changes to disk.**

This item is activated when the **EFW** is running. If this item is selected, the current states of the client (saved in a cache) are saved to a flash volume. However, the state of **EFW** will not be changed. You can also perform this operation by entering "**ewfmgr.exe c: -commit**" at the command prompt.



You can view the configurations for the protected volumes by entering "**ewfmgr.exe c:**" at the command prompt.

## File-Based Write Filter (FBWF)

The **File-Based Write Filter (FBWF)** protects the memory of the client from being overwritten by any unauthorized user. By restricting excessive writing into the memory, the **FBWF** allows you to use the client for a long time. If you request I/O, the **FBWF** has the client perform its operations using the cache instead of the memory so that the memory can be protected.

The data saved in the cache is preserved while the client operates normally. It is removed when it is restarted or exited. To save the changes, you should write the relevant file onto the disk using the commit command. If you don't know which file is changed, disable the **FBWF**, change it, and enable it again.

You can control the **FBWF** using the various options of the command at a command prompt.

- **FBWF Configuration**

- **Current FBWF status** : Displays the current status of the **FBWF (Enabled or Disabled)**.
- **Boot command** : Displays the **FBWF** command that will be performed at the next boot-up.
- **RAM Used by FBWF** : Displays the size of the RAM the **FBWF** is using. If the current status is set to "**Disabled**", the used memory is displayed as 0 KB.
- **Threshold** : Displays the maximum size of the RAM that the **FBWF** can use.

- **FBWF Command**

- **Enable FBWF and reboot the system** : Enables the disabled **FBWF** and restarts the client. If the client is not restarted, only the boot command is changed to **BWF\_ENABLE** and the current status is not changed.
- **Disable FBWF and reboot the system** : Disables the enabled **FBWF** and restarts the client. If the client is not restarted, only the boot command is changed to **FBWF\_DISABLE** and the current status is not changed.
- **Commit files** : Even if the disks are protected by the **FBWF**, you can add or delete the files you want to save on them. To write the changes onto the disk, click the **[Write the changes to the disk]** button.

- **Session Status**

- **Current session** : Displays the volumes being protected by the **FBWF** and a list of the folders and files on those volumes that are excepted from protection by the **FBWF**.

- **Next session** : Select the volumes that will be protected by the **FBWF** when the client is booted up next time. Also, select the folders and files that you want to except from protection by the **FBWF**.

### Windows Media Player

The **WES** Client includes **Windows Media Player 12**. With **Windows Media Player**, you can play audio and video files on a website.

### 2.3.4 Configuring Utilities

#### Local Drive

- C Drive  
The C drive is used for the system. The client OS will not operate if space available on the system drive is not sufficient. Ensure sufficient space is available on the C drive. **EFW** can help maintain available space by preventing the C drive being written to directly.
- Saving Files  
Your client uses a fixed size of flash memory. Therefore, it is better to save files to the server rather than to your client.

#### Mapping a Network Drive

The **Administrator** can map a folder to a network drive. To keep the mapping information after restarting the client, take note of these directions carefully.

- Select the **Reconnect** at logon checkbox in the **Map Network Drive** dialog box.
- If the **EFW** or **FBWF** is enabled, the changes are saved on the disk.

## 2.3.5 Recover the System

### Overview

The **WES** client provides a feature that restores the system to the last backup or default factory settings in the occurrence of a critical system issue during operation. You can back up an OS image which is working normally to USB memory or the PXE server. You can revert to a backed up image when your client has one of these problems:

- When a system file is deleted accidentally or is corrupted
- When the client computer is unstable or there is a problem with a device driver
- When problems occur, after installing a new program or device
- When the client computer is infected with a virus
- When **Windows Embedded Standard** fails to start When a system file is deleted accidentally or is corrupted

### How to Recover the System

- Recovery Using USB Memory

By following these steps, you can save all necessary files to USB memory, and boot up with the backed up system on the USB memory and recover the system.

- 1 Format the USB memory device to enable the system to boot.
- 2 Save the **Windows Embedded Standard** image and the Backup/Recovery Utility which will be recovered later to your USB memory.
- 3 Boot up with the USB memory.
- 4 Recover the system using the **Windows Embedded Standard** image and the Backup/Recovery Utility in the USB memory.

- Recovery Using Network Booting

This method is provided through the **PXE (Preboot eXecution Environment)** server. The **PXE** sever provides a client/server interface based on **TCP/IP**, **DHCP**, and **TFTP**. It allows an administrator at a remote location to configure and boot the operating system onto a client over a network.

- Implement a **PXE** server.
- Save the **Windows Embedded Standard** image and the Backup/Recovery Utility which will be recovered later onto the **PXE** server.
- Boot the client via the network.
- Recover the system using the **Windows Embedded Standard** image and the Backup/Recovery Utility saved on the **PXE** server via the network.



For more information, refer to the **PXE** Server User Manual.

- Using the Standalone restore solution

Restore the system using a restore image saved on the product.

- 1 After the power is connected, press the **Home** key immediately after the system starts during boot to enter the boot menu.
- 2 Select the **Recovery Mode** menu and press the **P** key to enter "**admin**" which is the password.
- 3 Run the **Recovery Mode** menu by pressing the **Enter** key.
- 4 If the **PROMPT** "**root@xxxx:/#**" appears, enter "**recovery**" to restore the system.
- 5 If **PROMPT** appears after a message informing that the system is successfully restored, run the **reboot** command to restart the system.

DISK is configured as follows. Deleting or changing partitions may disable booting or the **Standalone** restore solution.

BOOT_AGENT	WES7	BACKUP
Drive Letter is not defined	C:	Drive Letter is not defined



Data saved by the user and customized settings are deleted after a system restore.

## 2.4 MagicRMS Pro

### 2.4.1 About MagicRMS Pro

The **MagicRMS Pro** program can be used to remotely control a Samsung network monitor. The design of the user-oriented interface makes it easy and convenient to use.

Using **MagicRMS Pro**, you can schedule a task to be performed at a specified time on a network monitor.

Also, you can manage multiple network monitors efficiently by grouping or filtering them according to specific conditions.

To use the **MagicRMS Pro Solution** or **MagicRMS Pro Agent** and to view the user guide, visit [www.samsunglfd.com](http://www.samsunglfd.com). Go to **Support>Download Center**, and search for **MagicRMS** to download.

Open source license notice

In the case of using open source software, Open Source licenses are available on the **MagicRMS Pro Agent**.

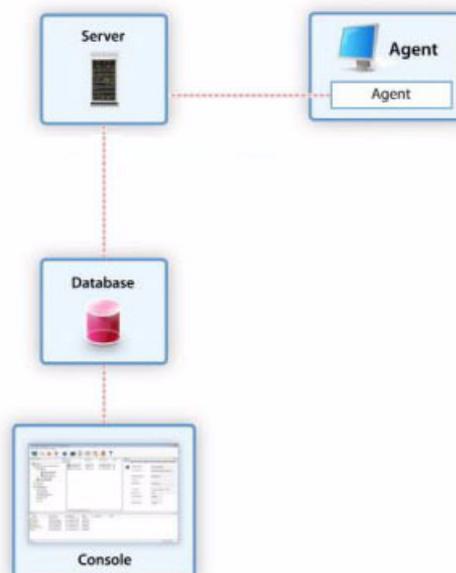
Open Source License Notice is written only English.

### 2.4.2 Components

**MagicRMS Pro** consists of **MagicRMS Pro Server**, **MagicRMS Pro Database**, **MagicRMS Pro Console**, and **PXE**. **MagicRMS Pro** manages network monitors by interacting with the **MagicRMS Pro Agent**.



**MagicRMS Pro Server**, **Database**, and **Console** refer to **Server**, **Database**, and **Console** respectively. **MagicRMS Pro Agent** refers to **Agent**.



## 2.4.3 MagicRMS Pro Server

**MagicRMS Pro Server** is a core component of **MagicRMS Pro**. The **Server** connects to **Database** and **Console** and sends a command to perform a task requested by the user to network monitors where the **Agent** is installed.

A task requested from the **Console** is saved in the **Database**. The saved task is forwarded to the **Agent** over the **Server** and performed on the network monitors.

## 2.4.4 MagicRMS Pro Database

**MagicRMS Pro Database** keeps information needed to manage network monitors.

## 2.4.5 MagicRMS Pro Console

Manage network monitors and organize task requests using the **Console**.

## 2.4.6 PXE

**PXE** is a standard protocol that allows the **Server** and Client to communicate to enable the Client to boot over a network using **DHCP** and **TFTP**.

Booting the system over a network enables a **Diskless** booting where the system can be operated regardless of the operating system. It also allows the system operating system to be restored or backed up over the network.

## 2.4.7 MagicRMS Pro Agent

**MagicRMS Pro Agent** is installed on a network monitor to perform tasks requested from the server and send the network monitor information to the server periodically.



For further details on how to use the **MagicRMS Pro Agent**, see help for **MagicRMS Pro Agent**.

### 3.1 Connecting to a wireless LAN using Windows

If there is an AP nearby, conveniently connect to a wireless LAN using the wireless LAN access method provided by Windows.

- 1 Click the Network connection  icon on the task bar. Select an AP to connect from the displayed list of available APs. The **Connect** button appears.



- 2 Click **Connect**. If the network key is configured for the AP to connect, enter the network key and click **Connect**.

 To obtain the network key, contact the network manager.



- 3 Use the wireless network as desired.

## 3.2 Successful wireless LAN connection

The wireless LAN icon on the task bar as shown below indicates that it is correctly connected to the Internet.



## 3.3 Failed wireless LAN connection

### 3.3.1 Failed to connect to a wireless LAN

The "X" mark in place of the wireless LAN icon on the task bar indicates that the wireless LAN is disabled or there is no AP nearby. The mark can also mean that the wireless LAN is disconnected.



### 3.3.2 Internet connection is not available

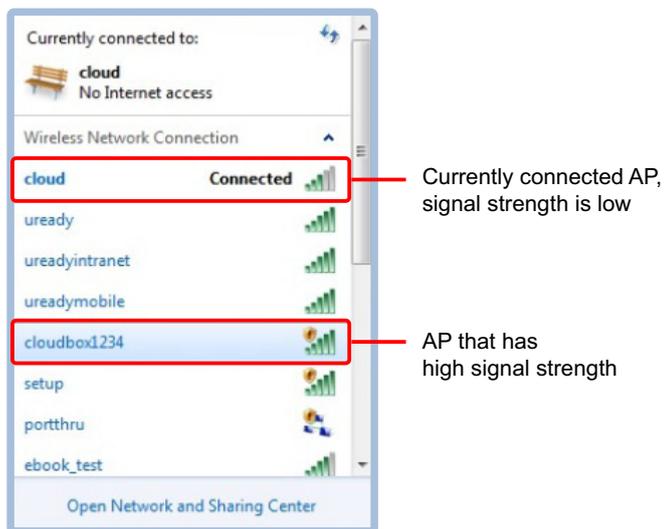
The ⚠ mark in place of the wireless LAN icon on the task bar indicates that Internet access is not available. In this case, make sure the network address is correct. Contact the network manager. If required, configure the network address again.



### 3.3.3 An AP is found but Internet access is not available

This issue may occur when a higher priority is given to a wireless LAN AP with low signal strength.

Click an AP with higher signal strength and try again.



## 4.1 Requirements Before Contacting Samsung Customer Service Center

### 4.1.1 Check the following.

Installation issue	
The product cannot power on.	Check that the power cable is connected properly. (Refer to "2.2.7 Connecting the Power")
Sound issue	
There is no sound.	Check the connection of the audio cable or adjust the volume.
	Check the volume.
The volume is too low.	Adjust the volume.
	If the volume is still low after turning it up to the maximum level, adjust the volume in the audio settings program.

## 5.1 General

Model Name		TX-WN
Power Supply		This product uses 100 to 240V. Refer to the label at the back of the product as the standard voltage can vary in different countries.
Video signal		DVI-I OUT, DVI-D OUT
Server connector		LAN, Wi-Fi
Speaker		1 W x 2
Dimensions (W x H x D) / Weight	With cradle	Vertical Type : 91.8 X 217.8 X 166.3 mm / 3.6 X 8.6 X 6.5 inches / 907g / 2.0 lb Horizontal Type : 210 X 54.8 X 122 mm / 8.3 X 2.2 X 4.8 inches / 907g / 2.0 lb
	Without cradle	210 X 47.5 X 122 mm / 8.3 X 1.9 X 4.8 inches / 867g / 1.9 lb
	Cradle	91.8 X 13 X 166.3 mm / 3.6 X 0.5 X 6.5 inches / 40g / 0.09 lb
USB		USB 2.0 x 4 (Down stream) USB 3.0 x 2 (Down stream)
Environmental considerations	Operating	Temperature : 50°F ~ 104°F (10°C ~ 40°C) Humidity : 10 % – 80 %, non-condensing
	Storage	Temperature : -4°F ~ 113°F (-20°C ~ 45°C) Humidity : 5 % – 95 %, non-condensing



The above specifications are subject to change without notice to improve quality.



This device is a Class B digital apparatus.

[Recommendation] - EU Only



- Hereby, Samsung Electronics, declares that this [Thin Client] is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
- The official Declaration of Conformity may be found at <http://www.samsunglfd.com>, go to Support > Search Product Support and enter the model name.
- This equipment may only be used indoors.
- This equipment may be operated in all EU countries.

(USA only)

Dispose unwanted electronics through an approved recycler.

To find the nearest recycling location, go to our website:

[www.samsung.com/recyclingdirect](http://www.samsung.com/recyclingdirect) or call, (877) 278 - 0799

CALIFORNIA USA ONLY (Applicable for networking models only.)

This Perchlorate warning applies only to primary CR(Manganese Dioxide) Lithium coin cells in the product sold or distributed ONLY in California USA

"Perchlorate Material - special handling may apply, See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate)."

## 5.2 Power consumption

PowerSaver	Normal operation mode		Stand by (S3)	Power off (S5) (Power button off)	Power off (Power switch off)
	Typical	Rating			
Power lamp	On		Off	Off	Off
Power Consumption	12 W	36 W	Less than 2.0 W	Less than 2.0 W	0 W



- The power consumption level can vary in different operating conditions or when settings are changed.
- To reduce the power consumption to 0 watts, turn off the switch on the adapter or disconnect the power cable. Be sure to disconnect the power cable when you will not be using the product for an extended period of time. To reduce the power consumption to 0 watts when the power switch is not available, disconnect the power cable.

## Contact SAMSUNG WORLD WIDE



If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care center.

NORTH AMERICA		
U.S.A	1-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
CANADA	1-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com/ca">http://www.samsung.com/ca</a> (English) <a href="http://www.samsung.com/ca_fr">http://www.samsung.com/ca_fr</a> (French)
MEXICO	01-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
LATIN AMERICA		
ARGENTINE	0800-333-3733	<a href="http://www.samsung.com">http://www.samsung.com</a>
BOLIVIA	800-10-7260	<a href="http://www.samsung.com">http://www.samsung.com</a>
BRAZIL	0800-124-421 4004-0000	<a href="http://www.samsung.com">http://www.samsung.com</a>
CHILE	800-SAMSUNG (726-7864) From mobile 02-482 82 00	<a href="http://www.samsung.com">http://www.samsung.com</a>
COLOMBIA	01-8000112112	<a href="http://www.samsung.com">http://www.samsung.com</a>
COSTA RICA	0-800-507-7267	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
DOMINICA	1-800-751-2676	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
ECUADOR	1-800-10-7267	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
EL SALVADOR	800-6225	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)

# Appendix

LATIN AMERICA		
GUATEMALA	1-800-299-0013	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
HONDURAS	800-27919267	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
JAMAICA	1-800-234-7267	<a href="http://www.samsung.com">http://www.samsung.com</a>
NICARAGUA	00-1800-5077267	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
PANAMA	800-7267	<a href="http://www.samsung.com/latin">http://www.samsung.com/latin</a> (Spanish) <a href="http://www.samsung.com/latin_en">http://www.samsung.com/latin_en</a> (English)
PERU	0-800-777-08	<a href="http://www.samsung.com">http://www.samsung.com</a>
PUERTO RICO	1-800-682-3180	<a href="http://www.samsung.com">http://www.samsung.com</a>
TRINIDAD & TOBAGO	1-800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
VENEZUELA	0-800-100-5303	<a href="http://www.samsung.com">http://www.samsung.com</a>

EUROPE		
AUSTRIA	0810 - SAMSUNG (7267864, € 0.07/min)	<a href="http://www.samsung.com">http://www.samsung.com</a>
BELGIUM	02-201-24-18	<a href="http://www.samsung.com/be">http://www.samsung.com/be</a> (Dutch) <a href="http://www.samsung.com/be_fr">http://www.samsung.com/be_fr</a> (French)
BOSNIA	05 133 1999	<a href="http://www.samsung.com">http://www.samsung.com</a>
BULGARIA	07001 33 11 , normal tariff	<a href="http://www.samsung.com">http://www.samsung.com</a>
CROATIA	062 SAMSUNG (062 726 7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
CYPRUS	8009 4000 only from landline (+30) 210 6897691 from mobile and land line	<a href="http://www.samsung.com">http://www.samsung.com</a>

# Appendix

EUROPE		
CZECH	800 - SAMSUNG (800-726786)	<a href="http://www.samsung.com">http://www.samsung.com</a>
	Samsung Electronics Czech and Slovak, s.r.o., Oasis Florenc, Sokolovská 394/17, 180 00, Praha 8	
DENMARK	70 70 19 70	<a href="http://www.samsung.com">http://www.samsung.com</a>
EIRE	0818 717100	<a href="http://www.samsung.com">http://www.samsung.com</a>
ESTONIA	800-7267	<a href="http://www.samsung.com">http://www.samsung.com</a>
FINLAND	09 85635050	<a href="http://www.samsung.com">http://www.samsung.com</a>
FRANCE	01 48 63 00 00	<a href="http://www.samsung.com">http://www.samsung.com</a>
GERMANY	0180 5 SAMSUNG bzw. 0180 5 7267864* (*0,14 €/Min. aus dem dt. Festnetz, aus dem Mobilfunk max. 0,42 €/Min.)	<a href="http://www.samsung.com">http://www.samsung.com</a>
GREECE	80111-SAMSUNG (80111 726 7864) only from land line (+30) 210 6897691 from mobile and land line	<a href="http://www.samsung.com">http://www.samsung.com</a>
HUNGARY	06-80-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
ITALIA	800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
LATVIA	8000-7267	<a href="http://www.samsung.com">http://www.samsung.com</a>
LITHUANIA	8-800-77777	<a href="http://www.samsung.com">http://www.samsung.com</a>
LUXEMBURG	261 03 710	<a href="http://www.samsung.com">http://www.samsung.com</a>
MACEDONIA	023 207 777	<a href="http://www.samsung.com">http://www.samsung.com</a>
MONTENEGRO	020 405 888	<a href="http://www.samsung.com">http://www.samsung.com</a>
NETHERLANDS	0900 - SAMSUNG (0900-7267864) (€ 0,10/Min)	<a href="http://www.samsung.com">http://www.samsung.com</a>
NORWAY	815 56480	<a href="http://www.samsung.com">http://www.samsung.com</a>
POLAND	0 801-1SAMSUNG (172-678) +48 22 607-93-33	<a href="http://www.samsung.com">http://www.samsung.com</a>
PORTUGAL	808 20 - SAMSUNG (808 20 7267)	<a href="http://www.samsung.com">http://www.samsung.com</a>
RUMANIA	08008 SAMSUNG (08008 726 7864) TOLL FREE No.	<a href="http://www.samsung.com">http://www.samsung.com</a>
SERBIA	0700 Samsung (0700 726 7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
SLOVAKIA	0800 - SAMSUNG (0800-726 786)	<a href="http://www.samsung.com">http://www.samsung.com</a>
SPAIN	902 - 1 - SAMSUNG (902 172 678)	<a href="http://www.samsung.com">http://www.samsung.com</a>

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EUROPE		
SWEDEN	0771 726 7864 (SAMSUNG)	<a href="http://www.samsung.com">http://www.samsung.com</a>
SWITZERLAND	0848-SAMSUNG (7267864, CHF 0.08/min)	<a href="http://www.samsung.com/ch">http://www.samsung.com/ch</a> (German) <a href="http://www.samsung.com/ch_fr">http://www.samsung.com/ch_fr</a> (French)
U.K	0330 SAMSUNG (7267864)	<a href="http://www.samsung.com">http://www.samsung.com</a>

CIS		
ARMENIA	0-800-05-555	<a href="http://www.samsung.com">http://www.samsung.com</a>
AZERBAIJAN	088-55-55-555	<a href="http://www.samsung.com">http://www.samsung.com</a>
BELARUS	810-800-500-55-500	<a href="http://www.samsung.com">http://www.samsung.com</a>
GEORGIA	0-800-555-555	<a href="http://www.samsung.com">http://www.samsung.com</a>
KAZAKHSTAN	8-10-800-500-55-500 (GSM: 7799)	<a href="http://www.samsung.com">http://www.samsung.com</a>
KYRGYZSTAN	00-800-500-55-500	<a href="http://www.samsung.com">http://www.samsung.com</a>
MOLDOVA	0-800-614-40	<a href="http://www.samsung.com">http://www.samsung.com</a>
MONGOLIA	+7-800-555-55-55	<a href="http://www.samsung.com">http://www.samsung.com</a>
RUSSIA	8-800-555-55-55	<a href="http://www.samsung.com">http://www.samsung.com</a>
TADJIKISTAN	8-10-800-500-55-500	<a href="http://www.samsung.com">http://www.samsung.com</a>
UKRAINE	0-800-502-000	<a href="http://www.samsung.com/ua">http://www.samsung.com/ua</a> (Ukrainian) <a href="http://www.samsung.com/ua_ru">http://www.samsung.com/ua_ru</a> (Russian)
UZBEKISTAN	8-10-800-500-55-500	<a href="http://www.samsung.com">http://www.samsung.com</a>

ASIA PACIFIC		
AUSTRALIA	1300 362 603	<a href="http://www.samsung.com">http://www.samsung.com</a>
CHINA	400-810-5858	<a href="http://www.samsung.com">http://www.samsung.com</a>
HONG KONG	(852) 3698 - 4698	<a href="http://www.samsung.com/hk">http://www.samsung.com/hk</a> (Chinese) <a href="http://www.samsung.com/hk_en">http://www.samsung.com/hk_en</a> (English)

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ASIA PACIFIC		
INDIA	1800 1100 11 3030 8282 1800 3000 8282 1800 266 8282	<a href="http://www.samsung.com">http://www.samsung.com</a>
INDONESIA	0800-112-8888 021-5699-7777	<a href="http://www.samsung.com">http://www.samsung.com</a>
JAPAN	0120-327-527	<a href="http://www.samsung.com">http://www.samsung.com</a>
MALAYSIA	1800-88-9999	<a href="http://www.samsung.com">http://www.samsung.com</a>
NEW ZEALAND	0800 SAMSUNG (0800 726 786)	<a href="http://www.samsung.com">http://www.samsung.com</a>
PHILIPPINES	1-800-10-SAMSUNG (726-7864) for PLDT 1-800-3-SAMSUNG (726-7864) for Digitel 1-800-8-SAMSUNG (726-7864) for Globe 02-5805777	<a href="http://www.samsung.com">http://www.samsung.com</a>
SINGAPORE	1800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
TAIWAN	0800-329-999 0266-026-066	<a href="http://www.samsung.com">http://www.samsung.com</a>
THAILAND	1800-29-3232 02-689-3232	<a href="http://www.samsung.com">http://www.samsung.com</a>
VIETNAM	1 800 588 889	<a href="http://www.samsung.com">http://www.samsung.com</a>

MIDDIE EAST		
BAHRAIN	8000-4726	<a href="http://www.samsung.com/ae">http://www.samsung.com/ae</a> (English) <a href="http://www.samsung.com/ae_ar">http://www.samsung.com/ae_ar</a> (Arabic)
EGYPT	08000-726786	<a href="http://www.samsung.com">http://www.samsung.com</a>
IRAN	021-8255	<a href="http://www.samsung.com">http://www.samsung.com</a>
JORDAN	800-22273 065777444	<a href="http://www.samsung.com">http://www.samsung.com</a>
KUWAIT	183-2255	<a href="http://www.samsung.com/ae">http://www.samsung.com/ae</a> (English) <a href="http://www.samsung.com/ae_ar">http://www.samsung.com/ae_ar</a> (Arabic)

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MIDDLE EAST		
MOROCCO	080 100 2255	<a href="http://www.samsung.com">http://www.samsung.com</a>
OMAN	800-SAMSUNG (726-7864)	<a href="http://www.samsung.com/ae">http://www.samsung.com/ae</a> (English) <a href="http://www.samsung.com/ae_ar">http://www.samsung.com/ae_ar</a> (Arabic)
SAUDI ARABIA	9200-21230	<a href="http://www.samsung.com/ae">http://www.samsung.com/ae</a> (English) <a href="http://www.samsung.com/ae_ar">http://www.samsung.com/ae_ar</a> (Arabic)
TURKEY	444 77 11	<a href="http://www.samsung.com">http://www.samsung.com</a>
U.A.E	800-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>

AFRICA		
ANGOLA	91-726-7864	<a href="http://www.samsung.com">http://www.samsung.com</a>
BOTSWANA	0800-726-000	<a href="http://www.samsung.com">http://www.samsung.com</a>
CAMEROON	7095- 0077	<a href="http://www.samsung.com">http://www.samsung.com</a>
COTE D' IVOIRE	8000 0077	<a href="http://www.samsung.com">http://www.samsung.com</a>
GHANA	0800-10077 0302-200077	<a href="http://www.samsung.com">http://www.samsung.com</a>
KENYA	0800 724 000	<a href="http://www.samsung.com">http://www.samsung.com</a>
NAMIBIA	8197267864	<a href="http://www.samsung.com">http://www.samsung.com</a>
NIGERIA	0800-726-7864	<a href="http://www.samsung.com">http://www.samsung.com</a>
SENEGAL	800-00-0077	<a href="http://www.samsung.com">http://www.samsung.com</a>
SOUTH AFRICA	0860-SAMSUNG (726-7864)	<a href="http://www.samsung.com">http://www.samsung.com</a>
TANZANIA	0685 88 99 00	<a href="http://www.samsung.com">http://www.samsung.com</a>
UGANDA	0800 300 300	<a href="http://www.samsung.com">http://www.samsung.com</a>
ZAMBIA	211350370	<a href="http://www.samsung.com">http://www.samsung.com</a>

## Responsibility for the Pay Service (Cost to Customers)



When the service is requested, in spite of in warranty, we may charge you for a visit from a service technician in the following cases.

### Not a product defect

Cleaning of the product, Adjustment, Explanation, Re-installation and etc.

- If a service technician gives instructions on how to use product or simply adjusts options without disassembling product.
- If a defect is caused by external environmental factors (Internet, Antenna, Wired Signal, etc.).
- If a product is reinstalled or devices are connected additionally after installing the purchased product for the first time.
- If a product is reinstalled to move to a different spot or to move to a different house.
- If customer requests instructions on how to use because of another company's product.
- If customer requests instructions on how to use the network or another company's program.
- If customer requests software installation and setup for the product.
- If a service technician removes/cleans dusts or foreign materials inside of the product.
- If customer requests an installation additionally after purchasing a product through home-shopping or online.

### A Product damage caused by customer's fault

Product damage caused by customer's mishandling or wrong repair.

If a product damage is caused by;

- external impact or drop.
- use of supplies or separately sold product unspecified by Samsung.
- repair from a person besides an engineer of outsourcing service company or partner of Samsung Electronics Co., Ltd.
- remodeling or repairing the product by customer.
- using it with incorrect voltage or non-authorized electrical connections.
- not following the "cautions" in User Manual.

### Others

- If product fails by natural disaster (lightning, fire, earthquake, flood damage, etc).
- If consumable components are all used up (Battery, Toner, Fluorescent lights, Head, Vibrator, Lamp, Filter, Ribbon, etc.).



If customer requests a service in case the product has no defect, service fee may be charged. So please read User Manual first.

## Correct Disposal

### Correct Disposal of This Product (Waste Electrical & Electronic Equipment)



(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

### Correct disposal of batteries in this product



(Applicable in countries with separate collection systems)

The marking on the battery, manual or packaging indicates that the battery in this product should not be disposed of with other household waste. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

The battery incorporated in this product is not user replaceable. For information on its replacement, please contact your service provider. Do not attempt to remove the battery or dispose it in a fire. Do not disassemble, crush, or puncture the battery. If you intend to discard the product, the waste collection site will take the appropriate measures for the recycling and treatment of the product, including the battery.

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