



# IBM USB 2.0 Memory Keys

## User's Guide





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## Preface

This manual contains instructions for installing and using the IBM<sup>®</sup> USB 2.0 High Speed Memory Keys.

Your option package contains the following items:

- IBM USB 2.0 High Speed Memory Key
- *IBM USB 2.0 Memory Key CD*
- *Quick Start Guide*

If any of the items are missing or damaged, contact your place of purchase. Be sure to retain your proof of purchase; it might be required to receive warranty service.

This *User's Guide* is available on the *IBM USB 2.0 Memory Key CD* in the following languages:

- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Simplified Chinese
- Spanish
- Traditional Chinese

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## Registering your option

Thank you for purchasing this IBM product. Please take a few moments to register your product and provide us with information that will help IBM to better serve you in the future. Your feedback is valuable to us in developing products and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the IBM Web site at

<http://www.ibm.com/pc/register/>

IBM will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.





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## Chapter 1. Introduction

The IBM USB 2.0 Memory Key is a small, portable USB storage device that you can use to share data between any notebook and desktop computer with a functional USB port, without using a diskette. The Memory Key offers considerably more space than a 1.44 MB diskette for you to store text, presentations, spreadsheets, or multimedia files.

This manual explains installation and use of the IBM USB 2.0 Memory Key with Microsoft® Windows® 2000 Professional and Windows XP operating systems.



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## Chapter 2. Installing the Memory Key in Windows 2000 or Windows XP

Before you install the IBM USB 2.0 Memory Key, make sure that you have the following software and hardware:

- One of the following operating systems:
  - Windows 2000
  - Windows XP
- An available USB connector
- Pentium II 266 MHz
- 1.7 MB free disk space
- Access to the main drive (usually drive C)

The following items are necessary if you will be using the Memory Key as a bootable device. See Chapter 6, “Using IBM Memory Key Boot Utility,” on page 6-1

- BIOS that supports bootable USB storage devices. If you are uncertain about whether the BIOS supports bootable USB devices, contact your computer manufacturer. An update might be available.
- The BIOS documentation that came with your computer or BIOS update, if applicable.

Windows 2000 and Windows XP have built-in support for the USB 2.0 Memory Key, and no device drivers are required. Attach the Memory Key to the USB connector. The Memory Key is now ready to use and is displayed as a removable disk with a letter designation (for example, E:).



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## Chapter 3. MyKey

Use MyKey to access and customize your Memory Key through the Memory Key console. Messages and prompts guide you through the short MyKey installation, use, and customization procedures, to make your Memory Key more personal, fun, and easier to use. This chapter also includes some important frequently asked questions (FAQs).

The MyKey application works in administrator and non-administrator modes. For more information, see Chapter 5, “KeySafe II and MyKey in Non-Admin Mode,” on page 5-1.

For optimal performance, the key works with a graphic accelerator that supports 24-bit color depth.

---

### System setup

Your computer must meet the following requirements for you to install and use MyKey:

- Pentium® II 266 MHz
- 1.7 MB free disk space (on drive C)
- Operating system: Windows 2000 or Windows XP

MyKey is supported on IBM 2.0 Memory Keys. If your Memory Key supports MyKey, make sure that you have the latest MyKey version, which you can download from <http://www.ibm.com/pc/support>. Search for USB 2.0 Memory Key.

To install MyKey, complete the following steps:

1. Insert the *IBM USB 2.0 Memory Key CD* that comes with your key and open the Software folder.
2. Double-click the **MyKey** icon.
3. In the Welcome window, select the **Create Desktop Shortcut** check box if you want a shortcut to MyKey on your desktop. A shortcut to MyKey and Uninstall MyKey is automatically created in the **Start** menu. Click **Finish** to start using MyKey, or **Cancel** to cancel the installation.

**Note:** By default, MyKey starts automatically when Windows starts. You can disable this option in the Settings window.



Wait a few moments until the MyKey icon is added to your system tray on the bottom of your desktop, next to the clock. Use this icon for the easiest and fastest access to all MyKey functions.

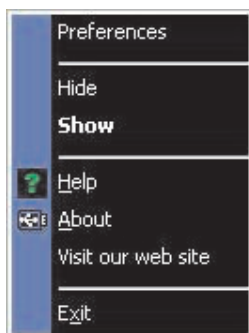


To uninstall MyKey, click **Start** → **All Programs** → **MyKey IBM** → **Uninstall MyKey IBM**.

---

## Customizing MyKey

To open the main menu to access MyKey functions, right-click the MyKey icon in the taskbar. The menu options are described in this section.



## Setting preferences

Click **Preferences** to set your MyKey preferences. Click any option to enable or disable it.



### Visual indication

This option displays the Memory Key console each time you insert your Memory Key into the USB connector on your computer.

### Audio indication

This sound occurs when you insert your Memory Key into your computer USB connector.

### Splash screen

This screen is displayed while MyKey is loading.

### Autorun process

This process automatically starts applications according to autorun instructions that are set in your Memory Key, similarly to CD autorun. For advanced autorun features, see “Additional features” on page 3-11

### Load with Windows

This option starts MyKey when Windows starts. If you disable this feature, you will have to start MyKey from the Windows **Start** menu.

### Create desktop shortcut

This option creates or removes a MyKey shortcut on your desktop.

### Always on top

This option causes the Memory Key console to stay in front of all windows for quick and easy access. If you disable this feature, the Memory Key console moves behind other windows when it is not active.

## Select your language

To select your preferred language, complete the following steps:

1. Select your preferred language. The supported languages are English, French, Spanish, Italian, German, Portuguese, Chinese (Traditional or Simplified), and Japanese. Only the supported languages are displayed in the list. Correct display of the selected language depends on the specific Windows version that you are using and the system location that you select (**Control panel → Regional settings**). If Windows does not support the language that you have selected, a question mark (?) is displayed instead of the language name.
2. Make sure that you can read the welcome message that is displayed next to the language selection list. If you can read the message, click **OK** to implement the language change. All screen shots and text will change according to the selected language.

## Hide/Show

Click **Hide** or **Show** to turn off or display the Memory Key console display.

## Help

This option starts the IBM support site where you can search for information about your Memory Key and its applications.

## About

This option provides information about the current version.

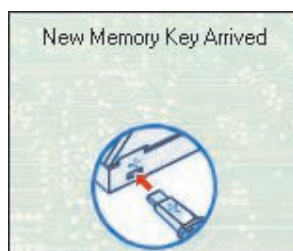
## Exit

When you exit MyKey, Memory Key quick access and advanced functionality are disabled.

---

## MyKey pop-up messages

MyKey uses pop-up messages, as shown in the following illustration, to provide information or to inform you of Memory Key events. This type of message automatically disappears after a few seconds, or you can click it to close it immediately.



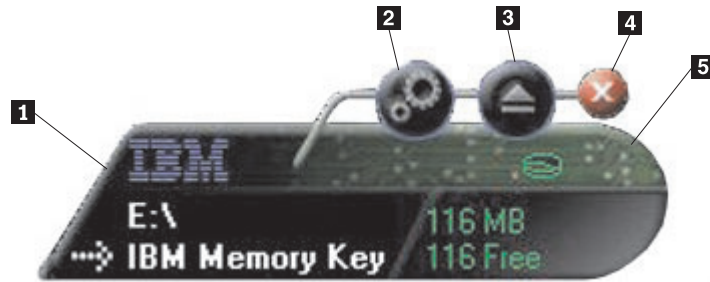
---

## Memory Key console

Use the Memory Key console to access your Memory Key to store and retrieve files, start applications, and customize the Memory Key.



The Memory Key console displays the Memory Key logo, your Memory Key drive letter, and the Memory Key label. To change this display with your personal icon or label, see “MyKey personal icon” on page 3-7 To move the Memory Key console, click and hold the left mouse button anywhere inside it, drag it to a different location, and then release the left mouse button.



- 1** Browse
- 2** Tools
- 3** Eject

- 4** Close
- 5** LCD

## LCD

The liquid crystal display (LCD) shows your Memory Key total capacity and free space. The free space indicator turns red when 5% or less of your total disk space is free.

### Privacy zone indication

The LCD (shown in the following illustration) indicates whether you have logged in to your privacy zone by using KeySafe II.



### Write protection indication

The LCD (shown in the following illustration) indicates if your Memory Key is write protected. For details about write protection, see “Enable Write Protection” on page 3-8.



## Buttons

The following buttons are on the Memory Key console:

## Tools

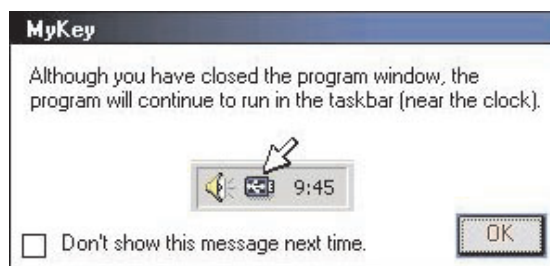
Click the tools button to open the Memory Key console menu. This menu contains the Memory Key console settings (see “Memory Key console” on page 3-4), advanced features such as synchronization, and personal folders.

## Browse

Click the browse button to open the Memory Key drive in Windows Explorer and to access all your files (both those that are secured in your Privacy Zone and public files).

## Close

Click the close button to close the Memory Key console. The console is removed from the tray icon, and the message Exiting Memory Key by Clicking X is displayed, advising you that the program will continue to run in the taskbar. Select the check box if you do not want this message to be displayed when you exit in this way.



To open the Memory Key console again, double-click the icon or select **Show** from the MyKey menu (see “Customizing MyKey” on page 3-2).

## Eject

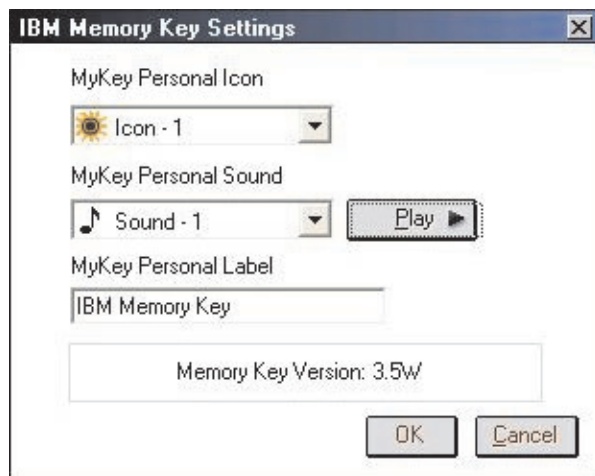
Use the eject button to help ensure the integrity of all data that is stored on your Memory Key before you remove it. Click the eject button, wait for the safe removal message, and then remove your Memory Key. Alternatively, for all operating systems except Windows 2000 and Windows XP, you can use the green arrow in the tray menu to safely remove your Memory Key.

**Attention:** Removing your Memory Key without using the eject button or the green arrow in the tray menu can result in data loss.

---

## Personalizing your memory key

To personalize your Memory Key with your own icon, a special sound, or your own label, click the tools button on the Memory Key console and select **Settings** (see “Customizing MyKey” on page 3-2). The Memory Key Settings window opens.



### MyKey personal icon

To change the default icon, open the **MyKey Personal Icon** list and use one of the following procedures:

- Select any of the eleven icons that are included with MyKey.
- Select an icon file by browsing files that you have created or want to download from the Web.

Click **OK** to apply the change.

**Note:** This operation will fail if the Memory Key is write-protected.

### MyKey personal sound

To change the default sound, open the **MyKey Personal Sound** list and use one of the following procedures:

- Select any of the ten sounds that are included with MyKey.
- Select a different sound by browsing files that you have created or want to download from the Web. You can listen to any of the sounds that you select by clicking **Play**. Click **OK** to apply the change.

**Note:** This operation will fail if the Memory Key is write-protected.

### MyKey personal label

To personalize your Memory Key and simplify content identification, type a personal label, such as your name or a category (up to 14 characters) to identify the contents of your Memory Key.

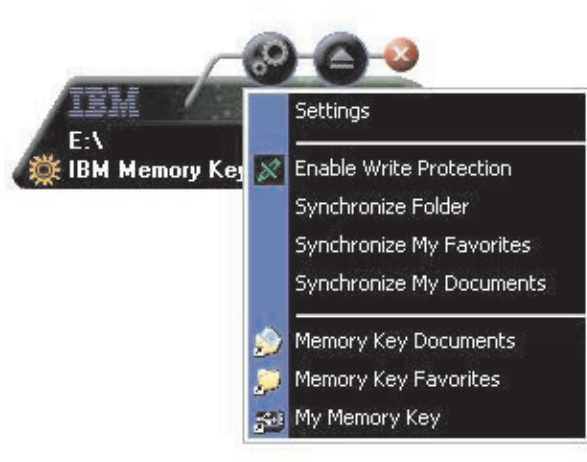
### Memory Key version

Your Memory Key version is the last item that is listed in the Memory Key Preferences window. You will need this information if you contact Technical Support for help.

---

## Advanced features

When MyKey is running, you can access a number of advanced features that make Memory Key easier to use. Click the tools button and then click an option in the **Advanced Features** menu. This section describes these features.



### Enable Write Protection

To protect your Memory Key from viruses or data loss when connecting it to a computer whose security and integration are questionable, you can use MyKey to write-protect your Memory Key. This prevents protected files from being deleted, created, or modified.

### Synchronization options

MyKey synchronization options speed up and simplify the process of synchronizing your work between two or more computers, or backing up files. The following synchronization options are available:

- **Folder:** This option synchronizes all folders and subfolders.
- **My Favorites:** This option synchronizes the My Favorites folder in your computer and the Memory Key Favorites folder on your Memory Key.
- **My Documents:** This option synchronizes the My Documents folder in your computer and the Memory Key Documents folder on your Memory Key.

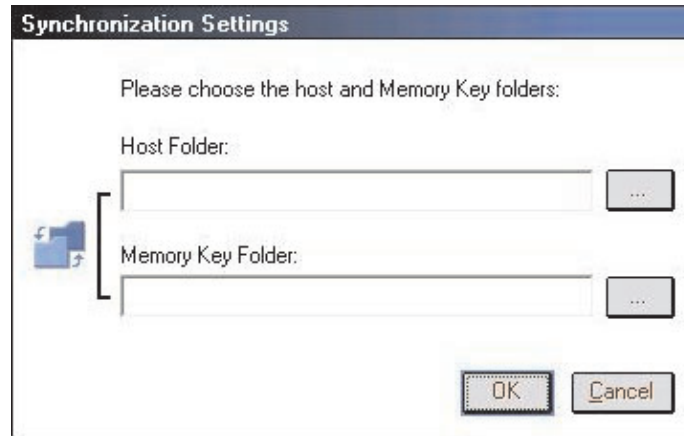
#### Synchronizing a folder the first time

To synchronize a folder for the first time, complete the following steps:

1. Select **Synchronize Folders** from the **MyKey Console Tools** menu. The first time you use the synchronization feature on a new computer or with a new Memory Key, the Synchronization Settings window opens.
2. Select the folders that you want to synchronize. The first folder must be an existing local folder. The second folder must be an existing Memory Key folder.

**Note:** If your local and Memory Key folders contain identical files the first time you attempt to synchronize them, MyKey will not know which file is the most up-to-date version. Therefore, be sure to assign different names.

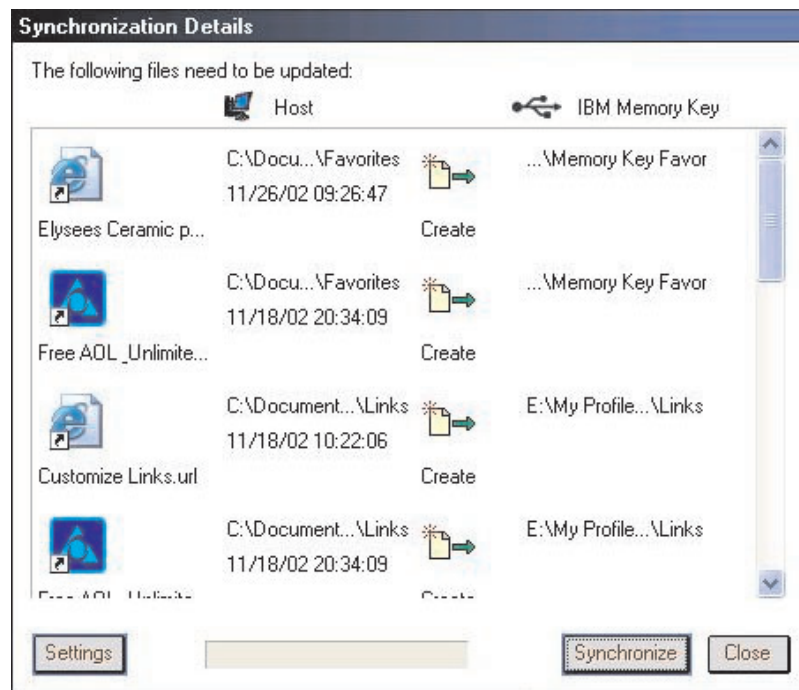
3. Click **OK** to start the synchronization process, or click **Cancel** to exit.



### Synchronizing previously selected folders

After you have selected the folders to synchronize, complete the following steps:

1. Select **Synchronize Folders** from the **MyKey Console Tools** menu. The Synchronization Details window opens. A list of the required actions is displayed.
2. Click **Settings** to access or change the displayed settings.
3. Click **Synchronize** to authorize all file operations (you cannot select a partial list).



4. If an error message is displayed during a file operation (for example, the disk is full or there is a bad path or file), click **OK** to continue synchronizing the remaining files, or click **Cancel** to stop the process.
5. Click **OK** when a message is displayed indicating that synchronization is complete.

### Folder synchronization rules

The following rules apply to the synchronization process:

- **New file:** If a new file is created in any folder, you can create the same file in the other folder or folders.
- **Deleted file:** If a file was deleted in any folder, you can delete the file in the other folder or folders.
- **Modified file:** If a file was modified in any folder, you can replace the file in the other folder or folders. If the file was modified in all folders, MyKey enables you to skip this file without performing any operation.
- **Renamed file:** Renaming a file is equivalent to deleting it and creating a new one. Therefore, the rules for a deleted file apply.

## Creating personal folders

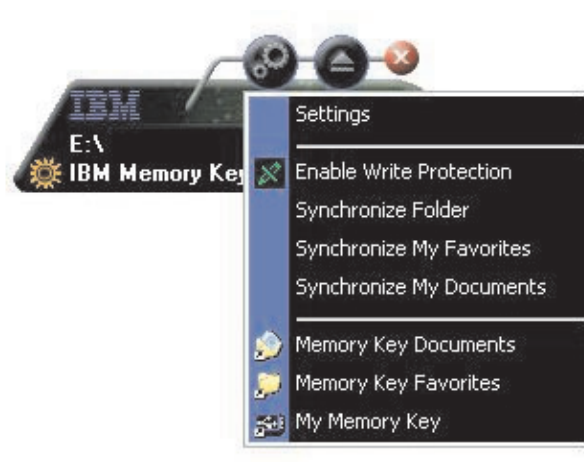
Personal folders are file folders that help you to categorize or organize your files for quick retrieval. To create a personal folder, complete the following steps:

1. Click **OK** to confirm personal folder creation.



The following directories are created:

- My Memory Key, similar to your desktop, stores general files that you access frequently.
  - Memory Key Documents, similar to your My Documents folder, stores work files. This folder stores files from the Synchronize My Documents operation.
  - Memory Key Favorites, similar to your Favorites folder, stores your favorites. This folder stores files from the Synchronize My Favorites operation.
2. To access any files in your personal folders, use one of the following procedures:
    - Open your My Profile folder in Windows Explorer.
    - Click **Tools** on the Memory Key console to display and access files.



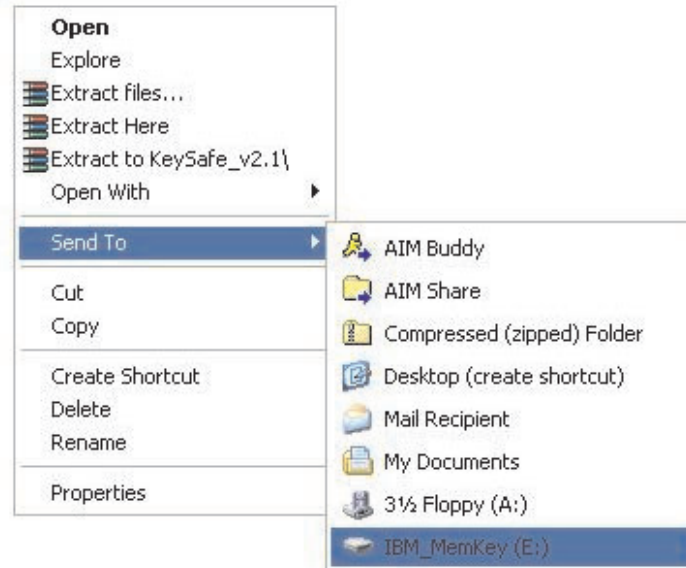
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## Additional features

MemoryKey has two additional features, which are described in this section.

### Send to Memory Key Drive

Your designated Memory Key drive is automatically added to the **Send To** menu so that you can right-click a file and save it on your Memory Key drive.



### Auto Run

The MyKey auto run function enables a wide variety of files, such as hypertext markup language (HTML) web pages, to be started automatically when you insert your Memory Key into the USB connector of a computer.

MyKey runs the Memory Key autorun.inf file. You can disable this feature from the MyKey Settings window. The MyKey autorun syntax is slightly different from and more extensive than CD autorun syntax.

To use the autorun feature of your memory key, complete the following steps:

1. Make sure that **auto run process** is selected in your MyKey preferences.
2. Create a text file called autorun.inf.
3. To use the autorun feature to open a Web page, type the following text in the autorun.inf file:

```
[launcher]  
open=www.ibm.com
```

- To use the autorun feature to run a program stored on the Memory Key, type the following text in the autorun.inf file:

```
[launcher]  
open=[filename].exe
```

---

## Troubleshooting

MyKey displays a number of messages with guidelines for troubleshooting, where possible, as follows:

- **Fatal error** - This general error message indicates that an error has occurred from which the application cannot recover.
- **Windows version not supported** - This message is displayed if you try to run MyKey on a version of Windows that does not support MyKey. (See "System setup" on page 3-1.)
- **Large fonts** - MyKey is designed to use small fonts, and might not provide optimal display viewing if you use large fonts. To switch to small fonts, open the Control Panel, and click **Display Properties** → **Settings** → **Advanced** → **Font Size**.
- **Unable to connect to Memory Key** - This message indicates that MyKey was unsuccessful in obtaining information from your Memory Key, such as version number, capacity, or your personal settings.
- **Unable to eject Memory Key** - This message usually indicates that you have not closed all applications or files on your Memory Key before trying to remove it. Close any open application or file, and then try again to remove your Memory Key.
- **The device 'xxx' cannot be stopped right now. Try stopping the device again later** - This message appears after you click **Stop** in the Unplug or Eject Hardware window. It usually indicates that you have not closed all applications or files on your Memory Key before trying to remove it. Close the MyKey application and try again. If the message is displayed again, close all open applications or files, and then try to remove your Memory Key again.

**Note:** This message is generated by the operating system, not the MyKey application, and is relevant only for Windows XP or Windows 2000.

---

## Frequently Asked Questions (FAQs)

**Q:** How do I check which version of MyKey I am using?

**A:** The simplest way is to right-click the MyKey icon in the taskbar, and then click **About**.

**Q:** Can I use MyKey with more than one Memory Key on my computer?

**A:** Yes.

**Q:** Why can I not copy files to my Memory Key?

**A:** Your Memory Key might be write-protected, or you might not have enough free disk space. If your Memory Key is write-protected, the Write Protection logo is displayed on the LCD of your MyKey console.

**Q:** How can I restore my Memory Key console after I close it?

**A:** Double-click or right-click the MyKey icon and click **Show**.



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## Chapter 4. Using multilingual KeySafe II

KeySafe II enables you to create and access a password-protected secure area, called a Privacy Zone, on your IBM Memory Key. Messages and prompts guide you through setting up KeySafe II with your password and customizing the Privacy Zone to suit your personal and business needs for securing your information. This text summarizes the procedures, and also includes some Frequently Asked Questions (FAQs).

---

### System requirements

- Pentium II 266MHz
- 1.7MB free disk space
- Operating Systems: Windows 2000 or Windows XP
- Access to your main drive (usually drive C)

The KeySafe II application works in administrator and non-administrator modes. For more information, see Chapter 5, “KeySafe II and MyKey in Non-Admin Mode,” on page 5-1

For optimal performance, use the Memory Key with a graphic accelerator that supports 24-bit color depth.

---

### Getting started

**Attention:** When you create your Privacy Zone, the Memory Key is formatted and *all* data will be lost. Back up your files before you create your Privacy Zone.

### Creating the Privacy Zone

To create the privacy zone, do the following:

1. Select the removable diskette drive that you have assigned to your Memory Key and double-click the **KeySafe II** icon.
2. Select your preferred language from the language window and click **OK**. Supported languages are English, French, Spanish, Italian, German, Portuguese

(Brazilian), Chinese (Traditional or Simplified), and Japanese.



3. Click **OK** to continue after you have read the KeySafe II Welcome window.



4. Type the following information in the relevant fields in the KeySafe II Format window:
  - a. Your password (required)
  - b. Re-enter the same password to confirm (required)
  - c. A hint to remind you of your password (optional)
  - d. Move the slide bar (up or down) on the Memory Key slide bar to create your Privacy Zone for the first time by designating its size. The maximum Privacy Zone is limited to 90% of the capacity of your Memory Key. The area that will be secured is blue.



5. When you have set the Privacy Zone size, click **OK**.
6. To proceed with the format operation, click **OK**. After the format operation is complete, click **OK** again. You can now login to your Privacy Zone.



## Using your Privacy Zone

To use your Privacy Zone, do the following:

1. Double-click the **KeySafe II** icon on your desktop. This opens the KeySafe II Login window.



2. To login to your Privacy Zone, type your password and click **OK**. If you have forgotten your password, click **Hint**. If you incorrectly type your password, you will receive a message:



If you forget your password, open the Hint field in the KeySafe II Login window for assistance. After you type the correct password, a successful login

message is displayed.



## Privacy Zone and System Suspend/Hibernation

You should save and close all files that you have opened from your memory key before you suspend or hibernate the system. A reminder message will display.

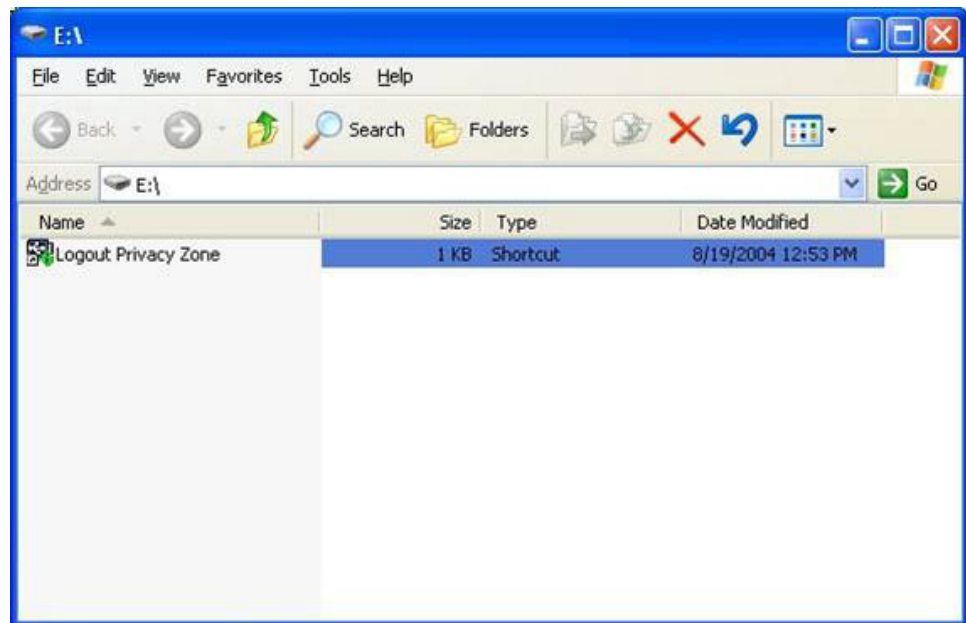


## Logging out of your Privacy Zone

To log out of your Privacy Zone, do the following:

1. Save and close all files that you have opened from your Memory Key.

2. Double-click the **KeySafe II** icon.



3. Click **OK** in the KeySafe II Logout window to logout.

## The Trust option

When data is protected with the Trust option, you can designate specific computers (for example, your personal workstation or home computer) as trusted computers, eliminating the need to enter a password each time you plug in your Memory Key. This is particularly convenient, for example, if you use your Memory Key frequently at a specific workstation or if you back up your Memory Key on your computer on a regular basis.

To designate a workstation as a trusted computer:

1. Select the **Trust this computer...** checkbox in the KeySafe II Login window and log in with your password, as shown in the figure below.



When the Trust option is enabled, the KeySafe II Login window is displayed each time you insert your Memory Key, but there is no need to enter your password.

2. To disable the Trust option, clear the **Trust this computer...** checkbox in the KeySafe II Login window. A warning message is displayed, as shown in the

figure below.



3. Click **OK** to return to the KeySafe II Login window, where you can access the Privacy Zone using your password, or reactivate the Trust option.

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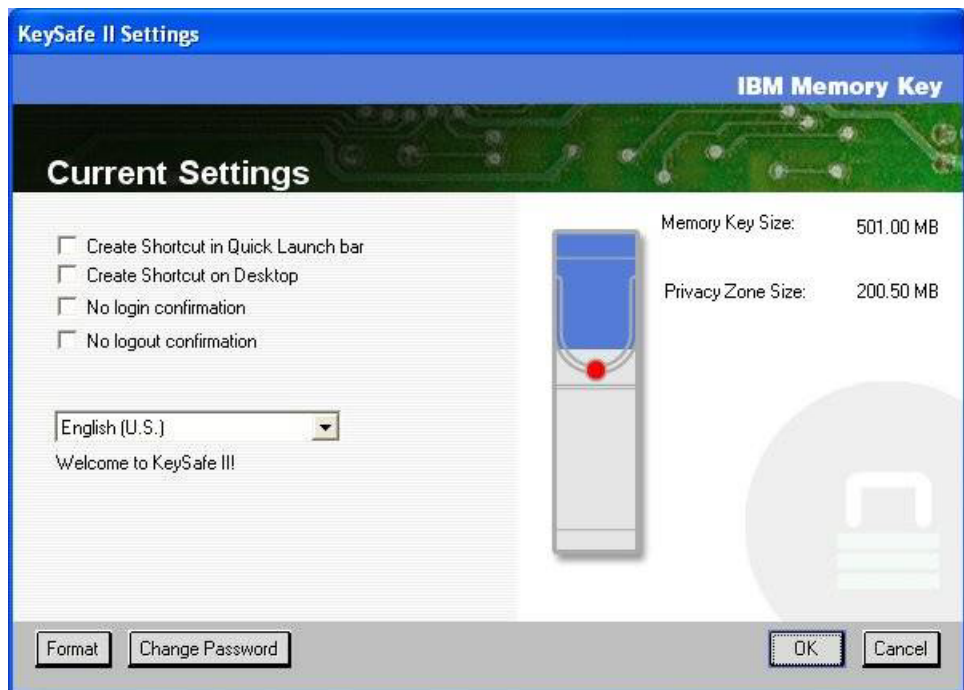
## Customizing your settings

Settings for the desktop and password can be customized, as described below.

### Desktop

To customize your desktop, do the following:

1. To customize KeySafe II for your desktop, click **Settings** from the KeySafe II Login window. This opens the KeySafe II Settings window, as shown below.



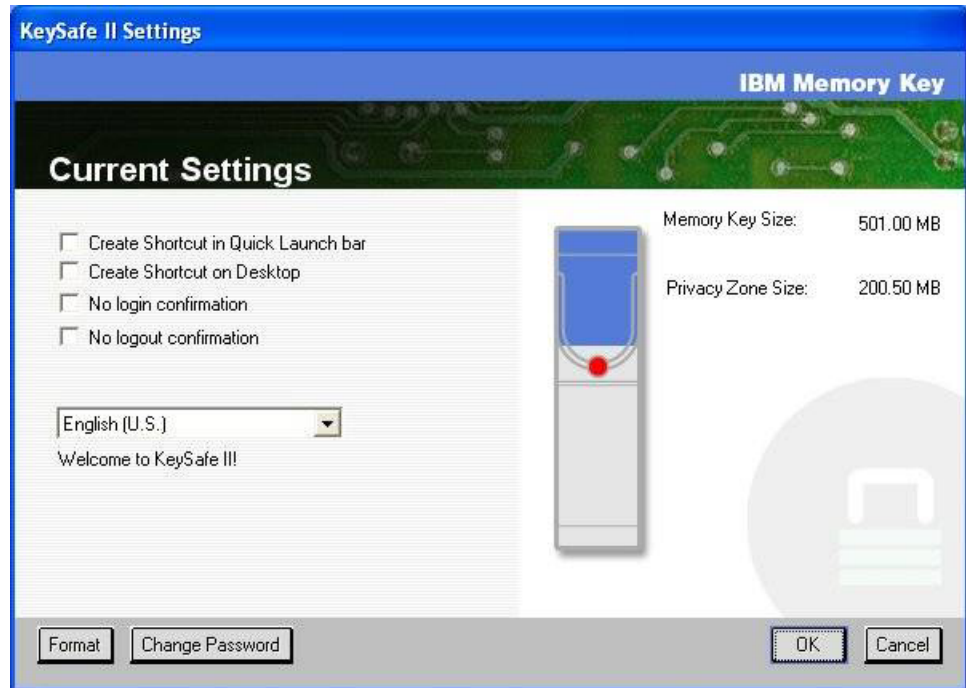
2. Click any of the options listed to select them (each option is described in the Description field as your mouse passes over it), including:

- Create Shortcut in Quick Launch Bar
- Create Shortcut on Desktop
- No login confirmation
- No logout confirmation
- Language selection

## Changing your password

Newer versions of KeySafe II enable you to change your password with the **Change Password** button in the KeySafe II Settings window. To use the **Change Password** button, do the following:

1. Click **Settings** from the KeySafe II Login window. This opens the KeySafe II Settings window, as shown below.





2. Click **Change Password** to open a dialog window.



3. Type, in order, your current (old) password, your new password, your new password once to confirm it, and a hint.
4. Click **OK** to exit the dialog window.



**Attention:** When you change your password without the **Change Password** button, your Memory Key is formatted and ALL data is lost.

## Changing your Privacy Zone

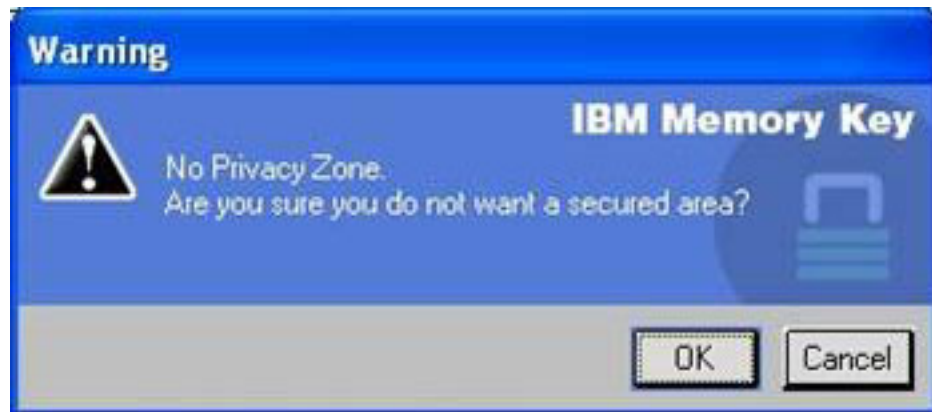
**Attention:** Changing the size of your Privacy Zone requires formatting your Memory Key, causing ALL secured and non-secured data to be lost.

To change your Privacy Zone, proceed as follows:

1. Click **Format** in the KeySafe II Settings window. This opens the Format Options window.
2. Type a password and confirm it by typing it a second time.
3. Type a hint in case you forget your password.
4. Set the size of your Privacy Zone with the slide bar.
5. Click **OK**.

If you want to disable your Privacy Zone and use the entire Memory Key space for the Public Zone, proceed as follows:

1. Follow steps 1 to 3 above.
2. Set the size of your Privacy Zone with the slide bar to 0%.
3. Click **OK** to confirm the operation.



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## FAQs

**Q:** How do I check which version of KeySafe II I am using?

**A:** The simplest way is to right click the KeySafe II icon on your Memory Key, and then click Properties and Version.

**Q:** How do I upgrade KeySafe II to the newest version?

**A:** Download the zipped file from the web (<http://www.ibm.com/pc/support>) to your desktop; search under USB 2.0 Memory Key. Unzip it and copy the exe file to your Memory Key. Launch it from your Memory Key by double clicking KeySafe II. Do not use the shortcut you may have created on your desktop or quick launch bar, since this will launch the old version.

**Q:** Can I change only my KeySafe II password without formatting my Privacy Zone?

**A:** Yes, using the Change Password button in the KeySafe II Settings window. Please note that when you change your password without the Change Password button, your Memory Key is formatted and ALL data is lost.

**Q:** I would like to secure all the data on my Memory Key. Why am I limited to a Maximum Privacy Zone of 90%?

**A:** Your Memory Key needs space to run KeySafe II, as well as information about your Memory Key. 10% of your Memory Key is kept free to save space for upgrades and future applications without hindering KeySafe II operation.

**Q:** How do I know if I'm working in my Privacy Zone or in the Public Zone?

**A:** If you're working in Windows 2000, the KeySafe II icon is displayed with a red lock inside it when you're in your Privacy Zone. If you're working in Windows 2000 or XP, the background color in your root file folder or in your Memory Key icon is blue when you're in your Privacy Zone. (This visual indication is not seen if you have selected a classic folder view on your computer.)

**Q:** How do I switch between the Public Zone and my Privacy Zone?

**A:** Launch KeySafe II from your desktop, Memory Key or quick launch bar. If you see a prompt asking for your password, this means that you are currently in the Public Zone. To switch to your Privacy Zone, enter your password and click OK. If you see a pop-up window with a prompt asking you for logout confirmation from your Privacy Zone, this means that you are working in your Privacy Zone. To switch, click OK. To remain logged into your Privacy Zone, click Cancel.

**Q:** I accidentally deleted KeySafe II from my Memory Key. How can I access data in my Privacy Zone?

**A:** Copy the KeySafe exe from the CD that shipped with your key or go to (<http://www.pc.ibm.com>); search under USB 2.0 Memory Key and download the exe. The Privacy Zone that you previously designated will be accessible.

**Q:** Can I use KeySafe II with more than one Memory Key on my computer?

**A:** Yes. All IBM 64 MB, 128 MB, and 256 MB Memory Keys support the KeySafe II application installed on your operating system.

**Q:** Can I use more than one Memory Key with KeySafe II simultaneously?

**A:** No.

**Q:** Is there an alternate way to format both the Public and Private Zones on my Memory Key if KeySafe II formatting fails?

**A:** Yes. Use the OS format utility. Then copy KeySafe II and you are ready to use it.



---

## Chapter 5. KeySafe II and MyKey in Non-Admin Mode

This chapter provides information on using the KeySafe II and MyKey applications in the non-administrator mode.

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### System requirements

- Pentium II 266 MHz
- 1.7MB free space
- Operating systems: Windows 2000 and Windows XP

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### Installation instructions

Follow the instructions below to install the service.

1. Log in as an administrator.
2. Unzip the SERVICE FOR NON-ADMIN.ZIP file (located on the CD that shipped with your Memory Key) to a directory that all users can access (for example, C:\DiskOnKey service, C:\Program files, C:\winnt\system32). Do not use folders that might be restricted to different users, such as the Desktop directory or My Documents directory.
3. Launch the install SERVICE.BAT file to install the service.

**Note:** Only administrators can install services.

4. To check if the service has been installed correctly, go to **Settings → Control Panel → Administrative Tools → Services**, and look for the hdlSrv service.

Once the service is installed, the KeySafe II and MyKey applications can run both under administrator and non-administrator privileges.

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### Uninstalling the service

Follow the instructions below to uninstall the service.

- Log in as an administrator.
- Launch the UNINSTALL SERVICE.BAT file (located on the CD that shipped with your key) to uninstall the service.



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## Chapter 6. Using IBM Memory Key Boot Utility

The IBM Memory Key Boot Utility enables you to make your Memory Key into a bootable disk. After using the application and turning your Memory Key into a bootable disk, you will be able to boot IBM computers from the Key.

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### System setup requirements

- BIOS that supports bootable USB devices. If you are uncertain about whether the BIOS supports bootable USB devices, contact your computer manufacturer. If needed, there might be an available update.
- The BIOS documentation that came with your computer or BIOS update, if applicable.

For more information on IBM computers that support booting to USB storage devices, go to <http://www.ibm.com/pc/support> and search for 128 MB USB 2.0 Memory Key.

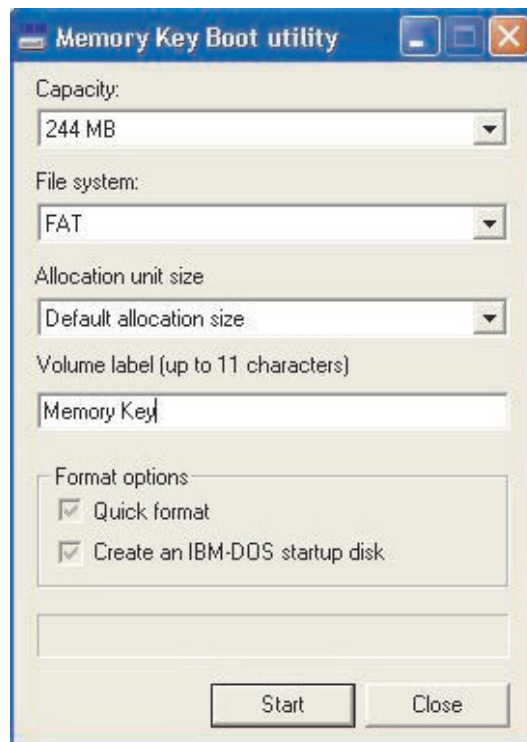
- Pentium II 266 MHz
- 1.5 MB free disk space (on drive C).
- Operating Systems: Windows 2000 or Windows XP

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### Creating an IBM boot memory key

To create a boot memory key, do the following:

1. Double click the **Boot Application** icon on your CD. The application window opens.



2. Insert your Memory Key. The disk properties, such as capacity or file system, are displayed in the relevant fields of the application window.

3. To create a volume label, type the label name in the Volume label field (up to 11 characters).
4. To begin creating a boot disk, click **Start**. A warning message displays informing you that all your files will be deleted. To continue, click **OK**. To cancel the formatting process, click **Cancel**.
5. After clicking **Start**, a progress bar displays indicating the status of the formatting process. After the formatting completes, a message displays indicating that the formatting process was successful.
6. To exit the program without creating a boot disk, click **Cancel**.

**Notes:**

- a. Creating a boot disk requires formatting the Memory Key. This will delete all files that are on the Key.
- b. If you begin the formatting process, you will not be able to abort it before it ends.
- c. Do NOT remove the Memory Key while formatting, and be sure to close all applications that might use the Memory Key.

---

## Booting your computer with the IBM Memory Key

To boot your computer with the IBM Memory Key, do the following:

1. Turn off your system. Insert the boot Memory Key into any available USB slot.
2. Turn on your system and use the steps outlined in your desktop or mobile computer documentation to access your BIOS settings. Locate the section that determines the Boot or Startup Order of the disks on your desktop or mobile computer.
3. Change the order to the following:
  - Legacy diskette drive (might not be applicable depending on your desktop or mobile computer configuration)
  - ATAPI CD-ROM drive or optical drive
  - Hard Drive - USB Memory Key
  - Hard Drive - your main hard disk drive or drives with your operating system or data files
4. Save your setting changes and exit the BIOS.
5. Restart your computer. It should boot to a DOS prompt using the Memory Key.

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## Troubleshooting

- **Creating a boot disk on a key with a Privacy Zone:** If you previously created a Privacy Zone on your Memory Key (using the KeySafe II application), you will need to delete this Privacy Zone before running the boot application. The way to delete this Privacy Zone is by running KeySafe II and setting the Privacy Zone to "0". For more information, refer to the KeySafe II manual on the CD.
- **Creating a boot disk on a write-protect enabled key:** If you previously set your key to be write protected (using MyKey application), you will need to disable this feature before you run the boot application. For more information, refer to the MyKey manual on the CD.
- **Using multiple Memory Keys simultaneously:** If you have inserted more than one Memory Key, you will be prompted to remove the keys, and leave only the key you want to use as a boot disk plugged in.



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## Appendix A. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of the product. Refer to your IBM Statement of Limited Warranty for a full explanation of IBM warranty terms.

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### Online technical support

Online technical support is available during the life of your product through the Personal Computing Support Web site at <http://www.ibm.com/pc/support>.

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

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### Telephone technical support

Installation and configuration support through the IBM Support Center will be withdrawn or made available for a fee, at IBM's discretion, 90 days after the option has been withdrawn from marketing. Additional support offerings, including step-by-step installation assistance, are available for a nominal fee.

To assist the technical support representative, have available as much of the following information as possible:

- Option name
- Option number
- Proof of purchase
- Computer manufacturer, model, serial number (if IBM), and manual
- Exact wording of the error message (if any)
- Description of the problem
- Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

For the support telephone number and support hours by country, refer to the following table. If the number for your country or region is not listed, contact your IBM reseller or IBM marketing representative. Response time may vary depending on the number and nature of the calls received.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 • Overseas calls: 81-46-266-1084  ThinkPad: 0120-887-874 • Overseas calls: 81-46-266-1084  IntelliStation and xSeries: 81-46-266-1358  PC Software: 0120-558-695 • Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344  French: 1-800-565-3344  In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799  Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755  or 566-5161 ext. 8201  Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	02-7031-6101	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675



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## Appendix B. IBM Statement of Limited Warranty Z125-4753-08 04/2004

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### Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise.*

**Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.**

#### **What this Warranty Covers**

*IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.*

**THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

#### **What this Warranty Does not Cover**

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which IBM is not responsible; and
- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND**.

#### **How to Obtain Warranty Service**

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

#### **What IBM Will Do to Correct Problems**

When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to an IBM Web site.

The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information.

You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install.

If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded.

IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

#### **Exchange of a Machine or Part**

When the warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

#### **Your Additional Responsibilities**

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
  - a. follow the service request procedures that IBM or your reseller provides;
  - b. backup or secure all programs, data, and funds contained in the Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
  - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

#### **Limitation of Liability**

IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

**UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW**

LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

**Governing Law**

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

**Jurisdiction**

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

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## **Part 2 - Country-unique Terms**

**AMERICAS**

**ARGENTINA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

**BOLIVIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

**BRAZIL**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

**CHILE**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

**COLOMBIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

**EQUADOR**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

**MEXICO**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.



## **PARAGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

## **PERU**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges and Tribunals of the Judicial District of Lima, Cercado.

**Limitation of Liability:** *The following is added at the end of this section:* In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

## **URUGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

## **VENEZUELA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

## **NORTH AMERICA**

**How to Obtain Warranty Service:** *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

## **CANADA**

**Limitation of Liability:** *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

## **UNITED STATES**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

## **ASIA PACIFIC**

### **AUSTRALIA**

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

**Limitation of Liability:** *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or

consumption, then none of the limitations in this paragraph apply.

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

#### **CAMBODIA AND LAOS**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

#### **CAMBODIA, INDONESIA, AND LAOS**

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of Hong Kong Special Administrative Region of China.

#### **INDIA**

**Limitation of Liability:** *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

**Arbitration:** *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be

final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **JAPAN**

**Governing Law:** *The following sentence is added to this Section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

#### **MALAYSIA**

**Limitation of Liability:** The word "*SPECIAL*" in item 3 of the fifth paragraph is deleted.

#### **NEW ZEALAND**

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

**Limitation of Liability:** *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

#### **PEOPLE'S REPUBLIC OF CHINA (PRC)**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

#### **PHILIPPINES**

**Limitation of Liability:** *Item 3 in the fifth paragraph is replaced by the following:*  
**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

**Arbitration:** The following is added: under this heading

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The

arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **SINGAPORE**

**Limitation of Liability:** *The words "SPECIAL" and "ECONOMIC" in item 3 in the fifth paragraph are deleted.*

#### **EUROPE, MIDDLE EAST, AFRICA (EMEA)**

##### **THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:**

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

##### **How to Obtain Warranty Service:**

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):* The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries.

If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service.

If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of

purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

**Governing Law:**

*The phrase "the laws of the country in which you acquired the Machine" is replaced by:*

1) "the laws of Austria" in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;** 2) "the laws of France" in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** 3) "the laws of Finland" in **Estonia, Latvia, and Lithuania;** 4) "the laws of England" in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** and 5) "the laws of South Africa" in **South Africa, Namibia, Lesotho and Swaziland.**

**Jurisdiction:** *The following exceptions are added to this section:*

1) In **Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) in **Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) in **France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) in **Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) in **South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) in **Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and

Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; and 9) **in the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

**Arbitration:** *The following is added under this heading:*

**In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation. **In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

#### **EUROPEAN UNION (EU)**

##### ***THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:***

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

**How to Obtain Warranty Service:** *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.  
PO Box 30  
Spango Valley  
Greenock  
Scotland PA16 0AH

#### **CONSUMERS**

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

#### **AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*  
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

#### **FRANCE AND BELGIUM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*  
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

#### **THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:**

##### **AUSTRIA**

**The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.**

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is unable to repair an

IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.  
*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*  
During the warranty period, IBM will reimburse you for the transportation charges for the delivery of the failing Machine to IBM.

**Limitation of Liability:** *The following paragraph is added to this section:*  
The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*  
IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

#### **EGYPT**

**Limitation of Liability:** *The following replaces item 2 in this section:*  
as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

*Applicability of suppliers and resellers (unchanged).*

#### **FRANCE**

**Limitation of Liability:** *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

#### **GERMANY**

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The minimum warranty period for Machines is twelve months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*  
During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

**Limitation of Liability:** *The following paragraph is added to this section:*  
The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*  
IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

#### **HUNGARY**

**Limitation of Liability:** *The following is added at the end of this section:*



The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act.

The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

#### **IRELAND**

**What this Warranty Covers:** *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

**Limitation of Liability:** *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.
3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

#### **SLOVAKIA**

**Limitation of Liability:** *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

#### **SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND**

**Limitation of Liability:** *The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving

nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

#### UNITED KINGDOM

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:* For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
  - a. death or personal injury caused by the negligence of IBM; and
  - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the **Items for Which IBM is Not Liable** below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

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## Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

#### **Warranty Period**

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China. A warranty period of 1 year on parts and 1 year on labor means that IBM provides warranty service without charge for parts and labor during the one year of the warranty period.

Machine Type	Country or Region of Purchase	Warranty Period	Types of Warranty Service
USB 2.0 Memory Keys	Worldwide	Parts and Labor -1 year	7

## Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area, contact your local IBM representative or your reseller for country and location specific information.

### 1. Customer Replaceable Unit ("CRU") Service

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

### 2. On-site Service

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to an IBM service center.

### 3. Courier or Depot Service \*

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

### 4. Customer Carry-In or Mail-In Service

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

### 5. CRU and On-site Service

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

## 6. CRU and Courier or Depot Service

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

## 7. CRU and Customer Carry-In or Mail-In Service

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

**When a 5, 6, or 7 type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.**

\* This type of service is called ThinkPad® EasyServ or EasyServ in some countries. The IBM Machine Warranty worldwide Web site at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/) provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.**

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In other countries, see the telephone numbers below.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 • Overseas calls: 81-46-266-1084  ThinkPad: 0120-887-874 • Overseas calls: 81-46-266-1084  IntelliStation and xSeries: 81-46-266-1358  PC Software: 0120-558-695 • Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149

Country or Region	Telephone Number	Country or Region	Telephone Number
Canada	English: 1-800-565-3344  French: 1-800-565-3344  In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799  Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755  or 566-5161 ext. 8201  Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	02-7031-6101	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675

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## Guarantee supplement for Mexico

This supplement is considered part of IBM's Statement of Limited Warranty and shall be effective solely and exclusively for products distributed and commercialized within Territory of the Mexican United States. In the event of a conflict, the terms of this supplement shall apply.

All software programs pre-loaded in the equipment shall only have a thirty- (30) day guarantee for installation defects from the date of purchase. IBM is not responsible for the information in such software programs and/or any additional software programs installed by you or installed after purchase of the product.

Services not chargeable to the guarantee shall be charged to the final user, prior an authorization.

In the event that warranty repair is required please call the IBM Support Center at 001-866-434-2080, where you will be directed to the nearest Authorized Service Center. Should no Authorized Service Center exist in your city, location or within 70 kilometers of your city or location, the guarantee includes any reasonable delivery charges related to the transportation of the product to our nearest Authorized Service Center. Please call the nearest Authorized Service Center to obtain the necessary approvals or information concerning the shipment of the product and the shipment address.

To obtain a list of Authorized Service Centers, please visit:  
[http://www.pc.ibm.com/la/centros\\_de\\_servicio/servicio\\_mexico/servicio\\_mexico.html](http://www.pc.ibm.com/la/centros_de_servicio/servicio_mexico/servicio_mexico.html)

**Manufactured by:**  
**SCI Systems de México, S.A. de C.V.**  
**Av. De la Solidaridad Iberoamericana No. 7020**  
**Col. Club de Golf Atlas**  
**El Salto, Jalisco, México**  
**C.P. 45680,**  
**Tel. 01-800-3676900**

**Marketing by:**  
**IBM de México, Comercialización y**  
**Servicios, S. A. de C. V.**  
**Alfonso Nápoles Gándara No 3111**  
**Parque Corporativo de Peña Blanca**  
**Delegación Álvaro Obregón**  
**México, D.F., México**  
**C.P. 01210,**  
**Tel. 01-800-00-325-00**

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## Appendix C. Guarantee supplement for Mexico

This supplement is considered part of IBM's Statement of Limited Warranty and shall be effective solely and exclusively for products distributed and commercialized within Territory of the Mexican United States. In the event of a conflict, the terms of this supplement shall apply.

All software programs pre-loaded in the equipment shall only have a thirty- (30) day guarantee for installation defects from the date of purchase. IBM is not responsible for the information in such software programs and/or any additional software programs installed by you or installed after purchase of the product.

Services not chargeable to the guarantee shall be charged to the final user, prior an authorization.

In the event that warranty repair is required please call the IBM Support Center at 001-866-434-2080, where you will be directed to the nearest Authorized Service Center. Should no Authorized Service Center exist in your city, location or within 70 kilometers of your city or location, the guarantee includes any reasonable delivery charges related to the transportation of the product to our nearest Authorized Service Center. Please call the nearest Authorized Service Center to obtain the necessary approvals or information concerning the shipment of the product and the shipment address.

To obtain a list of Authorized Service Centers, please visit:  
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**Manufactured by:**  
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**Col. Club de Golf Atlas**  
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## Federal Communications Commission (FCC) 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 an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the 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 undesired operation.

Responsible party:  
International Business Machines Corporation

New Orchard Road  
Armonk, NY 10504  
Telephone: 1-919-543-2193

 Tested To Comply  
With FCC Standards  
FOR HOME OR OFFICE USE

**Industry Canada Class B emission compliance statement**

This Class B digital apparatus complies with Canadian ICES-003.

**Avis de conformité a la réglementation d'Industrie Canada**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**Deutsche EMV-Direktive (electromagnetische Verträglichkeit)**

Zulassungbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die:

IBM Deutschland Informationssysteme GmbH, 70548 Stuttgart.

Informationen in Hinsicht EMVG Paragraph 3 Abs. (2) 2:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024:1998 und EN 55022:1998 Klasse B.
--

EN 55022 Hinweis:

“Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 55022:B festgelegt), dann kann es dabei eventuell gestört werden. In solch einem FA11 ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu vergrößern.”

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

**European Union - emission directive**

This product is in conformity with the protection requirements of EU Council Directive 89/336/ECC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM can not accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

#### **Union Européenne - Directive Conformité électromagnétique**

Ce produit est conforme aux exigences de protection de la Directive 89/336/EEC du Conseil de l'UE sur le rapprochement des lois des États membres en matière de compatibilité électromagnétique.

IBM ne peut accepter aucune responsabilité pour le manquement aux exigences de protection résultant d'une modification non recommandée du produit, y compris l'installation de cartes autres que les cartes IBM.

Ce produit a été testé et il satisfait les conditions de l'équipement informatique de Classe B en vertu de Standard européen EN 55022. Les conditions pour l'équipement de Classe B ont été définies en fonction d'un contexte résidentiel ordinaire afin de fournir une protection raisonnable contre l'interférence d'appareils de communication autorisés.

#### **Unione Europea - Directiva EMC (Conformidad electromagnética)**

Este producto satisface los requisitos de protección del Consejo de la UE, Directiva 89/336/CEE en lo que a la legislatura de los Estados Miembros sobre compatibilidad electromagnética se refiere.

IBM no puede aceptar responsabilidad alguna si este producto deja de satisfacer dichos requisitos de protección como resultado de una modificación no recomendada del producto, incluyendo el ajuste de tarjetas de opción que no sean IBM.

Este producto ha sido probado y satisface los límites para Equipos Informáticos Clase B de conformidad con el Estándar Europeo EN 55022. Los límites para los equipos de Clase B se han establecido para entornos residenciales típicos a fin de proporcionar una protección razonable contra las interferencias con dispositivos de comunicación licenciados.

#### **Union Europea - Normativa EMC**

Questo prodotto è conforme alle normative di protezione ai sensi della Direttiva del Consiglio dell'Unione Europea 89/336/CEE sull'armonizzazione legislativa degli stati membri in materia di compatibilità elettromagnetica.

IBM non accetta responsabilità alcuna per la mancata conformità alle normative di protezione dovuta a modifiche non consigliate al prodotto, compresa l'installazione di schede e componenti di marca diversa da IBM.

Le prove effettuate sul presente prodotto hanno accertato che esso rientra nei limiti stabiliti per le apparecchiature di informatica Classe B ai sensi della Norma Europea EN 55022. I limiti delle apparecchiature della Classe B sono stati stabiliti al fine di fornire ragionevole protezione da interferenze mediante dispositivi di comunicazione in concessione in ambienti residenziali tipici.

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