ways to get help

troubleshooting application
Oftentimes, you can troubleshoot a problem yourself by running the troubleshooting application. Double-click the **HP DVD Writer** icon on your desktop, then click Help, **Troubleshooting**.

firmware updates
For optimal performance of your HP drive, periodically check for and apply any firmware updates that are available. Double-click the **HP DVD Writer** icon on your desktop, then click **HP MyDrive, Check for firmware update**. Or see the website www.hp.com/support.

hp customer care online
Visit the HP Customer Care Support web site at www.hp.com/support for up-to-date information 24 hours a day, seven days a week. You’ll find troubleshooting documents, maintenance and efficiency tips, and ideas for using your product.

hp customer care by e-mail
E-mail support is free and available worldwide in several languages. To receive e-mail support:

1. Print the system report. Double-click the **HP DVD Writer** icon on your desktop, then click **Help, Troubleshooting, Contact HP, System report**. Having this report available will help you with step 2.

2. Go to the Email Support web site at http://contact.external.hp.com/email and select your drive. Fill out the form using the information from your system report, then click **Submit**.

your local reseller
If you need help with your drive, contact your local reseller for the latest information regarding HP products and services and support under HP’s comprehensive menu of
reseller services. You can also obtain support from HP directly. The list of telephone numbers begins on page 5.

hp customer care by phone
HP Customer Care provides personal service to help you get the results you expect from your HP drive. To contact your personal HP Customer Care consultant by telephone, call the number for your region listed under the section “telephone numbers” on page 5.

NOTE: Prices and information are subject to change without notice.

before you contact hp

- Check the troubleshooting tips provided in the printed Quick Start and online User’s Guide. To open the online User’s Guide, double-click the HP DVD Writer icon on your desktop, then click Help, Online User’s Guide.
- If you received an error message, write it down before you call.
- Make sure you are at your computer and have your drive installed when you call.
- Gather the information in the table below. If your computer is working, double-click the HP DVD Writer icon on your desktop, then click Help, Troubleshooting, Contact HP, System report. For help finding information that is not in the system report, see “where to find this information” on page 3.

<table>
<thead>
<tr>
<th>Gathering Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive model number</td>
</tr>
<tr>
<td>Drive firmware version</td>
</tr>
<tr>
<td>Drive serial number</td>
</tr>
<tr>
<td>Computer brand and model</td>
</tr>
<tr>
<td>Operating system and version</td>
</tr>
<tr>
<td>Amount of memory installed</td>
</tr>
<tr>
<td>Other CD-ROM or DVD-ROM drives brands and models</td>
</tr>
</tbody>
</table>
where to find this information

Drive model number
The drive’s model number appears on the front of the HP drive. *Example: dvd300i*

Drive firmware version
You can find the firmware version by running the system report. Double-click the HP DVD Writer icon on your desktop, then click Help, Troubleshooting, Contact HP, System report. *Example: Firmware: 1.0*

Drive serial number
On some models, you can find the serial number by running the system report. Double-click the HP DVD Writer icon on your desktop, then click Help, Troubleshooting, Contact HP, System report. If the serial number is not listed in the system report, on internal drives you can find it on the underside of the drive’s tray. Press EJECT to view the underside of the tray. The serial number is also always on the main label on the top of the drive. On external drives the serial number appears on the bottom of the drive. *Example: SG00016495*

Computer brand and model
The computer brand appears on the front of your computer and in the documentation that came with your computer. *Example: HP Pavilion 8490*

Operating system and amount of memory (RAM) installed
In Windows 95/98/Me, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click System. Select the General tab. The version number appears below Microsoft Windows and the amount of memory installed is
displayed in the lower part of the screen. Example: Microsoft Windows Me, 4.90.3000, 256.0 MB RAM

In Windows 2000, from the Start menu on the task bar, select Settings, Control Panel. Double-click System. Select the General tab. Write down the version number and amount of memory installed. Example: Microsoft Windows 2000, 5.00.2195, 261,612 KB RAM.

In Windows XP, click Start, Control Panel, Performance and Maintenance, System. Select the General tab. Write down the version number and amount of memory installed. Example: Microsoft Windows XP, 2002, 512 MB RAM.

Other CD-ROM or DVD-ROM drives
In Windows 95/98/Me, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click System. Select the Device Manager tab. Double-click CDROM. Write down the names of the devices that are displayed.

In Windows 2000, from the Start menu on the task bar, select Settings, Control Panel. Double-click System. Select the Hardware tab. Click the Device Manager button. Double-click DVD/CD-ROM drives. Write down the names of the devices that are displayed.

In Windows XP, click Start, Control Panel, Performance and Maintenance, System. Select the Hardware tab. Click the Device Manager button. Double-click DVD/CD-ROM drives. Write down the names of the devices that are displayed.

Sound card
In Windows 95/98/Me, from the Start menu on the taskbar, select Settings and then Control Panel. Double-click System. Select the Device Manager tab. Double-click Sound, video, and game controllers. Write down the names of the devices that are displayed.

In Windows 2000, from the Start menu on the task bar, select Settings, Control Panel. Double-click System. Select the Hardware tab. Click the Device Manager button. Double-click Sound, video, and game controllers. Write down the names of the devices that are displayed.

In Windows XP, click Start, Control Panel, Performance and Maintenance, System. Select the Hardware tab. Click the Device Manager button. Double-click Sound, video, and game controllers. Write down the names of the devices that are displayed.

Video Capture Device
Check the documentation that came with your video capture device.
telephone numbers

For telephone number and business hours updates visit:
http://www.hp.com/support/phone_support/

US

During Warranty Period
Free phone support is available for customers whose drives are still within their stated warranty period. Note: This is a toll call and long distance charges may apply.

................................. 208-323-2551

After Warranty Period
A fee of $25 US dollars per call will be charged to Visa, MasterCard, or American Express. Representatives are available 24 hours a day, 7 days a week. Note: Charges begin only when you have connected to a Support Consultant. Prices and information are subject to change without notice. ......................... 208-323-2551

other regions

Canada
Use the HP Customer Care number below during and after your product’s warranty period. Support is provided free of charge during the warranty period. A per-incident charge applies after the warranty period. NOTE: Long distance charges may apply.

HP Customer Care in English and French ............................. 905-206-4663

Europe/Middle East/Africa
For phone support in Europe please check for the details and conditions of phone support in your region by consulting the following website: http://www.hp.com/cposupport/loc/regional.html. Alternatively, you can ask your dealer or call HP at a phone number indicated below. As part of our constant efforts to improve our phone support service, we advise you to check our website on a regular basis for new information regarding service features and delivery.

Austria ......................................................... 0810 00 6080
Belgium
- Dutch ................................................................. 02 626 88 06
- French ................................................................. 02 626 88 07
Czech Republic ......................................................... 02 613 07 310
<table>
<thead>
<tr>
<th>Country</th>
<th>Number Range</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>39 29 40 99</td>
<td></td>
</tr>
<tr>
<td>Finland</td>
<td>02 03 47 288</td>
<td></td>
</tr>
<tr>
<td>France</td>
<td>08 36 69 60 22 (Euro 0.34/min)</td>
<td></td>
</tr>
<tr>
<td>Germany</td>
<td>0180 52 58 143 (Euro 0.12/min)</td>
<td></td>
</tr>
<tr>
<td>Greece</td>
<td>01 60 73 603</td>
<td></td>
</tr>
<tr>
<td>Hungary</td>
<td>01 382 1111</td>
<td></td>
</tr>
<tr>
<td>Ireland</td>
<td>01 662 55 25</td>
<td></td>
</tr>
<tr>
<td>Israel</td>
<td>02 2 641 0350</td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td>020 606 87 51</td>
<td></td>
</tr>
<tr>
<td>Norway</td>
<td>22 11 62 99</td>
<td></td>
</tr>
<tr>
<td>Poland</td>
<td>022 865 98 00</td>
<td></td>
</tr>
<tr>
<td>Portugal</td>
<td>21 317 6333</td>
<td></td>
</tr>
<tr>
<td>Russia</td>
<td>095 797 3520</td>
<td></td>
</tr>
<tr>
<td>South Africa</td>
<td>Inside RSA 086 000 1030</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outside RSA +27 11 258 9301</td>
<td></td>
</tr>
<tr>
<td>Spain</td>
<td>90 23 21 123</td>
<td></td>
</tr>
<tr>
<td>Sweden</td>
<td>08 61 92 170</td>
<td></td>
</tr>
<tr>
<td>Switzerland (French/Italian/German)</td>
<td>08 48 80 11 11</td>
<td></td>
</tr>
<tr>
<td>Turkey</td>
<td>216 579 7171</td>
<td></td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0207 512 52 02</td>
<td></td>
</tr>
<tr>
<td>English language support for other countries</td>
<td>+44 207 512 52 02</td>
<td></td>
</tr>
</tbody>
</table>

**Latin America**

Use the HP Customer Care numbers below during and after your product’s warranty period. Support is provided free of charge during the warranty period. A per-incident charge applies after the warranty period. **NOTE: Long distance charges may apply.**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number Range</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>0 810 555 5520</td>
<td></td>
</tr>
<tr>
<td>Brazil</td>
<td>Sao Paulo 3747 7799</td>
<td>rest of country 0 800 157751</td>
</tr>
<tr>
<td></td>
<td>(56) (2) 800 360 999</td>
<td></td>
</tr>
<tr>
<td>Chile</td>
<td>9 800 114726</td>
<td></td>
</tr>
<tr>
<td>Colombia</td>
<td>1 800 999 5105</td>
<td></td>
</tr>
<tr>
<td>Guatemala</td>
<td>Mexico City 5258 9922</td>
<td>rest of country 01 800 472 6684</td>
</tr>
<tr>
<td>Mexico</td>
<td>0 800 HP INVENT (0 800 47 468368)</td>
<td></td>
</tr>
<tr>
<td>Venezuela and MSC (Central, Caribbean)</td>
<td>0 800 HP INVENT (0 800 47 468368)</td>
<td></td>
</tr>
</tbody>
</table>
Asia/Pacific
Use the HP Customer Care numbers below during and after your product’s warranty period. Support is provided free of charge during the warranty period. A per-incident charge applies after the warranty period. NOTE: Long distance charges may apply.

Australia ................................................................. (03) 8877 8000
China ............................................................... 86-10-68687980
Hong Kong SAR ................................................... (852)-800-96-7729
India ................................................................. (91) 11 682 6035
Indonesia ............................................................... (62-21)-350-3408
Korea ................................................................. (82) 1588-3003
Malaysia ............................................................... (601-3) 295 2566
New Zealand ........................................................ 0800 733 547
Philippines ............................................................ (63-2)-867-3551
Singapore ............................................................. (65) 6272 5300
Taiwan ................................................................. (02) 2717 0055
Thailand ............................................................... (66-2)-661-4000
Vietnam ................................................................. (84-8)-823-4530

returning a drive

If your HP drive requires replacement and is under warranty, call the appropriate number for your region from the list beginning on page 5 to receive instructions.

If your HP drive is out of warranty, you can replace the drive for a fee. HP does not repair drives. For out-of-warranty replacement options, call the appropriate number for your region from the list beginning on page 5 to receive instructions.
laser safety

This unit employs a laser. Do not remove the cover or attempt to service this device due to the possibility of eye damage.

CAUTION

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

Contains: Class 1 Laser Product
Innehåller: Klass 1 Laserapparat
Sisältä: Luokan 1 Laserlaite
Enhält: Klasse 1 Laser-Produkt

DANGER: INVISIBLE LASER RADIATION WHEN OPEN. AVOID DIRECT EXPOSURE TO BEAM.

DANGER: RADIATIONS INVISIBLES DU LASER EN CAS D’OUVERTURE. EVITER TOUT EXPOSITION DIRECTE AU FAISCEAU.

VORSICHT: UNSICHTBARE LASERSTRAHLUNG, WENN ABDECKUNG GEÖFFNET. NICHT DEM STRAHL AUSSETZEN.

ADVARSEL: USYNLIG LASERSTRÅLING VED ÅBNING. UNDGÅ UDS/ETTELSE FOR STRÅLING.

ADVARSEL: USYNLIG LASERSTRÅLING NÅR DEKSEL ÄPNES. UNNGÅ EKSPONERING FOR STRÅLEN.

WARNING: OSYNLIG LASERSTRÅLNING NÄR DENNA DEL ÄR ÖPPNAD. STRÅLEN ÄR FARLIG.

VARO! NÄKYMÄTÖN AVATTAESSA OLET ALTIINA LASERSÄTEILYLLLE. ÄLÄ KATSO SÄTEESEN.