

**Getting Help**  
**Obtenir de l'aide**  
**Obtención de ayuda**  
**Como obter ajuda**

**HP DVD**





# Ways to get help

## Firmware updates

For optimal performance of your HP drive, periodically check for and apply any firmware updates that are available. See the website [www.hp.com/support](http://www.hp.com/support).

## HP Customer Care online

Visit the HP Customer Care Support web site at [www.hp.com/support](http://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, go to the HP Customer Care Support web site at [www.hp.com/support](http://www.hp.com/support), choose your region, then click **Contact HP**.

## 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 4.

## 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 4.

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 electronic *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, see "Where to find this information" on page 3.

<b>Gathering information</b>	
Drive model number	
Drive firmware version	
Drive serial number	
Computer brand and model	
Operating system and version	
Amount of memory installed	
Other CD-ROM or DVD-ROM drives brands and models	
Sound card brand and model	
Video capture device brand and model	
Error message displayed when the problem occurred	
Recent changes made to your computer's hardware or software	
What you've already done to try to solve the problem	

# Where to find this information

## Drive model number

The drive's model number appears on the front of the HP drive. *Example: dc3000*

## Drive firmware version

You can find the firmware version by running the Nero Info Tool.

*Example:Firmware: 1.0*

## Drive serial number

You can find the serial number by running the Nero Info Tool.

*Example:CN23R3369J*

## 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 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 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 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**

### **US**

#### **During Warranty Period**

Toll-free phone support is available for customers whose drives are still within their stated warranty period. . . . . 1-886-MYHPODD(694-7633)

#### **After Warranty Period**

A fee of \$30 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.* . . 1-886-MYHPODD(694-7633)

### **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. . . . . 1-886-MYHPODD(694-7633)

# 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 4 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 4 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  
Sisältää: 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 ÅPNES. UNNGÅ EKSPONERING FOR STRÅLEN.

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

**VARO!** NÄKYMÄTÖN AVATTAESSA OLET ALTTIINA LASERSÄTEILYLLE. ÄLÄ KATSO SÄTEESEN.