

Dell™ Personal All-In-One Printer A920

Owner's Manual

Look Inside For:

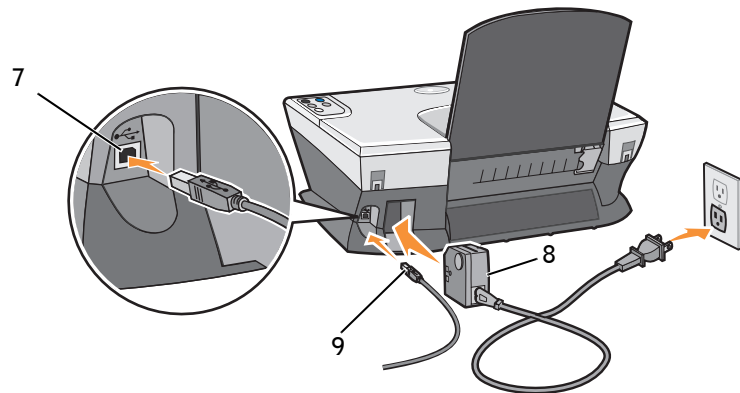
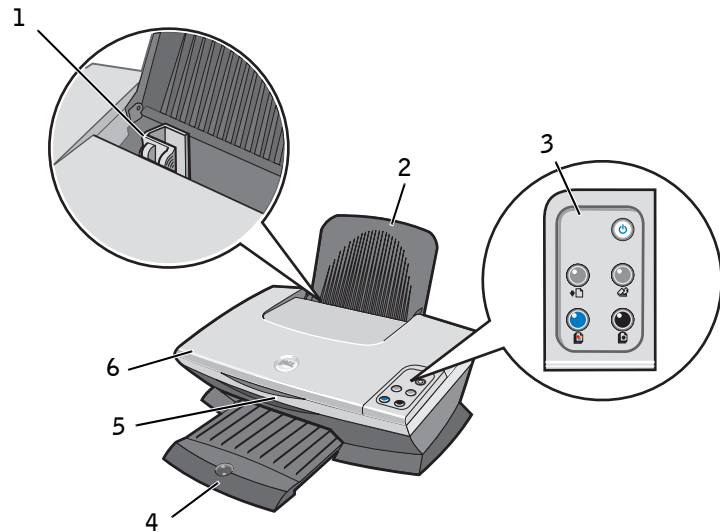
- Learning about your printer
- Understanding the software
- Maintenance and Troubleshooting

Order ink cartridges

Dell™ ink cartridges are available only through Dell. You can order ink cartridges online at www.dell.com/supplies or by phone.

USA	877-465-2968 (877-Ink2You)
Canada	877-501-4803
Mexico	001-800-210-7607
Puerto Rico	800-805-7545
UK	0870 907 4574
Ireland	1850 707 407
France	0825387247
Italy	800602705
Spain	902120385
Germany	0800 2873355
Austria	08 20 - 24 05 30 35
Netherlands	020 - 674 4881
Belgium	02.713 1590
Sweden	08 587 705 81
Norway	231622 64
Denmark	3287 5215
Finland	09 2533 1411
Switzerland	0848 801 888


Understanding the printer




#	Use the:	When you want to:
1	Paper guide	Ensure proper paper feeding.
2	Paper support	Load paper into the printer.
3	Operator panel	Operate the printer.
4	Paper exit tray	Hold paper as it exits the printer.
5	Printer (scanner unit)	Access the ink cartridges.
6	Top cover	Place an item on the scanner glass.

#	Use the:	When you want to:
7	USB cable connector	Insert the USB cable.
8	Power supply	Supply power to the printer. NOTE: Place the metal contacts to the left.
9	USB cable (sold separately)	Connect the printer to your computer.

Notes, Notices, and Cautions

 **NOTE:** A **NOTE** indicates important information that helps you make better use of your printer.

 **NOTICE:** A **NOTICE** indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **CAUTION: A CAUTION indicates a potential for property damage, personal, injury, or death.**

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Caution: SAFETY INFORMATION

Use the following safety guidelines to help ensure your own personal safety and to help protect your computer and working environment from potential damage.

- Use only the power supply provided with this product or the manufacturer's authorized replacement power supply.
- Connect the power cord to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.

 **CAUTION: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.**

Contents

Understanding the printer	i
Caution: SAFETY INFORMATION	iv
1 Learning about your printer	
Setting up the printer	2
Using the operator panel	2
2 Understanding the software	
Accessing the Dell All-In-One Center	4
The All-In-One Main page	4
View Saved Images page	5
Maintain/Troubleshoot page	6
Accessing Print Properties	6
The I Want To menu	7
Print Properties tabs	7
Save Settings menu	8
Options menu	8
Using the Dell Printer Solution Center	8
Using the Dell Image Expert	10
3 Using the printer	
Loading paper	12

Placing your document on the scanner glass	15
Printing	16
Printing photos	16
Copying	17
Copying photos	17
Scanning	18
Scanning photos	18
Editing scanned images	18
Using special scan features	19
Using Optical Character Recognition	19
Faxing	20
Using BVRP fax software	21
Installing BVRP fax software	21
Configuring BVRP fax software	21
Sending a one-page fax with BVRP	22
Sending a multiple-page fax with BVRP	23
Receiving faxes with BVRP	23
Viewing your faxes in BVRP	23
Using Fax Console	24
Installing Fax Console	24
Configuring Fax Console	24
Sending a one-page fax with Fax Console	25
Sending a multiple-page fax with Fax Console	25
Receiving faxes with Fax Console	26
Viewing faxes with Fax Console	26
Fax troubleshooting	26
Creating other projects	27

4	Maintenance	
	Ordering supplies	30
	Replacing the ink cartridges	30
	Aligning the ink cartridges	31
	Cleaning the ink cartridge nozzles	32
5	Troubleshooting	
	Setup troubleshooting	34
	General troubleshooting	34
	More troubleshooting	34
6	Regulatory notices	
7	Appendix	
	Contacting Dell	40
	Limited Warranties and Return Policy	52
	Limited Warranty for Dell-Branded Hardware Products (U.S. Only)	52
	"Total Satisfaction" Return Policy (U.S. Only)	55
	Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)	56
	"Total Satisfaction" Return Policy (Canada Only)	60
	Dell Software and Peripherals (Canada Only)	60
	One-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)	61
	Dell Computer Corporation	
	Ink and Toner Cartridges Limited Warranties	63
	Ink and Toner Cartridges Limited Warranty (U.S. and Canada Only)	63

Ink and Toner Cartridges Limited Warranty (Latin America Only)	64
Dell Software License Agreement	65
Index	69

SECTION 1

Learning about your printer

Setting up the printer

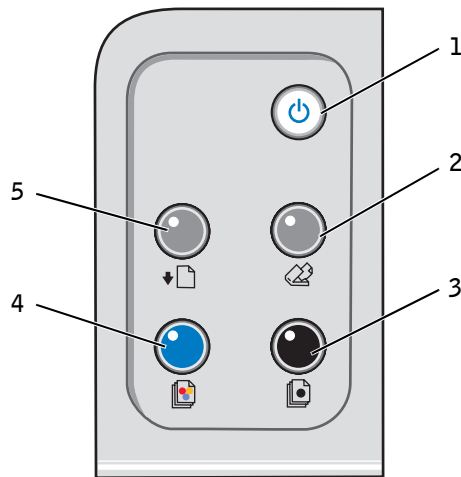
Using the operator panel

Setting up the printer

If you have not already done so, follow the steps on the *Placemat* (poster) to complete the hardware and software installation. If problems occur during the setup process, see Setup troubleshooting on page 34.

Using the operator panel

The printer has an operator panel that lets you scan and copy with the press of a button.



NOTE: Both the computer and the printer must be turned on to make copies.

#	Press:	To:
1	Power	Turn the printer on and off.
2	Scan	Start the scanning process and to open the Dell All-In-One Center.
3	Black Copy	Make a black and white copy.
4	Color Copy	Make a color copy.
5	Paper Feed	Feed paper through the printer.

SECTION 2

Understanding the software

Accessing the Dell All-In-One Center

Accessing Print Properties

Using the Dell Printer Solution Center

Using the Dell Image Expert

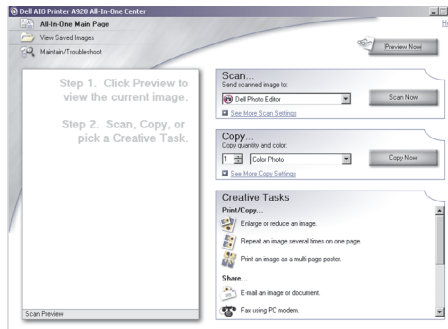
The printer software includes the:

- Dell All-In-One Center—helps you perform various scan and copy operations and manage your saved images.
- Print Properties—helps you adjust print settings.
- Dell Image Expert—helps you edit your photos.
- Dell Printer Solution Center—provides maintenance and troubleshooting help, as well as cartridge ordering information.

Accessing the Dell All-In-One Center

To access the Dell All-In-One Center, click **Start** → **Programs** → **Dell Printers** → **Dell AIO Printer A920** → **Dell All-In-One Center**.

The All-In-One Main page appears.



The All-In-One Main page

The All-In-One Main page consists of four main sections. The following table describes each of the sections.

From this section:	You can:
Scan	<ul style="list-style-type: none"> • Select a program to send the scanned image to. • Choose what type of image is being scanned. • Choose how the scan will be used. <p>NOTE: Click See More Scan Settings to view all settings.</p>

From this section:	You can:
Copy	<ul style="list-style-type: none"> • Select the quantity and color of your copies. • Select a quality setting for your copies. • Adjust the size of the scanned area. • Lighten or darken your copies. • Enlarge or reduce your copies. <p>NOTE: Click See More Copy Settings to view all settings.</p>
Creative Tasks	<p>Choose from a variety of creative ideas.</p> <ul style="list-style-type: none"> • Enlarge or reduce an image. • Repeat an image several times on one page. • Print an image as a multi-page poster. • E-mail an image to a friend. • Fax using your computer's modem. • Save an image on your computer. • Edit text found in a scanned document (OCR). • Modify an image with a photo editor.
Preview section	<ul style="list-style-type: none"> • Select a region of the preview image to scan. • View an image of what will be printed or copied.



NOTE: For more information about the All-In-One Main page, View Saved Images page, or the Maintain/Troubleshoot page, click the **Help** button located in the upper right corner of the screen.

View Saved Images page

Use the View Saved Images page (accessed from the All-In-One Main page) to perform tasks with images that are saved on the computer. The View Saved Images page consists of three sections.

From this section:	You can:
Open with...	Select a program to send the saved image to.
Print a Copy...	<ul style="list-style-type: none"> • Choose the quantity and color of your copies. • Select a quality setting for your copies. • Lighten or darken your copies. • Enlarge or reduce your copies. <p>NOTE: Click See More Copy Settings to view all settings.</p>

From this section: You can:

Creative Tasks	Select from a variety of creative ideas. For a list of creative tasks available from the All-In-One Main page, see page 5.
----------------	--

Maintain/Troubleshoot page

The Maintain/Troubleshoot page (accessed from the All-In-One Main page) provides you with direct links to the Dell Printer Solution Center. Choose from these topics:

- Maintain or fix quality problems
- Troubleshoot All-In-One problems
- Device status and ink levels
- More printing ideas and how to's
- Contact information
- Advanced
- View the software version and copyright information

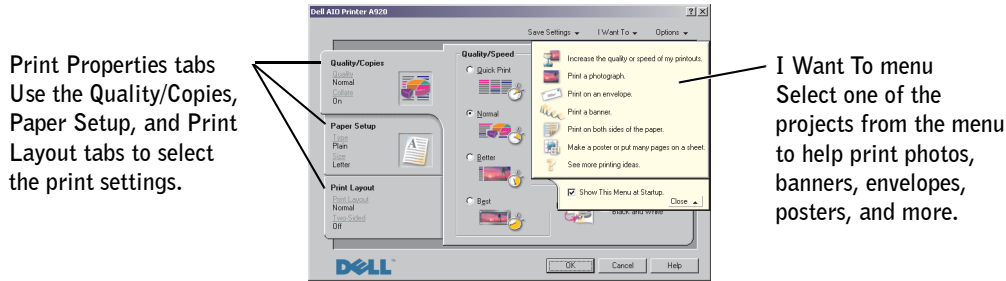
For more information about the Dell Printer Solution Center, see page 8.

Accessing Print Properties

You can change your printer settings in Print Properties. To open Print Properties:

- 1 With your document open, click **File** → **Print**.
The Print dialog box appears.
- 2 In the Print dialog box, click **Properties**, **Preferences**, **Options**, or **Setup** (depending on your program or operating system).

The Print Properties screen appears along with the I Want To menu.




The I Want To menu

The I Want To menu displays when you open Print Properties. It contains a variety of task wizards to help you select the correct print settings for your project. Close the menu for a full view of the Print Properties dialog box.

Print Properties tabs

All of the print settings are on the three main tabs of the Print Properties software. The following table describes each of the tabs.

From this tab:	You can change these settings:
Quality/Copies	<p>Quality/Speed—Select a Quality/Speed setting.</p> <p>Multiple Copies—Customize how the printer prints several copies of a single print job, collated or normal.</p> <p>Print Color Images in Black and White—Select this to print color images in black and white.</p>
Paper Setup	<p>Type—Select the type of paper you are using.</p> <p>Paper Size—Select the size of the paper you are using.</p> <p>Orientation—Select how you want the document oriented on the printed page. You can print portrait or landscape.</p>
Print Layout	<p>Layout—Select the layout you want to print.</p> <p>Duplexing—Select this when you want to print on both sides of the paper.</p>

 **NOTE:** For additional information about these settings, right-click a setting on the screen, and then select the **What's This?** item.

Save Settings menu

From the Save Settings menu, you can name and save the current Print Properties settings for future use. You can save up to five custom settings.

Options menu

Use the Options menu to make changes to the Quality, Layout, and Printing Status Options settings. For more information on these settings, open the tab dialog box from the menu, and then click the Help button located in the lower right corner of the screen.

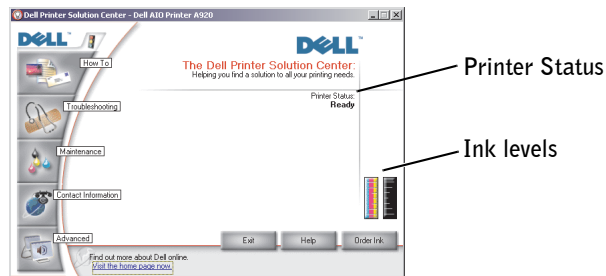
The Options menu also provides you with direct links to different parts of the Dell Printer Solution Center (see page 8), as well as software version information.

Using the Dell Printer Solution Center

The Dell Printer Solution Center is a guide you can refer to for printer help and to check the current print status.

To open the Dell Printer Solution Center, click **Start** → **Programs** → **Dell Printers** → **Dell AIO Printer A920** → **Dell Printer Solution Center**.

The Dell Printer Solution Center appears.



The following table describes the Dell Printer Solution Center tabs.

From this tab:	You can:
Printer Status (the tab that appears on Start)	<ul style="list-style-type: none">• Check the current printer status. For example, while printing, the status is Busy Printing.• See what type of paper is loaded into your printer.• View ink levels.
How To	<ul style="list-style-type: none">• Receive information about basic features.• Receive scan, copy, fax, and print instructions.• Receive project information.• Search the electronic guide.• Go online to view more ideas.
Troubleshooting	<ul style="list-style-type: none">• Check the current printer status.• View recommended Help topics.• View common troubleshooting topics.• Search for more specific troubleshooting topics.• Visit the support area online.
Maintenance	<ul style="list-style-type: none">• Install a new ink cartridge. <p>NOTE: Wait until scanning is complete before installing new cartridges.</p> <ul style="list-style-type: none">• View shopping options for new cartridges.• Print a test page.• Clean the ink cartridge nozzles.• Align the ink cartridges.• Solve other ink problems.• Visit the supplies area online. <p>NOTE: Some links will not work while a job is in progress.</p>
Contact Information	<ul style="list-style-type: none">• View information about ordering ink or supplies.• View information about contacting Dell Customer Support.• View a list of phone numbers.• Visit the Dell website.
Advanced	<ul style="list-style-type: none">• Change the printing status window appearance options.• View software version information.



NOTE: For more information, click the **Help** button located in the lower right corner of the screen.

Using the Dell Image Expert

The Dell Image Expert lets you adjust photo attributes. With the Dell Image Expert, you can:

Eliminate red eye	Rotate images	Attach images to e-mail
Add text to images	Resize images	Create and share slideshows
Add special effects	Create Web pages	Make a series of images into a movie

There are two ways to open the Dell Image Expert:

- Click **Start** → **Programs** → **Dell Computer** → **Dell Image Expert**.
- From the All-In-One Center send a scanned image to list, select **Dell Image Expert**.

For detailed instructions using the Dell Image Expert, refer to the documentation.

The User's Guide can be found at C:\Program Files\Dell Computer\Dell ImageExpert\Dell Image Expert User's Guide.pdf.

If you purchased your printer separately


Use the Dell Photo Editor for your graphic editing needs.

To access the Dell Photo Editor:

- From the All-In-One Center send a scanned image to list, select **Dell Photo Editor**.

Use the touch-up tools to edit your graphic.

• Remove Red Eye	• Crop	• Paint Brush
• Pencil	• Text	• Line
• Eye Dropper	• Flood Fill	• Eraser

 **NOTE:** Move your pointer over the tool for a description or click the **Help** button for instructions on how to use the tool.

SECTION 3

Using the printer

Loading paper

Placing your document on the scanner glass

Printing

Copying

Scanning

Editing scanned images

Using special scan features

Faxing

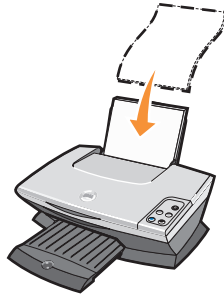
Creating other projects

Loading paper

To load other paper types, follow the guidelines on page 13.


To load most types of paper:

- 1 Place the paper against the right side of the paper support with the print side facing you and the top of the paper feeding into the paper support.



- 2 Squeeze and slide the paper guide to the left edge of the paper.

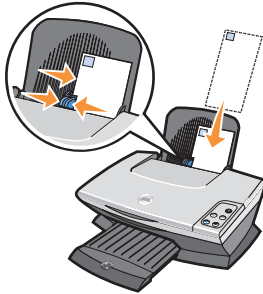


 **NOTE:** Do not force paper into the printer.

You can load up to:**Make sure:**

100 sheets of plain paper

10 envelopes



The paper is designed for use with inkjet printers.

- The envelopes are loaded vertically against the right side of the paper support.
- The stamp location is in the upper left corner.
- The envelopes are designed for use with inkjet printers.
- You squeeze and slide the paper guide to the left edge of the envelope (as shown).

NOTE: Do not load envelopes with:

- Holes, perforations, cutouts, or deep embossing.
- Metal clasps, string ties, or metal folding bars.
- Exposed flap adhesive.

25 sheets of labels

10 sheets of card stock

10 greeting cards, index cards, postcards, or photo cards

25 sheets of coated, photo, or glossy paper

10 transparencies

100 sheets of custom size paper

The labels are designed for use with inkjet printers.

- The card stock is designed for use with inkjet printers.
- The thickness does not exceed 0.025 inches.

The cards are loaded vertically against the right side of the paper support.

The glossy or coated side faces you.

- The transparencies are designed for use with inkjet printers.
- The rough side faces you.

Your paper size fits within these dimensions:

Width

- 76 to 216 mm
- 3.0 to 8.5 in.

Length

- 127 to 432 mm
- 5.0 to 17.0 in.

25 iron-on transfers

20 sheets of banner paper

- You follow the loading instructions on the iron-on packaging.
- The blank side faces you.

The banner paper is designed for use with inkjet printers.

**NOTE:** To avoid smearing ink, remove each transparency or photo from the paper exit tray before the next one exits the printer. Transparencies and photos may require up to 15 minutes to dry.

Before you begin copying, scanning, printing, or sending faxes, refer to the information below about how much paper the printer exit tray can hold.

The printer paper exit tray can hold:

-
- 25 sheets of paper
 - 10 sheets of labels
 - 1 transparency
 - 10 envelopes
 - 10 cards
 - 1 sheet of coated, photo, or glossy paper


Placing your document on the scanner glass

- 1 Open the top cover.



- 2 Place the item you want to copy face down on the scanner glass.



 **NOTE:** Make sure the upper left corner of the front of the item aligns with the arrow.

- 3 Close the scanner lid to avoid dark edges.



Printing

The Print Properties I Want To menu (see page 7) provides you with printing wizards to help you complete tasks such as printing banners, photographs, or posters.

- 1 Load paper. For help, see page 12.
- 2 With your document open, click **File** → **Print**.
- 3 To change the printer settings, click **Properties**, **Preferences**, **Options**, or **Setup** (depending on the program or operating system).

The Print Properties dialog box displays.

- 4 On the three tabs along the left side (Quality/Copies, Paper Setup, and Print Layout) of the Print Properties screen, confirm the selections
- 5 Click **OK** or **Print** (depending on the program or operating system).



NOTE: To see details about a setting on the Quality/Copies, Paper Setup, or Print Layout tabs, right-click the setting on the screen, and then select the **What's This?** item.

Printing photos

- 1 Load paper. For help, see page 12.
- 2 With your document open, click **File** → **Print**.
- 3 To change the printer settings, click **Properties**, **Preferences**, **Options**, or **Setup** (depending on the program or operating system).

The Print Properties dialog box displays.

- 4 On the three tabs along the left side of the Print Properties screen, confirm your selections.
- 5 Click **OK** or **Print** (depending on the program or operating system).



NOTE: If using photo paper, make sure the glossy side is facing you when you insert the paper into the paper support.

Copying

- 1 Place your document on the scanner glass. For help, see page 15.
- 2 Make sure your computer and your printer are on.
- 3 Open the Dell All-In-One Center. For help, see page 4.
The All-In-One Main page appears.
- 4 Click **Preview Now** to see your scanned image.
- 5 Select a quantity and color for your copies.
To further customize your copy job, click **See More Copy Settings**.
- 6 When you are finished customizing your image, click **Copy Now**.

Copying photos

- 1 Place your photo on the scanner glass. For help, see page 15.
- 2 Make sure your computer and printer are on.
- 3 Open the Dell All-In-One Center. For help, see page 4.
- 4 Click **Preview Now**.
- 5 Adjust the dotted lines to fit around the part of the image you want to print.
- 6 From the Copy... Section, select **Photo**.
- 7 Select a copy quantity and color.
To further customize your photo, click **See More Copy Settings**.
- 8 When you are finished customizing your settings, click **Copy Now**.

Scanning

The following steps show you how to scan and save images.

- 1 Place your document on the scanner glass. For help, see page 15.
- 2 Open the Dell All-In-One Center. For help, see page 4.
The All-In-One Main page appears.
- 3 Click **Preview Now** to see your scanned image.
- 4 Adjust the dotted lines to fit around the part of the image you want to print.
- 5 From the Send scanned image to: drop-down box, select your scan destination.
To further customize your scan job, click **See More Scan Settings**.
- 6 When you are finished customizing your image, click **Scan Now**.

Scanning photos

- 1 Place your photo on the scanner glass. For help, see page 15.
- 2 Open the Dell All-In-One Center. For help, see page 4.
- 3 Click **Preview Now**.
- 4 Adjust the dotted lines to fit around the portion of the image you want to print.
- 5 Select your scan destination from the drop-down box.
- 6 When you are finished customizing your image, click **Scan Now**.
- 7 When your document has finished processing, it will open the program you chose to send the image to.

Editing scanned images

With most graphics programs, you can customize your image.

- 1 From the Dell All-In-One Center, scan your image to the image editor of your choice.
- 2 Edit the image using the tools available in your program.

You may be able to:

- Remove red eye
- Crop your image

- Add text to your image
- Adjust the brightness and contrast of the image
- Flip or rotate your image
- Change colors

For help, refer to the documentation that came with your graphics program.

Using special scan features

You can use your printer software to scan in many ways. You can:

- Repeat images
- Autofit
- Multi-up—A printer software option that lets you print multiple pages of a document on a single sheet of paper. For example, select **4-up** to print reduced images of page 1 through 4 on the first sheet of paper, images of pages 5 through 8 on the second sheet and so on.
- Use Optical Character Recognition to edit text on a document. For help, see Using Optical Character Recognition.

Using Optical Character Recognition


Optical Character Recognition (OCR) is a software feature that turns a scanned image into editable text within a word processing program.

- 1** Place your document on the scanner glass. For help, see page 15.
- 2** Open the Dell All-In-One Center. For help, see page 4.
The All-In-One Main page appears.
- 3** From the Creative Tasks section, click **Edit text found in a scanned document (OCR)**.
- 4** Follow the instructions on your computer screen.
- 5** When your document has finished processing, it will open in the word processing application you chose.
- 6** Edit your document.


Faxing

In order to send and receive faxes with your printer:

- Your computer must have faxing software installed and configured. You may use BVRP Classic Phone Tools/FaxTools or Microsoft Fax Console.
 - See "Using BVRP fax software" on page 21 to use BVRP.
 - See "Using Fax Console" on page 24 to use Fax Console.
- Your computer must be equipped with a data/fax modem.

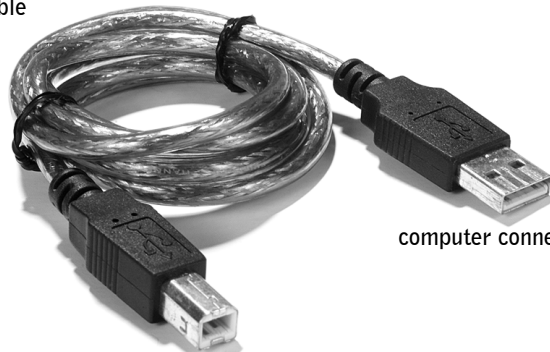
 **NOTE:** A data/fax modem is not built into your printer.

- An active telephone line must be connected to the line-in connector of your data/fax modem.

 **NOTE:** DSL (digital subscriber line), ISDN (integrated services digital network) and cable modems are *not* fax modems and are *not* supported.

- Your printer must be connected to the computer with a USB cable.

USB cable



computer connector

printer connector

Using BVRP fax software

Installing BVRP fax software

1 Click the **Start** button.

2 Click **All Programs**.

A list of your installed software appears.

3 Check for any entry referring to **Classic PhoneTools** or **FaxTools**. If you have either of these entries, skip to “Configuring BVRP fax software.”

4 Click on the desktop.

The **All Programs** window closes.

5 Insert the *Dell Personal All-In-One Printer A920 Drivers and Utilities* CD.

An installation window appears.

6 Click **Cancel**, click the **Start** button, and then click **My Computer**.

7 Right-click the **CD Drive** icon.

A drop-down menu appears.

8 Click **Explore**.

9 Double-click the **Fax** folder.

10 Double-click the appropriate language folder.

11 Double-click the **Setup** icon.

The **Installation Wizard** appears.

12 Follow the instructions on your computer screen to complete the installation.

Configuring BVRP fax software



NOTE: Fax service is set by default to automatically answer your phone line after two rings if you click to select the **Enable Receive** check box. Change these settings as desired.

1 Click the **Start** button.

2 Click **All Programs**.

3 Click **FaxTools** or **Classic PhoneTools**.

The fax configuration wizard begins.

- 4 Click **Next**.
- 5 Read the license agreement, and then click **Yes** to continue.
- 6 Enter your name and company name.
- 7 Click **Next**.
- 8 Enter an identifier, phone number, and fax number.
- 9 Click **Next**, click **Next**, and click **Next** again.
- 10 Click **Finish**.
BVRP fax software launches.
- 11 Select your country, enter your area code, and enter any number you must press first before getting to an outside line.
- 12 Click **OK**.
- 13 Select your location and click **OK**.
- 14 Click **Next**, click **Next**, select your modem, and click **Next** again.
- 15 Click **Next**, click **Next**, and then click **Finish**.

Sending a one-page fax with BVRP

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Dell Printers**, and then **Dell AIO Printer A920**.
- 3 Click **Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **Fax using your computer's modem** under **Creative Tasks**.
- 6 Select the correct option for your document under **What is being scanned**.
- 7 Select **No** under **Is there more than one page**.
- 8 Click **Next**.
The document is scanned and BVRP launches.

Sending a multiple-page fax with BVRP

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Dell Printers**, and then **Dell AIO Printer A920**.
- 3 Click **Dell All-In-One Center**.
- 4 Click **See More Scan Settings**.
- 5 Click **Display Advanced Scan Settings**.
- 6 Click to select **Scan multiple items before output**.
- 7 Click **OK**.
- 8 Select **Fax** from the **Send scanned image to** drop-down menu.
- 9 Place the document you want to fax *face down* under the lid of the printer.
- 10 Click **Preview Now**.
A preview of your document appears. Adjust your document and repeat if necessary.
- 11 Click **Yes** until all pages you want to fax are scanned, and then click **No**.
- 12 Follow the instructions on your computer screen to send your fax.

Receiving faxes with BVRP



NOTE: The computer must be turned on and BVRP FaxTools must be configured in order to receive a fax.

- 1 Click the **Start** button.
- 2 Click **All Programs**.
- 3 Click **Classic PhoneTools** or **FaxTools**.
BVRP fax software launches. You are now ready to receive a fax.

Viewing your faxes in BVRP

- 1 Click the **Start** button.
- 2 Click **All Programs**.
- 3 Click **Classic PhoneTools** or **FaxTools**.
- 4 Click **Fax Inbox** to view received faxes.
- 5 Click **Fax Outbox** to view sent faxes.

Using Fax Console

Installing Fax Console

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Add or Remove Programs**.
- 4 Click **Add/Remove Windows Components**.
- 5 Click to select **Fax Services**.
- 6 Click **Next**.

If prompted, insert the *Microsoft Windows XP* CD and click **OK**. Close the **Welcome to Microsoft Windows XP** window when it opens.


- 7 Click **Finish**.
- 8 Close the **Add/Remove Programs** window.

Configuring Fax Console

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Accessories**, then **Communications**, then **Fax**.
- 3 Click **Fax Console**.

The **Welcome to Fax Configuration Wizard** appears.

- 4 Click **Next**.
- 5 Enter any appropriate information and click **Next**.
- 6 Select your data/fax modem in the drop-down menu under **Please select the fax device**.
- 7 Select or de-select the **Enable Send** and **Enable Receive** check boxes as desired.

 **NOTE:** De-selecting the **Enable Send** check box prevents you from sending faxes. Selecting the **Enable Receive** check box allows you to receive faxes.

- 8 Enter your **TSID** information and click **Next**.
- 9 Enter your **CSID** information and click **Next**.

- 10 Click to select **Print it on** and use the drop-down menu to the right of this field to select **Dell AIO Printer A920** if you want to print all received faxes.
- 11 To create an archive copy of each fax, click to select **Store a copy in a folder** and use the **Browse** button to select the desired archive location.
- 12 Click **Next**, confirm your settings, and click **Finish**.

Sending a one-page fax with Fax Console

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Dell Printers**, and then **Dell AIO Printer A920**.
- 3 Click **Dell All-In-One Center**.
- 4 Place the document you want to fax *face down* under the lid of the printer.
- 5 Select **Fax using your computer's modem** under **Creative Tasks**.
- 6 Select the correct option for your document under **What is being scanned**.
- 7 Select **No** under **Is there more than one page**.
- 8 Click **Next**.

The document is scanned and BVRP launches.

Sending a multiple-page fax with Fax Console

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Dell Printers**, then **Dell AIO Printer A920**.
- 3 Click **Dell All-In-One Center**.
- 4 Click **See More Scan Settings**.
- 5 Click **Display Advanced Scan Settings**.
- 6 Click to select **Scan multiple items before output**, and click **OK**.
- 7 Select **Fax** from the **Send scanned image to** drop-down menu.
- 8 Place the document you want to fax *face down* under the lid of the printer.
- 9 Click **Preview Now**.

A preview of your document appears. Adjust your document and repeat if necessary.

- 10 Click **Yes** until all pages you want to fax are scanned.
- 11 Click **No**.
- 12 Follow the instructions on your computer screen to send your fax.

Receiving faxes with Fax Console

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Accessories**, then **Communications**, then **Fax**.
- 3 Click **Fax Console**.

You are now ready to receive a fax if you selected the **Enable Receive** check box when configuring Fax Console.

Viewing faxes with Fax Console

- 1 Click the **Start** button.
- 2 Move your mouse pointer over **All Programs**, then **Accessories**, then **Communications**, then **Fax**.
- 3 Click **Fax Console**.

Received faxes can be viewed in the **Inbox**. Sent faxes can be viewed in **Sent Items**.

Fax troubleshooting

If you are having trouble sending or receiving a fax, ensure that:

- Your computer is equipped with a working data/fax modem.
- An active phone line is connected to the line-in connector of your data/fax modem.
- Faxing software is installed and configured.
- Your printer is connected to the computer with a USB cable.

Creating other projects

You can create other projects by following wizards provided in the software. Select a project from one of the following locations and follow the instructions on the screen.

- From the Dell All-In-One Center Creative Tasks section. For help accessing the Dell All-In-One Center, see page 4.
- From the Print Properties I Want To menu. For help accessing Print Properties, see page 6.
- From the Dell Printer Solution Center How To tab. For help accessing the Dell Printer Solution Center, see page 8.

SECTION 4

Maintenance

Ordering supplies

Replacing the ink cartridges

Aligning the ink cartridges

Cleaning the ink cartridge nozzles

Ordering supplies

Your Dell Personal AIO Printer A920 comes with software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you if the ink levels are low. To order more ink, follow the instructions on the screen or visit the Dell website at www.dell.com/supplies or www.dell.euro.com/supplies.



Your printer has been designed to print using the following cartridges:


Item:	Part number:
Black ink cartridge	T0529
Color ink cartridge	T0530

Refer to the setup documentation for help installing ink cartridges.

Replacing the ink cartridges

⚠ CAUTION: Before performing any of the procedures listed in this section, read and follow the **Safety Instructions** on page iv.

- 1 Make sure the printer is on.
- 2 Lift the printer (scanner unit) until the scanner support keeps it open.
The ink cartridge carrier moves and stops at the loading position unless the printer is busy.
- 3 Squeeze the tabs on the cartridge lids, and then lift the lids.
- 4 Remove the old cartridges. Store them in an air-tight container or dispose of them.
- 5 If you are installing new cartridges, remove the stickers and tape from the bottom of the cartridges.

 **NOTICE:** Do *not* touch the gold contact area on the cartridges.

- 6 Insert the new cartridges. Make sure the color ink cartridge is secure in the left carrier and the black cartridge is secure in the right carrier, and then snap the lids closed.
- 7 Lift the printer (scanner unit) and push the scanner support back while lowering the printer (scanner unit) until it is closed.

Aligning the ink cartridges


There are two instances when you will align your ink cartridges: after installing cartridges and to improve print quality.

To align the ink cartridges:

- 1 Load plain paper in the printer. For help, see page 12.
- 2 Open the Dell Printer Solution Center. For help, see page 8.
- 3 From the Maintenance tab, click **Align to fix blurry edges**.
- 4 Click **Print**.

An alignment page prints.

- 5 To manually align your cartridges, select the best alignment values from the alignment page.
 - a Find the number under the darkest arrow for each alignment group.
 - b Use the arrows in the Align Cartridges dialog box to select the number that matches the arrow you chose from the printed page.
 - c Once you have selected a number for each of the alignment groups, click **OK**.

 **NOTE:** If the alignment page does not print, make sure you have completely removed the stickers and transparent tape from both ink cartridges, and then try to align the cartridges again.

Cleaning the ink cartridge nozzles

To improve print quality, you may need to clean the ink cartridge nozzles.

Clean the nozzles when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Colors on print jobs are faded or they differ from the colors on the screen.
- Vertical, straight lines are not smooth.

To clean the nozzles:

- 1 Load plain paper in the printer. For help, see page 12.
- 2 Open the Dell Printer Solution Center. For help, see page 8.
- 3 From the Maintenance tab, click **Clean to fix horizontal streaks**.
- 4 Click **Print**.

A nozzle page prints, forcing ink through the nozzles to clean the clogged nozzles.

- 5 Print your document again to verify your print quality has improved.

If print quality has not improved, try cleaning the ink cartridge nozzles up to two more times.

To further improve print quality, try wiping the ink cartridge nozzles and contacts (refer to your *User's Guide*), and then print your document again.

SECTION 5

Troubleshooting

Setup troubleshooting

General troubleshooting

More troubleshooting

Setup troubleshooting


If you experience problems while setting up your printer, make sure:

- You only have one Dell Personal AIO Printer A920 attached to your computer.
- Your operating system is compatible with your printer. The Dell Personal AIO Printer A920 supports both Microsoft® Windows® XP and Windows 2000.

General troubleshooting

When your printer has a problem, before contacting Dell Customer Support, check the following items. Make sure:

- The power supply is firmly attached to the printer and an electrical outlet.
- The USB cable is securely attached to your computer and to your printer.
- Both your computer and your printer are on.
- The Dell AIO Printer A920 is set as your default printer. To check: click **Start** → **Settings** → **Printers** or **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**. Right-click the Dell AIO Printer A920 icon, and then select **Set as Default Printer**.
- You removed the stickers and tape from the bottom of the ink cartridges. For help, refer to the setup documentation.
- The paper is loaded correctly. For help, see page 12.

 **NOTE:** Do not force paper into the printer.

- You installed both of the ink cartridges. The Dell AIO Printer A920 will only work if you have both cartridges installed.
- The color ink cartridge is secure in the left carrier and the black ink cartridge is secure in the right carrier.
- The printer software was installed correctly. For help, refer to the setup documentation.

More troubleshooting

If you checked all the items above and are still having a problem, refer to your *User's Guide*.

Click **Start** → **Programs** → **Dell Printers** → **Dell AIO Printer A920** → **User's Guide**.

SECTION 6

Regulatory notices

Federal Communications Commission (FCC) compliance
information statement

Industry Canada compliance statement

European Community (EC) directives conformity

The United Kingdom Telecommunications Act 1984

ENERGY STAR

Copyright advisory


Federal Communications Commission (FCC) compliance information statement

The Dell Personal AIO Printer A920 has been tested and found to comply with the limits for a Class B digital device, pursuant to 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.

The FCC Class B 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 your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

 **NOTE:** To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Dell Products, L.P.
One Dell Way
Round Rock, Texas 78682 USA

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

1-meter average sound pressure, dBA	
Printing	44 dBA
Copying	44 dBA
Scanning	38 dBA
Faxing	38 dBA

ENERGY STAR



The EPA ENERGY STAR Office Equipment program is a partnership effort with office equipment manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce products that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Dell is proud to be a participant in this program.

As an ENERGY STAR Partner, Dell International, Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

Copyright advisory

It may be illegal to copy certain materials without permission or license, including documents, images, and currency. If you are not sure whether you have permission, seek legal advice.

SECTION 7

Appendix

Contacting Dell

Limited Warranties and Return Policy

Dell Computer Corporation Ink and Toner Cartridges
Limited Warranties

Dell Software License Agreement

Contacting Dell

To contact Dell electronically, you can access the following websites:

- www.dell.com
- support.dell.com (technical support)
- premiersupport.dell.com (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

NOTE: Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: www.dell.com.ar	
International Access Code: 00	Tech Support and Customer Care	toll-free: 0-800-444-0733
Country Code: 54	Sales	0-810-444-3355
City Code: 11	Tech Support Fax	11 4515 7139
	Customer Care Fax	11 4515 7138
Aruba	General Support	toll-free: 800-1578
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Belgium (Brussels)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: tech_be@dell.com	
Country Code: 32	E-mail for French Speaking Customers:	
City Code: 2	support.euro.dell.com/be/fr/emaildell/	
	Technical Support	02 481 92 88
	Customer Care	02 481 91 19
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: www.dell.com/br	
International Access Code: 00	Customer Support, Technical Support	0800 90 3355
Country Code: 55	Tech Support Fax	51 481 5470
City Code: 51	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Canada (North York, Ontario)	Online Order Status: www.dell.ca/ostatus	
International Access Code: 011	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	TechFax	toll-free: 1-800-950-1329
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Denmark (Copenhagen)	Website: support.euro.dell.com	
International Access Code: 00	E-mail Support (portable computers): den_nbk_support@dell.com	
Country Code: 45	E-mail Support (desktop computers): den_support@dell.com	
	E-mail Support (servers): Nordic_server_support@dell.com	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
Finland (Helsinki)	Website: support.euro.dell.com	
International Access Code: 990	E-mail: fin_support@dell.com	
Country Code: 358	E-mail Support (servers): Nordic_support@dell.com	
City Code: 9	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Website: support.euro.dell.com E-mail: support.euro.dell.com/fr/fr/emaildell/ Home and Small Business Technical Support Customer Care Switchboard Switchboard (calls from outside of France) Sales Fax Fax (calls from outside of France) Corporate Technical Support Customer Care Switchboard Sales Fax	 0825 387 270 0825 823 833 0825 004 700 04 99 75 40 00 0825 004 700 0825 004 701 04 99 75 40 01 0825 004 719 0825 338 339 01 55 94 71 00 01 55 94 71 00 01 55 94 71 01
Germany (Langen) International Access Code: 00 Country Code: 49 City Code: 6103	Website: support.euro.dell.com E-mail: tech_support_central_europe@dell.com Technical Support Home/Small Business Customer Care Global Segment Customer Care Preferred Accounts Customer Care Large Accounts Customer Care Public Accounts Customer Care Switchboard	 06103 766-7200 0180-5-224400 06103 766-9570 06103 766-9420 06103 766-9560 06103 766-9555 06103 766-7000

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Greece	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/gr/en/emaildell/	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guyana	General Support	toll-free: 1-877-270-4609
India	Technical Support	1600 33 8045
	Sales	1600 33 8044
Ireland (Cherrywood)	Website: support.euro.dell.com	
International Access Code: 16	E-mail: dell_direct_support@dell.com	
Country Code: 353	Ireland Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Italy (Milan) International Access Code: 00 Country Code: 39 City Code: 02	Website: support.euro.dell.com E-mail: support.euro.dell.com/it/it/emaildell/ Home and Small Business Technical Support Customer Care Fax Switchboard Corporate Technical Support Customer Care Fax Switchboard	02 577 826 90 02 696 821 14 02 696 821 13 02 696 821 12 02 577 826 90 02 577 825 55 02 575 035 30 02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639
Latin America	Customer Technical Support (Austin, Texas, U.S.A.) Customer Service (Austin, Texas, U.S.A.) Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.) Sales (Austin, Texas, U.S.A.) SalesFax (Austin, Texas, U.S.A.)	512 728-4093 512 728-3619 512 728-3883 512 728-4397 512 728-4600 or 512 728-3772
Luxembourg International Access Code: 00 Country Code: 352	Website: support.euro.dell.com E-mail: tech_be@dell.com Technical Support (Brussels, Belgium) Home/Small Business Sales (Brussels, Belgium) Corporate Sales (Brussels, Belgium) Customer Care (Brussels, Belgium) Fax (Brussels, Belgium) Switchboard (Brussels, Belgium)	3420808075 toll-free: 080016884 02 481 91 00 02 481 91 19 02 481 92 99 02 481 91 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam)	Website: support.euro.dell.com	
International Access Code: 00	E-mail (Technical Support):	
Country Code: 31	(Enterprise): nl_server_support@dell.com	
City Code: 20	(Latitude): nl_latitude_support@dell.com	
	(Inspiron): nl_inspiron_support@dell.com	
	(Dimension): nl_dimension_support@dell.com	
	(OptiPlex): nl_optiplex_support@dell.com	
	(Dell Precision): nl_workstation_support@dell.com	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Norway (Lysaker) International Access Code: 00 Country Code: 47	Website: support.euro.dell.com E-mail Support (portable computers): nor_nbk_support@dell.com E-mail Support (desktop computers): nor_support@dell.com E-mail Support (servers): nordic_server_support@dell.com	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Poland (Warsaw) International Access Code: 011 Country Code: 48 City Code: 22	Website: support.euro.dell.com E-mail: pl_support@dell.com	
	Customer Service Phone	57 95 700
	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal International Access Code: 00 Country Code: 351	Website: support.euro.dell.com E-mail: support.euro.dell.com/pt/en/emailldell/	
	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
Spain (Madrid)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/es/es/emailldell/	
Country Code: 34	Home and Small Business	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: support.euro.dell.com E-mail: swe_support@dell.com E-mail Support for Latitude and Inspiron: Swe-nbk_kats@dell.com E-mail Support for OptiPlex: Swe_kats@dell.com E-mail Support for Servers: Nordic_server_support@dell.com Technical Support Relational Customer Care Home/Small Business Customer Care Employee Purchase Program (EPP) Support Fax Technical Support Sales	08 590 05 199 08 590 05 642 08 587 70 527 20 140 14 44 08 590 05 594 08 590 05 185
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: support.euro.dell.com E-mail: swisstech@dell.com E-mail for French-speaking HSB and Corporate Customers: support.euro.dell.com/ch/fr/emaildell/ Technical Support (Home and Small Business) Technical Support (Corporate) Customer Care (Home and Small Business) Customer Care (Corporate) Fax Switchboard	0844 811 411 0844 822 844 0848 802 202 0848 821 721 022 799 01 90 022 799 01 01

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: support.euro.dell.com	
International Access Code: 00	Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp	
Country Code: 44		
City Code: 1344	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers) Consumer (Home and Home Office) Technical Support Customer Service DellNet™ Service and Support	toll-free: 1-800-247-9362 toll-free: 1-800-624-9896 toll-free: 1-800-624-9897 toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers Financial Services website: www.dellfinancialservices.com Financial Services (lease/loans) Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-695-8133 toll-free: 1-877-577-3355 toll-free: 1-800-283-2210
	Business Customer Service and Technical Support Employee Purchase Program (EPP) Customers Projectors Technical Support	toll-free: 1-800-822-8965 toll-free: 1-800-695-8133 toll-free: 1-877-459-7298
	Public (government, education, and healthcare) Customer Service and Technical Support Employee Purchase Program (EPP) Customers Dell Sales	toll-free: 1-800-456-3355 toll-free: 1-800-234-1490 toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers) Software and Peripherals Sales Spare Parts Sales Extended Service and Warranty Sales Fax Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-888-798-7561 toll-free: 1-800-671-3355 toll-free: 1-800-357-3355 toll-free: 1-800-247-4618 toll-free: 1-800-727-8320 toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, one-year, two-year, three-year, or four-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, and the manufacturer guarantee for Latin America and the Caribbean.

Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Dell
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

Individual Home Consumers:	U.S. Only
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support and Customer Service	1-800-822-8965
Home and Small Business Commercial Customers:	
Technical Support and Customer Service	1-800-456-3355
Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value Added Resellers (VARs):	
Technical Support and Customer Service	1-877-459-7298
Government and Education Customers:	
Technical Support and Customer Service	1-877-459-7298
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT, OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination, or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at www.arb-forum.com/ or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. This provision applies only to individual home consumers and consumers who purchased through an employee purchase program. It does not apply to small, medium, large, and global commercial customers or government, education, and healthcare customers.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an employee purchase program, go to www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

"Total Satisfaction" Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you—the end-user customer—purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees as follows:

- **New Hardware Products and Accessories** — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within thirty days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within thirty days from the date on the packing slip or invoice, but a fifteen percent (15%) restocking fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, or enterprise software.

- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished Dell-branded server and storage products may be returned within thirty days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the date on the packing slip or invoice.

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or www.dell.com/us/en/gen/contact.htm) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepaid shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded and Solution Provider Direct products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by Dell
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

Individual Home Consumers; Home Office and Small Business Customers:	Canada Only
Technical Support and Customer Service	1-800-847-4096
Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value Added Resellers (VARs):	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years following the first year of all limited warranties: We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at www.dell.ca or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at www.arb-forum.com/, or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm
- For out-of-country transfers (outside of the original country of purchase), go to www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm

If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

"Total Satisfaction" Return Policy (Canada Only)

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals (Canada Only)").

Dell Software and Peripherals (Canada Only)

Third-Party Software and Peripherals Products

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

Dell-Branded Peripheral Products

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors). To determine which limited warranty applies to the product you purchased, see the Dell packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

Return Policy

If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date on the packing slip or invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer's packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.

One-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)

Guarantee

Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of one year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

Exclusions

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

Making a Claim

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

Limitation and Statutory Rights

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.

Dell World Trade LP

One Dell Way, Round Rock, TX 78682, USA

Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)/

Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul – RS - Brasil

Dell Computer de Chile Ltda

Coyancura 2283, Piso 3- Of.302,

Providencia, Santiago - Chile

Dell Computer de Colombia Corporation

Carrera 7 #115-33 Oficina 603

Bogota, Colombia

Dell Computer de Mexico SA de CV

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

Dell Computer Corporation Ink and Toner Cartridges Limited Warranties

The following sections describe the limited warranty for ink and toner cartridges for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

Ink and Toner Cartridges Limited Warranty (U.S. and Canada Only)

Dell Computer Corporation warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

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Index

A

Advanced tab, 9
aligning ink cartridges, 31
All-In-One Center, *see* Dell
All-In-One Center
All-In-One Main page
Copy section, 5
Creative Tasks section, 5
Preview section, 5
Scan section, 4

B

banner paper, 13
banners, printing, 7
black and white, printing in, 7
both sides, printing on, *see*
duplexing

C

cards
loading, 13
cartridges
aligning, 31
cleaning, 32
removing, 30
replacing, 30

viewing ink levels of, 8
cleaning, ink cartridge
nozzles, 32
Contact Information tab, 9
copies, 7
copy settings, 5
copying, 17
custom size paper
loading, 13

D

Dell All-In-One Center, 4
accessing, 4
Dell Printer Solution
Center, 8
accessing, 8
Advanced tab, 9
Contact Information tab, 9
How To tab, 9
Maintenance tab, 9
Troubleshooting tab, 9
duplexing, 7

E

envelopes
loading, 13

envelopes, printing, 7

F

faxing, 20

G

glossy paper
loading, 13
greeting cards
loading, 13

H

hardware setup, 2
How To tab, 9

I

I Want To
change quality settings, 7
change speed settings, 7
print a banner, 7
print a photo, 7
print a poster, 7
print an envelope, 7
print on both sides of the
paper, 7

see more printing ideas, 7
I Want To menu, 7

index cards
loading, 13
ink cartridges
aligning, 31
cleaning, 32
removing, 30
replacing, 30
viewing ink levels of, 8
ink levels, viewing, 8

iron-on transfers
loading, 13
printing, 7

L

loading
cards, 13
custom size paper, 13
envelopes, 13
greeting cards, 13
index cards, 13
iron-on transfers, 13
photo cards, 13
photo paper, 13
postcards, 13
transparencies, 13
loading paper, 16

M

Maintain/Troubleshoot
page, 6
Maintenance tab, 9

multiple copies, 7

O

operator panel, 2
ordering supplies, ii
orientation, selecting, 7

P

paper
acceptable types of, 16
banner, 13
card stock, 13
cards, 13
custom size, 13
envelopes, 13
iron-on transfers, 13
labels, 13
loading, 16
photo, 13
plain, 13
transparencies, 13
Paper Setup tab, 7

parts of your printer, i

photo cards
loading, 13

photo paper
loading, 13

photos
printing, 7
scanning, 18

postcards
loading, 13

posters, printing, 7

Preview section
Print/Copy preview, 5
Scan preview, 5

Print Layout tab, 7

Print Properties
I Want To menu, 7
Options menu, 8
Paper Setup tab, 7
Print Layout tab, 7
Quality/Copies tab, 7
Save Settings menu, 8
tabs, 7

printing, 16
banners, 7
envelopes, 7
photos, 7
posters, 7

Printing Status window
changing appearance of, 9

Q

Quality/Copies tab, 7

R

removing ink cartridges, 30
replacing ink cartridges, 30

S

safety information, iv
Save Settings menu, 8
saved images, viewing, 5

- scan settings, 4
- scanning, 18
 - placing document, 15
- settings, saving for future use, 8
- setup, 2
- software setup, 2
- specialty papers
 - banner, 13
 - cards, 13
 - custom size paper, 13
 - envelopes, 13
 - greeting cards, 13
 - index cards, 13
 - iron-on transfers, 13
 - photo cards, 13
 - photo paper, 13
 - postcards, 13
 - transparencies, 13
- supplies, ordering, ii

W

- warranty, 52

T

- toner, ordering, ii
- transparencies
 - loading, 13
- troubleshooting
 - setup problems, 34
- Troubleshooting tab, 9

V

- View Saved Images page, 5
 - Open with... section, 5
 - Print a Copy... section, 5

