Owner’s Manual

Dell GPS Navigation System

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Notes, Notices, and Cautions

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

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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July 2004 Rev. A00

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Contents

Notes, Notices, and Cautions 2

Safety Instructions

General 7
Power. 8
Battery 9
Air Travel 10

When Using Your Device 10
Protecting Against Electrostatic Discharge 11
Battery Disposal. 11

1 Getting Started

What's in the Box? 13

System Requirements 14

Installing the Navigation System Software 15

Downloading Map Data 15
Downloading by region. 16
Downloading by city 17

Starting the Application on the Pocket PC 19

Exiting the Navigation System 21

Installing the Mount 21

Using the Car Charger 23
General precautions 23
Troubleshooting power. 24

2 Using the GPS Device

Exploring the GPS Receiver 25

Partnering the Receiver with the Pocket PC 26
Partnering with Windows Mobile 2003 Operating System 27

Download from Www.Somanuals.com. All Manuals Search And Download.

Other GPS Connection Options 28

Checking the GPS Connection Status 31

Signal Reception 32

3 Navigation Views and Options

Map view 36
Map Legend 37
Guidance Instructions 38
Zooming in and out 39
POI Icons 39
Panning the map 39
Location Information 40

Manoeuvre detail 41
Guidance Instructions 42

Route instructions 43

Display Options 43

Route Options 46

Distance Units 48

Input Options. 48

Safety Features 48
Speed alert. 48
Fog driving 50

Favourite Locations 50

4 Navigating

Entering a destination 53
Entering a destination by address 54
Entering a destination by intersection 61
Selecting a Point of Interest 68
Selecting a Destination from Recent Destinations . . . 78
Selecting a Destination from Favourites. 79

Download from Www.Somanuals.com. All Manuals Search And Download.

Selecting a City Centre 80

Changing Your Starting Location 85

Clearing Your Destination 85

Waypoints and Detours 86

Waypoints 86

Detours 88

5 Other Features

Hotkeys 93

Disabling and Enabling Hotkeys 95

Almanac 97

Playing a Demo 98

Recording and Playing Back GPS Paths 99

6 Troubleshooting

Troubleshooting 101

7 Appendix A: POI Details

POI Icon Categories 107

8 Appendix B: Regulatory Notices

FCC Notices (U.S. Only). 110

IC Notice (Canada Only) 111

CE Notice (European Union) 112

CE Mark Notice 113

Finding Information 113

Limited Warranties and Return Policy. 143

Limited Warranty for Dell-Branded Hardware Products (U.S. Only) 143

Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only) 150

Download from Www.Somanuals.com. All Manuals Search And Download.

1-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only) 157

U.S. Terms and Conditions of Sale 159

END-USER LICENSE AGREEMENT 164

9 Index

Index

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Safety Instructions

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

General

- User should not operate the device while in motion. User remains responsible for the safety of his/her travel and should obey traffic and pedestrian laws and exercise good judgment at all times. Some of the map data may be outdated, incomplete or inaccurate and the device may produce inaccurate or inappropriate results. Due to road, weather and other conditions, some route guidance and/or directions may not be appropriate.
- Do not attempt to service the device yourself unless you are a trained service technician. Always follow installation instructions closely.
- If you use an extension power cable with your AC adapter, ensure that the total ampere rating of the products plugged in to the extension power cable does not exceed the ampere rating of the extension cable.
- Do not push objects into air vents or openings of your device. Doing so can cause fire or electric shock by shorting out interior components.
- Keep your device away from radiators and heat sources. Also, do not block cooling vents. Avoid placing loose papers underneath your device; do not place your device in a closed-in wall unit or on a bed, sofa, or rug.
- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the device or to charge the battery. Do not cover the AC adapter with papers or other items that will reduce cooling; also, do not use the AC adapter inside a carrying case.
- The AC adapter may become hot during normal operation of your device. Use care when handling the adapter during or immediately after operation.
- Do not use your device in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.

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- To help avoid the potential hazard of electric shock, do not connect or disconnect any cables or perform maintenance or reconfiguration of this product during an electrical storm. Do not use your device during an electrical storm unless all cables have been disconnected and the device is operating on battery power.
- Before you clean your device, disconnect the device from the electrical outlet. Clean your device with a soft cloth dampened with water. Do not use liquid or aerosol cleaners, which may contain flammable substances.
- Do not expose the GPS receiver to temperatures above 60 degree Centigrade (128 degrees Fahrenheit). Failure to follow those instructions may present risk of explosion, fire or high temperature. In particular do not leave your GPS receiver exposed to direct sunlight in your vehicle for extended time periods when you are not using your navigation system.

Power

- Use only the Dell-provided DC charger or the standard Dell AC adapter provided with your Dell™ Axim™ PDA approved for use with this device. Use of another AC adapter or DC charger may cause a fire or explosion.
- Before you connect the device to an electrical outlet, check the DC charger or AC adapter voltage rating to ensure that the required voltage and frequency match the available power source.
- To remove the device from all power sources, turn the device off, and disconnect the DC charger and/or the AC adapter from the electrical outlet.
- To help prevent electric shock, plug the AC adapter and device power cables into properly grounded power sources. These power cables may be equipped with 3-prong plugs to provide an earth grounding connection. Do not use adapter plugs or remove the grounding prong from the power cable plug. If you use a power extension cable, use the appropriate type, 2prong or 3-prong, to mate with the AC adapter power cable.

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- Be sure that nothing rests on your AC adapter's power cable and that the cable is not located where it can be tripped over or stepped on.
- If you are using a multiple-outlet power strip, use caution when plugging the AC adapter's power cable into the power strip. Some power strips may allow you to insert the plug incorrectly. Incorrect insertion of the power plug could result in permanent damage to your device, as well as risk of electric shock and/or fire. Ensure that the ground prong of the power plug is inserted into the mating ground contact of the power strip.
- Do not leave the GPS receiver or the PDA connected to the car charger when the car is not running.

Battery

- The GPS receiver contains an internal battery. This battery is not user serviceable.
- The GPS receiver poses a burn hazard if you handle it improperly. Do not disassemble it. Handle a damaged or leaking GPS receiver pack with extreme care. If the battery within the GPS receiver is damaged, electrolyte may leak from the cells and may cause personal injury.
- Keep the GPS receiver away from children.
- Do not store or leave your device near a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 60°C (140°F). When heated to excessive temperatures, battery cells could explode or vent, posing a risk of fire.
- Do not dispose of your GPS receiver in a fire or with normal household waste. The Battery cells may explode. Discard the device according to the manufacturer's instructions or contact your local waste disposal agency for disposal instructions.

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Air Travel

- Certain Federal Aviation Administration regulations and/or airline-specific restrictions may apply to the operation of your Dell device while you are on board an aircraft. For example, such regulations/restrictions may prohibit the use of any personal electronic device (PED) that has the capacity for intentional transmission of radio frequency or other electromagnetic signals while on an aircraft.
  - In order to best comply with all such restrictions, do not use your GPS receiver while on board an aircraft.

When Using Your Device

Observe the following safe-handling guidelines to prevent damage to your device:

- When traveling, do not place the device in overhead storage compartments where it could slide around. Do not drop your device or subject it to other mechanical shocks.
- Protect your device, battery, and hard drive from environmental hazards such as dirt, dust, food, liquids, temperature extremes, and overexposure to sunlight.
- When you move your device between environments with very different temperature and/or humidity ranges, condensation may form on or within the device. To avoid damaging the device, allow sufficient time for the moisture to evaporate before using the device.

NOTICE: When taking the device from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the device to acclimate to room temperature before turning on power.

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Protecting Against Electrostatic Discharge

Static electricity can harm electronic components inside your device. To prevent static damage, discharge static electricity from your body before you touch any of your device's electronic components, such as a memory module. You can do so by touching an unpainted metal surface.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- When unpacking a static-sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component. Just before unwrapping the antistatic packaging, be sure to discharge static electricity from your body.
- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.

Battery Disposal

- The GPS receiver contains an internal battery. This battery is not user serviceable.
- The GPS receiver poses a burn hazard if you handle it improperly. Do not disassemble it. Handle a damaged or leaking GPS receiver pack with extreme care. If the battery within the GPS receiver is damaged, electrolyte may leak from the cells and may cause personal injury.
- Keep the GPS receiver away from children.
- Do not store or leave your device near a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 60°C (140°F). When heated to excessive temperatures, battery cells could explode or vent, posing a risk of fire.

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- Do not dispose of your GPS receiver in a fire or with normal household waste. The Battery cells may explode. Discard the device according to the manufacturer's instructions or contact your local waste disposal agency for disposal instructions.

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1

Getting Started

Congratulations on purchasing the Dell GPS Navigation System (Navigation System). The Navigation System is a full featured software application that uses the latest in satellite technology and detailed street maps from NAVTEQ to guide you through the most complex streets.

The Navigation System is designed for the Dell™ Axim™ Pocket PC, but will run on all Pocket PCs with the appropriate specifications. The complete map of the Western Europe is on the three CDs. You use the Map Loader software on your desktop or laptop computer to transfer selected map information to your Pocket PC, either by city or by region. A different map can be loaded to your Pocket PC at any time using the Map Loader software.

Since the map of the Europe is very large, it does not fit on the Dell™ Axim™ Pocket PC. You can transfer map data by city or region, but not both at the same time. To transfer the portion of the map you want to your Pocket PC, use the companion map loading software on your desktop (or laptop). The time needed to download a map varies based on system capabilities and the size of the map.

When you travel to a different area, the map loader lets you easily change the maps on your Pocket PC as needed. Smaller maps load more quickly, and you can use multiple memory cards to keep a selection of maps available.

NOTE: Because of the relatively small memory of Pocket PCs compared to desktops, you will receive a warning if you try to load too much map data as a single map. Maps of 100 Mb and smaller are easily managed by the Navigation System.

What's in the Box?

The Navigation System box includes the following items:

- CD ROM 1, containing the desktop Map Loader and Pocket PC application, this *Owner's Manual*, and map data CD ROM 2 and 3, containing additional map data
- GPS Receiver with Bluetooth® wireless technology

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- 12 V DC Adapter for charging in the car
- Mount

NOTE: If you are missing any of these items, please contact your dealer.

System Requirements

The Navigation System is designed to run on any 64MB Dell™ Axim™ Pocket PC with Bluetooth® wireless technology:

- Dell™ Axim™ X30
- Dell™ Axim™ X3i
- Dell™ Axim™ X5 (with Bluetooth Radio CF card adapter)

Desktop or Laptop PC system requirements include:

- Microsoft® Windows 98, ME, 2000 Professional, or XP operating system
- Microsoft ActiveSync 3.7 or higher
- 266 MHZ Intel Pentium® II microprocessor with MMX™ or equivalent
- 64 MB RAM
- 80 MB available hard drive space
- CD ROM drive

Handheld PC system requirements include:

- Microsoft® Windows Pocket PC 2002 or Microsoft Windows Mobile 2003 Operating System
- 64 MB RAM
- 64 MB storage space on SD card, CF card, or main memory
- 200 Mhz or faster processor

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- Original Equipment Manufacturer installed Bluetooth® wireless technology

Installing the Navigation System Software

When you install the Navigation System Software the Map Loader application is loaded onto your desktop or laptop computer and the Navigation System software is loaded onto your Pocket PC. Both devices must be available during the installation process.

To install the Navigation System:

1. Synchronize your Pocket PC with your computer using ActiveSync. When you have finished synchronizing, leave your Pocket PC connected to your computer and the ActiveSync application running.

NOTE: For information on synchronizing your Pocket PC, refer to the User's Guide that came with your Pocket PC.

2. Close all other applications running on both the computer and the Pocket PC.

NOTE: To close all applications running on the Pocket PC, from the Start menu, tap Settings > System tab > Memory and then tap Running Programs. Tap Stop All to stop all running applications.

3. Insert the Install CD in a CD drive. The installation process should start automatically.

NOTE: If the setup program does not start automatically, select Run from the Start menu, enter D:\setup.exe (where D: represents the drive letter for the CD drive containing the Install CD), and click the OK button.

4. Follow the installation directions. You will need to agree to the End User License Agreement to be able to complete the installation.

Downloading Map Data

Once you have installed the software, you use the Map Loader to load map data to your Pocket PC. There are two methods of selecting map data:

- By Region
- By City

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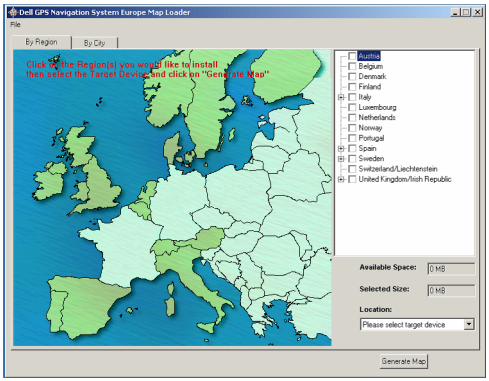
You can load additional maps to additional storage cards, or load a new map onto the current storage card.

Downloading by region

When you download map data by region, you can include one or more than one region. You can select regions that are adjacent to each other or from separate areas.



To download map data by region:

1. If the Map Loader application is not open, click **Start** > **Programs** > **Dell**> **Axim Navigation System** > **Map Loader**.

NOTE: The first time you run the Map Loader, a message appears indicating that if you have limited memory available in your Pocket PC you should use the By City method. Check the Don't show this message again check box if you do not want to see this warning again.

2. Click the **By Region** tab if it is not the active tab.
3. Do one of the following:
   - On the map, click on the countries and/or provinces you want included in the map data loaded onto the Pocket PC.

   or

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- In the list of regions, click the check boxes for the states and/or provinces you want included in the map data loaded onto the Pocket PC.

As you select regions the **Selected Size** field shows the approximate amount of storage space required for the selected map data.

4 From the **Targeted Location** list, select the location where the map data should be stored.

NOTE: Storing map data in storage cards is recommended. If you select the storage card, the Storage Card Selection dialog box appears. Select the appropriate storage card and click OK.

If existing map data is found on the storage card, the Existing map message appears, giving you the opportunity to overwrite the existing map data. To overwrite the existing map data, click **OK**.

5 Click Generate Map. The Generating Map progress screen appears. If the correct CD is not available or another CD is needed, you will be prompted to insert the CD.

6 When the map data has been successfully loaded onto the Pocket PC, a message appears. Click the **OK** button.

7 To exit the Map Loader application, from the **File** menu choose **Exit**.

Downloading by city

When you download map data by city, you select a city from within a region, and then specify the radius around that city.

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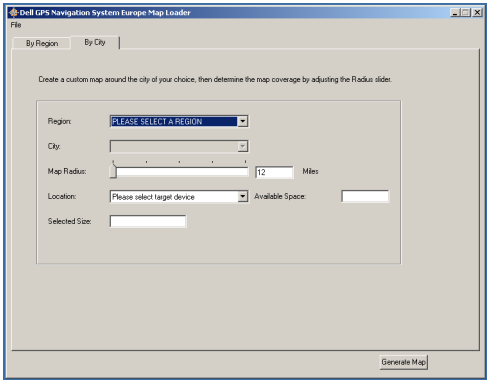

To download map data by city:

1. If the Map Loader application is not open, click **Start** > **Programs** > **Dell**>**Axim Navigation System** > **Map Loader**.

NOTE: The first time you run the Map Loader, a message appears indicating that if you have limited memory available in your Pocket PC you should use the By City method. Check the Don't show this message again check box if you do not want to see this warning again.

2. Click the **By City** tab if it is not the active tab.
3. Select the **Region** containing the city you want to select. The **City** list is populated with the cities in that region.
4. Select the **City**.
5. Move the **Map Radius** slider to the appropriate distance. Distances range from 12 to 60 miles around the selected city. As you move the slider the **Selected Size** field shows the approximate amount of storage space required for the selected map data.
6. From the **Targeted Location** list, select the location where the map data should be stored.

NOTE: Storing map data in storage cards is recommended. If you select the storage card, the Storage Card Selection dialog box appears. Select the appropriate storage card and click OK. If existing map data is found on the

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storage card, the Existing map message appears, giving you the opportunity to overwrite the existing map data. To overwrite the existing map data, click OK.

7 Click Generate Map. The Generating Map progress screen appears. If the correct CD is not available or another CD is needed, you will be prompted to insert the CD.

8 When the map data has been successfully loaded onto the Pocket PC, a message appears. Click the **OK** button.

9 To exit the Map Loader application, from the **File** menu choose **Exit**.

Starting the Application on the Pocket PC

Once you have loaded the map to your Pocket PC you are ready to start the application.

To start the Navigation System:

1 Turn on the GPS receiver and place it where it can receive signals. A blinking green light on the GPS receiver indicates that you have a GPS fix (strong GPS signal).

NOTE: It may take up to 15 minutes to acquire a satellite fix.

2 Tap the **Start** menu and then tap **Programs**. The Programs screen appears.

NOTE: Once you have used the Navigation System on your Pocket PC the Navigation System icon will appear in the recently used programs. You can tap the icon to start the Navigation System.

3 Tap the Navigation System icon on the Programs screen. A safety warning screen appears.

NOTE: Important: You should not operate your Pocket PC while driving a moving vehicle.

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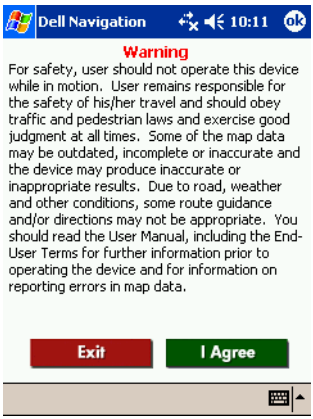

4 Tap **I Agree** to start the program. The Bluetooth Browser screen appears.

5 Tap the appropriate Bluetooth® device. All GPS receivers contain GPS in their identifier. The Map view of the Navigation System appears.

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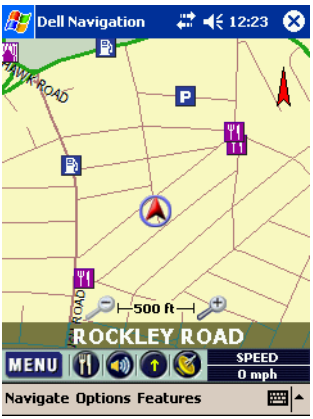

Exiting the Navigation System

It is important that you exit the Navigation System on the Pocket PC before loading new maps. Exiting the application avoids conflicts if a new map replaces an existing map.

To exit the Navigation System:

1. Tap the **Navigate** menu and then tap **Exit**.
2. The application is stopped and will no longer appear on the Running Programs list.

Installing the Mount

The Navigation System comes with a convenient dashboard mount. The mount comes with a PDA holder attached to a suction cup.

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To install the mount:

1. Remove the PDA Flex-Arm, Attachment Bracket and PDA Pouch from the box. You will need to straighten and re-shape to fit your vehicle's windshield and dashboard configuration before use.
2. Align the slot on the back of the Attachment Bracket and slide onto the end of the Flex-Arm.
3. PDA Pouch can now be fastened by first passing the vertical attaching straps through the back of the Attachment Bracket, then repeat by passing the horizontal straps through the bracket. Place your PDA into the jacket and adjust the straps accordingly to create a pocket on the front-side to properly conform to your PDA.
4. Use a glass cleaner to thoroughly clean the inside of the windshield where the suction cup will be mounted.
5. Peel the protective paper off the rubber suction cup and decide how you want to shape the mount so it attaches to the windshield and a portion rests on the dashboard for support.
6. Pull the lever on the mount back (away from the suction cup), then place the rubber cup against the glass and move the lever towards the glass to secure it in place. To release arm, simply move lever back and pull the protruding rubber tab on the suction cup.

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7 Re-shape the arm so that a portion of it is resting on the dashboard for support.

Using the Car Charger

General precautions

- For most vehicles, the engine must be running to get power to the cigarette lighter.
- Do not expose the car charger to excessive heat, moisture, or gasoline.
- Do not disassemble the unit or attempt to replace internal parts.
- Do not allow children to operate or play with the cord.
- Unplug the charger after use.
- The vehicle's power source must be within 10 to 30 V DC to function properly. A built-in fuse with a rating of 1.5A offers protection to the device being charged. Do not replace fuse with anything other than a 1.5A fuse.

To install the dashboard mount:

1 Start the vehicle's engine before inserting the 12V DC Car Charger into the cigarette lighter socket. A small LED will light to indicate that power is active.

2 To charge the PDA only: Insert the power plug into your PDA for charging.

3 To charge the GPS only: Insert the power plug into your GPS receiver for charging.

4 To charge both the PDA and GPS: Insert the GPS Charger Cable with the Y-connector supplied into your PDA. Then insert the opposite end into your GPS receiver.

The 12V DC charger can now be inserted into the Y-connector for charging of both devices.

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Troubleshooting power

Unplug the charger, wait 15 seconds, then reinsert into the power outlet. If this does not correct the problem please check the following:

- That the 12V DC Car Charger adapter is inserted all the way into the cigarette lighter socket.
- That there is power to the lighter (check fuse in the vehicle's main fuse box).
- That the fuse in the 12V DC Car Charger adapter is also not blown.

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2

Using the GPS Device

The Navigation System uses a Bluetooth® GPS Receiver (the Receiver) to get signals from satellites orbiting the earth. Using these signals, the Receiver identifies your position within 30 feet.

Bluetooth® is a short-range wireless technology that allows devices to pass information between them without wires.

GPS stands for Global Positioning System. Twenty four satellites orbit the earth, spaced so that at any given time and position on earth at least four satellites are visible. Using a process called triangulation, the Receiver calculates your position on the earth from the data received from the satellites. The satellites do not receive data back from the Receiver.

The Receiver gets satellite signals only when there is a clear view of the sky. Trees and tall buildings can block the view, and signals are rarely received within a building.

NOTE: For best reception, place the Receiver on the front or rear dashboard of the vehicle. For navigation, there must be an active Bluetooth® connection, the GPS position must be fixed (receiving signals from several satellites), and the battery must be charged or connected to a power supply.

Exploring the GPS Receiver

The Receiver has the following features:

- Power Switch - Turns the Receiver on (-) or off (0).
- Power Jack - Connects a DC car power charger (included with the Receiver) or an AC power charger to recharge the internal battery.
- Bluetooth® Status LED (blue) - Blinking slowly indicates there is no Bluetooth® connection. Blinking quickly indicates there is communication with another Bluetooth® device.
- GPS Status LED (green) - Blinking indicates that the GPS position is fixed. Steady indicates that the GPS position is not fixed (information is being received from fewer than three satellites).

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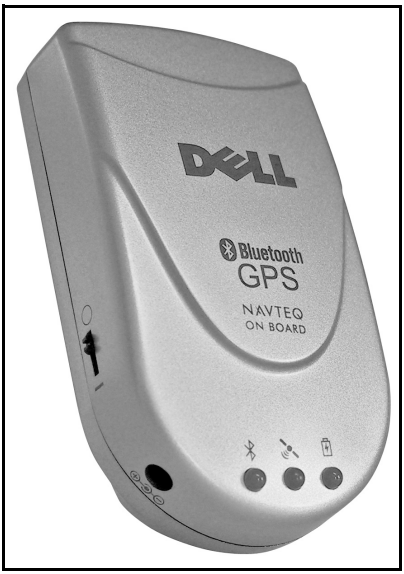
- Battery Status LED (red/yellow) - Red indicates that the battery power is extremely low and that the device should be recharged immediately. Yellow indicates that the battery is being charged. The LED is off when the battery is partially or fully charged.



The Receiver must be charged prior to use. Initial charging takes up to three hours. Future charging will depend on how depleted the battery is when the Receiver is plugged in.

NOTE: The first time you use the Receiver it can take from five to fifteen minutes to receive satellite signals. Thereafter it should take approximately 90 seconds to begin receiving signals.

Partnering the Receiver with the Pocket PC

A partnership must be established between the Receiver and the Pocket PC to allow communication between the devices. Most of the time the partnering will happen automatically when you start the Navigation System.

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Partnering the GPS Receiver with your Pocket PC requires:

- The Navigation System must be successfully installed
- The Receiver must be charged or plugged in
- The Pocket PC must be turned on
- The Receiver must be turned on
- The Pocket PC and the Receiver must be within 15 to 30 feet of each other

Sometimes you may need to manually partner the Receiver with the Pocket PC. The process of partnering differs between different versions of the Pocket PC operating system.

Partnering with Windows Mobile 2003 Operating System

You use the Bluetooth Manager that comes on your Pocket PC to manually partner the Pocket PC with the Receiver.

To manually partner in Mobile Windows 2003:

1. Tap the **Start** menu and then tap **Bluetooth Manager**. The Bluetooth Manager screen appears.
2. Tap **New** at the bottom of the screen. The Bluetooth Connection wizard appears.
3. Scroll down and tap **Explore a Bluetooth device**.
4. Tap the icon labeled **BT-GPS-xxxxxx**, where xxxxxx represents the identifier for a specific GPS receiver.
5. In the service selection box, tap **BT-GPS COM Port** and then tap **Next**. A shortcut is created.
6. To establish the partnership, tap and hold the icon labeled **BT-GPS-xxxxxx: BT-GPS COM Port**. A menu appears.
7. Tap **Connect**. Two small green arrows appear on the icon indicating that the connection has been made.

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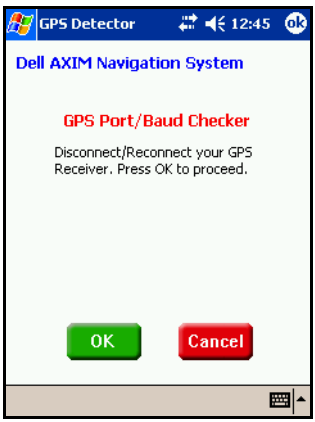
Other GPS Connection Options

Automatically or manually partnering the Receiver with your Pocket PC are the best ways to connect the two. Sometimes you may need to use the GPS Options menu. You can use auto detect or manually select a COM port and baud rate. The default values are COM Port 7 and Baud Rate 4800.

NOTE: Important. You should use auto-detect unless otherwise directed.

To use auto detect:

1 Tap **Options**, tap **GPS Options**, and then tap **Auto Detect**. The GPS Port/Baud Checker screen appears.



2 To use auto detect, tap **OK**. The Bluetooth Browser screen appears.

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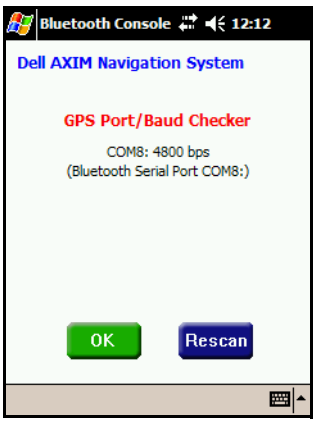
3 Tap the appropriate Bluetooth device. All GPS receivers contain GPS in their identifier. The GPS Port/Baud Checker screen reappears, listing the current port and baud rate.

4 Tap **OK** to use the selected device. The COM Port Setting screen appears.



5 Tap **OK** to use the indicated COM Port and Baud Rate. The Map view appears.

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To manually set the COM port:

NOTE: If you are currently connected to your Bluetooth device you must disconnect before manually setting the COM port or the baud rate.

1 Tap **Options**, tap **GPS Options**, tap **COM Port** and then tap a port (COM 1 to COM 9). The Bluetooth Browser screen appears.

2 Tap the appropriate Bluetooth device. All GPS receivers contain GPS in their identifier. The Map view appears.

To manually set the baud rate:

NOTE: If you are currently connected to your Bluetooth device you must disconnect before manually setting the COM port or the baud rate.

1 Tap **Options**, tap **GPS Options**, tap **baud rate** and then tap a baud rate (4800 to 115200). The Bluetooth Browser screen appears.

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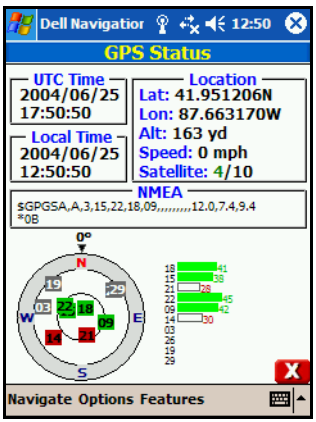
2 Tap the appropriate Bluetooth device. All GPS receivers contain GPS in their identifier. The Map view appears.

Checking the GPS Connection Status

The GPS Status screen provides you with details about the data being received from the satellites.The Receiver needs at least three satellite connections to provide navigation.



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- UTC Time shows Universal date and time (Greenwich Mean Time).
- Location shows your current position and speed using latitude, longitude, and altitude. Satellite indicates how many satellites you are receiving signals from and how many satellites are potentially available based on the orbit of the satellites.
- Local Time shows the time at your current location.
- NMEA shows incoming satellite data, which is shown graphically below.
- The graphic to the left shows the position of all reporting satellites relative to your current position.
- The bar graph to the right shows the strength of the satellite signals. Each bar represents a single satellite. White bars indicate signals are being received, but no position fix (minimum of three satellites) has been made. Green bars indicate strong signals. Red bars indicate weak or bad signals.

To check the GPS connection status:

- Do one of the following:
  - Tap the satellite icon in the menu bar.

or

  - Tap the **Features** menu and then tap **GPS Status**.

or

  - Tap **Menu** and then tap **GPS Status**.

  The GPS Status screen appears.

Signal Reception

Once the Receiver and the Pocket PC are partnered, you receive satellite signals. Based on satellite position and your geographic location, you may experience the following:

- Satellite signals are received more quickly at specific times of the day. For example, at 10:00 a.m., you might receive signals in under a minute because more satellites are visible in the sky. At 3:00 p.m., you may not receive signals because only two satellites are visible in the sky.

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- Buildings can block satellite signals. Setting up the GPS receiver in a vertical window blocks at least 50% of the sky. Trees also can block satellite signals.

NOTE: A window with a Southern view, rather than Northern view, should be used to receive signals.

The Receiver performs at its best when the battery is fully charged. If you are having trouble receiving signals, try plugging in the Receiver.

The colour of the vehicle arrow on the map indicates the connection strength between your Receiver and the satellites:

- Green indicates that 4 or more satellites are available. This is the strongest level of GPS connection, sometimes referred to as a 3D fix.
- Yellow indicates that 3 satellites are available. This is a weaker level of GPS connection, sometimes referred to as a 2D fix.
- Red indicates that less than 3 satellites are available. The system will seek additional satellites before providing navigation.

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3

Navigation Views and Options

The Navigation System has several ways of displaying navigation information, including:

- Map view
- Manoeuvre detail
- Route instructions

You can switch between these displays using the Navigate menu.

Map view is the default view and shows your current location at the bottom if you have a GPS connection. If you do not have a GPS connection or your location is not included in the available map, it shows the last known location. You can zoom in and out on the map and mute/unmute the guidance instructions using the icons.

Manoeuvre detail shows a close-up view of your current location as you travel to your destination. If you do not have a GPS connection, it shows the last known location. You can mute/unmute the guidance instructions using the icons.

Route instructions lists the individual manoeuvres on the route to your destination. The direction of each turn, the route to turn on to and the distance between manoeuvres are listed.

The Navigation System will automatically switch to Full Screen mode when you have selected a destination and are in motion. Full Screen mode hides the menu bar at the bottom of the screen, allowing more map to be shown.

The Navigation System also allows you control over a wide variety of options, including:

- Display Options
- Route Options
- Distance Units
- Input Options
- Safety Features
- Favourite Locations

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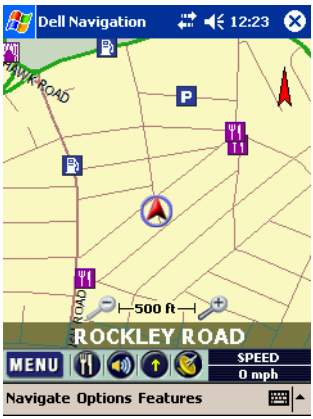
Map view

Map view is the default view and lists your current location at the bottom if you have a GPS connection. If you are not currently on a known road or your location is not included in the available map, your location is listed as OFF ROAD. If you do not have a GPS connection, the last known location is listed. When navigating, the next road you turn onto is listed at the top, with the direction of your turn in the left corner and the remaining distance to the turn in the top right corner.



The lower right corner displays one of the following: current SPEED, REMaining time to destination, ETA - estimated time of arrival, or distance to your DESTination. Tap the indicator to toggle through these options.

The arrow moving about the map represents your vehicle. A green arrow indicates a strong GPS connection. Yellow indicates a weak connection. Red indicates no GPS connection. If you are using Heads Up (see Display Options), this arrow always points to the top of the screen.

The direction arrow to the upper right of the map indicates where North is. Tap on the arrow to view your current direction (N, NE, etc.). If you are using North Up (see Display Options), this arrow always points north.

You can mute or unmute the guidance instructions, zoom in and out on the map, and hide or view POI icons using the icons at the bottom. You can also pan the map, moving the map to look at adjacent areas.

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To show the Map view:

- Do one of the following:
  - Tap **Menu** and then tap **Map view**.

or

  - Tap the **Navigate** menu and then tap **Map**.

The map appears.

Map Legend

The following legend explains the colours shown on the map in Day mode. The colours used in Night mode are darker.

NOTE: This legend is in colour, and will print in shades of gray if you have printed this document in black and white.

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Object	Appearance
Water (ocean, lake, river, canal)	
City park	
Regional park	
National park	
Golf course	
Cemetery	
Built-up area	
State border	
National border	
Airport with runways	
Motorways /Primary highways	
National road	
Regional road	
Local roads	
Selected route	

Guidance Instructions

The guidance instructions can be muted.

To mute or unmute the guidance instructions tap the speaker icon at the bottom of the screen. The guidance instructions are muted in the second icon.

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Zooming in and out

Zooming allows you to adjust the scale of the map from a scale of 100 ft. to a scale of 10 miles.

To zoom in and out:

- Do one of the following:
  - Tap the + or - icons at the bottom of the screen. + zooms in, showing you more detail. - zooms out.

or

  - Use the Navigator button on the Dell™ Axim™. Press up to zoom in or down to zoom out.

or

  - Use the Scroll Dial button. Scroll Up to zoom in or Scroll Down to zoom out.

The zoom range is from 100 feet to 10 miles.

POI Icons

The Navigation System includes a large number of Points of Interest (POIs). You control whether or not POIs are shown on the map, and can select specific types using the Customise Your Display screen.

NOTE: POIs can be selected as a destination whether or not they are currently being shown on the map.

To show or hide the POI icons tap the POI icon at the bottom of the screen. A red X indicates the POI icons are hidden.

Panning the map

Panning the map allows you to view portions of the map not currently shown. When you are panning the map, GPS is disabled until you return to Map view. Panning is only available from Map view.

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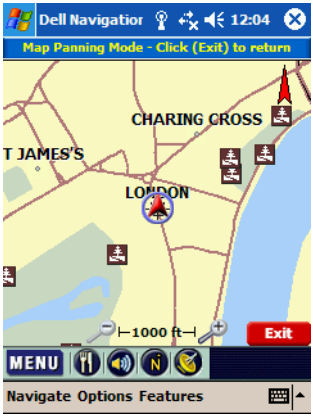

To pan the map on the Map view screen tap and drag the map area.

To return to Map view from the Panning map tap the red Exit button in the lower right corner.

Location Information

You can view information about any point on the map in Map view, unless you are using the 3D display option. Location information includes information about the block (street name, numbering information, and city) and geographic coordinates (latitude and longitude).

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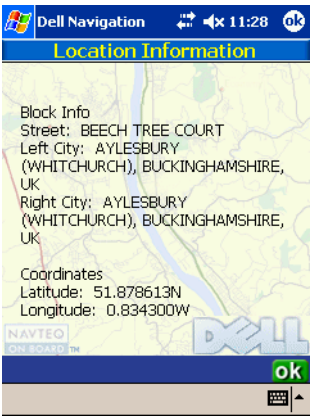

NOTE: If you tap on a Point of Interest, the POI(s) at Current Location screen appears, listing the Points of Interest. You can tap NAV to navigate to the Point of Interest or tap the red X to return to the map. POI icons can be tapped in 3D display.

To view location information:

1. Tap and hold on a location on the map. A popup menu appears.
2. Tap **Info**. The Location Information screen appears.
3. Tap **OK** when you are done with the Location Information screen.

Manoeuvre detail

Manoeuvre detail shows a close-up view of your current location as you travel to your destination. When navigating, the route you turn onto next is listed at the top, with the direction of your turn in the left corner and the remaining distance to the turn in the right. Below the distance a bar indicates how much of this segment has been traveled. If you do not have a GPS connection, Manoeuvre detail shows the last known location. Your current location is listed at the bottom.

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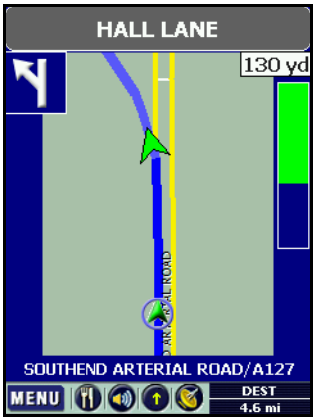

The lower right corner displays one of the following: current SPEED, REMaining time to destination, ETA - estimated time of arrival, or distance to your DESTination. Tap the indicator to toggle through these options.

The arrow moving about the map represents your vehicle. A green arrow indicates a strong GPS connection. Yellow indicates a weak connection. Red indicates no GPS connection.

You can use the Customise Your Display screen to automatically show the Manoeuvre detail prior to the next instruction. See Display Options for more details.

To show the Manoeuvre detail manually tap the Navigate menu and then tap Manoeuvre detail.

Guidance Instructions

The guidance instructions can be muted.

To mute or unmute the guidance instructions tap the speaker icon at the bottom of the screen. The guidance instructions are muted in the second icon.

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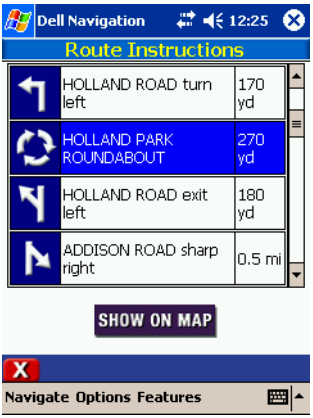
Route instructions

Route instructions lists the manoeuvres from your current location to your destination. The direction of the turn, the route to turn on to and the distance to the manoeuvre are listed. You can view a close-up map of any manoeuvre listed.



To show the Route instructions:

- Tap the **Navigate** menu and then tap **Route instructions**.

To view a manoeuvre:

1. On the Route instructions screen, select the manoeuvre you want to view.
2. Tap **Show on Map**. The Panning map appears, showing the manoeuvre in the centre of the map.
3. When you have finished viewing the manoeuvre, tap the red X in the lower right corner. You return to the Map view.

Display Options

Display options are used to customise the appearance of the map. You can specify the following options on the Customise Your Display screen:

- Display Mode

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- Orientation
- Show Manoeuvre details (automatic appearance or not)
- Map Perspective
- Point of Interest Options

Display Mode: Auto changes between Day and Night schemes near sunrise and sunset. Day shows the map with a bright background. Night shows the map with a darker background to reduce glare in the vehicle.

Orientation: North Up orients the map with North toward the top. Heading Up orients the map with the direction you are driving in toward the top of the screen.

Show Manoeuvre details: Auto automatically switches from Map view to Manoeuvre details as you approach a manoeuvre. Manual requires the use of the Navigate menu to switch to the Manoeuvre detail screen.

Map Perspective: 3D-1 shows the map in the highest of the 3D (three-dimensional) views. 3D-2 shows the map in the middle of the 3D views. 3D-3 shows the map in the lowest of the 3D views. 2D shows the map as if you were looking straight down on it.

Point of Interest Options: Default displays a common list of Point of Interest (POI) types, including transportation, hospitals and shopping POIs. A check mark next to Show indicates the icons will be displayed. Clearing the check mark does not display the icons. Choose opens the Categories to Display screen, where you select which categories of POIs you want displayed.

NOTE: A maximum of 50 POI icons can be shown on the map simultaneously.

The Navigation System groups Points of Interest into categories and lets you choose which categories are shown on the map. Categories that have check marks on the Categories to Display screen are shown on the map when POIs are displayed.

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NOTE: Appendix A includes a list of POI categories and subcategories.

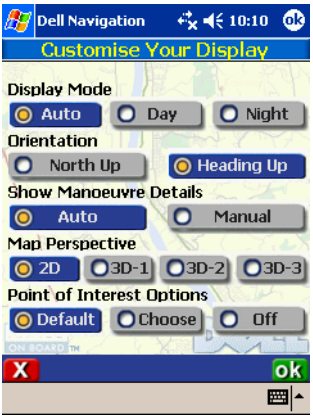
To set the display options:

1 Tap **Menu** and then tap **Display Options**.

or

Tap the **Options** menu and then tap **Display Options**.

The Customise Your Display screen appears.



2 Tap your **Display Mode** preference.

3 Tap your **Orientation** preference.

4 Tap your **Show Manoeuvre details** preference.

5 Tap your **Map Perspective** preference.

6 Tap your **Point of Interest Options** preference. To select specific types of POIs, see Changing POI types, below.

7 Tap **OK** to set your display options.

To change the POI types:

1 Tap the **Options** menu and then tap **Display Options**.

2 Tap **Choose** under **Points of Interest Options**. The Categories to Display screen appears.

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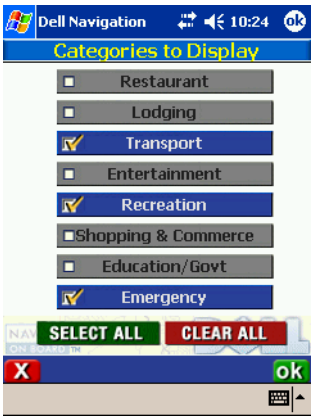

3 To include only specific categories, tap each category. Categories have a check mark when they are selected.

4 To select all categories, tap **Select All**.

5 To clear all currently selected categories, tap **Clear All**.

6 Tap **OK** to return to the Customise Your Display screen.

7 Tap **OK** to set your display options.

Route Options

Route options are used to define the type of route you want the Navigation System to map for you.You can specify the following options on the Customise Your Route screen:

- Route Preference
- Ferries
- Toll Roads

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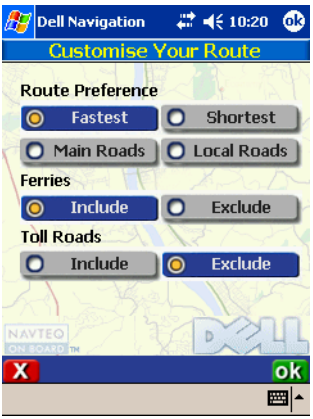

Route Preference: Fastest calculates routes based on time. Shortest calculates routes based on distance. Major Roads calculates routes using major roads. Local Roads calculates routes with local roads.

Ferries: When checked, routes are calculated to include ferries where available. Note that ferry schedules cannot be included in estimating arrival times.

Toll Roads: When checked, routes are calculated to include toll roads where available.

To set the route options:

1. Tap **Menu** and then tap **Route Options**.

   or

   Tap the **Options** menu and then tap **Route Options**.

   The Customise Your Route screen appears.
2. Tap your **Route Preference**.
3. To include **Ferries**, tap to turn on the check mark.
4. To include **Toll Roads**, tap to turn on the check mark.
5. Tap **OK** to set your route options.

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Distance Units

The Navigation System offers you a choice of three distance units. Choose the units you are most comfortable with. A check mark appears next to the units currently selected.

- Metric (Km) reports in kilometers.
- English (Mi/Ft) reports in miles and feet.
- English (Mi/Yd) reports in miles and yards.

To change distance units:

1. Tap the **Options** menu and then tap **Distance Display Units**.
2. Tap the units you prefer.

Input Options

The Navigation System offers you a large key alphabetical keyboard for entering text. You can choose to use your current Pocket PC input option instead.

- Pocket PC input method uses your current Pocket PC input option
- Navigation System Keyboard uses the large key alphabetical keyboard

To change the input option:

1. Tap the **Options** menu and then tap **Keyboard Options**.
2. Tap the input option you prefer.

Safety Features

The Navigation System offers you two safety features:

- Speed Alert
- Fog Driving

Speed alert

Speed Alert notifies you with an audible sound when you have exceeded the target speed. The target speed can be set automatically by the class of the road or set to a fixed speed.

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NOTE: Warning: Auto Speed Alert (using the road speed limit) should only be used for information and should not be used as an indicator for legal speed limits or safe driving speeds. Drivers should abide by the law and use best judgment for safe driving at all times.

To set the speed alert:

1 Tap the **Features** menu, tap **Safety Features**, and then tap **Speed Alert**.

The Speed Alert screen appears.

2 To use road speed limit:

- Tap the **Enable Auto Speed Alert** option. A warning appears that this feature is to be used only as a reference.
- Tap **OK** to return to the Speed Alert screen.

3 To use a specific speed:

- Tap the **Enable Fixed Speed Alert** option.
- Use the numbers to enter a specific speed.

4 Tap **OK** to save your speed alert setting.

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Fog driving

Fog driving notifies you when an intersection is approaching. This safety feature helps you be aware of possible incoming traffic and traffic signals, which is especially important during foggy conditions. When approaching an intersection, you will hear a special "dong" tone.

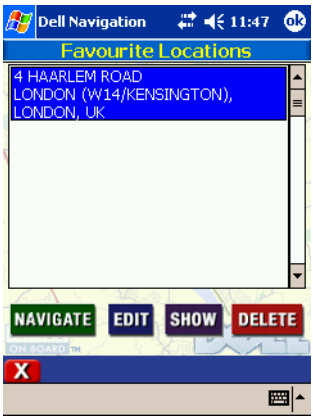
When Fog Driving is on, a check mark appears next to it on the Safety Features submenu of the Features menu.

To toggle Fog Driving on or off:

- Tap the **Features** menu, tap **Safety Features**, and then tap **Fog Driving**.

Favourite Locations

Your Favourite Locations list can help you select destinations very quickly. You can add a location to your Favourite Locations list from the map, or while selecting a destination. You can edit the name of a Favourite on the Edit Favourites screen.



NOTE: If you are in 3D display mode you cannot add a location to your Favourite Locations list from the map.

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To add to your Favourite Locations from the map:

1. Tap and hold on a location on the map. A popup menu appears.
2. Tap **Add Origin to Favourites**. The Save Location in Favourites screen appears.
3. Do one of the following:
   - To add this location directly to your Favourites list, tap **Save**.

or

   - To add a meaningful name before saving, tap **Edit**. The Edit Favourites screen appears.
   - Enter a name and then tap **OK**. You return to the Save Location in Favourites screen.

NOTE: If you try to add a location that is already on your list, you will see a Duplicate Entry Found message. Tap **Save** to update the entry, or tap the red X to cancel.

   - Tap **Save**.

To add to your Favourite Locations list while setting a destination:

NOTE: These steps are part of the process of setting a destination. Setting a destination is covered fully in Chapter 4.

1. On the Select Address screen, tap **Save**. The Save Location in Favourites screen appears.
2. Do one of the following:
   - To add this location directly to your Favourites list, tap **Save**.

or

   - To add a meaningful name before saving, tap **Edit**. The Edit Favourites screen appears.
   - Enter a name and then tap **OK**. You return to the Save Location in Favourites screen.

NOTE: If you try to add a location that is already on your list, you will see a Duplicate Entry Found message. Tap **Save** to update the entry, or tap the red X to cancel.

   - Tap **OK**.

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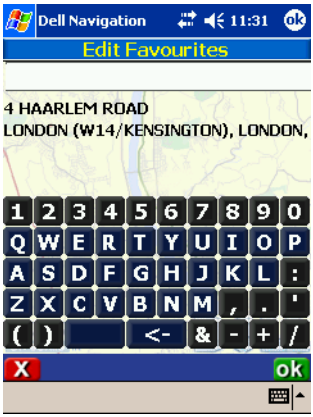
To edit the name of a Favourite:

1. Tap **Menu**, tap **Set Destination**, and then tap **Favourites**. The Favourite Locations screen appears.
2. Tap on the favourite you want to edit. Use the scroll bars to move up and down the list.
3. Tap **Edit**. The Edit Favourites screen appears.



4. Enter a name and then tap **OK**. You return to the Favourite Locations screen.
5. If you do not want to set this as your destination, tap the red X until you return to the map.

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4

Navigating

The Navigation System is used to guide you to a destination, and provides many ways to enter a destination. Most of the options are available from the Set Destination screen.

In addition to setting a destination, you can also set a start location. You do not need to set a start location if you want the route to be calculated from your current location and are receiving GPS signals.

Entering a destination

You can enter a destination directly from the map, or you can use the Set Destination screen to use any of the following options:

- **Address** lets you enter a specific address
- **Intersection** lets you enter two cross streets
- **Points of Interest** lets you select a Point of Interest
- **Recent** lets you select from a list of recent destinations
- **Favourites** lets you select from a list of previously created favourites
- **City Centre** lets you select the centre of a city

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To select a destination from the map:

1. On the map, tap and hold on the location. A popup menu appears.
2. Tap **Set Destination**. Your route is calculated and shown on the map. Instructions begin.

Entering a destination by address

There are two ways to enter a destination by address. You can select a street first, which is useful if you are not sure of the city. Or you can enter a city first, which is usually faster.

NOTE: If a large number of records are found by the By Street method, the program automatically reverts to By City.

To enter an address using By City:

1. Tap **Menu**, tap **Set Destination**, and then tap **Address**. The Enter Address screen appears.

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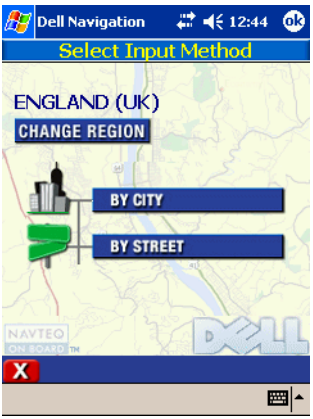

2 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Enter Address screen.

3 Select the city:

- Tap **By City**. The Enter City Name screen appears.

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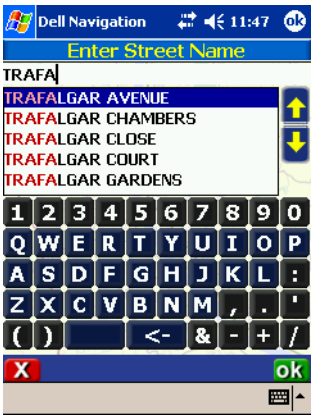
- Type the first letters of the city. As you type, the list of available cities scrolls to show matching cities.
- Select the name of the city and then tap **OK**. The Enter Street Name screen appears.



4 Select the street:

- Type the first letters of the street name. As you type, the list of available streets scrolls to show matching streets.

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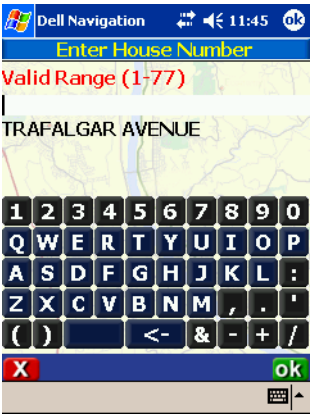
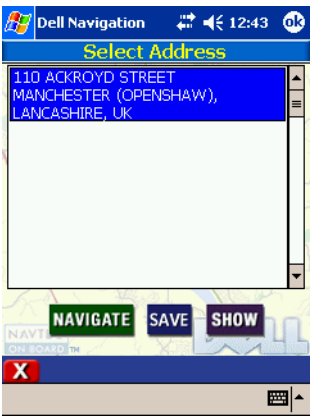
NOTE: Note. Do not enter the street type.

- Select the name of the street and then tap **OK**. The Enter House Number screen appears.



5 To go to a specific number, enter the number within the range shown and then tap **OK**. Tap **OK** without entering a number if you do not know the number. The Select Address screen appears.



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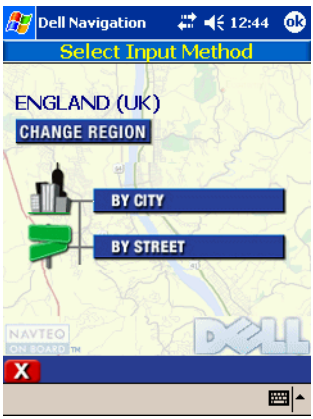
6 Tap on the correct address. Use the scroll bars to move up and down the list.

7 Do one of the following:

- To be guided to the destination now, tap **Navigate**. The address becomes your current destination, the map appears and instructions begin.
- To add this destination to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the destination as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the destination on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the address.

To enter an address using By Street:

1 Tap **Menu**, tap **Destinations**, and then tap **Address**. The Enter Address screen appears.



2 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

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- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Enter Address screen.

3 Select the street:

- Tap **By Street**. The Enter Street Name screen appears.

- Type the first letters of the street name. As you type, the list of available streets scrolls to show matching streets.

NOTE: Note. Do not enter the street type.

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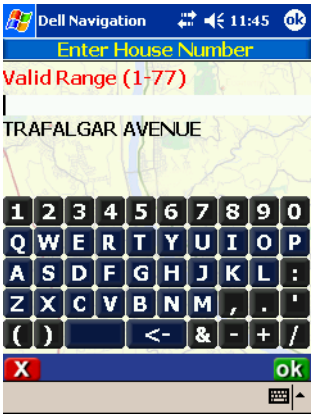
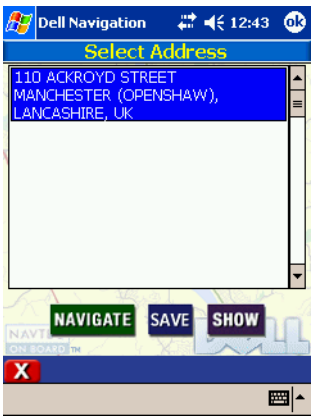
- Select the name of the street and then tap **OK**. The Enter House Number screen appears.



4 To go to a specific number, enter the number within the range shown and then tap **OK**. Tap **OK** without entering a number if you do not know the number. The Select Address screen appears.



5 Tap on the correct address. Use the arrows or the scroll bars to move up and down the list.

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6 Do one of the following:

- To be guided to the destination now, tap **Navigate**. The address becomes your current destination, the map appears and instructions begin.
- To add this destination to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the destination as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the destination on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the address.

Entering a destination by intersection

There are two ways to enter a destination by intersection. You can select a street first, which is useful if you're not sure of the city. Or you can enter a city first, which is usually faster.

NOTE: Information If a large number of records are found by the By Street method, the program automatically reverts to By City.

To enter an intersection using By City:

1 Tap **Menu**, tap **Destinations**, and then tap **Intersection**. The Enter Intersection screen appears.

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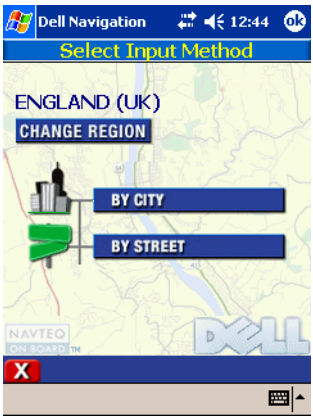

2 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Enter Intersection screen.

3 Select the city:

- Tap **By City**. The Enter City Name screen appears.

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- Type the first letters of the city. As you type, the list of available cities scrolls to show matching cities.
- Select the name of the city and then tap **OK**. The Enter Street Name screen appears.

4 Select the first street:

- Type the first letters of the first street name. As you type, the list of available streets scrolls to show matching streets.

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NOTE: Do not enter the street type.

- Select the name of the street and then tap **OK**. The Enter 2nd Street Name screen appears.

5 Select the second street by typing the first letters of the name or select one and then tap **OK**. The Select Address screen appears.

6 Tap on the correct intersection. Use the arrows or the scroll bars to move up and down the list.

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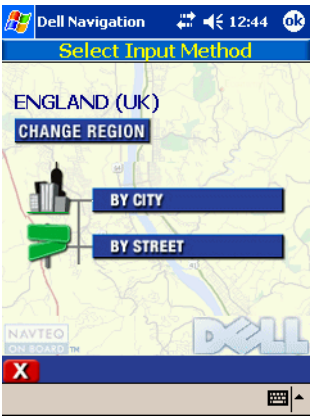
7 Do one of the following:

- To be guided to the destination now, tap **Navigate**. The intersection becomes your current destination, the map appears and instructions begin.
- To add this destination to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the destination as is (tap **Save**) or edit it to provide a meaningful name (tap Edit).
- To show the destination on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the address.

To enter an intersection using By Street:

1 Tap **Menu**, tap **Destinations**, and then tap **Intersection**. The Enter Intersection screen appears.



2 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

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- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Enter Intersection screen.

3 Select the first street:

- Tap **By Street**. The Enter Street Name screen appears.

- Type the first letters of the first street name. As you type, the list of available streets scrolls to show matching streets.

NOTE: Do not enter the street type.

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- Select the name of the street and then tap **OK**. The Enter 2nd Street Name screen appears.

4 Select the second street by typing the first letters of the name or select one and then tap **OK**. The Select Address screen appears.

5 Tap on the correct intersection. Use the arrows or the scroll bars to move up and down the list.

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6 Do one of the following:

- To be guided to the destination now, tap **Navigate**. The address becomes your current destination, the map appears and instructions begin.
- To add this destination to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the destination as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the destination on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the address.

Selecting a Point of Interest

There are several ways to select a Point of Interest (POIs) as a destination. You can select one from the map, or you can select one from the menus.

Because many types of POIs are available in the Navigation System, they are grouped into categories. When you select a high level category, the sub-categories are listed. When you have selected a sub-category (or All to see POIs from all of the sub-categories), you can then select among the closest, where you can pick alphabetically or by distance. Or you can select within a specific city.

NOTE: The high level categories Lodging and Emergency do not have sub-categories. The high level category Restaurant has so many sub-categories (Food Types) that they do not fit on a single screen. You use the Food Type screen to select a food type from the list of available sub-categories.

To select a POI from the map:

1 Tap and hold on a POI symbol on the map. The POI Information screen appears.

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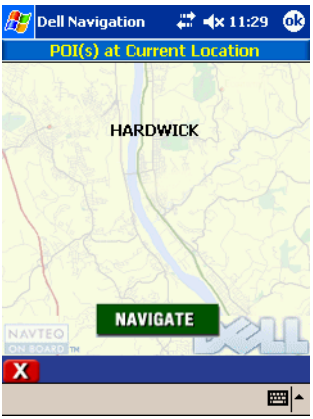

2 Tap **Navigate**. The map appears and instructions begin.

To select a nearby POI:

1 Tap **Menu**, tap **Destinations**, and then tap **Points of Interest**. The Points of Interest screen appears.

2 Select the type of POI. A list of sub-categories appears, with Include All listed at the bottom.

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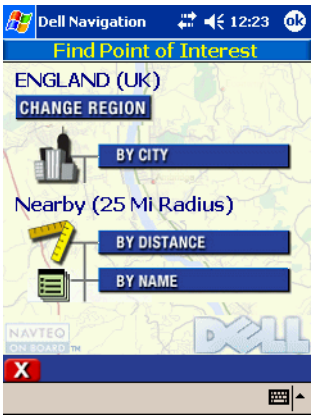
NOTE: Lodging and Emergency do not have sub-categories. Go to step 4. Restaurant shows the Food Types dialog box.

3 Select a sub-category or tap All. The Find Point of Interest screen appears



NOTE: To select a sub-category of Restaurant, use the Food Type dialog box. Type the first letters of a food type. As you type, the list of available food types scrolls to show matching types. Select the food type and then tap OK.

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4 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Find Point of Interest screen.

5 To select a POI by name:

- Tap **By Name**. The Enter POI Name screen appears.

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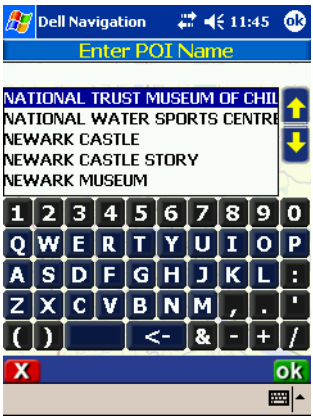
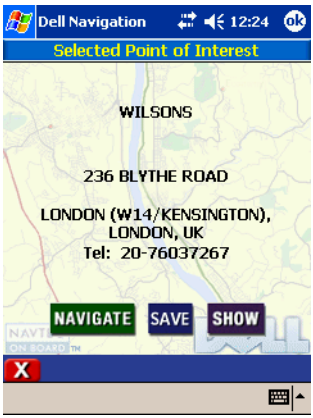


- Type the first letters of the POI or select one and then tap OK. The Enter POI Name screen appears.



- Tap a POI on the list.

6 To select by distance:

- Tap **By Distance**. The POI List screen appears showing all POIs of the selected type with the closest one first.

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- Tap a POI on the list.

7 Do one of the following on either the Selected Point of Interest or POI List screen:

- To be guided to the POI now, tap **Navigate**. The POI becomes your current destination, the map appears and instructions begin.
- To add this POI to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the POI as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the POI on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the POI.
- To see detailed information about this POI, tap **Info**. The POI Information screen shows the name, address, and phone number. You can then tap **Navigate**, **Save**, or **Show**.

To select a POI within a selected city:

1 Tap **Menu**, tap **Destinations**, and then tap **Points of Interest**. The Points of Interest screen appears.

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2 Select the type of POI. A list of sub-categories appears, with Include All listed at the bottom.

NOTE: Lodging and Emergency do not have sub-categories. Go to step 4. Restaurant shows the Food Types dialog box.

3 Select a sub-category or tap All. The Find Point of Interest screen appears

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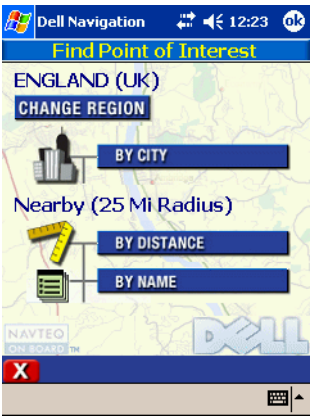

NOTE: To select a sub-category of Restaurant, use the Food Type dialog box. Type the first letters of a food type. As you type, the list of available food types scrolls to show matching types. Select the food type and then tap OK.

4 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

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- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Find Point of Interest screen.

5 Tap **By City**. The Enter City Name screen appears.

6 Type the first letters of the city. As you type, the list of available cities scrolls to show matching cities.

7 Select the name of the city and then tap **OK**. The Enter POI Name screen appears.

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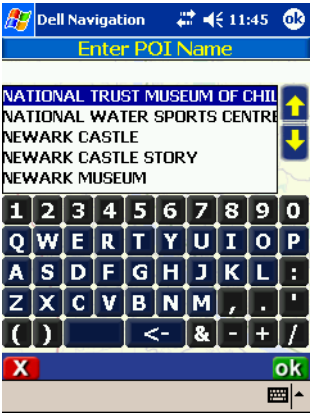
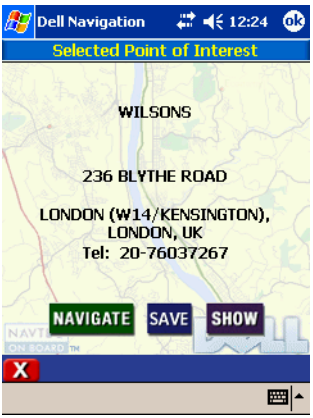


8 Type the first letters of the POI or select one and then tap **OK**. The Selected Point of Interest appears, listing the POI information.



9 Do one of the following:

- To be guided to the POI now, tap **Navigate**. The POI becomes your current destination, the map appears and instructions begin.

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- To add this POI to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the POI as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the POI on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the POI.

Selecting a Destination from Recent Destinations

The Navigation System remembers recent destinations to make specifying a destination easier.

To select from recent destinations:

1 Tap **Menu**, tap **Destinations**, and then tap **Recent**. The Recent Destinations screen appears.

2 Tap on the destination you want. Use the arrows or the scroll bars to move up and down the list.

3 Do one of the following:

- To be guided to the location now, tap **Navigate**. The location becomes your current destination, the map appears and instructions begin.

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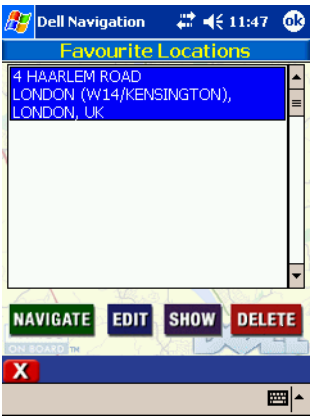
- To add this destination to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the destination as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the location on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the location.
- To delete this location from your recent destinations list, tap **Del**. The entry is removed from the list.

Selecting a Destination from Favourites

You can set up a list of Favourites to make specifying a destination easier.

To select a destination from Favourites:

1 Tap **Menu**, tap **Destinations**, and then tap **Favourites**. The Favourite Locations screen appears.



2 Tap on the destination you want. Use the arrows or the scroll bars to move up and down the list.

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3 Do one of the following:

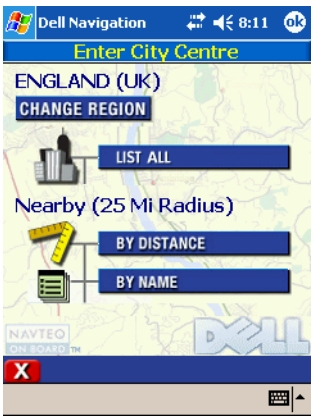
- To be guided to the location now, tap **Navigate**. The location becomes your current destination, the map appears and instructions begin.
- To edit this entry, tap **Edit**. The Edit Favourites screen appears. Enter a name or edit the existing name and then tap **OK**.
- To show the location on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the location.
- To delete this location from your Favourites list, tap **Delete**. The entry is removed from the list.

Selecting a City Centre

City Centres are a specific type of Point of Interest. You can select a City Centre from the closest, where you can pick alphabetically or by distance. Or you can select from all City Centres included in the map data currently available.

To select a nearby City Centre:

1 Tap **Menu**, tap **Destinations**, and then tap **City Centre**. The Enter City Centre screen appears.



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2 To select by name:

- Tap **By Name**. The Enter City Name screen appears.

- Type the first letters of the city or select one and then tap **OK**. The Selected Point of Interest screen appears.

3 To select by distance:

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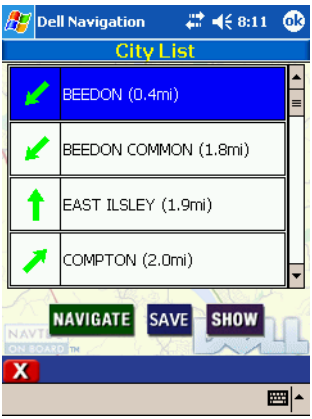
- Tap **By Distance**. The Enter City Centre screen appears showing all cities within 25 miles of your current location with the closest one first. The direction of each city from your current location is indicated by the arrow.

NOTE: The direction arrow pointing to the City Centre is oriented with North up.



- Tap a city on the list.

4 Do one of the following on either the Selected Point of Interest or City List screen:

- To be guided to the City Centre now, tap **Navigate**. The City Centre becomes your current destination, the map appears and instructions begin.
- To add this city centre to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the city centre as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the city centre on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the POI.
- To see detailed information about this city centre, tap **Info**. The Selected Point of Interest screen shows the name, address, and phone number. You can then tap **Navigate**, **Save**, or **Show**.

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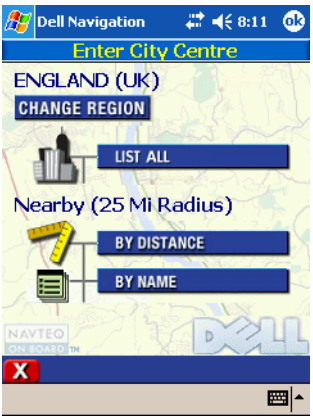
To select from all available City Centres:

1 Tap **Menu**, tap **Destinations**, and then tap **City Centre**. The Enter City Centre screen appears.



2 If you need to change the region:

- Tap **Change Region**. The Enter Region Name screen appears.

- Type the name of the region or select it from the list.
- Tap **OK**. You return to the Enter City Centre screen.

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3 Tap **List All**. The Enter City Name screen appears.

4 Type the first letters of the city. As you type, the list of available cities scrolls to show matching cities.

5 Select the name of the city and then tap **OK**. The Selected Point of Interest screen appears.

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6 Do one of the following:

- To be guided to the City Centre now, tap **Navigate**. The City Centre becomes your current destination, the map appears and instructions begin.
- To add this city centre to your Favourites list, tap **Save**. The Save Location in Favourites screen appears. You can add the city centre as is (tap **Save**) or edit it to provide a meaningful name (tap **Edit**).
- To show the city centre on the map without starting guidance, tap **Show**. The Panning map appears with a crosshairs cursor on the POI.
- To see detailed information about this city centre, tap **Info**. The Selected Point of Interest screen shows the name, address, and phone number. You can then tap **Navigate**, **Save**, or **Show**.

Changing Your Starting Location

The Navigation System automatically uses your current location as the starting point. If you want to change to another starting point, you must do so before you select a destination.

If the location you want to use as a starting point is not currently shown, pan the map until you can see the location or select the location as a destination.

To change your starting point:

1 On the map, tap and hold on the location. A popup menu appears.

2 Tap **Set Start Location**. You are now ready to select a destination, and the system will navigate from the specified start location.

Clearing Your Destination

You can clear your destination.

To clear your destination:

1 Tap **Menu** and then tap **Destinations**. The Current Route Options screen appears.

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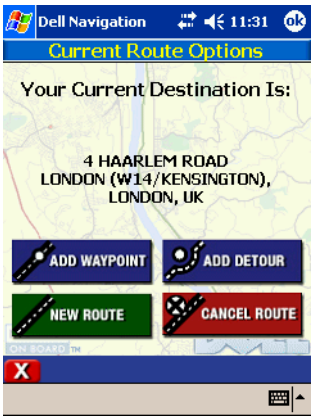

2 Tap **Cancel Route**. You return to the map.

Waypoints and Detours

The Navigation System lets you add a waypoint to your route. A waypoint is an intermediate location on your route. Waypoints are entered the same way destinations are. Once you reach your waypoint, you are asked if you want to proceed to your original destination. You can add only one waypoint to a route.

Waypoints

The Waypoint feature is only available when a destination has been entered. You can add a waypoint using the map or by selecting a destination.

To add a waypoint from the map:

1 On the map, tap and hold on the waypoint location. A popup menu appears.

2 Tap **Set Waypoint**. Your route is recalculated and shown on the map. Instructions to the waypoint begin.

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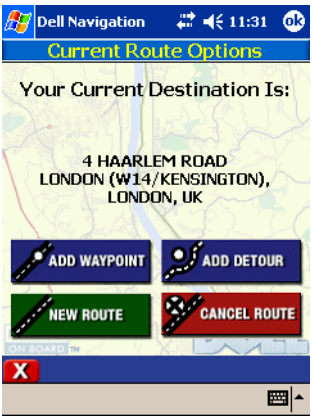
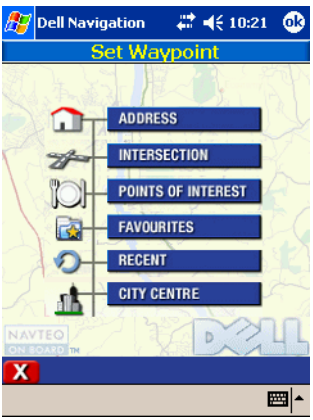
To specify a destination for a waypoint:

1 Tap **Menu** and then tap **Destinations**. The Current Route Options screen appears.



2 Tap **Add Waypoint**. The Set Waypoint screen appears.



3 Enter a destination using any of these options:

- Entering a destination by address
- Entering a destination by intersection

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- Selecting a City Centre
- Selecting a Point of Interest
- Selecting from your Favourites list
- Selecting from recent destinations

4 When you select the waypoint destination and then tap **Navigate**, your route is calculated and instructions begin

To cancel your waypoint destination:

1 Do one of the following:

- Tap **Menu** and then tap **Destinations** (WAYPOINT appears above the listed destination). The Current Route Options screen appears.
- Tap **Cancel Route**.

or

- Tap **Navigate** and then tap **Cancel Route**.

A confirmation message appears asking if you want to continue to your final destination.

2 Tap **Yes** to clear the waypoint from your route. The map appears and instructions begin.

Detours

You can also add a detour around a section of street on your current route. The Detour feature is only available when a destination has been entered.

To add a detour:

1 Tap **Menu** and then tap **Destinations**. The Current Route Options screen appears.

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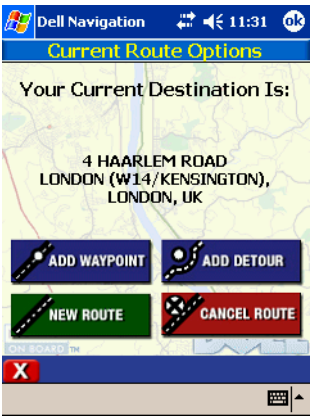
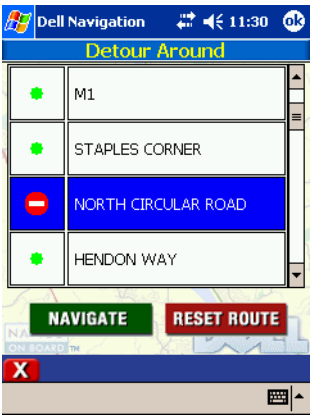


2 Tap **Add Detour**. The Detour Around screen appears, listing the roads on your route.



3 To mark a road(s) to be avoided, tap on the road. A "No Entry" symbol appears next to the road.

4 To clear a road, tap on the road again. The "No Entry" symbol disappears.

NOTE: To clear all marked roads, tap Reset.

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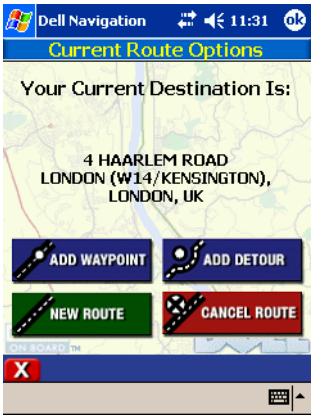
5 When all roads to be avoided are marked, tap **Navigate**. The map appears and revised instructions begin.

NOTE: Road sections to be avoided appear on the map in purple.

To cancel a detour:

1 Tap **Menu** and then tap **Destinations**. The Current Route Options screen appears.



2 Tap **Add Detour**. The Detour Around screen appears, listing the revised roads on your route.

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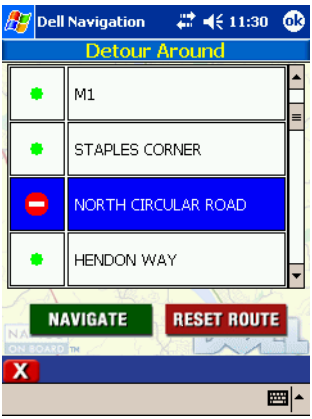

3 Tap **Reset** to restart instructions without avoiding the previously marked roads.

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5

Other Features

The Navigation System has additional useful features:

- Hotkeys
- Almanac
- Playing a Demo
- Recording and Playing Back GPS paths

Hotkeys

The Hotkeys feature lets you use a button on the Pocket PC to show a specific screen or toggle a specific feature on and off. Hotkey assignments in the Navigation System work only when you are using the Navigation System, and do not affect the use of the button in other Pocket PC applications. The following features can be assigned to Hotkeys:

- 3D Mode—Toggles between 3D on and off in Map view.
- Current Position—Opens the Location Information screen for your current location.
- Customise POI Icons—Opens the Categories to Display screen.
- Detour—If a destination has been selected, opens the Detour Around screen. If no destination is set, nothing happens when the button is pressed.
- Display Options—Opens the Customise Your Display screen.
- Enter Destination—If no destination is set, opens the Set Destination screen. If a destination is currently selected, opens the Current Route Options screen.
- Full screen—Toggles Full screen mode on and off.
- GPS Info—Toggles the GPS Status screen on and off.
- Menu—Opens the Menu screen.
- Mute—Toggles the muting of instructions on and off.

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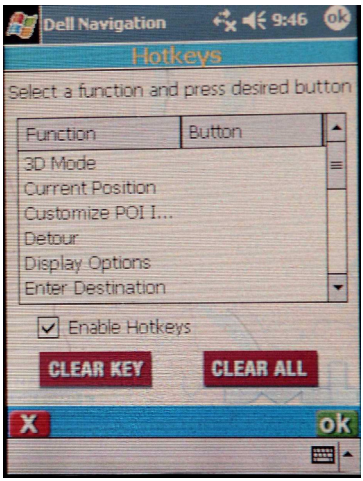
- North/Heading Up—Toggles the direction arrow between North and Heading Up.
- POI Icons On/Off—Toggles the display of POI icons on the map.
- Route List—Toggles between the Route instructions and Map view.
- Route Options—Opens the Current Route Options screen.
- Rotate StatBox—Toggles the display in the lower right corner of the map between current SPEED, REMaining time to destination, ETA - estimated time of arrival, or distance to your DESTination.
- Speed Alert—Opens the Speed Alert screen.
- Volume—Opens the Guidance Volume screen.

To assign a hotkey:

1. Tap the **Features** menu and then tap **Hotkeys**. The Hotkeys screen appears.



2. Tap the function to be assigned a hotkey.
3. Press the button on the Pocket PC you want to use for the selected function. The function is assigned to the button you pressed.

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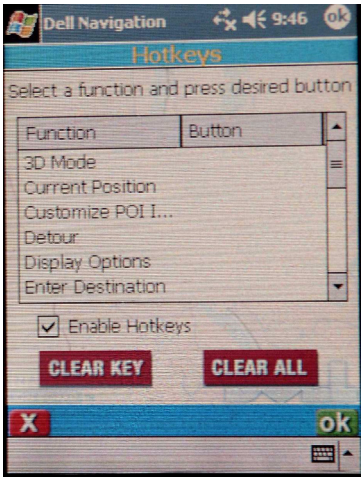
To clear one or more hotkeys:

1 Tap the **Features** menu and then tap **Hotkeys**. The Hotkeys screen appears.



2 To clear a single hotkey:

- Tap the function assigned to the hotkey.
- Tap **Clear Key**. The hotkey is cleared.

3 To clear all hotkeys, tap **Clear All**. All hotkeys are cleared.

Disabling and Enabling Hotkeys

A hotkey can be disabled, allowing the button assignment used with other applications and your Pocket PC to work when you are using the Navigation System. A hotkey that has been disabled can be enabled again.

NOTE: Button assignments when you are not using the Navigation System are part of your Pocket PC settings. To view or change button assignments, tap Start, Settings, and then Buttons.

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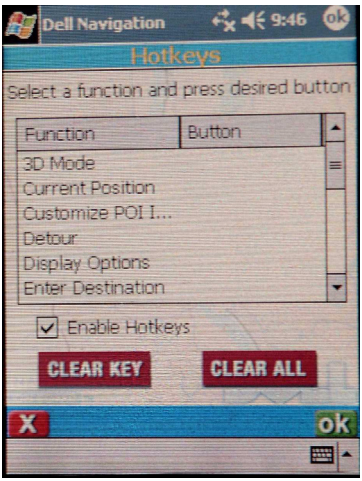
To disable a hotkey assignment:

1 Tap the **Features** menu and then tap **Hotkeys**. The Hotkeys screen appears.



2 Tap the function whose hotkey you want to disable.

3 Tap **Disable**. The hotkey is disabled.

To enable a hotkey assignment:

1 Tap the **Features** menu and then tap **Hotkeys**. The Hotkeys screen appears.

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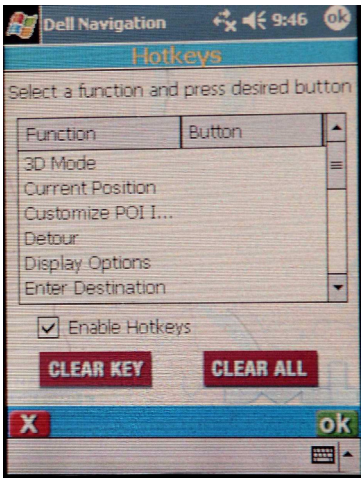

2 Tap the function whose hotkey you want to enable.

3 Tap **Enable**. The hotkey is enabled.

Almanac

The almanac provides information about the sun and the moon. The SUN area shows the time of today's sunrise and sunset in local time. The MOON area shows you a picture of the moon in its current phase, and shows the age of the current moon and the date and time of the next full and new moons.

To view the almanac:

1 Tap the **Features** menu and then tap **Almanac**. The Almanac screen appears.

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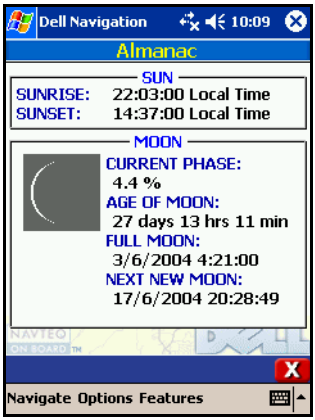

2 Tap the red X in the lower right corner to close the Almanac screen.

Playing a Demo

If a destination has been entered, you can use the Demo feature to follow along the path of the route and hear the verbal instructions. When playing a demo, the Map view screen displays PLAY under the direction arrow.

To play a demo:

1 If you have not already done so, enter a destination. For help in entering a destination, use one of the following methods from Chapter 4:

- Entering a destination by address
- Entering a destination by intersection
- Selecting a Point of Interest
- Selecting from recent destinations
- Selecting from your Favourites list
- Selecting a City Centre

2 Tap the **Features** menu and then tap **Demo current route**. PLAY appears under the direction arrow on the map, the arrow representing your vehicle begins to move along the route and the voice guidance begins.

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3 To stop the demo while in process, tap the **Features** menu and then tap **Stop Demo**.

Recording and Playing Back GPS Paths

A driving path can be recorded for future playback. When recording, a red REC appears under the direction arrow on the Map view screen.

You can play back a driving path that has been recorded. When playing a track, the Map view screen displays PLAY under the direction arrow.

To record a GPS path:

1 To start recording tap the **Features** menu and then tap **Record GPS Path**. The Save As screen appears.

2 Enter the file information:

- **Name:**Accept the suggested name or enter a new one.
- **Folder**:Select a folder from the list.
- **Type:**GPS Log File is the only available type.
- **Location:**Select a storage location from the list.

3 Tap **OK**. REC appears under the direction arrow on the map.

4 Drive your route.

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To end the recording:

- Tap the **Features** menu and then tap **Stop Recording**.

To play back a GPS path:

1. Tap the **Features** menu and then tap **Playback GPS Path**. The Open screen appears.
2. Select the appropriate file. If the file you want is not listed, use the Folder list to look in another folder.

   The playback begins, showing you the route taken on the map.
3. To end the playback tap the **Features** menu and then tap **Stop Playback**.

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6

Troubleshooting

This chapter provides you with troubleshooting information.

Troubleshooting

The table below provides solutions to some common issues.

Problem	Solution
I cannot get a GPS signal	• Check that your GPS receiver is switched on and fully charged. • Take your GPS receiver outside so you have a clear view of the sky. • Allow 5-10 minutes to receive a GPS signal. If the GPS receiver has a valid signal, the green LED flashes.

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I cannot connect my GPS receiver to my Pocket PC	• Check that your GPS receiver and your Pocket PC are within 5 to 10 yards of each other. • Check that the Bluetooth® wireless technology on your Pocket PC is switched on by tapping the Bluetooth icon at the bottom right of the Start screen. • Check that your GPS receiver is switched on and charged. • Switch on the power switch; if the GPS receiver is not charged up the power LED is red. • Start the Navigation System. The GPS receiver should automatically connect with the Pocket PC. If this does not happen, follow the instructions in Chapter 2 to connect the GPS receiver with the Pocket PC.

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I cannot install the maps	• Check that your Pocket PC is connected via Microsoft ActiveSync with your Desktop. • Check that the Navigation System is installed on the Pocket PC. (There should be an icon in the **Start> Programs** menu). • Perform a soft reset on your Pocket PC before trying to install any maps. (Refer to your Pocket PC User's Guide for details. All data and settings are retained.) • Check that the Navigation System is not running. From the **Start** menu select **Settings > System > Memory >Running Programs > Nav System > Stop.** • Verify that there is sufficient memory in your selected target location. • Verify that the correct CD is inserted in your CD drive.
My GPS receiver has asked me for a passkey to connect	The GPS receiver has a default passkey of 2003. The Bluetooth Manager may be set to require a passkey. To check: • Tap on the **Bluetooth** icon and then tap **Bluetooth Settings**. • Tap the right arrow key at the bottom of the screen to the **Serial Port** tab. • Check that the **Authentication (Passkey) required** check box is unchecked.

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I cannot find a location	• Check that the address is entered correctly. • Check that the appropriate map for the address is loaded. Sometimes an address is not stored in the database. NAVTEQ is always updating the map content. To provide feedback and add a new address complete a Feedback Form on www.dell.com/go/aximnavigation.
I cannot hear the guidance instructions	• On the map, check the speaker icon at the bottom of the screen. Tap the icon to unmute the instructions. • Tap **Options** and then tap **Guidance Volume**. Increase the volume and then tap **OK**.
My map is stuck in map panning mode	Tap the red X in the lower right corner. You return to the Map view.
I cannot load an additional map	• Before installing additional maps, verify that the Navigation System is not running. From the **Start** menu, tap **Settings >System > Memory.** On the **Running Programs** tab, tap **Nav System > Stop**. • Verify that there is sufficient memory available on your Pocket PC or selected storage card.
There is not enough memory to install my map	• Select a smaller map to install. Install maps by **City** rather than by **Region**. • Install an additional SD or CF card in the expansion slot. • Remove programs from your Pocket PC main memory to make space available

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How do I know my GPS receiver is working	• Verify that the GPS receiver has a flashing blue light. • Verify that the GPS receiver has a green light. A solid light indicates there is no valid GPS signal; a flashing light indicates there is a valid GPS signal. • Tap the **Features** menu and then tap **GPS Status**. The GPS Status screen appears, showing how many satellites are transmitting data and the strength of the signals.
I cannot find the POI I am looking for on the map	Verify that the POI icons are enabled: • Tap the **Options** menu and then tap **Display Options**. The Customise Your Display screen appears. • Tap your **POI Icons** preference. To include specific types of POIs, tap **Custom** under **POI Icons**. Tap each category you want included on the Categories to Display screen. Categories are blue when they are selected. • Tap **OK** to set your display options. • On the map, check the POI icon at the bottom of the screen. A red X indicates the POI icons are hidden. Tap the icon to show POI icons. POI icons only appear when the map is zoomed in to the relevant zoom level (generally 1,000 ft. or closer). Some POIs are hidden on the map by other POI icons.

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I cannot switch on my device	Verify that the Pocket PC is charged. Connect the Pocket PC to a charger. A soft reset is often necessary for the device to switch on. (Refer to your Pocket PC User's Guide for details. All data and settings are retained).
The application has frozen my device	Perform a soft reset. See your Pocket PC User's Guide for instructions. (All data and settings are retained.)
The display mode on my device is incorrect for the time of day.	• Tap the **Options** menu and then tap **Display Options**. The Customise Your Display screen appears. • Tap your **Colour Scheme** preference (Auto, Day, or Night). • Tap **OK** to set your display options. If the mode is set to Auto, verify that the Pocket PC clock is set correctly.

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Appendix A: POI Details

There are many types of Points of Interest detailed on the Navigation System maps. They are grouped into eight broad categories.

POI Icon Categories

The map can show up to 50 Points of Interest icons at a time. To reduce clutter, POI icons are shown only when you are within an appropriate range. As the vehicle enters the appropriate range for the POI icons, they appear on the map.

The table below shows you at what range POI type are shown on the map.

TABLE 1.

POI Category	POI sub-category	Range
Attraction	Amusement Park	< 1 mile
	Casino	< 1 mile
	Convention Centre	< 1000 feet
	Museum	< 2500 feet
	Performing Arts	< 1000 feet
	Stadium/Arena	< 1 mile for local, < 5 mile: for nationally noted
	Tourist Attraction	< 2500 feet for local, < 5 mile: for nationally noted
	Tourist Information	< 1000 feet
	Winery	< 1 mile
	Cinema	<1000 feet
	Nightlife	<1000 feet
Business/Shopping	Shopping	< 1 mile

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TABLE 1.

POI Category	POI sub-category	Range
	Business Facility	< 1000 feet
	Shopping	< 1 mile
Education/Govt	City Hall	< 1000 feet
	Higher Education	< 1000 feet
Emergency		< 1 mile
Lodging		< 1000 feet
Recreation	Golf Course	< 1000 feet
	Park/Recreation Area	< 1000 for local, <25 miles for nationally noted
	Ski Resort	< 5 mile
Restaurant (the 57 restaurant food types)		< 1000 feet
Transportation	Airport	< 1 mile for local, < 25, mile: for nationally noted
	Bus Station	< 1000 feet
	Ferry Terminal	< 1 mile
	Petrol Station	< 1000 feet
	Parking	< 1000 feet
	Rental Car Agency	< 1000 feet
	Train Station	< 1 mile

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Appendix B: Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this computer has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the computer with respect to the receiver.
- Move the computer away from the receiver.
- Plug the computer into a different outlet so that the computer and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ computers are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

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Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the computer should match the electromagnetic environment classification of the computer.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate EMC classification for the intended environment.

FCC Notices (U.S. Only)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Class B

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause interference with 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, you are 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 the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

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This Class B (or Class A, if so indicated on the registration label) digital apparatus meets the requirements of the Canadian Interfence-Causing Equipment Regulations.

Cet appareil numérique de la Classe B (ou Classe A, si ainsi indiqué sur l'étiquette d'enregistration) respecte toutes les exigences du Regliment sur le Materiel Brouilleur du Canada.

- Consult the dealer or an experienced radio/television technician for help.

FCC Identification Information

The following information is provided on the device or devices covered in this document in compliance with FCC regulations:

- Model number: BT-308
- FCC ID number: RIDBT-308

  Company name:

  Dell Inc.
  One Dell Way
  Round Rock, Texas 78682 USA
  512-338-4400

IC Notice (Canada Only)

Most Dell computers (and other Dell digital apparatus) are classified by the Industry Canada (IC) Interference-Causing Equipment Standard #3 (ICES003) as Class B digital devices. To determine which classification (Class A or B) applies to your computer (or other Dell digital apparatus), examine all registration labels located on the bottom, side, or the back panel of your computer (or other digital apparatus). A statement in the form of "IC Class A ICES-003" or "IC Class B ICES-003" will be located on one of these labels. Note that Industry Canada regulations provide that changes or modifications not expressly approved by Dell could void your authority to operate this equipment.

The following information is provided in compliance with IC regulations:

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Dell Inc.
One Dell Way
Round Rock, TX 78682 USA
512-338-4400

CE Notice (European Union)

Marking by the symbol CE indicates compliance of this Dell computer to the EMC Directive and the Low Voltage Directive of the European Union. Such marking is indicative that this Dell system meets the following technical standards:

- EN 55022 — "Information Technology Equipment — Radio Disturbance Characteristics — Limits and Methods of Measurement."
- EN 55024 — "Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement."
- EN 61000-3-2 — "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 2: Limits for Harmonic Current Emissions (Equipment Input Current Up to and Including 16 A Per Phase)."
- EN 61000-3-3 — "Electromagnetic Compatibility (EMC) - Part 3: Limits - Section 3: Limitation of Voltage Fluctuations and Flicker in Low-Voltage Supply Systems for Equipment With Rated Current Up to and Including 16 A."
- EN 60950 — "Safety of Information Technology Equipment."

NOTE: EN 55022 emissions requirements provide for two classifications:

- Class A is for typical commercial areas.
- Class B is for typical domestic areas.

RF INTERFERENCE WARNING: This is a Class A product. In a domestic environment this product may cause radio frequency (RF) interference, in which case the user may be required to take adequate measures.

This Dell device is classified for use in a typical Class B domestic environment.

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A "Declaration of Conformity" in accordance with the preceding directives and standards has been made and is on file at Dell Inc. Products Europe BV, Limerick, Ireland.

CE Mark Notice

This equipment complies with the essential requirements of the European Union Directive 1999/5/EC.

Finding Information

What Are You Looking For?	Find It Here:
How to set up my device and information on the connectors and buttons on my device	The Quick Start Guide and the Dell™ Owner's Manual
Information on using my device	Dell Owner's Manual and Dell GPS Navigation System Help. To view Help, tap the **Navigate** button and tap **Help**.

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.

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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

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Australia (Sydney) International Access Code: 0011 Country Code: 61 City Code: 2	E-mail (Australia): au_tech_support@dell.com E-mail (New Zealand): nz_tech_support@dell.com	
	Home and Small Business	1-300-65-55-33
	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
Austria (Vienna) International Access Code: 900 Country Code: 43 City Code: 1	Website: support.euro.dell.com E-mail: tech_support_central_europe@dell.com	
	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16

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	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066
Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2	Website: support.euro.dell.com E-mail: tech_be@dell.com E-mail for French Speaking Customers: 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
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238

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Brazil International Access Code: 00 Country Code: 55 City Code: 51	Website: www.dell.com/br	
	Customer Support, Technical Support	0800 90 3355
	Tech Support Fax	51 481 5470
	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei Country Code: 673	Customer Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955

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Canada (North York, Ontario) International Access Code: 011	Online Order Status: www.dell.ca/ostatus	
	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
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823

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China (Xiamen) Country Code: 86 City Code: 592	Tech Support website: support.dell.com.cn	
	Tech Support E-mail: cn_support@dell.com	
	Tech Support Fax	818 1350
	Technical Support (Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, printers, switches, routers, and so on)	toll-free: 800 858 2920
	Customer Experience	toll-free: 800 858 2060
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999

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	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2222
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435
Czech Republic (Prague) International Access Code: 00 Country Code: 420 City Code: 2	Website: support.euro.dell.com E-mail: czech_dell@dell.com Technical Support Customer Care Fax TechFax Switchboard	 02 2186 27 27 02 2186 27 11 02 2186 27 14 02 2186 27 28 02 2186 27 11

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Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: support.euro.dell.com E-mail Support (portable computers): den_nbk_support@dell.com E-mail Support (desktop computers): den_support@dell.com E-mail Support (servers): Nordic_server_support@dell.com Technical Support Customer Care (Relational) Home/Small Business Customer Care Switchboard (Relational) Fax Switchboard (Relational) Switchboard (Home/Small Business) Fax Switchboard (Home/Small Business)	 7023 0182 7023 0184 3287 5505 3287 1200 3287 1201 3287 5000 3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777

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Finland (Helsinki) International Access Code: 990 Country Code: 358 City Code: 9	Website: support.euro.dell.com E-mail: fin_support@dell.com E-mail Support (servers): Nordic_support@dell.com	
	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

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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	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01

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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	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
Greece International Access Code: 00 Country Code: 30	Website: support.euro.dell.com E-mail: support.euro.dell.com/gr/en/emaildell/	
	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136

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Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong International Access Code: 001 Country Code: 852	Website: support.ap.dell.com E-mail: ap_support@dell.com	
	Technical Support (Dimension™ and Inspiron™)	2969 3189
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Gold Queue EEC Hotline	2969 3187
	Customer Advocacy	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	Technical Support	1600 33 8045
	Sales	1600 33 8044

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Ireland (Cherrywood)	Website: support.euro.dell.com	
International Access Code: 16	E-mail: dell_direct_support@dell.com	
Country Code: 353		
City Code: 1	Technical Support	1850 543 543
	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

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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	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639
Japan (Kawasaki) International Access Code: 001 Country Code: 81 City Code: 44	Website: support.jp.dell.com	
	Technical Support (servers)	toll-free: 0120-198-498
	Technical Support outside of Japan (servers)	81-44-556-4162

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Technical Support (Dimension™ and Inspiron™)	toll-free: 0120-198-226
Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
Technical Support (Dell Precision™, OptiPlex™, and Latitude™)	toll-free:0120-198-433
Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
Technical Support (Axim™)	toll-free: 0120-981-690
Technical Support outside of Japan (Axim™)	81-44-556-3468
Faxbox Service	044-556-3490
24-Hour Automated Order Service	044-556-3801
Customer Care	044-556-4240
Business Sales Division (up to 400 employees)	044-556-1465
Preferred Accounts Division Sales (over 400 employees)	044-556-3433
Large Corporate Accounts Sales (over 3500 employees)	044-556-3430

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	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul) International Access Code: 001 Country Code: 82 City Code: 2	Technical Support	toll-free: 080-200-3800
	Sales	toll-free: 080-200-3600
	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772

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Luxembourg International Access Code: 00 Country Code: 352	Website: support.euro.dell.com E-mail: tech_be@dell.com	
	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao Country Code: 853	Technical Support	toll-free: 0800 582
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581
Malaysia (Penang) International Access Code: 00 Country Code: 60 City Code: 4	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
	Technical Support (Dimension and Inspiron)	toll-free: 1 800 88 1306
	Customer Service	04 633 4949
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213

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Mexico International Access Code: 00 Country Code: 52	Customer Technical Support	001-877-384-8979 or 001-877-269-3383
	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
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519

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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

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	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
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): nz_tech_support@dell.com	
	E-mail (Australia): au_tech_support@dell.com	
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566
Nicaragua	General Support	001-800-220-1006

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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
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669

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Poland (Warsaw) International Access Code: 011 Country Code: 48 City Code: 22	Website: support.euro.dell.com E-mail: pl_support_tech@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/emaildell/	
	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
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609

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Singapore (Singapore) International Access Code: 005 Country Code: 65	Technical Support	toll-free: 800 6011 051
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
South Africa (Johannesburg) International Access Code: 09/091 Country Code: 27 City Code: 11	Website: support.euro.dell.com E-mail: dell_za_support@dell.com	
	Technical Support	011 709 7710
	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

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Spain (Madrid) International Access Code: 00 Country Code: 34 City Code: 91	Website: support.euro.dell.com E-mail: support.euro.dell.com/es/es/emaildell/	
	Home and Small Business	
	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

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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	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185

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Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: support.euro.dell.com E-mail: Tech_support_central_Europe@dell.com E-mail for French-speaking HSB and Corporate Customers: support.euro.dell.com/ch/fr/emaildell/	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Technical Support (portable and desktop computers)	toll-free: 00801 86 1011
	Technical Support (servers)	toll-free: 0080 60 1256
	Transaction Sales	toll-free: 0080 651 228
	Corporate Sales	toll-free: 0080 651 227

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Thailand International Access Code: 001 Country Code: 66	Technical Support Customer Service (Penang, Malaysia) Sales	toll-free: 0880 060 07 604 633 4949 toll-free: 0880 060 09
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell) International Access Code: 00 Country Code: 44 City Code: 1344	Website: support.euro.dell.com Customer Care website: support.euro.dell.com/uk/en/ECare/Form/Home.asp E-mail: dell_direct_support@dell.com Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees]) Technical Support (direct/PAD and general) Global Accounts Customer Care Home and Small Business Customer Care Corporate Customer Care	 0870 908 0500 0870 908 0800 01344 373 186 0870 906 0010 01344 373 185

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	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:**
	Home and Small Business Fax:	**0870 907 4006:**
Uruguay	General Support	toll-free: 000-413-598-2521
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	Consumer (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: www.dellfinancialservices.com	

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Financial Services (lease/loans)	toll-free: 1-877-577-3355
Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
Business	
Customer Service and Technical Support	toll-free: 1-800-822-8965
Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
Printers and Projectors Technical Support	toll-free: 1-877-459-7298
Public (government, education, and healthcare)	
Customer Service and Technical Support	toll-free: 1-800-456-3355
Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
Software and Peripherals Sales	toll-free: 1-800-671-3355
Spare Parts Sales	toll-free: 1-800-357-3355
Extended Service and Warranty Sales	toll-free: 1-800-247-4618
Fax	toll-free: 1-800-727-8320

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	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	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, 1-year, 2-year, 3-year, or 4year limited warranty depending on the product purchased. 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

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- 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 Dell has 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

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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. Proof of purchase may be required.

The limited warranty on all Dell-branded products 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 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

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Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):	
Technical Support and Customer Service	1-800-822-8965
Government and Education Customers:	**:**
Technical Support and Customer Service	1-800-234-1490
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the first year of the limited warranty: 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 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 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

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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 30 days after we ship the replacement part to you. If we do not receive the original part within 30 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.

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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 are satisfied with your purchases. That is 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 return fees as follows:

New Hardware Products and Accessories — Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice. New Dell PowerEdge™, PowerConnect ™, and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice except that new PowerEdge SC servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) 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

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Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return 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, Unisys-branded products, PowerVault™, 160T tape libraries, enterprise software, non-Dell branded enterprise products, software and/or software licenses purchased under any type of volume purchase agreement or any non-Dell customised hardware and/or software product(s).

Reconditioned or Refurbished Dell-Branded Hardware Products and Parts — All reconditioned or refurbished PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) 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 (14) days of the date on the packing slip or invoice.

How to Return — 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 go to 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 (5) 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, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

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 of corrupted data; or damaged or lost removable media.

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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 Dell has 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

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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 12 months after the purchase of the Dell GPS Navigation System. Proof of purchase may be required. 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 or order number available.

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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 first year of the limited warranty: Dell 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.

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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.

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 30 days after we ship the replacement part to you. If we do not receive the original part within 30 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.

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.

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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.

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.

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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 5 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.

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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.

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1-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 1 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 Centre. The end user must ensure that the defective

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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)
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 MŽxico, D.F.

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U.S. Terms and Conditions of Sale

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. THIS DOCUMENT CONTAINS A DISPUTE

These terms and conditions ("Agreement") apply to your purchase of computer systems and/or related products and/or services and support sold in the United States ("Product") by the Dell entity named on the invoice or acknowledgement ("Dell") provided to you. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell immediately and return your purchase pursuant to Dell's Total Satisfaction Return Policy.
(See: **http://support.dell.com/ContactUs/ByPhone.aspx?c=us&l=en&s=gen** for our contact information.) If returned, Product(s) must remain in the boxes in which they were shipped. THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.

1 **Other Documents.**

This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at **https://support.dell.com/dellcare/Invoice.aspx** or by contacting your sales representative.

2 **Payment Terms; Orders; Quotes; Interest.**

Payment terms are within Dell's sole discretion, and, unless otherwise agreed to by Dell, payment must be made at the time of purchase. Payment for Product may be made by credit card, wire transfer, or some other prearranged payment method. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, at Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell-branded systems, which include both hardware and services in one discounted price,

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allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors, in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

3 Shipping Charges; Taxes; Title; Risk of Loss.

Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 30 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

4 Warranties.

THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT **http://www.dell.com/policy/legal/warranty.htm** OR IN THE DOCUMENTATION DELL PROVIDES WITH THE PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT. SUCH PRODUCT IS PROVIDED BY DELL "**AS IS**". WARRANTY AND SERVICE FOR NON-DELL BRANDED PRODUCT, IF ANY, IS PROVIDED BY THE ORIGINAL MANUFACTURER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. WARRANTIES AND SERVICE WILL BE EFFECTIVE, AND DELL WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTIES AND SERVICES, ONLY UPON DELL'S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED OR SERVICED.

5 Software.

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All software is provided subject to the license agreement that is part of the software package and you agree that you will be bound by such license agreement.

6 Return Policies; Exchanges.

New and refurbished Product that you purchase directly from Dell (and not a third party) you may return or exchange only in accordance with Dell's return policy in effect on the date of the invoice or acknowledgement. Any returns or exchanges will be made in accordance with Dell's exchange policies in effect on the date of the return or exchange. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. Dell's return policy for Dell-branded Product can be found at: http://www.dell.com/policy/legal/warranty.htm. Non-Dell branded software and peripheral return policies can be found at: http://rcommerce.us.dell.com/rcomm/include/dw_policies.htm.

Refurbished Product return policies can be found at: http://www.dell.com/us/en/dfh/topics/segtopic_nav_info_002_info.htm . If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. If you are returning all components in an order, you will be credited the full amount paid for the order. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

7 Changed or Discontinued Product.

Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that have the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

8 Service and Support.

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Service offerings may vary from Product to Product. If you purchase optional services and support from Dell, Dell and/or your third-party service provider will provide such service and support to you in the United States in accordance with the terms and conditions located at **http://www.dell.com/us/en/gen/services/service_service_contracts.htm** or as mailed to you. You may contact Dell for more information, see **http://www1.us.dell.com/content/topics/segtopic.aspx/contact/contact?c=us&l=en&s=gen** for contact information. Dell and/or the third-party service provider may at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide service or support you purchase through a third party and not Dell.

9 Limitation of Liability.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE. **DELL IS NOT LIABLE TO YOU FOR WARRANTIES, SUPPORT, OR SERVICE MADE BY OR PURCHASED FROM A THIRD PARTY AND NOT DIRECTLY**

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FROM DELL. DELL IS NOT RESPONSIBLE FOR REPRESENTATIONS OR OMISSIONS MADE BY A THIRD PARTY.

10 Applicable Law; Not For Resale or Export.

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: **www.dell.com/policy/legal/termsofsale.htm.**

11 Governing Law.

THIS AGREEMENT AND ANY SALES THERE UNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.

12 Headings.

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Index

Numerics

3D map, 44

A

address
  entering as destination, 54
  entering By City, 54
  entering By Street, 58
almanac, 97
auto speed alert, 49

B

baud rate, 30
Bluetooth GPS Receiver
  See GPS Receiver
By City, 54
By Street, 54

C

cancelling a detour, 90
cancelling a waypoint, 88
cancelling destination, 85
categories, displaying POI types, 45
changing
  display options, 45
  distance units, 48
  input options, 48
  POI type display, 45
  route options, 47
  start location, 85
city center
  as destination, 80, 83
  entering as destination, 80
clearing destination, 85
COM port, 30
connection status, 31
customizing
  display, 43, 45
  route options, 46

D

dashboard mount, installing, 21
day mode, 44
Dell
  contacting, 113
demo, playing
  playing a demo, 98
destination
  adding a detour, 86, 88
  adding a waypoint, 86-87
  cancelling a detour, 90
  cancelling a waypoint, 88
  clearing, 85
  entering an address, 54
    By City, 54
    By Street, 58
  entering an intersection, 61
    By City, 61
    By Street, 65
  overview, 53
  selecting a city center, 80, 83
  selecting a POI, 68-69, 73
  selecting from favorites, 79
  selecting from recent, 78
  set from map, 54
detours, 86, 88, 90
direction arrow, 36
display options
  day vs. night, 44
  map perspective, 44
  orientation, 44
  overview, 43
  POI display, 44
  setting, 45
  show maneuver details, 44
displaying POI icons, 36, 39
distance units, 48
distance units, changing, 48
downloading

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by city, 17
by region, 16
map data, 15

E

enable auto speed alert, 49
enable fixed speed alert, 49
entering a destination
overview, 53
exiting Navigation System, 21

F

favorite locations
adding from the map, 51
adding while setting a destination, 51
editing, 52
overview, 50
favorites
setting as destination, 79
ferries, 47
finding information, 113
fixed speed alert, 49
fog driving, 50
full screen mode, 35

G

Global Positioning System. See GPS
GPS
definition, 25
manually connecting, 30
GPS Info screen, 31
GPS options, 28
GPS Receiver
auto detect connection, 28
Baud rate, 30
charge, 26
COM port, 30
connection status, 31
features, 25
LED status, 25
other connection options, 28
overview, 25
partnering, 26
partnering with Windows Mobile 2002, 28
partnering with Windows Mobile 2003, 27
signal reception, 32
guidance instructions
muting and unmuting, 36
muting or unmuting, 38, 42

H

help
Pocket PC Help, 113
hiding POI icons, 36, 39
hotkeys
assigning, 94
available assignments, 93
clearing, 95
disabling, 96
enabling, 96

I

input options, changing, 48
installing
dashboard mount, 21
Navigation System, 15
intersection
entering By City, 61
entering By Street, 65
entering destination, 61

L

LED status, 25
legend, 37
location information, 40-41

M

maneuver detail
automatically display, 42
displaying, 42
maneuver details
show automatically, 44

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maneuvers, viewing, 43
map
  3D perspective, 44
map data
  by city, 17
  by region, 16
  downloading, 15
map legend, 37
map orientation, 44
map view
  displaying, 37
  panning, 39
  returning from panning, 40
  set destination from, 54
moon phase, 97
mount, installing, 21
muting guidance instructions, 42

N

night mode, 44

O

OFF ROAD, 36
options
  display, 43
  distance units, 48
  fog driving, 50
  route, 46
  speed alert, 48
orientation, 44
origin, 85

P

panning the map, 39
panning, returning to map view, 40
partnering with GPS Receiver, 26
playing back routes, 100
POI
  as destination, 68
  as destination from map, 68
  as destination from nearby, 69
  as destination from within a city, 73
  categories to display, 44
  changing display of POI types, 45
  city center, 80
POI icon, 105
POI icons, 36, 39
POI icons, hiding or displaying, 39
POI information, 41
Points of Interest. See POI
preference, route, 46

R

recent destinations
  setting as destination, 78
recording routes, 99-100
resources
  finding, 113
returning to map view, 40
reverting to By City, 54
route instructions
  displaying, 43
  overview, 43
  viewing a maneuver, 43
route options
  overview, 46
  route preference, 46
  setting, 47
route preference, 46-47
routes
  playing back, 100
  recording, 99-100

S

signal reception, 32
speed alert, setting, 48
start location
  changing, 85
starting Navigation System, 19

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sunrise, 97
sunset, 97
support
  contacting Dell, 113
system requirements, 14

T

toll roads, 47
tracks, 99-100
troubleshooting, 101

U

unmuting guidance
  instructions, 42
using auto detect, 28

V

vehicle cursor, 36, 42
viewing the almanac, 97

W

warranty, 143
waypoints, 86-87
waypoints, cancelling, 88
what's in the box?, 13
Windows Mobile 2002, 28
Windows Mobile 2003, 27

Z

zoom in and out, 36, 39

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