

## **Sling Media, Inc. - Slingbox® Limited Warranty and Non-Warranty Returns Policy**

This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service.

Limited Warranty:

**What Does This Warranty Cover?** This warranty only covers defects in materials and workmanship of Slingbox hardware products purchased or leased from Sling Media, Inc. ("Sling Media") or its authorized resellers or partners and extends only to the original user of such products. References to Slingbox hardware products in this warranty include accessories that are sold together with and included in the original packaging of your Slingbox. This warranty does not cover any Sling Media software provided with your Slingbox or other Sling Media software. Your use of any such software will be governed by the terms and conditions of any end user license agreement accompanying such software or agreed to when you set up an account with Sling Media. For any applicable software warranty, please refer to the end user license agreement governing the use of that software. This warranty is valid only in the United States and Canada.

**How Long Does the Coverage Last?** If your Slingbox hardware product was purchased from an authorized reseller or directly from Sling Media, your Slingbox hardware product is warranted to be free of defects in materials and workmanship for one (1) year from the original date of purchase. If you are leasing your Slingbox from an authorized Sling Media partner or from Sling Media directly, your Slingbox hardware product is warranted for one (1) year from the date your lease began, unless a different period is specified in your lease agreement or other agreement pursuant to which you obtain your Slingbox hardware product.

**What will Sling Media Do?** If your Slingbox hardware product is defective and the defect is covered by this warranty, Sling Media will repair or replace it with the same product, or another product with similar features. Any replacement product may be from refurbished stock. Where a replacement product is offered, the warranty will continue from the date of original purchase or lease.

### **How Do You Get Warranty Service?**

Returns:

1. Please contact the Sling Media technical support team at 1-877-GO-SLING to verify eligibility.
2. If the Sling Media technical support agent determines that you should return your Slingbox hardware product, that technical support agent will provide you with a Return Material Authorization (RMA) number and the address of the Sling Media Returns Center. Returns sent to the Sling Media Returns Center or to the corporate offices without an RMA number will be rejected.

3. Returned products must be packed properly to prevent damage.
4. Whether or not your product is covered by this warranty, you will be responsible for the cost of shipping the product to the Sling Media Returns Center.

**Advance Replacement Option:**

1. When you call for warranty service, the Sling Media technical support team may also give you the option of providing your valid credit card number to receive an advance replacement of your Slingbox hardware product.
2. If Sling Media offers this option and you choose to take advantage of it, a credit card authorization will be required for the cost of a replacement unit for your Slingbox hardware product. The Sling Media representative will inform you of the amount at the time you request this option.
3. A replacement product, which may be from refurbished stock, will be sent to you at Sling Media's expense. A prepaid return shipping label will be included with the replacement product. You must use the prepaid return shipping label to return your product to Sling Media.
4. The hold on your credit card will be released when Sling Media receives the returned product.
5. If the product you are to return is not received by the Sling Media Returns Center within thirty (30) days after the replacement is shipped to you, your credit card will be charged for the cost of the replacement product.
6. Sling Media may at any time choose not to offer or to change this Advance Replacement option.

**What Does This Warranty Not Cover?** You may only exercise this warranty from the country in which you purchased or leased your Slingbox hardware product. Sling Media will not send repaired or replacement products to addresses outside the country in which you purchased your Slingbox hardware product. If your Slingbox hardware product is not covered by this warranty, Sling Media may offer to provide out-of-warranty service to you at Sling Media's then-current rates, which includes the cost to ship a refurbished unit to you that has the same or similar features. This warranty does not cover the following:

- installation or setup of your Slingbox. If you are eligible for technical support under Sling Media's technical support policies, Sling Media can help answer your questions about the setup and installation of your Slingbox.
- cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration other than by Sling Media or an authorized service provider of Sling Media, use of accessories not recommended by Sling Media, negligence, commercial or institutional use, or improper or neglected maintenance.

- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, nor shipping damage if the equipment was not packed and shipped in the manner prescribed.

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This warranty gives you specific legal rights, and you may also have other rights which vary from state to state in the United States and from province to province in Canada. To the extent that this limited warranty is inconsistent with local law, this warranty shall be deemed modified to be consistent with such local law.

### **Important Safety Instructions**

- Do not use a Slingbox near water.
- Do not place the product near heat sources such as direct sunlight, radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not block the ventilation holes on the Slingbox. A Slingbox requires adequate ventilation. Do not place a Slingbox in a cabinet or built-in installation unless sufficient

ventilation is provided. Do not place anything on top of a Slingbox, including another Slingbox.

- Operate this product from the type of power source indicated on the marking label.
- Route power cables so they are not likely to be walked on, rolled over, or pinched by items placed upon or against them, or otherwise subject to abuse, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
- Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
- Unplug a Slingbox before cleaning. Use only a dry cloth to clean the Slingbox.
- Do not place this product on an unstable cart, stand, tripod, bracket, or table.

### **Lightning**

For added protection of this product during a lightning storm, or when it is left unattended and unused for long periods, unplug it from the wall outlet.

### **Servicing**

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel. Contact your local office for servicing information.

### **Damage requiring service**

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power-supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally by following the operating instructions. Adjust only those controls covered by the operating instructions. An improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
- If the product has been dropped or damaged in any way.
- When the product exhibits a distinct change in performance.

### **Replacement parts**

When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or parts that have the same characteristics as the original part. Unauthorized substitution may result in fire, electric shock or other hazards.

### **Safety check**

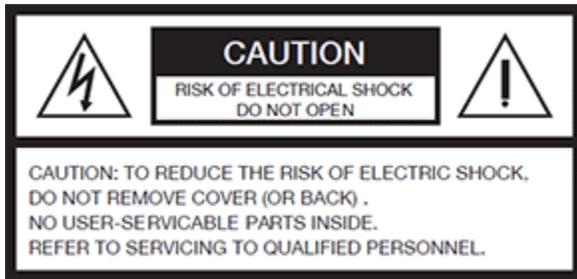
Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.



## Environmental Information



This symbol indicates that your Slingbox must be disposed of properly according to local laws and regulations. When your Slingbox reaches its end of life, contact your local authorities to learn about recycling options.

Sling Media cares about the environment. Some of our packaging materials are made from recycled paper and all of our packaging is designed to be recycled.

## Federal Communications Commission and IC Notices

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection

against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

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

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

### **Slingbox M1 and 500:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux

High-power radars are allocated as primary users (i.e. priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

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## **Linux SDK for UPnP Devices (libupnp)**

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Written by Denis Oliver Kropp <dok@directfb.org>, Andreas Hundt <andi@fischlustig.de>, Sven Neumann <neo@directfb.org>, Ville Syrjälä <syrjala@sci.fi> and Claudio Ciccani <klan@users.sf.net>.

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